



COMMONWEALTH of VIRGINIA

Department of Agriculture and Consumer Services

Division of Animal & Food Industry Services

Office of Veterinary Services

P.O. Box 1163, Richmond, Virginia 23218

Phone: 804-692-4001 Fax: 804-371-2380 Hearing Impaired: 800-828-1120

www.vdacs.virginia.gov

Joseph W. Guthrie
Commissioner

LETTER OF NOTIFICATION

July 7, 2022

To: Larry Filer, City Manager
City of Norfolk
810 Union Street, Suite 101
Norfolk, VA 23510

On June 22, 2022, I inspected the **Norfolk Public Animal Shelter**. This inspection was conducted in order to evaluate compliance with the Virginia Comprehensive Animal Care laws, as well as pursuant regulations and directives. Please find attached the **Animal Shelter Inspection Summary** and the **Animal Shelter Inspection Form** (a copy of which was left on site at the conclusion of the inspection). This inspection report is being issued to you as the representative of the local governing body as referenced in Virginia Code section §3.2-6546. The result of this inspection is as follows:

There were no significant findings of noncompliance.

There were findings of non-critical violation.

A description of the findings is included on the attached "**Animal Shelter Inspection Summary**". Failure to correct the violation(s) may result in referral of this case for enforcement action. You may submit a written response to this inspection, providing an update on actions taken or planned in order to achieve compliance, for consideration in the process of future inspections, enforcement, and civil penalty assessment. *In accordance with the Office of Veterinary Services Civil Penalty Matrix, these violations are regarded as "first non-critical violation" (the first cited non-critical noncompliance with the Code of Virginia or Virginia Administrative Code found upon an animal shelter inspection by a State Veterinarian's representative within the preceding five calendar years). The Civil Penalty Matrix can be found online at: <https://www.vdacs.virginia.gov/pdf/Civil-Penalty-Matrix.pdf>*

There were findings of critical violation and/or repeat non-critical violation. This case has been referred for determination of civil penalty assessment. You will be issued a notification package by the State Veterinarian's Representative handling your case, which will include further details and instructions.

If you have any questions, you may contact me at 804-692-4001 or sherry.helsel@vdacs.virginia.gov.

Respectfully,

Sherry Helsel, LVT
Animal Care Inspector Senior



*VIRGINIA DEPARTMENT
OF AGRICULTURE AND
CONSUMER SERVICES*

DIVISION OF ANIMAL & FOOD INDUSTRY SERVICES
OFFICE OF VETERINARY SERVICES – ANIMAL CARE
P.O. BOX 1163
RICHMOND, VA 23218
804-692-4001

ANIMAL SHELTER INSPECTION SUMMARY

Facility Name/ID: Norfolk Public Animal Shelter		Unannounced Inspection Date: 6/22/22			
Facility Physical Address: 5585 Sabre Road Norfolk, VA 23502		Facility Mailing Address: 5585 Sabre Road Norfolk, VA 23502			
Facility Telephone Number: 757-441-5505		Facility Email Address: nacc@norfolk.gov			
Type of Facility: Public Animal Shelter		Owned By: Local Governing Body	Operated By: Local Governing Body		
Facility Designation: Entire Building		Weekly Hours of Public Access: Tuesday, Wednesday: 2:00 p.m. – 6:30 p.m. Friday – Sunday: 2:00 a.m. – 4:30 p.m.			
Contractual Agreements:					
Facility Supervisor: Jennifer Held		Facility Supervisor Email Address: Jennifer.held@norfolk.gov			
Number of Dogs on Site:	77	Number of Cats on Site:	144	Number of Other Companion Animals on Site:	20
Responsible Authority Name, Title, and Address: Larry Filer, City Manager City of Norfolk 810 Union Street, Suite 101 Norfolk, VA 23510					

NARRATIVE SUMMARY (if applicable):

INSPECTION FINDINGS

2 VAC 5
111-30 (A)

Non-Critical Violation: The shelter was not adhering to the veterinarian's protocol for determining when an animal requires veterinary treatment. The shelter was not obtaining adequate and appropriate veterinary care when needed. The protocol requires that veterinary care be provided within 24 – 48 hours if showing certain signs such as limping or lack of appetite. However, the notification board showed that an animal had been limping for a week and another dragging its back legs for several days, and these animals had not been taken for veterinary care. There were instructions on a wall to administer mirtazipine to cats for inappetence, carprofen for limping/pain/swelling, and trazodone to for anxiety. Although these particular drugs were not observed on site, the shelter is maintaining a stock of other Schedule VI drugs without written authorization from the supervising veterinarian of the Controlled Substances Registration, and using these drugs to treat a variety of illnesses such as heartworm disease (doxycycline is administered from the drug stock at the discretion of the shelter upon obtaining a positive result from a shelter heartworm test). Posted instructions direct staff to perform blood drawing and heartworm testing on all dogs immediately upon intake and begin treatment based on shelter staff diagnosis. Additionally, the protocol requires that all animals placed into the isolation room be taken to a veterinarian within 24 hours, and this was not occurring.

2 VAC 5
111-30 (B)

Non-Critical Violation: The shelter was not adhering to the protocol for the control of contagious and infectious disease. This protocol requires that all animals placed into the isolation room be taken to a veterinarian within 24 - 48 hours, and this was not occurring. The protocol also indicates that animals placed in the isolation room will be housed individually for the entire duration of isolation confinement unless they are nursing neonates. There were cats co-housed in the isolation room that were not nursing neonates. Additionally, the shelter is maintaining a stock of Schedule VI drugs without written authorization and protocols from the supervising veterinarian of the Controlled Substances Registration, and using these drugs to treat suspected communicable diseases.

State Veterinarian's Representative

Name: Sherry Helsel, LVT

Signature:

Title: Animal Care Inspector Senior



Date: 7/7/22



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ANIMAL SHELTER INSPECTION FORM

Facility Name/ID: *Norfolk Public Animal Shelter*

Date: *6/22/22*

Time: *11:15 a*

Elements of Inspection

1) Animals on premises. Inspected Not Inspected – Explain:

2) Animal enclosures. Inspected Not Inspected – Explain:

3) Areas of facility. Inspected Not Inspected – Explain:

4) Methods of animal euthanasia. Inspected Not Inspected – Explain:

5) Other (specify or indicate "N/A"): *N/A*

Results of Inspection

No Violations Cited

Violations Cited (Details of the violations will be provided in an Inspection Summary and included in the Inspection Report and mailed to the responsible authority. The Inspection Report will also include information regarding questions or submission of a response upon receipt of the report.)

- | | | | |
|---------------------------------------|--|---|--|
| <input type="checkbox"/> 3.2-6503 | <input type="checkbox"/> 2 VAC 5-111-20 (A) | <input type="checkbox"/> 2 VAC 5-111-30 (C) | <input type="checkbox"/> 2 VAC 5-150-120 |
| <input type="checkbox"/> 3.2-6546 (B) | <input type="checkbox"/> 2 VAC 5-111-20 (B) | <input type="checkbox"/> 2 VAC 5-111-40 (A) | <input type="checkbox"/> 2 VAC 5-150-130 |
| <input type="checkbox"/> 3.2-6546 (C) | <input type="checkbox"/> 2 VAC 5-111-20 (C) | <input type="checkbox"/> 2 VAC 5-111-40 (B) | <input type="checkbox"/> 2 VAC 5-150-140 |
| <input type="checkbox"/> 3.2-6546 (D) | <input type="checkbox"/> 2 VAC 5-111-20 (D) | <input type="checkbox"/> 2 VAC 5-111-40 (C) | |
| <input type="checkbox"/> 3.2-6557 | <input type="checkbox"/> 2 VAC 5-111-20 (E) | <input type="checkbox"/> 2 VAC 5-111-40 (D) | <input type="checkbox"/> _____ |
| <input type="checkbox"/> 3.2-6574 | <input checked="" type="checkbox"/> 2 VAC 5-111-30 (A) | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> 3.2-6575 | <input checked="" type="checkbox"/> 2 VAC 5-111-30 (B) | | |

Reference Materials Provided

- Virginia Administrative Code, Title 2, Agency 5, Chapter 111 "Public and Private Animal Shelters"
- Virginia Administrative Code, Title 2, Agency 5, Chapter 150 "Rules and Regulations Governing the Transportation of Companion Animals"
- VDACS Guidance Document "Guidelines Governing the Veterinary Protocols Required by Virginia Administrative Code 2 VAC 5-111-30"
- Division Administrative Directive 79-1 "Methods Prescribed or Approved for Animal Euthanasia and Competency Certification Requirements"
- VDACS Form "Animal Custody Record"
- Virginia Animal Shelter Civil Penalty Matrix – Guidelines for Enforcement
- Other (Specify):

State Veterinarian's Representative

Name: *Sherry Helsel CVT*

Signature: *[Signature]*

REVIEWED WITH: Printed Name *Bryce Strech*

Signature *[Signature]*

Date *6/22/22*