



Animal Care's Purpose



Ensure the humane treatment of animals covered by the Animal Welfare Act, eliminate soring and promote fair competition at events covered by the Horse Protection Act, and provide national leadership on the safety and well-being of pets and other animals during disasters.

WHAT WE EXPECT FROM OURSELVES

- Honesty
- Integrity
- Commitment
- Accountability
- Reliability
- Responsible Stewardship

HOW WE ACHIEVE OUR PURPOSE

We **engage people** and **ensure the humane treatment of animals** by:

- Building relationships with and services for the regulated community, partners, and stakeholders
- Working collaboratively within Animal Care and USDA to promote the efficiency, effectiveness, and integrity of our program

WE DO THIS BY PROVIDING:



Excellent customer service, including timely review of applications; responsive and courteous handling of customer inquiries and complaints; and fair and equitable inspections and review of appeals of inspection findings, public complaints and other alleged violations, and comments on rulemakings.



Quality inspections and guidance to support the regulated community in understanding the regulatory requirements, gaining an accurate picture of their compliance status, and working through compliance issues to ensure humane animal care and use.



Learning opportunities to support humane animal care and use, including practical tips and aids, webinars, symposia, presentations at conferences and meetings, stakeholder messages, and science-based research.



Assistance for regulated facilities seeking personalized help with compliance challenges and for people and animals in disasters.