

AC806: Animal Care and Use Complaints

Policy Title:	Animal Care and Use Complaints
Policy Number:	AC806
Owner:	Associate Dean, School of Applied Science & Computing
Approved by:	CET
Effective Date:	January 2018
Reference:	ACC Terms of Reference
Links:	Canadian Council on Animal Care (CCAC) Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA)

St. Lawrence College is committed to making our resources usable by all people, whatever their abilities or disabilities. This document will be made available in alternative format upon request.

BACKGROUND

Definitions:

ACC – The St. Lawrence College Animal Care Committee (ACC) is an animal ethics committee responsible for the review and approval of protocols proposing the use of animals for teaching or research purposes.

Purpose:

To outline the process for investigating and responding to complaints about inappropriate animal care or use.

Scope:

This policy applies to the care and use of animals as part of the Veterinary Technology, Veterinary Assistant and Biotechnology programs at St. Lawrence College.

POLICY STATEMENTS

1. St. Lawrence College is committed to the ethical care and use of animals for teaching and research purposes. Animal welfare is maintained at the highest ethical standards as defined by the Canadian Council on Animal Care (CCAC) and the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA).

2. All complaints about animal care or use are taken seriously, investigated and responded to in a timely manner.
3. An employee or student who makes a complaint in good faith, on the basis of a reasonable and honest belief that the information is true, is protected from retaliation.
4. If a person makes a complaint under this policy in bad faith or maliciously provides false or inaccurate information, they will be subject to disciplinary sanctions including reprimand, suspension, demotion, expulsion or termination according to the applicable Student Code of Conduct or Human Resource policies.

MONITORING

This policy will be reviewed every five years.

POLICY REVISION DATE

January 2023

SPECIFIC LINKS

Enter Text

APPENDIX A: PROCEDURE

- P1.** Contact information for the St. Lawrence College Animal Care Committee (ACC) Chair, ACC Coordinator and Associate Dean, School of Applied Science and Computing is posted in animal holding areas and classrooms/labs where animal handling takes place.
- P2.** Complaints are recorded on the Animal Care and Use Complaint Form (see Appendix B). The form can be completed by the complainant or by any employee receiving the complaint.
- P3.** The complaint form is forwarded to the ACC Chair and copied to the ACC Coordinator and Associate Dean for the School of Applied Science and Computing within one business day of receiving the complaint.
- P4.** The ACC chair will consult with the ACC Coordinator and Associate Dean for the School of Applied Science and Computing to briefly discuss the complaint and decide

whether the complaint is of minor or major concern in order to determine the investigation process as follows:

- a) Minor concerns will be handled by a sub-committee of the ACC
 - o A meeting with the persons involved will be scheduled as soon as is practical and the complaint will be addressed.
 - o The sub-committee will provide a plan to rectify the situation, if warranted.
 - o The remaining ACC will be briefed of the complaint and any corrective action at the next ACC meeting.
- b) Major concerns will require immediate notification of the Director of the Animal Care Facility (Dean of Faculty of Applied Science)
 - o Based on the seriousness and nature of the concern, the Director of the Animal Care Facility (Dean of Faculty of Applied Science) will determine the appropriate process and person to lead the investigation. Typically, this will be lead by the ACC Chair, but some circumstances may warrant an alternate, such as if the complaint was made about a member of the ACC or about procedures of the ACC.
 - o The ACC and the Director of the Animal Care Facility both have the authority to suspend the procedure that is the subject of the complaint if deemed necessary until the investigation is complete.
 - o A formal investigation process will take place by the appointed lead.
 - o The validity of the complaint will be determined by interviewing and taking meeting minutes:
 - i. Person(s) making the complaint
 - ii. The person(s) which the complaint is against
 - iii. Faculty, expert witnesses, technologists, students, employees who work in the area, etc.
 - o A summary of the findings will be shared with the ACC and the committee will make a recommendation for corrective action.

P5. The lead of the investigation will submit a formal written report to the person(s) about whom the complaint was made, the direct supervisor of that person, the ACC and to the Director of the Animal Care Facility which will include a summary of:

1. Validity of the complaint
2. Violation of specific regulations and/or breach of ethics

3. Recommended courses of action, which may include, for example:

- a. Discontinuation of procedure;
- b. Requiring Veterinary Sciences to adopt new rules, regulations and/or guidelines and suggestions, mechanisms for enforcement; or
- c. No further action required.

P6. The Director of the Animal Care Facility or Designate will respond to the report recommendations in writing and direct the corrective action, if any, to be implemented.

- Disciplinary action may be taken if the complaint was malicious or intentionally dishonest.
- Disciplinary action may be taken if the outcome of the investigation reveals, for example, intentional harm or abuse of an animal.

P7. The complaint form, the formal written report and the Director's response will be filed in the ACC Complaint folder in the KingstonVTVAFaculty folder on the Shared Drive.

APPENDIX B: ANIMAL CARE AND USE COMPLAINT FORM

Please complete this form with us much detail as possible. Use extra sheets of paper if needed to answer the questions fully.

Name of Person making the complaint (optional): _____

Phone Contact Information: _____

Name of Person recording this complaint if not the same as above: _____

Date complaint was made: _____

Date(s) of the incident(s) of concern: _____

Please describe the nature of your concern/complaint including who was involved, any witnesses, species involved, location of incident(s), number of animals involved, etc.

This form can be submitted to any employee of St. Lawrence College and it will be forwarded to the Chair of the Animal Care Committee (ACC), the ACC Coordinator and Associate Dean for the School of Applied Science and Computing within one business day.