NEW YORK STATE DEPARTMENT OF AGRICULTURE AND MARKETS
DIVISION OF ANIMAL INDUSTRY
10B AIRLINE DRIVE, ALBANY, NY 12235

SHELTER INSPECTION REPORT - AI-SIR

Rating: **Non-Compliant Critical - 7**

Purpose: **Inspection**

DATE/TOA: **5/20/26 11:15 am**

License No.: Expiration Date:

ANIMAL CARE CENTERS OF NYC
11 PARK PLACE
SUITE 1212
NEW YORK NY 10007

Inspector #: **84**
Inspector #: **87**
Inspector #: **51**

These are the findings of an inspection of your facility on the date(s) indicated above:

Agriculture & Markets Law - Article 26C - Regulation of Animal Shelters

A. General Facility Standards

1. Facility Article 26 C, §424.1 — Satisfactory

2. Surfaces Article 26 C, §424.2 — Satisfactory

3. Power/Water Article 26 C, §424.3 — Satisfactory

4. Sinks Article 26 C, §424.4 — Satisfactory

5. Temperature Article 26 C, §424.5, 6 — Satisfactory

6. HVAC Maintenance Article 26 C, §424.7 — General Deficiency

No documentation of HVAC maintenance. HVAC not in working order.

Article 26 C, §424.7
• All shelter facilities shall document regular maintenance of air handling systems according to the manufacturer's recommendations.

7. Ammonia Article 26 C, §424.8 — Satisfactory

8. Isolation Article 26 C, §424.9; 425.8 — Critical Deficiency

Healthy animals housed with sick animals. Assigned area does not prevent or reduce chance of spread of illness

Article 26 C, §424.9, 425.8
• Each shelter facility must provide an isolation area; defined as separate housing areas segregated by species and uninfected, unexposed animals, for the housing of any animal with an infectious disease requiring isolation as determined by a licensed veterinarian.
• Door separating from the rest of the facility must be kept closed.
• Location designated as an isolation must meet primary enclosure requirements.
• Area should be sufficient to house sick or injured animals at any time.
• Animals in isolation must be housed individually. Solid divisions which can be disinfected are acceptable.

9. Sound Article 26 C, §424.10 — General Deficiency

No record of completed sound log.

Article 26C, §424.10
• Each animal shelter must use a decibel-meter at a minimum of once weekly to measure the level of sound in the kennels during cleaning and resting times.
• A record of measurements logging the date, times, measurement, location, feeding and resting times must be maintained by the shelter

10. Lighting Article 26 C, §424.11 — Satisfactory

11. Drainage and Waste Article 26 C, §424.2; 425.3, 16 — Satisfactory

12. Pest Control Article 26 C, §424.12 Critical Deficiency

Food not stored in rodent proof containers. No lids on trash cans

Article 26 C, §424.12
• Animal shelter must maintain a written plan for pest and vermin control.
Written plan must include:
o Method of controlling rodent infestation which is effective and safe for both humans and animals housed.
o Records of service reports from outside service providers related to pest and vermin control, with documentation of dates, methods, locations, and outcomes if applicable.
o Food must be stored in rodent proof containers to prevent spoilage, contamination, and infestation once opened or if packaging has been damaged.
o Trash that can contain open/used food requires lid.

13. Drop Box Article 26 C, §424.13 Satisfactory

B. Animal Housing

1. Primary Enclosure Article 26 C, §425.1, 3, 10, 12; 424.2 Satisfactory

2. Group Housing Article 26 C, §425.5, 6, 7, 8, 9, 11, 13, 14 Not Applicable

3. Whelping Box Article 26 C, §425.8 (b) Critical Deficiency

Whelping box not provided.

Article 26 C, §425.8 (b)
• Whelping box to be provided prior to 1 week of giving birth and area large enough to allow dam/queen to leave whelping box.

4. Outdoor Housing Article 26 C, §425.2, 15, 16 Not Applicable

5. Identification Article 26 C, §431.2 (d), (v) Satisfactory

C. Sanitation

1. Sanitation Article 26 C, §426.1, 2, 3, 4, 5, 6, 7, 8, 10, 11; 428.1 (e) General Deficiency

Primary enclosures not cleaned and disinfected properly.

Article 26 C, §426; 428.1 €
• Daily cleaning and at least once weekly disinfecting enclosure that house the same animals or animals housed for long term.

2. Outdoor Enclosures Article 26 C, §426.9 Satisfactory

D. Shelter Management and Animal Husbandry

1. Number Housed Article 26 C, §425.12; 427.2,3 General Deficiency

More animals than housing units present.

Article 26 C. , §425.12; 427.2,3
• Total number of animals housed in facility shall not exceed number of housing units.

2. Observation Article 26 C, §428.1; 427.4 Satisfactory

3. Food and Water Article 26 C, §428.1 Satisfactory

4. Restraint Article 26 C, §428.2 (a), (b), (c) Satisfactory

E. Behavior

1. Routine Care and Handling Article 26 C, §430.1, 2, 3 Satisfactory

2. Exercise and Enrichment Article 26 C, §430.4 (a), (b), (c), 5 General Deficiency

Daily exploration for cats and/or dogs not documented. Additional enrichment not documented.

Article 26 C, §430.4 (a), (b), (c), 5
• All cats housed (in 18 sq. ft. or less) greater than 14 days permitted to explore outside primary enclosure at least 15 min. per day/5 days per week.
• All dogs housed greater than 14 days permitted exercise at least 20 min. per day/5 days per week.
• If above activities are not possible due to animal's health, behavior or legal restriction, such condition and reason shall be documented in animal's medical record.
• Additional measures for enrichment and stress reduction shall be implemented and documented for any animal showing persistent hiding, hostile interactions, reduced activity, depression/social withdrawal, barrier frustration or aggression, self-injurious behavior, repetitive non goal-oriented movement or stereotypic behaviors.

3. Behavior Evaluations Article 26 C, §430.6, 7 (a), (b) Satisfactory

F. Transportation

1. Vehicle Article 26 C, §431.1 a-f	Not Applicable
2. Vaccinations Article 26 C, §431.2 (d), (i-vi1)	Not Applicable
3. Health Certificates Article 26 C, §431.2 (d), (iv) 3	Not Applicable
4. Visual Identification Article 26 C, §431.2 (d), (v)	Not Applicable
5. Destination Shelter Contact Article 26 C, §431.2	Not Applicable
6. Animal <1 year not from USDA Breeder Article 26 C, §431.5	Satisfactory
7. Mandatory Holding Period Article 26, §384.1; 384.2	Not Applicable

G. Record Keeping and Protocols

1. License Status Article 26 C, §421.1 Satisfactory

2. License Displayed Article 26 C, §421.4 Not Applicable

3. Required Training Article 26 C, §422 General Deficiency

Training not completed and documented for employees and volunteers having direct animal care responsibilities .

Article 26 C, §422
Required training shall include information on:
• Humane animal handling
• Infectious diseases commonly found in animal shelters
• Zoonotic diseases
• Animal cruelty
• Sanitation procedures
• Body language/normal behaviors for all species regularly handled
• Required documentation and data entry
Training may be presented on-site, online, at conference or seminars.

4. Unique Animal Identifiers Recorded Article 26 C, §423.1,2 Satisfactory

5. Record Requirement Article 26 C, §423 Satisfactory

6. Record Retention Article 26 C, §423.3 Satisfactory

7. Bite History Notification Article 26 C, §423.4 Satisfactory

8. Animal Intake Article 26 C, §423.1,2 Satisfactory

9. In House Protocols Article 26 C, §423.8 General Deficiency

Written protocols unavailable for inspection.

Article 26 C, §423
Written protocols shall be in place for:
• Animal Handling
• Behavioral Assessment
• Enrichment and Stress Reduction
• Management of Bite & Scratch Cases
• Sanitation

10. Veterinary Protocols Article 26 C, §423.2 (g),9; 429 General Deficiency

Protocols not approved by a licensed veterinarian.

Article 26 C, §423, 429
Written protocols must be approved by a veterinarian for the following categories:
• Nutrition and Feeding
• Physical Examination
• Emergency Vet Care
• Pain Management
• Vaccinations
• Parasite Control
• Anesthesia and/or Surgery (if done on site by the organization)
• Humane Euthanasia
• Outbreak Management/Control of Infectious Diseases
Written protocols shall be maintained by the shelter and available for inspection

11. Pest Control Plan Article 26 C, §424.12 General Deficiency

No written pest control plan.

Article 26 C, §424.12
• Animal shelter must maintain a written plan for pest and vermin control .
Written plan must include:
o Method of controlling rodent infestation which is effective and safe for both humans and animals housed.
o Records of service reports from outside service providers related to pest and vermin control, with documentation of dates, methods, locations, and outcomes if applicable.
o Food must be stored in rodent proof containers to prevent spoilage, contamination, and infestation once opened or if packaging has been damaged.
o Trash that can contain open/used food requires lid.

12. Staff Authority/ Roles and Responsibilities Article 26 C, §427.1 Satisfactory

H. Veterinary Care and Records

1. Veterinary and Emergency Care Article 26 C, §429.1-6 Satisfactory

2. Examinations Article 26 C, §429.3, 7, 11, 13 Critical Deficiency

Animals not assessed within two hours on intake. Animals not provided with complete physical examination within 24 hours of intake.

Article 26 C, §429.3, 7, 11, 13
• All incoming animals shall be assessed within two hours after intake by a trained animal shelter staff member to determine if any physical abnormalities exist that require immediate veterinary attention.
• Each animal in custody or possession shall be provided with complete physical examination by trained staff within 24 hours of intake. Animals are to be specifically examined for bite wounds to determine potential rabies exposure (if applicable, shelters must comply with reporting requirements 10 NYCRR 2.14).

3. Drug Logs Article 26 C, §429.2 Satisfactory

4. Vaccinations Article 26 C, §429.8, 9 Satisfactory

5. Deworming Article 26 C, §429.10 Satisfactory

6. Weights Article 26 C, §429.12 Critical Deficiency

Animals in shelter not weighed once a month.

Article 26 C, §429.12
• Any animal in custody or possession of shelter for more than 30 days shall be weighed at least once a month (at least every 6 months for foster care animals) by trained staff.

7. Grooming Article 26 C, §429.14 Satisfactory

8. Spay/Neuter Article 26 C, §429.15 (a), (b. i, ii, iii, iv, v, vi), (c) Satisfactory

9. Dog Licensing Article 7,§ 109 Satisfactory

I. Foster Care

1. Foster Care Providers Article 26 C, §423.6 Satisfactory

2. Provider Requirements Article 26 C, §432.1 Satisfactory

3. Records Article 26 C, §432.2 Satisfactory

4. Infectious Disease Protocol Article 26 C, §432.3; 422.9 Satisfactory

Additional Information for Inspection:

REMARKS:

REPRESENTATIVE PRESENT FOR INSPECTION: **Tara Mercado**
TITLE: **Director**

REVIEWED BY: **Inspector #: 852**
REVIEWED DATE: **05/21/2026**