

Chippewa County Humane Association, Inc. Announces Corrective Actions Following State Inspection

Chippewa Falls, Wisconsin – [8/14/2026] – The Chippewa County Humane Association (CHA) is sharing the findings of a recent inspection and investigation conducted by the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) with our community.

Transparency is an important part of how we operate, and we believe it is important to share with our supporters what is happening at CHA and the steps we are taking to address the concerns identified.

Following a complaint received by DATCP, the department conducted an inspection and investigation of CHA in August 2026. **The inspection found CHA compliant in numerous areas of animal care and shelter operations, including food and water, exercise, dog grouping and separation, behavior and socialization, housing, cleaning and sanitation, transportation and other regulatory requirements.**

The investigation did, however, identify two areas requiring corrective action: **veterinary care and temperature control within the shelter's main kennel building.** CHA takes these findings seriously and is already working on both immediate and long-term solutions.

Commitment to Improved Veterinary Care

The inspection included a finding related to the timeliness of veterinary care provided to a dog in CHA's care who became seriously ill and was ultimately euthanized.

We are deeply saddened by the loss of this animal and recognize that this situation highlighted the need for clearer procedures surrounding urgent medical concerns and emergency veterinary intervention. While CHA is a small shelter operating with limited resources, we understand that our responsibility is to provide the best possible care to every animal entrusted to us.

As a result of the investigation, CHA is reviewing and strengthening its medical protocols to ensure staff have clear guidance on when veterinary care must be sought and that concerns about an animal's health are promptly communicated to a licensed veterinarian. Additional staff training and improved communication procedures will be part of this process.

Addressing Temperature Control

The inspection also identified concerns with temperature control in the shelter's main kennel building during periods of extreme heat. The current system is not sufficient to consistently maintain appropriate temperatures during high-heat events.

CHA recognizes that this requires a long-term solution, and **plans are already underway to address the temperature-control challenges within the kennel building.**

As some of our supporters may know, our facility was built 21 years ago, when weather patterns and summer temperatures were very different. The dog kennel wing does not have a forced-air cooling system, creating significant challenges during periods of extreme heat. Although we have made changes through the years to address the air flow and ventilation in the dog kennels, we recognize that it was not enough to keep up with this summer's unseasonably high temperatures.

Our Board of Directors is moving quickly to address these concerns and is actively working on facility improvements that will provide a more appropriate environment for the animals in our care.

While these improvements are being planned and completed, CHA is also reviewing its extreme-weather procedures and identifying additional ways to protect animals during periods of excessive heat. This includes relocating vulnerable animals to cooler areas of the facility, utilizing foster homes and other available spaces, and making use of additional resources when necessary.

We are also grateful to the **Eau Claire Community Humane Association**, which has offered to assist CHA with housing animals when needed while facility improvements are underway. This partnership will provide an important additional resource as we work through this process.

Moving Forward

CHA views this inspection as an opportunity to strengthen our organization and improve the care we provide.

We are actively reviewing our policies, procedures, staff training and facility needs. Our leadership team and Board of Directors are working on both immediate corrective measures and longer-term improvements to ensure that our shelter provides the safest and most appropriate environment possible for the animals in our care.

It is important to emphasize that the findings were limited to the two areas outlined above. The inspection found CHA compliant in numerous other areas of animal care and shelter operations, including food and water, exercise, dog grouping and separation, behavior and socialization, housing requirements, cleaning and sanitation, transportation and other requirements.

“We take our responsibility to the animals in our care very seriously,” said **CHA’s Board President, speaking on behalf of the Board of Directors**. “We acknowledge the areas identified through this inspection and are committed to making the necessary improvements. We are already working on solutions, and our focus moving forward is on improving our facility, strengthening our procedures and ensuring the best possible care for every animal who comes through our doors.”

The Chippewa County Humane Association appreciates the continued support and trust of our community. We remain committed to transparency, accountability and continuous improvement as we work through the corrective process with DATCP.

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About the Chippewa County Humane Association

The Chippewa County Humane Association is committed to providing compassionate care, shelter and advocacy for animals in need while working to strengthen the human-animal bond within our community.

For questions or comments, please contact board@chippewahumane.org