



## Public Complaint Summary

**Number:** PC-0000000024  
**Status:** Closed  
**Result:** Non Compliant

**Incident Date:** 07/06/2023  
**Date Submitted:** 07/06/2023

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## Complaint Reported by

**First Name:** Bill  
**Last Name:** Tibbitt

**Phone Number:** [REDACTED]  
**Email:** [REDACTED]

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## Complaint Reported Against

**Facility Name:** Humble Paws  
**Facility Type:** Boarding  
**Facility Phone Number:** [REDACTED]

**Facility Address:**  
925 W. Cucharras St.  
Colorado Springs, Colorado 80905

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## Complaint Information

**Description of the Incident or Conditions:**

Dogs barking constantly..  
Worker cleaning kennels dumped bucket out on surface of road in alley.

**Details about animals, including species, breed, physical description, location within facility:**

Multiple breeds.

**Details if ill or injured animals received veterinary care after the Incident:**

**Information for any facility staff that may have been involved with the Incident:**



Incident Summary	
<b>Case Report Number:</b> 2023-0020	<b>Incident Type:</b> Complaint
<b>Case Status:</b> Closed	<b>Incident Date:</b> 07/06/2023

Case Type: PACFA  
Inspection:

Public Complaint: PC-0000000024  
Submitted Date: 07/06/2023

Contacts			
Contact Type	Name	Address	Contact Info
Agent	Brannam, Jessica	,	(P) (E) jessica.brannam@state.co.u s

Account Location	
Business Name and Licenses	Address
Humble Paws LLC License ID: LIC2023002223-1 - Pet Boarding and/or Training - Pet Grooming Facility - Primary Facility Owner - Pet Handler	925 W. Cucharra St Colorado Springs, CO 80905

Complaint Events	
Date	Description
07/11/2023	July 11, 2023 - I, PACFA Inspector Jessica Brannam, reviewed the complaint. I then contacted the RP to let them know that unfortunately, PACFA cannot regulate noise complaints or the disposal of cleaning products off the facility property. I directed him to animal control and the city. The complaint will be closed as unregulated.

305 Interlocken Parkway  
Broomfield, CO 80021  
Phone: 303.869.9146  
Fax: 720.634.0934  
[www.colorado.gov/ag](http://www.colorado.gov/ag)



## Public Complaint Summary

**Number:** PC-0000000142  
**Status:** Closed  
**Result:** Non Compliant

**Incident Date:** 09/11/2023  
**Date Submitted:** 09/11/2023

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## Complaint Reported by

**First Name:** Shane  
**Last Name:** Hardison

**Phone Number:** [REDACTED]  
**Email:** [REDACTED]

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## Complaint Reported Against

**Facility Name:** Humble Paws  
**Facility Type:** dog kennel  
**Facility Phone Number:**

**Facility Address:**  
925 W Cucharas St  
Colorado Springs, Colorado 80905

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## Complaint Information

**Description of the Incident or Conditions:**

I am a Code Enforcement Officer investing a zoning case. I was given a video by a complainant that shows egregious dog abuse.

**Details about animals, including species, breed, physical description, location within facility:**

Dogs in the back yard of kennel being beat/stomped on.

**Details if ill or injured animals received veterinary care after the Incident:**

**Information for any facility staff that may have been involved with the Incident:**



Incident Summary	
<b>Case Report Number:</b> 2023-0124	<b>Incident Type:</b> Complaint
<b>Case Status:</b> Closed	<b>Incident Date:</b> 09/11/2023

Case Type: PACFA  
Inspection:

Public Complaint: PC-0000000142  
Submitted Date: 09/11/2023

Contacts			
Contact Type	Name	Address	Contact Info
Agent	Brannam, Jessica	,	(P) (E) jessica.brannam@state.co.u s

Account Location	
Business Name and Licenses	Address
Humble Paws LLC License ID: LIC2023002223-1 - Pet Boarding and/or Training - Pet Grooming Facility - Primary Facility Owner - Pet Handler	925 W. Cucharra St Colorado Springs, CO 80905

Complaint Events	
Date	Description
09/12/2023	September 12, 2023 - I, PACFA Inspector Jessica Brannam, reviewed the complaint and the attached video.  The video appears to show a single staff member outside with a large group of dogs. Several dogs appear to begin fighting and the employee appears to attempt to break the dogs up and is not able to get the dogs apart. The employee appears to call for help and then continues to break the dogs up. He then gets a broom and attempts to break the dogs up with the broom unsuccessfully. He then

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	<p>appears to stomp on the dogs and then drags a dog by the hind legs and throws the dog at the fence.</p> <p>Several of the dogs appear to be Douglas County Canine Dogs as I had seen the dogs last week. The RP listed is with Code Enforcement. I sent an email to Jamie Norris with Animal Law Enforcement to inquire whether they had received a complaint regarding the incident. I then contacted the Code Enforcement officer who reported the case and he stated that he had not reported it to ALE.</p> <p>The officer indicated that the dog training business was operating against the current zoning requirements and had failed to submit an application for a variance, which is why he had been following up.</p> <p>While following up he spoke with Katie who works at a neighboring business. Katie then showed him the video he had submitted. He provided a phone number for Katie of [REDACTED].</p> <p>He stated that on one of his first visits he had seen the PACFA sign indicating that the facility was licensed with PACFA and concerns could be reported. As a mandatory reporter he filed a complaint.</p> <p>I attempted to contact Katie, the party who had provided the video, and had to leave a message.</p> <p>I had intended to go out to the facility in person but due to vehicle issues was not able to do so today.</p> <p>I later received an email back from Jamie Norris advising they had not received a complaint. I provided her with the complaint and video as well as the background I had on the facility.</p>
09/12/2023	<p>September 12, 2023 - I received a phone call back from Katie.</p> <p>Kate told me this happened on Friday, September 8th. Katie said she heard dogs barking and could tell there was a commotion. She looked out and began recording. She stated that the employee was yelling. The employee used a hose at one point to try and stop the dogs. She stated that he threw a dog in the crate. The dog thrown in the crate was a tan dog and the other dog was a black dog</p> <p>Katie told me she reported the incident to ALE with Officer Ford. While on the phone with Katie I received an email back from Jamie Norris. They had received</p>



	<p>information regarding the incident and would be sending out an officer again tomorrow.</p>
<p>09/14/2023</p>	<p>September 14, 2023 - I arrived at the facility and met with Racquel, Lance, and Christopher. I explained I was there due to a complaint regarding a dog fight. Racquel advised that Animal Law Enforcement was supposed to be back out today. I explained that I had also referred the incident to ALE as PACFA did not regulate animal cruelty or neglect.</p> <p>Lance admitted it was him involved in the fight. I asked him to tell me what had occurred. He stated that he and Savannah had 17 dogs out in the group and that he decided to bring "Kiki" out and did not put a muzzle on the dog as he should have. He stated that "Kiki" immediately began to fight with "Red Socks" and was stuck on his collar. He tried to get the dogs apart and was unable to so he asked Savannah to get Christopher. Savannah then left and "Buddy" started fighting as well. "Violet" then got involved in the fight and he was unable to break up "Kiki" and "Violet. He said he tried the hose as well as a broom and when that did not work he tried kicking the dogs. He was able to eventually grab "Violet's" hind legs and remove her from the fight and placed "Kiki" in a caged area on the fence.</p> <p>Lance took me out into the yard and again explained everything. I was able to see "Kiki", "Buddy", and "Red Socks". "Kiki" was the only dog with any visible injuries. The injuries consisted of several punctures and scratches around the neck area. "Violet" was no longer at the facility as the rescue had removed her, "Hoover", "Solo", and "Saga".</p> <p>I was provided with a copy of the incident report as well as documentation from the vet regarding "Kiki's" visit. Staff stated that yesterday was the soonest that the vet could see the dog and explained that Manny had been caring for the dog's wounds in the meantime. We then watched the video and went over additional ways to prevent repeat incidents as well as my concern that it took almost a full two minutes for Christopher to make it out to help.</p> <p>I inquired as to whether the facility had received the reason why "Kiki", "Red Socks", and "Hoover" had received medications previously. I was shown a text message between the facility and DCCR stating that "Kiki" had been given antibiotics for the wound under her eye and that "Red Socks" was given antibiotics for the wound on the tail. There was still no reason for the pyrantel.</p> <p>Manny arrived and I went over the violations the facility would be receiving with him and we discussed the safety concerns, The licensee had already spoken with</p>



staff regarding having placed "Kiki" in the group without a muzzle as required.

Based on all of the information found and the steps already taken by the facility to accept responsibility for the incident, I chose not to fail the inspection or fine the facility. As I was getting ready to leave ALE arrived and verified that "Kiki" had received vet care and advised they did not find any indication of animal cruelty regarding the methods staff used to break up the fight. I explained to Manny how to complete a records request.

I followed up with Inspector Romero in regard to "Violet" and "Hoover" no longer being at the facility. The complaint will be closed out.



**COLORADO**  
Department of Agriculture

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## PACFA INSPECTION FORM

**Facility:**

Humble Paws  
925 W. Cucharra St  
C/O Manuel L Martinez  
Colorado Springs, CO 80905 USA

License ID: LIC2023002223-1

Inspection Date: 9/14/2023

Type: Complaint

Final Result: Non-Compliant

**Conclusion:**

September 14, 2023 - This was an unannounced inspection that was completed as part of an investigation into a complaint.

A video was provided with allegations of abuse. Review of the video shows what appears to be a dog fight and a staff member attempting to break up the fight.

I met with staff and we went over what occurred and I was able to view several of the dogs involved.

One of the dogs was injured and was seen by the vet yesterday. All of the dogs involved were DCCR dogs. One of the dogs involved had been removed from the facility and I was unable to see that dog.

Staffing numbers were adequate until one employee left to get assistance which left 1 employee for 18 dogs. We discussed options to prevent staff from having to leave the area if they need assistance.

The inspection report was provided via email. See the investigative report for full details.

Business Rep: Manuel Martinez  
Business Title: Licensee  
Business Rep Signed Date: 2023-09-14

Inspector: Jessica Brannam  
Inspector Signed Date: 2023-09-14

## OPEN VIOLATIONS

**Direct**



#### PART 14 Classification and Separation

14.10.3 There must be a minimum of one human supervisor (at least 16 years of age) present, at all times, who has immediate access to and is able to directly supervise and constantly view each common area where dogs from different owners are commingled. Under no circumstances will viewing by video camera or through windows be considered acceptable supervision to satisfy this requirement. Employees who are engaged in performing other tasks, including grooming other pet animals, do not satisfy this requirement.

**September 14, 2023 - At the time of the investigation, it was determined before the fight occurred, there were two staff members for 18 dogs. But once the fight began one of the staff members left to seek help which left one employee with 18 dogs.**

Compliance Due Date: 09/14/2023

Violation Status: Open

#### **Direct**

#### PART 14 Classification and Separation

14.1 Pet animals exhibiting aggressive behavior must be housed in enclosures that prevent them from biting or injuring humans or other animals.

**September 14, 2023 - At the time of the investigation, Kiki and Red Socks, both dogs with documented aggression against other dogs were allowed to participate in a large play group without muzzles which is the normal policy. This resulted in a fight that involved several dogs and Kiki being injured.**

Compliance Due Date: 09/14/2023

Violation Status: Open

#### **Indirect**



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#### PART 14 Classification and Separation

14.10.2. In Boarding/training facilities, grooming facilities, and pet handlers may commingle dogs from different households in common areas, under constant and direct supervision, with the written consent of the owners.

**September 14, 2023 - At the time of the inspection, the facility had updated their contracts and there no longer was written permission to commingle dogs.**

Compliance Due Date: 9/14/2023

Violation Status: Open

#### **Indirect**

#### PART 19 Recordkeeping

19.8.3 Products not labeled for use on pet animals may be used only with the written consent of the owner.

**September 14, 2023 - At the time of the inspection, the facility had updated its contracts and the part for off-label products had been removed.**

Compliance Due Date: 10/5/2023

Violation Status: Open

**RESOLVED VIOLATIONS**



**COLORADO**  
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