



City of San Antonio
Animal Care Services Department
Advisory Board Inspection Checklist
– Brackenridge Facility–






General Board Instructions: 1) Inspections should be conducted while facility is open to the public to monitor results of cleaning process. 2) If an item cannot be verified at the time of your inspection, quiz a staff member as to how and when the item is to be performed.










Advisory Board Member Name(s): Valerie L Moore

Date of Inspection: 04/05/2022 Time of Inspection: 15:00

PAUL JOLLY CENTER FOR PET ADOPTIONS & PETCO PAVILION

Main Lobby/Reception Area	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	<small>Select one from drop-down list for each field</small> Pass <input type="button" value="v"/>	Excellent
Clean floors, windows, and doors	Pass <input type="button" value="v"/>	Excellent
Proper signage in place	Pass <input type="button" value="v"/>	Excellent
Reception area neat & orderly	Pass <input type="button" value="v"/>	Excellent
Men's restroom clean and stocked	Pass <input type="button" value="v"/>	Excellent

Main Lobby/Reception Area cont.	Pass/Fail/ Not Verified	Comments
Reception area neat & orderly	Pass 	Excellent
Men's restroom clean and stocked	Pass 	Listed twice?
Women's restroom clean and stocked	Pass 	Short on TP
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>Met by manager Charley. She was friendly, responsive and very helpful throughout inspection. All questions were answered and areas shown. I really appreciated her professionalism and assistance. Reception staff also friendly and cordial to all customers.</p>		







Cattery	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass 	Staff member who helped me visit with one of the kittens was professional, knowledgeable and polite.
Hand sanitizing stations are visible and stocked	Pass 	Excellent - on tables
Clean floors, windows, and doors	Pass 	Excellent
Cages & cage doors are clean	Pass 	Excellent
All cages are cleaned & sanitized between occupants	Pass 	verbally verified
Litter boxes are clean with no offensive odor	Pass 	Excellent
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass 	verbally verified
All occupied cages have fresh water	Pass 	Excellent
Appropriate signage on each occupied cage	Pass 	Excellent - great signs with a lot of good info








Break Room	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	Pass <input type="button" value="v"/>	Slightly cluttered
Food storage area neatly stocked	Pass <input type="button" value="v"/>	Random placement of pet & human food items throughout
Men's restroom clean & stocked	Pass <input type="button" value="v"/>	alot of trash - but end of day!
Women's restroom clean & stocked	Pass <input type="button" value="v"/>	alot of trash - but end of day!
Sinks are clean	Pass <input type="button" value="v"/>	Cluttered, slightly dirty/disorganized
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>Cat & kitten habitats half empty - could use more kittens/cats maybe; but great selection of cats that were there.</p> <p>Break room was slightly out of order - but they take better care of the pets than they do themselves - kudos for pet priorities!!</p>		





Back Deck/Heritage Tree Garden	Pass/Fail/ Not Verified	Comments
Deck is clean & free of debris and safety hazards	Pass <input data-bbox="719 279 753 325" type="button" value="v"/>	Cats food spilled on deck - but end of day so not unexpected
Garden area free of feces and debris	Not Verified <input data-bbox="719 476 753 522" type="button" value="v"/>	Appears clean - muddy area so I didnt walk through it
Description of Concerns, Actions Needed, or Praise		

Puppy Room	Pass/Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	Pass <input type="button" value="v"/>	Excellent
Clean floors, windows, and doors	Pass <input type="button" value="v"/>	Excellent
Cages and cage doors are clean	Pass <input type="button" value="v"/>	Excellent
Clean newspaper in cages	Pass <input type="button" value="v"/>	Excellent
Fresh water in each occupied cage	Pass <input type="button" value="v"/>	Excellent
All cages are cleaned and sanitized between occupants	Pass <input type="button" value="v"/>	Excellent
There are no offensive odors	Pass <input type="button" value="v"/>	None - super clean
Appropriate signage on each occupied cage	Pass <input type="button" value="v"/>	Excellent - great info on all cards







Puppy Room cont.	Pass/Fail/ Not Verified	Comments
Bedding available	Pass <input data-bbox="722 289 760 338" type="button" value="v"/>	Excellent
Sink area is clean and free of debris	Pass <input data-bbox="722 487 760 535" type="button" value="v"/>	Excellent
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>Staff member at puppy area was very helpful and closely monitored several children in the area to ensure neither pets nor kids were in a potentially hazardous situation. Well done.</p>		





Work Room cont.	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	Pass 	Excellent
Washer & Dryer in working condition	Pass 	Excellent
Dishwasher in working condition	Not Verified	There is no dishwasher
Sinks, tubs and tables clean and free of debris	Pass 	Excellent
Storage area neat and orderly	Pass 	Excellent
Cleaning equipment and chemicals are properly stored	Pass 	Excellent
Area is free of debris and safety hazards	Pass 	Excellent
Description of Concerns, Actions Needed, or Praise		




Indoor Dog Kennels	Pass/ Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	Not Verified	On a few tables but not on walls or areas next to cages
Clean floors, windows, and doors	Pass 	Excellent
Kennel guillotine doors are clean	Pass 	Excellent
Kennel and cages are free of feces and urine	Pass 	Excellent
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass 	verbally verified
Appropriate signage on each occupied kennel and cage	Pass 	Excellent
There is variety in the dogs available for adoption	Pass 	Yes but strangley - an unusual number of the dogs were unfriendly; growling and lunging at kennel door.
There are no offensive odors	Pass 	None - very clean

Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments
Appropriate signage on each occupied kennel and cage	Not Verified	Repeat item
There is variety in the dogs available for adoption	Not Verified	Repeat item
There are no offensive odors	Not Verified	Repeat item
Fresh water in each occupied kennel and cage	Pass 	Excellent
Drains free of debris and functioning properly	Pass 	Excellent
Runs have proper bedding & toys available	Pass 	Excellent
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass 	Excellent
Food storage area clean and neatly stocked	Not Verified	Does not exist in this area





Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass <input data-bbox="716 289 753 338" type="button" value="v"/>	verbally verified
Aisles are free of debris and safety hazards	Pass <input data-bbox="716 472 753 520" type="button" value="v"/>	Excellent
Kennel building and equipment are in good repair	Pass <input data-bbox="716 655 753 703" type="button" value="v"/>	Excellent
Description of Concerns, Actions Needed, or Praise		





Outdoor Dog Runs	Pass/Fail/ Not Verified	Comments
Outdoor Dog Runs	Pass 	Excellent
Clean floors, windows, and doors	Pass 	Excellent
Kennel guillotine doors are clean	Not Verified 	None outside
Kennels are free of feces and urine	Pass 	Excellent
Drains free of debris	Pass 	Excellent
Aisles are free of debris and safety hazards	Pass 	Excellent
Description of Concerns, Actions Needed, or Praise		

Outdoor Play Yards	Pass/Fail/ Not Verified	Comments
Clean and free of fecal matter	Pass 	Excellent
Doors to the play yards operate properly	Not Verified 	Couldnt check - dog inside was not happy
Turf is in good repair	Pass 	Good shape as can be in such a changing environment
Play yard structure is in good repair	Pass 	Good shape as can be in such a changing environment
Description of Concerns, Actions Needed, or Praise		

Exterior Grooming/Driveway/Mechanical Yard	Pass/ Fail/ Not Verified	Comments
Cages and cage doors are clean	Not Verified	No cages here
Clean newspaper in cages	Not Verified	No cages or newspaper here
Fresh water in each occupied cage	Not Verified	N/A
Appropriate signage on each occupied kennel and cage	Not Verified	N/A
Bathing sink is clean and free of debris	Pass 	Excellent
Trash dumpster not overflowing	Pass 	Excellent
Area is clean and free of debris and safety hazards	Pass 	Excellent
Description of Concerns, Actions Needed, or Praise		

Exterior Grooming/Driveway/Mechanical Yard	Pass/ Fail/ Not Verified	Comments
Bathing sink is clean and free of debris	Not Verified	Duplicate entry
Trash dumpster not overflowing	Not Verified	Duplicate entry
Area is clean and free of debris and safety hazards	Not Verified	Duplicate entry
Description of Concerns, Actions Needed, or Praise		

Pavilion	Pass/Fail/ Not Verified	Comments
Clean floors that are free of debris and safety hazards	Pass 	Excellent
Fencing and doors around pavilion in working order and in good repair	Pass 	Excellent
Fans and outside lights in working order	Pass 	Excellent
Pavilion event calendar utilized and current	Pass 	Excellent
Description of Concerns, Actions Needed, or Praise		

Exterior Premises	Pass/Fail/ Not Verified	Comments
Landscaped area free of feces, debris, and safety hazards	Pass 	Excellent
Dog waste stations stocked	Pass 	Excellent
Trash receptacles not overflowing	Pass 	Excellent
Landscape (to include grass and plants) well maintained	Pass 	Excellent
Description of Concerns, Actions Needed, or Praise		

SPAY NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Pass/Fail/Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	Pass <input type="checkbox"/>	Didnt answer phones at all Took a very long time just to "in-process" one customer at desk Young man was very polite and courteous but unauthorized to assist a customer in need
Clean floors, windows, and doors	Pass <input type="checkbox"/>	Clean
Proper signage in place	Pass <input type="checkbox"/>	Pass but very cluttered - difficult to discern information and topics with so much material
Reception area neat & orderly	Fail <input type="checkbox"/>	Cluttered inprocessing area - alot of paperwork around; way too many people inside freezing and too many people outside roasting - some customers sitting on floor.
Men's restroom clean and stocked	Pass <input type="checkbox"/>	Unisex restroom; needs TP; alot of trash in baskets and no trash liner.
Women's restroom clean and stocked	Pass <input type="checkbox"/>	Unisex restroom; needs TP; alot of trash in baskets and no trash liner.
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>Remainder of inspections was unable to be accomplished due to refusal of site access. Some customers had been outside for at least 2 hours when I left. I also did not see any inside customers being able to leave as none of the pets were "collected" by staff nor put in back rooms to wait for vets arrival. IMHO, very little respect for pet owners time and in-processing processes need to be improved. Also digital records and digital in-processing (or using clipboards for customer to fill out) may expedite pet drop off.</p> <p>Young man in office tried his best to help a customer in an emergency situation and was cordial and courteous but he had zero authority to access the needed records.</p>		

Cat Holding Area	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Not Verified	
All cages are cleaned & sanitized between occupants	Not Verified	
Fresh newspaper in each cage	Not Verified	
There are no offensive odors	Not Verified	
Each cage with cat has correct kennel card	Not Verified	
Stainless steel shelving is cleaned	Not Verified	
Description of Concerns, Actions Needed, or Praise		

Dog Holding Area (Right)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Not Verified	
All cages are cleaned & sanitized between occupants	Not Verified	
Fresh newspaper in each cage	Not Verified	
There are no offensive odors	Not Verified	
Each cage with dog has correct kennel card	Not Verified	
Description of Concerns, Actions Needed, or Praise		

Surgical Prep Area	Pass/Fail/ Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	Not Verified	
Medical equipment are in working order and clean	Not Verified	
Controlled Medical Drugs are properly secured	Not Verified	
Clean floors and tables	Not Verified	
There are no offensive odors	Not Verified	
Comments/Actions Needed		

Surgery Suite	Pass/Fail/ Not Verified	COMMENTS
Medical equipment is in working order and clean	Not Verified	
Fresh surgery packs are used for each pet	Not Verified	
Pets are properly sedated, and secured to surgery table	Not Verified	
Clean floors and tables	Not Verified	
Comments/Actions Needed		

Dog Holding Area (Left)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Not Verified	
All cages are cleaned & sanitized between occupants	Not Verified	
Fresh newspaper in each cage	Not Verified	
There are no offensive odors	Not Verified	
Each cage with dog has correct kennel card	Not Verified	
Sink area is clean and free of debris	Not Verified	
Description of Concerns, Actions Needed, or Praise		

SUBMIT