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: **11/2/26 11:45 am**

License No.: Expiration Date:

PET CONNECTION PROGRAMS INC
12935 WILLISTON ROAD
EAST AURORA NY 14052

Inspector #: **79**
Inspector #: **074**

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.

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 — General Deficiency

No written emergency plan for power or water outage.

Article 26 C, §424.3

Electrical power and running water shall be maintained to all parts of the facility that house animals, with written emergency plans for back-up sources or relocation of the animals to a safe environment in the event of outages lasting more than four hours.

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 — Satisfactory

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

Sound levels not documented.

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 Critical Deficiency

Open food not stored in rodent proof containers. No records of pest control or vermin control services.

Article 26 C, §424.12

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 Satisfactory

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

Animals that are co-housed not examined. Unable to identify animals co-housed.

Article 26 C, §425.7

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.

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, §425.9

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

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 Satisfactory

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

Observations not recorded.

Article 26 C, §428.1(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.

Article 26 C, §430.4

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.

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

Behavioral history not collected at intake.

Article 26 C, §430.1

Each animal shelter shall take measures, by way of written questionnaire, personal interview or other means deemed necessary by the commissioner, to collect a behavioral history for each animal in its custody or possession at the time of intake.

Behavior information for animals not documented or not performed by staff.

Article 26 C, §430.7

Animal shelters may perform a systematic behavioral evaluation on animals prior to rehoming or other placement. In the event such evaluations are performed, the following requirements shall apply: (a) staff performing such evaluations shall receive, in advance, adequate training in the performance and interpretation of the behavioral evaluation or evaluations; and (b) documentation of the results of every behavior evaluation performed shall be added to the animal's record created pursuant to section four hundred twenty-three of this article.

F. Transportation

1. Vehicle Article 26 C, §431.1 a-f Not Applicable

2. Vaccinations Article 26 C, §431.2 (d), (i-vi1) Satisfactory

3. Health Certificates Article 26 C, §431.2 (d), (iv) 3 Satisfactory

4. Visual Identification Article 26 C, §431.2 (d), (v) Not Applicable

5. Destination Shelter Contact Article 26 C, §431.2 Satisfactory

6. Animal <1 year not from USDA Breeder Article 26 C, §431.5 Satisfactory

7. Mandatory Holding Period Article 26, §384.1; 384.2 Satisfactory

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.

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 General Deficiency

Intake date not documented.Treatment records unavailable.

Article 26 C, §423.2

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 date not documented.Treatment records unavailable.

Article 26 C, §423.2

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.

Article 26 C, §423

8. 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.

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.

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

No written protocols.

Article 26 C, §423

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 General Deficiency

No written pest control plan.

Article 26 C, §424.12

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.

Article 26 C, §427.1

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 Critical Deficiency

Animal intake exams unavailable.

Article 26 C, §429

3. 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.

7. 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.

Animals in shelter not examined once a month by trained staff.

Article 26 C, §429.12

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.

3. Drug Logs Article 26 C, §429.2 Satisfactory

4. Vaccinations Article 26 C, §429.8, 9 Critical Deficiency

Animals not vaccinated for Bordetella.

Article 26 C, §429.8

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).

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

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.

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: **Julie Garvey**
TITLE: **President**

REVIEWED BY: **Inspector #: 852**
REVIEWED DATE: **11/10/2026**