

Transparency Could Have Prevented Lumi's Death

Consumers currently cannot access PACFA complaints, warnings, or enforcement history before choosing a pet care provider.

Lumi's Story

I hired a dog trainer/boarder listed on the American Kennel Club website. His business was active with the Colorado Secretary of State. He had referrals from other pet owners.

I believed I had done my due diligence to protect my dog, Lumi.

On December 23, 2024, while my family was overseas, my 4-year-old Pomeranian, Lumi, was killed while under the care of that sitter.

Only after her death did I learn about the Pet Animal Care and Facilities Act (PACFA). The sitter had been warned in 2021, that he needed a license. Despite that warning, he continued operating without one.

As a consumer, I had no way of knowing this.



Lumi 2020 - 2024

Warning Signs Were Reported

Complaints had already described unsafe conditions:

"Multiple close calls with dog fights"
"Too many dogs with one person supervising"
"Mixing small dogs, puppies, and intact animals"
"Not understanding when to break up dangerous behavior"
"Tragedy waiting to happen"

These warning signs were not visible to the public.

Why This Matters

- Consumers cannot make informed decisions without access to this information
- Risks can exist before harm occurs, but remain hidden
- Once harm occurs, accountability is often limited

Prevention depends on transparency

Requested Amendments to PACFA

1. Public Transparency

- Public access to complaints, violations, and disciplinary actions, without requiring formal records requests
- Centralized, searchable system for consumers

2. Consumer Awareness

Post PACFA info at:

- Veterinary clinics
- Pet adoption centers
- Boarding, grooming & training facilities
- Food and supply stores
- Help owners verify providers and file complaints

3. License Disclosure

Display PACFA license number on:

- Websites and social media
- Invoices and service agreements
- Physical locations

If this information had been visible, I would have made a different choice. **Lumi would be alive today.**
If PACFA is continued, it must also be improved.