



Policy Name:	ANIMAL COMPLAINTS		
Policy #:	OP 4.3	Last Updated:	2022-01-27
Issued By:	COMMUNITY POLICING BUREAU	Approved By:	SURREY POLICE BOARD
		Review Frequency:	AS REQUIRED

1. PURPOSE

1.1. To ensure that when Surrey Police Service (SPS) Members are required to attend a barking dog complaint, an animal in distress on private property, a request to assist Surrey Bylaws or attend on their behalf, enforcement may be conducted as per *Surrey Animal Responsibility Bylaw, 2017*, No. 19105.

2. SCOPE

2.1. This policy applies to all SPS Members.

3. POLICY

3.1. Investigation of Animal Complaints will normally be the responsibility of the City of Surrey Animal Control (CSAC), the British Columbia Conservation Officer Service (BCCOS), or the Society for the Prevention of Cruelty to Animals (SPCA).

3.2. The Operational Communications Centre will create an animal incident call for service when:

- i. an animal has bitten a person and the injury is deemed to be life threatening or causes serious bodily harm;
- ii. an animal is posing an immediate danger to the public;
- iii. a criminal offence has been committed in relation to an animal;
- iv. the situation could potentially escalate into a Breach of Peace; or
- v. the appropriate agency is unavailable or requests assistance.

3.3. CSAC will be notified to address complaints regarding barking dogs, dogs running at large on city streets or in another public space. However, a police incident may be created when CSAC

(telephone 604-591-4370) is unavailable (outside business hours) or CSAC requests police assistance.

4. PROCEDURE

4.1. In the event Members are required to attend a dog bite incident, Members must:

- i. investigate the incident;
- ii. notify their Supervisor if the dog has bitten a person and the injury is serious; and
- iii. complete a General Occurrence report.

4.2. If a Member believes that an animal poses a threat to the public, but not an immediate threat, the Member must:

- i. request the attendance of BCCOS for wild animals (telephone 1-877-952-7277);
- ii. request the attendance of CSAC for domestic animals; and
- iii. make all reasonable attempts to control the animal.

Discharging Firearms at Dangerous Animals

4.3. Members are prohibited from shooting at animals, except where a Member believes that an animal poses an immediate threat to themselves or the public where either death or grievous bodily harm may result, and there are no other options available to the Member.

Dead or Injured Animals

4.4. Members must not shoot wounded animals unless authorized by the Duty Officer.

4.5. Members must report all wild animals that are severely injured to BCCOS.

4.6. Members must report all domestic animals that are severely injured to the SPCA (telephone 604-574-1711).

4.7. When animals are injured, the primary responsibility of care lies with the owner. Severely injured domestic animals can be taken by the police or the public to an emergency veterinarian.

4.8. Members must request that CSAC be notified to remove the carcasses of all dead domestic and wild animals within City limits. If the carcass of any domestic or wild animal is determined by CSAC to be too large to be removed by CSAC, Members must notify BCCOS to remove the carcass. Carcasses of dead domestic and wild animals located on highways may also be removed by Mainroad Lower Mainland Contracting LP (telephone 604-271-0337).

Noise Complaints

4.9. When Members are required to attend a complaint regarding a barking dog on private property to assist CSAC or on their behalf, enforcement may be conducted under the *Surrey Animal Responsibility Bylaw, 2017*, No. 19105.

4.10. CSAC is available to take charge of a domestic animal where a person in a public place:

- i. has been arrested; or
- ii. requires medical treatment at a hospital.

4.11. Members may consult the arrested or injured party to identify a person who can take charge of the animal within a reasonable amount of time.

APPENDIX A: DEFINITIONS

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“Supervisor” means a Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a Supervisory capacity who is accountable for a particular area or shift on behalf of the SPS.

APPENDIX B: REFERENCES

Surrey Animal Responsibility Bylaw, 2017, No. 19105

(link: https://www.surrey.ca/sites/default/files/bylaws/BYL_reg_19105_0.pdf)