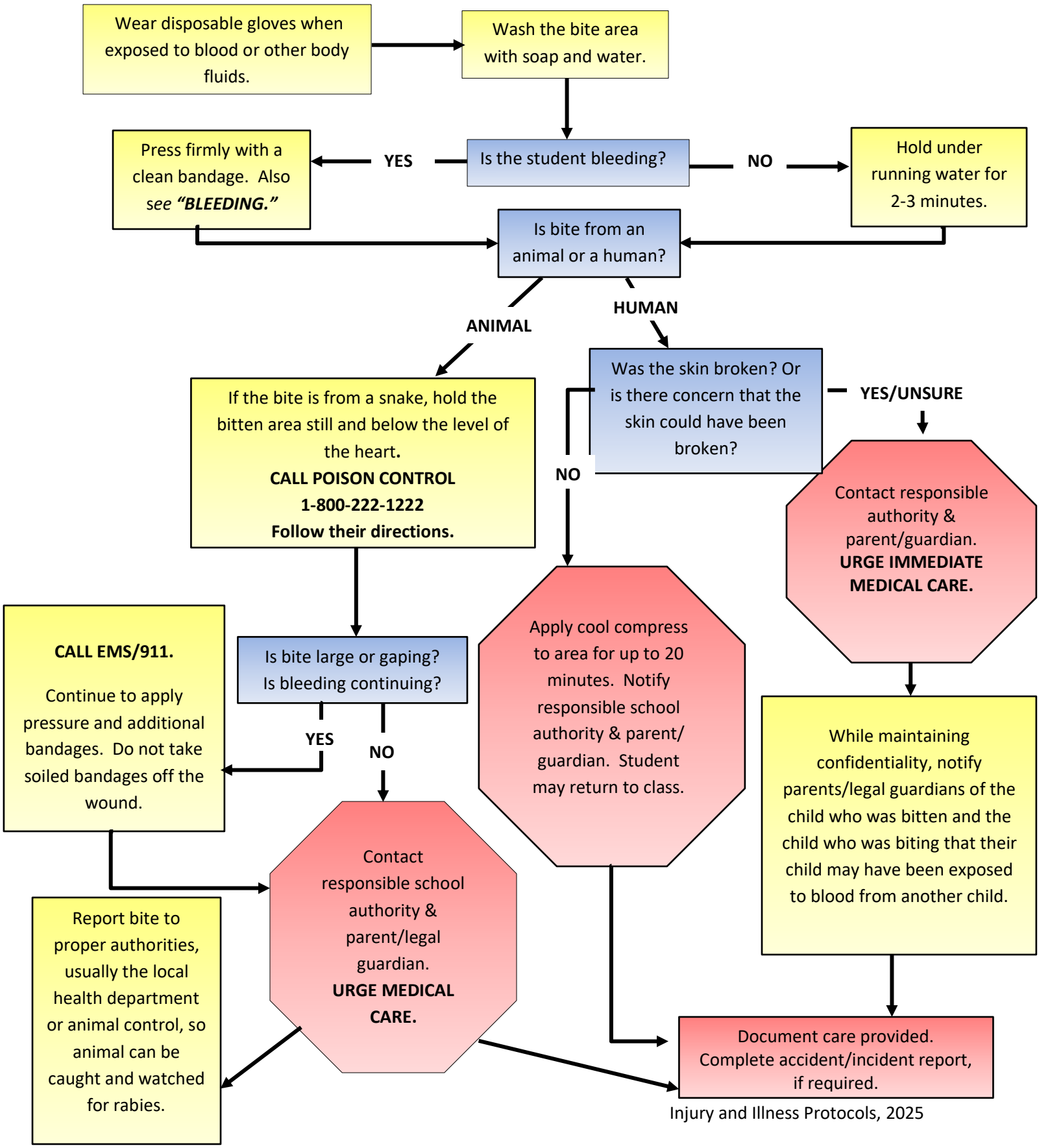BITES (HUMAN & ANIMAL)