



Department of Agriculture, Trade
and Consumer Protection

Division of Animal Health
Standard Operating Procedure

SOP #	503
Revision #	New
Original Implementation Date	June 7, 2018
This Revision Implementation Date	New

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SOP Owner	Bureau of Field Services	Director Approval

W. Johnson Maci 6-7-18

Sick Dog Complaints and Disease Notification

Purpose

This standard operating procedure serves as a supplementary document to SOP 501(Complaint Review and Screening) to provide instruction to complaint reviewers on how to dispose of complaints regarding sick dogs purchased from licensed facilities.

Background

Under s. 95.19 (2) (b), Wis. Stats., persons in the state are prohibited from selling an animal that is infected with a contagious or infectious disease. Dog Sellers licensed with the department are further prohibited from selling of a dog with a contagious or infectious disease under s. ATCP 16.28 (4), Wis. Admin. Code.

Scope

This SOP applies to and shall be adhered to by any employee of the division who screens, evaluates and determines final actions to be taken on sick dog complaints

Definitions

- "CA" means a compliance action record in CRM
- CVI" means certificate of veterinary inspection
- "Department" and "DATCP" means the Wisconsin Department of Agriculture, Trade and Consumer Protection
- "Division" means the Division of Animal Health within the Wisconsin Department of Agriculture, Trade and Consumer Protection
- "BFS" means the Bureau of Field Services, within the Division of Animal Health, Wisconsin Department of Agriculture, Trade and Consumer Protection
- "CRM" means Customer Relationship Management and is the application used by the Department to manage licenses, cases, complaints, etc.

Responsibilities

- Complaint reviewers will contact the complainant as necessary, and if possible, in order to answer questions pertinent to the complaint.
- Complaint reviewers will also select the most appropriate disposition for the complaint and if necessary issue a disease notification letter to the respondent.



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Procedure

*Remember to make notes as necessary on the complaint record in CRM. Documentation should also be attached to the complaint record and any subsequently created CAs.

1. Obtain answers to the following questions if possible, this will help support or eliminate the likelihood that a violation has occurred:
 - a. On what date was the dog purchased?
 - b. Did the buyer receive a CVI at the time of purchase? (Ask buyer to submit a copy and review it for validity)
 - c. When did the dog first start showing symptoms of disease and what were the symptoms?
 - d. When was the dog first taken to a veterinarian for its symptoms?
 - e. What was the diagnosis?
2. Confirm via veterinary documentation that the dog was diagnosed with a contagious and/or infectious disease within 7 days of purchase. The disease must have been diagnosed by a licensed veterinarian.
 - a. Consult with the dog seller program manager regarding questions on veterinary documentation
 - b. The program manager should also be consulted in circumstances where the dog was not seen outside of the 7 day window in order to deem whether or not it is plausible that transmission of disease occurred at the selling facility.
3. Select the best way to resolve the complaint based on the disease history of the facility. (For the purposes of this document, a facility's disease history will start over after 12 months of no reported disease):
 - a. 1st offense- Disease Notification Letter sent to licensee. (CC inspector)
 - b. 2nd offense (Within 6 months of 1st offense)- Warning Notice sent to licensee. (CC Inspector and licensee's veterinarian)
 - c. 2nd offense (Within 6-12 months of 1st offense)- Second Disease Notification Letter sent to licensee. (CC inspector and licensee's veterinarian)
 - d. 3rd offense- Initiate investigation
4. Exceptions:
 - a. Complaints that credibly allege other violations will be investigated without following the standard process below.
 - b. Complaints having laboratory confirmation of parvovirus or canine distemper will be referred to the program manager.

References

Section 95.19, Wis. Stats.