



MAY 10 2016



USDA, APHIS, Animal Care
ANIMAL WELFARE COMPLAINT

Complaint No. AC16-347	Date Entered 5-Apr-16	Received By AEN
Referred To Dr. Dana Miller / Dr. Geib	Reply Due 6-May-16	

Facility or Person Complaint Filed Against

Name Noreen Lowris	Customer/License/Registration No. #2236 / 23-C-0011
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Address

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

City (b) (6), (b) (7)(C)	State (b) (6), (b) (7)(C)	Zip (b) (6), (b) (7)(C)	Phone No (b) (6), (b) (7)(C)
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Complainant

Name Lewis Crary	Organization PETA
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Address

City	State	Zip	Phone No./Email address lewisc@petaf.org
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How was complaint received?

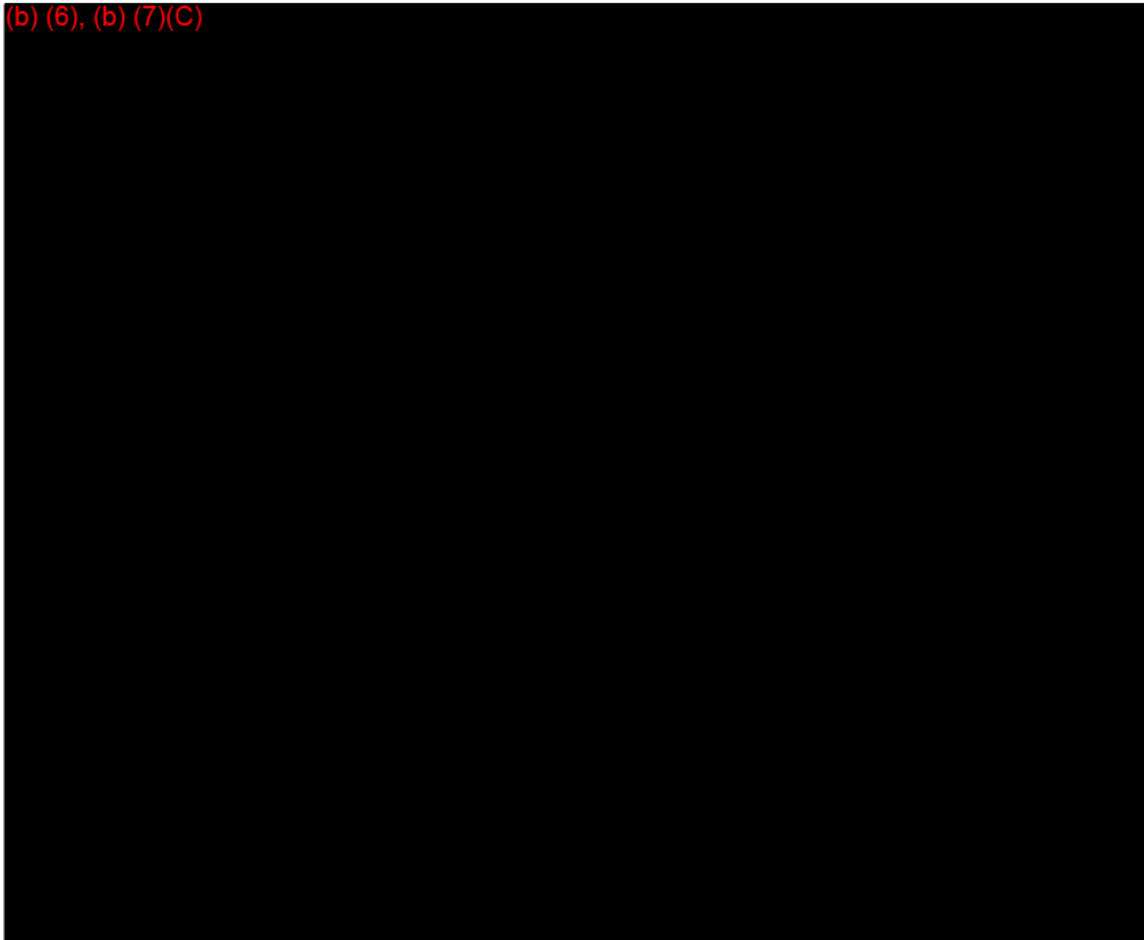
Email

Details of Complaint: SEE ATTACHED

(b) (6), (b) (7)(C)

MAY 10 2016

(b) (6), (b) (7)(C)



Application packet provided? Yes ☐ No



INSPECTOR

Mary Geib

DATE

15-Apr-16

REVIEWED BY

Dana M. Miller, SACS

DATE

4-May-16



Inspection Report

Noreen Lowris
Pocono Snake & Animal Farm

(b) (6), (b) (7)(C)

Customer ID: 2236

Certificate: 23-C-0011

Site: 001

POCONO SNAKE & ANIMAL FARM

Type: (b) (6), (b) (7)(C) INSPECTION

Date: (b) (6), (b) (7)(C)-2016

(b) (6), (b) (7)(C)

Prepared By:

(b) (6), (b) (7)(C)

MARY E GEIB, D V M

USDA, APHIS, Animal Care

Date:

Title:

VETERINARY MEDICAL OFFICER Inspector 1021

(b) (7)(C), (b) (6)-2016

Received By:

(b) (6), (b) (7)(C)

Title:

EMPLOYEE

Date:

(b) (6), (b) (7)(C)-2016



Inspection Report

(b) (6), (b) (7)(C)

An exit briefing was conducted with the facility employee.

Prepared By:

(b) (6), (b) (7)(C)

MARY E GEIB, D V M

USDA, APHIS, Animal Care

Title:

VETERINARY MEDICAL OFFICER Inspector 1021

Date:

(b) (6), (b) (7)(C)-2016

Received By:

(b) (6), (b) (7)(C)

Title:

EMPLOYEE

Date:

(b) (6), (b) (7)(C)-2016

April 4, 2016

Elizabeth Goldentyer, D.V.M.
Regional Director
USDA/APHIS/AC Eastern Region

Via e-mail: betty.j.goldentyer@usda.gov; aceast@aphis.usda.gov

Re: Request for Investigation of Apparently Injured Bear and Distressed Monkey
at Pocono Snake & Animal Farm

Dear Dr. Goldentyer:

I am writing on behalf of People for the Ethical Treatment of Animals (PETA) to request that the U.S. Department of Agriculture (USDA) promptly investigate reports of a bear struggling to walk and a squirrel monkey in apparent distress at Pocono Snake & Animal Farm ("Pocono"; license no. 23-C-0011).

A concerned citizen visited Pocono on March 24 and documented that a bear appeared to favor his or her right foreleg and struggled to lift both hind legs while walking and climbing in a concrete enclosure. Forcing a bear to stand and walk on concrete can cause arthritis as well as skin and foot problems, in apparent violation of 9 C.F.R. § 3.128 (requiring that "[e]nclosures shall be constructed and maintained so as to provide sufficient space to allow each animal to make normal postural and social adjustments with adequate freedom of movement. Inadequate space may be indicated by evidence of malnutrition, poor condition, debility, stress, or abnormal behavior patterns"), *id.* § 2.131 (b)(1) (requiring that "[h]andling of all animals shall be done as expeditiously and carefully as possible in a manner that does not cause trauma, overheating, excessive cooling, behavioral stress, physical harm, or unnecessary discomfort"), and *id.* § 3.125(a) (requiring that "[t]he facility must be constructed of such material and of such strength as appropriate for the animals involved. The indoor and outdoor housing facilities shall be structurally sound and shall be maintained in good repair to protect the animals from injury and to contain the animals"). A screenshot taken from the footage depicts what appears to be a worn or cracked left hind footpad (attached).

Please ensure that hard substrate is not contributing to these apparent injuries and that this bear is receiving adequate veterinary care as required by 9 C.F.R. § 2.40.

The citizen also documented that a squirrel monkey was exhibiting apparently stereotypic behavior, sitting almost motionlessly in a fetal position for minutes at a time. The footage shows that the monkey's tail is almost entirely bald, potentially the result of excessive self-grooming brought on by stress or of an incompatible cage-mate. There appears to be blood on the monkey's tail, and the citizen reported a cut on the animal's leg. The citizen also informed PETA that there was no way for the monkey to remove himself or herself from public view.

{00241324}

PEOPLE FOR THE
ETHICAL
TREATMENT
OF ANIMALS
FOUNDATION

Washington, D.C.
1536 16th St. N.W.
Washington, DC 20036
202.483.PETA

Los Angeles
2154 W. Sunset Blvd.
Los Angeles, CA 90026
323.464.4141

Norfolk
501 E. 4th St.
Norfolk, VA 23510
757.622.PETA

Oakland
554 Grand Ave.
Oakland, CA 94610
510.463.PETA

NEW YORK
110 W. 4th St.
New York, NY 10013
212.693.8800

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This squirrel monkey is apparently being exhibited in violation of 9 C.F.R. § 3.81(c)(2) (requiring that "[c]ertain nonhuman primates must be provided special attention regarding enhancement of their environment, based on the needs of the individual species and in accordance with the instructions of the attending veterinarian. Nonhuman primates requiring special attention are ... [t]hose that show signs of being in psychological distress through behavior or appearance") and § 2.131(d)(1) (requiring that "[a]nimals shall be exhibited only for periods of time and under conditions consistent with their good health and well-being"). The behavior and apparent injuries depicted in the video indicate that this squirrel monkey is in need of veterinary care, in accordance with 9 C.F.R. § 2.40, and that the enclosure must be inspected to ensure that primate psychological welfare standards are being met. Please also evaluate two reportedly elderly capuchin monkeys who are similarly suffering from hair loss, potentially due to infectious or endocrine disease, nutritional imbalance, and/or self-inflicted trauma (photographs attached).

Please hold Pocono fully accountable for any and all violations that you discover during your investigation.

Thank you for your attention to this important matter. Please inform me of the complaint number that your agency assigns to this correspondence.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lewis Crary', with a stylized, flowing script.

Lewis Crary
Captive Wildlife Specialist
Captive Animal Law Enforcement | PETA Foundation



▶ 1:54 / 2:43



Nkromah, Ama-Esi - APHIS

From: Wood, Jeremy E - APHIS
Sent: Tuesday, April 05, 2016 9:42 AM
To: Nkromah, Ama-Esi - APHIS
Subject: FW: Request to Investigate Injured Bear and Primates at Pocono Snake and Animal Farm
Attachments: USDA_Request for Investigation of Limping Bear at Pocono Snake and Animal Farm.pdf; ATT00001.htm; 2016-3-24_bear foot pad.PNG; ATT00002.htm; 2016-03-24_03_Capuchin monkey3_IMG_2904.JPG; ATT00003.htm; 2016-03-24_05_Capuchin monkey5_IMG_2906.JPG; ATT00004.htm

Please log and send to Dr. Dana Miller and Dr. Geib

Jeremy Wood
Program Assistant
USDA/APHIS Animal Care
(919) 855-7104
(919) 855-7123(fax)

From: Goldentyer, Betty J - APHIS
Sent: Tuesday, April 05, 2016 6:36 AM
To: Wood, Jeremy E - APHIS <Jeremy.E.Wood@aphis.usda.gov>
Cc: Miller, Dana - APHIS <Dana.Miller@aphis.usda.gov>
Subject: Fwd: Request to Investigate Injured Bear and Primates at Pocono Snake and Animal Farm

Complaint.
Thanks

Sent from my iPad

Begin forwarded message:

From: Lewis Crary <LewisC@petaf.org>
Date: April 4, 2016 at 4:24:21 PM CDT
To: "betty.j.goldentyer@usda.gov" <betty.j.goldentyer@usda.gov>, "aceast@aphis.usda.gov" <aceast@aphis.usda.gov>
Subject: Request to Investigate Injured Bear and Primates at Pocono Snake and Animal Farm

Dear Dr. Goldentyer,

Please find a request to investigate Pocono Snake and Animal Farm for potentially denying an injured bear and primates veterinary care and supporting photographs attached.

Sincerely,

Lewis Crary
Captive Wildlife Specialist, Captive Animal Law Enforcement
PETA Foundation
(202) 540-2182



Animal and Plant
Health Inspection
Service

Animal Care

April 5, 2016

Lewis Crary
LewisC@petaf.org

Dear Complainant:

Thank you for your correspondence dated 4/4/2016 concerning Noreen Lowris. Your concern has been issued number AC16-347. **If you wish to know the results of our findings, you must send a request, in writing, to our Freedom of Information Act office. Depending on the circumstances of the situation, please allow us enough time (30 to 60 days) to thoroughly look into your concerns.**

FOIA requests can be submitted three ways--

1. Email: foia.officer@aphis.usda.gov
2. Fax: 301-734-5941
3. US Mail: USDA, APHIS, FOIA
4700 River Road, Unit 50
Riverdale, MD 20737

Animal Care is the division of the U.S. Department of Agriculture (USDA) that is responsible for the enforcement of the Animal Welfare Act. The Act provides minimum standards for the humane care and use of animals at USDA licensed or registered facilities.

Animal Care inspectors conduct routine unannounced inspections at all USDA licensed and registered facilities to ensure that they are meeting or exceeding these minimum standards. Our inspectors also conduct searches for unlicensed facilities conducting regulated activities. We perform inspections and searches when necessary in response to valid concerns and complaints received from the public to ensure the well-being of the animals and compliance with the law. If violations are found, enforcement action appropriate for the circumstances will be initiated.

Please be assured that we will look into your concerns and take appropriate action if necessary.

Thank you for your interest in the welfare of these animals.

Sincerely,

(b) (6), (b) (7)(C)

Elizabeth J. Goldentyer
Director, Animal Welfare Operations
USDA APHIS Animal Care