
TO: CITY MANAGER **DATE:** 2016 May 12

FROM: DIRECTOR FINANCE **FILE:** 43000-04

SUBJECT: PET STORE REGULATIONS

PURPOSE: To provide Council with information in regard to Pet Store regulations and a complaint about animal care at the Pet Habitat store in Metrotown Centre.

RECOMMENDATION:

1. **THAT** Council receive this report for information purposes.

REPORT

Burnaby City Council, at the Open Council Meeting held on 2015 December 07, received correspondence from Jordyn Croft regarding the care and treatment of animals offered for sale at the Pet Habitat store located in Metrotown Centre. Arising from discussion, Council adopted the following motions:

1. **THAT** *Item “K” of the Council Correspondence Package dated 2015 November 19 from Jordyn Croft be REFERRED to staff for investigation, and*
2. **THAT** *the petitioner, Jordan Croft be notified of the results and any action taken.*

This report is provided in response to these motions.

1.0 BACKGROUND

1.1 Regulations for Pet Store Operations

After receiving input from citizens, pet store operators and other concerned stakeholders, Council at their meeting on 2013 November 25, adopted amendments to the Burnaby Animal Control Bylaw 1991 with respect to pet store operations. The amendments added regulations to the bylaw aimed at protecting both animals and the general public by requiring that all pet store operators include measures such as:

- Animals be provided with sufficient food, shelter, exercise, warmth, sanitation veterinary care and any other care necessary to maintain their health, safety and wellbeing;
- All cages or enclosures used for the keeping of animals are appropriately sized to provide for normal movement of any animal kept within them;

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- Any animal displaying signs of illness are provided an appropriate area isolated from other animals.

1.2 Other Additional Measures Required that Pet Store Operators:

- Keep a register describing the acquisition and sale or disposal of all animals including the person or company from whom the animal was acquired and when the animal was sold;
- Provide all purchasers of cats or kittens with a veterinary certificate verifying the health of the animal at the time of purchase;
- Provide all purchasers with detailed information describing the care requirements to maintain the health of the animal;
- Provide all purchasers of animals with a description of any tattoos or microchips, and records of veterinary care, including vaccinations and inoculations that the animal has received;
- Ensure that all staff employed in the operation are sufficiently skilled in the humane treatment of animals;
- Not employ any person that has been convicted of an offence involving cruelty to animals; and
- Not display a dog or cat for sale in the store for more than 12 weeks.

1.3 Fines for Violation

Shortly after the pet store regulations were included in the Burnaby Animal Control Bylaw 1991, violation provisions were included in the Burnaby Bylaw Notice Enforcement Bylaw 2009 in order to facilitate the issuing of bylaw violation notices and associated penalties. The penalties for violation of the regulations carry a maximum of \$500.00 per violation.

1.4 Enforcement Services

Enforcement of the Burnaby Animal Control Bylaw 1991 is a contracted service provided by the BC SPCA. The BC SPCA has reported that they do conduct regular inspections of all pet store operations in Burnaby in addition to inspections that are required after receiving a complaint.

2.0 INVESTIGATION OF COMPLAINT

2.1 Pet Habitat Store

Licence records show that a pet store has continually been licensed and operating from unit #240 – 4820 Kingsway (Metropolis at Metrotown), since 1996. The BC SPCA has conducted regular inspections of this pet store since the 2013 November amendment to the Animal Control Bylaw 1991.

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2.2 Investigation Findings

During a 2016 January inspection of Pet Habitat, one bylaw violation notice was issued:

- Bylaw Ticket # A700099 (Failure to provide veterinary care)

During this inspection an Animal Control Officer with the BC SPCA observed what appeared to be an infection in one of the animals. According to the operator, his normal veterinarian could not see the animal and he had no plan in place to secure another veterinarian. This ticket was subsequently paid by the operator.

In general the BC SPCA has found that Pet Habitat is responsive to concerns being brought forth. The BC SPCA receives a wide range of complaints about the conditions of animals sold in pet stores across BC and will continue to conduct regular inspections of pet stores, such as Pet Habitat under the Prevention of Cruelty to Animals Act 1996; and will enforce any contravention with the Burnaby Animal Control Bylaw 1991 upon identification of an issue. All such violations of the Burnaby Animal Control Bylaw 1991 result in a ticket and are reported back to City staff.

A copy of this report will be sent Ms. Croft as requested by Council.



Denise Jorgenson
DIRECTOR FINANCE

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Copied to: City Solicitor
City Clerk