

SOP for suspected animal cruelty case Example:

1. Call AC in that county-need address and clients name. Ask them for advice as needed, ask when you will receive a follow-up call from them.
2. Complaining vet should alert the practice via email as soon as possible: include owner, animal (s) if known, but do not discuss in detail-this is possibly a legal case.
3. Put an "Alert" on the owner file regarding AC being called
4. All records should be as complete as possible. Use predetermined forms.
5. All communication (including office staff) after the complaint has been made must be properly documented in the record including phone calls and emails with owner, AC, subpoena's (scan in as needed).
6. Do not discuss this case in an unprofessional way at any time.
7. Ask for advice early! Use the VVEWR list, "gatekeeper"
8. If recommending euthanasia-have consensus of 2 vets if possible
9. If you are unsure if you should call, can always call AC and "talk it through". Also AAEP has developed very good online tools for decision making, see links.
10. If calls come in asking for information from press, clients or animal rights groups, be polite, but firm, "we are unable to comment". This would include if we have been to see "X" animal/farm.
11. Follow-up with AC if you have not heard back in 7 days
12. If no action by ACO, call State vet's office, Sheriff and or Commonwealths Attorney from that county.