



**MASSACHUSETTS DEPARTMENT OF AGRICULTURAL RESOURCES**  
**Division of Animal Health**  
**251 Causeway Street, Suite 500**  
**Boston, MA 02114**  
**617-626-1795**

**INSPECTION REPORT**

**Date:** January 26, 2017

**To:** Michael Cahill, Director  
Lorraine O'Connor, DVM

**From:** Linda Harrod  
Animal Health Inspector

**RE:** Greyhound Friends  
167 Saddle Hill Road  
Hopkinton, MA 01748  
(508) 435-5969  
[www.greyhoundfds.org](http://www.greyhoundfds.org)

**BACKGROUND:**

Massachusetts Department of Agriculture (“MDAR”) Animal Health Inspector Linda Harrod, Animal Rescue League of Boston (“ARLB”) Law Enforcement Department Lieutenant Alan Borgal and Massachusetts Society for the Prevention of Cruelty to Animals (“MSPCA”) Officer Nadya Moreno performed an inspection at Greyhound Friends (GF) kennel in Hopkinton, MA on December 14, 2016. (See Harrod report dated January 10, 2017) Follow up inspections were performed on January 6, 2017 by Inspector Harrod and Lieutenant Borgal and on January 13, 2017 by Inspector Harrod, Lieutenant Borgal, Officer Moreno and Detective William Burchard of the Hopkinton, MA police department.

**DISCUSSION – January 6, 2017 inspection:**

During the January 6, 2017 inspection, Inspector Harrod and Lieutenant Borgal were met by GF Director Louise Coleman and informed her that they were back for a reinspection of the facility. Sampson, the hound dog boarding at GF while his owner recovers from surgery was still in the small office.

Director Coleman’s three personally owned dogs, Gun shy; Penny and Elvis were in the conference room. After leaving the reception area, the inspectors went to the kitchen. Ivan, a hound dog that was returned to GF after chasing his new owners’ cat was not in the laundry room where he was observed during the December 14, 2016 inspection. Director Coleman stated that Ivan had gone home with kennel employee Michaela Shepherd and was slowly adjusting to his new home. There were thirty seven (37) GF dogs in the kennel. In addition

Director Coleman's three (3) personally owned dogs were present as well as the one (1) dog that is boarding, Sampson.

The surgical area had two (2) dogs in it, Bravo and Vista who were recovering from a surgical procedure.

The main kennel contained twenty (20) dogs. Fifteen (15) were Greyhounds: (Elmer, Eminem, Cannonball, Buck, Medusa, Kara, DNA, Hopp, Dakota, Carlee, Brad, Ronnie, Canada, Hillary, Rob). Four (4) were hounds: (Hunter, Malcolm, Snickers, Jack) One (1) was a pit bull type dog (Diamond) who is being transferred to Pittielove Rescue, a Massachusetts approved shelter/rescue.

The back kennel contained nine (9) dogs. Two (2) were Greyhounds: (Aussie, Marlin). Seven (7) were hounds: (Walker, Buddy, Dory, Waylon, and Roscoe [arrival date 10/24/14], Beanie [arrival date 3/2/14], and Maggie [arrival date 8/9/13]). Though an email sent by Director Coleman on December 15, 2016 to Inspector Harrod and Lieutenant Borgal stated that "Maggie and Beanie would not be at GF after Christmas," the dogs were still present at GF. Director Coleman said that she plans to keep Maggie and Beanie for herself, in addition to the 3 dogs she already owns. Inspector Harrod reminded Director Coleman that she would need a kennel license in the town of Sherborn, where she lives. Director Coleman stated that Sherborn does not issue kennel licenses. Inspector Harrod visited the Sherborn town clerk on January 25, 2017 and discovered that Sherborn does issue kennel licenses and Director Coleman's dogs are not licensed in Sherborn for 2017.

The isolation room contained six (6) dogs, all Greyhounds. (Woomba, Dane, Terrianna, Hershel, Style, Monkey).

### **CONCERNS:**

Only one of the issues observed during the December 14, 2016 inspection has been addressed. After the inspectors' arrival, a volunteer began cleaning feces out of the outdoor areas.

### **Issues from December 14, 2016 inspection, not yet addressed:**

1. There were thirty seven (37) GF dogs at GF during the January 6, 2017 inspection. In addition Director Coleman's three (3) personally owned dogs were present. There was one additional dog that Director Coleman stated was a boarder. In total there were forty one (41) dogs on the premises. There was one open kennel run. The kennel license issued by the Town of Hopkinton is for thirty five (35) dogs. **On this day (1/6/17) there were six (6) dogs over the limit.**
2. Traffic areas on the floor throughout the kennel need to be repaired/painted and/or sealed so that the floor is impervious to moisture and can be easily cleaned and disinfected.
3. **The drain in front of the main kennel was again filthy.** It needs to be cleaned multiple times a day.
4. There are numerous rusted/rotted or corroded kennel door piping frames and damaged chain link caging in primary enclosures that should not be used until repaired by a fence company. The dogs could easily be injured on this fencing.
5. The isolation room only has one working light fixture so there is insufficient lighting.
6. The concrete is breaking down in the kennels and on the floors. Most of the concrete block in the main kennel and back room kennel need repair and paint to make them substantially impervious to moisture. There are large holes chewed in the walls and around guillotine doors in the kennel (primary enclosure doors)
7. There are several areas in the kennel that are not impervious to moisture and a large crack in the floor in the isolation room.

8. The kennels that house the dogs are in a state of disrepair and are dangerous.
9. Lieutenant Borgal recommended during the last visit (date) that several of the kennels not be used to house dogs and that the kennel doors should be removed to prevent use. All but one of these kennels contained a dog.
10. There is no plan in place to address the behavioral needs of the dogs that have become “long stay” dogs at GF. It is not clear if the dogs receive adequate exercise or enrichment and they exhibit stress related behaviors. (“Roscoe” has been at GF for 2 years and 3 months. “Beanie” has been at GF for 2 years and 10 months; “Maggie” has been at GF for 3 years and 5 months. These three dogs have become long term stay dogs at Greyhound Friends). These Long stay dogs have been an ongoing problem at GF. Some dogs experience several years of constant confinement, only to end up being euthanized because they are or have become unadoptable.
11. Some of the dogs’ Kuranda Kennel Beds are large and take up most of the kennel floor space in the dog’s primary enclosure. This was very evident in the long term stay dog’s rear isolation area.
12. Kennel ventilation does not appear adequate as ammonia odors are high. This kennel was designed for approximately half the number of dogs that are currently housed in it.
13. The kennel was built to allow the dog an area to sleep and an area to eliminate. These two areas are separated by a guillotine door. GF keeps the guillotine door closed, keeping 2 dogs per kennel run instead of one in order to house more dogs.
14. Multiple dogs are arriving on different days/times and are being comingled in the isolation room. Dr. Josephson is signing health certificates on dogs that because of new entrants to the room have not completed their 48 hour isolation period.

When asked about cleaning the kennel, Director Coleman stated that GF used bleach mixed with water. The bleach being used is a generic bleach brand. Some brands of bleach have been found to not contain an adequate amount of sodium hypochlorite (6%) to properly clean and disinfect. Any cleaner must be properly diluted per the instructions with water and allowed appropriate contact time with the surface being cleaned and disinfected. Director Coleman also uses Fabuloso. Lieutenant Borgal asked ARLB Lead Veterinarian Dr. Kyle Quigley about Fabuloso in 2015, he stated:

From: "Dr. Kyle Quigley "  
Date: 10/15/15 8:33 AM (GMT-05:00)

Subject: RE: \ColgateSite\media\MSDS\Fabuloso APC Liquid-Lavender.pdf

I am familiar with this cleaner. It is not only a potential skin irritant but is highly chemically scented as well. I think this or any cleaner (as well as disinfectants including Lifeguard) would be likely to cause skin irritation and sores with prolonged contact (if floors remain wet) and inadequate bedding. I think Accel® would probably be a far better choice for them for use in a kennel setting (as well as the Kuranda beds you mentioned).

Regards,  
Kyle

C. Kyle Quigley, DVM  
Lead Veterinarian – Community Veterinary Services  
Animal Rescue League of Boston

Lieutenant Borgal recommended the use of Accel, a cleaner and disinfectant used by many kennels. The constant use of bleach over the years at GF has undoubtedly contributed to the degradation of the kennels.

Lieutenant Borgal and Inspector Harrod expressed concern that no effort has been made by GF to address the multitude of concerns that have been raised over the past several months. Director Coleman stated, as she has in the past, that there is a handyman that lives down the road who takes care of issues at the kennel though he has not yet been contacted. Lieutenant Borgal told Director Coleman that he is very concerned about the conditions at the kennel and felt that it is an inhumane place of detention for animals. Director Coleman got very angry at Lieutenant Borgal and told him that he was threatening her.

As in the past, Director Coleman stated that she would contact the board of directors to come up with a plan to make improvements to the kennel.

After leaving GF, the inspectors went to the Hopkinton Police Department and met with Lieutenant John Porter. Lieutenant Borgal and Inspector Harrod informed Lieutenant Porter that they want to speak with Hopkinton Animal Control Officer Bill Proctor in order to share their findings with him prior to his yearly kennel inspection at GF.

### **DISCUSSION – January 13, 2017 inspection:**

Another inspection was performed at GF by Inspector Harrod, Lieutenant Borgal, Officer Moreno and Hopkinton Police Detective William Burchard on January 13, 2017. GF Director Louise Coleman was informed that the inspectors were back to follow up on the issues that were discussed during the last 2 inspections (12/14/16 and 1/6/17). Sampson, the hound dog boarding at GF while his owner recovers from surgery was still in the small office. GF staff member Michaela Shepherd was also present. As the inspectors moved to the kennel area, Ms. Shepherd was observed outside the building moving Ivan, (a hound dog that Director Coleman stated in the 1/6/17 inspection had “gone home with Ms. Shepherd and was adjusting to his new home” ) from the back kennel and placing him in Director Coleman’s car. Director Coleman’s statements on 1/6/17 regarding Ivan implied that the dog was adopted by Ms. Shepherd and living in her home. The dog was present at GF kennel on January 13, 2017 and was secreted out of the kennel by Ms. Shepherd into Director Coleman’s car in an apparent attempt to mislead the inspectors.

There were thirty eight (38) GF dogs in the kennel. In addition, Director Coleman’s three (3) personally owned dogs, Ivan the dog that supposedly now lives with Ms. Shepherd and the one (1) dog that is boarding, Sampson.

Gun shy, Penny and Elvis, Director Coleman’s dogs were in the conference room.

The surgical area had three (3) dogs, Terrianna, Dane and Cathy.

The main kennel contained twenty (20) dogs, fifteen (15) Greyhounds (Elmer, Woomba, Cannonball, Buck, Medusa, Kara, Penny, Hillary, Rob, Carlee, Brad, DNA, Hopp, Dakota, Shane and Canada). 4 hounds (Hunter, Malcolm, Snickers and Waylon).

The back kennel contained 9 dogs, 4 Greyhounds (Aussie, Greta, Eminem, Marlin). 5 hounds (Walker, Dory, Roscoe [arrival date 10/24/14], Beanie [arrival date 3/2/14], Maggie [arrival date 8/9/13]). The kennel card for Roscoe stated that he has Coccidia, a parasitic infection that causes watery diarrhea in dogs.

The isolation room contained six (6) dogs (Monkey Bravo, Hershel, Vista, Style, unknown hound). Prior to the inspectors entering the isolation room, Director Coleman went into the room and removed one unknown dog and moved him to the front kennel.

### **POTENTIAL DISEASE:**

In the surgical area there was a note on a clipboard hanging on the wall that stated that 3 dogs, Style, Hunter and Monkey had diarrhea. There were several dogs at GF with loaded syringes of Panacur (Fenbendazole) liquid and Flagyl (Metronidazole) pills attached to their charts. (Panacur and Flagyl are the trade names. Fenbendazole and Metronidazole are the drug or generic names. This drug combination is routinely used to treat dogs with

Giardiasis, a parasite that lives in the intestines of dogs and is zoonotic, meaning it can be transferred to humans. Director Coleman denied that Giardiasis was present in the kennel. Inspector Harrod wanted to discuss this medication protocol with GF veterinarian Dr. Pam Josephson.

Director Coleman attempted to contact Dr. Josephson but she was unavailable. Director Coleman then called Dr. Mischa Leavey of VCA Westborough who also practices at GF. Inspector Harrod spoke to Dr. Leavey who stated that she's "not the primary vet at GF." Inspector Harrod asked Dr. Leavey about the large number of dogs on Panacur (Fenbendazole) and Flagyl (Metronidazole), and asked if the dogs had been fecal tested for any diseases such as Giardia, Coccidia, worms etc. Dr. Leavey stated that "we don't test at GF."

Dr. Leavey stated that in order to test for some fecal parasites samples would have to be sent out to a laboratory. Dr. Leavey further stated that the veterinarians will treat dogs with diarrhea at GF using Flagyl (Metronidazole) without the animals having been tested. It appears that dogs at GF are being treated for diarrhea without benefit of a proper diagnosis of the cause. It would appear to be a better course of action to test some fecal samples on symptomatic dogs despite the inconvenience of needing to ship the samples to a laboratory. Without a proper diagnosis some animals may be receiving unnecessary or inappropriate medications.

### **Buddy (Medfield Animal Shelter):**

"Buddy", a 3 year old male hound mix who arrived at GF along with Diamond (now Emma, see below) from Indiana on November 19, 2016 (Exhibit 1, 10) was transferred to Medfield Animal Shelter (Exhibit 2) on January 11, 2017. The transfer occurred after "Buddy" was evaluated by Animatch, a Massachusetts based program that matches adoptable dogs with appropriate shelters that strive to find the dog a home. Interestingly, Animatch's original purpose was to assist with appropriate placement of Massachusetts dogs taken into shelters through municipal Animal Control programs. Animatch continued assistance to help move imported dogs from GF diverts resources from local dogs. GF needs to make better choices to import only dogs that their group has the resources and expertise to assist. Since January of 2016, Animatch has assisted with the placement of 54 dogs from GF.

"Buddy" was fecal tested on January 12, 2017 one day after leaving GF. "Buddy" tested positive for both Giardia and hookworm (Exhibit 3). "Buddy" was in the main kennel at GF for two months prior to his transfer to Medfield Animal Shelter, apparently undiagnosed and untreated for his parasite load. "Buddy" was in shared outside space with other dogs. Both hookworm and Giardia are transmitted by fecal/oral route so any dogs coming in contact with infected feces can become infected or further transmit the parasites. Giardia and hookworm are also considered zoonotic and have the potential to infect humans.

### **Candy (Rainbow Rescue):**

"Candy" is a Beagle cross who arrived at GF on November 15, 2011 and remained there for four years three months, until February 22, 2016. "Candy" tested positive for Lyme disease on February 28, 2012 (Exhibit 4, 5). "Candy" was prescribed 30 days of Doxycycline on February 28, 2012. "Candy" was retested on 5/29/13, 10/29/14 and 10/7/15, all of these results were positive for Lyme disease. "Candy" was transferred to Rainbow Rescue on February 22, 2016 where she was seen by a veterinarian that day for excessive urination and blood in urine. She tested positive for Lyme disease, four years after her initial diagnosis (Exhibit 6). "Candy" also had a large bladder stone, several inches in diameter, according to the veterinarian who treated her (Exhibit 7). This stone required surgical removal and the veterinarian believes that the stone and urinary issues had been

present for a long period of time (Exhibit 8). This dog spent over four years at GF. It is difficult to believe that her excessive urination and bloody urine went unnoticed, undiagnosed, and untreated.

### **Diamond/Emma (Pittielove Rescue):**

Diamond (renamed Emma) is a two year old Pit Bull type dog that arrived at GF with Buddy, from Indiana on November 19, 2016 (Exhibit 10) and was transferred to Pittielove rescue on January 15, 2017. According to the records that accompanied Emma from Spencer County Animal Control, Emma did not receive 4DX testing or treatment (Exhibit 11). 4DX is a simple blood test that screens for Heartworm, Lyme, Ehrlichia and Anaplasma. While at GF Diamond/Emma was treated with Panacur (Fenbendazole) and Flagyl (Metronidazole) though no diagnosis was recorded. When Pittielove Rescue executive director Noreen Ford agreed to take Diamond/Emma from GF, she noticed that the dog's records contained no indication of her having received the 4DX test. When Ms. Ford informed Director Coleman that Pittielove would not take Diamond without the results of that test, Director Coleman stated that when they tried to draw blood for the test, Diamond/Emma struggled. Diamond/Emma tested positive for heartworm and microfilaria at VCA Westborough on January 15, 2017 (Exhibit 9). Diamond/Emma was retested at Andover Animal Hospital on January 16, 2017 and tested positive again for heartworm, microfilaria and Ehrlichia. Chest radiographs reveal, an enlarged and misshapen heart indicative of more prolonged heartworm infection (Exhibit 12).

The veterinarian told the foster parent that the excessive coughing the dog was displaying was caused by the heartworm (Exhibit 12). While at the veterinarian's office, Diamond/Emma panicked when the leash was placed on her and struggled as the leash wrapped around her neck causing her distress and an eye injury (Exhibit 12). It appears that Diamond/Emma was not handled on a regular basis at GF with a leash. The woman who agreed to foster Diamond/Emma reported that she picked several ticks off of the dog and wrote an email to Ms. Ford about the startling condition of the dog upon arrival to her care (Exhibit 13). The symptom of excessive coughing is consistent with the appearance of heartworm disease present in the radiographs and appears to have been unnoticed, undiagnosed, and untreated while the dog was at GF.

### **BOARDING DOGS:**

Inspector Harrod received an anonymous printout of a Facebook posting where Director Coleman states that GF is "now boarding a few dogs at a time" and offers to "watch" Timex/Jake whose owner is travelling February 18-20 (Exhibit 14). GF is not licensed as a dog boarding facility. Boarding dogs would need to share kennel and outdoor space with GF dogs, putting them at risk of becoming infected with any diseases, parasites, or other infectious and contagious disease issues present in the GF dog population.

Giardia, hookworm, and heartworm are all transmissible and have been recently diagnosed in GF dogs.

### **ONGOING CONCERNS:**

During the inspection on January 6, 2017, the feces were cleaned out of the outdoor areas during inspection. On January 13, 2017 the outdoor areas again had an excessive amount of feces in them. Giardia and hookworm are transmitted by fecal/oral route and prompt removal of feces from the common areas is a necessary practice to avoid potential transmission of those parasites among the dog population. The remainder of the concerns listed has not been adequately addressed:

**Issues from December 14, 2016 and January 6, 2017 inspections, not yet addressed:**

1A. there were thirty eight (38) GF dogs at GF during this inspection. In addition, Director Coleman's three (3) personally owned dogs were present. There was one additional dog that Director Coleman stated was a boarder (1) and Ivan (1) was also present. In total there were forty three (43) dogs on the premises. The kennel license issued by the Town of Hopkinton is for thirty five (35) dogs. On this day, January 13, 2017 there were eight (8) dogs over the limit.

2A. Traffic areas on the floor throughout the kennel need to be repaired/painted and/or sealed so that the floor is impervious to moisture and can be easily cleaned and disinfected.

3A. The drain in front of the main kennel was again filthy. It needs to be cleaned when dirty which may mean multiple times per day.

4A. There are numerous rusted/rotted or corroded kennel door piping frames and damaged chain link caging in primary enclosures that should not be used until repaired by a fence company. The dogs could easily be injured on this fencing.

5A. The isolation room only has one working light fixture so there is insufficient lighting.

6A. The concrete is breaking down in the kennels and on the floors. Most of the concrete block in the main kennel and back room kennel need repair and paint to make them substantially impervious to moisture. There are large holes chewed in the walls and around guillotine doors in the kennel (primary enclosure doors)

7A. There are several areas in the kennel that are not impervious to moisture and a large crack in the floor in the isolation room.

8A. The kennels that house the dogs are in a state of disrepair and are dangerous.

9A. Lieutenant Borgal recommended during the last visit that several of the kennels not be used to house dogs and that the kennel doors should be removed to prevent use. All but one of these kennels contained a dog.

10A. There is no plan in place to address the behavioral needs of the dogs that have become "long stay" dogs at GF. It is not clear if the dogs receive adequate exercise or enrichment and they exhibit stress related behaviors. ("Roscoe" has been at GF for 2 years and 3 months. "Beanie" has been at GF for 2 years and 10 months. "Maggie" has been at GF for 3 years and 5 months. These three dogs have become long term stay dogs at Greyhound Friends). These long stay dogs have been an ongoing problem at GF. Some dogs experience several years of constant confinement, only to end up being euthanized because they are or have become unadoptable.

11A. Some of the dogs Kuranda Kennel Beds are large and take up most of the kennel floor space in the dog's primary enclosure. This was very evident in the long term stay dog's rear isolation area.

12A. Kennel ventilation does not appear adequate as ammonia odors are high. This kennel was designed for approximately half the number of dogs that are currently housed in it.

13A. The kennel was built to allow the dog an area to sleep and an area to eliminate. These two areas are separated by a guillotine door. GF keeps the guillotine door closed, keeping 2 dogs per kennel run instead of one in order to house more dogs.

14A. Multiple dogs are arriving on different days/times and are being comingled in the isolation room. Dr. Josephson is signing health certificates on dogs that because of new entrants to the room have not completed their 48 hour isolation period.

15A. Dogs are being treated with prescription medications routinely without benefit of testing to diagnose the problem.

Lieutenant Borgal and Inspector Harrod expressed concern that no effort has been made by GF to address the multitude of concerns that have been raised over the past several months. Director Coleman stated, as she has in the past, that there is a handyman that lives down the road who takes care of issues at the kennel. Director Coleman also claimed that she had been in contact with Kevin Simard, an electrician from Hopkinton who

originally built the building about getting some improvements done. Detective Burchard is familiar with Mr. Simard and confirmed with him while at GF that Mr. Simard had been contacted by Director Coleman.

Director Coleman stated that she has had “several” meetings with the board of directors (“BOD”) to discuss improvements to the kennel and asked the inspectors to meet with the BOD again as they have done in the past.

### **TOWN OF HOPKINTON:**

Detective Burchard confirmed that ACO Proctor has not been providing animal control records to the Hopkinton town clerk as required in M.G.L. ch. 140, 151A which states in part:

(b) Each animal control officer shall make, keep and maintain systems of records or forms which fully and correctly disclose the following information concerning each animal in the officer's custody: (1) the date and location of apprehension; (2) a description of the animal; (3) the place of detainment; (4) if tagged, the name and address of the owner of the animal; (5) the name and address of a new owner, if any, including the date of sale or transfer of the animal; (6) if the animal is euthanized, the method and date of such euthanization and the name of the person who euthanized the animal; and (7) the date, location and description of an animal euthanized by gunshot in case of emergency, the disposition of the animal remains and a description of the situation requiring the gunshot.

Each animal control officer shall forward a copy of the record to the town or city clerk within 30 days. Copies of the record shall be kept for 2 years in the office of the city or town clerk wherein such animal control officer is employed.

ACO Proctor attended the mandatory ACO training offered by MDAR. This course extensively covers the record keeping requirements.

Detective Burchard attempted to contact ACO Proctor prior to the GF visit so he could accompany the inspectors. Messages were left for him.

### **January 20, 2017:**

MDAR Division of Animal Health Director Mike Cahill issued an order to cease and desist the importation of out of state dogs to GF (Exhibit 15). The room used for out of state isolation no longer complies with the standard for an approved isolation room. Inspector Harrod, Lieutenant Borgal, Hopkinton Police Chief Edward Lee, Detective Burchard and ACO Proctor met with Director Coleman at the Hopkinton police station. Director Coleman was informed by ACO Proctor that her kennel license had been suspended and she could no longer operate as a kennel until she had completed the necessary repairs.

### **ADDITIONAL CONCERNS:**

- C1. All areas of the GF facility are in dire need of repair.
- C2. Several of the kennels are dangerous to the health and safety of the dogs. Lieutenant Borgal asked Director Coleman during all three inspections to remove the doors from the dangerous kennels and not use them until repairs are completed. Director Coleman has not had the doors removed from the offending kennels and instead has continued to allow dogs to be housed within them
- C3. The isolation room no longer meets the standards for dogs being imported from out of state.
- C4. Dogs are not being properly observed at GF and as a result obvious clinical symptoms are not being recognized. Therefore dogs are not being appropriately diagnosed and treated for infectious and contagious disease while at GF.



C5. One of the GF veterinarians stated that “we don’t (perform fecal) test(s) at GF.” Based on the number of dogs being treated with Panacur and Flagyl, it would seem that this policy should be reviewed. A proper diagnosis and treatment regimen as well as proper management of animal waste appears to be necessary to solve the ongoing problem.

C6. GF is not licensed as a dog boarding facility. The numbers of GF dogs already exceeds the kennel license limit. In addition the ongoing parasite problems at the facility pose risk to any dogs that might board there. The kennel should not be offering dog boarding services.

## **RECOMMENDATIONS:**

M.G.L. ch. 129, sec. 2 states:

Section 2. The director may make and enforce reasonable orders, rules and regulations relative to the following: the sanitary condition of neat cattle, other ruminants and swine and of places where such animals are kept; the prevention, suppression and extirpation of contagious diseases of domestic animals; the establishing of disease-free herds of cattle and the issuing of certificates in connection therewith; the inspection, examination, quarantine, care and treatment or destruction of domestic animals affected with or which have been exposed to contagious disease, the burial or other disposal of their carcasses, and the cleansing and disinfection of places where contagion exists or has existed. No rules or regulations shall take effect until approved by the governor and council.

Recommendation: Issue a section 2 order:

1. to cease and desist GF from bringing out of state dogs in until the entire kennel has been repaired Including but not limited to, cracks in floor, impervious floors, broken kennel doors, broken light fixtures, rust on kennels, disintegrating concrete, clogged drains, dirt, dust, etc.
2. to require GF to obtain veterinary care/testing for all dogs in order to diagnose and treat the parasite issue.
3. to require GF to work with a certified behaviorist to diagnose and treat behavioral issues. This should include a comprehensive written plan for long stay dogs consistent with recommendation made by the Shelter Veterinarians.

## **CONCLUSION:**

On Friday, January 20, 2017 MDAR issued an order to GF to cease and desist the importation of dogs until such time that the isolation room at GF once again meets the standards. The kennel license at GF expired on December 31, 2016. Prior to January 20, 2017, Director Coleman renewed the kennel license at the Hopkinton town clerk’s office. The clerk mistakenly issued the license without having a satisfactory kennel inspection report on file as required by M.G.L. ch. 140, sec. 151A. On Monday, January 23, 2017, Hopkinton ACO Proctor suspended the GF kennel license pending repairs to the kennel. Without a kennel license, there can only be 4 dogs on the premise.

The purpose of an animal shelter is to provide temporary shelter for animals prior to moving animals from the shelter into a safe, healthy, loving home within a reasonable period of time. GF has shown that it does not have the resources or staff to maintain long stay dogs. It is not in the best interest dogs when either their mental or physical well-being is compromised due to being warehoused in a kennel environment long term. Based on previous issues of non-compliance, it appears that the GF Board of Directors needs to re-assess their priorities in order to put the best interest of the dogs at the forefront of their activities.

Director Coleman has stated in the past that she likes to take in the “broken dogs.” Unfortunately, dogs with behavioral, mental health, and physical issues require additional resources above and beyond the norm. GF has

repeatedly demonstrated that they are either unwilling or unable to properly evaluate and address the needs of these dogs so that they can be placed in appropriate homes. When GF is unable to provide resources to help these problem dogs, they are either kept at GF long term or GF asks other shelters (sometimes those that have limited resources themselves) to take these dogs. This places an unfair burden on other shelters and has resulted in the situation that many shelters across Massachusetts have opted not to take dogs from GF. The consensus has been that assisting GF will further enable Director Coleman to bring in more unadoptable dogs. Director Coleman's statement about "broken dogs" is in direct conflict with GF ability to assist those dogs. The GF kennel facility is antiquated and is housing approximately twice as many dogs as the facility was designed to house. The kennels are divided by design into two parts. A guillotine door between the two sides opens allowing the one side for sleeping and feeding and the other side for exercising and eliminating. GF has permanently closed the guillotine doors and house one dog on each side. This allows a small area for each dog made even smaller by the large bed enclosed. The facility is run down, dilapidated and in need of extensive repair. In accordance with MGL Chapter 140 section 137C the GF facility will need to pass a kennel inspection by the Hopkinton ACO prior to being issued a kennel license by the town clerk. Until repairs have been made GF does not qualify for a kennel license due to the condition of the facility, the inability to clean and disinfect, and the physical danger to the dogs. (GF can have no more than 4 dogs on the premise while without a kennel license.) The Hopkinton town clerk informed GF of this requirement on January 26, 2017 via letter.

Several situations have come to light recently involving the lack of veterinary care and treatment for the dogs at GF. (See above)

#### List of Exhibits:

1. Buddy's GF kennel card-1 page
2. Buddy's Medfield Animal Shelter kennel card-1 page
3. Buddy's Hookworm and Giardia test results-1 page
4. Candy's GF kennel card-1 page
5. Candy's GF health certificate-1 page
6. Candy's Lyme results February 22, 2016-1 page
7. Photo of Candy's bladder stone-1 page
8. Letter from veterinarian who treated Candy's bladder stone-1 page
9. Diamond/Emma heartworm results-1 page
10. Incoming health certificate for Buddy and Diamond/Emma-1 page
11. Spencer County health records for Diamond/Emma-1 page
12. Andover Animal Hospital records for Diamond/Emma-5 pages
13. Letter from foster mom caring for Diamond/Emma-1 page
14. Facebook post about boarding dogs at GF-1 page
15. MDAR cease and desist order-3 pages
16. List of items that need repair at GF-1 page
17. Expired Town of Hopkinton kennel license-1 page

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*Linda Harrod*

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Linda Harrod, Animal Inspector  
Massachusetts Department of Agricultural Resources

*Alan Borgal*

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Lieutenant Alan Borgal  
Animal Rescue League of Boston  
Law Enforcement Department

Exhibit 1: Buddy's kennel card from GF

Registered Name:		Call Name: <b>BUDDY</b>	
Color: <b>TRI-COLOR</b>	Right Ear: <b>3 YES 0 NO</b>	Left Ear:	
Gender: <b>M/N</b>	Received From: <b>INDIANA</b>	Neutered/Spayed At:	
	Date: <b>11/19/16</b>	Date:	
<b>Rabies</b>	<b>Distemper</b>	<b>Bordetella</b>	<b>HW/Lyme/EHR/AP</b>
<b>9/23/16</b>	<b>7/25/16</b>	<b>7/25/16</b>	
Bath:		Deworming:	
<b>Heartgard</b>	<b>Frontline</b>	<b>NOTES</b>	
<b>9/23/16</b>	<b>CAPTAC 9/20/16</b>		

Exhibit 2: Buddy's kennel card at Medfield Animal Shelter

**Medfield Animal Shelter**  
 101 Old Bridge Street, Medfield, MA 02052  
 (508)359-8989  
[medfieldshelter.com](http://medfieldshelter.com)  
**INFORMATION ABOUT YOUR PET**



<b>Name</b> Cuddy	<b>Reference#</b> S2017001	<b>Date of Entry</b> 01/11/2017	<b>Microchip No.</b> 911002001478213
<b>Weight (lbs)</b> 58.0	<b>Age</b> 3 years 0 months	<b>Rabies Tag</b>	
<b>Sex</b> Male	<b>Neutered / Spayed?</b> Yes	<b>Breed</b> Treeing Walker Coonhound	
<b>Color</b> Tricolour		<b>Markings</b>	
<b>Reason for entry</b>			
<b>Health Problems</b> Positive for Giardia and hookworms. Treatment started on 1/13/17			
<b>Comments</b> needs 15ml panacur once daily for 6 days. Wait 3 weeks, then give 15mls panacur once daily for 3 days. Wait 3 weeks, then give 15 mls panacur once daily for 3 days. Wait 3 weeks, then bring stool sample to the shelter for recheck			

Exhibit 3: Buddy's test results, positive for Hookworm and Giardia



 **CUDDY MAS**

PET OWNER: <b>MAS</b>	<b>ROSARIO DELGADO, DVM</b>	LAB ID: <b>2300081893</b>
SPECIES: <b>Canine</b>	<b>166 MECHANIC ST</b>	ORDER ID: <b>5382</b>
BREED:		COLLECTION DATE: <b>1/12/17</b>
GENDER: <b>Male</b>	<b>508-529-4707</b>	DATE OF RECEIPT: <b>1/13/17</b>
AGE: <b>3 Years</b>	ACCOUNT #: <b>84543</b>	DATE OF RESULT: <b>1/13/17</b>
PATIENT ID:	ATTENDING VET: <b>DELGADO</b>	

IDEXX Services: **Fecal Ova and Parasites by Zinc Sulfate Centrifugation (3 or More)**

**Parasitology** 

1/13/17 (Order Received)  
1/13/17 3:13 AM (Last Updated)

TEST	RESULT
Ova & Parasites - Zinc Sulfate Centrifugation	HOOKWORM OVA PRESENT MANY (>30) GIARDIA CYSTS PRESENT FEW (3-10) In cases of acute or chronic diarrhea in addition to a fecal floatation and antigen testing for ova and parasites consider testing for viral, bacterial and protozoal infectious agents using RealPCR (canine diarrhea panel: test code 2625; feline diarrhea panel: test code 2627).

Exhibit 4: Candy GF kennel card showing she tested positive for Lyme disease on 4 occasions:

REGISTERED NAME		CALL NO	
		CANDY	
COLOR	RIGHT EAR	LEFT EAR	
TRI COLOR	—	—	
	2.5 YEARS		
GENDER	RECEIVED FROM	NEUTERED/SPAYED AT	
F/S	KENTUCKY		
	DATE	DATE	
	11/15/11		
GOOD WITH KIDS?	GOOD WITH CATS?	GOOD W/ OTHER DOGS?	
RABIES	DISTEMPER	BORDETELLA	HW/LYME/EHR
11/4/11 3yr	4/4/11	11/15/11 10/11	2/28/12 40x Lyme
10/29/14 3yr	4/9/13	10/18/12 10/16	10/29/13 40x slight
	3/11/15 3yr	7/24/13 11/14	10/29/14 slight
BATH		DEWORMING	
		dronal plus 12/13/13	
		dronal plus 7/23/14	
		Baner 7/20/16	
HEARTGARD	FRONTLINE	2/28/12 treat with doxycycline for 30 days	
7/8/14 ivermectin	7/22/14		
8/6/14 "	8/15/14		
9/2/14 "	9/30/14		
10/5/14 "	12/8/14		
11/12/14 "	11/21/15		
5/26/15 ivermectin	3/22/15		

2014 tag # 226

11/10/12

Exhibit 5: GF health certificate for Candy:

**Greyhound Friends, Inc.**  
**Intake & Veterinary Medical Record**

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Registered Name: \_\_\_\_\_ Call Name: CANDY

Sex: FIS Right Ear #: \_\_\_\_\_ Left Ear #: \_\_\_\_\_ Color: TRICOLORE

Received From: KENTUCKY Breed: BEABIZ MIX Age: \_\_\_\_\_

Date of Intake & Start of Isolation: 11/15/11 TUESDAY (Day) Time: 11-

Date of End of Isolation: 11/19/11 Saturday (Day) Time: 9

**Veterinary Certification**

I certify that the above animal has been examined by me on this date, and that the information provided is true and accurate to the best of my knowledge, and that the following findings have been made. I certify that the animal described above has been examined by me and appears to be free of any infectious or contagious disease and exposure thereto, and free of any physical abnormalities that would prevent the animal from being used for breeding purposes. To the best of my knowledge the animal described above originated from an area not quarantined for rabies and has not been exposed to rabies.

Veterinarian's Name: Dr. Pam Wilentz DVM MA License Number: 5689

Signature: Dr. Pam Wilentz DVM 11/19/11


**Exam & Procedures**

<u>Exam Date</u>	<u>Veterinarian's Signature</u>	<u>Problem Encountered</u>	<u>Treatment</u>

Rabies given on: 11/4/11 Route: \_\_\_\_\_ Tag #: \_\_\_\_\_ Sticker: 10/15/11 SPAY MIDV



Exhibit 6: Candy tested positive for Lyme disease on February 22, 2016



## EXAMINATION

Owner Rainbow Rescue  
 Pet's Name Candy  
 Dr. Follett Date 2-22


<b>A. Coat &amp; Skin</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Pigment <input type="checkbox"/> Itchy <input type="checkbox"/> Dry/Dull <input type="checkbox"/> Lesion <input type="checkbox"/> Matted <input type="checkbox"/> Greasy <input type="checkbox"/> Lumps <input type="checkbox"/> Shedding <input type="checkbox"/> Scaly <input type="checkbox"/> Parasites <input type="checkbox"/> Hair loss	<b>H. Abdomen</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Abnormal Mass <input type="checkbox"/> Enlarged Organs <input type="checkbox"/> Tense/Painful <input type="checkbox"/> Fluid <input type="checkbox"/> Other _____	<b>Dogs</b> Annual Heartworm Test <input checked="" type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Recommended  Heartworm Refill? <input type="checkbox"/> Yes <input type="checkbox"/> Pills <input type="checkbox"/> Ir <input type="checkbox"/> No
<b>B. Eyes</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Cataract: L ___ R ___ <input type="checkbox"/> Discharge: L ___ R ___ <input type="checkbox"/> Dry eye: L ___ R ___ <input type="checkbox"/> Inflamed: L ___ R ___ <input type="checkbox"/> Ulcers/Lesions: L ___ R ___ <input type="checkbox"/> Infection: L ___ R ___ <input type="checkbox"/> Other _____	<b>I. Lungs</b> <input checked="" type="checkbox"/> Sound Normal <input type="checkbox"/> Breathing Difficulty <input type="checkbox"/> Abnormal Sound <input type="checkbox"/> Rapid Respiration <input type="checkbox"/> Coughing <input type="checkbox"/> Other _____ <input type="checkbox"/> Congestion	<b>Cats</b> Leukemia / Aids Test: <input type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Recommended  Heartworm Test <input type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Recommended
<b>C. Ears</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Excessive debris L ___ R ___ <input type="checkbox"/> Inflamed: L ___ R ___ <input type="checkbox"/> Excessive Hair <input type="checkbox"/> Yeast Inf.: L ___ R ___ <input type="checkbox"/> Itchy <input type="checkbox"/> Bacterial Inf.: L ___ R ___ <input type="checkbox"/> Mites <input type="checkbox"/> Other _____	<b>J. Gastrointestinal System</b> <input checked="" type="checkbox"/> Appears Normal <input type="checkbox"/> Abnormal Faces <input type="checkbox"/> Excessive Gas <input type="checkbox"/> Parasites <input type="checkbox"/> Vomiting <input type="checkbox"/> Diarrhea <input type="checkbox"/> Anorexia <input type="checkbox"/> Other _____	<b>Cats / Dogs</b> Intestinal Parasite Test: <input type="checkbox"/> Negative <input type="checkbox"/> Positive <input type="checkbox"/> Recommended  Flea Control <input type="checkbox"/> Pet <input type="checkbox"/> House <input type="checkbox"/> Yard
<b>D. Nose &amp; Throat</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Inflamed Tonsils <input type="checkbox"/> Nasal Discharge <input type="checkbox"/> Enlarged Glands <input type="checkbox"/> Inflamed Throat <input type="checkbox"/> Other _____	<b>K. Urogenital System</b> <input checked="" type="checkbox"/> Appears Normal <input type="checkbox"/> Recommend Neutering <input type="checkbox"/> Abnormal Urination <input type="checkbox"/> Mammary Tumors <input type="checkbox"/> Genital Discharge <input type="checkbox"/> Anal Sacs <input type="checkbox"/> Abnormal Testicles <input type="checkbox"/> Enlarged Prostate	
<b>E. Mouth, Teeth, Gums</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Gingivitis (Inflamed Gums) <input type="checkbox"/> Broken Teeth <input type="checkbox"/> Ulcers/Lesions <input type="checkbox"/> Loose Tooth <input type="checkbox"/> Pyorrhea (pus) <input type="checkbox"/> Tartar ___ major ___ moderate ___ minor ___ Stain	<b>L. Weight</b> <u>35</u> lbs. <input type="checkbox"/> Normal Range <input type="checkbox"/> Underweight ___ lbs. <input type="checkbox"/> Overweight ___ lbs. <input type="checkbox"/> Other _____	
<b>F. Musculoskeletal</b> <input checked="" type="checkbox"/> Appear Normal <input type="checkbox"/> Lameness LF ___ RF ___ LR ___ RR ___ <input type="checkbox"/> Pain on palpation	<b>M. Diet</b> <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Change Diet <input type="checkbox"/> Good <input type="checkbox"/> Vitamins Needed Recommendations _____	
<b>G. Heart</b> <input checked="" type="checkbox"/> Sounds Normal <input type="checkbox"/> Arrhythmia <input type="checkbox"/> Murmur <input type="checkbox"/> Other _____		

Exhibit 7: Bladder stone removed from Candy's bladder:



Exhibit 8: Letter from vet about Candy's kidney stone:



*Mill Valley Veterinary Clinic*

CLIFFORD B. MORCOM, D.V.M.  
KAREN THORNTON-FOLLETT, D.V.M.  
TIMOTHY G. GALUSHA, D.V.M.

224 MILL VALLEY ROAD  
BELCHERTOWN, MA 01007  
TEL: (413) 323-9201  
FAX: (413) 323-0290

5/9/16

TO WHOM IT MAY CONCERN:

The dog "Candy" that was taken in by Rainbow Rescues has been seen multiple times for a urinary issue since they have had custody of the dog (February 2016). During that time the rescue has paid to have urinalysis, urine cultures, and radiographs done to diagnose her problem. A very large bladder stone was found on radiograph and will need to be surgically removed. A special diet and possibly long term antibiotics will be required after surgery. The stone and urinary issue has obviously been present for quite a while for the stone to obtain the size it has (several inches in diameter).

Sincerely,

Dr. Karen Thornton-Follett DVM

Exhibit 9: Diamond/Emma heartworm test results:



800-872-1001

Vca Westboro Animal Hosp 307  
ANTECH Acct No. 4420

Accession No. **NYAE01089496**  
Received 01/15/2017  
Reported 01/16/2017 03:03 AM

Doctor **MISCHA LEAVEY DVM**

Owner	Pet Name	Species	Breed	Sex	Pet Age	Chart#
<b>GREYHOUND</b>	<b>DIAMOND</b>	Canine	Other	SF	2Y	22541

FRIENDS

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Test Requested	Results	Reference Range	Units
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**MICROFILARIA (KNOTTS)**

Microfilaria Positive  
Morphology consistent with *Dirofilaria immitis*.  
A heartworm antigen test is recommended to help verify identity of the microfilaria.

**HEARTWORM ANTIGEN**

Occult Heartworm Antigen Positive  
Positive for presence of adult heartworm Antigen (heartworm infection)

Exhibit 10: Health certificate for Buddy and Diamond/Emma

Certificate Number  
**32-4457-1478710205**

**INDIANA CERTIFICATE OF VETERINARY INSPECTION - ALL SPECIES**  
For Use: State of Indiana for: Movement Requirements and Certificate Validity  
 FOR FOREIGN SHIPMENTS TO, FROM, INTO, OR FROM STATES OF FOREIGN COUNTRIES ONLY. THIS CERTIFICATE IS NOT VALID FOR DOMESTIC USE ONLY. THE VETERINARIAN SIGNING THIS CERTIFICATE IS ACCREDITED AND HAS BEEN AUTHORIZED TO  
 INSPECT ANIMALS AND SIGN CERTIFICATES.

State Form 65300 (6-13)  
 Indiana State Board of Animal Health  
 1200 East 38th Street, Indianapolis, IN 46205  
 (317) 544-2400

**ENTRY PERMIT #** \_\_\_\_\_

**INSPECTION DATE:** 11/09/2016

**SHIPMENT DATE:** \_\_\_\_\_

**CONSIGNEE - Consignor/Owner of Animals**  
 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Business Name: ICHILDENS AND/OR  
 Physical Address of Animals: 1261 W. C.R. 500 N.  
 City: \_\_\_\_\_ State: IN Zip Code: 47634  
 Phone Number: (812) 629-6310  
 Consignor's Address (if different): \_\_\_\_\_

**RECEIVER - Consignee of Animals**  
 Business Name: \_\_\_\_\_  
 Physical Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Transport Method:  Interstate  Intrastate  
 Purpose of Movement: **PET MOVEMENT**

**Weather Accredited:**  Part  Re-exempt

SPECIES	NUMBER OF ANIMALS	DESCRIPTION/BREED	AGE	SEX	MARKS VACC DATE	MARKS TACELIN DATE	MARKS TAG NUMBER	MARKS SERIAL NUMBER	OTHER TESTS, VACCINATIONS/TREATMENT, PLEASE LIST DATE & PRODUCT USED
Canine	1	WEIMARANER/AMERICAN PITBULL/WHITE	2Y	BF	11/11/2014	MS 22317	58578		
Canine	1	BUDDY/WALKER/TRI-COLOR/BLACK	1Y	MF	09/23/2016	MS 22017	2573		SCRIPTELL 907/522161 DILF107025-2015

**OWNER/AGENT STATEMENT**  
 The animals in this shipment are those certified to and listed on this certificate.

**VETERINARY CERTIFICATION** - certify, as an authorized veterinarian that the above described animals have been inspected by me and that they are not showing signs of infectious, contagious, or communicable disease (except where noted). The consignee and lessor of the animals indicate on this certificate, to the best of my knowledge, the animals listed on this certificate meet the state of destination and federal interstate requirements. No further warranty is made or implied.

Date: 11/09/2016 Printed Name: **KEVIN KENNEDY, DVM**  
 Address: 13224 N SR 245 Phone: (812) 544-2738 Email: [kvkennedy@gsa.net](mailto:kvkennedy@gsa.net)  
 USDA Accreditation # 9131211113 State of License: IN City: LAMAR License # 0101041417 State IN Zip: 47550

Signature: *Kevin Kennedy*

vsc 1

Exhibit 11: Spencer County veterinary records for Diamond/Emma:

**SPENCER COUNTY ANIMAL CONTROL  
DOG MEDICAL RECORDS**

I am adopting the following animal from SCHS: Breed P+Bull Name Diamond  
 Sex ♀  Spayed/Neutered Description Brindle/white

Approximate age when SCHS acquired it: 3yrs Approximate age when SCHS adopted it: \_\_\_\_\_

**PUP (6 wks - 4 mon.)** These services have been completed:

- 1) **Worming**
  - a)  Pyrantel Pamoate Liquid Wormer Date given: \_\_\_\_\_
  - b)  Heartworm Prevention Tablet Date given: \_\_\_\_\_
- 2) **Vaccinations**
  - a)  Puppy First Five Combo (Distemper/Parvo) Date given: \_\_\_\_\_
  - b)  Booster of same due on: \_\_\_\_\_ Date given: \_\_\_\_\_
  - c)  Booster of same due on: \_\_\_\_\_ Date given: \_\_\_\_\_
  - d)  Booster of same due on: \_\_\_\_\_ Date given: \_\_\_\_\_
  - e)  RABIES Tag# \_\_\_\_\_ Date given: \_\_\_\_\_
- 3) **Flea & Tick Prevention**
  - a)  K-9 Advantix, Frontline, Comforis, Revolution Date given: \_\_\_\_\_

**YOUNG ADULT (5 mon. - 12 mon.)** These services have been completed:

- 1) **Worming**
  - a)  Pyrantel Pamoate Liquid Wormer Date given: \_\_\_\_\_
  - b)  Heartworm/Ehrlichiosis/Lyme Blood Test Date given: \_\_\_\_\_
  - c)  Heartworm Prevention Tablet Date given: \_\_\_\_\_
- 2) **Vaccinations**
  - a)  Puppy First Five Combo (Distemper/Parvo) Date given: \_\_\_\_\_
  - b)  Booster of same due on: \_\_\_\_\_ Date given: \_\_\_\_\_
  - c)  RABIES Tag# \_\_\_\_\_ Date given: \_\_\_\_\_
- 3) **Flea & Tick Prevention**
  - a)  K-9 Advantix, Frontline, Comforis, Revolution Date given: \_\_\_\_\_

**ADULT (1 yr. or older)** These services have been completed:

- 1) **Worming**
  - a)  Heartworm/Ehrlichiosis/Lyme Blood Test Date given: \_\_\_\_\_
  - b)  Heartworm Prevention Tablet Date given: \_\_\_\_\_
- 2) **Vaccinations**
  - a)  First Five Combo (Distemper/Parvo) Date given: 10/31/16
  - b)  RABIES Tag# 165328 Date given: 10/31/16
- 3) **Flea & Tick Prevention**
  - a)  K-9 Advantix, Frontline, Comforis, Revolution Date given: 10/30/16

Bordatella - 10/31/16

(If applicable)  This animal is taking this medication: Amoxicillin  
 Explanation: In heat at spay

**TRANSAKES** Label: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Lot #: \_\_\_\_\_  
 Exp. Date: \_\_\_\_\_

**RECOMMENDATIONS**  
 We recommend the following products and procedures:  
 1) Maintaining your pet on Heartworm Prevention. It is a monthly, flavored tablet and also serves as an intestinal dewormer. Make this a lifelong commitment for your new pet. It is a prescription drug. You must get it from your veterinarian.  
 2) K-9 Advantix for flea/tick prevention.  
 3) We suggest an annual K-9 Snap Test for Heartworm/Ehrlichiosis/Lyme, mosquito/tick borne diseases.

Exhibit 12: Andover Animal Hospital records for Diamond/Emma:

Andover Animal Hospital , Inc  
Andover, MA

Jan 18, 2017  
(978) 475-3600

**Pittie Love Rescue Inc.**  
10 Arbetter Dr.  
Framingham, MA 01701

**Acct No. : 10011**

**Emma**  
Species: Emma  
Breed : PIT BULL  
D.O.B. : 01/16/2015



Sex FS  
Color BRIND WHT  
Weight 44.4 lbs.

Rabies Expiration Date 10/31/2017  
BORDETELLA IN 01/16/2018  
HEARTWORM ANTIGEN TEST  
FECAL  
DHLPP 3 year  
DHLPP BOOSTER 10/31/2017

DHPP (No Lepto)  
Rabies Reminder Date  
DHPP (No Lepto) 3 year  
CANINE TITER  
CANINE INFLUENZA ANNUAL  
Phenobarb Level

**MEDICAL RECORD**

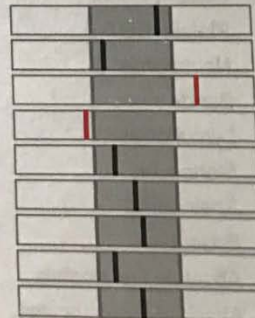
**DATE DESCRIPTION MEDICAL RECORD QUANTITY**

**BW results Dr. Clay**  
Date : 01/18/2017 - wbc up ang lob up from inflammation from the HW dz  
erhlicia is neg on our test  
HW pos with microfilaria  
rest bw normal-- ok for treatment

**MICROFILARIA POSITIVE (MSK) Dr. Clay**  
Date : 01/18/2017 -

**Zoasis - Superchem, Complete Blood Count, Accuplex 4**  
01/18/2017 06:37 AM

Accession Result ID	NHAB00009857	
Superchem		
Total Protein	6.9	5.0-7.4 g/dL
Albumin	2.9	2.7-4.4 g/dL
Globulin	4 HIGH	1.6-3.6 g/dL
A/G Ratio	0.7 LOW	0.8-2.0
AST (SGOT)	26	15-66 IU/L
ALT (SGPT)	61	12-118 IU/L
Alk Phosphatase	72	5-131 IU/L
GGTP	3	1-12 IU/L
Total Bilirubin	0.2	0.1-0.3 mg/dL



Urea Nitrogen	15	6-31 mg/dL	
Creatinine	0.9	0.5-1.6 mg/dL	
BUN/Creatinine Ratio	17	4-27	
Phosphorus	4.4	2.5-6.0 mg/dL	
Glucose	112	70-138 mg/dL	
Calcium	9.7	8.9-11.4 mg/dL	
Corrected Calcium	10.3		
Magnesium	1.9	1.5-2.5 mEq/L	
Sodium	151	139-154 mEq/L	
Potassium	3.8	3.6-5.5 mEq/L	
Na/K Ratio	40 HIGH	27-38	
Chloride	113	102-120 mEq/L	
Cholesterol	138	92-324 mg/dL	
Triglycerides	50	29-291 mg/dL	
Amylase	518	290-1125 IU/L	
PrecisionPSL	24	24-140 U/L	




Pancreatitis is unlikely, but a normal PrecisionPSL result does not completely exclude pancreatitis as a cause for gastrointestinal signs.

CPK	162	59-895 IU/L	
-----	-----	-------------	--

**Complete Blood Count**

WBC	15.8 HIGH	4.0-15.5 $10^3/mL$	
RBC	6.3	4.8-9.3 $10^6/mL$	
Hemoglobin	15.1	12.1-20.3 g/dL	
Hematocrit	43	36-60 %	
MCV	68	58-79 fL	
MCH	24	19-28 pg	
MCHC	36	30-38 g/dL	
Platelet Count	390	170-400 $10^3/mL$	
Platelet EST	Adequate		
Neutrophils	64	60-77 %	
Bands	0	0-3 %	
Lymphocytes	30	12-30 %	
Monocytes	5	3-10 %	
Eosinophils	1 LOW	2-10 %	
Basophils	0	0-1 %	
Absolute Neutrophils	10112	2060-10600 /mL	
Absolute Lymphocytes	4740 HIGH	690-4500 /mL	



Absolute Monocytes	790	0-840 /mL	
Absolute Eosinophils	158	0-1200 /mL	
Absolute Basophils	0	0-150 /mL	
Accuplex 4			
Heartworm (Antigen)	Positive		

The measured amounts of adult heartworm antigen in this sample is definitive for the presence of adult female *Dirofilaria worms(s)* and the diagnosis of heartworm disease.

**Borrelia burgdorferi** Negative Exposure And Vaccine

There were NO measurable antibodies detected against tick-borne *Borrelia burgdorferi* antigens or vaccine antigens in this sample. Seroconversion may not occur for 2-3 weeks after Lyme vaccination or up to 9 weeks after natural exposure in dogs. Vaccine antibodies can also wane over time following vaccination; however, these patients may still be immune to natural infection.

**Ehrlichia canis** Negative

There were no measured antibodies to *Ehrlichia canis* in this sample. Seroconversion may not occur for 1 to 4 weeks following pathogen exposure. If acute infection is clinically suspected (e.g. thrombocytopenia, anemia, hyperglobulinemia, fever, lymphadenopathy and/or tick exposure) a CBC, chemistry profile and UA along with PCR testing may help identify acute and/or active infection.

**Anaplasma Phagocytophilum** Negative

There were no measured antibodies to *Anaplasma phagocytophilum* in this sample. Seroconversion may not occur for 2 to 4 weeks following pathogen exposure. If acute infection is clinically suspected (i.e. thrombocytopenia, fever, lymphadenopathy and tick exposure) a CBC, chemistry profile and UA along with PCR testing may be beneficial to identify acute and/or active infection.

- 01/17/2017 8669IN Mometamax 15gm 1
- 01/17/2017 HDC Hospital Day Case 1
- 01/17/2017 544IN Prednisone Tabs 20mg 4.00

**Sedated Exam and Radiographs/tto Dr. Clay**

Date : 01/17/2017 - Emma- panicked when needing to be handled- started barrel rolling and getting the slip leash tied tighter around her neck and thrashing around so we could not remove it- finally she relaxed and I was able to give her sedation and get the leash off of her

sedated with 0.25ml dexdom and 0.25ml torb IM

on exam- noticed now the eye was swollen and bruising to the sclera which can happen in this situation if the leash tightens around the neck- mence normal- normal plrs and normal fundic exam lungs harsh, could not elicit a cough on palpation-could not auscult a murmur at this time, but HR decreased due to sedation given

checked skin for ticks- could not find any, was muzzled so did not check her mouth  
AU- black dc and pruritic on exam- suspect otitis- cleaned- took sample- put up mometamax

took cbc/profile and hwt

Chest xrays- large tortuous vessels and alittle incr bronchial pattern and reverse d to heart--- early signs of hw dz

will start dog on 10mg pednisone bid 1 week, 10 sid for 1 week and then 10mg eod for 2 weeks- to help with her cough and the eye-- can also do some cold compresses

trimmed nails and placed microchip  
start doxy and HG

recheck in 60 days for treatment- as per handout for last nights appt

disc all of this with the rescue as well as the foster- disc behavioral issues- needing ace and further training prozac etc- they will consider all these options, will have bw results back tomorrow and will give them update on those- disc strict exercise restriction at length

- 01/17/2017 P469 Nail Trim Level 1 1
- 01/17/2017 550 Radiograph Digital (Routine) 1
- 01/17/2017 SA010 Profile 1
- 01/17/2017 410 CBC & Manual Differential 1
- 01/17/2017 141IN Torbugesic Inj/cc 10mg/ml (10)(red) 0.25
- 01/17/2017 NURS Nursing care for recovery 1
- 01/17/2017 9150IN Dex-Domitor per cc 0.25
- 01/16/2017 4DX Heartworm, Lyme, Ehrlichia, Anaplasmosis 4D 1
- 01/16/2017 21113 Shelter Exam 1
- 01/16/2017 11 Weight of Patient 1

Exam- Initial shelter exam Dr. Clay  
 Date : 01/16/2017 - INITIALS: MW\_\_\_\_  
 WEIGHT CURRENT?: 40.4lbs  
 DIET: dry food  
 OTHER MEDICATIONS: none

**DOG**

**CAT**

HW preventative:

Oral:           Injectable:

Last Given:

Indoor/Outdoor:

Flea/tick:

Felv/FIV:

Fecal:

Fecal:

Bloodwork:

Bloodwork:

HW preventative:

Is Your Pet Microchipped?

**PROBLEM /HISTORY:** here for initial exam. Foster O has had her since Sunday. foster O would like her to have a HWT. was told she is HWT positive. Foster O would like her nails done. She does cough and was told that is from the Heartworms. Foster O would like to start on Doxy for the HW. Very picky about food, and not drinking alot. No S/V/D

**PHYSICAL EXAMINATION:**

TEMP : \_\_\_\_\_

PULSE/ H.R.\_\_\_\_/RR\_\_\_\_

**OBJECTIVE:** Enter N (Normal) or A (Abnormal)

- 1. General Appearance            \_\_\_N  
    Body condition score        \_\_\_/9
- 2. Mentation                        \_\_\_N
- 3. Ophthalmic                      \_\_\_N
- 4. Otic                                \_\_\_N
- 5. Nose                               \_\_\_N
- 6. Oral                                \_\_\_N

## Exhibit 13: Letter from Diamond/Emma foster

From: [REDACTED] <JACKIEL373@comcast.net>  
Sent: Thursday, January 19, 2017 2:23:55 PM  
To: info@pittieloverescue.org  
Subject: Diamond/ Emma

Noreen,

I am so glad you were able to get Emma(Diamond) out of the situation she was in. I don't want to even think about what could have happened to her if you didn't. I am dumbfounded that a licensed rescue never checked for heartworms upon intake. If you hadn't demanded that be done, she could have died there.

When Emma arrived, she clearly needed a bath to get rid of the stink and dirt. As soon as I wet her, the tub became muddy. A few live ticks and some other sort of debris also washed off of her. As I was drying her off, I noticed a couple of black marks on her belly. They were engorged ticks, large enough that they had been there and had not just started to feed on her. The ticks were large and easy to see with her white fur and pink belly. Throughout the rest of the day, I continued to comb her fur and check to see if there were more ticks as she allowed me to. I'm disturbed to tell you that I found at least 5 more, but I stopped counting. In my opinion, it is near impossible that this dog was on any type of preventative medicine.

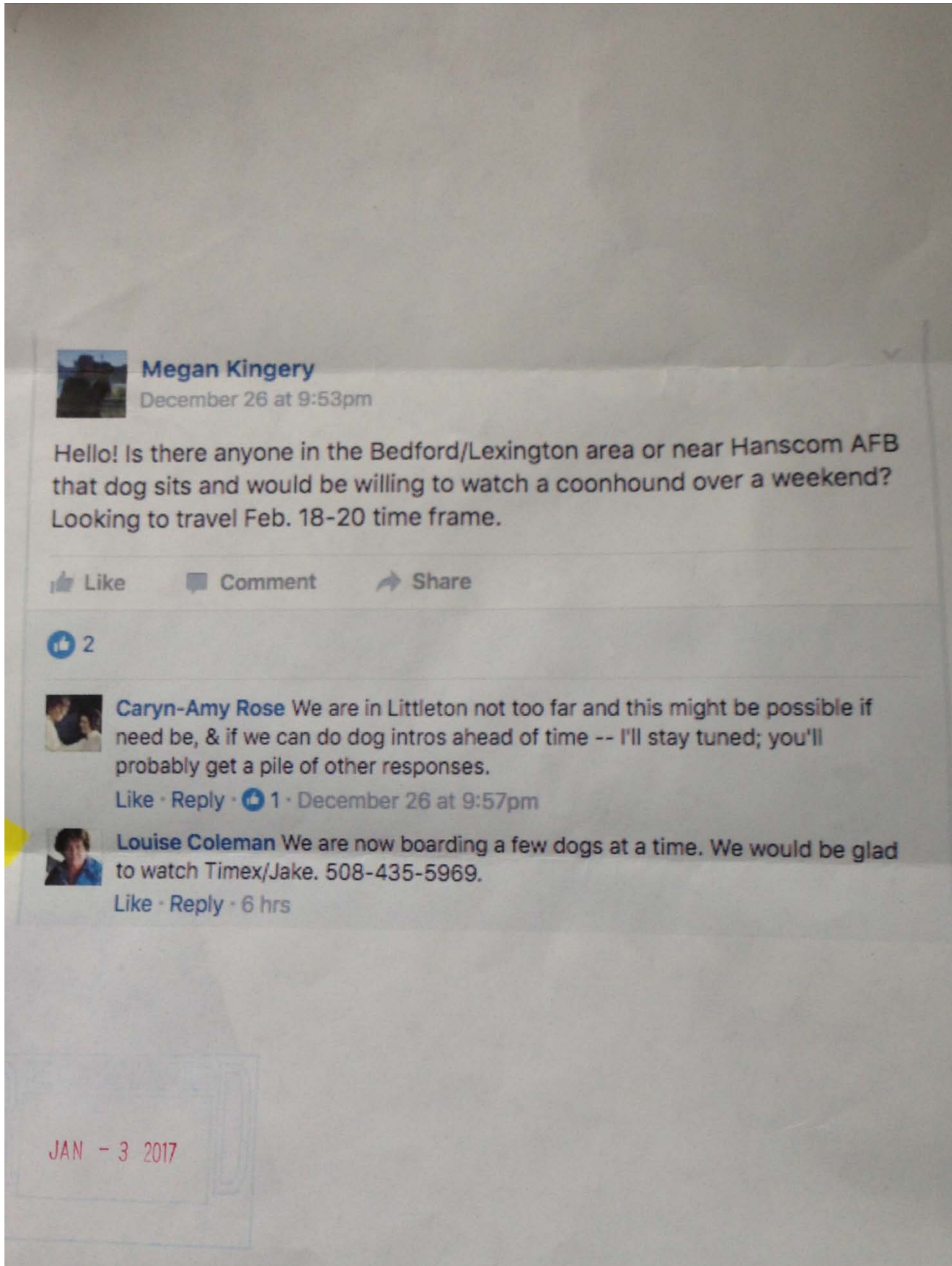
I relayed the information to the veterinarian and vet tech at Andover Animal hospital and questioned the chance of her having Lyme. I was also very concerned with her cough as it was consistent. The vet confirmed what you thought. It was not kennel cough but a side effect from the heartworms. The cough was not new. How could the previous rescue let that go unattended? She was coughing so hard it seemed like she was going to vomit. As you know, Emma had to be sedated for her chest XRay and blood work so I asked the vet to check her entire body to see if I missed any ticks. The vet called me to let me know how she was doing and that it appeared I removed all of the ticks. She also told me that Emma had an ear infection and need medication for that on top of her heartworm medication and prednisone. This dogs health is not great and clearly, it hasn't been.

I am committed to working with you to give Emma the care she needs and deserves. Thank you for removing her from a neglectful situation and giving her a shot at life.

Please let me know if you have any questions.

Best,

[REDACTED]



**Megan Kingery**

December 26 at 9:53pm

Hello! Is there anyone in the Bedford/Lexington area or near Hanscom AFB that dog sits and would be willing to watch a coonhound over a weekend? Looking to travel Feb. 18-20 time frame.

Like

Comment

Share

2



**Caryn-Amy Rose** We are in Littleton not too far and this might be possible if need be, & if we can do dog intros ahead of time -- I'll stay tuned; you'll probably get a pile of other responses.

Like · Reply · 1 · December 26 at 9:57pm



**Louise Coleman** We are now boarding a few dogs at a time. We would be glad to watch Timex/Jake. 508-435-5969.

Like · Reply · 6 hrs

JAN - 3 2017

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



Department of Agricultural Resources

251 Causeway Street, Suite 500, Boston, MA 02114  
617-626-1700 fax: 617-626-1850 www.mass.gov/agr



CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lt. Governor

MATTHEW A. BEATON  
Secretary

JOHN LEBEAUX  
Commissioner

January 20, 2017

Order 761-CD-17

**ORDER TO CEASE AND DESIST**

Pursuant to Massachusetts General Laws ("M.G.L.") Chapter 129, §2 and Order 1-AHO-05

**ISSUED TO:** Greyhound Friends, Inc., 167 Saddle Hill Road, Hopkinton, MA 01748

**INTRODUCTION**

This Cease and Desist Order ("Order") and Notice of Assessment of Penalty is issued in response to violations of Order 1-AHO-05.

**JURISDICTION AND PARTIES**

This Order is issued under the authority vested in the Massachusetts Department of Agricultural Resources (the "Department") under M.G.L. c. 129, §2 and Order 1-AHO-05 to Greyhound Friends, Inc., 167 Saddle Hill Road, Hopkinton, MA 01748 ("GFI").

**SUMMARY OF APPLICABLE LAW**

1. M.G.L. c. 129, §2 establishes the following:

*The director may make and enforce reasonable orders, rules, and regulations relative to the following: the sanitary condition of neat cattle, other ruminates and swine and of places where such animals are kept; the prevention, suppression and extirpation of contagious diseases of domestic animals; the establishing of disease-free herds of cattle and the issuing of certificates in connection therewith; the inspection, examination, quarantine, care and treatment or destruction of domestic animals affected with or which have been exposed to contagious disease, the burial or disposal of their carcasses, and the cleansing and disinfection of places where contagion exists or has existed. No rules or regulations shall take effect until approved by the governor and council;*

2. Order 1-AHO-05 establishes, in part, the following:

*... the Department through its Director of Animal Health, Biosecurity and Dairy Services, hereby orders that all persons, individuals, organizations, businesses, non-profits and any other kind or type of entity (hereinafter collectively referred to as "Entity") involved in the transfer of animals in the Commonwealth shall file a Registration with the Department on a form prescribed by the Department, that sufficiently describes the types(s) of animal transfer activities being conducted in the Commonwealth of Massachusetts as well as provide a full and complete description of the entity and its practices utilized in carrying out such activities.*

(a) each and every animal entering the Commonwealth must be accompanied by a valid health certificate from the place of origin that meets or exceeds the Commonwealth of Massachusetts Small Animal Interstate Certificate of Health Examination; and

(b) each and every animal shall be placed in isolation for a minimum period of forty-eight (48) hours upon arrival into the Commonwealth in a facility approved by the Department and maintained by the entity in such approved manner; note: the minimum period of isolation will increase immediately upon promulgation of the revised 330 CMR 12.00 by the Department to the same period of time provided for in 330 CMR 12.07 (1), and notwithstanding anything to the contrary, the same time period shall apply throughout this Order; and

(c) upon completion of the isolation period described above, cause each and every such animal to be examined by a Massachusetts licensed veterinarian who then, if appropriate, shall declare in writing that such animal is in good health and appears to be free of any infectious or contagious diseases or exposure thereto; appears to be free of any physical abnormalities which would endanger the animal, and is originated from an area not quarantined for rabies and has not been exposed to rabies.

#### **FINDINGS OF FACT**


3. On December 14, 2016, the Department Animal Health Inspector (the "Inspector") conducted an inspection at GFI. During this inspection, the Inspector witnessed several areas within the kennel that the concrete was breaking down, including a large crack in the floor of the isolation room. These conditions indicate that the floors are not substantially impervious to moisture making it impossible to thoroughly clean and disinfect the facility. Additionally, the Inspector noted that the outdoor yard areas for both the isolation room and the main kennel contained an excess amount of feces.
4. On January 6, 2017, the Inspector went out and conducted another inspection at GFI. None of the deficiencies pertaining to the concrete floor, including the large crack in the isolation room floor had been addressed. As a result, the floors could not be thoroughly cleaned and disinfected to prevent the spread of any infectious or contagious disease. After the Inspector's arrival, a GFI volunteer began cleaning up the feces in the outdoor yard areas.
5. On January 13, 2017, the Inspector conducted a follow up inspection at GFI. None of the deficiencies with the concrete floor, including the large crack in the isolation room floor had been addressed. As a result, the floors could not be thoroughly cleaned and disinfected to prevent the spread of any infectious or contagious disease. Additionally, the Inspector noted that several dogs had medication, including syringes loaded with Fenbendazole and Metronidazole pills, attached to their charts. This combination of medications is used to treat internal parasites such as hook worms, whip worms, coccidia and giardia. There is a fecal-oral route of transmission for these pathogens. The inability to adequately clean and disinfect the facility has allowed this disease to spread to numerous animals in the building.
6. In its current condition, the isolation room located at GFI does not meet the Department's approval.

**ORDER**

NOW THEREFORE, based upon the above knowledge and information, the Department has determined that GFI is in violation of Order 1-AHO-05. **Greyhound Friends, Inc. is hereby ordered to immediately cease and desist from importing any dogs or cats until the necessary improvements have been completed, and the Department conducts an inspection approving its future use as an isolation room.**

Your immediate attention to this matter is greatly appreciated. If you have any questions, please call 617-626-1786.

Any violation of this Order may result in further legal action by the Department, including but not limited to, administrative fines and injunctions.

  
\_\_\_\_\_  
Michael Cahill, Director  
Division of Animal Health

CERTIFIED MAIL,  
RECEIPT REQUESTED,  
Article No.: \_\_\_\_\_  
First Class Mail



MASSACHUSETTS DEPARTMENT OF AGRICULTURAL RESOURCES  
DIVISION OF ANIMAL HEALTH  
INSPECTION REPORT

Page 1 of 1

Name Greyhound Friends Date and Time of Inspection 1-20-17  
Address \_\_\_\_\_

COMMENTS:

Isolation Room: must be completed and approved by MDAR prior to  
cease + desist being lifted.

- Repair crack in floor
- Repair rust on kennels
- Fix broken chain link
- Paint bare wood
- Paint/repair walls
- Clean walls, chain link
- Repair lighting

Main Kennel

- Paint/repair floors
- Repair rust on kennels
- Fix broken chain link
- Paint bare wood
- Paint/repair walls
- Clean walls, chain link
- Clean drain
- Repair destroyed walls and chewed areas in kennels
- Repair ventilation

Please provide a copy of your veterinary protocol.

Report Received By: Louise Coleman  
Signature Of Recipient: Louise Coleman  
Inspector's Name: Linda Harrod Alan Baggett  
Inspector's Signature: [Signature]

Form # 78

White Copy - Office / Yellow Copy - Inspector / Pink Copy - Owner



Exhibit 17: GF expired kennel license

**Town of Hopkinton**  
**Office of the Town Clerk**  
**2016 Dog License**

Date: 12/31/2015 Invoice #: 17212

---

**GREYHOUND FRIENDS INC**  
**167 SADDLE HILL RD**  
**HOPKINTON, MA 01748**

Tag #: <b>X005</b>	Dog Name: <b>K-GREYHOUND</b>		<b>License Fee</b>	<b>0.00</b>
Gender: <b>KENNEL</b>	Breed: <b>OVER 10 DOGS</b>		<b>Late Fee</b>	<b>0.00</b>
Age: <b>9.0</b>	Color: _____			<b>0.00</b>
Phone: <b>508-435-5969</b>	Rabies Exp: <b>1 /</b>		<b>Total</b>	<b>0.00</b>

*This License expires on 12/31/2016*

<p style="text-align: center;"><b>RABIES</b></p> <p>RABIES - Rabies is a disease caused by a germ in the saliva of a "Mad" dog. The germs enter the body through the wound made when a rabid animal bites another animal or person.</p> <p>SYMPTOMS - Rabies may appear in either the dumb or the furious form. The symptoms are not constant, but as a rule dogs with DUMB RABIES are very RESTLESS. The eyes take on a peculiarly bright appearance, with dilated pupils. The dogs may be more AFFECTIONATE than usual. The throat and jaws gradually become paralyzed so that MOUTH HANGS OPEN, saliva DROOLS out, and the tongue seems to be in the way. There is difficulty in swallowing. Frequently these symptoms lead to the mistake of thinking the animal has a BONE CAUGHT in the throat. The dog may snap at imaginary objects.</p> <p>Dogs affected with the FURIOUS form of RABIES become IRRITABLE and restless, SNAPPING at people or other animals. They will chew up foreign material such as rugs, pieces of clothing, or wood. They try to get out of the house to run. If confined, they will TEAR at objects and, if they break loose, will RUN AIMLESSLY for miles, snapping and biting at any moving objects crossing their path.</p> <p>In both forms of rabies, there is a peculiar high pitched and HOUND LIKE HOWL. The end comes when the dog is exhausted, the legs become paralyzed, and the dog dies in a stupor. RABIES NEVER APPEAR AS SUDDEN CONVULSIONS OR FITS.</p> <p>IF A DOG BITES A PERSON - Do NOT kill it. Confine the dog and call a veterinarian. The dog should be kept under observation. If it remains well, there is no danger of rabies to animals or persons bitten, if it has rabies, definite symptoms and death will occur within the two weeks' period of restraint that is required. If the dog is killed at once, you may never know whether or not it was rabid.</p> <p>ALL PERSONS BITTEN BY OR INTIMATELY EXPOSED TO RABID ANIMALS SHOULD BE GIVEN ANTI-RABIC TREATMENT</p>	<p style="text-align: center;"><b>Some of the Town of Hopkinton Dog Regulations</b></p> <p>Any person who is the owner or keeper of a dog or dogs six months of age or older in the Town of Hopkinton and fails to license said dog or dogs on or before April 1 of each year shall be subject to a penalty of \$25 per household in addition to the applicable license fee.</p> <p>No person who owns or keeps a dog or dogs shall allow the same to run free between the hours of 7:00 a.m. and 8:00 p.m. unless said dog is on the owner's or keeper's premises. Any dog not on the premises of its owner or keeper between said hours shall be leashed and curbed, provided that said leashing or curbing shall not apply to a hunting dog under direct command of its owner or keeper while training or working in the field.</p> <p>A fee of \$15 shall be charged to the owner or keeper of a dog which must be picked up by the Animal Control Officer and shall be payable to the general fund of the town.</p> <p>The owner of any dog which is found on the Town Common in violation of the sign on the Town Common which states "No dogs on the Common" shall be subject to a fine of \$10.</p> <p>A complete list of the Dog Regulations is found in Article 62 of the Town Bylaws.</p>
--	--

**"The owner or keeper of a licensed dog shall cause it to wear around its neck or body a collar or harness... to which shall be securely attached a tag..."**

**This license is granted subject to conditions that the dog herein described shall be controlled and restrained from chasing or harassing live stock or fowl.**

**If a dog is permanently removed to another town a transfer license must be secured in such town. Every dog six months or over must be licensed and tagged.**



**MASSACHUSETTS DEPARTMENT OF AGRICULTURAL RESOURCES**  
**Division of Animal Health**  
**251 Causeway Street, Suite 500**  
**Boston, MA 02114**  
**617-626-1795**

**INSPECTION REPORT**

**Date:** March 9, 2017

**To:** Michael Cahill, Director  
Lorraine O'Connor, DVM

**From:** Linda Harrod  
Animal Health Inspector

**RE:** Greyhound Friends  
167 Saddle Hill Road  
Hopkinton, MA 01748

**January 22, 2017**

A van with a Kentucky license plate was observed offering puppies for sale in the parking lot of the Mobil gas station, 92 W. Main Street, Hopkinton, MA on Sunday, January 22, 2017. The license plate was traced to Frieda Gilford who is associated with Christian County Humane Society in Hopkinsville, KY. Ms. Gilford was issued an order to cease and desist the operation of an unregistered rescue called Kindness for K-9's by Massachusetts Department of Agricultural Resources ("MDAR") in 2013 (Exhibit 1). A check of Greyhound Friends ("GF") Facebook page reveals a photo dated August 27, 2016, taken at GF of Ms. Gilford delivering 2 puppies to GF (Exhibit 2). Director Coleman was issued an order to cease and desist by MDAR on January 20, 2017. It is assumed that Ms. Gilford attempted to deliver these puppies to GF but was turned away and attempted to unload the puppies to unsuspecting Massachusetts residents.

**Town of Sherborn, January 25, 2017:**

On January 25, 2017, MDAR Animal Health Inspector Linda Harrod went to the Sherborn Town Clerks office to inquire about the licensing status of 3 dogs belonging to Director Louise Coleman. Inspector Harrod spoke to Clerk Carole Marple and Administrative Assistant Tony Abril. The Town of Sherborn records dog licensing information on index cards. Mr. Abril produced the information on Ms. Coleman's three (3) dogs, Gunshy, Elvis and Penny. These three dogs were licensed in Sherborn in 2016 but their licenses expired on December 31, 2016. Inspector Harrod has been told repeatedly by Ms. Coleman that kennel licenses are not issued by the town of Sherborn. Mr. Abril stated that although Sherborn only had one licensed kennel in town, they do issue kennel licenses.

When asked about animal control records, Clerk Marple stated that she was aware of the requirements of M.G.L. ch. 140, sec. 151A, the animal control law that has been in effect since October of 2012. There were

no animal control records on file in the Sherborn clerk's office. Clerk Marple said that the new animal control officer is Luke Tedstone, a Sherborn police Sergeant. Inspector Harrod stopped at the police station but Sergeant Tedstone was not working. Inspector Harrod asked the dispatcher to have Sergeant Tedstone contact her.

Sergeant Tedstone called Inspector Harrod later in the day. Sergeant Tedstone stated that he completed training at the Animal Control Officers Association of Massachusetts (ACOAM) Academy and also completed the mandatory MDAR ACO training. Sergeant Tedstone stated that he had made multiple requests to the MDAR office for the forms that were presented during the MDAR training, to no avail. Inspector Harrod agreed to provide the forms to Sergeant Tedstone and informed him of the requirement to submit copies of all animal control records monthly to the town clerk. The town clerk is required to hold copies of the records for two years. The Town of Sherborn uses Natick Animal Clinic as the holding facility for Sherborn strays. Sergeant Tedstone stated that the majority of the dogs he picks up go back to their owners and the town does not want to be involved in adopting animals out. On the rare occasion that there is a true stray, it is transferred to a registered shelter such as Baypath Humane Society in Hopkinton, MA after being held for the required seven day period at Natick Animal Clinic.

#### **Hopkinton Town Clerk, January 25, 2017:**

Inspector Harrod then went to Hopkinton Town Hall to meet with Town Clerk Connor Degan. Clerk Degan stated that he has been the town clerk in Hopkinton for about 8 months but trained under the former town clerk. Inspector Harrod asked Clerk Degan for animal control records. Clerk Degan stated that he did not have any animal control records in his office and was unaware of the record keeping requirements pertaining to animal control. Inspector Harrod agreed to provide the animal control intake form and kennel inspection form to Clerk Degan and will work with Animal Control Officer Bill Procter to insure the correct information is being collected. Inspector Harrod provided a copy of the animal control law that went into effect in October, 2012, M.G.L. ch. 140, 151A to Clerk Degan.

Clerk Degan stated that he issued a kennel license to GF and was unaware of the requirement for a kennel inspection by the ACO prior to the issuance of a kennel license. Clerk Degan stated that ACO Procter had requested the suspension of GF kennel license effective January 23, 2017. Clerk Degan stated that he would write Director Coleman a letter informing her of the suspension of her kennel license and that she can only have 4 dogs on the premise. Clerk Degan stated that he was going to ask ACO Procter to hand deliver the letter to Director Coleman. On January 25, 2017 Clerk Degan stated that the letter was instead sent via US mail only, not registered mail.

Inspector Harrod asked for a copy of the letter sent to GF by Clerk Degan, Clerk Degan stated that he did not keep a copy of the letter and sent the only copy to Director Coleman (Exhibit 3). On January 30, 2017 Clerk Degan provided the letter to Inspector Harrod, signed by him but not on town letterhead (Exhibit 4). Inspector Harrod informed Clerk Degan copies of all correspondence should be kept on file in the town clerk's office.

#### **Buddy/Medfield Animal Shelter, January 25, 2017:**

On January 11, 2017 a dog named an adult hound mix named Buddy was transferred by GF to Medfield Animal Shelter ("MAS") in Medfield, MA. **Buddy was diagnosed with hookworms and Giardia upon arrival at MAS** (see Harrod report dated January 26, 2017). On January 25, 2017, Inspector Harrod received a phone call from MDAR Division of Animal Health Director Mike Cahill stating that Director Coleman was taking Buddy back to GF after he bit someone in his adoptive home. MAS Director Kim Agricola stated that Buddy was returned to MAS on Sunday, January 22, 2017 without having been quarantined for the biting incident. Director

Agricola stated that she has only one employee working at the shelter and Buddy had become overly aggressive and the employee was afraid of him. For this reason Director Agricola asked Director Coleman to take the dog back to GF. By the time Director Coleman contacted Director Cahill, Buddy was already on his way back to GF. GF does not have a kennel license and the facility isn't considered a humane place of detention for animals. Directors Coleman and Director Agricola did not contact MDAR about this situation until the dog was already being returned to GF. This is a violation of 330 CMR 10.00:

#### 10.04: Reporting Exposures:

- (1) Any person having knowledge of the following shall report immediately to the Animal Inspector in the municipality in which the exposure occurred, the date of the exposure, a description of the animal(s) involved, the current location of the animal or, if the current location is unknown, the place the animal was last seen, and the animal owner's name, if known: (a) The existence of a domestic animal which has been Exposed to the Rabies Virus, or (b) The existence of a domestic animal which has bitten or scratched another domestic animal or human.
- (2) The Animal Inspector shall, upon receiving such a report, investigate whether a human or a domestic animal has received a bite or scratch from a domestic animal or a domestic animal has been Exposed to the Rabies Virus. If so, the Animal Inspector shall determine whether the animal has been vaccinated, the type and date of vaccination, any unusual behavior of the animal and a list of other domestic animals or humans Exposed to the animal.

#### 10.05: Requirements for Any Domestic Animal which Bites a Human or Another Domestic Animal

- (1) If the Animal Inspector, after completing an investigation, determines that a domestic animal has bitten or scratched a human or another domestic animal, they shall issue a written order to the person in custody of the biting animal requiring the animal to be placed under a Ten Day Quarantine. The Ten Day Quarantine applies regardless of the vaccination status of the biting animal.
- (2) If the animal displays symptoms compatible with Rabies during this ten-day period, the animal shall be euthanized immediately, and the Animal Inspector and Department shall be notified. Samples from any animal which dies or is euthanized during the Ten Day Quarantine, shall be submitted for Rabies testing as described in 330 CMR 10.09.

Inspector Harrod asked ACO Proctor to issue ten day quarantine for Buddy at GF for the dog bite incident. The quarantine was released by ACO Proctor after the 10 days and Buddy is currently in a foster home in Hopkinton.

#### **GF fecal testing, January 26, 2017:**

On Thursday, January 26, 2017 Director Coleman emailed Inspector Harrod to inform her that fecal tests had been run on the dogs at GF. Director Coleman forwarded the results on Friday, January 27, 2017 and Inspector Harrod created a spreadsheet with the results provided for 30 dogs. The results are as follows:

Dog:	Giardia	Hookworm	Roundworm	Whipworm	Number of ailments
1 Aussie	NEG	NEG	NEG	NEG	0
2 Beanie	NEG	NEG	NEG	NEG	0
3 Brad	NEG	3+	NEG	3+	2
4 Bravo	NEG	3+	NEG	NEG	1
5 Buck	NEG	NEG	NEG	NEG	0
6 Canada	NEG	2+	3+	NEG	2
7 Cannonball	POS	4+	NEG	NEG	2
8 Chipper	NEG	NEG	NEG		1
9 Dakota	NEG	4+	NEG	NEG	1
10 Dane	NEG	3+	NEG	NEG	1
11 DNA	NEG	NEG	NEG	NEG	0
12 Doc	NEG	NEG	NEG	NEG	0
13 Elmer	NEG	NEG	NEG	NEG	0
14 Eminem	NEG	4+	NEG	NEG	1
15 Giselle	NEG	NEG	NEG	NEG	0
16 Greta	POS	NEG	NEG	NEG	1
17 Hillery	NEG	4+	NEG	NEG	1
18 Hopp	NEG	3+	NEG	NEG	1
19 Hunter	POS	2+	NEG	NEG	2
20 Jack	NEG	NEG	NEG	NEG	0
21 Kara	NEG	NEG	NEG	NEG	0
22 Maggie	POS	NEG	NEG	NEG	1
23 Malcolm	NEG	3+	NEG	NEG	1
24 Marlins	NEG	2+	NEG	NEG	1
25 McQueen	NEG	NEG	NEG	NEG	0
26 Monkey	POS	NEG	NEG	NEG	1
27 Rob	NEG	3+	NEG	NEG	1
28 Roscoe	POS	NEG	NEG	NEG	1
29 Stanley	NEG	NEG	NEG	NEG	0
30 Walker	POS	NEG	NEG	NEG	1

Total: 30 dogs 7 13 1 2

Thirty (30) dogs were tested and fifteen (15) of them tested positive for 1 parasite and four (4) of them tested positive for 2 parasites for a total of 19 (nineteen) positive dogs. That is 63% of the dogs at GF were infected with internal parasites based on fecal test results reported on January 27, 2017.

Further test results on GF dogs were forwarded as more dogs were tested. Inspector Harrod provided the spreadsheet to Director Coleman and asked her to complete the spreadsheet. Dogs were moving to

foster/adoptive homes or boarding kennels during this time. Inspector Harrod reminded Director Coleman of the need to be transparent with the new foster or adoptive homes and with the boarding kennels receiving these dogs regarding their parasite and other medical issues.

	Name	Giardia	Hookworm	Roundworm	Whipworm	Test date	Results received
1	Aussie	NEG	NEG	NEG	NEG	1/21/2017	1/22/2017
2	Beanie	NEG	NEG	NEG	NEG	1/19/2017	1/19/2017
3	Brad	NEG	3+	NEG	3+	1/22/2017	1/22/2017
4	Bravo	NEG	3+	NEG	NEG	1/22/2017	1/22/2017
	Buddy	NEG*	NEG*	NEG	NEG	1/29/2017	1/30/2017
5	Buck	NEG	NEG	NEG	NEG	1/22/2017	1/22/2017
6	Canada	NEG	2+	3+	NEG	1/22/2017	1/22/2017
7	Cannonball	POS	4+	NEG	NEG	1/24/2017	1/24/2017
	Carlee	NOT TESTED					
9	Cathy	NOT TESTED					
10	Chipper	NEG	NEG	NEG	3+	1/19/2017	1/19/2017
11	Dakota	NEG	4+	NEG	NEG	1/22/2017	1/22/2017
12	Dane	NEG	3+	NEG	NEG	1/22/2017	1/22/2017
13	DNA	NEG	NEG	NEG	NEG	1/21/2017	1/21/2017
14	Doc	NEG	NEG	NEG	NEG	1/22/2017	1/22/2017
	Dory	NOT TESTED					
16	Elmer	NEG	NEG	NEG	NEG	1/24/2017	1/24/2017
17	Elvis	NEG	NEG	NEG	NEG	1/19/2017	1/19/2017
18	Eminem	NEG	4+	NEG	NEG	1/19/2017	1/19/2017
19	Giselle	NEG	NEG	NEG	NEG	1/21/2017	1/21/2017
20	Greta	POS	NEG	NEG	NEG	1/24/2017	1/24/2017
21	Gunshy	NEG	NEG	NEG	NEG	1/19/2017	1/19/2017
	Harshel	NOT TESTED					
23	Hillery	NEG	4+	NEG	NEG	1/22/2017	1/22/2017
24	Hopp	NEG	3+	NEG	NEG	1/22/2017	1/22/2017
25	Hunter	POS	2+	NEG	NEG	1/22/2017	1/22/2017
	Ivan	NOT TESTED					
27	Jack	NEG	NEG	NEG	NEG	1/19/2017	1/19/2017
28	Kara	NEG	NEG	NEG	NEG	1/22/2017	1/22/2017
29	Maggie	POS	NEG	NEG	NEG	1/24/2017	1/24/2017
30	Malcolm	NEG	3+	NEG	NEG	1/22/2017	1/22/2017
31	Marlins	NEG	2+	NEG	NEG	1/19/2017	1/19/2017
32	McQueen	NEG	NEG	NEG	NEG	1/22/2017	1/22/2017
33	Medusa	NOT					

		TESTED					
34	Monkey	POS	NEG	NEG	NEG	1/22/2017	1/22/2017
35	Penny	NOT TESTED					
36	Rob	NEG	3+	NEG	NEG	1/19/2017	1/19/2017
37	Randy	NOT TESTED					
38	Roscoe	POS	NEG	NEG	NEG	1/22/2017	1/22/2017
39	Sampson	NOT TESTED					
40	Shane	NOT TESTED					
41	Snickers	NEG	NEG	NEG	NEG	1/21/2017	1/21/2017
42	Stanley	NEG	NEG	NEG	NEG	1/24/2017	1/24/2017
43	Style	NEG	NEG	NEG	NEG	1/21/2017	1/21/2017
44	Terrianna	NOT TESTED					
45	Vista	NEG	2+	NEG	NEG	1/27/2017	1/27/2017
46	Walker	POS	NEG	NEG	NEG	1/22/2017	1/22/2017
47	Waylon	NOT TESTED					
48	Woomba	NEG	NEG	NEG	NEG	1/21/2017	1/21/2017

Total:                   6                   16                   1                   2

36 dogs tested, 12 not tested.

**Worthington Town Clerk, January 28, 2017:**

On Saturday January 28, 2017 Inspector Harrod received an email (Exhibit 5) from Worthington, MA Town Clerk Katrin Kaminsky. Inspector Harrod contacted Clerk Kaminsky to ascertain whether GF kennel employee Michaela Shepherd had licensed the dog “Ivan” that she “adopted” from GF at her home in Worthington. Ivan has continued to be observed on the Hopkinton premises of GF despite Director Coleman’s statements that Ivan has been adopted by Ms. Shepherd.

**Medway Dog Wash, January 30, 2017**

On January 30, 2017, Director Coleman called Inspector Harrod and informed her that she wanted to transfer a couple of dogs to be boarded at Medway Dog Wash, Medway (“MDW”), 165 Main Street, Medway, MA (508) 533-2833. Top Dog Daycare, owned by the same owner as MDW is located at 161 Main Street, Medway, MA. **Inspector Harrod told Director Coleman that she was concerned about the spread of infectious and contagious disease and did not think it was fair to expose other people’s personally owned dogs that may be held at that facility.**

Inspector Harrod asked Director Coleman to provide a list of all the dogs and their locations for which GF has responsibility. Director Coleman sent Inspector Harrod an email with an update that included additional dogs Elmer, Medusa, Carlee, Ronnie, Snickers, Dory, Waylon, Woomba, Terrianna, Hershel, Vista and Style. This

email indicated that the dogs Snickers and Woomba were already at MDW and had been there since January 26, 2017.

On January 31, 2017, Inspector Harrod went to MDW and spoke to a woman named Heather who identified herself as the manager. Heather stated that there were three (3) GF dogs boarding at MDW, Aussie, Snickers, and Woomba. Inspector Harrod asked Heather to have the owner, Fred Fontaine call her. Mr. Fontaine called Inspector Harrod and confirmed that he did have 3 dogs belonging to GF boarding at his kennel. Inspector Harrod asked Mr. Fontaine if Director Coleman provided him with veterinary records for the dogs and he stated that she did. Mr. Fontaine also stated that Director Coleman showed him copies of negative fecal testing on all three dogs. Director Coleman provided fecal test results to Inspector Harrod only for Aussie. No test results were provided for Snickers or Woomba.

A text received by Inspector Harrod from Mr. Fontaine stated that he received the dogs from GF on January 24, 2017, not January 26, 2017 as Director Coleman stated in her email to Inspector Harrod. On February 1, 2017 Mr. Fontaine emailed negative test results provided to him by GF for Snickers and Woomba to Inspector Harrod. It is unknown why Director Coleman did not provide these results to Inspector Harrod along with the other test results.

### **Best Friends Kennel, January 31, 2017:**

Inspector Harrod received information that GF had 2 dogs boarding at Best Friends kennel in Ashland, MA. On January 31, 2017, Inspector Harrod met with Best Friends Center Manager Michelle Murray. Ms. Murray stated that she had just returned from a conference in Dallas, TX and while she was away, on January 24, 2017, GF dropped off 2 dogs, Monkey and Buck for boarding. Best Friends Ashland has a policy that requires a negative fecal test prior to boarding but Ms. Murray stated that the intake staff did not request negative test results for these dogs. Ms. Murray stated that Buck was picked up on Monday, January 30, 2017 by an unknown man after Director Coleman called the kennel to inform them that the dog was being picked up. Ms. Murray stated that Director Coleman called earlier that day to inform the kennel that Monkey was being picked up. Inspector Harrod observed Monkey in the kennel and his kennel card stated that he had diarrhea on January 26, 2017. During Inspector Harrod's inspection at GF on January 13, 2017, Style, Monkey and Hunter were on a list of dogs in the veterinary office as having severe diarrhea. Monkey tested positive for Giardia while at GF on January 13, 2017. Monkey was picked up by a man who identified himself John Mottern to Ms. Murray while Inspector Harrod was in the office. Ms. Murray asked Mr. Mottern where the dog was going and he stated that Monkey was going back to GF.

On February 2, 2017 Ms. Murray called Inspector Harrod and informed her that Director Coleman had requested boarding at Best Friends for more GF dogs. Inspector Harrod recommended that Ms. Murray work with her veterinarian to determine what is in the best interest of Best Friends client's dogs and act accordingly. Ms. Murray indicated that she was no longer interested in doing business with GF.

On January 29, 2017 VCA Westborough veterinarian Dr. Mischa Leavey provided a "treatment plan" for the dogs at GF. Monkey was supposed to receive Panacur for 7 days and Interceptor for 1 day (call vet) starting on January 29, 2017. Monkey was not at GF to receive the prescribed treatment.

### **Greyhound Friends complaint, February 1, 2017:**

Inspector Harrod received information that Greyhounds were being kept in crates that were too small for them. Inspector Harrod, Lieutenant Borgal and ACO Proctor inspected the kennel on Wednesday afternoon. Upon



arrival, there were a total of 23 dogs in the kennel despite the Town of Hopkinton having revoked the kennel license over a week earlier. Two (2) Greyhounds (Marlins, Bravo) were housed in crates in the hallway that were clearly too small for them (Exhibit 6). There was one dog in each of the facility's bathrooms, Chipper (Whipworm positive) and Maggie (Giardia positive). Considering that these are the only bathrooms available for the staff and visitors and that there is a large amount of zoonotic disease present in the kennel, it is irresponsible to house the dogs in the bathrooms. During this inspection Maggie was observed locked in Director Coleman's car for the day. There were two (2) dogs in the laundry room, Terrianna and Kara. Director Coleman stated that Dr. Leavey was going to foster Terrianna. There were three (3) dogs in the treatment room, Hershel, Giselle and Eminem. There were ten (10) dogs in the main kennel, Monkey, Greta, Dakota, DNA, Cannonball, Dane, Hopp, Roscoe, Canada, and Buddy. One (1) dog Beanie was locked in the store and there were three (3) dogs, Doc, Vista and Brad being housed in the small office next to the store. According to Director Coleman Doc is extremely frightened and lived in a house with 15 other dogs. He is terrified of humans.

Inspector Harrod provided Director Coleman with the names of shelters that have said they would be willing to assist by taking dogs from GF, including Franklin County Sheriffs Regional Dog Shelter, Baypath Humane Society, Animal Protection Center of Southeast Massachusetts (APCSM), and Animal Rescue League of Boston. Inspector Harrod asked Director Coleman to compile a list of dogs that could go to these facilities. Inspector Harrod mentioned other shelters that she would be willing to reach out to on behalf of Director Coleman but that offer was met with resistance as Director Coleman repeatedly stated that she did not have a good relationship with any of them. The ongoing concern from many of the shelters in Massachusetts is that Director Coleman continues to bring in unplaceable dogs. Director Coleman further stated that she would not transfer any greyhounds to other shelters, only hounds.

The carpenters that were working on the kennel stated that it would be much easier to complete their work if there were no dogs in the kennel. The carpenters also stated that the floor and walls in the isolation room were filthy and urine covered. Director Coleman showed Inspector Harrod the work that has been completed around the kennel.

Inspector Harrod informed both Director Coleman and Michaela Shepherd that their personally owned dogs were not currently licensed in the towns of Sherborn and Worthington where they each reside. Director Coleman stated again that she plans to keep (adopt) Beanie and Maggie, though by her own admission neither Beanie nor Maggie are good with other dogs. Director Coleman was also informed that Sherborn does issue kennel licenses. Director Coleman currently owns three (3) dogs. The adoption of two (2) additional dogs would bring the number to five (5) and require a kennel license at her Sherborn residence.

### **GF compliance plan, February 7, 2017:**

In a phone call with Director Coleman on February 7, 2017 at 11:49 AM, Inspector Harrod informed Director Coleman that prior to the order to cease and desist being lifted, GF will have to complete a compliance plan. Inspector Harrod will provide a template to Director Coleman.

This compliance plan will need to include:

1. GF plan to manage 48 hour isolation process
2. Veterinary protocol
3. Long stay dog plan
4. Cleaning and disinfection protocol
5. Building maintenance plan

6. Intake protocol
7. Health requirements for sending shelters

**Town of Hopkinton meeting, February 13, 2017:**

On Monday, February 13, 2017 Inspector Harrod met with Hopkinton Town Manager Norman Khumalo, Assistant Town Manager Elaine Lazarus and Hopkinton ACO Bill Proctor. Assistant Town Manager Lazarus oversees Hopkinton Animal Control. The conversation centered on prior inspections performed by ACO Proctor at GF. In the past Director Coleman has contacted ACO Proctor on numerous occasions asking to increase the number of dogs covered by the kennel license. Despite the limit on the kennel license, GF has consistently exceeded that number with no repercussion from the town.

Lack of animal control records in the town clerk's office indicate that a kennel inspection report has not been done prior to the issuance of a kennel license in Hopkinton. There are only 20 kennels in the main kennel at GF. It seems reasonable that the kennel license should not exceed that number. GF was however issued a kennel license by the Town of Hopkinton for 35 dogs. Allowing a kennel licensee to have more dogs than the physical facility can accommodate has contributed to the current conditions at GF. The recent inspections done by MDAR have shown that GF had anywhere between 38 and 43 dogs in the kennel. **GF routinely exceeds the capacity of their kennel license** and do not appear to have been sanctioned by the town for their persistent violations. The town of Hopkinton Bylaw addresses violations of the kennel licensing requirements and is enclosed below:

**TOWN OF HOPKINTON  
Article V  
Kennel Licensing  
[Adopted 5-3-1999 ATM, Art. 47]**

**§ 62-7 Violations and penalties**

Any person who hold a kennel license and is determined to be in violation of any law or regulation pertaining to such license shall be subject to a fine of \$25 per violation. Each day that such violation continues shall be deemed to be a separate violation and be subject to the above penalty. If the violation results from failure to comply with the limitation on the number of dogs permitted within the kennel, the fine for such violation shall be \$25 per dog beyond the permissible limit. Each day that such violation continues shall be deemed to be a separate violation and be subject to the above penalty, and further that violations of article be addressed in accordance with the provisions of MGL c. 40, § 21D and Ch. 1, Art. II Noncriminal Dispositions, of the General Bylaws of the Town of Hopkinton.

At this meeting, the group agreed that the kennel license would not be issued to GF until all parties, the Town of Hopkinton, MDAR and ARL are in agreement. Inspector Harrod asked ACO Proctor to reinspect the kennel on February 13, 2017 and report the names and total number of dogs present in the GF kennel. ACO Proctor did not report back to Inspector Harrod on February 13, 2017 as requested. Inspector Harrod emailed ACO Proctor on February 17, 2017 asking for an update. ACO Proctor called Inspector Harrod later that day and stated that there was one GF dog left in the kennel. Inspector Harrod has recommended to ACO Proctor that if and when the town determines to issue a kennel license for GF that it be issued for no more than 20 dogs. This number will include all dogs on the property, including dogs being held in 48 hour isolation.

### Director Coleman email, February 15, 2017:

Deputy Leslee Colucci, Shelter Director of the Franklin County Regional Dog Shelter and Adoption Center in Turners Falls, MA reached out to Director Coleman and offered to assist GF by taking some dogs for adoption. This shelter is the regional holding facility for 19 towns in Franklin County and finds homes for strays brought in by the ACO's. They also provide other animal services to this area and their primary focus is on the animals of Franklin County.

Director Colucci had available space in her kennel and agreed to assist with the situation at GF. The Franklin County shelter took in one dog named Stanley. Director Coleman sent Inspector Harrod an email which read in part:

"I have talked with Leslie about who to send to her facility next. Stanley went to Franklin County. Doc has a possible adopter here. I will confer with Leslie again tomorrow. It would be advantageous if she could continue taking dogs from us. She certainly seems a positive combination of compassionate and organized."

Director Coleman's statement is cause for concern. The mission of the Franklin County shelter is to benefit their own local dogs. Although Deputy Colucci was able to offer assistance at this time, GF needs to develop a more realistic assessment of their own capabilities and not rely on other groups to essentially bail them out. GF has a pattern of exceeding their capacity and deliberately importing dogs with problems that they do not have the resources or expertise to rehabilitate.

### February 17, 2017 ongoing concerns:

#### Veterinary issues:

1. Inspector Harrod twice requested a copy of the GF veterinary protocol and did not receive it. Director Coleman finally stated that there is no written veterinary protocol.
2. GF is not performing routine medical testing such as 4DX (heartworm disease, ehrlichiosis, Lyme disease, and anaplasmosis) on the dogs that it is offering for adoption.
3. The veterinarian is recommending that the adopter follow up with their own veterinarian for fecal testing.
4. Dogs are being imported from other states with OCVI's stating that they are heartworm positive.
5. The veterinarians who practice at GF are signing health certificates on dogs that are heartworm positive. Additionally there are several complaints that veterinarians do not appear to be following up on the dog's medical care.
6. One dog, Emma that came in to the kennel in November of 2016 was found to be heartworm positive (both occult and microfilaria). There was no indication that she had been tested for heartworm prior to or after arriving at GF. This dog lived in the kennel until mid-January, 2017, never receiving heartworm treatment. This dog potentially exposed the entire kennel to heartworm disease as she was Microfilaria positive. It is fortunate that she arrived at the shelter after mosquito season or the potential for transmission would be much worse. According to a veterinarian who saw the dog after she left GF, she exhibits signs of permanent heart damage.
7. The outdoor areas at GF are routinely filled with feces and the parasites that have been found in almost half of the dogs at GF are spread through oral/fecal contact.

8. Veterinary treatments do not appear to be properly recorded. When asked about veterinary treatment for specific dogs Director Coleman does not look at the records, she calls the vet. Proper oversight of treatments at the kennel requires that records are kept.
9. Two (2) dogs were being housed in the public/staff bathrooms at GF while the kennel was under renovation. One of these dogs was positive for Giardia and the other had whipworm. These are parasites that can be transmitted to humans by animals.
10. Two (2) dogs, Canada and Dane both tested negative for Giardia on 1/22/17. They were retested for Giardia at Holliston Meadows Pet Resort on 2/12/17 and both tested positive. Holliston Meadows operates as a public boarding facility.

#### **Long stay dogs:**

11. Director Coleman does not have a plan for long term stay dogs and claims to be adopting dogs that have biting histories and that do not get along with other dogs.
12. There have been several dog bites at GF that were never reported to the Town of Hopkinton and the dogs were not appropriately quarantined.
13. Many dogs linger in the kennel for months or years. Their veterinary needs are not observed and therefore not acted upon appropriately. Their behavioral needs are also not being met.
14. There does not appear to be any enrichment program for these difficult dogs and most of them do not have toys or other items to keep them busy during the day.
15. Director Coleman places these difficult dogs in the back kennel where they languish. GF does not address the animals' behavioral needs to improve the chance of adoption but tells people that the "right person" just hasn't come along yet.
16. Many of these dogs are observed spinning in the kennels, a sign of stress in dogs.
17. Some of the dogs are extremely timid and become unadoptable because they do not show well in the kennel environment.

#### **Kennel Maintenance:**

15. Cleaning and disinfection of all areas is critical when there are internal parasites present at the facility. There does not appear to be a plan in place to address this.
16. The outdoor kennel yard at GF has a pea stone base. This base is not impervious and based on the number of cases of internal parasites at GF it is likely that the stone is infested. In order to mitigate the parasite problem, GF will need to figure out a plan for cleaning and disinfection of the material or plan to remove and replace it. This task is one best handled by a professional cleaning company.
17. GF is still using bleach to clean the kennel despite its respiratory risk to dogs and people. Repeated recommendations have been made to GF for other products that would be safer for everyone.
18. Bleach is also caustic to metal and other surfaces
19. Director Coleman, the GF Board of Directors and the shelter veterinarians working at GF appear to be complicit in importing dogs with infectious and contagious disease into the Commonwealth thereby putting Massachusetts dogs at risk.

#### **Town of Hopkinton:**

20. By allowing a kennel licensee to house more dogs than the capacity of the facility, the Town of Hopkinton has contributed to the multitude of problems at GF. The main kennel has the capacity to hold 20 dogs. The most recent kennel license issued by the Town of Hopkinton allowed for 35 dogs. GF has

routinely exceeded their kennel capacity and MDAR has observed this during inspections. More frequent inspections by the town may have alerted them to this violation and allowed the town to correct the situation by enforcing the appropriate bylaw.

### **Importation of dogs:**

21. Director Coleman routinely mixes dogs from different transports without restarting the isolation period, dogs are cleared by the vet, left in the isolation room because the kennel is full, and new dogs are brought in to start their isolation period.
22. GF is importing dogs with known infectious and contagious disease putting Massachusetts dogs and people at risk.
23. GF is working with an individual that received an order to cease and desist the operation of an unregistered shelter. This individual was seen selling puppies from the back of a van in a parking lot in Hopkinton, MA.

### **Massachusetts Shelter/Rescue community:**

23. Most MA shelters contacted expressed concern that assisting GF to place their difficult dogs at this time would enable GF to continue to import inappropriate, unplaceable dogs. Many shelters refused to assist GF for this reason.
24. GF is regularly transferring difficult dogs to other Massachusetts shelters and placing unnecessary burden on them. These shelters incur the costs necessary to evaluate, treat, care and occasionally euthanize these difficult dogs.

### **Miscellaneous:**

25. Information provided by Director Coleman on the spreadsheet created by Inspector Harrod is misleading. Dates, names and phone numbers are incorrect or missing. Director Coleman has ignored repeated requests to correct the information.
26. Director Coleman does not appear capable of managing the shelter. The GF Board of Directors appears unwilling or incapable of providing proper oversight. GF continues to import unadoptable dogs and dogs with known infectious and contagious disease. Dogs are not observed appropriately and clinical symptoms of disease or injury are being missed. There are no written veterinary protocols so appropriate testing for potential infectious and contagious disease is not routinely done. If a veterinary issue does happen to be observed and diagnosed, it does not appear to be appropriately treated as the treatment records are incomplete or non-existent.
27. Some dogs seem to languish at GF for months or years while Director Coleman waits for the “right person” to come along to adopt the dog. These dogs suffer in small kennels with no enrichment thereby further decreasing their chance of adoption. If adopted these animals pose significant ongoing challenges to their adoptive owners because of the length of time that they have been institutionalized. Director Coleman prides herself on her ability to assist “difficult dogs.” GF does not have the staff or experience to handle these dogs.
28. Some of the dogs who tested negative for infectious and contagious disease at GF were retested at other facilities and tested positive soon after arrival indicating that transmission of the pathogens is likely occurring at the GF kennel.

## CONCLUSION:

Director Louise Coleman has a pattern of ignoring advice and suggestions presented to her by experienced animal welfare professionals and qualified representatives of other shelters. At the direction of Director Coleman, GF continues to engage in antiquated practices that are detrimental to the health and well being of the dogs they purport to assist. Director Coleman is uncooperative and requests for veterinary and other records are incomplete or unanswered. It appears that the veterinary and behavioral needs of these GF dogs are not being met.

The ongoing parasite issue at GF is of great concern to health of the dogs and employees at the kennel, as well as the general public. Housing dogs with confirmed parasites or exposure to parasites in the human bathrooms available for use by staff and the public is unsanitary and could put humans at risk for infection. Additionally, there are no written protocols at GF leaving the limited staff and volunteers with no structure under which to operate. Although there are numerous examples of well written operational protocols available on line that could be tailored to work at GF, Director Coleman appears unwilling to change or amend the current practices.

GF has routinely exceeded the limit on the number of dogs that can be housed at the facility as stated in their kennel license. There is no indication that this pattern will change under the current management.

## List of exhibits:

- Exhibit 1: Frieda Gilford cease and desist order 2013-3 pages
- Exhibit 2: Frieda Gilford photo taken at GF in 2016-1 photo
- Exhibit 3: Clerk Degan email-1 page
- Exhibit 4: Clerk Degan letter to GF-1 page
- Exhibit 5: Email chain between Inspector Harrod and Town of Worthington Clerk-2 pages
- Exhibit 6: Photos of Marlins and Bravo in small crates-2 photos



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Linda Harrod, Animal Inspector

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



Department of Agricultural Resources

251 Causeway Street, Suite 500, Boston, MA 02114  
617-626-1700 fax: 617-626-1850 www.mass.gov/agr



DEVAL L. PATRICK  
Governor

TIMOTHY P. MURRAY  
Lieutenant Governor

RICHARD K. SULLIVAN JR.  
Secretary

GREGORY C. WATSON  
Commissioner

May 7, 2013

Order 461-CD-13

**ORDER TO CEASE AND DESIST**

Pursuant to Massachusetts General Laws ("M.G.L."), Chapter 129 §2 and Order 1-AHO-05

**ISSUED TO:** Kindness for K-9's, Inc., 2750 Russellville Road, Hopkinsville, KY 42240

**INTRODUCTION**

This Cease and Desist Order ("Order") is issued in response to violations of Order 1-AHO-05.

**JURISDICTION AND PARTIES**

This Order is issued under the authority vested in the Massachusetts Department of Agricultural Resources (the "Department") under Chapter 129 §2 and Order 1-AHO-05 to Kindness for K-9's, Inc., 2750 Russellville Road, Hopkinsville, KY 42240 and to any and all persons owning or having an interest in Kindness for K-9's, Inc. (collectively referred to as "KK9").

**SUMMARY OF APPLICABLE LAW**

1. M.G.L. c. 129, Section 2 establishes the following:

*The director may make and enforce reasonable orders, rules, and regulations relative to the following: the sanitary condition of neat cattle, other ruminates and swine and of places where such animals are kept; the prevention, suppression and extirpation of contagious diseases of domestic animals; the establishing of disease-free herds of cattle and the issuing of certificates in connection therewith; the inspection, examination, quarantine, care and treatment or destruction of domestic animals affected with or which have been exposed to contagious disease, the burial or disposal of their carcasses; and the cleansing and disinfection of places where contagion exists or has existed. No rules or regulations shall take effect until approved by the governor and council;*

2. Order 1-AHO-05 establishes, in part, the following:

*... the Department through its Director of Animal Health, Biosecurity and Dairy Services, hereby orders that all persons, individuals, organizations, businesses, non-profits and any other kind or type of entity (hereinafter collectively referred to as "Entity") involved in the transfer of animals in the Commonwealth shall file a Registration with the Department on a form prescribed by the Department, that sufficiently describes the types(s) of animal transfer activities being conducted in the Commonwealth of Massachusetts as well as provide a full and complete description of the entity and its practices utilized in carrying out such activities.*

*(a) each and every animal entering the Commonwealth must be accompanied by a valid health certificate from the place of origin that meets or exceeds the Commonwealth of Massachusetts Small Animal Interstate Certificate of Health Examination; and*

*(b) each and every animal shall be placed in isolation for a minimum period of forty-eight (48) hours upon arrival into the Commonwealth in a facility approved by the Department and maintained by the entity in such approved manner; note: the minimum period of isolation will increase immediately upon promulgation of the revised 330 CMR 12.00 by the Department to the same period of time provided for in 330 CMR 12.07 (1), and notwithstanding anything to the contrary, the same time period shall apply throughout this Order; and*

*(c) upon completion of the isolation period described above, cause each and every such animal to be examined by a Massachusetts licensed veterinarian who then, if appropriate, shall declare in writing that such animal is in good health and appears to be free of any infectious or contagious diseases or exposure thereto; appears to be free of any physical abnormalities which would endanger the animal, and is originated from an area not quarantined for rabies and has not been exposed to rabies.*

**FINDINGS OF FACT**

3. On March 5, 2013, the Department reviewed thirteen (13) interstate health certificates received from the veterinarian for the State of Arkansas concerning thirteen (13) dogs and cats that entered the Commonwealth of Massachusetts from Arkansas. The consignor on all thirteen (13) health certificates was KK9 and all the consignees were Massachusetts residents. The names, breeds and dates of health certificates for the dogs and cats were: Goldie, a Yorkshire Terrier - Schnauzer Mix on June 5, 2012; Midnight, a Maine Coon on June 5, 2012; Ditto, a Schnauzer Mix on June 15, 2012; Cader Cat, a Domestic Shorthair on October 26, 2012; Rocco, a Boxer Mix on November 13, 2012; Dillon, a Terrier Mix on November 20, 2012; Chance, a Bassett Hound on November 26, 2012; Chanel, a Tibetan Spaniel - Pekingese Mix on December 18, 2012; Nicholas, a Golden Retriever - Great Pyrenees Mix on December 18, 2012; Marvado, a Tibetan Spaniel - Pekingese Mix on December 18, 2012; Abigail, a Beagle - Yorkshire Terrier Mix on January 31, 2013; Holly a Yorkshire Terrier - Chihuahua Maltese Mix on January 31, 2013; and Teenie, a Mixed breed on February 13, 2013.
4. On March 5, 2013, the Department reviewed a website for KK9, entitled [www.petfinder.com/shelters/KY393.html](http://www.petfinder.com/shelters/KY393.html). The website stated, in part, "We do adopt out of state and to northern states."
5. The advertisements and information above indicate that KK9 is engaging in the business of transporting and adopting dogs into the Commonwealth, which requires a shelter/rescue registration from the Department.



6. As of the date of this Order, KK9 has neither registered nor been approved as a shelter/rescue operation in the Commonwealth of Massachusetts.

**ORDER**

NOW THEREFORE, based upon the above knowledge and information, the Department has determined that KK9 is in violation of Order 1-AHO-05. Accordingly, Kindness for K-9's, Inc. is hereby ordered to immediately cease and desist its shelter/rescue operation in the Commonwealth of Massachusetts and to remove from any venue any offering for adoption of any animals to Massachusetts residents.

In the event that KK9 seeks to engage in an animal adoption and/or rescue operation in the future in Massachusetts, it must register pursuant to Order 1-AHO-05. Upon successfully registering as an animal adoption and/or rescue operation pursuant to the Order, the Department may lift this Cease and Desist Order. To register, please visit our website at [www.mass.gov/eea/agencies/agr/animal-health/shelter-and-rescue](http://www.mass.gov/eea/agencies/agr/animal-health/shelter-and-rescue).

Your immediate attention to this matter is greatly appreciated. If you have any questions, please call 617-626-1792.

Any violation of this Order may result in further legal action by the Department, including but not limited to, administrative fines and injunctions.



---

Michael Cahill, Director  
Division of Animal Health

CERTIFIED MAIL, Return Receipt Requested,  
Article No.: 7061 3500 0001 0844 2463  
And First Class Mail

Exhibit 2:

Louise Coleman with Freida Guilford and Anne Doolin in Hopkinton, Massachusetts.

August 27, 2016

Freida Guilford, a wonderful transport person from Kentucky, and her husband, Bill brought some terrific hounds to GHFs today. The dogs include two adorable hound puppies - Henry and Harley. They are twelve weeks old and super friendly. They are cute and willing to learn but aren't house trained, etc.



### Exhibit 3:

Connor Degan <cdegan@hopkintonma.gov>

Mon 1/30/2017 10:32 AM

Greyhound Friends

To:

Harrod, Linda (AGR);

I do not have a scan of the signed copy and the original was mailed to them. Do you need a copy of the signed one? I can make a new one and sign it for you.

Sincerely,

**Connor B. Degan**

Town Clerk

Town Clerk's Office

Town of Hopkinton

18 Main Street

Hopkinton, MA 01748

Phone: 508-497-9710

Fax: 508-497-9786

Office Hours: Monday, Wednesday, and Thursday 8:00 am to 4:30 pm

Tuesday 8:00 am to 7:00 pm

Friday 8:00 am to 2:00 pm

\*Please Note: When writing or responding, please be aware that the Secretary of State has determined that most email is a public record and, therefore, may not be kept confidential.\*

**Exhibit 4:**

January 25, 2017

Ms. Louise Coleman  
Greyhound Friends Inc.  
167 Saddle Hill Road  
Hopkinton, MA 01748

Dear Ms. Coleman:

It recently came to our attention that we do not have a current and satisfactory inspection of your kennel on file. As a result, your kennel license for Greyhound Friends Inc. (2017-X003) has been suspended. The suspension will be lifted once this office receives a notice of satisfactory inspection by the Town of Hopkinton's Animal Control Officer (ACO).

Because your kennel license is not currently valid, you may have no more than four (4) dogs on the premises at any given time until the ACO gives a satisfactory inspection. You do not need to return the licensing material, but I would advise keeping this letter attached to the license until receiving a letter from my office lifting the suspension. Please do not hesitate to contact me or my office with any questions or concerns.

Sincerely,



Connor B. Degan  
Town Clerk

Exhibit 5:

Dog license

townclerk@[redacted]-ma.us

Sat 1/28/2017 12:46 PM

Inbox

I do not find license info for this dog, sorry.

----- Original Message -----

Subject: Dog license

Harrod, Linda (AGR)

Thu 1/26/2017 10:27 AM

Sent Items

Unfortunately I do not have a street address for them. Thank you for checking.

Linda Harrod

Animal Health Inspector

Massachusetts Department of Agricultural Resources

251 Causeway St. Suite 500

Boston, MA 02114

Office 617-626-1795

Cell 617-872-9956

townclerk@[redacted]-ma.us

Thu 1/26/2017 10:17 AM

Inbox

I'll check on Saturday during my regular office hours.

These names do not sound familiar - do you have a street address for them in [redacted]?

Thanks

----- Original Message -----

Subject: Dog license

Harrod, Linda (AGR)

Wed 1/25/2017 5:23 PM

Sent Items

To:

townclerk@worthington-ma.us;

Hi Katrin,

I work for the Massachusetts Department of Agriculture and am inquiring about a dog that should be licensed in Worthington.

The dog belongs to: Michaela Shepherd and John Servello. The dogs name is Ivan and he's some type of hound cross.

Can you let me know if he is licensed?

Thank you, I can be reached at 617-872-9956.

Linda Harrod  
Animal Inspector  
Division of Animal Health  
Massachusetts Department of Agricultural Resources  
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