

Communication from Public

Name: Cathy Serksnas
Date Submitted: 12/05/2025 11:46 AM
Council File No: 00-9999

Comments for Public Posting: HORRIFIC DISCOVERY AT LOS ANGELES ANIMAL SERVICES (LAAS) WEST VALLEY SHELTER. WARNING! IMAGES CONTAINED ON THIS POST ARE GRAPHIC AND DISTURBING! NOTE: ALL DOCUMENTS, REPORTS AND PHOTOS WERE OBTAINED FROM LAAS THROUGH CALIFORNIA PUBLIC RECORDS ACT (OR CPRA) AND COMMISSIONERS MEETING. On August 22, 2025 a young female dog was discovered dead in her kennel in the early morning hours. This dog died a HORRIFIC DEATH as she was eviscerated (disemboweled) following a spay surgery on 8/20/25. The day after her surgery, on 8/21/25, she was placed in a group playgroup with other dogs! The following morning, 8/22/25, she was found dead in her blood-soaked kennel with her internal organs laying on the kennel floor. Staff called LAAS vet via phone and the decision was made to “humanely” euthanize her. Yes, she was still barely alive taking her last breath. Her name was POPPY and she endured intense suffering as a result of LAAS’s NEGLIGENCE, incompetent leadership and plain old stupidity. This gruesome event was discussed at the LAAS Board of Commissioners Meeting on 8/26/25 (screen shot attached of minutes of that meeting) and basically, our incompetent Interim General Manager, Annette Ramirez (salary of ~\$250K/Year), basically said Poppy compromised her stitches so, it’s her fault. Now anyone with any ounce of common sense would NEVER let a dogs go into a play group the day after a spay surgery. No big sign on kennel door warning or indicating not to take dog out (especially a playgroup) as they are recovering from surgery. No cone on dog either! This is just one horrible example of the neglect and cruelty that is happening at our City of Los Angeles Animal Shelters. If you are disgusted and disturb by this tragedy, please call or write your City Councilmembers and DEMAND and investigation and accountability for poor Poppy. RIP Poppy, if not for LAAS’ neglect you would be alive today and possibly already adopted as you were a sweet and loving dog.



Jennifer Curiel <jennifer.curiel@lacity.org>

Incident RE Poppy A2210529

1 message

Torrie Lee <torrie.lee@lacity.org>

Fri, Aug 22, 2025 at 12:45 PM

To: Jennifer Duarte <jennifer.curiel@lacity.org>, Annette Ramirez <annette.ramirez@lacity.org>
Cc: Sarah Quintanilla <sarah.quintanilla@lacity.org>

Incident Report

Date: 08/22/2025

Time of Initial Report: Approximately 7:30 AM

Animal: Poppy – ID# A2210529

At approximately 7:30 AM on 08/22/2025, I received a call from ACT Michelle Moreno advising that dog Poppy (A2210529) was found in her kennel bleeding, with her intestines protruding from the surgical site. Officer Anderson was heard in the background asking whether the dog should be transported (AFE) or if staff should wait for HOE.

I instructed Michelle to review the comments to determine where Poppy had been sterilized. It was confirmed that Pet Orphans Fund performed the surgery on 08/20/2025. I advised staff to stand by, as I was en route to the shelter, and stated that I would contact Dr. Hockman to update her and obtain her ETA.

I spoke with Dr. Hockman and provided a brief overview of the situation. I informed her I was almost at the shelter and would call her again once I had assessed Poppy's status. I then called Michelle back to advise her not to transport Poppy, as both Dr. Hockman and I would be arriving shortly.

I arrived at the shelter at approximately 7:45 AM and immediately went to medical to assess Poppy. Upon examination, I determined that she was actively bleeding and that her intestines were protruding from the surgery site. Poppy was found to be Quiet, Alert, and Responsive (QAR). Her mucous membrane color was slightly pale. Her temperature was recorded at 98.5°F.


I then initiated a FaceTime call with Dr. Hockman so she could visually assess Poppy. I relayed the temperature reading, mucous membrane color, and overall status. Shortly after, RVT Jean Pierre Risso and Deborah Dunlap arrived to assist with assessment.

RVT Risso determined that Poppy was unsustainable due to the intestines being necrotic and sustaining trauma beyond possible repair. Based on this assessment, Dr. Hockman deemed Poppy unsustainable and authorized humane euthanasia.

RVT Risso performed the euthanasia procedure, with my assistance. Following euthanasia, I transported Poppy to the cooler for potential further evaluation or disposal.

Photos of Poppy have been attached to this report for documentation purposes.



 IMG_9251.jpeg

Kindest Regards,

Torrie Lee
Animal Care Technician Supervisor
Los Angeles Animal Services
20655 Plummer St.
Chatsworth, CA 91311
W: (888)452-7381
C: (213)305-8710
E: torrie.lee@lacity.org

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5 attachments



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1000063208.jpg
4795K



Jennifer Curiel <jennifer.curiel@lacity.org>

Fwd: Incident leading to the death of Poppy at the West Valley Shelter, may she rest in peace

1 message

Alison McBeth-Featherstone <amfeatherstonela@gmail.com>

Sat, Aug 23, 2025 at 9:29 AM

To: Annette Ramirez <annette.ramirez@lacity.org>, Jennifer Curiel Laas <jennifer.curiel@lacity.org>

Hi,

Please see below

Kind Regards,

Alison McBeth-Featherstone
President, Board of LA Animal Services

Begin forwarded message:

From: [REDACTED]**Date:** August 23, 2025 at 4:39:10 AM PDT**To:** amfeatherstonela@gmail.com, jensvold.laasc@gmail.com, oliviaegarcia@outlook.com, commissionerkasendorf@gmail.com, commissionersmith@gmail.com**Subject:** Incident leading to the death of Poppy at the West Valley Shelter, may she rest in peace

Hello,

I am a former volunteer, current networker for the dogs at the West Valley Shelter and was just informed about a disturbing incident that must be investigated and those responsible held accountable. If you are not the correct people to ask, please point me in the right direction. This was not a tragic accident; it was the result of gross negligence.

Poppy #A2210529 was brought into the shelter on July 21, 2025 as a stray. She was a young pup at just two years of age. The highly adoptable dog she was, they sent her for pre-adoption spay on August 20, 2025. After spay, she was sent back to her dirty kennel. They did not place a cone on her. A note was placed BEHIND her kennel card that said she had to be confined to her kennel because of her procedure.

The very same day as the spay, the training group DPFL took Poppy out for playgroup. As she was not wearing a cone, there was no visible sign on her kennel, and no other notification given, DPFL had no awareness of her surgery. See movie below for video of this adorable girl in playgroup that day (the silver pittie).

That night, Poppy was found in her kennel, the incision wide open and her intestines visible. She had to be euthanized.

To say this was an unfair and avoidable circumstance is the kindest way to put the suffering this poor animal went through at the hands of LA Animal Services. The return of the animals to their filthy kennels, without cones, being walked or run the same day as the surgery or soon thereafter, and/or the forcing of the animal out of the shelter immediately because they were on the euth list are all commonplace and all unacceptable. The LAAS staff, Heaven on Earth clinic, DPFL and Dr. Hockman are all to blame. These animals endure enough torture at the hands of humans without this kind of laziness and ineptitude making it worse.

This is not the first time an animal has suffered unnecessarily due to the negligence of shelter staff surrounding neuter/spay. Off the very top of my head are two, but I know of more.

A dog named Yogi was neutered, put back in his disgusting, unsanitized kennel and forced to leave the

shelter later the same day (he had been euth-listed) and suffered a terrible painful infection at his neuter site that required a rescue organization to spend a lot of money to heal and repair.

A senior dog named Knight who was also forced to leave the shelter the day of his neuter died of an infection from his poorly-done neuter a couple days later.

This subpar "care" for these animals has to stop.

I hope you'll take this matter seriously and hold those responsible accountable. If this were a human patient, people would be fired. I also hope this will lead to changes in procedures and practices. A simple cone could've prevented her death, as could've a barely competent staff member who would make sure the sign on the kennel could be seen. Poppy's previous crappy owners knew she was at the shelter and left her there; now she will never have the chance to meet her forever family.

Thank you for your prompt attention to this matter.

In loving memory of Poppy. 🐾

Kindly,


Sent from my iPhone

2 attachments

 **Video.mov**
1381K

 **Video_1.mov**
5031K

**LOS ANGELES ANIMAL SERVICES
EMPLOYEE/NON-EMPLOYEE ACCIDENT/INCIDENT REPORT**

INJURED PERSON <input checked="" type="checkbox"/> EMPLOYEE (ID: <u>48321</u> CLASS: <u>ANIMAL CARE TECH SUPV</u>) <input type="checkbox"/> VOLUNTEER <input type="checkbox"/> PUBLIC	DISTRICT <u>WVA</u>
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INCIDENT TYPE
 TRAFFIC COLLISION BITE (ANIMAL ID: _____) NEAR MISS OTHER: Dog found bleeding from SX site in kennel

INJURED PERSON INFORMATION

NAME OF INJURED PERSON (LAST, FIRST) <u>Shelter, Torrie</u>		HOME ADDRESS <u>20655 PLUMMER ST, CHATSWORTH, CA 91311-5112</u>	PHONE NUMBER [REDACTED]
GENDER IDENTITY <u>FEMALE</u>	DATE OF BIRTH [REDACTED]	IF MINOR, NAME OF PARENT OR GUARDIAN	PHONE NUMBER

INCIDENT DETAILS

DATE <u>8/22/2025</u>	TIME <u>07:45 AM</u>	LOCATION <u>WEST VALLEY ANIMAL SERV. CTR.</u>	TRANSPORTED FOR MEDICAL <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
FIRST AID GIVEN BY (NAME)		INJURY SEVERITY <u>SEVERE</u>	PHOTOS TAKEN <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
HOSPITAL/CLINIC/OFFICE INJURED TAKEN TO		BODY PARTS INJURED <u>Dogs Abdomen</u>	

NATURE OF INJURIES (PLEASE BE SPECIFIC)
At approximately 7:30am a dog named Poppy A2210529 was found laying in a pool of blood and it was determined that her insides were hanging out from her surgery site where she had been spayed on 8/20/25 by Pet Orphans Fund

DETAILED DESCRIPTION OF INCIDENT
ACT Ana Rovang had completed the feeding that she started at approximately 6:30 and at approximately 7:30am she went to pick up bowls and discovered all of the blood in the kennel and noticed that her insides were hanging out. She immediately called me and while I rushed to the shelter as I was enroute, I called Dr Hockman to notify her of what was happening.

IMMEDIATE SUPERVISOR ON DUTY DURING INCIDENT

NAME (LAST, FIRST) <u>Lee, Torrie</u>	JOB CLASS <u>ANIMAL CARE TECH SUPV</u>	LOCATION DURING INCIDENT <u>20655 PLUMMER ST CHATSWORTH CA 91311</u>
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WITNESSES

NAME (LAST, FIRST)	ADDRESS	PHONE NUMBER	CITY EMPLOYMENT
a. <u>Rovang, Ana</u>		<u>(818) 756-9466</u>	<u>EMPLOYEE</u>
b. <u>Anderson, Inez</u>		<u>(818) 756-9466</u>	<u>EMPLOYEE</u>
c. <u>Moreno, Michelle</u>		<u>(818) 756-9466</u>	<u>EMPLOYEE</u>
d. <u>Risso, Jean Pierre</u>		<u>(818) 756-9466</u>	

RESPONSE TO INCIDENT

HOW ARE WE RESPONDING?
It was determined that the dog was unsustainable so Dr Hockman approved the humane euthanasia of Poppy A2210529

EMPLOYEE FILING REPORT

NAME (LAST, FIRST) <u>LEE, TORRIE</u>	JOB CLASS <u>ANIMAL CARE TECH SUPV</u>	SIGNATURE <u>TL (Electronically Signed)</u>	DATE <u>8/22/2025</u>
--	---	--	--------------------------



Torrie Lee <torrie.lee@lacity.org>

Pictures of Poppy

1 message

Torrie Lee <torrie.lee@lacity.org>
To: Torrie Lee <torrie.lee@lacity.org>

Fri, Aug 22, 2025 at 12:22 PM

Torrie Lee
Animal Care Technician Supervisor
Los Angeles Animal Services

torrie.lee@lacity.org

Ph# 818-756-9325 Direct

Ph# [REDACTED] Cell

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4 attachments



IMG_0702.jpeg
3424K



IMG_9250.jpeg
3968K



IMG_0703.jpeg
3871K



IMG_5144.jpeg
4260K



Torrie Lee <torrie.lee@lacity.org>

Spay/Neuter Certificate

1 message

PET ORPHANS OF SOUTHERN CALIFORNIA <auto@evetpractice.com>

Wed, Aug 20, 2025 at 12:38 PM

Reply-To: PET ORPHANS OF SOUTHERN CALIFORNIA <vetclinic@petorphans.org>

To: torrie.lee@lacity.org

Hello,

Please see the attached spay/neuter certificate for A2210529 Poppy. If you have any questions, please give us a call or respond to this message, and we will be happy to assist you.

All the best,

Kye - Lead Vet Clinic Receptionist

She/Her/Hers

Pet Orphans of Southern California

7720 Gloria Ave.

Van Nuys, CA 91406

Phone: 818-901-0190 (Ext. 35)

Fax: (818)-901-0011

Email: vetclinic@petorphans.org

[Pet Orphans Website](#)

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 **A2210529_Poppy_Document.pdf**
118K

PET ORPHANS OF SOUTHERN CALIFORNIA
7720 Gloria Ave
Van Nuys, CA 91406-1819
United States
(818) 901-0190
vetclinic@petorphans.org

CERTIFICATE OF SPAY OR NEUTER

OWNER OF ANIMAL

West Valley LAAS

20655 Plummer St
Chatsworth, CA 91311

(818) 756-9323

This is to certify...

THAT I SPAYED OR NEUTERED THE ANIMAL DESCRIBED BELOW ON Wednesday, August 20, 2025

PATIENT: A2210529 Poppy **AGE:** 2 years

SPECIES: CANINE (Dog) **WEIGHT:** 52 LBS

SEX: F

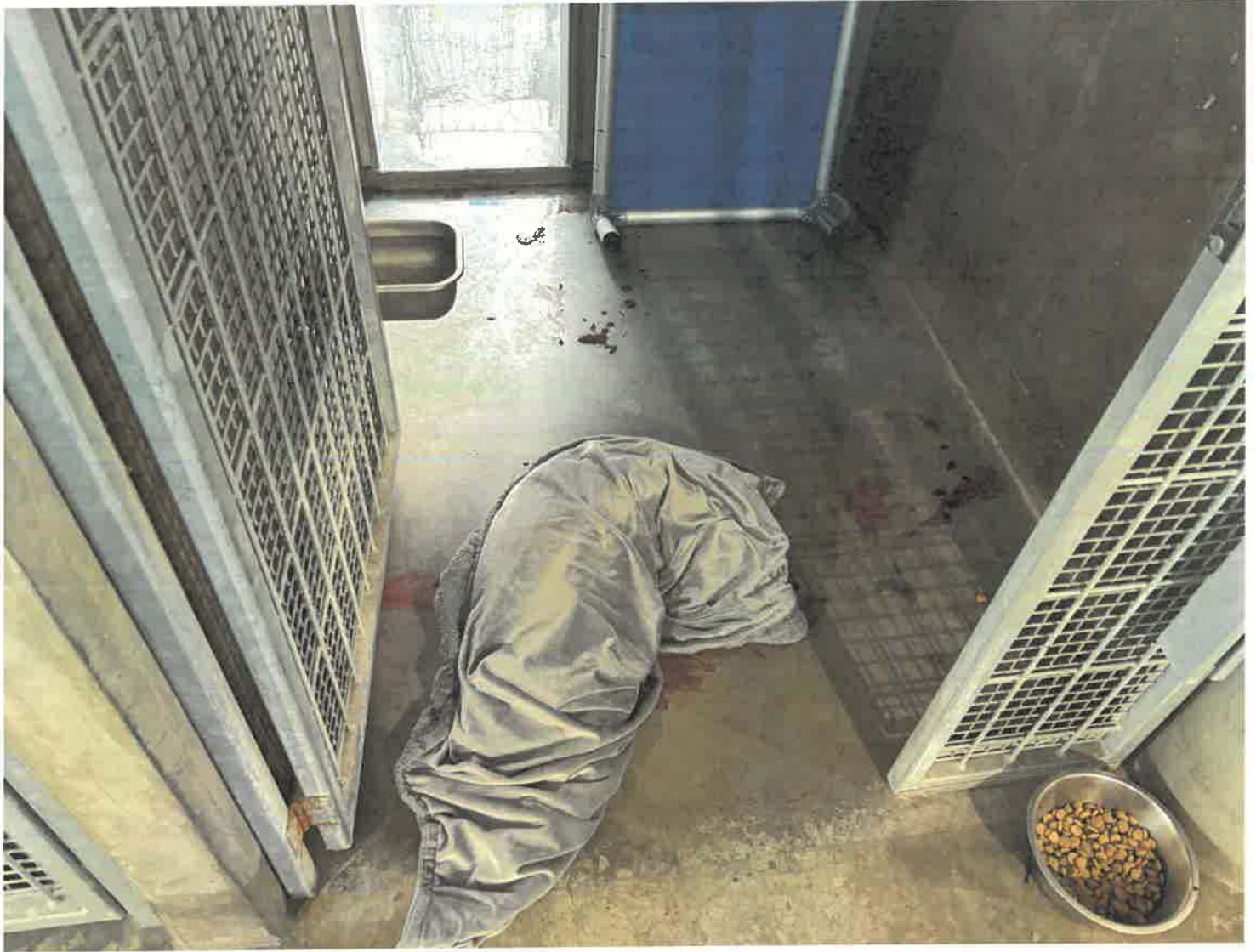
Color and markings: White & Brown

Microchip:

Signed Matthew Stanman, D.V.M.

A handwritten signature in black ink, appearing to read 'Matthew Stanman', with a long horizontal line extending to the left.

License: 16392











Torrie Lee <torrie.lee@lacity.org>

Incident RE Poppy A2210529

1 message

Torrie Lee <torrie.lee@lacity.org>

Fri, Aug 22, 2025 at 12:45 PM

To: Jennifer Duarte <jennifer.curriel@lacity.org>, Annette Ramirez <annette.ramirez@lacity.org>

Cc: Sarah Quintanilla <sarah.quintanilla@lacity.org>

Incident Report

Date: 08/22/2025**Time of Initial Report:** Approximately 7:30 AM**Animal:** Poppy – ID# A2210529

At approximately 7:30 AM on 08/22/2025, I received a call from ACT Michelle Moreno advising that dog Poppy (A2210529) was found in her kennel bleeding, with her intestines protruding from the surgical site. Officer Anderson was heard in the background asking whether the dog should be transported (AFE) or if staff should wait for HOE.

I instructed Michelle to review the comments to determine where Poppy had been sterilized. It was confirmed that Pet Orphans Fund performed the surgery on 08/20/2025. I advised staff to stand by, as I was en route to the shelter, and stated that I would contact Dr. Hockman to update her and obtain her ETA.

I spoke with Dr. Hockman and provided a brief overview of the situation. I informed her I was almost at the shelter and would call her again once I had assessed Poppy's status. I then called Michelle back to advise her not to transport Poppy, as both Dr. Hockman and I would be arriving shortly.

I arrived at the shelter at approximately 7:45 AM and immediately went to medical to assess Poppy. Upon examination, I determined that she was actively bleeding and that her intestines were protruding from the surgery site. Poppy was found to be Quiet, Alert, and Responsive (QAR). Her mucous membrane color was slightly pale. Her temperature was recorded at 98.5°F.

I then initiated a FaceTime call with Dr. Hockman so she could visually assess Poppy. I relayed the temperature reading, mucous membrane color, and overall status. Shortly after, RVT Jean Pierre Risso and Deborah Dunlap arrived to assist with assessment.

RVT Risso determined that Poppy was unsustainable due to the intestines being necrotic and sustaining trauma beyond possible repair. Based on this assessment, Dr. Hockman deemed Poppy unsustainable and authorized humane euthanasia.

RVT Risso performed the euthanasia procedure, with my assistance. Following euthanasia, I transported Poppy to the cooler for potential further evaluation or disposal.

Photos of Poppy have been attached to this report for documentation purposes.

 IMG_0702.jpeg IMG_0703.jpeg IMG_0704.jpeg IMG_5144.jpeg IMG_9250.jpeg

 IMG_9251.jpeg

Kindest Regards,

Torrie Lee
Animal Care Technician Supervisor
Los Angeles Animal Services
20655 Plummer St.
Chatsworth, CA 91311
W: (888)452-7381
C: (213)305-8710
E: torrie.lee@lacity.org

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5 attachments



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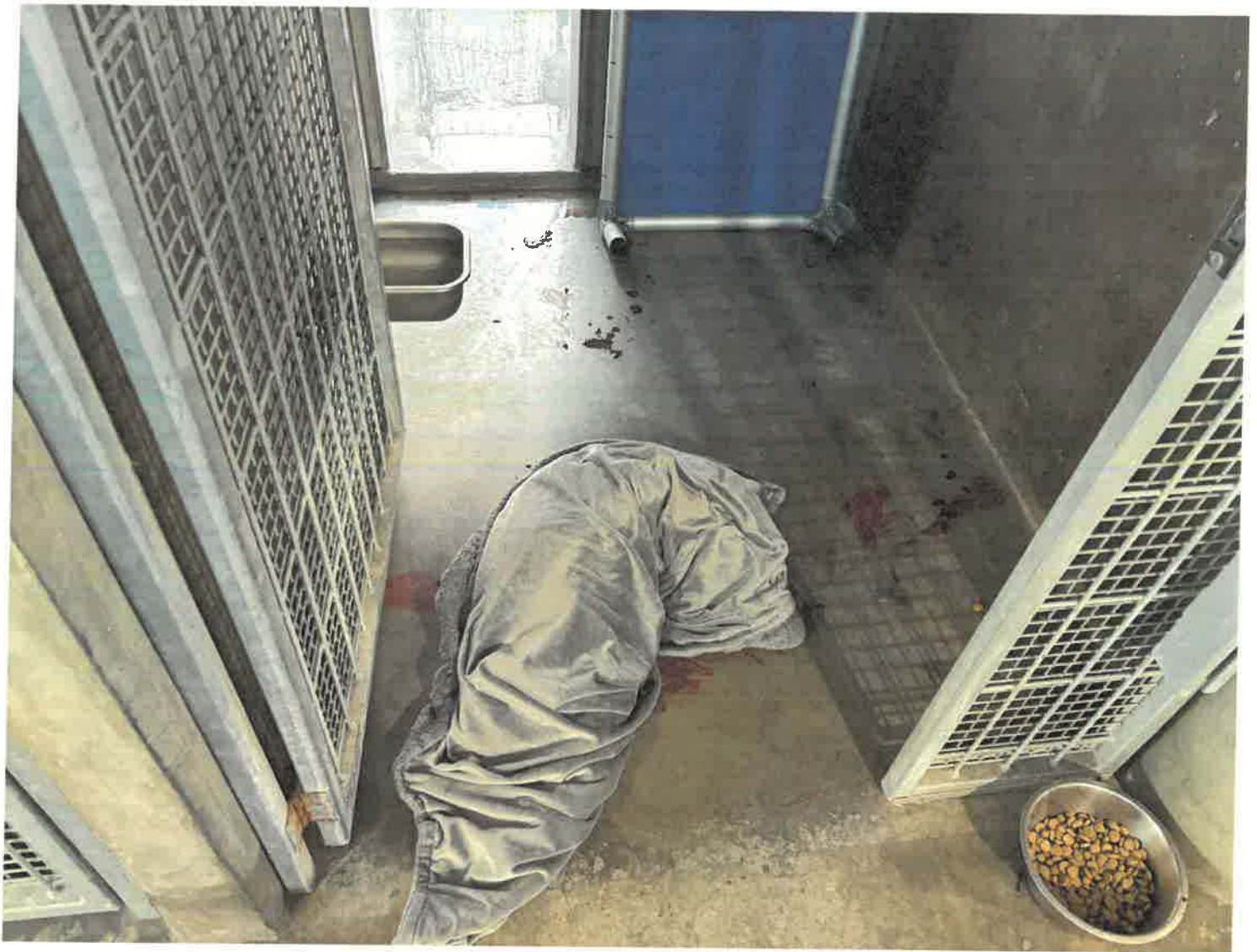
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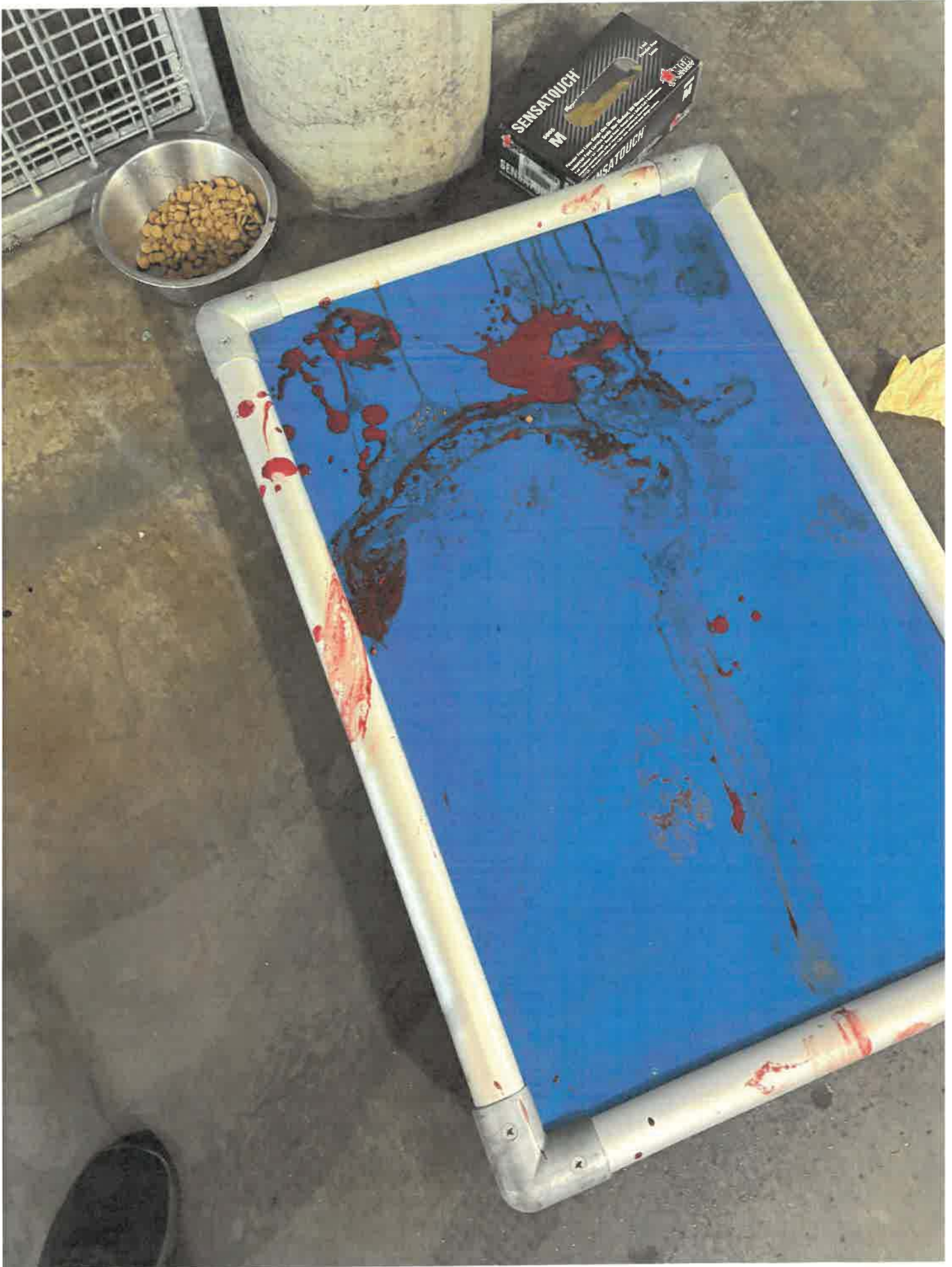
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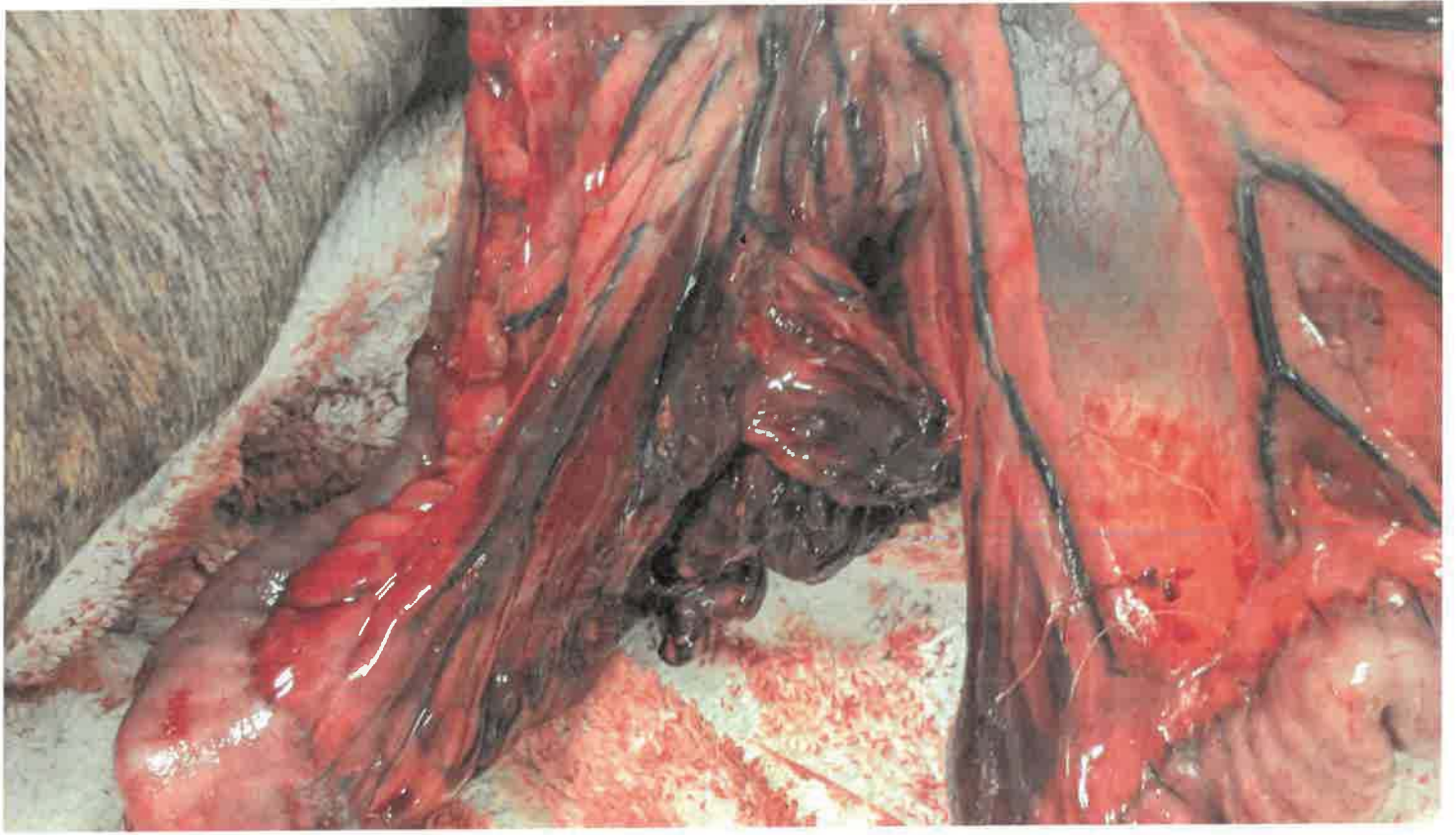










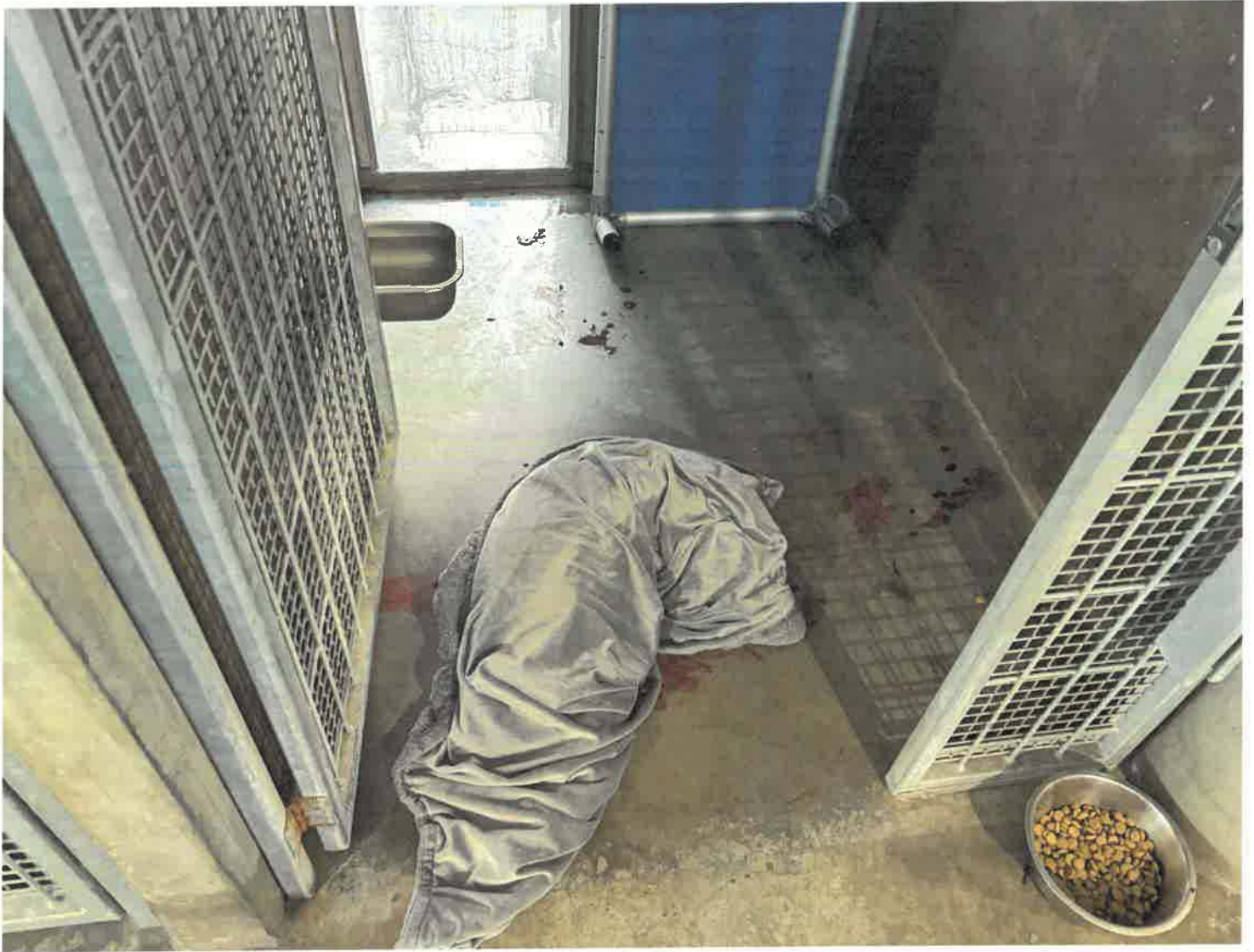




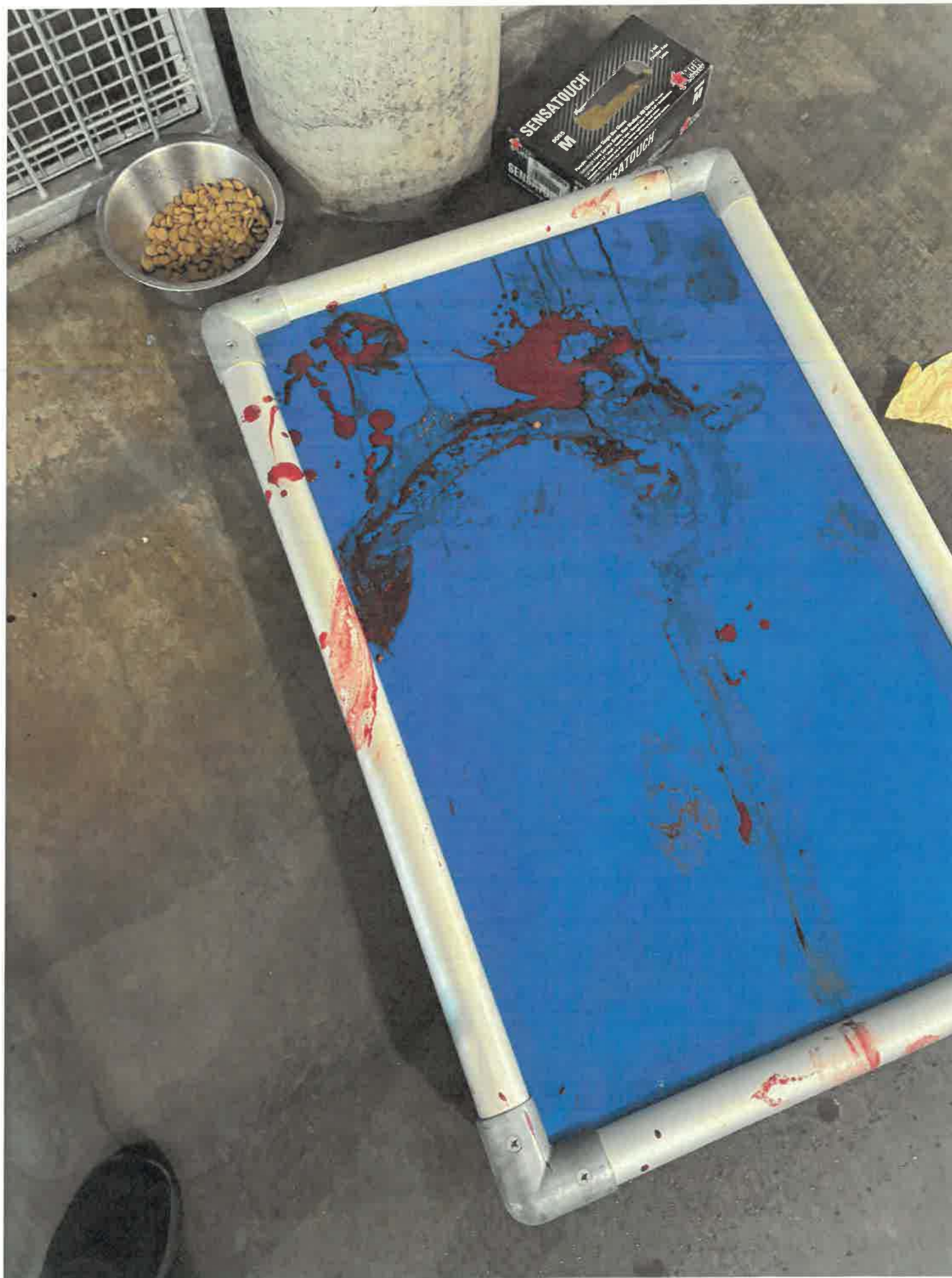




















Torrie Lee <torrie.lee@lacity.org>

Photos of poppy.

1 message

Jean Pierre Risso Avanzini <pierre.avanzini@lacity.org>

Fri, Aug 22, 2025 at 10:57 AM

To: Torrie Lee <torrie.lee@lacity.org>

Hi Torrie. Here are the pictures I took today in the morning.

5 attachments



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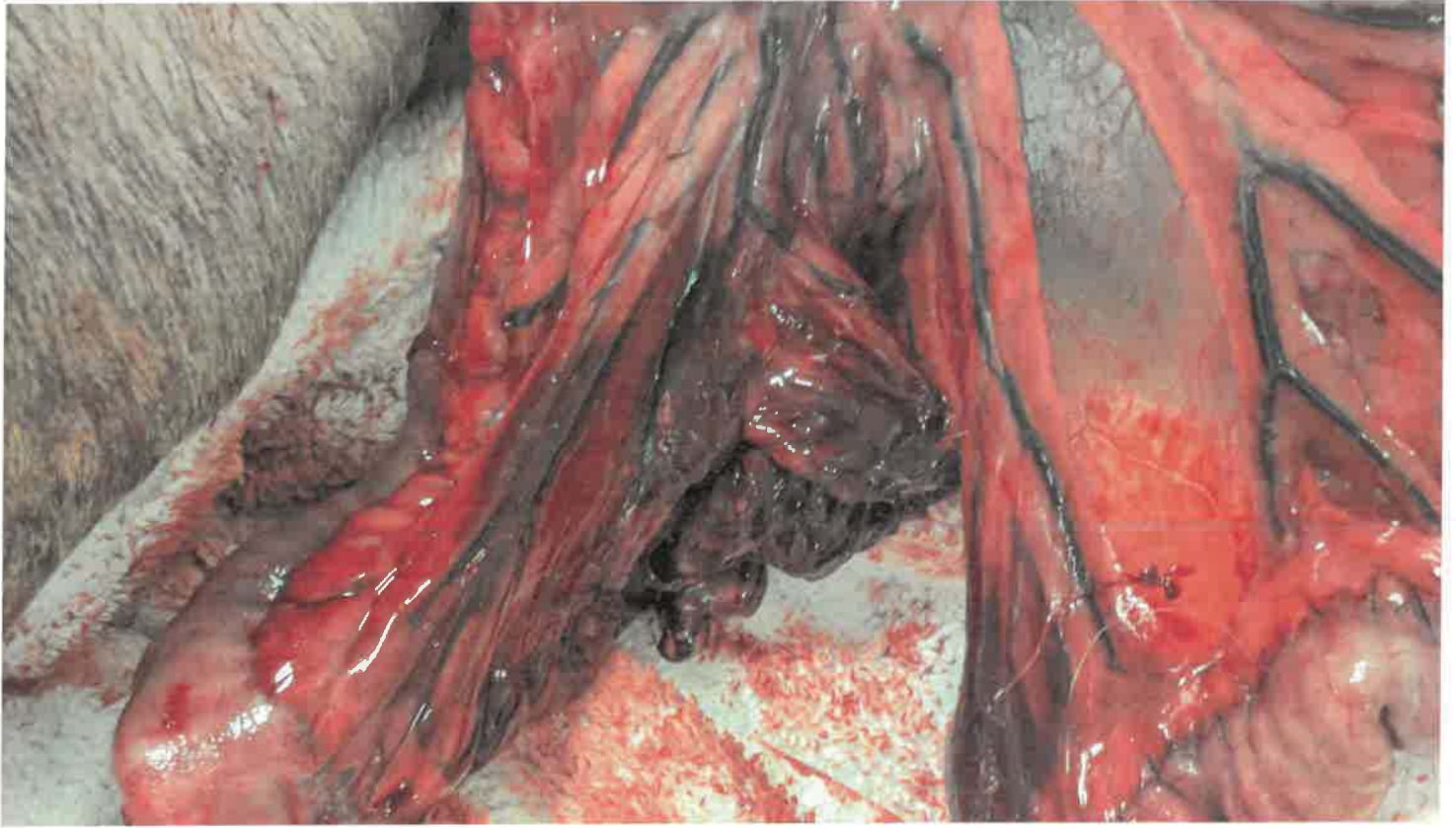
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**LOS ANGELES ANIMAL SERVICES
EMPLOYEE/NON-EMPLOYEE ACCIDENT/INCIDENT REPORT**

INJURED PERSON <input checked="" type="checkbox"/> EMPLOYEE (ID: <u>48321</u> CLASS: <u>ANIMAL CARE TECH SUPV</u>) <input type="checkbox"/> VOLUNTEER <input type="checkbox"/> PUBLIC	DISTRICT WVA
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INCIDENT TYPE
 TRAFFIC COLLISION BITE (ANIMAL ID: _____) NEAR MISS OTHER: Dog found bleeding from SX site in kennel

INJURED PERSON INFORMATION

NAME OF INJURED PERSON (LAST, FIRST) Shelter, Torrie	HOME ADDRESS 20655 PLUMMER ST, CHATSWORTH, CA 91311-5112	PHONE NUMBER [REDACTED]
GENDER IDENTITY FEMALE	DATE OF BIRTH 10/5/1975	IF MINOR, NAME OF PARENT OR GUARDIAN
		PHONE NUMBER

INCIDENT DETAILS

DATE 8/22/2025	TIME 07:45 AM	LOCATION WEST VALLEY ANIMAL SERV. CTR.	TRANSPORTED FOR MEDICAL <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
FIRST AID GIVEN BY (NAME) 	INJURY SEVERITY SEVERE		PHOTOS TAKEN <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
HOSPITAL/CLINIC/OFFICE INJURED TAKEN TO 	BODY PARTS INJURED Dogs Abdomen		

NATURE OF INJURIES (PLEASE BE SPECIFIC)
At approximately 7:30am a dog named Poppy A2210529 was found laying in a pool of blood and it was determined that her insides were hanging out from her surgery site where she had been spayed on 8/20/25 by Pet Orphans Fund

DETAILED DESCRIPTION OF INCIDENT
ACT Ana Rovang had completed the feeding that she started at approximately 6:30 and at approximately 7:30am she went to pick up bowls and discovered all of the blood in the kennel and noticed that her insides were hanging out. She immediately called me and while I rushed to the shelter as I was enroute, I called Dr Hockman to notify her of what was happening.

IMMEDIATE SUPERVISOR ON DUTY DURING INCIDENT

NAME (LAST, FIRST) Lee, Torrie	JOB CLASS ANIMAL CARE TECH SUPV	LOCATION DURING INCIDENT 20655 PLUMMER ST CHATSWORTH CA 91311
--	---	---

WITNESSES

NAME (LAST, FIRST)	ADDRESS	PHONE NUMBER	CITY EMPLOYMENT
a. Rovang, Ana		(818) 756-9466	EMPLOYEE
b. Anderson, Inez		(818) 756-9466	EMPLOYEE
c. Moreno, Michelle		(818) 756-9466	EMPLOYEE
d. Risso, Jean Pierre		(818) 756-9466	

RESPONSE TO INCIDENT

HOW ARE WE RESPONDING?
It was determined that the dog was unsustainable so Dr Hockman approved the humane euthanasia of Poppy A2210529

EMPLOYEE FILING REPORT

NAME (LAST, FIRST) LEE, TORRIE	JOB CLASS ANIMAL CARE TECH SUPV	SIGNATURE TL (Electronically Signed)	DATE 8/22/2025
--	---	--	--------------------------



Sarah Quintanilla <sarah.quintanilla@lacity.org>

Spay/Neuter Certificate

9 messages

PET ORPHANS OF SOUTHERN CALIFORNIA
[REDACTED]

Wed, Aug 20, 2025 at
12:38 PM

Reply-To: PET ORPHANS OF SOUTHERN CALIFORNIA [REDACTED]
To: sarah.quintanilla@lacity.org

Hello,

Please see the attached spay/neuter certificate for A2210529 Poppy. If you have any questions, please give us a call or respond to this message, and we will be happy to assist you.

All the best,
Kye - Lead Vet Clinic Receptionist
She/Her/Hers
Pet Orphans of Southern California
7720 Gloria Ave.
Van Nuys, CA 91406
Phone: 818-901-0190 (Ext. 35)
Fax: (818)-901-0011
Email: vetclinic@petorphans.org
Pet Orphans Website
Donate
Book Appointment
Facebook
YouTube
Twitter
Instagram
Tiktok

PET ORPHANS OF SOUTHERN CALIFORNIA
7720 Gloria Ave
Van Nuys, CA 91406-1819
United States
(818) 901-0190
vetclinic@petorphans.org

CERTIFICATE OF SPAY OR NEUTER

OWNER OF ANIMAL

West Valley LAAS

20655 Plummer St
Chatsworth, CA 91311

(818) 756-9323

This is to certify...

THAT I SPAYED OR NEUTERED THE ANIMAL DESCRIBED BELOW ON Wednesday, August 20, 2025

PATIENT: A2210529 Poppy AGE: 2 years

SPECIES: CANINE (Dog) WEIGHT: 52 LBS

SEX: F

Color and markings: White & Brown

Microchip:

Signed Matthew Stanman, D.V.M.

A handwritten signature in black ink, appearing to read 'Matthew Stanman', with a horizontal line extending from the left side.

License: 16392



Sarah Quintanilla <sarah.quintanilla@lacity.org>

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 IMG_0702.jpeg

 IMG_0703.jpeg

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 IMG_9250.jpeg

 IMG_9251.jpeg

kindest Regards,

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