

SHELTER INSPECTION REPORT - AI-SIRRating: **Non-Compliant Critical - 7**Purpose: **Inspection**DATE/TOA: **8/5/26 11:00 am**

License No.:

Expiration Date:

**ONTARIO COUNTY HUMANE SOCIETY INC
2976 COUNTY ROAD 48
CANANDAIGUA NY 14424**Inspector #: **86**Inspector #: **64**

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**

General Deficiency

*Facility not structurally sound.**All facilities and all interior components of each animal shelter shall be constructed of materials that ensure a sound physical structure, and shall be maintained so as to protect animals from injury, ensure containment of animals within the property, and restrict unauthorized entry of other animals and humans to the building.***2. Surfaces Article 26 C, §424.2**

General Deficiency

*Floors and walls in contact with animals are not impervious.**Indoor building surfaces in direct contact with animals shall be constructed of materials that are non -porous, water resistant, non-toxic and able to withstand regular cleaning and disinfection. Adequate drainage shall prevent the accumulation of water or other liquids on floors.***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

Satisfactory

7. Ammonia Article 26 C, §424.8

Satisfactory

8. Isolation Article 26 C, §424.9; 425.8

Critical Deficiency

*Isolation area does not prevent or reduce spread of illness.**Each animal shelter shall provide separate housing areas, segregated by species and from uninfected , unexposed animals, for the housing of any animal with an infectious disease that may be transmitted within the shelter environment and requiring isolation as determined by a licensed veterinarian. Doors separating such rooms from the remainder of the facility shall be kept closed.***9. Sound Article 26 C, §424.10**

General Deficiency

*Sound levels not documented.**Each animal shelter shall minimize continuous exposure of personnel and animals to sound levels exceeding eighty-five decibels. Active measures shall be taken and documented to minimize sound levels in housing areas . Such measures may include modified kennel design, relocation of particularly loud animals, or use of visual barriers, sound baffling, and behavioral enrichment protocols. Each animal shelter shall use a decibel -meter at a minimum of once weekly to measure the level of sound in their kennels during cleaning and resting times. A record of such measurements and the date such measurements were recorded shall be maintained by each animal 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

Written pest or vermin control plan unavailable. Open food not stored in rodent proof containers. Lids unavailable for garbage cans that contain open food products.

Each animal shelter shall establish and maintain a written plan for pest and vermin control including the following :

(a) Method of controlling rodent infestation that is effective and safe for both humans, and animals housed in the facility; (b) A record or copies of service reports from outside service providers related to pest and vermin control that documents dates, methods, locations, and outcomes, if applicable; and (c) Food stored in rodent proof containers to prevent spoilage, contamination, and infestation once opened, if packaging has been damaged, or as otherwise required by such plan.

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**

Critical Deficiency

Primary enclosures do not meet space requirements.

All primary enclosures shall provide sufficient space to allow each animal, regardless of species, to: (a) make all normal postural adjustments; (b) fully stretch its body and have sufficient room to circle, lie down, and stand upright without the head or tail touching the sides of the enclosure even with the presence of water and food bowls, beds, litter boxes, and other normal cage objects; and (c) allow animals to sit, sleep and eat away from areas of their enclosure where they defecate and urinate.

2. Group Housing Article 26 C, §425.5, 6, 7, 8, 9, 11, 13, 14

General Deficiency

Unable to identify animals co-housed.

Any primary enclosure housing two or more animals shall provide the following: (a) sufficient space and quality of environment to allow all animals to maintain social distances; (b) adequate areas for hiding, resting, feeding, and elimination with sufficient space to separate areas and the ability for all animals to access those areas.

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

Not Applicable

4. Outdoor Housing Article 26 C, §425.2, 15, 16

Not Applicable

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

General Deficiency

Animal identification unavailable.

Each enclosure shall clearly indicate the identities of all animals contained within, specifying each animal's unique identifier as required under section four hundred twenty-three of this article. Each animal shall also be individually identified.

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

Critical Deficiency

Dedicated equipment for cleaning and disinfection unavailable. Daily cleaning and once weekly disinfection of enclosure not performed.

dedicated equipment for cleaning and disinfection for use in each separate area of the shelter designated as cat or dog isolation, holding, adoptions or other functionally separate areas within the facility; daily cleaning and at least once weekly disinfecting of enclosures that house the same animal or animals during a long-term stay;

Cleaning and disinfecting enclosures when the enclosure becomes heavily soiled or otherwise contaminated or a new animal is added to the enclosure;

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**

Critical Deficiency

Total number of animals housed exceed number of housing units available .

Staffing shall be sufficient to allow adequate time, per animal, for cleaning and daily feeding, and to meet the minimum requirements for socialization and exercise of animals as prescribed in section four hundred thirty of this article.

The total number of animals housed in an animal shelter facility or foster home shall not exceed the number of housing units available at the facility as required by section four hundred twenty -five of this article; provided, however, that exceptions to the provisions of this subdivision shall be permissible for periods not to exceed forty-five contiguous days in the event of an animal seizure pursuant to article twenty -six of this chapter or a natural disaster where an official declaration of the disaster or emergency has been made.

2. Observation Article 26 C, §428.1; 427.4

Critical Deficiency

Animal observations at feeding times not documented.

Each animal shall be observed during or following each feeding time to ensure daily food intake, or at least once every twenty-four hours for animals continually offered food. Such observations shall be recorded.

All animals shall be observed daily by a manager or designee to identify each animal's needs for care , housing and service and to ensure that each animal has a plan to advance efficiently through the shelter.

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

Exercise and or enrichment not documented.

At least twenty minutes of positive social interactions, in addition to time spent providing feeding, cleaning, basic husbandry or care with people shall be provided by each animal shelter on a daily basis for any animal in such shelter's custody or possession except those so poorly socialized to humans that such contact would be unpleasant, stressful or pose a safety risk to other animals or humans. Daily handling and positive exposure to people and other animals shall be provided for any dog or cat less than four months of age, while taking appropriate precautions to limit infectious disease. Positive social interactions shall include but not be limited to petting an animal, walking, reward based training or interactive play with toys. Time spent providing basic husbandry and animal care shall not be used to offset the social interaction time requirements of this subdivision.

Each animal shelter shall provide each animal in its custody or possession opportunity for exercise and exploration in the following manner: (a) all cats housed in a cage, kennel, or room that provides less than eighteen square feet of floor space per cat for fourteen days or longer shall be permitted at least fifteen minutes per day at least five days per week outside of their primary enclosure to exercise and explore; (b) all dogs residing in the shelter for fourteen days or longer shall be permitted time outside of their primary enclosure to exercise and explore for at least twenty minutes per day five days per week; or (c) in the event such activities are not possible due to any animal's health, behavior, order of the commissioner or legal restriction, the condition and reason shall be documented in such animal's medical record .

Each animal shelter shall implement additional measures for enrichment and stress reduction for any animal in its custody or possession showing persistent hiding, hostile interactions with other animals, reduced activity , depression or social withdrawal, barrier frustration or aggression, self-injurious behavior, repetitive non goal-oriented movement, or stereotypic behaviors. Such measures shall be documented in such animal's medical record created pursuant to section four hundred twenty-three of this article.

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

Training not completed and or documented within 60 days of the educational visit.

Each animal shelter licensed pursuant to this article shall provide training to all staff members and volunteers having direct animal care responsibilities. Such training shall be provided within the first sixty days of employment and at least annually thereafter and shall be in addition to any and all training otherwise required by federal, state, or local law or regulation.

- | | |
|---|--------------------|
| 4. Unique Animal Identifiers Recorded Article 26 C, §423.1,2 | General Deficiency |
|---|--------------------|

Unique identifiers not documented.

Each animal shelter shall examine an animal upon intake for unique identifiers and any other form of identification that may allow for reunification with an owner, as prescribed in sections one hundred seventeen and three hundred eighty-two of this chapter.

- | | |
|---|--------------------|
| 5. Record Requirement Article 26 C, §423 | General Deficiency |
|---|--------------------|

Disposition of animals not documented. Animal descriptors not documented. Behavior records unavailable.

Each animal shelter shall create and maintain a record for each animal in their custody or possession which shall minimally include: (a) Unique identifiers and any other identification associated with the animal upon examination at entry, including but not limited to a tattoo, a permanent official identification number as prescribed in section one hundred twelve of this chapter or other identification tags, rabies tags and numbers, or a microchip number, if present; (b) The name, address and telephone number of the person surrendering an animal or from whom an animal is seized, and additional contact information as the commissioner may require, or the address or cross-streets and city, town, or village where the animal was located or found prior to intake, if known; (c) The date of intake into and departure from the animal shelter; (d) Whether the animal was adopted, transferred, redeemed by its owner, died or was humanely euthanized, and, if applicable, the name, address, and phone number of the receiving individual or agency; (e) Basic descriptors including species, age, gender, physical description including color, and the spay or neuter status at entry if determinable with reasonable certainty; (f) Any available behavioral or health history or information otherwise obtained at intake, including bite history and rabies vaccination status, when known; and (g) All veterinary and behavioral examinations, treatments, procedures, or medications occurring during the animal's time under the care of the shelter .

- | | |
|--|--------------------|
| 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 | General Deficiency |

Intake documents unavailable.

Each animal shelter shall create and maintain a record for each animal in their custody or possession which shall minimally include: (a) Unique identifiers and any other identification associated with the animal upon examination at entry, including but not limited to a tattoo, a permanent official identification number as prescribed in section one hundred twelve of this chapter or other identification tags, rabies tags and numbers, or a microchip number, if present; (b) The name, address and telephone number of the person surrendering an animal or from whom an animal is seized, and additional contact information as the commissioner may require, or the address or cross-streets and city, town, or village where the animal was located or found prior to intake, if known; (c) The date of intake into and departure from the animal shelter; (d) Whether the animal was adopted, transferred, redeemed by its owner, died or was humanely euthanized, and, if applicable, the name, address, and phone number of the receiving individual or agency; (e) Basic descriptors including species, age, gender, physical description including color, and the spay or neuter status at entry if determinable with reasonable certainty; (f) Any available behavioral or health history or information otherwise obtained at intake, including bite history and rabies vaccination status, when known; and (g) All veterinary and behavioral examinations, treatments, procedures, or medications occurring during the animal's time under the care of the shelter.

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

No written protocols.

Each animal shelter shall develop and maintain written protocols sufficiently detailed to achieve and maintain the standards prescribed in this section. These shall include, but not be limited to, the following: (a) animal handling; (b) behavioral assessment; (c) enrichment and stress reduction; (d) management of bite/scratch cases; and (e) sanitation.

Protocols established by each animal shelter pursuant to this section shall be reviewed annually and updated as necessary by designated administrative and managerial staff. Such protocols shall be made readily accessible to appropriate staff and volunteers.

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

General Deficiency

No written protocol.

Each animal shelter shall also develop and maintain the following written protocols, approved by a duly licensed veterinarian and sufficiently detailed to achieve and maintain the standards prescribed in this article: (a) nutrition and feeding; (b) physical examination; (c) emergency veterinary care; (d) pain management; I vaccinations; (f) parasite control; (g) anesthesia and surgery, if performed on-site by the organization; (h) humane euthanasia; and (i) outbreak management/control of infectious diseases.

Protocols established by each animal shelter pursuant to this section shall be reviewed annually and updated as necessary by designated administrative and managerial staff. Such protocols shall be made readily accessible to appropriate staff and volunteers.

11. Pest Control Plan Article 26 C, §424.12

General Deficiency

No written pest control plan.

Each animal shelter shall establish and maintain a written plan for pest and vermin control including the following :

(a) Method of controlling rodent infestation that is effective and safe for both humans, and animals housed in the facility; (b) A record or copies of service reports from outside service providers related to pest and vermin control that documents dates, methods, locations, and outcomes, if applicable; and (c) Food stored in rodent proof containers to prevent spoilage, contamination, and infestation once opened, if packaging has been damaged, or as otherwise required by such plan.

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

General Deficiency

Documentation for staff authority, reporting, and/or responsibilities unavailable.

Each animal shelter shall have a clear, written, management structure that defines staff authority, reporting structure and responsibilities, and is readily accessible to all staff and volunteers.

H. Veterinary Care and Records**1. Veterinary and Emergency Care Article 26 C, §429.1-6**

General Deficiency

*Written medical protocol not available, not approved by duty licensed veterinarian.
 Prescription medications and treatments shall be administered by each animal shelter under the advisement of or in accordance with written protocols provided by a duly licensed veterinarian.
 All drugs shall be documented and dispensed by each animal shelter in accordance with applicable local, state, and federal laws and regulations.
 Each animal shelter shall have the ability to provide for veterinary assessment and humane care in a timely fashion through in-house facilities or at an off-site location.
 Pursuant to the written protocol for emergency veterinary care required by section four hundred twenty -three of this article, each animal shelter shall provide appropriate and timely veterinary care for any animal that is in distress, experiencing pain, or showing signs of significant illness or injury.
 Each animal shelter shall recognize and treat acute and chronic pain appropriately, as set forth in article twenty-six of this chapter. The legal status regarding the ownership of any animal shall not prevent treatment to relieve suffering.*

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

Critical Deficiency

*Animal assessments unavailable. Animal intake exams not performed within 24 hours. Animal intake exams unavailable.
 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 in accordance with the shelter's written protocol for emergency care, as required by section four hundred twenty-three of this article.
 Each animal shelter shall provide a complete physical examination of all animals in its custody or possession by trained shelter staff within twenty-four hours of intake to identify medical or behavioral conditions that require further evaluation and care. Animals shall specifically be examined for bite wounds; animals that have potentially been exposed to rabies shall be managed in accordance with applicable local and state laws. Each animal shelter shall comply with the rabies reporting requirements prescribed in 10 NYCRR 2.14.
 When a physical or behavioral abnormality is identified at the time of intake or at any time during any animal's shelter stay, staff members shall follow written medical protocols required by section four hundred twenty -three of this article, to determine if and when any animal in its custody or possession needs to be examined by a duly licensed veterinarian. If the animal is in foster care, the foster care provider shall follow written medical protocols to determine whether the animal needs to be examined by a duly licensed veterinarian.
 Any apparently healthy animal remaining within the custody or possession of any animal shelter shall be examined by a duly licensed veterinarian at least every six months, or more frequently if problems are identified.*

3. Drug Logs Article 26 C, §429.2

Satisfactory

4. Vaccinations Article 26 C, §429.8, 9

Critical Deficiency

*Animals not vaccinated according to national standards.
 Each animal shelter shall vaccinate each animal in its custody or possession with core vaccines as recommended by national standards and guidelines specific to animal shelters as established, endorsed or approved by the American Association of Feline Practitioners (AAFP), American Animal Hospital Association (AAHA), or the Association of Shelter Veterinarians (ASV).
 Each animal shelter shall provide all dogs, cats, and ferrets in its custody or possession with a rabies vaccination prior to release in accordance with local public health laws. Each animal shelter shall be in compliance at all times with section one hundred nine of this chapter and title four of article twenty-one of the public health law.*

5. Deworming Article 26 C, §429.10

Critical Deficiency

*Animals not dewormed.
 At a minimum, each animal shelter shall treat all animals in its custody or possession for hookworms and roundworms prior to release and/or placement in foster care.*

6. Weights Article 26 C, §429.12

Critical Deficiency

*Weights for animals in custody for more than 30 days not recorded.
 Any animal in the custody or possession of any animal shelter for more than thirty days shall be examined and weighed at least monthly by a trained staff member. Animals in foster care shall be examined and weighed at least once every six months by a trained staff member.*

7. Grooming Article 26 C, §429.14

Critical Deficiency

*Animals in need of grooming.
 Each animal shelter shall provide regular grooming to prevent discomfort or injury to each animal in its custody or possession. Matted, soiled, or otherwise unkempt animals shall be provided with timely grooming to alleviate discomfort and prevent injury within forty-eight hours of intake or identification of condition. Severe matting that prevents normal movement, an animal's ability to eat, drink, urinate, or defecate, or that compromises tissue health shall be treated as a medical emergency requiring immediate care.*

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**

General Deficiency

List of foster care providers unavailable.

Each animal shelter shall maintain a record of its designated foster care providers that shall include the written agreement established between such animal shelter and such providers pursuant to section four hundred thirty-two of this article, each provider's name, address, telephone number, email address if available, types of animals for which the provider is willing to provide care, inspection reports, and current number of animals in the care of a designated foster care provider. Such records shall be updated immediately in the event any contact information for a given foster care provider changes.

2. Provider Requirements Article 26 C, §432.1

General Deficiency

Foster care agreements not available.

No person may operate as a foster care provider in this state without first having signed a written agreement with an animal shelter licensed pursuant to this article stating that such person may operate as a foster care provider with the approval and under the responsibility of such animal shelter. Such agreement shall be renewed not less than once every two years, and a copy of such agreement shall be kept by both the animal shelter and foster care provider and made available for inspection by the commissioner upon request. It shall be the responsibility of the animal shelter entering into such agreement with any foster care provider pursuant to this article to ensure that such foster care provider is able to responsibly harbor and provide necessary sustenance for any animal placed in their care by such animal shelter in a manner that promotes the good health, safety and welfare of such animals.

3. Records Article 26 C, §432.2

General Deficiency

Foster care providers not provided records for animals in their care.

Foster care providers may harbor animals owned by a licensed animal shelter but shall not own such animals and shall keep a copy of the current record of each animal harbored under any agreement established pursuant to subdivision one of this section. Such record shall be maintained at the physical premises where such foster care providers harbor such animals. Animal shelters may, if appropriate to protect the identity of the source of any animal, provide their foster care providers with a partial animal record that excludes the name and address of the organization or individual from whom such animal was obtained and the date of receipt, so long as such animal shelters keep a copy of the complete record at the location where it maintains such records pursuant to section four hundred twenty-three of this article. It is the responsibility of the animal shelter with which such foster care provider has established an agreement pursuant to subdivision one of this section to ensure compliance with this subdivision.

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

General Deficiency

Infectious disease plan for foster care providers unavailable.

Any animal harbored by a foster care provider pursuant to this section that is affected by an infectious or contagious disease shall be handled in a manner that prevents the spread of such disease in accordance with subdivision nine of section four hundred twenty-four of this article. It shall be the responsibility of the animal shelter with which such foster care provider has established an agreement pursuant to subdivision one of this section to ensure compliance with this subdivision.

Additional Information for Inspection:

REMARKS:

N/A= Requirement not applicable to organizational operations or conditions observed.

REPRESENTATIVE PRESENT FOR INSPECTION:
TITLE: **Animal Control Officer**

Timothy Kesel

REVIEWED BY: **Inspector #: 852**
REVIEWED DATE: **08/19/2026**