

January 7, 2020

FOI No: 2019-49

VIA E-MAIL – Redacted

Redacted

Dear Redacted

Re: Request for Records
Freedom of Information and Protection of Privacy Act

The City of White Rock has processed your request for access to the following records pursuant to the *Freedom of Information and Protection of Privacy Act (the Act)*:

- *the witness statement, and any other documents regarding the alleged dog biting incident that occurred at 1526 George Street on or about February 14, 2019.*

Access to these records is available. However, some of the records contain information that is excepted from disclosure under the Act. I have severed the excepted information so that I could disclose to you the remaining information as attached.

The severed information is excepted from disclosure under section 22 of the Act. Severing is necessary in order to avoid disclosing any third-party personal information without permission.

Corporate Administration
P: 604.541.2212 | F: 604.541.9348

City of White Rock
15322 Buena Vista Avenue, White Rock BC, Canada V4B 1Y6

WHITE ROCK
City by the Sea!

www.whiterockcity.ca

Please contact our office if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "K Overton", with a long, sweeping horizontal line extending to the right.

Ken Overton
Manager, Property, Risk Management, and FOI
604-541-2104

Att.

If you believe that the City of White Rock has been unreasonable in its handling of your request, you may ask the Information and Privacy Commissioner to review our response. You have 30 days from receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner
3rd Floor, 756 Fort Street
Victoria BC V8W 1H2

Should you decide to request a review, please provide the Commissioner's office with:

1. your name, address and telephone number;
2. a copy of this letter;
3. a copy of your original request sent to the City of White Rock; and
4. the reasons or grounds upon which you are requesting the review.

If this Bylaw Enforcement Complaint Form is not filled out in its entirety, then this complaint will not be enforced.
To input your answers, please fill out the empty boxes on the right hand side of this form.

Complainant - Full Name	Redacted S. 22
Complainant - Civic Address	
Complainant - Contact Info Main & Cell Phone Number	
Complainant - Contact Info E-Mail Address	

Location of Complaint(s) (e.g. Civic Address)	101-1526 George St White Rock V4B 4A5	Redacted S. 22
Time of Complaint(s) (Time of Day, Day, Month, Year)	3 pm Feb 12, 2019	

Redacted S. 22 has been complaining of noise from her upstairs neighbours. I (**S. 22**) offered to go & listen, as I am on Strata Council. Her 2 dogs rushed at me, as soon as she opened her door, barking loudly & the one dog bit my leg, left leg, below the knee, and broke the skin. She insisted that it only scratched me. I was bleeding. I wanted to know if she had a rabies vaccination card. She said no, that her vet had the copy. I insisted & she did find her copy. I went to my doctor's was put on an antibiotic for 7 days. When it did not heal properly, I had to return to the doctor & he lanced the wound. I have a scar. / Her dogs are both very aggressive & bark non-stop. She does nothing to control them. Three other people in my building have been bitten but their skin was not broken. We, as owners and Strata Council are very upset with the non-stop barking. We can not enter our building or pick up our mail without her dogs responding.

If the submitted complaint is valid and related to a City bylaw, a file will be created and assigned to a Bylaw Enforcement Officer.

Thank you for expressing your concerns. You can attach and submit a completed copy of this form directly to Bylaw Enforcement at bylaw@whiterockcity.ca, or in person at City Hall. You can also contact Bylaw Enforcement directly at 604-541-2146.

From: Redacted S. 22
To: [Sandeep Dhillon](#)
Subject: Fw: Reply to Notice of Complaint
Date: Wednesday, March 20, 2019 7:01:06 AM

Good morning Sandeep,

I wish you a good morning. Would you kindly pass this email to Harmel as well. This is my response to Blueprint Strata regarding the fake dog bite complaint. It explains my version of the incident clearly.

I will come by City Hall this afternoon to pay for my dog licenses which expired with the vaccination documents from the vet.

Have a lovely day.

Thank you,

Redacted S. 22

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Tuesday, March 5, 2019, 7:39 PM, **Redacted S. 22** wrote:

Hi **Redacted S. 22**

In addition to my response below I would like to say that **s. 22** is very well aware of my dogs behaviour and it is no surprise to him that they get excited and may jump up on a persons legs. **s. 22** has known these dogs for three years. He's interacted with them hundreds of times. He was very well aware of what to expect from them when he "VOLUNTEERED" to come into my unit knowing I have the dogs and their behaviour.

The only reason why I invited **s. 22** to come into my unit to investigate the sound was because I was instructed to do so by you otherwise I would not have invited him in.

Thank you.

Redacted S. 22

[Sent from Yahoo Mail for iPhone](#)

On Tuesday, March 5, 2019, 6:46 PM, **Redacted S. 22** wrote:

Hi **Redacted S. 22**

This is my response to the complaint.

1) Alleged Dog Bite - My dog Chewy did not bite **s. 22**. **s. 22** came to my unit and I was holding one dog in my arms. **s. 22** was wearing short pants and Chewy as he does with all visitors was excited and jumped up on **s. 22**'s legs just to say hello and to get his attention. Chewy is the really sweet and friendly. The dogs the same thing to me when I come home to greet me, and then they go sit down to receive a treat. It was not an attack as **s. 22** is describing. He is exaggerating and overreacting. Chewy had a dog grooming appointment that afternoon but it was cancelled because of the snow. His nails were a little long so all that happened was he scratched him.

I examined **s. 22**'s leg and he had several cuts and bruises. My dog did not puncture his skin. I looked at **s. 22**'s leg and rubbed it to see. There was a white mark from the scratch. If the skin was broken I would have disinfected it immediately. I asked **s. 22** if he was ok and he told me he was fine and everything was ok. I was completely surprised when **s. 22** called me over an hour later. His attitude towards me changed and he was demanding that I show him the rabies vaccination forms which I did.

When **s. 22** came to my unit a second time to see the vaccination forms he was overly excited and blowing everything out of proportion. I was so surprised. He was nice when he left and there was no problem. His wife who was hiding in the hallway had to ask him to calm down when she decided to reveal herself. I asked to look at the apparent "puncture" that was covered by the bandaid. The original white scratch was clearly agitated from **s. 22** rubbing it. **s. 22** was in my unit for a good 15 minutes. If his skin was punctured we would have seen the bleeding or redness on his skin. I checked **s. 22**'s leg before he left and he had no redness and no bleeding, and he said he was fine.

s. 22 always walks around with shorts on. He is the maintenance man and is always getting little scratches and cuts. I saw previous injuries on his legs. There was no broken skin when **s. 22** left my unit. If the skin was broken it was because he did it himself from rubbing and scratching it.

My father spoke to **s. 22** over the phone that afternoon and **s. 22** apologized to my father for getting overly excited and when my dad asked **s. 22** if he'd be filing a complaint **s. 22** said that he was not going to and everything was good between us. I asked my dad to call **s. 22** because after his reaction I was worried. **s. 22**'s daughters dog nips at people so I'm completely dumbfounded that he

would create an issue about this. His daughters dogs bark and nip at me but I just laugh. I've never created a big deal when the dog Nico nipped at me once when I tried petting him.

My dog Chewy the black one is super friendly. He does not have a history of biting. He licks and kisses but he's never bitten. I was holding Vladimir my other dog. They've jumped on **s. 22** before and **s. 22** never responded this way. Just before **s. 22** came to my unit the restoration guy was playing with both my dogs. I'm honestly surprised that **s. 22** is reacting the way he. He's always been good with me and my dogs in the past.

I feel like **s. 22** is siding with **Redacted S. 22**. **s. 22** is filing the complaint now because he was asked to as a retaliation against me. I'm being bullied and harassed by the Strata Council who are abusing their power.

My response to the other claim about me allegedly making banging noises. They are lying. They are making false accusations against me as they threatened to do. It's so childish.

For the past two mornings I'm waking up to the people upstairs stomping and kicking the floor directly above my unit on purpose resulting in me waking up in a stressful panicked state. They are triggering my PTSD and my hurting my health intentionally. They know how to abuse and work the system and they are council. I'm being harassed and tortured by **Redacted S. 22** and I hear them laughing when they are creating this disturbance on purpose. They are creating the disturbances upstairs that's so loud and obnoxious on purpose because they want me to react. They are trying to trap me. This is slander to falsely accuse people of doing things they are not.

Redacted S. 22

[Sent from Yahoo Mail for iPhone](#)

From: Redacted S. 22
To: [Sandeep Dhillon](#)
Subject: CBJ Restoration- Witness Contact Information
Date: Wednesday, March 20, 2019 2:28:36 PM

Hello Sandeep, and Harmel,

Per our conversation I have provided the contact information below for the trades person who was present that day when **s. 22** falsely accused my dog Chewy of biting him.

Contact Name - **Redacted S. 22**
Phone number: [REDACTED]

Thank you both again for all that you have done. It honestly means the world to me. I know it's not part of your job description and you did it out of courtesy. I think you guys stepping in has made a difference, and thank you for educating me teaching me about the proper channels.

I will stop by with some gratitude presents within the next couple of days to show how much I appreciate your time and help. Thank you so much

Have a lovely rest of day :)

Cheers,
Redacted S. 22

[Sent from Yahoo Mail for iPhone](#)

Dr. Milan Hainc Inc.

Dr. Milan Hainc
#3-1767 152nd Street
White Rock, B. C., V4A 4N3
(604)536 – 7800

Dr. M. Hainc

TO WHOM IT MAY CONCERN,

March 20, 2019

Regarding: **Redacted S. 22**

DOB: **Redacted S. 22**

I have been **Redacted S. 22** family physician for over ten years.

Redacted S. 22 lives in a White Rock Condominium where he functions as a maintenance man. Several weeks ago, a tenant called **s. 22** to come into their unit to investigate an offending pipe noise.

When **s. 22** was allowed to enter the unit, a small aggressive dog ran at him and bit him on the left lateral calf avulsing about a 1cm flap of skin and there was a visible tooth puncture.

I disinfected the wound however, it eventually became infected requiring an oral antibiotic. Over the next two weeks the wound healed satisfactory but left a sensitive 1cm scar.

Redacted S. 22 was given a tetanus injection, a rabies vaccination was not necessary.

Sincerely,



Dr. Milan Hainc M.D.

RECEIVED

MAR 22 2019

CITY OF WHITE ROCK
DEVELOPMENT SERVICES

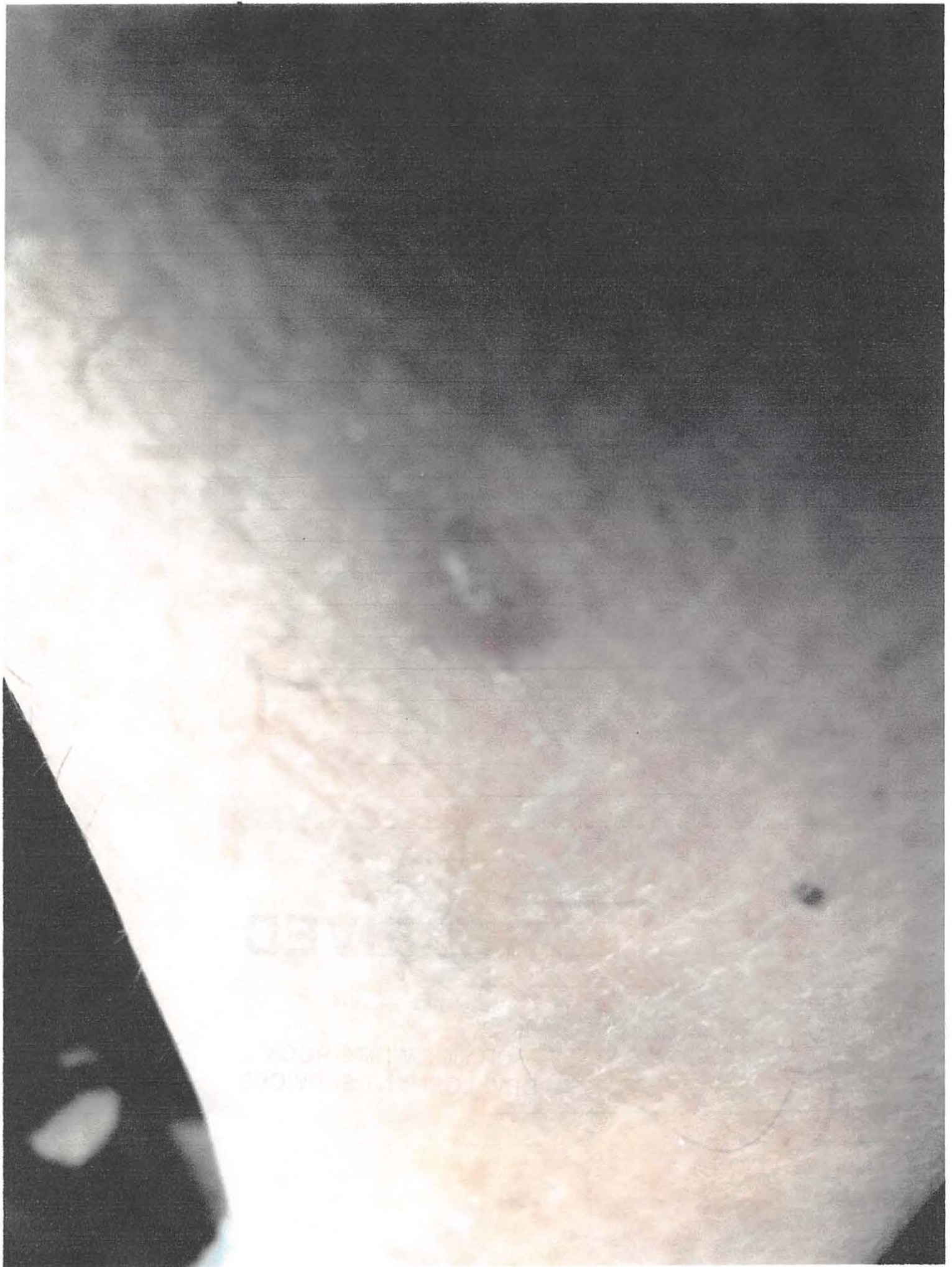


B2. 17. 2019

RECEIVED

MAR 22 2019

CITY OF WHITE ROCK
DEVELOPMENT SERVICES



MARCH 15 2019

RECEIVED

MAR 22 2019

CITY OF WHITE ROCK
DEVELOPMENT SERVICES

WITNESS

①

s. 22

FROM RESTORATION SERVICES

PHONE

Redacted S. 22

②

Redacted S. 22

PHONE

Redacted S. 22

CELL

Redacted S. 22

③

Redacted S. 22

PHONE

Redacted S. 22

Redacted S. 22

RECEIVED

MAR 22 2019

CITY OF WHITE ROCK
DEVELOPMENT SERVICES

Warning

Delivered by Hand

March 26, 2019

Redacted S. 22

#101-1526 George Street
White Rock, BC, V4B 4A5

Dear **Redacted S. 22**

RE: Dog Incident at #101-1526 George Street

This letter is to advise, after reviewing all relevant information regarding the incident that occurred on February 12, 2019, the City of White Rock ("the City") will not be classifying your dog as an aggressive dog.

Please be advised that the City's interest is the protection of the public and any complaints regarding attacks and/or possible aggressive behavior from pets must be taken seriously.

Should the City receive further complaints alleging your dog was involved in an incident in which it displayed any sort of aggressive behavior, the City may be deeming your dog aggressive in accordance with the Animal Control and Licensing Bylaw, 2012, No. 1959 ("the Bylaw")

Once a dog has been classified as an aggressive dog, there are conditions that an owner must follow in regards to how the dog is to be controlled on and off the property. There is also an increase to the license fee for a dog classified as aggressive and significant fines if the conditions set out by the bylaw are not being adhered to.

Should you have any questions or concerns, you may contact the Bylaw Department at (604)541-2146.

Regards,

Sandeep Dhillon
Senior Bylaw Enforcement Officer
Bylaw Enforcement Division

REQUEST FOR SERVICE DETAIL

Workgroup ~BYLAW **Class** ANIMAL CONTROL
Call 33307 Mar 18, 2019 9:58 AM **Problem** DOG BITE - HUMAN
Status COMPLETED Mar 27, 2019 9:42 AM **Priority** NORMAL **Reference** DOG ATTACK
Follow up NO **Internal** NO **Bring Forward** Mar 19, 2019 **Repeat**

Location	Requestor
OWNER -s. 22 /DOG - CHEWY 1500 BLK OF GEORGE ST	Redacted S. 22
101 1526 GEORGE ST WHITE ROCK BC V4B 4A5	
	Phone 1 Redacted S. 22
	Email Redacted S. 22

Call Detail

Address of property where this took place is #101-1526 George St. Complainant said the black dog bit him in the leg area. Incident occurred on February 12, 2019 @ 3pm.

dog owner **Redacted S. 22**

Workflow	Date	Name1	Name2	File No
ENTERED	Mar 18, 2019 9:58 AM	JASON BIRKLAND		
ASSIGNED	Mar 18, 2019 10:02 AM	SANDEEP DHILLON		
EMAIL	Mar 18, 2019 10:03 AM	<SDhillon@whiterockcity.ca> A CALL FOR ANIMAL CONTROL - DOG BITE - HUMAN HAS BEEN ASSIGNED TO SANDEEP DHILLON		
NOTE	Mar 20, 2019 9:58 AM	SANDEEP DHILLON	s. 22 (dog owner) was advised to license her dogs as our records indicate unlicensed dogs. She has provided her incident statement (email attached). The requester has been advised to provide a vet report, pictures and a statement in relation to the incident.	
NOTE	Mar 21, 2019 9:51 AM	SANDEEP DHILLON	I spoke to s. 22 (witness) who was at the unit at the time of incident and he advised that he did not see any malicious attempt from the small black dog to hurt the victim. It was trying to be friendly. He did see a red mark on victim's leg but it was not bleeding or anything. Also isn't sure if it was there before or after the incident.	
NOTE	Mar 22, 2019 12:58 PM	SANDEEP DHILLON	I received a statement with a picture of the injury from the requester (attachments). The family physician also confirmed that there was a tetanus shot given to requester for his injury.	
NOTE	Mar 26, 2019 1:55 PM	SANDEEP DHILLON	Upon conclusion of investigation a Warning has been given to RO of Dog (Warning letter attached). RO has obtained dog licenses for both her dogs (attached). Letter was hand delivered to RO at City Hall.	

COMPLETED Mar 27, 2019 9:42 AM SANDEEP DHILLON

EMAIL Mar 27, 2019 9:42 AM <SDhillon@whiterockcity.ca>
Call 33307 - ANIMAL CONTROL - DOG BITE - HUMAN has been completed

