



LOUISIANA ANIMAL
WELFARE COMMISSION

Governor's Office of Community Programs

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

(504) 568-8315

February 1, 2016

Dear St. Landry Parish Officials,

The Louisiana Animal Welfare Commission (LAWC) performed an inspection of the St. Landry Parish Animal Shelter on November 10, 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.

The present shelter director appears to be dedicated to improving conditions at the facility. Most of the shelter's procedures governing animal care are sufficient and the facility, although beset with some inadequacies, is well maintained.

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. The shelter was judged to meet LAWC standards; however several major problems exist, including structural defects within the facility, ineffective isolation of incoming animals from the general population, failure to test incoming animals for heartworms, and failure to provide heartworm prevention to resident animals. Scanning for microchips, according to LAWC guidelines, should be performed upon intake, and then again prior to euthanasia, adoption, or rescue to assist in returning lost animals to their owners. There were also several minor deficiencies noted that can be corrected easily.

An "average performance" rating was given to the shelter in the inspectors' evaluation of shelter development and involvement in the community. This section should be used by facility managers and parish government to develop a mission, vision and goals for the future.

LAWC will make the inspection documents available to the public on the LAWC website, lawc.la.gov. Final 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: St. Landry Parish Animal Shelter			Contact person: Ms. Stacey Alleman
Phone: 337-948-6184			Email address: stacey.alleman@stlandryparish.org
Physical address: 255 Hanger Road Opelousas, LA 70570			
Name of Inspector: Ashley Delrie, LAWC Shelter Inspection Director, Dr. Gary Balsamo, State PH veterinarian (LA Dept. of Health & Hosp.)			Date of inspection: November 10, 2015
			Initial <input checked="" type="checkbox"/> Re-inspection <input type="checkbox"/>
Critical	Major	Minor	Category
			A. Animal euthanasia
			Citation
			Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A10
			No written protocol for after-hours or in field euthanasia
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			B. Management
			Citation
			Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	B3,B25
			It appears that veterinary care has not been readily available in the past. Regular veterinary visits do not occur (except the LSU Shelter Program)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	B4
			Although the parish president personally checks the shelter, there is no documentation of such "inspections."
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	B20
			There is no program in place to vaccinate animal contact staff for rabies.
			C. Records
			Citation
			Comments
<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"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			D. General structure
			Citation
			Comments
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	D1,D3
			Ceiling insulation material is falling in some areas. This is a potential risk to animals housed beneath. Lack of usable hoses for cleaning was observed.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	D4,D6, D12
			Many animal areas are not in permanent structures and impervious flooring does not exist. Accumulation of moisture in the fixed facilities is a problem.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	D7
			Rabies quarantine door was propped open during cleaning, which could be an avenue of escape for a potentially dangerous animal.
			E. Water and electric power
			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"/>	
			F. Waste disposal
			Citation
			Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	F3
			In some animal areas the slope of the floor did not see adequate to stem drainage problems.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

			G. Storage	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	G1	Loose dry food was evident in large wooden containers where food was stored. The containers should be cleaned when emptied.
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	G5	The shelter does employ a first in/first out food usage system, however it is recommended to include this system in a written SOP.
			H. Primary Enclosures	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	H1	Some kennels are missing doors, rendering the kennels unusable. This simply adds to a chronic over-crowding problem at the facility.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			I. Feeding and watering	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I8	There are not adequate racks for drying food bowls. Food bowls were observed to be drying in several unconventional areas.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			J. Pest control	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	J2	The process to remove ectoparasites from incoming and resident animals should be a written protocol.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			K. Rabies quarantine	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	K2,K3	The door to the quarantine area was left in the open position. Also, other animals are kept in the quarantine area and signage was inadequate.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			L. Infection control and rabies vaccination requirements	
			Citation	Comments
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	L6,L7,L11	Not all animals are checked for heartworms, even adoptables, and no heartworm prevention is administered at the facility.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	L8	Animals are not isolated from the general population upon intake. The shelter is seriously overcrowded!!!
			M. Population control	
			Citation	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Additional comments:				
B17: Although animals are scanned twice as is recommended, no written protocol on scanning exists. B23: State shelter standards have not been incorporated into parish ordinances.				
D14: Although the shelter has plans to provide warmth to outdoor animals during cold months, it appears that the animals in most outdoor cages are not protected from rain. D16. Problems with drainage were observed in several areas of the outdoor facility. D19. Equine areas may not be adequately protected from entry. D23 Accumulation of animal hair on several fans.				
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: St. Landry Parish Animal Control

Evaluation Date: 11/10/15

Director: Stacey Alleman

Email address: stacey.alleman@stlandryparish.org

Contact number: 337-945-3553

Evaluator: Ashley Delrie

Email: ashleydelrie@lawc.la.gov

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 guidelines and standard practice areas that are recognized by the National Animal Care & Control Association, the 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

Meets most standard practices

Meets some standard practices

Meets few or none of the standard practices

Distinguished Performance

Good Performance

Average Performance

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 statement of mission, vision, and a strategic plan that outlines short term and long term goals for the current fiscal year

Yes No

The Director demonstrates knowledge and awareness of the budget and practices appropriate stewardship of animal shelter funds

Yes No

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

The shelter/agency creates strategies specific to reducing the euthanasia rate

Yes No

The shelter/agency shows evidence of collaboration with local law enforcement agencies and other government agencies

Partially

The shelter/agency actively educates and encourages the public to report all instances of animal cruelty and neglect.

Yes No

The shelter/agency actively communicates to the public on how to properly report cruelty to the agency

Yes No

The shelter/agency has a clearly written protocol on how cruelty is reported, investigated, and prosecuted

Yes No

The shelter/agency works with local or parish law enforcement to facilitate the prosecution of cruelty cases to the fullest extent of the law.

Partially

The shelter/agency employs an effective means to enforce compliance with local, parish, and state rabies ordinances

Yes No

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 n/a

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

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

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

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

Yes No

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

Yes No

License fees and fines are reviewed annually

Yes No

2) Shelter Programs

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

Daily adoption times	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Shelter adoption events	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Off-site adoption events	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Extended shelter hours on weekends & evenings	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Shelter/agency website utilization	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Social Media	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
The adoption program features a fee	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

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 and reporting strays, dog fighting, services performed by animal control, and the value of animal control in the community

Partially

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

Yes No

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

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

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

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

Yes No

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

Yes No

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

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

Yes No

The shelter/agency has an effective volunteer program

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

The shelter/agency participates in an animal transport program

Yes No

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

Yes No

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

Yes No

3) Community Outreach & Partnerships

Spay & Neuter Outreach & Education

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

Partnerships

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

Yes No

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

Yes No

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

Yes No

The shelter/agency conducts community reduced price rabies vaccination clinics

Yes No

The shelter/agency partners with local media to promote shelter adoption and shelter resources?

Yes No

The shelter/agency partners with local media to promote spay & neuter education & resources?

Yes No

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

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

Yes No

Performance Rating

Meets some standards

Average Performance

SHELTER DEVELOPMENT PLAN

The goal of the shelter development evaluation is to highlight specific shelter practice areas where St. Landry Parish Animal Control is demonstrating a strong level of proficiency, and to identify other shelter practice areas that are in need of improvement. This will allow the agency, and St. Landry parish's local governing body, to conduct a thorough review of areas where the agency is currently successful, and other areas that are identified as in need of improvement. LAWC's goal with this evaluation is to give recommendations to the agency so a "working plan" of development can be created and implemented over time. LAWC will periodically, and during subsequent inspections, refer to this document to assess if the recommendations are being implemented and are helping to improve the agency. Our goal is to help the agency build on current areas of success, and offer support in areas of development.

It is evident that the St. Landry Parish Animal Control agency is working hard to provide the public with a quality, effective shelter. The agency demonstrated that it is efficient in some areas of the four (4) standard practices. The following is list of areas where the shelter is demonstrating a strong level of proficiency:

Proficiency Areas:

- Enforcing the state sterilization law R.S. 3:2472- which requires all shelter animals adopted from the agency be spayed or neutered prior to relinquishing custody of the animal to the adopter.
- Enforcing the state rabies law Title 51 Chapter 1; §103.- ensuring all animals adopted from the agency receive a rabies vaccination by a licensed veterinarian.
- A strong social media program is being implemented to help increase awareness about the shelter, adoptable animals, and animals eligible for rescue and transport release.
- The adoption program is efficient and accessible to the public.
- Surrender Intake forms & procedures are being implemented consistently.
- Rescue outreach efforts are being employed.
- Partnerships with community organizations and local business are being leveraged.
- A successful transport program is being employed.
- A surrender prevention program is being implemented.

- Enrichment & socialization programs are being employed.
- A strong partnership with the local veterinarian community has been established.
- A partnership with the local media to promote shelter animals has been established.
- Emergency preparedness & a disaster plan are in place.

Areas of Development & Recommendations:

- **Ordinances-** The St. Landry Parish Animal Control ordinances are grossly outdated with most revisions completed in 1949-1967. LAWC recommends that all animal control ordinances be thoroughly reviewed and updated to reflect the current needs of the public and the agency. St. Landry's Animal Control ordinances do not reflect current legal mandates that are necessary and relevant for a modern day agency. By updating the local ordinances, the agency will be able to respond to the public's needs more appropriately. It will also give the agency the legal authority to govern animal control related issues more effectively. LAWC strongly recommends a joint task force and/or animal advisory committee be formed with cooperation from local parish officials, the agency, local veterinarians, and community members to update and rewrite the ordinances.
- **Mandatory Rabies Licensing-** LAWC strongly recommends the agency begin to enforce the rabies licensing law that is currently mandated in the local St. Landry animal control ordinance. A revision to the ordinance is recommended to assess a fee to the license and to update the language to be more specific about the licensing process. The benefits of enforcing this include an increase in rabies compliance and an increase in shelter funding (if a fee is assessed).
- **Funding-** adequate funding for the shelter's basic needs should be met. Basic food (hay for horses) and equipment should be provided.
- **Staff-** adequate staff should be a priority. Consider hiring more animal control officers and kennel workers to meet the needs of the shelter. At least two members of the staff should be certified euthanasia technicians. Proper training of staff members should be a priority.
- **Strategic Planning-** a written shelter plan outlining the agency's short-term and long-term goals should be in place and updated annually. A continuous review of the plan should be conducted to evaluate if the agency is achieving specified goals and to ensure that the goals are relevant to needs of the agency. The plan should be made available to the public via the shelter website.
- **Financial Stewardship-** the Director should have a strong working knowledge of the shelter's budget and the ability to manage the budget effectively. This will allow the director to manage programs more effectively when funding is needed. A constant review of shelter's revenues and expenses should be conducted.
- **Cruelty Reporting & Education-** LAWC strongly recommends that the agency improve on its communication to the public on properly reporting animal cruelty to the agency. A written protocol should be developed and communicated to the public on an ongoing basis. An anonymous hotline or email reporting system should be considered. In addition, a "see something, say something" reporting program should be considered and be available on the agency's website. It is recommended that the agency develop a written protocol on how cruelty complaints are handled internally. All protocols and/or agency policies regarding cruelty should be added to the agency's policy manual. Strong collaboration with the sheriff's department is essential and recommended and should be included in the protocol.
- **Shelter Website-** a website for the agency should be made available to the public. The agency should actively manage the website. The website should have animal control ordinances, up-to-date shelter information and resources, animals available for adoption, and spay & neuter resources and information available.
- **Volunteer Program-** a comprehensive volunteer program should be developed. Utilize community events to help recruit new volunteers. Partner with local civic & religious organizations and schools to help in recruiting efforts.
- **Heartworm Education-** a heartworm disease prevention education program should be administered by

the agency and a staff member should review the information with the adopter at the time of the adoption.

- Owner Redemption- the agency should encourage owners to place identification tags on their animals to help with reunification efforts.
- Foster Program- a shelter managed foster care program should be reconsidered. A smaller scale program could be administered to help improve follow-up and accountability of foster homes.

Spay & Neuter Education & Resources- this is a major area of deficiency for the agency. A comprehensive review should be conducted to review how the agency can improve on educating the public on the benefits of spaying and neutering and what resources are available.

- Review the agency's current spay & neuter initiatives to determine if they are effective.
- Consider developing a parish wide spay & neuter education and awareness program for the public.
- Consider supporting a low income spay & neuter subsidized program. Please review DeSoto Parish's and Caddo Parish's programs as examples of successful subsidized programs.
- Consider establishing a partnership with the local water or utility company to help with the dissemination of information about the benefits of spaying & neutering and how to access local/regional resources. Informational inserts into consumer bills can be an effective way to reach a large percentage of the community.
- A billboard or placing ads in local newspapers can be helpful options to increase awareness about the importance of spaying & neutering.
- Seek out spay & neuter grant opportunities from local and national non-profits organizations and local/state foundations.
- Leverage relationships with local media outlets to run public service announcements about local & regional spay & neuter resources available to the public.
- Evaluate the public's accessibility to the current spay & neuter resources.
- Continue to work Dr. Wendy Wolfson- LSU Shelter Medicine Program to help with spay & neuter needs. wwolfson@vetmed.lsu.edu. 225- 578-9045.
- An adequate amount of catchpoles should be provided to the agency.

LAWC would like to set up a time in early 2016 to give a presentation to the local parish government and veterinarian community on rabies control and mandatory rabies registration and licensing. I will follow up with Mr. Bill Fontenot in early January to set up a convenient time.

Report filed on December 14, 2015

Filed by: Ashley Delrie