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: **11/3/26 10:15 am**

License No.: Expiration Date:

HEARTS OF LOVE CAT RESCUE & ADOPTION INC.
646 MEDFORD AVE
SUITE 6
PATCHOGUE NY 11772

Inspector #: **82**

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 — General Deficiency

•*The surfaces of floors and walls where animals come into contact are not impervious or need minor repair.*

Article 26 C, §424.2 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.

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

•*HVAC maintenance not documented.*

Article 26 C, §424.7 Each animal shelter 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.*

Article 26 C, §424.9 . 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 or sound logs unavailable for inspection.*

Article 26 C, §424.10 . 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 — Satisfactory

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 Critical Deficiency

•Animals exhibiting contagious/infection disease housed with healthy animals.
•Unable to identify animals co-housed.
•Primary enclosure exceeds animal allowance.

Article 26 C, §425.5, 7, 12 5. Animal populations shall be segregated appropriately, in accordance with the following requirements: (a) dogs and cats shall be housed in separate rooms with efforts made to minimize the exposure of cats to the barking of dogs to the extent practicable; (b) animals of the same species shall be separated by age groups (e.g. neonates and juveniles; adults) except that nursing animals may be housed with their offspring; (c) animals with known or suspected infectious diseases shall be housed in isolation areas as prescribed in subdivision nine of section four hundred twenty-four of this article; (d) nothing in this subdivision shall be construed to prevent the temporary housing of animals in areas without such segregation for medical care and in pre- and post-operative surgical areas. 7. Prior to being housed with one or more other animals the following conditions shall apply: (a) all animals are vaccinated and dewormed against the pathogens specified in section four hundred twenty-nine of this article; (b) physical examinations verifying the absence of clinical signs of infectious diseases have been performed; (c) surgical sterilization or housing in same-sex groupings, except littermates under twelve weeks of age; and (d) the animal has a collar or tag to facilitate visual identification, unless the animal's age or condition is such that application of visual identification is not practicable or would be detrimental to the animal's health. 12. Regardless of the size of the primary enclosure, the number of animals cohoused in a primary enclosure at one time shall not exceed the following thresholds: (a) twelve adult cats; (b) two litters of kittens not to exceed ten kittens total; (c) five adult dogs; or (d) one litter of puppies.

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.

Article 26 C, §425.7 (d), 9 (d) the animal has a collar or tag to facilitate visual identification, unless the animal's age or condition is such that application of visual identification is not practicable or would be detrimental to the animal's health.
9. 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) General Deficiency

•Cleaning and disinfection logs unavailable.

Article 26 C, §426.6 6. daily cleaning and at least once weekly disinfecting of enclosures that house the same animal or animals during a long-term stay

2. Outdoor Enclosures Article 26 C, §426.9 Not Applicable

D. Shelter Management and Animal Husbandry

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

2. Observation Article 26 C, §428.1; 427.4 General Deficiency

•Animals not observed at feeding times.
•Observations not recorded.

Article 26 C, §428.1f (f) 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.

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.
•Additional measures not documented for animals exhibiting stress behaviors.

Article 26 C, §430.3, 4 (a), (b), (c), 5 3. 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.
4. 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.
5. 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 Not Applicable

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

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

Article 26 C, §422 1. 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. 2. Acceptable training modalities shall include, but not be limited to, online webinars, on-site lectures or seminars, off-site conferences for animal shelter staff, or other formal training modalities as authorized by the commissioner. 3. Training topics shall include, but not be limited to, the following: (a) humane handling techniques; (b) infectious diseases commonly found in animal shelters; (c) zoonotic diseases; (d) animal cruelty; (e) sanitation procedures; (f) body language and normal behaviors for all species regularly handled; and (g) required documentation and data entry.

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 Satisfactory

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

•No written protocol for:(a) nutrition and feeding; (b) physical examination; (c) emergency veterinary care; (d) pain management; (e) 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.

Article 26 C, §423.9, 10 9. 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; (e) 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.
10. 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 Satisfactory

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

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

Article 26 C, §427.1 1. 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 Satisfactory

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

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

•Weights for animals in custody for more than 30 days not recorded.

Article 26 C, §429.12 12. 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 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 Not Applicable

I. Foster Care

1. Foster Care Providers Article 26 C, §423.6	Not Applicable
2. Provider Requirements Article 26 C, §432.1	Not Applicable
3. Records Article 26 C, §432.2	Not Applicable
4. Infectious Disease Protocol Article 26 C, §432.3; 422.9	Not Applicable

Additional Information for Inspection:

REMARKS:

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

REPRESENTATIVE PRESENT FOR INSPECTION: **Dawn Donaghey**
TITLE: **owner**

REVIEWED BY: **Inspector #: 852**
REVIEWED DATE: **11/03/2026**