

Lisa Clausen

From: Public Council Inbox
Sent: Friday, July 22, 2011 11:32 AM
To: 'Highline Veterinary'
Subject: RE: CARES policy

Thank you for copying the Burien City Council on your message. It will be provided to the appropriate staff and included in the Correspondence for the Record for an upcoming Council meeting.

L. Clausen
City Manager's Office

From: Highline Veterinary [<mailto:hvhospital@hotmail.com>]
Sent: Wednesday, July 20, 2011 3:25 PM
To: debralgeorge@aol.com; buriencares@gmail.com
Cc: Public Council Inbox
Subject: CARES policy

Dear Ms. George,

Thank you for calling me this afternoon. I appreciate that you are still getting things "up and running". I sincerely hope you manage to come up with a system that works. I think CARES needs to address the fact that now that King County Animal Control is not involved with the City of Burien regarding animal care and control, it lies squarely on the shoulders of CARES. You **are** the "proper authorities" that Burien residents need to report animal abuse, neglect and injury to. The Burien Police department is not responsible for that, CARES is. I can provide you with some information regarding what KCAC did for us, so that you can use it to model your own Animal Care and Control if you wish.

If KCAC responded to a call for a sick or injured animal, they would pick it up, and then contact a veterinarian in the area to see if they were available to look at the animal. Once the animal was evaluated, the KCAC officer would determine whether or not it should stay with the veterinarian for further care. **IF** that was deemed necessary, then KCAC would allow for a certain monetary level of treatment to be administered to said animal. In the meantime, of course, the owner of the animal was sought. The animal was put into their "Found" system, in case the owner was looking for it. However, if the owner could not be found, and the animal recovered from illness or injury, it was put up for adoption. I do not know how long they kept animals before euthanizing, but it wasn't just a few days. The veterinary hospital was paid for services, but certainly not at full price. Mainly it would cover the cost of materials and medications used.

If we received a stray animal with no identification, we would notify KCAC with that information, so that it was in their system should the owner inquire with them about a lost pet. **IF** we had the room, we would hold the animal here. Unfortunately, we would be required to hold it a full 30 days before we could adopt that animal out, and as you can imagine, that wasn't always feasible for us. So, if we needed to, we would call KCAC and they would pick up the animal and house it at the Kent shelter. There was only a 3 day holding period there before the animal could be adopted out.

KCAC provided Burien with much needed animal care and control. The City of Burien needs to provide the same level of care and control. Unfortunately, given the reduced budget and manpower, I fear that need will not be met. I **strongly** urge you to build a good relationship with all of the veterinary hospitals in Burien, because if you do not communicate with them, you will find yourself without veterinary care for the stray pet population. You mentioned CARES is contracting with South Seattle Veterinary Hospital, and that is where we will be referring all future sick or injured strays. Healthy strays will be directed to the CARES office on 143rd.

Please let me know if I can provide any other information or suggestions. Again, I do appreciate you finally getting back to me.

Best of luck!
Roxane Jackson, DVM

CFTR: 08/01/11

Highline Veterinary Hospital
206-243-2900

Lisa Clausen

From: Public Council Inbox
Sent: Wednesday, July 20, 2011 1:02 PM
To: 'Highline Veterinary'; Public Council Inbox; debralgeorge@aol.com; buriencares@gmail.com
Subject: RE: CARES animal control policy

Thank you for writing to the Burien City Council. Your message will be forwarded to the appropriate staff and included in the Correspondence for the Record for a future Council meeting.

L. Clausen
City Manager's Office

From: Highline Veterinary [mailto:hvhospital@hotmail.com]
Sent: Wednesday, July 20, 2011 11:21 AM
To: Public Council Inbox; debralgeorge@aol.com; buriencares@gmail.com
Subject: CARES animal control policy

Good Morning

I am forwarding this string of emails I have sent to the Burien Animal Control, in the hopes that someone will PLEASE respond with some information. I have left several voicemails and emails that have gone unanswered as of yet. I'm not looking for anything but some simple answers, and the fact that no one has returned my calls or emails has become increasingly frustrating. I would really appreciate some communication from someone from Burien City Council or Burien CARES, at least to acknowledge that you have received my calls and emails.

Thank you for your time.

Roxane Jackson, DVM
Highline Veterinary Hospital
206-243-2900

From: hvhospital@hotmail.com
To: buriencares@gmail.com; debralgeorge@aol.com
Subject: FW: CARES policy
Date: Tue, 19 Jul 2011 20:05:54 +0000

Hello, I am forwarding the following email in the hopes that SOMEONE will eventually respond to the phone messages and emails we have left for CARES. In addition to the concerns addressed in the following email, we also called Burien Police this morning to ask about after hours emergency calls regarding sick or injured animals. Their response as to what to do with the animals? "We aren't sure, as Burien Animal Control hasn't been clear with us on what to do." Just thought you all might want to get on the same page.

I sincerely appreciate the work you are doing for animal care in Burien. I am just frustrated to the point of tears that no one from CARES has bothered to return phone calls or emails to address our questions. After dealing with a dog that was hit by a car on Friday and brought in by a Good Samaritan, and then dealing with the very rude owner on Monday morning that spewed obscenities at me and my employees and left without paying for any medical care I provided, you can probably imagine I have a bad taste in my mouth about dealing with strays that are presented to me. I don't need the headaches. I would rather not report those animals and deal with them myself if that is what is in store for me. The CARES website states that you are contracting with Burien veterinarians. Could you please provide the information on who that might be so that we can refer sick or injured strays to them. It also states that CARES is available 24/7. This is at least my 5th attempt via phone messages or emails, with not one returned phone call or email to date. Is there a phone number available where someone will actually answer and be available to provide information?

I don't want to sound ungrateful for what you are providing Burien. I don't envy your job in the least. I would simply

appreciate some solid information on the concerns I have.

Thank you for your time!

Roxane Jackson, DVM
Highline Veterinary Hospital
206-243-2900

From: hvhospital@hotmail.com
To: debralgeorge@aol.com
Subject: CARES policy
Date: Mon, 18 Jul 2011 23:36:21 +0000

Good afternoon, Ms. George.

I found your email address when researching Burien Animal Control online. I realize you have a daunting task regarding Burien Animal Control. I have read many comments online from frustrated Burien citizens. Our clients as well as clients from other veterinary hospitals in the area are frustrated. So, if possible, could you please supply us with some pertinent information. Again, I know you have a hard job, and I just want clarification on several things:

1. To whom or where do we refer Burien residents that bring us sick or injured strays? When someone walks in our door with a dog that has just been hit by a car, I can stabilize the dog, but if no owner is known, and the good Samaritan walks out the door, who do we turn the dog over to? I called BAC and left a message, and emailed, but have yet to get a reply. Is there someone that will respond right away, rather than "getting back to us" when and if the messages we leave are retrieved?
2. Where are we supposed to take abandoned kittens? Two weeks ago, someone left 2 boxes containing 12 kittens on our back doorstep, on a Sunday, when we are closed. The kittens escaped the boxes, and a concerned citizen that saw them called Burien Police. The police showed up and helped capture the kittens just as my employee showed up for her shift. They handed her all the kittens, and told her to deal with them. I was under the assumption Burien Police was working in conjunction with BAC. I vaccinated and dewormed the 12 kittens and found homes for them after not getting a return call from Burien Animal control.
3. Do you have an office and a phone number that is answered during business hours? Every attempt we have made to contact BAC has resulted in a voice message. Our phone calls have not been returned.

Again, I understand you are just taking over for BAC and believe me, I know what a big job that is. I know most people don't understand how huge the task is that you are undertaking. It can be a very thankless job and I know you will and have received negative feedback. If I could operate as a shelter, I would. However, I do not get funds to treat and house countless strays. I certainly do what I can, when I can. While I do not agree with the city of Burien ending their relationship with King County Animal Control, I would hope that the program they have replaced it with will run smoothly. So if you could please help us out with any information, I would greatly appreciate it. Every other veterinary clinic we called in Burien seems to have the same frustrations as I do.

Sincerely,

Roxane Jackson, DVM
Highline Veterinary Hospital