

INSPECTION RESPONSE

No Violations

Inspection reports are reviewed by our Board's office within 24 to 48 business hours after they have been uploaded by the inspector. If the inspection report shows that no violations were found, then the report will be approved, and a new Certificate of Inspection will be issued, which can be downloaded through your licensure Gateway account.

Violations

A practice facility has four (4) weeks from the date of inspection to submit their violation response to the Board's office. While we will accept written assurances that the violations have been corrected, we may request photographic evidence from the practice facility showing that a certain correction has been made.

If the practice facility has larger projects (such as re-sealing concrete in the boarding kennel area, installing an additional fence, landscaping work, etc.), then a plan of action must be submitted as part of the violation response. The plan of action should cite the violation section and number stated in the inspection report (Outdoor Facilities, Item 1), the name of the company that will handle the repair work, the date that the work is scheduled to start and the approximate completion date. For example:

Outdoor Facilities, Item 1: Inspector found unsealed concrete in outdoor kennel area. We have contracted with JG Repairs; the sealing work will begin on November 1 and will be completed on November 3.

The plan of action will be added to the practice facility's profile in our database and, once the work has been completed, you may be required to submit photographic evidence to our Board's office.

Serious Violations

A serious violation letter is issued when a practice facility is found to have numerous violations that are repeated violations of many of the same issues from previous inspections. The practice facility must respond to our Board within two (2) weeks, providing proof (documentation/photos) of the corrections and/or a plan of action for the corrections which also addresses how to prevent the deficiencies from occurring again. A follow-up inspection will be conducted to

ensure that the serious violations have been corrected and that appropriate procedures are in place and being followed by all of the practice facility's staff. In addition, repeat offenders may be asked to appear before the Board's Committee on Investigations.

Failure to Correct Violations

Practice facilities that do not corrected the indicated violation(s) on their inspection report risk a Board-initiated complaint. Board-initiated complaints are reviewed by the Board's Committee on Investigations and may result in a disciplinary action. This includes, but is not limited to, a letter of caution, a letter of reprimand, suspension, consent order, or loss of license, all within the power of the Board under G.S. 90-186(3).

Submitting Responses

Inspection report responses should be submitted to Patricia Rodenburg, Practice Facilities/Corporations Coordinator, by e-mail to: prodenburg@ncvmb.org Please state the name of your practice facility in the subject line of your e-mail.

Photographs must be attached as either .JPEG or .JPG files; we cannot accept .HEIC files or photos that have been embedded into the body of an e-mail. Documents (for example, a dosimetry report, medical record, Program of Veterinary Care, disaster response plan, etc.) must be attached as either .PDF or Word files. We cannot accept photographs of documents.