



Division of Animal Health

Professional Courtesy Protocol

Ensuring appropriate and professional courtesy is important to the Division of Animal Health Commercial Dog Breeders program as we maintain inspection and regulatory responsibilities in hundreds of high volume dog breeding facilities, dog broker facilities, and pet stores across the state.

Licensees of state inspected facilities and Ohio Department of Agriculture (ODA) staff are expected to be courteous, respectful, professional, and cooperative at all times. Licensees must comply with all regulatory requirements and, when necessary, take appropriate corrective actions to ensure compliance with all regulatory requirements. Additionally, ODA staff are trained and encouraged to maintain the same professional and courteous behavior when inspecting and enforcing Ohio laws and rules.

Issues of Concern with Operators

ODA has the authority in the Ohio Revised Code to take regulatory control action for any attempt or act by licensed individuals, their employees, or agents that prevent ODA staff from performing their official duties and responsibilities.

Under this authority, ODA requires licensed individuals and their employees to be courteous, respectful, professional, and cooperative in all interactions with inspection personnel. Specifically, licensed individuals and their employees shall not assault, threaten to assault, intimidate, or interfere with ODA inspection personnel in the performance of their official duties. Failure to comply may result in a suspension or other appropriate administrative or legal actions.

Issues of Concern with State Inspectors and Staff

ODA staff are committed to carrying out their inspection duties in a courteous, respectful, and professional manner.

If an operator of a state-inspected facility believes an ODA staff member has exhibited unprofessional behavior, the licensee is advised to contact the program supervisor. ODA follows state government best practices to review employee actions to implement appropriate corrective measures.

For contact information for the program supervisor, please contact the Division of Animal Health Commercial Dog Breeders program at dwa.cdb@agri.ohio.gov or call (614) 728-6220.

