

LOUISIANA ANIMAL  
WELFARE COMMISSION

Governor's Office of Community Programs

17732 Highland Road Suite G – Box 237, Baton Rouge, LA 70810

(504) 568-8315

November 9, 2015

Dear Ascension Parish Animal Shelter Management Team,

The Louisiana Animal Welfare Commission (LAWC) performed an inspection of the Ascension Parish Animal Shelter on July 23, 2015. The inspectors included Ms. Ashley Delrie, LAWC's director of the inspection program, and me, LAWC Vice-chair and state public health veterinarian with the Department of Health and Hospitals, who participates through authority of a memorandum of understanding with LAWC.

LAWC's inspection process involves two components. The first portion of the inspection deals with compliance with Louisiana law and LAWC shelter management guidelines. The second part of the inspection is concerned with shelter development of "standard practices" related to humane programs, community outreach, leadership, enforcement of laws, and progress toward becoming a very high quality shelter, one of the best in the state. Both sections are intended to provide valuable feedback to shelters and serve as a guide for future development.

Please see the attached Louisiana Animal Welfare Commission (LAWC) Inspection Form. Ascension Parish Animal Shelter meets Louisiana's shelter standards as set forth in law. No critical deficiencies were identified. The form lists several corrections that were made after the initial inspection. LAWC would like to thank management for the shelter's cooperation in facilitating these corrections. Three major deficiencies, however, remain. There are no documented statistics or tracking of animals that leave the shelter without being vaccinated for rabies. Not all dogs are checked for heartworms, even adoptable animals, and no heartworm prevention is administered at the facility. In addition, the shelter's system to ensure compliance with spay/neuter requirements was found to be inadequate.

The "poor performance" rating in the shelter development section was due to the observed lack of direct involvement of the shelter in community outreach and partnerships, public education, and utilization of available tools to improve the adoption program. In many cases additional information is requested to better gauge the status of many of the programs.

This document will be made available to the public on the LAWC website. Ratings may be appealed. Any inspection under appeal will include the words "under appeal" next to the assigned rating in the rating box until the issue can be addressed at a regular meeting of LAWC.

Sincerely:

Gary A. Balsamo, D.V.M., M.P.H. & T.M.  
State Public Health Veterinarian/Assistant State Epidemiologist

Attachments:

LAWC Inspection Form  
Shelter Development Evaluation Form

*...to ensure and promote the proper treatment and well-being of animals*

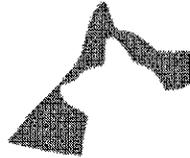
Name of shelter: Ascension Parish Animal Shelter	Contact person: Michael LeBlanc
Phone: 225-675-6557	Email address: mleblanc@apgov.us

Physical address: 9894 Airline Highway  
Sorrento, LA 70778

Name of inspector: Ashley Delrie, LAWC Shelter Inspection Director, Dr. Gary Balsamo, State PH veterinarian (LA Dept. of Health & Hosp.)	Date of inspection: July 23, 2015
	Initial <input checked="" type="checkbox"/> Re-inspection <input type="checkbox"/>

Critical	Major	Minor		Category
				<b>A. Animal euthanasia</b>
				Citation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<b>B. Management</b>
				Citation
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	B4	There is no routine, documented inspection of the shelter regularly conducted by parish officials.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	B6	Cat with evidence of URT infection in the general population. In response shelter has a new protocol to deal with incoming animals and sick animals.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	B18	Written protocols for spay/neuter compliance and heartworm detection are desirable
				<b>C. Records</b>
				Citation
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	C4	Records were not available for inspection at the time of the audit, but were provided later.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	C8	There is no daily documentation of the health status or the adoption status of each animal.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		New protocol initiated where animals are scanned on intake, then again at time of adoption, rescue or euthanasia.
				<b>D. General structure</b>
				Citation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D11	Lighting in outdoor runs has been improved since inspection.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D18	There is no enclosed offloading area for animals, however there is a sally port for unloading dogs and cats are brought into enclosed areas in carriers.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D23	Accumulated dirt and grime was observed on some of the fans in the facility, but the fans have been cleaned and are now cleaned once/week.
				<b>E. Water and electric power</b>
				Citation
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	E11	There is no toe space under the tub used for bathing.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<b>F. Waste disposal</b>
				Citation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F1	Dumpster was moved to an area away from the public parking area.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<b>G. Storage</b>	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	G4	No protocol for first in/first out use. Spilled food was present. New SOP initiated where area cleaned every two weeks, and food is re-shelved.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	G5	First in first out written protocol now available.
			<b>H. Primary Enclosures</b>	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	H6	The shelter is small and when the population increases, animals are doubled in cages.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<b>I. Feeding and watering</b>	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<b>J. Pest control</b>	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<b>K. Rabies quarantine</b>	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<b>L. Infection control and rabies vaccination requirements</b>	
			Citation	Comments
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	L1	There do not seem to be documented statistics or tracking of animals that leave the shelter without rabies vaccination.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	L6,L7	Not all animals are checked for heartworms, even adoptables, and no heartworm prevention is administered at the facility.
			<b>M. Population control</b>	
			Citation	Comments
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	M4	Guarantee of compliance with spay/neuter requirements does not occur.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Additional comments:				
The primary remaining recommendation is to maintain statistics so that the shelter can inform LAWC or any other agency of the number and proportion of animals that leave the shelter unvaccinated for rabies. LAWC also urges that shelters maintain accurate statistics on compliance with spay/neuter requirements and initiate a program to follow-up with adopters who fail to have animals spayed or neutered, although legally compelled to do so. A similar program to track rabies compliance is also recommended.				
Rating: Below standards <input type="checkbox"/> Meets standards <input checked="" type="checkbox"/> Exceeds standards <input type="checkbox"/>				



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## Shelter Development Evaluation

**Shelter Evaluated:** Ascension Parish Animal Shelter

Evaluation Date: 7/23/15

**Director:** Michael Leblanc

**Email address:** mleblanc@apgov.us

**Contact number:** 225-675-3430

**Evaluator:** Ashley Delrie

Initial  Follow up

### The LAWC Shelter Development Evaluation

The LAWC Shelter Development Evaluation is a comprehensive assessment to measure the performance of a shelter on humane programs and initiatives, community outreach and partnerships, leadership, law enforcement, and the ability to offer the public a quality, effective shelter.

### Standard Practices

The standard practices section focuses on 4 key practice areas that are recognized by the national ASPCA and HSUS as essential practices that provide a high quality, humane, and effective shelter. Each shelter will be evaluated on their proficiency of each standard.

**Standard Practices are:**

- Executive Leadership
- Shelter Programs
- Community Outreach & Partnerships
- Emergency Preparedness & Disaster Planning

### Performance Ratings

Meets all standard practices	Distinguished Performance
Meets most standard practices	Solid Performance
Meets some standard practices	Average Performance
Meets few or none of the standard practices	Poor Performance

***\*NOTE: Shelters/agencies that do not manage an effective adoption program will automatically be assigned a poor performance rating.***

## Standard Practices

### 1) Executive Leadership

Written state of mission, vision, and a strategic plan that outlines short term and long term goals for the current fiscal year  
Yes  No  Need more information

The Director demonstrates knowledge and awareness of the budget and practices appropriate stewardship of animal shelter funds  
Yes  No  Need more information

The shelter/agency actively manages a shelter/agency website accessible to the public with up to date shelter information, current adoptable animals, event information, and shelter program information  
Yes  No  Need more information

The shelter/agency creates strategies specific to reducing the euthanasia rate  
Yes  No  Need more information

The shelter/agency shows evidence of collaboration with local law enforcement agencies and other government agencies  
Yes  No  Need more information

The shelter/agency actively educates and encourages the public to report all instances of animal cruelty and neglect.  
Yes  No  Need more information

The shelter/agency actively communications to the public on how to properly report cruelty to the agency  
Yes  No  Need more information

The shelter/agency has a clearly written protocol on how cruelty is reported, investigated, and prosecuted  
Yes  No  Need more information

The shelter/agency works with local or parish law enforcement to facilitate the prosecution of cruelty cases to the fullest extent of the law.  
Yes  No  Need more information

The shelter/agency employs an effective means to enforce compliance with local, parish, and state rabies ordinances  
Yes  No  Need more information

## **Mandatory Registration & Licensing**

**For municipalities where registration & licensing does not exist in the local ordinances:**

The shelter/agency or its governing body shall work to establish mandatory registration and rabies licensing of dogs and cats as recommended by the American Veterinary Medical Association

Yes  No  Need more information

The Director should actively work with local government and elected officials to incorporate licensing into the local or parish ordinances

Yes  No  Need more information

The Director shall create and advocate a plan to educate the public and government officials about the benefits of mandatory licensing & registration

Yes  No  Need more information

**For municipalities where registration & licensing does exist in the local ordinances:**

The shelter/agency employs an effective means to enforce registration & licensing compliance and monitors compliance rate.

Yes  No  Need more information

The shelter/agency actively employs methods to increase the compliance rate and educate the public on the law.

Yes  No  Need more information

The shelter/agency institutes a fine for non-compliance with rabies vaccination and license registration.

Yes  No  Need more information

License fees and fines are reviewed annually

Yes  No  Need more information

## **2) Shelter Programs**

The shelter/agency manages an **effective** adoption program that includes:

Daily adoption times Yes  No

Shelter adoption events Yes  No

Off-site adoption events Yes  No

Extended shelter hours on weekends & evenings Yes  No

Website utilization Yes  No

Social Media Yes  No

The adoption program features a fee Yes  No

The shelter/agency conducts humane education programs for schools, civic organizations, colleges, universities, and community organizations covering subjects on responsible pet ownership, shelter adoption, heartworm disease prevention, approaching a reporting strays, dog fighting, services performed by animal control, and the value of animal control in the community?

Yes  No  Need more information

The shelter/agency employs an effective spay/neuter education program

Yes  No  Need more information

The shelter/agency uses a proper owner surrender intake form that captures health history, behaviors, and general personality information about the animal

Yes  No  Need more information

The shelter/agency adoption program educates the adopter on heartworm disease and the importance of administering heartworm preventative medication to the animal at the time of the adoption

Yes  No  Need more information

The shelter/agency actively engages in promotional practices and utilizes a variety of communication tools to increase public awareness about the shelter and adoptable animals

Yes  No  Need more information

The shelter/agency uses a shelter managed social media and website program to communicate to the public about shelter policies, promotions, events, programs, and other useful information

Yes  No  Need more information

The shelter/agency employs a shelter managed foster care program to care for pets at sites external to the shelter itself

Yes  No  Need more information

The shelter/agency employs a rescue program to help reduce the shelter euthanasia rate

Yes  No  Need more information

The shelter/agency employs a Return to Owner (RTO) program that helps return licensed animals to their rightful owners. A "Free Ride Home"

Yes  No  Need more information

The shelter/agency has an efficient program in place to increase owner redemption rates

Yes  No  Need more information

The shelter/agency an effective volunteer program

Yes  No  Need more information

The shelter/agency has a surrender prevention program, or provides references to those unsure of whether a pet requires surrender

Yes  No  Need more information

The shelter/agency employs an enrichment and/or socialization program for shelter habitats

Yes  No  Need more information

The shelter/agency participates in an inmate/pet rehabilitation program

Yes  No  Need more information

The shelter/agency participates in community programs at schools and centers

Yes  No  Need more information

The shelter/agency participates in an animal transport program

Yes  No  Need more information

The shelter/agency conducts, cooperates with, or recommends obedience training programs to adoptive owners or other pet owners in the community

Yes  No  Need more information

The shelter/agency employs a bathing and grooming program to those animals suffering from coat conditions affecting the health of the animal

Yes  No  Need more information

### 3) Community Outreach & Partnerships

The shelter/agency implements community initiatives to increase awareness about local resources for low cost spay/neuter services

Yes  No  Need more information

The shelter/agency participates in an income based subsidized spay/neuter program

Yes  No  Need more information

The shelter/agency implements community outreach spay/neuter initiatives targeting low income and high stray intake areas

Yes  No  Need more information

The shelter/agency actively seeks out spay/neuter grant opportunities

Yes  No  Need more information

The shelter/agency employs shelter based spay/neuter community incentives programs

Yes  No  Need more information

The shelter/agency actively seeks out and develops partnerships with animal welfare organization and rescue groups

Yes  No  Need more information

The shelter/agency works to develop partnerships with the local business community

Yes  No  Need more information

The shelter/agency works to develop partnerships with the local veterinarian community

Yes  No  Need more information

The shelter/agency conducts community reduced price rabies vaccination clinics

Yes  No  Need more information

The shelter/agency partners with local media promote shelter adoption, spay & neuter education, and shelter resources  
Yes  No  Need more information

#### 4) Emergency Preparedness/Disaster Planning

The shelter/agency maintains an emergency response plan for natural disasters and other catastrophic events (OEP & LDAF requirements)

Yes  No  Need more information

The shelter/agency conducts drills and trainings to assure effectiveness of emergency response plans

Yes  No  Need more information

The shelter/agency considers participation in the LAWC pet registry

Yes  No  Need more information

#### Performance Rating

Meets few or none of the standards practices

**POOR PERFORMANCE**

#### SHELTER DEVELOPMENT PLAN

The Ascension Parish Animal Shelter inspection identified many areas of deficiency in basic LAWC shelter standard practices. In addition, there are many standard practice areas where more information is needed to fully assess the shelter's performance. The following is a list of areas that are in need of immediate improvement:

- 1) The shelter's inability to effectively manage a shelter/agency website with up to date shelter information and current adoptable animals. This website should be accessible to the public 24 hours a day with current information on adoptable animals (to include a picture and brief profile), event information, and shelter program information.
- 2) The shelter does not employ an effective means to enforce compliance with local, parish, and state rabies ordinances.
- 3) The shelter does not employ an effective means to enforce mandatory registration & licensing compliance and does not have any tracking system in place to measure compliance or compliance rates.
- 4) The shelter does not employ any method to increase compliance with mandatory registration & licensing laws or to educate the public on the importance of compliance with the local ordinance.
- 5) The shelter does not manage an effective adoption program. The daily adoption and viewing times are inadequate. The shelter does not create or participate in shelter managed adoption events to include off-site adoption events, extended shelter hours on the weekend & evenings, and does not manage a shelter social media program. The shelter's website is not being used as an effective tool to help with adoption.
- 6) The shelter fails to offer a shelter managed foster care program to help reduce the euthanasia rate of healthy, adoptable animals.
- 7) The shelter does not engage in promotional practices to increase the public's awareness about the shelter's adoptable animals.

Based upon the information given during the inspection, this shelter meets very few of the LAWC standard practices. I would like to conduct a follow up evaluation to review the areas that are in need of immediate

improvement and areas that are identified as “need more information”. Please contact Ashley Delrie at 225-772-8370 to schedule a follow up inspection.