

## **Victoria Napolitano**

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**From:** Tara Scales  
**Sent:** Monday, December 02, 2019 1:25 PM  
**To:** Victoria Napolitano  
**Subject:** Fw: LaGuardia Marshall Complaint  
**Attachments:** LaGuardia CC DOH Complaint Dec 2018 (1).docx

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**From:** Tara Scales  
**Sent:** Wednesday, January 2, 2019 2:35 PM  
**To:** john.f.lopinto@aphis.usda.gov  
**Subject:** LaGuardia Marshall Complaint

Dear John,  
Please find attached the complaint that we filed with the DOH.  
Sorry for the delay on this.  
Best, Tara

LaGuardia Community College

Dec 27, 2018

Preparer: Tara Scales DVM

### Facility Complaint Form

1. First Name: Tara
2. Last Name: Scales
3. Address:  
LaGuardia Community College  
21-10 Thompson Ave.  
Veterinary Technology Department  
Long Island City, NY 10001
4. Phone: 718-482-5719
5. Email: [tscales@lagcc.cuny.edu](mailto:tscales@lagcc.cuny.edu)
6. Do you wish to remain anonymous? Yes
7. Date of Occurrence: 9/18/2018
8. Time of Occurrence: 11:00am
9. Facility Name: Marshall BioResources
10. Facility Address:  
5800 Lake Bluff Road  
North Rose, NY 14516
11. Have you filed a complaint with the facility? No
12. Complaint:

On the morning of September 18 2018, the Veterinary Technology Department at LaGuardia Community College received a shipment of animals (8 dogs and 8 cats) from Marshall BioResources at approximately 11am.

Upon arrival several abnormalities were noted by the attending veterinarians and technician staff. All dogs appeared to be extremely subdued, overly timid and, on removal, rigid in their body posture. The two licensed Veterinarians attributed the dogs' behavior to extreme transport stress.

Physical exams were unremarkable despite the dogs' initial behavior. Once placed in kennels in our facility, the dogs adjusted fairly quickly and were able to ambulate normally and respond to normal social cues with a wag or sniff.

The cats received were less stressed than the dogs however one cat was rejected due to severe lameness of the hind limb and fractious behavior. When Marshall was contacted by our facility to inquire about the process of rejecting (not accepting) the injured cat, very little information could be provided by Marshall BioResources. At first we were instructed to hold the cat until a decision could be made by Marshall on how to proceed. We were also told that we should call back in several minutes for further direction. When a follow up call was made we were told that the individual handling our case had taken a lunch break. Subsequent phone calls resulted in continued lack of information.

In the interim, the driver who was employed/or perhaps contracted by BioTrans was requested not to leave our facility in order to transport the feline back to Marshall. The driver was friendly but frustrated at the delay and began to disclose the details of his trip. He reported that he picked up the animals at midnight on September 18, 2018, and went on to detail that multiple stops had been made to both JFK and LaGuardia airports. He also reported that during animal transport he had to change vehicles at one of the airports to a smaller van. LaGuardia Community College was his last stop.

His frustration centered around the length of time he had been on the road, 11 hours at the point of arrival to the college, and the fact his current vehicle now had a dead battery.

After waiting for about an hour the driver was confirmed to the LaGuardia staff that he could in fact take possession of the injured feline and return the animal to Marshall. He received a jump start from the LaGuardia building personnel, and left with signed receiving paperwork.