

Lisa Clausen

From: Public Council Inbox
Sent: Tuesday, December 28, 2010 8:36 AM
To: 'Jeananne Teskar-Burcham'
Subject: RE: Dr. Kasper/Animal Control

Thank you for your message to the Burien City Council. It will be included in the Correspondence for the Record for an upcoming Council meeting.

L. Clausen
Burien City Manager's Office

From: Jeananne Teskar-Burcham [<mailto:jeananne@gramsgiftcloset.com>]
Sent: Monday, December 27, 2010 11:48 AM
To: Mike Martin; Public Council Inbox
Subject: Dr. Kasper/Animal Control

Mr. Martin and Members of the Burien City Council -

I would like to report the extreme unprofessional behavior of Dr. Kasper who is contracted to handle the City of Burien animal control issues.

Sadly on Christmas day my treasured dog bit my husband - this is a sudden change of behavior for her. Understanding canine behavior and being the holiday we isolated the dog and called the animal control number listed on the City of Burien web site. As it was Christmas we did not expect a call that day but were surprised that no hours were listed for the holiday.

On December 26th, we again called the animal control number seeking assistance as we had not heard from Dr. Kasper. Please understand this is an extremely frustrating and emotional situation. Having heard nothing by mid-afternoon my husband and I made the choice to take the dog to the Kent Animal shelter to seek help and direction.

The staff at the Kent Shelter, especially Sergeant Eykel, were understanding and helpful in dealing with our frustration. Unfortunately, being from Burien they could not directly assist us to surrender my dog and directed us to call Dr. Kasper. I shared that we were at the Kent shelter because I had called Dr. Kasper, twice, and had not received a response.

Sensing the heightened emotions of the day Sergeant Eykel shared that she was aware PJ's Pet Ranch was providing shelter services for Burien and offered to call them for direction and assistance. Her dealings with the person answering the phone were polite and cordial and she asked what the next steps were since we were unable to reach Dr. Kasper and asked if there was a way for the staff at PJ's Pet Ranch contact Dr. Kasper directly on our behalf.

Unfortunately, PJ's Pet Ranch is unable to take animals directly under our circumstances. As we waited to hear from Dr. Kasper to return the call to the shelter Sergeant Eykel provided us with an abundance of information and completed the required Public Health dog bite paperwork with us. Again, her assistance and understanding during this situation was commendable.

Dr. Kasper called the shelter while we were completing the dog bite paperwork - I was appalled by Dr. Kasper's comments and volume. She was as unprofessional an individual as I have ever experienced. I felt embarrassed for Dr. Kasper as a representative of Burien. As a resident of Burien I actually found myself apologizing on Dr. Kasper's behalf and I was the person originally in distress.

Adding insult to all of this; as of this morning I still have not heard from Dr. Kasper - I would have hoped there would have been a courtesy call by this time.

We have quarantined our dog at home per the Public Health instructions provided by Sergeant Eykel and will be working with our personal veterinarian.

CFTR: 01/03/11

Jeannine Tescar-Bucham

GGC embroidery 

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