

From Karen Knipscheer Cox <k.knipscheercox@lacity.org>
Subject **Re: More on Wagmor Please look into this, is there anything we can do?**
To Felix Lopez <felix.lopez@lacity.org>
Date May 25, 2020 7:56:36 AM PDT

Thank you!

On Sat, May 23, 2020 at 5:44 PM Felix Lopez <felix.lopez@lacity.org> wrote:
Commander,

Aco Lera was out at location not too long ago and did not find any violations. The pet shop in question gets their dogs from The Wagmore, a registered New Hope Partner. [REDACTED] and [REDACTED] are listed under that New Hope group.

Thank you

On Fri, May 22, 2020 at 3:21 PM Karen Knipscheer Cox <k.knipscheercox@lacity.org> wrote:

Hi [REDACTED],

I hope you and your family are staying safe and doing well. I know you've spoken to my amazing sister in law [REDACTED] who briefly shared our experience with Wagmor, [REDACTED]. Please let me know if you prefer to speak on the phone, I know this is a ton of information. We feel incredibly fortunate that our newest family member [REDACTED] seems to be doing very well despite having contracted parvovirus. We are first time puppy owners and for many reasons we felt it was important for our family to adopt rather than buy through a breeder. However we knew we wanted the full puppy experience. I had applied to many rescues with hardly any response. My girlfriend had put me in touch with one of her friends who had recently adopted through Wagmor.

Wagmor does not do any online adoptions, it's in person only. It's really a first come first serve process although they will say being first doesn't guarantee anything. After my daughters, husband and I spent a whole day on Saturday 4/18 waiting and observing, I returned very early (4am) on Sunday 4/19 to make sure we were first in line to get Midge. Wagmor will post available litters on their Instagram page that are ready for adoption the next day.

We adopted [REDACTED] on 4/19 and were supposed to pick her up on Sunday 4/26. However we were told on the phone one of her siblings may have parvo so there would be a delay. We called back very concerned spoke to a different employee who then said it was a puppy in a different litter and it wasn't parvo, this puppy had a bad reaction to the dewormer. We picked [REDACTED] up on Wednesday 4/29 and I brought her to the Vet on Thursday 4/30. She was fine aside from having the coccidia parasite, she then started an antibiotic. On 5/5 at 5am in the morning, she suddenly got very sick with vomiting and diarrhea, she wouldn't eat and was very lethargic. We were obviously very concerned but did not expect what was about to happen. I honestly thought she was having a bad reaction to the antibiotic. Once she was diagnosed with parvo she was in the hospital, VCA West from 5/5 - 5/10. We don't believe any of her 3 siblings contracted parvo. We're so grateful that she's ok but it was an extremely traumatic and costly experience that could have been easily prevented. We have recently requested reimbursement for the adoption donation fee as well as the hospital stay cost.

After our experience I found out that a friend had adopted from Wagmor 5 years ago and her puppy died within a week, I believe it was a neurological issue and apparently this puppy was much younger than disclosed. Through this tragedy my friend found another woman who adopted 2 puppies that both died from parvo after she brought them home. I believe [REDACTED] mentioned her to you, she's an attorney. There was another woman who also adopted a puppy that died and the 3 of them sued [REDACTED] and ended up settling. The attorney, [REDACTED] and I spoke. She informed me that [REDACTED] was in breach of the agreement. [REDACTED] apparently buys these puppies from backyard breeders. She also travels outside of LA county to get these puppies and she is supposed to quarantine the puppies for 2 weeks, preventing the spread of fatal diseases like parvo.

Unfortunately we were not the last parvo case from Wagmor and I'm sure there were cases before [REDACTED]. There is currently a litter that have all contracted the disease and many of the puppies have already died. These puppies have all been adopted, a few went home but most are at Somis Veterinary Hospital in Camarillo. From what I can tell this is not a 24 hour hospital. [REDACTED] has lied on her Instagram page that the puppies have tested negative for parvo. Someone commented that they spoke to the Vet at the hospital and that he suspects it's Parvo. [REDACTED] also shared with me that she's aware of an individual that made a donation to the hospital to help these puppies and the receipt indicated it was parvo.

[REDACTED] is our family and while we have only had her for less than a month, we can't imagine life without her. She's a fighter and she's so unbelievably sweet, we love her so much. We know how lucky we are that she survived. These poor puppies don't deserve this, it's heartbreaking. I really appreciate your time and I'm available if you'd like to connect on the phone.

Take care,

[REDACTED]

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