



Danville Area Humane Society

March 2, 2026

Mr. Ken Larking
City of Danville
P.O. Box 3300
Danville, VA 24543
Via e-mail

Dear Mr. Larking:

Our November 2025 inspection report response is enclosed. We are not pleased with the inspection for many reasons. We completely acknowledge that it was our worst inspection since inspections began; however, we do dispute some issues related to the inspection and have expressed our concerns in telephone calls to the Office of Veterinary Services (OVS).

Nevertheless, we respect the staff members and authority of the OVS and all necessary adjustments and corrections have been addressed since the November inspection.

We also have reached out to one of our transfer partners, the Richmond SPCA. They are a limited admission shelter, but they have been our friends for decades. We work together, despite our differences in philosophy. We asked if one of their shelter veterinarians could come to Danville and help us see our shelter through new eyes. In January, Dr. David Molinas spent two days in Danville and was very complimentary of our shelter staff. He did make some suggestions that could actually reduce the time it takes to clean the shelter. We are sending staff members to spend a day shadowing their kennel staff during cleaning. He also made some suggestions about different cleaning chemicals that we may want to consider for occasional use.

Page Two
March 2, 2026

If you have any questions or concerns, please call me.

Sincerely,

Paulette Dean

Paulette Dean
Director

Our Response and Plan of Action to the November 2025 Inspection Report

2 VAC 5 111-20 (A)

1) The animal shelter was built on top of a very old landfill over 50 years ago. We are told that rusted underground pipes and other discarded materials unknown to us ensure that we will always have a pest problem, including roaches. With our inside/outside dog runs and location beside a pasture, we also have always had a mouse problem.

Each month, we have a local exterminating company set poison and traps for the roaches. We have been more careful about setting traps and poison for mice since we did not want to endanger the lives of shelter animals that could be exposed.

Where the mouse bodies were found is a storage area in the back of the dog runs. It is an unused, non-public part of the shelter. We have set more poison in that area and have sealed any small hole that we have seen.

During the spring and summer of 2025, we noticed that the infestation was getting worse. In September, we asked the exterminator for assistance and closed the shelter for a team to do a complete extermination process around the outside perimeter of the shelter.

After the inspection, we asked for another perimeter extermination. Additional poison has been placed in safe areas of the shelter and more traps have been set for mice. We have noticed a decrease.

Infested food is not given to the animals. All bags that appear compromised are thrown away.

We have good community support and receive a lot of donated food; however, that does lead to more issues. Some of the donated bags that come to us have been compromised or have expired. All staff members have been told that those bags are to be immediately thrown away.

To help with the storage problem, when we receive a large shipment of donated food, we give double the amount on food from our pet food pantry.

2) This is a personnel issue and has been addressed in three staff training meetings. In addition, before the shelter opens, either the manager or assistant manager inspect the shelter and either okay the condition or instruct staff members what needs to be re-done.

3) These cages in the hallway are not always used to house animals. Sometimes, they are used to house very small puppies during cold weather. At other times, they are used to house cats or kittens that may need some extra attention. They are no longer being used routinely.

4) We have had at least one shelter mascot cat since 1994. These cats provide needed emotional support for the staff and are known and loved by the public. Nevertheless, we are restricting their access to much of the shelter.

2 VAC 5
111-20 (D)

1-3) The pest control issue was addressed in our response to non-critical violation 2VAC 5 11-20 (A). However, in addition, staff have received training on how to ensure food, treats, and bowls are to be maintained in order to discourage pests. All drawers and storage areas have been treated short-term and long-term.

2 VAC 5
111-30 (A)

1-3) This non-critical violation is the one that is difficult to respond to. We were quite pleased and grateful when a retired veterinarian volunteered to come to the shelter to do a cursory examination of the shelter animals. Sometimes, the veterinarian recommended that we take the animal to a veterinary clinic for treatment and that was done. Sometimes, we were given instructions on what to watch for in the animals.

She is also a fill-in veterinarian for a local clinic and sometimes, worked with that clinic to get prescriptions filled.

All of this has been suspended. Veterinary clinics do not want kennel cough dogs in their clinic, so we now take them to the clinic in our van and take them in a non-public entrance to be examined and a prescription given. The same procedure is used for dogs that we suspect may have parvo.

We also have had a mobile veterinarian visit the shelter to examine animals and recommend treatment.

A new form has been created to record every symptom, conditions noted during cleaning, as well as visits to veterinary clinics. In the past, we relied on veterinary invoices to record medical information. We now do that in-house.

Staff members have been trained how to use the new forms and what to include on the custody record forms.

For FY July 2024-June 2025, we spent almost \$80,000 on veterinary bills. We are disturbed that it is believed we do not provide needed care to the shelter animals. We hope that our new system will clear up any misunderstanding.

2 VAC 5
111-30 (B)

When we do not have any sick cats, we have put feral cats in the cat isolation area. That has been stopped. We have new signage on the isolation areas.

We have also re-configured the main cat room. Feral cats should not be in the general population because of the stress to them, as well as to the possible danger to the public. A bank of cages has been moved in the cat room to create a more private space, along with signs asking the public not to approach them.

Staff has been re-trained about what dogs to put in the isolation area; however, we follow veterinary recommendations if they believe that the dog is not contagious to other dogs.

A new isolation area is being designed by architects. The City will fund its completion.

2 VAC 5
111-30 (C)

Our protocols have previously been approved. In the past, we incorporated all suggestions made in other inspections. We are currently working with our supervising veterinarian to re-write them, incorporating more details.

3.2-6546
(E)

In-house staff training has been conducted and tests given on appropriate dosages. The dosage charts have been reviewed. Everyone has been cautioned to make sure that the information on the final record is accurate and legible.

It was the director's belief that all of the AC-5 forms for staff members had been signed. Through a simple mistake, that form for other companion animals was overlooked when other forms were being signed.

No animals except dogs and cats have been euthanized by shelter staff members since the November 2025 inspection. Veterinarians have been paid to perform the euthanasia of all other animals.

Syringes are no longer collected, disinfected, and re-used. We had considered syringes to be a one-use only until during a former inspection, we were told that we could re-use them. The syringes were collected in a dish, then washed and disinfected. The dirty ones would not have been used. We have gone back to the one-use only method to using syringes.

Staff members and animal control officers have been reminded to complete all sections of the custody records. Two sets of eyes review the records. We also now put the records into a computer program and cannot exit or save without the required information being recorded.