



Inspection Report

SANTA CRUZ BIOTECHNOLOGY, INC.

Customer ID: **3832**

Certificate: **93-B-0192**

Site: 001

SANTA CRUZ BIOTECHNOLOGY, INC.

2145 DELAWARE AVENUE

Type: ROUTINE INSPECTION

SANTA CRUZ, CA 95060

Date: Jul-13-2010

2.40 (b) (2) REPEAT DIRECT NCI

ATTENDING VETERINARIAN AND ADEQUATE VETERINARY CARE (DEALERS AND EXHIBITORS).

Sec. 2.40 Attending veterinarian and adequate veterinary care (dealers and exhibitors).

(b) Each dealer or exhibitor shall establish and maintain programs of adequate veterinary care that include:

(2) The use of appropriate methods to prevent, control, diagnose, and treat diseases and injuries, and the availability of emergency, weekend, and holiday care.

Several instances of inappropriate methods to prevent, control, diagnose, and treat diseases and injuries were identified during the inspection.

Goat 12579 was observed to have a large open wound to the right hind leg. According to the medical record, the goat had been bitten by a coyote on 7/11/2010. The goat appeared to be in pain; not moving when approached and leaning the front of it's body in a food bunker. According to the medical record, the wound had been cleaned and treated on 7/11 but the animal never received any treatment for pain, even prior to wound treatment. A staff member confirmed that the animal had not received any treatment for pain, agreed that the animal seemed to be in pain, and agreed to start treatment right away. The animal had not been seen by the attending veterinarian as of the time of the inspection.

Goat 13152 was found laying in an empty food bunker that was level with the ground. A staff member placed hay in the bunker behind and out of reach of the goat. The goat did not stand to move to the hay, but did eat when hay was moved in front of it by an inspector. A staff member moved the goat out of the bunker and it was observed to be lame on the left hind leg. The medical records did not grade or discuss the lameness. Treatment for the lameness, including pain control, had ceased on 7/7/2010. The only reference in the medical record after 7/7 was dated 7/11/2010, stating "Lame; improving" but there was no way to determine if the animal's condition had changed from the description in the record.

Goat 13637 had been moved into an isolation pen and placed in the direct sun. The animal was recumbent and a staff member stated that the animal was probably suffering from polioencephalomalacia. When questioned about placing the animal outside and in the sun when it was so ill that it couldn't move, the animal was carried inside and a staff member said that the person who placed the animal outside in the sunlight was "not trained."

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Aug-19-2011



Inspection Report

Goat 3242 was observed to be very thin. Entries in the animal's medical record since 2/18/2009 stated only "No Change." There were no diagnostic tests performed, no treatment given, and no details on what condition had not changed. There were no weights on record even though the animal was thin.

Goat 9999 was observed to have a significant amount of dried nasal discharge adhered to it's face. The last observation recorded by staff members was made on 7/4/2010 stating: "Respiratory. Improving." This same animal was observed to have a nasal discharge, increased respiratory rate, and a cough during the last inspection on 5/5/2010. There were no details regarding a nasal discharge in the animal's medical record as of 7/13 and no way of determining if the animal's condition was improving from the information contained in the record.

The facility is still failing to keep current weights on the animals. The weight of an animal is used to determine the maximum amount of blood that may be safely harvested and thus should be monitored on a routine basis when the animal is used for production. Body weight would also be monitored when animals are being treated for medical conditions.

This facility houses a large number of animals thus making accurate records essential to providing adequate veterinary care. The facility should take measures to ensure that medical issues are adequately documented by animal care and veterinary staff and that appropriate treatment is provided to animals with medical issues.

Previous correction date: Correct immediately.

2.40 (b) (3) REPEAT DIRECT NCI
ATTENDING VETERINARIAN AND ADEQUATE VETERINARY CARE (DEALERS AND EXHIBITORS).

(b) Each dealer or exhibitor shall establish and maintain programs of adequate veterinary care that include:
(3) Daily observation of all animals to assess their health and well-being; Provided, however, That daily observation of animals may be accomplished by someone other than the attending veterinarian; and Provided, further, That a mechanism of direct and frequent communication is required so that timely and accurate information on problems of animal health, behavior, and well-being is conveyed to the attending veterinarian.

Goat 12579 was observed to have a large open wound to the right hind leg. According to the medical record, the goat had been bitten by a coyote on 7/11/2010. The goat appeared to be in pain; not moving when approached and leaning the front of its body in a food bunker. According to the medical record, the wound had been cleaned and treated on 7/11 but the animal never received any treatment for pain, even prior to wound treatment. A staff member confirmed that the animal had not received any treatment for pain, agreed that the animal seemed to be in pain, and agreed to start treatment right away. The staff had not noticed that the animal was painful, or if they had, they did not document this or communicate the animal's condition to the attending veterinarian. There was no description of the wound, including the size and depth of the wound in the medical record. The animal had not been seen by the attending veterinarian as of the time of the inspection on 7/13/2010.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Apr-25-2011

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Received By:

(b)(6), (b)(7)(c)

Date:

Aug-19-2011

Title:



Inspection Report

Goat 13152 was found laying in an empty food bunker that was level with the ground. A staff member placed hay in the bunker behind the goat. The goat did not stand to move to the hay, but did eat when hay was moved in front of it by an inspector. A staff member moved the goat out of the bunker and it was observed to be lame on the left hind leg. The medical records did not grade or discuss the severity of the lameness. Treatment for the lameness, including pain control, had ceased on 7/7/2010. The only reference in the medical record after 7/7 was dated 7/11/2010, stating "Lame; improving" but there was no way to determine if the animal's condition had improved from the description in the record.

Goat 13637 had been moved into an isolation pen and placed in the direct sun. The animal was recumbent and a staff member stated that the animal was probably suffering from polioencephalomalacia. The medical record stated only: "Polioencephalomalacia, started on Super B" but did not describe the animal's condition in any way in order that the attending veterinarian could assess the animal's condition.

Goat 3242 was observed to be very thin. Entries in the animal's medical record since 2/18/2009 stated only "No Change." There were no diagnostic tests performed, no treatment given, and no details on what condition had not changed. There were no weights recorded even though the animal was thin.

Goat 9999 was observed to have a significant amount of dried nasal discharge adhered to its face. The last observation recorded by staff members was made on 7/4/2010 stating: "Respiratory. Improving." This same animal was observed to have a nasal discharge, increased respiratory rate, and a cough during the last inspection on 5/5/2010. There were no details regarding a nasal discharge in the animal's medical record as of 7/13 and no way of determining if the animal's condition was improving from the information contained in the record.

Goat 7977 was recumbent at the time of the inspection. The medical record stated that staff members determined that the animal had "Urinary Calculi..." but there was no assessment as to the severity or extent of the calculi problem and the attending veterinarian was not contacted.

Goat 6167 was observed to be squinting and had discoloration of the cornea of the right eye. A staff member stated that the goat may have been poked in the eye. The written observation by a staff member stated that the goat had "Pink Eye" and it was started on an antibiotic. There was no description of the condition in the record and there was no communication with the attending veterinarian this condition.

One hundred seventy eight goats being used at the facility were segregated from the main herds at the time of the inspection for various medical reasons. Health records for seven of the 178 goats were examined and all seven of those were found to be incomplete as well as containing insufficient detail to ensure that accurate information was conveyed to the attending veterinarian. There were vague or no descriptions of conditions such as acute injuries, lameness, respiratory, urinary, or neurologic diseases of the animals.

Daily observations of all animals to assess their well-being, appropriate documentation of those

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Aug-19-2011



Inspection Report

observations, and direct and frequent communication with the attending veterinarian regarding health issues are necessary to ensure that the animals at the facility receive timely and adequate veterinary care. A system should be in place to ensure that all animals are observed daily, any health problems are adequately documented, and the attending veterinarian is notified when necessary.

Previous correction date: Correct immediately.

3.132 EMPLOYEES.

DIRECT NCI

Sec. 3.132 Employees.

A sufficient number of adequately trained employees shall be utilized to maintain the professionally acceptable level of husbandry practices set forth in this subpart. Such practices shall be under a supervisor who has a background in animal care.

Goat 13637 had been moved into an isolation pen and placed in the direct sun. The animal was recumbent and a staff member stated that the animal was probably suffering from poliоencephalomalacia. When questioned about placing the animal outside and in the sun when it was so ill that it couldn't move, the animal was carried inside. A staff member said that the person who placed the animal outside in the sunlight was "not trained."

Goat 13152 was found laying in an empty food bunker that was level with the ground. A staff member placed hay in the bunker behind and out of reach of the goat. The goat did not stand to move to the hay, but did eat when hay was moved in front of it by an inspector. A staff member moved the goat out of the bunker and it was observed to be lame on the left hind leg.

Staff members who care for the animals at the facility should be adequately trained to provide proper care for those animals. A staff member that would place a sick animal that is unable to move where it would be exposed to the elements has not been adequately trained to provide proper care for animals. Placing food out of reach of an animal in an area specifically designated for sick and injured animals is an indication that at least one of the caretakers has not been trained in humane methods of animal care.

Improper care of sick and injured animals may adversely impact existing medical conditions, leading to increased suffering by those animals. It is the responsibility of the facility to ensure that personnel involved in animal care are qualified to perform their duties.

Correct immediately.

Note:

An exit briefing was conducted with a facility representative.
Accompanied by Dr. Laurie Gage.

This is an amended inspection report removing one citation [2.131 (b)(1)] from the original July 13, 2010 report.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title:

VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Aug-19-2011



Inspection Report

SANTA CRUZ BIOTECHNOLOGY, INC.

Customer ID: 1344

Certificate: 93-R-0380

Site: 002

SANTA CRUZ BIOTECHNOLOGY, INC.

2145 DELAWARE AVENUE

Type: ROUTINE INSPECTION

SANTA CRUZ, CA 95060

Date: Jul-13-2010

2.32 (c) (1) (ii) **REPEAT DIRECT NCI**

PERSONNEL QUALIFICATIONS.

Sec. 2.32 Personnel qualifications.

(1) Humane methods of animal maintenance and experimentation, including:

(c) Training and instruction of personnel must include guidance in at least the following areas:

(ii) Proper handling and care for the various species of animals used by the facility.

Goat 13637 had been moved into an isolation area where it was placed in the direct sun. The animal was recumbent and a staff member stated that the animal was probably suffering from polioencephalomalacia. When questioned about placing the animal outside and in the sun when it was so ill that it was unable to ambulate, the animal was carried inside. A staff member said that the person who placed the animal outside in the sunlight was "not trained."

Goat 13152 was found laying in an empty food bunker that was level with the ground. A staff member placed hay in the bunker behind and out of reach of the goat. the goat did not stand to move to the hay, but did eat when hay was moved in front of it by an inspector. A staff member moved the goat out of the bunker and it was observed to be lame on the left hind leg.

Staff members who care for the animals at the facility should be adequately trained to provide proper care for those animals. A staff member that would place a sick animal that is unable to move where it would be exposed to the elements has not been adequately trained to provide proper care for animals. Placing food out of reach of an animal in an area specifically designated for sick and injured animals is an indication that at least one of the caretakers has not been trained in humane methods of animal care.

Improper care of sick and injured animals may adversely impact existing medical conditions, leading to increased suffering by those animals. It is the responsibility of the facility to ensure that personnel involved in animal care are qualified to perform their duties.

Correct immediately.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Oct-04-2011



Inspection Report

2.32 (c) (3) **DIRECT NCI**

PERSONNEL QUALIFICATIONS.

- (c) Training and instruction of personnel must include guidance in at least the following areas:
- 3) Proper use of anesthetics, analgesics, and tranquilizers for any species of animals used by the facility.

Goat 12579 was observed to have a large open wound to the right hind leg. According to the medical record, the goat had been bitten by a coyote on 7/11/2010. The goat appeared to be in pain; not moving when approached and leaning the front of its body in a food bunker. According to the medical record, the wound had been cleaned and treated on 7/11 but the animal never received any treatment for pain, even prior to wound treatment. A staff member confirmed that the animal had not received any treatment for pain, agreed that the animal appeared to be in pain, and agreed to start treatment right away. The animal had not been seen by the attending veterinarian as of the time of the inspection.

Staff members trained to provide first aid such as wound care should also be trained in the proper use of analgesics. Improper care of sick and injured animals may adversely impact existing medical conditions, leading to increased suffering by those animals. It is the responsibility of the facility to ensure that personnel involved in animal care are qualified to perform their duties.

Correct immediately.

2.33 (b) (2) **REPEAT DIRECT NCI**

ATTENDING VETERINARIAN AND ADEQUATE VETERINARY CARE.

- (b) Each research facility shall establish and maintain programs of adequate veterinary care that include:
- (2) The use of appropriate methods to prevent, control, diagnose, and treat diseases and injuries, and the availability of emergency, weekend, and holiday care.

Several instances of inappropriate methods to prevent, control, diagnose, and treat diseases and injuries were identified during the inspection.

Goat 12579 was observed to have a large open wound to the right hind leg. According to the medical record, the goat had been bitten by a coyote on 7/11/2010. The goat appeared to be in pain; not moving when approached and leaning the front of its body in a food bunker. According to the medical record, the wound had been cleaned and treated on 7/11 but the animal never received any treatment for pain, even prior to wound treatment. A staff member confirmed that the animal had not received any treatment for pain, agreed that the animal seemed to be in pain, and agreed to start treatment right away. The animal had not been seen by the attending veterinarian as of the time of the inspection.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Oct-04-2011



Inspection Report

Goat 13152 was found laying in an empty food bunker that was level with the ground. A staff member placed hay in the bunker behind and out of reach of the goat. The goat did not stand to move to the hay, but did eat when hay was moved in front of it by an inspector. A staff member moved the goat out of the bunker and it was observed to be lame on the left hind leg. The medical records did not grade or discuss the lameness. Treatment for the lameness, including pain control, had ceased on 7/7/2010. The only reference in the medical record after 7/7 was dated 7/11/2010, stating "Lame; improving" but there was no way to determine if the animal's condition had changed from the description in the record.

Goat 13637 had been moved into an isolation pen and placed in the direct sun. The animal was recumbent and a staff member stated that the animal was probably suffering from poliоencephalomalacia. When questioned about placing the animal outside and in the sun when it was so ill that it couldn't move, the animal was carried inside and a staff member said that the person who placed the animal outside in the sunlight was "not trained."

Goat 3242 was observed to be very thin. Entries in the animal's medical record since 2/18/2009 stated only "No Change." There were no diagnostic tests performed, no treatment given, and no details on what condition had not changed. There were no weights on record even though the animal was thin.

Goat 9999 was observed to have a significant amount of dried nasal discharge adhered to it's face. The last observation recorded by staff members was made on 7/4/2010 stating: "Respiratory. Improving." This same animal was observed to have a nasal discharge, increased respiratory rate, and a cough during the last inspection on 5/5/2010. There were no details regarding a nasal discharge in the animal's medical record as of 7/13 and no way of determining if the animal's condition was improving from the information contained in the record.

The facility is still failing to keep current weights on the animals. The weight of an animal is used to determine the maximum amount of blood that may be safely harvested and thus should be monitored on a routine basis when the animal is used for production. Body weight would also be monitored when animals are being treated for medical conditions.

This facility houses a large number of animals thus making accurate records essential to providing adequate veterinary care. The facility should take measures to ensure that medical issues are adequately documented by animal care and veterinary staff and that appropriate treatment is provided to animals with medical issues.

Previous correction date: Correct immediately.

2.33 (b) (3) REPEAT DIRECT NCI ATTENDING VETERINARIAN AND ADEQUATE VETERINARY CARE.

- (b) Each research facility shall establish and maintain programs of adequate veterinary care that include:
- (3) Daily observation of all animals to assess their health and well-being; Provided, however, That daily observation of animals may be accomplished by someone other than the attending veterinarian; and Provided, further, That a mechanism of direct and frequent communication is required so that timely and accurate information on problems of animal health, behavior, and well-being is conveyed to the attending veterinarian.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Apr-25-2011

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Received By:

(b)(6), (b)(7)(c)

Date:

Oct-04-2011

Title:



Inspection Report

Goat 13152 was found laying in an empty food bunker that was level with the ground. A staff member placed hay in the bunker behind and out of reach of the goat. The goat did not stand to move to the hay, but did eat when hay was moved in front of it by an inspector. A staff member moved the goat out of the bunker and it was observed to be lame on the left hind leg. The medical records did not grade or discuss the lameness. Treatment for the lameness, including pain control, had ceased on 7/7/2010. The only reference in the medical record after 7/7 was dated 7/11/2010, stating "Lame; improving" but there was no way to determine if the animal's condition had changed from the description in the record.

Goat 13637 had been moved into an isolation pen and placed in the direct sun. The animal was recumbent and a staff member stated that the animal was probably suffering from polioencephalomalacia. When questioned about placing the animal outside and in the sun when it was so ill that it couldn't move, the animal was carried inside and a staff member said that the person who placed the animal outside in the sunlight was "not trained."

Goat 3242 was observed to be very thin. Entries in the animal's medical record since 2/18/2009 stated only "No Change." There were no diagnostic tests performed, no treatment given, and no details on what condition had not changed. There were no weights on record even though the animal was thin.

Goat 9999 was observed to have a significant amount of dried nasal discharge adhered to it's face. The last observation recorded by staff members was made on 7/4/2010 stating: "Respiratory. Improving." This same animal was observed to have a nasal discharge, increased respiratory rate, and a cough during the last inspection on 5/5/2010. There were no details regarding a nasal discharge in the animal's medical record as of 7/13 and no way of determining if the animal's condition was improving from the information contained in the record.

Goat 7977 was recumbent at the time of the inspection. The medical record stated that staff members determined that the animal had "Urinary Calculi..." but there was no assessment as to the severity or extent of the calculi problem and the attending veterinarian was not contacted.

Goat 6167 was observed to be squinting and had discoloration of the cornea of the right eye. A staff member stated that the goat may have been poked in the eye. The written observation by a staff member stated that the goat had "Pink Eye" and it was started on an antibiotic. There was no description of the condition in the record and there was no communication with the attending veterinarian regarding this condition.

One hundred seventy eight goats being used at the facility were segregated from the main herds at the time of the inspection for various medical reasons. Health records for seven of the 178 goats were examined and all seven of those were found to be incomplete as well as containing insufficient detail to ensure that accurate information was conveyed to the attending veterinarian. There were vague or no descriptions of conditions such as acute injuries, lameness, respiratory, urinary, or neurologic diseases of the animals.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Oct-04-2011



Inspection Report

Daily observations of all animals to assess their well-being, appropriate documentation of those observations, and direct and frequent communication with the attending veterinarian regarding health issues are necessary to ensure that the animals at the facility receive timely and adequate veterinary care. A system should be in place to ensure that all animals are observed daily, any health problems are adequately documented, and the attending veterinarian is notified when necessary.

Previous correction date: Correct immediately.

Note:

An exit briefing was conducted with a facility representative.

Accompanied by Dr. Laurie Gage.

This is an amended inspection report removing one citation [2.38(f)(1)] from the original July 13, 2010 report.

Prepared By:

MARCY E ROSENDALE, D.V.M. USDA, APHIS, Animal Care

Date:

Title: VETERINARY MEDICAL OFFICER Inspector 5039

Apr-25-2011

Received By:

(b)(6), (b)(7)(c)

Date:

Title:

Oct-04-2011