

File No. 04-1000-20-2011-094

August 3, 2011

s.22(1)

Dear s.22(1) :

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am writing regarding your request dated April 4, 2011 for:

**Records pertaining to Public complaints, inspection records, correspondence, memos, etc. from January 1, 2010 to April 4, 2011 on pollution, waste, bad smells, health risks and any other problems at the Hallmark Poultry Processors rendering plant and abattoir located between East Hastings and Pandora streets.**

We have completed the third party notification process and are releasing all responsive records to you with a small amount of information severed ("blacked out") under section 21 (business interests of a third party) and section 22 (personal information) of the Act. The relevant sections of the Act are provided below:

*21 (1) The head of a public body must refuse to disclose to an applicant information*

*(a) that would reveal*

*(i) trade secrets of a third party, or*

*(ii) commercial, financial, labour relations, scientific or technical information of or about a third party,*

*(b) that is supplied, implicitly or explicitly, in confidence, and*

*(c) the disclosure of which could reasonably be expected to*

*(i) harm significantly the competitive position or interfere significantly with the negotiating position of the third party,*

*(ii) result in similar information no longer being supplied to the public body when it is in the public interest that similar information continue to be supplied,*

*(iii) result in undue financial loss or gain to any person or organization, or*

*(iv) reveal information supplied to, or the report of, an arbitrator, mediator, labour relations officer or other person or body appointed to resolve or inquire into a labour relations dispute.*

*22 (1) The head of a public body must refuse to disclose personal information to an applicant if the disclosure would be an unreasonable invasion of a third party's personal privacy.*

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to:

Office of the Information & Privacy Commissioner,  
P.O. Box 9038, Stn. Prov. Govt.  
Victoria, B.C. V8W 9A4  
Tel. 250-387-5629; Fax 250-387-1696

If you request a review, please provide the Commissioner's office with the following:

- 1) the file number assigned to your request (04-1000-20-2011-094);
- 2) a copy of this letter;
- 3) a copy of your original request for information sent to the City of Vancouver; and
- 4) detailed reasons or grounds upon which you are seeking a review.

If you have any questions, please feel free to contact us at your convenience.

Yours truly,



Barbara J. Van Fraassen, BA  
Manager, Corporate Information and Privacy  
[Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
453 W. 12<sup>th</sup> Avenue, Vancouver, BC V5Y 1V4  
Phone: 604.873.7999  
Fax: 604.873.7419

Encl.

:bvf



**CITY OF VANCOUVER**  
COMMUNITY SERVICES GROUP  
Licences and Inspections  
By-law Compliance Division

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**PLEASE REFER TO:**

Ms. A. Aragon  
DE Extension / Renewal Clerk,  
Processing Centre-Development  
at 604.871.6629

January 18, 2010

Hallmark Poultry Processors Ltd.  
1756 Pandora Street  
Vancouver, BC V5L 1M1

Dear Sir/Madam:

**RE: 1717 East Hastings Street  
Development Permit No. DE408107 (& related Minor Amendment DE409528)**

Our records indicate that Development Permit No. DE408107 (including related Minor Amendment DE409528) approved the construction of a one-storey building on the site at the above location to be used in conjunction with the Food Products Manufacturing Class 'A' operations (Hallmark Poultry Processors) on the site located across the lane (1798 Franklin Street). The use of this building was approved for the unloading and temporary storage of live birds awaiting processing, for a limited period of time expiring March 12, 2006. This permit has been extended twice by the Director of Planning. The last extension permitted this use for a further limited period of time **expiring March 12, 2010**, unless extended in writing by the Director of Planning.

To extend the validity of Development Permit No. DE408107 it will be necessary to submit a written request to the Director of Planning and pay the prescribed fee of

Redacted - Section 21  
Business interests of  
3rd party

To make an application in person, please attend the Development Services Department-Enquiry Centre (2<sup>nd</sup> Floor, City Hall-East Wing, at 2675 Yukon Street) with your letter and required payment, **ON OR BEFORE MARCH 12, 2010**. You may also mail in your application by sending your letter and cheque, made payable to the City of Vancouver, to the attention of Ms. Aemelia Aragon, Development Services Department-Processing Centre (3<sup>rd</sup> Floor, City Hall-East Wing, 2675 Yukon Street, Vancouver, BC, V5Y 3P9). For your convenience, enclosed is a form letter that may be completed and returned as your written request.

Yours truly,

D. Mueske  
District Property Use Inspector

DGM/gm

cc: Trevor N. Larden, Consultant, #101 - 3787 W. 4<sup>th</sup> Avenue, Vancouver, BC V6R 1P4  
Encl.

**Document Notes for:**

Address: 1717 E HASTINGS ST

Type: PERM-REL

SubType: DERENEW

Author: D. MUESKE

Date: 01/18/2010 00:00:00

Details: NEED TO EXTEND PERMIT

<b>Note Text</b>	<b>Date</b>	<b>Author</b>
Renewal paid Feb. 26/10	3/15/2010 7:38:57 AM	Darren Mueske



COMMUNITY SERVICES GROUP  
Development Services

Mail to: Director of Planning  
c/o Permit Extension & Renewal Clerk  
Development Services, 3<sup>RD</sup> Floor - East Wing  
City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4

To pay in person, please submit this form and payment to the Enquiry Centre, 2nd Floor, 2675 Yukon Street (East Wing, City Hall).

Date: FEB. 26, 2010

RE: Property Address 1717 EAST HASTING ST Development Permit No: DE 408107

I am requesting  a renewal  an extension  an extension to the time limitation  
*a related minor Amend DE 409328*

to the above-noted Development Permit for a further period of time.

Applicant/Contact Name: TREVOR N. LARDEN

Company Name: TREVOR N. LARDEN - Consultant.

Address: 101-3787 West 4<sup>th</sup> AVENUE  
Address line 1

VANCOUVER B.C. V6R 1P4  
City Province Postal Code

Phone Number(s): 604-224-5836

Email Address: nanbellcan@netscape.net

<b>FOR INTERNAL USE ONLY</b>		
Date Payment Processed:	<i>Redacted - Section 21 Business interests of 3rd party</i>	Receipt Number: <u>-</u>
Amount Received:	<i>Redacted - Section 21 Business interests of 3rd party</i>	Staff Initials: <u>nbs</u>
<input type="checkbox"/> Original To: Permit Extension & Renewal Clerk <input type="checkbox"/> Copy To: Central Property File		If Chq Rec'd ↓ Chq No: <u>46228</u>

453 West 12th Avenue  
Vancouver, British Columbia V5Y 1V4  
tel: 604.873.7611 fax: 604.873.7100  
website: vancouver.ca



**TREVOR N. LARDEN, B.Arch. M.R.A.I.C**

101 - 3787 West 4<sup>th</sup> AVENUE

VANCOUVER, B.C. V6R 1P4

Telephone: 604 224-5836

E-mail: [nanbellcan@netscape.net](mailto:nanbellcan@netscape.net)

City of Vancouver  
Community Services Group  
Licenses and Inspection  
By-Law Compliance Division

February 24, 2010

Attention: Ms Aragon, DE Extension/Renewal Clerk  
Processing Centre - Development

RE: 1717 East Hastings Street  
Development Permit No. DE408107 (and related Minor Amendment DE 409528)

Dear Ms Aragon:

I have written on behalf of Hallmark Poultry Processors Ltd. on prior occasions. I am no longer practicing Architecture and I was not the architect on the above named project. I have, however, been connected with Hallmark Poultry for about 30 years, and therefore know their operations and history very well.

The 1717 East Hastings Street building was erected in response to neighbourhood complaints in the past - primarily smell and lane blockage. With the erection of the building, odours are well under control and there is little disruption with lane blockage. This seems to be a total winning situation for all parties - Hallmark Poultry and the neighbourhood.

With the high prescribed fee, I strongly request you to consider a longer permit extension period, or an outright removal of the need for the extension review as Hallmark Poultry went to a great deal of expense with the new building, which solved the former ongoing problems.

Trusting this explanation will clarify and change the onerous conditions.

Yours truly,



Trevor N. Larden, Consultant

cc: Hallmark Poultry



**CITY OF VANCOUVER**  
COMMUNITY SERVICES GROUP  
Licences and Inspections  
By-law Compliance Division

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**PLEASE REFER TO:**

Ms. A. Aragon  
DE Extension / Renewal Clerk,  
Processing Centre-Development  
at 604.871.6629

March 1, 2010

Hallmark Poultry Processors Ltd.  
1756 Pandora Street  
Vancouver, BC V5L 1M1

Dear Sir/Madam:

**RE: 1798 Franklin Street (1750 and 1756 Franklin Street)**

Our records indicate that **Development Permit No. DE405626** approved alterations of the existing buildings at the above location and to change the use to Food/Beverage Products Manufacturing-Class 'A' (Hallmark Poultry Processors), for a limited period of time expiring April 30, 2002. This permit has been extended three times by the Director of Planning. The last extension permitted this use for a further limited period of time **expiring April 28, 2010**, unless extended in writing by the Director of Planning.

To extend the validity of Development Permit No. DE405626, it will be necessary for *either* you *or* your representative to submit a written request to the Director of Planning and pay the prescribed fee of Redacted - Section 21  
Business interests of 3rd  
party

To make an application in person, please attend the Development Services Department-Enquiry Centre (2<sup>nd</sup> Floor, City Hall-East Wing, at 2675 Yukon Street) with your letter and required payment, **ON OR BEFORE APRIL 28, 2010**. You may also mail in your application by sending your letter and cheque, made payable to the City of Vancouver, to the attention of Ms. Aemelia Aragon, Development Services Department-Processing Centre (3<sup>rd</sup> Floor, City Hall-East Wing, 2675 Yukon Street, Vancouver, BC, V5Y 3P9).

For your convenience, enclosed is a form letter that may be completed and returned as your written request. To avoid duplicate payment, please ensure only one submission is made.

Yours truly,

D. Mueske  
District Property Use Inspector

DGM/gm  
cc: Hallmark Poultry Processors Ltd.  
1750 Franklin Street, Vancouver, BC V5L 1P7

Enclosure

453 WEST 12TH  
VANCOUVER, B.C. V5Y 1V4  
TEL: 604-673-7001 FAX: 604-673-7100



# CITY OF VANCOUVER



DATE ISSUED <b>JANUARY 11, 2005</b>		PERMIT TYPE <b>DRAIN TILE PERMIT</b>		PERMIT NUMBER <b>P DT 408970</b>	
DESCRIPTION <b>PARCEL B OF LOT 4 BLOCK D DL 183 PLAN LMP 51529</b>				ADDRESS <b>1798 FRANKLIN ST</b>	
PROJECT FILE <b>PROJFL PROJECT FILE</b>				SPECIFICS	
APPLICATION DATE <b>JAN 11, 2005</b>	PURPOSE <b>CONST ACCY</b>	PROJECT VALUE	ASSESSED VALUE	PLANS <b>NO</b>	METRIC
TEMPORARY PERMIT DATES				TEMPORARY USE DATES	
APPLICANT <b>DESIGN PROF TREVOR N. LARDEN TREVOR N. LARDEN ARCHITECT 206-3533 W 4TH AVE VANCOUVER BC V6R 1N9</b>				CONTACT 2 <b>PROPERTY OWNER HALLMARK POULTRY PROCESSORS LTD 1756 PANDORA ST VANCOUVER BC V6L 1M1</b>	
TEL 604-731-9695 FAX	BUS LICENSE CERTIFICATE	TEL 604-254-9895 FAX	BUS LICENSE CERTIFICATE	TEL FAX	BUS LICENSE CERTIFICATE

**PROJECT DESCRIPTION:**

To install drain tile for this site.

**PERMIT CONDITIONS AND NOTES:**

001 Drain tile shall be inspected prior to backfilling.  
Paved surfaces must be constructed to catch all storm water and direct it to the storm water sump as required in Plumbing By-law #5964.

INSPECTION	DATE	INSPECTOR	INSPECTION	DATE	INSPECTOR	INSPECTION	DATE	INSPECTOR
						990 FINAL INSPECTION		

GENERAL USE	SPECIFICS/LOCATION	AREA (SF)	OCC #2	GENERAL USE	SPECIFICS/LOCATION	AREA (SF)	OCC
FOOD/BEV MFG (A)	ACM WASTE DISPOSAL						

RELATED PERMITS: BU430186 CONST ACCY 1798 FRANKLIN ST  
 APPROVALS REQUIRED BEFORE PERMIT IS COMPLETED INCLUDE: P105 PLUMBING/GAS INSP STEVE ZAHAR 604-873-7013  
 PROCESSED BY: APPLICATION TAKEN BY W HUI PERMIT ISSUED BY W HUI

*Feb 27/07 DTC INFO REATS.*  
*Mar 16/10 U INFO REATS: INSPECTED PREVIOUSLY BY DPE AT TIME OF PERMIT ISSUANCE.*

**COMMENTS:**

FEE	AMOUNT	FEE	AMOUNT	DEPARTMENT	PLUMBING/GAS INSP
REFER TO BU430186				ATTENTION	PLBG INSPECTOR
				REASON	PERMIT INSPECTION
				GROUP	62 : PLUMBING/GAS INSP
				DISTRICT	05 : STEVE ZAHAR 7013
INVOICE:			TOTAL	\$0.00	

2005/01/11 15:28:05

**INSPECTOR COPY**

DOMINO 2010/03/17 09:48:33

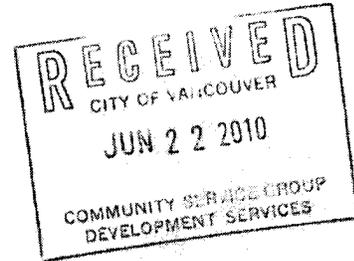


# HALLMARK Poultry Processors Ltd.

"Best Dressed Birds in Town"

June 3, 2010

City Of Vancouver  
Ms. A Aragon  
Community Services Group  
License and Inspection  
By-law Compliance Division  
City Hall  
453 West 12Th Street  
Vancouver, B.C.  
V5Y-1P7



Dear Ms. A Aragon

Re: 1798 Franklin Street (1750 and 1756 Street)

This letter is to request an extension of the **Development Permit No. DE405626** approved alterations of the existing buildings at the above location. Attached please find a cheque for the amount of Redacted - Section 21 Business interests of 3rd party Should there be any questions or concerns please do not hesitate to contact myself directly. Thank you for your attention on this matter.

Regards

Duane Lefebvre



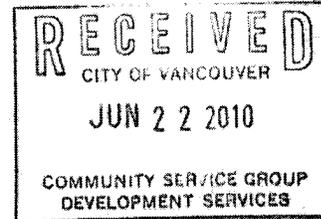
1756 Pandora Street, Vancouver, BC V5L 1M1 • Tel: (604) 254-9885 • Fax: (604) 254-7039

**TREVOR N. LARDEN, B.Arch. M.R.A.I.C**

101 - 3787 West 4<sup>th</sup> AVENUE  
VANCOUVER, B.C. V6R 1P4

Telephone: 604 224-5836  
E-mail: [nanbelican@netscape.net](mailto:nanbelican@netscape.net)

City of Vancouver  
Community Services Group  
Licences and Inspections  
By-Law Compliance Division  
453 West 12<sup>th</sup> Avenue  
Vancouver, B.C.  
V5Y 1V4



June 21, 2010

Attention: Ms A. Aragon, DE Extension/Renewal Clerk  
Processing Centre - Development

Re: 1798 Franklin Street (1750 and 1756 Franklin Street  
Development Permit No. DE 405626

Dear Ms Aragon:

I have written on behalf of Hallmark Poultry Processors Ltd. on prior occasions. I am no longer practicing Architecture, but was the architect on the above named project. I have been connected with Hallmark Poultry for about 30 years, and therefore know their operation and history very well.

This redevelopment, along with 1750 Pandora Street, 1717 East Hastings Street, the property west of 1743 Franklin Street, and 1798 Franklin Street, have all contributed to a general upgrading of the area - odors are well under control, and there is little or no lane or street blockage. This operation is also an excellent contributor to employment in the Strathcona area. This seems to be a total winning situation for all parties - Hallmark, and the neighbourhood.

With the high prescribed fee, we are asking you to consider a reduced fee, or a longer period of time between extensions. Hallmark Poultry has gone to a great deal of expense with new and renovated buildings, and has solved former problems. Any changes to the usage of the above properties would clearly negate the existing Development Permits.

Trusting this explanation will help clarify and perhaps reduce the rather onerous conditions.

Yours truly,

Trevor N. Larden

Cc: Hallmark Poultry



COMMUNITY SERVICES GROUP  
Development Services

Date: JUNE 22, 2010

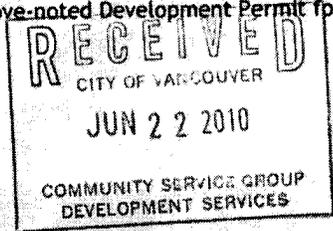
FOR INTERNAL USE ONLY:  
Date Received: **Redacted - Section 21 Business interests of 3rd party**  
Receipt Number: **Redacted - Section 21 Business interests of 3rd party**  
Amount Received: **Redacted - Section 21 Business interests of 3rd party**  
Initials:

Director of Planning  
c/o Permit Extension & Renewal Clerk  
City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4

Dear Sir or Madam:

RE: Property Address 1758 FRANKLIN STREET (Development Permit No: DE 405626)

I am requesting  a renewal  an extension  an extension to the time limitation  
to the above-noted Development Permit for a further period of time.



To pay in person, please submit this form and payment to the Enquiry Centre, 2nd Floor, 2675 Yukon Street (East Wing of City Hall).

**APPLICANT TO COMPLETE:** (Please print clearly)  
Applicant/Contact Name: TREVOR N. LARDEN  
Company Name: TREVOR N. LARDEN CONSULTANT  
Address: 101-3787 WEST 4<sup>th</sup> AVENUE  
Address line 1  
Address line 2  
VANCOUVER B.C. V6R1P4  
City Province Postal Code  
Phone Number(s): 604-224-5836

c.c. Central Property File  
Processing Centre - Development

DS EnquiryCtr - D003 (Revised Mar 2009)

453 West 12th Avenue  
Vancouver, British Columbia V5Y 1V4  
tel: 604.873.7611 fax: 604.873.7100  
website: vancouver.ca

DOMINO 2010/07/12 16:08:10





COMMUNITY SERVICES GROUP  
Development Services  
Processing Centre - Development

October 7 2010

Trevor N. Larden  
Trevor N. Larden Consultant  
#101 - 3787 West 4<sup>th</sup> Avenue  
Vancouver, BC V6R 1P4

Dear Sir:

RE: 1798 Franklin Street  
Development Permit Number D405626

Diary? No  Yes   
To: PVL #8  
Date: May 11/13 Ints: MBS

Thank you for your letter of June 22, 2010, requesting an extension of the permit time limitation.

On behalf of the Director of Planning, your request is granted, including the letters of September 24, 2001, and October 15, 2001, received by this department from Hallmark Poultry Processors Ltd., to retain the existing Food and Beverage Manufacturing - Class A use at this location, for Hallmark Poultry Processors Ltd., for a further period of time, expiring April 30, 2013, unless extended in writing by the Director of Planning and subject to the following conditions:

- The site shall be maintained in a neat and tidy condition;
- No goods or materials shall be stored on the open portions of the site at any time;
- Trucks associated with Hallmark Poultry Processors operations are not to block the lane north of East Hastings Street, at any time; and
- The neighbourhood liaison persons who can be contacted by the community for operational issues related to the Hallmark Poultry facilities are:
  - Steve Davis (Transfer and Trucking) at 604-290-7389
  - Don Scott (Plant Operations) at 604-690-1649, and
  - Duane Lefebvre at 604-834-2852.

**Note to Applicant:** It is the applicant's responsibility to submit an application for an extension on or before the expiry date or a new development application will be required.

Please note that this approval, given under the Zoning and Development By-law, does not represent or guarantee compliance with any other by-law of the City of Vancouver.

Yours truly,

Martha Spiro  
Permit Extension and Renewal Clerk  
tel: 604.871.6629  
martha.spiro@vancouver.ca

cc: Property Use Inspector, District #08  
Manager, Enquiry Centre  
Manager, Licence Office  
Central Property File

DOMINO 2010/10/08 12:12:35

City of Vancouver, Community Services Group  
Development Services, Processing Centre - Development  
453 West 12th Avenue  
Vancouver, British Columbia V5Y 1V4 Canada  
tel: 604.873.7344 fax: 604.873.7060  
website: vancouver.ca





COMMUNITY SERVICES GROUP  
Development Services  
Processing Centre - Development

October 7, 2010

Trevor N. Larden  
Trevor N Larden Consultant  
#101 - 3787 West 4<sup>th</sup> Avenue  
Vancouver, BC V6R 1P4

Diary? No  Yes   
To: DUT #08  
Date: May 11 11:13 AM

Dear Mr. Larden:

**RE: 1717 East Hastings Street  
Development Permit Number DE408107 (including Minor Amendment DE409528)**

Thank you for your letter of February 26, 2010, requesting an extension of the permit time limitation.

On behalf of the Director of Planning, your request is granted, to retain the use of a one-storey building (approved for the unloading and temporary storage of live birds awaiting processing) at the above location, to be used in conjunction with the Food Products Manufacturing Class-A operations (Hallmark Poultry Processors Ltd.) on the site located across the lane at 1798 Franklin Street, for a further period of time, expiring April 30, 2013, unless extended in writing by the Director of Planning and subject to the following conditions:

- All doors and windows are to remain closed at all times with the exception of entry and exiting purposes;
- Trucks associated with the Hallmark Poultry Processors Ltd. operation are not to block the lane north of Hastings Street at any time;
- Three (3) individuals have been identified by Hallmark Poultry Processors Ltd. as the neighbourhood liaison persons who can be contacted by the community for operational issues related to the Hallmark Poultry Ltd. facilities. They can be reached as follows:
  - Steve Davis at 604-290-7389,
  - Don Scott at 604-690-1649, and
  - Duane LeFebvre at 604-834-2852;
- Hallmark Poultry Processors Ltd. shall continue to comply with all necessary requirements of the District Director of Air Quality, Policy and Planning Department, Greater Vancouver Regional District, to secure a Permit to authorize the air discharges from the 1717 East Hastings Street and 1750 Franklin Street facilities and/or any additional requirements the District Director may consider necessary to control emissions;
- This site will also include off-street parking for sixteen (16) vehicles; and twelve (12) indoor and four (4) outdoor parking spaces;
- No goods or materials shall be stored on the open portions of the site at any time; and
- The site shall be maintained in a neat and tidy condition.

City of Vancouver, Community Services Group  
Development Services, Processing Centre - Development  
453 West 12th Avenue  
Vancouver, British Columbia V5Y 1V4 Canada  
tel: 604.873.7344 fax: 604.873.7060  
website: vancouver.ca

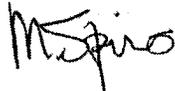


DOMINO 2010/10/08 12:12:55

**Note to Applicant:** It is the applicant's responsibility to submit an application for an extension or before the expiry date or a new development application will be required.

Please note that this approval, given under the Zoning and Development By-law, does not represent or guarantee compliance with any other by-law of the City of Vancouver.

Yours truly,



Martha Spiro  
Permit Extension and Renewal Clerk

tel: 604.871.6629  
martha.spiro@vancouver.ca

cc: Property Use Inspector, District #08  
Manager, Enquiry Centre  
Manager, Licence Office  
Central Property File



COMMUNITY SERVICES GROUP  
Licences and Inspections  
Inspections

November 9, 2010

Mr. Duane Lefebvre  
Plant Manager  
Hallmark Poultry Ltd.  
1756 Pandora Street  
Vancouver, B.C. V5R 3N5

**DOMINO**

Dear Mr. Lefebvre:

**RE: Waste Discharge Permit Compliance Review 1717 East Hastings**

City of Vancouver staff recently obtained samples of your company's discharges to sewer and have submitted their report. Based on the information provided, violations of your Waste Discharge Permit are noted below.

Date	Parameter	Result	Permit Limit
Sept 10, 2010	TSS	1020 mg/l	600 mg/l

Please be reminded that failure to maintain compliance with the terms and conditions specified in your Permit may result in action under Greater Vancouver Sewerage and Drainage District Sewer Use Bylaw No. 299, 2007 and/or the provincial Environmental Management Act. This letter is without prejudice towards any action, including legal action, in response to violations of your Permit, the Bylaw or the Act.

If you have any questions, please contact me at 604-873-7124.

Yours truly,

A handwritten signature in black ink, appearing to read "Doug Elford".

Doug Elford  
Environmental Protection Officer

453 West 12th Avenue, Vancouver, BC V5Y 1V4  
tel: 604.873.7124  
fax: 604.873.7963  
douglas.elford@vancouver.ca

DE/nms

C:\Documents and Settings\plnms\Local Settings\Temporary Internet Files\OLKAD\Hallmarkhastng.doc



311 Contact Centre

**General Environmental Inquiry - Case ref: 101000159354**

**DESCRIPTION: Use this case for an Environmental Protection inquiry that requires a department specialist's assistance.**

<b>1. Type of inquiry*:</b>	Other
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<b>2. If Other selected, provide details:</b>	dumping chicken blood, waste materials being dumped in the sewer drainage
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<b>3. If Underground Storage Tank selected, provide Fire Permit Number (if applicable):</b>	
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<b>4. If Storm Drain Marking Kit selected provide:</b>	
--	--

<b>a. Name of school or community group:</b>	
<b>b. Number of participants:</b>	
<b>c. Date kit is required:</b>	
<b>d. Area to be marked:</b>	

<b>5. Describe inquiry in detail:</b>	Citizen is concerned about a chicken rendering plant that is dumping their waste materials in the sewers (Hallmark Poultry Processing). Recently witnessed at 4:45pm Friday February 25, 2011.
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\* indicates a required field.

**Common Case Details**

<b>Preferred Contact Method:</b>	Phone
----------------------------------	-------

<b>Phone:</b>	7785584105
---------------	------------

<b>Email:</b>	
---------------	--

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<b>Incident Date :</b>	
------------------------	--

<b>Incident Time :</b>	
------------------------	--

<b>Additional Details :</b>	Citizen also has photos available of the situation. She recorded the waste being disposed of down the sewer catch basins.
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**Case 101000159354 Details**

<b>General Environmental Inquiry</b>	
<b>CaseID : 101000159354</b>	
<b>Rep Name :</b>	Camilla Lade
<b>Date Created :</b>	02/25/2011
<b>Time Created :</b>	16:44

**Contact Information**

<b>Contact Name / Organization:</b>	Redacted - Section 22 Personal Privacy
<b>Caller Type</b>	

<b>Alternate Contact:</b>	
<b>Street Number and Name:</b>	Redacted - Section 22 Personal Privacy
<b>Street Address 2:</b>	

<b>City:</b>	Vancouver
<b>Province:</b>	BC
<b>Postal Code:</b>	V5L 1B6
<b>Email:</b>	
<b>Phone Number on File:</b>	Redacted - Section 22 Personal Privacy
<b>Alternate Phone Number:</b>	

<b>Contact Comments:</b>	
--------------------------	--

**Incident Location Information**

<b>Location Name :</b>	
<b>Street Number :</b>	INTERSECTI
<b>Street Name :</b>	COMMERCIAL DRIVE

<b>Street Address 2 :</b>	FRANKLIN ST
<b>City :</b>	Vancouver
<b>Province :</b>	BC
<b>Postal Code :</b>	

<b>Location Comments:</b>	back lane between Hastings and Franklin (along Commercial Drive)
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**Below are the geographical locations X and Y co-ordinates for this Case.**

<b>X co-ordinate:</b>	
<b>Y co-ordinate:</b>	
<b>Location:</b>	
<b>Locate on Map</b>	<b>Press the 'Locate on Map' button to launch the GIS map system to refine the Location.</b>

[Back to Form](#)



IR Number	VI 11244	EN Number	EN	Date of Inspection (yyyy/mm/dd)	2011/01/01
Main Address	1750 Franklin Street			Specifics and/or Suite #	Chicken Processor
Secondary Address					
Tenant				Contact Phone #	604-830-2852
Owner	Duane Lefebvre			Permit Number	
Contractor				Present Use of Building/Land	

**Reason for Inspection** Follow up to 311 Complaint 101000159354

**Narrative/Observations**

Received pictures of previous complaint (VI 11242) from Redacted - Section 22  
Personal Privacy which identified the wastewater discharge to the storm sewer located at the lane rear of 1717 Hastings. This catch basin is at the west end of the alley at Commercial between Hastings and Franklin. I spoke by phone with Duane Lefebvre the Plant Manager of Hallmark Poultry. He explained that he has conducted an investigation after our discussion yesterday and that the result was that a pipe connected to a pump in the sump area of the loading bay where live chickens are loaded into cages had broken. The pipe is one of two connected to a sump which then pumps through two pipes leading to the roof where they have a rotary screen. The elbow on one of the pipes burst creating a spill on the roof of the building which then drained down into the lane and entered into the sewer system through the catch basin in the alley. Hallmark Poultry identified this problem, shut off the pump on the broken line and proceeded to fix the problem.

My investigation this morning confirmed that the pipe has been repaired and that there were no more discharges to the sewer system. A reinspection of the catch basin showed little evidence of industrial waste in the catchbasin. This can be attributed to the high amount of precipitation over the weekend and an attempt by the Hallmark employees to wash down the alley with water.

I met with Don Scott the Plant Maintenance Manager and Tyler Angus to review the Hallmark response to this incident. I indicated that they were in violation of their Source Control Permit for not notifying us of the problem right away. Don explained that they had a break down in their reporting function in the plant and the people who were to be informed were unaware of the problem until it was brought to their attention by the City of Vancouver. Once they investigated, they found that there was a problem and they will be addressing their reporting procedures.

I also explained that we will require an incident report which will include measure to be taken to prevent this kind of an upset to the waste treatment system from reoccurring again. Don said he would be meeting with Duane Lefebvre the plant manager and providing a document to the City of Vancouver as soon as possible. I informed Don that we would be contacting Sewer Operations to have the catch basin cleaned and that they would be billed for the cost. He agreed. I spoke with Greg Lowes the Superintendent of Sewers Operations and requested that the catch basin be cleaned out as soon as possible.

**Requirements**

Hallmark Poultry to provide an incident report along with plans to prevent this from reoccurring.

City of Vancouver Sewer Operations to clean the Catch Basin.

**Recommendations**

None at this time.

IR Number VI 11244 EN Number EN

Date of Inspection (yyyy/mm/dd) 2011/01/01

Photos Taken?  Yes  Digital  No  
 Regular

Notice Posted?  Yes  No Type of Notice?

Date Report Made: March 1, 2011

Doug Elford  
Inspector's Name

---

**For Manager or Supervisor Use Only**

File:  Approval / Use  Enforcement  Project / Permit

FYA to: \_\_\_\_\_

FYI to: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Manager / Supervisor

**Katigbak, Veronica**

---

**From:** Robertson, David (CSG)  
**Sent:** Friday, March 11, 2011 1:43 PM  
**To:** DOMINO (CITYVAN)  
**Cc:** Elford, Douglas  
**Subject:** FW: Emailing: IMG\_0030.jpg  
**Attachments:** IMG\_0030.jpg



IMG\_0030.jpg (44 KB)

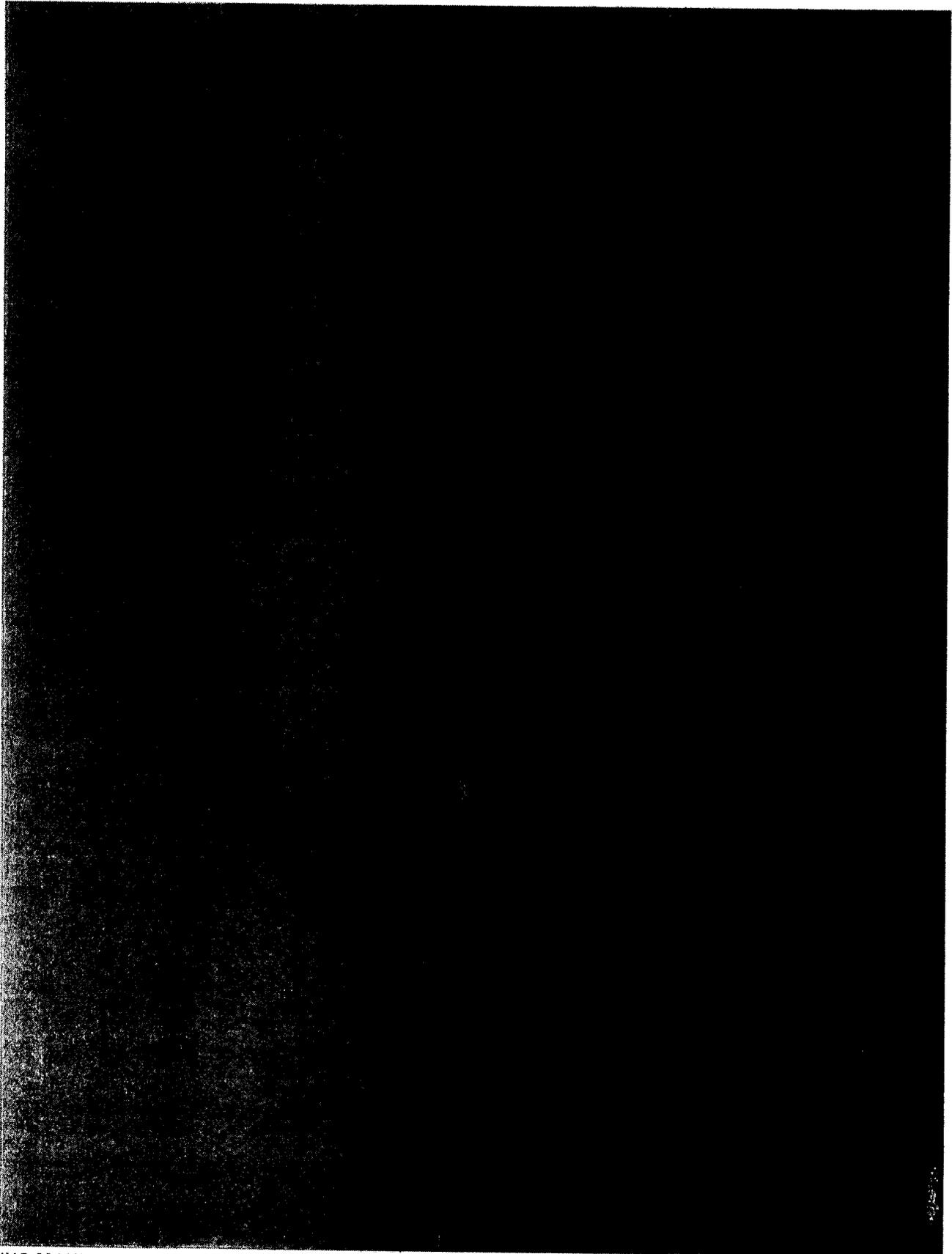
omino: Please add this photo to 1750 Franklin St, inspection report VII1244. It shows the repaired elbow at the centre left of the photo at the Hallmark Poultry Processing facility.

-----Original Message-----  
**From:** Elford, Douglas  
**Sent:** Tuesday, March 01, 2011 1:33 PM  
**To:** Robertson, David (CSG)  
**Subject:** Emailing: IMG\_0030.jpg

The message is ready to be sent with the following file or link attachments:

IMG\_0030.jpg

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.



DOMINO 2011/03/11 13:59:37



IR Number VI 11245

EN Number EN

Date of Inspection (yyyy/mm/dd) 2011/01/02

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**For Manager or Supervisor Use Only**

File:  Approval / Use  Enforcement  Project / Permit

FYA to: \_\_\_\_\_

FYI to: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**Manager / Supervisor**



# HALLMARK Poultry Processors Ltd.

"Best Dressed Birds in Town"

March 1, 2011

City of Vancouver  
Douglas Elford  
Environmental Protection Branch  
Community Services  
453 West 12th Avenue  
Vancouver, B.C.  
V5Y-1V4

Dear Douglas,

This letter is in response of the incident that occurred on Friday February 25, 2011 at 1750 Franklin Street Vancouver BC, V5L-1P7 (waste water permit SC920027). A waste water transfer pipe had a structural failure and broke causing a spill. The spill was discovered and the pumps we shut down and emergency repairs we under taken and the system was reinstated. The cause of the pipe breaking we believe is due to age and a possible fault in the pipe.

In the interim we have increased the monitoring of the waste water system to ensure the reaction time to any incident is immediate. There has been an internal review of the complete waste water transfer pipe by our maintenance department inspecting for any systemic ware of the complete system, and none have been found. In addition to this we will having a third party engineering firm complete an independent review and report back with there findings.

The long term goal is the redevelopment of 1750 Franklin Street, we are currently in the design and engineering stage and hope be applying for a development permit with in the month. This project has been in the design stage for close to a year due to the complex nature of the demo and rebuild while still continuing and a processing plant. One of the components of this development is the moving of the waste water system to a new location and with the design include a complete containment unit for the system. It is our intention to try and have this completed in calendar year 2011. At Hallmark Poultry Processors Ltd. all matter regarding the handling and monitor are taken very serious, and will continue to work closely with the City of Vancouver. Should there be any questions or concerns please do not hesitate to contact me directly.

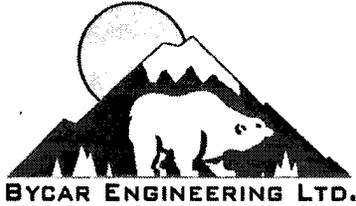
Regards

MAR 01 2011

Duane Lefebvre, Plant Manager



1756 Pandora Street, Vancouver, BC V5L 1M1 • Tel: (604) 254-9885 • Fax: (604) 254-7039



105A – 7808 132<sup>nd</sup> Street  
 Surrey, B.C. V3W 4N1  
 T 604.591.2766  
 F 604.591.2733  
 www.bycar.ca

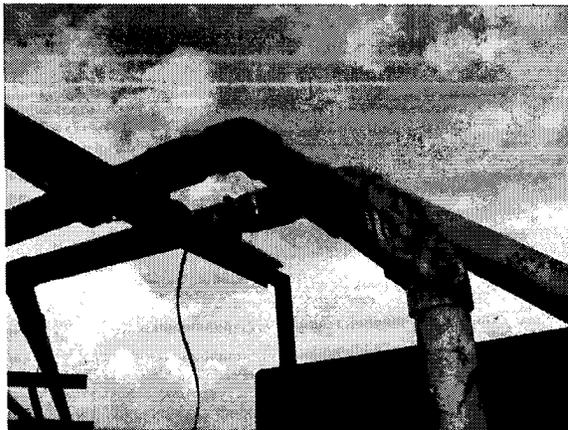
<b>Hallmark Poultry Ltd.</b> 1798 Pandora Street Vancouver, B.C. V5L 1M1 Attn: Duane Lefebvre Ph: 604-254-9885 Email: duane@hallmarkpoultry.com	<b>Project: Hallmark Poultry Ltd.</b>	
	<b>From: Daryl Keturakis</b>	<b>Project #: 07-1731-00</b>
	<b>Date: 2011-03-03</b> <b>Date of Review: 2011-03-02</b>	<b>FIELD REVIEW NO. 1</b>

Review means an examination of random samples of the work only. Bycar Engineering is not responsible for identifying defects and deficiencies which are not reasonably apparent or visible in these random samples.

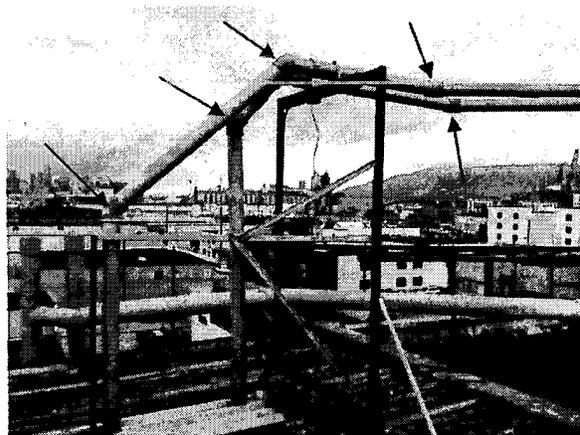
**New Business:**

<b>Item</b>	<b>Comment</b>	<b>Action By</b>
1.1	Repair of existing pumped waste water line at roof level is acceptable.	<b>Info.</b>
1.2	Due to exposure to UV light and extreme cold temperatures Pvc piping can become brittle over time. Therefore it is our recommendation that the five (5) remaining pipe elbows, located on the roof discharge piping, also be replaced.	<b>Info.</b>

If you feel any of the above is in error, items have been omitted or have comments/concerns, please contact the undersigned as soon as possible.



Refer to item 1.1



Refer to item 1.2

**BYCAR Engineering Ltd.**

  
**Daryl Keturakis, P. Eng**  
 Principal

## Elford, Douglas

---

**From:** Elford, Douglas  
**Sent:** Wednesday, March 02, 2011 10:57 AM  
**To:** Bowman, Kelly  
**Subject:** RE: 1750 Franklin

Sucker truck from Sewers.

Thanks;

Doug

---

**From:** Bowman, Kelly  
**Sent:** Wednesday, March 02, 2011 9:34 AM  
**To:** Elford, Douglas; Hadden, Wendy; Bruce, Jim  
**Subject:** RE: 1750 Franklin

Is this a surface clean or a sucker truck from Sewers?

---

**From:** Elford, Douglas  
**Sent:** Tuesday, March 01, 2011 11:43 AM  
**To:** Bowman, Kelly; Hadden, Wendy  
**Subject:** 1750 Franklin

Greetings folks, the Environmental Protection Branch requires the Catch Basin located at the west end of the alley 1700 block Hastings and Franklin east of Commercial to be cleaned.

Billing information is as follows:

Mr. Duane Lefebvre  
Plant Manager  
Hallmark Poultry Ltd.  
1756 Pandora Street  
Vancouver, B.C. V5L 1M1

Can we have this cleaned as soon as possible?

Thanks

Douglas Elford  
Environmental Protection Officer  
Environmental Protection Branch  
(604) 873-7124

**From:** Robertson, David (CSG)  
**Sent:** Friday, June 03, 2011 4:12 PM  
**To:** Van Fraassen, Barbara  
**Subject:** Hallmark Poultry FOI request 2011-094

**Attachments:** 1750 Franklin - VI 11242.doc

---

**From:** Robertson, David (CSG)  
**Sent:** Monday, February 28, 2011 3:05 PM  
**To:** Beer, Theresa  
**Cc:** Elford, Douglas  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported



1750 Franklin - VI  
11242.doc

Theresa: Attached is our initial inspection report. We have not heard back from the complainant who was to identify the catch basin where the incident occurred.

Dave

---

**From:** Beer, Theresa  
**Sent:** Monday, February 28, 2011 1:37 PM  
**To:** Robertson, David (CSG); Elford, Douglas  
**Cc:** Crowe, Brian; Carley, Neal  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Thanks David,  
Basically, we'll need to know what the City is doing to follow up on the complaint. If you could either phone me or send info by email. Communications can give info to reporter.

Theresa

*Theresa Beer  
City of Vancouver  
Communications Coordinator  
Tel: 604.871.6914  
Cell: 604.760.8490  
e-mail: [theresa.beer@vancouver.ca](mailto:theresa.beer@vancouver.ca)*

---

**From:** Robertson, David (CSG)  
**Sent:** Monday, February 28, 2011 1:35 PM  
**To:** Beer, Theresa; Elford, Douglas  
**Cc:** Crowe, Brian; Carley, Neal  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Theresa:

This complaint was sent to us via 311 late Friday. We received it this morning and Douglas Elford has been in contact with Hallmark Poultry and the complainant.

Let me know how you want to proceed with the media request.

David Robertson  
Environmental Protection Officer  
City of Vancouver  
Licences & Inspections, Environmental Protection Branch  
Tel: 604.873.7892 Email: [david.robertson2@vancouver.ca](mailto:david.robertson2@vancouver.ca)  
[vancouver.ca/inspections](http://vancouver.ca/inspections)

---

**From:** Crowe, Brian  
**Sent:** Monday, February 28, 2011 1:21 PM  
**To:** Beer, Theresa  
**Cc:** Robertson, Dave (ENG); Robertson, David (CSG)  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Thanks Theresa. Note these should go to David Robertson (CSG) not Dave Robertson (Eng.)

Brian

---

**From:** Beer, Theresa  
**Sent:** Monday, February 28, 2011 1:20 PM  
**To:** Robertson, Dave (ENG); Carley, Neal  
**Cc:** Crowe, Brian; Birch, Rowan  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Hi,

The complainant's name is Redacted - Section 22 Personal Privacy was phoned back by Douglas Elford in Engineering who said the City was looking into it. T.

*Theresa Beer*  
City of Vancouver  
Communications Coordinator  
Tel: 604.871.6914  
Cell: 604.760.8490  
e-mail: [theresa.beer@vancouver.ca](mailto:theresa.beer@vancouver.ca)

---

**From:** Robertson, Dave (ENG)  
**Sent:** Monday, February 28, 2011 1:09 PM  
**To:** Carley, Neal  
**Cc:** Beer, Theresa; Crowe, Brian; Birch, Rowan  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

I think you want David Robertson in environmental protection.

---

**From:** Carley, Neal  
**Sent:** Monday, February 28, 2011 12:55 PM  
**To:** Robertson, Dave (ENG)  
**Cc:** Beer, Theresa; Crowe, Brian; Birch, Rowan  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Dave- Can you have one of your Officers look into this ASAP? I assume that this is likely a breach of their Sewer Use Permit.

---

**From:** Beer, Theresa  
**Sent:** Monday, February 28, 2011 12:54 PM

**To:** Carley, Neal; Crowe, Brian; Birch, Rowan; Robertson, Dave (ENG)  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Reporter just called back and said they saw clear evidence of chicken remains in storm drain a few meters from the plant on Commercial near an alleyway. She spoke with someone near the plant (likely a worker?) who said that perhaps a pipe had burst and this was overflow from the rendering plant. Thanks for getting back to me. T.

*Theresa Beer*  
City of Vancouver  
Communications Coordinator  
Tel: 604.871.6914  
Cell: 604.760.8490  
e-mail: [theresa.beer@vancouver.ca](mailto:theresa.beer@vancouver.ca)

---

**From:** Carley, Neal  
**Sent:** Monday, February 28, 2011 12:51 PM  
**To:** Crowe, Brian; Birch, Rowan; Robertson, Dave (ENG)  
**Cc:** Beer, Theresa  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported  
**Importance:** High

[Do you know anything about this?](#)

---

**From:** Beer, Theresa  
**Sent:** Monday, February 28, 2011 11:48 AM  
**To:** Carley, Neal  
**Subject:** Response requested: Media call: poultry rendering plant - parts in storm drain reported  
**Importance:** High

Sandra Thomas - Vancouver Courier - Poultry rendering plant at East Hastings Street  
Deadline: as soon as possible

Sandra is following up on a complaint from a member of the public about chicken parts/blood found in a storm drain on Commercial Drive between Hastings and Franklin streets. A member of the public called in the complaint on Friday and Engineering has responded today saying they will investigate. Assumption is parts are from the East Hastings rendering plant. Reporter wants more info if available.



IR Number	VI 11242	EN Number		Date of Inspection (yyyy/mm/dd)	2011/02/28
Main Address	1750 Franklin		Specifics and/or Suite #	Chicken Processor	
Secondary Address					
Tenant			Contact Phone #	604-830-2852	
Owner	Duane Lefebvre		Permit Number		
Contractor			Present Use of Building/Land		

Reason for Inspection 311 Complaint Case # 101000159354

**Narrative/Observations**

Received a complaint regarding a chicken rendering plant at the above address dumping their waste material into the storm sewer at the above location. The time was noted at 4:45 pm on Friday, but there was no catch basin identified in the complaint. I inspected around 8:30 am Monday February 28<sup>th</sup>. There was no indication of a discharge to the storm sewer at the plant on 1750 Franklin or 1717 Hastings. I contacted the complainant, Redacted - Section 22 Personal Privacy, \* and requested that \* send me the photographic evidence of this discharge. \* agreed to do so. I spoke with Tyler Angus, the Maintenance Supervisor. He said that he was not aware of any plant upsets or accidental discharges to the storm sewer on Friday but promised to look into it.

**Requirements**

Follow up Inspection required once the photographs have been submitted by the complainant.  
Report from Hallmark Poultry required once they have completed their investigation.

**Recommendations**

None at this time.

Photos Taken?  Yes  Digital  No  Regular  
 Notice Posted?  Yes  No Type of Notice? \_\_\_\_\_

Date Report Made: February 28, 2011 Doug Elford  
 Inspector's Name

**For Manager or Supervisor Use Only**

File:  Approval / Use  Enforcement  Project / Permit

FYA to: \_\_\_\_\_

FYI to: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Manager / Supervisor

**From:** Robertson, David (CSG)  
**Sent:** Friday, June 03, 2011 4:16 PM  
**To:** Van Fraassen, Barbara  
**Subject:** Hallmark Poultry FOI request 2011-094

---

**From:** Roozbahani, Mark  
**Sent:** Tuesday, March 01, 2011 10:55 AM  
**To:** Johnston, Will; Pope, David  
**Cc:** Robertson, David (CSG)  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

This is under the power of the Manager (David Pope) under the Metro Vancouver Bylaw. We may need to inform Metro Vancouver and see if they have any comments.

---

**From:** Johnston, Will  
**Sent:** Tuesday, March 01, 2011 10:53 AM  
**To:** Roozbahani, Mark; Pope, David  
**Cc:** Robertson, David (CSG)  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Is the fine set by the Court? I assume we have to refer charges to the City Prosecutor who makes the determination as to whether or not she will support the charges?  
Who is providing this info to Corporate Communications?

---

**From:** Roozbahani, Mark  
**Sent:** Tuesday, March 01, 2011 10:51 AM  
**To:** Pope, David; Johnston, Will  
**Cc:** Robertson, David (CSG)  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

We can fine them under:

**GREATER VANCOUVER SEWERAGE AND DRAINAGE DISTRICT  
SEWER USE BYLAW NO. 299, 2007**

### **13. OFFENCES AND PENALTIES**

13.1 Any person who contravenes this Bylaw, a Waste Discharge Permit, Trucked Waste

Authorization, Order, or Code of Practice applicable to that person commits an offence and is liable to a fine not exceeding \$10,000.

13.2 Where there is an offence that continues for more than one day, separate fines, each not exceeding \$10,000, may be imposed for each day, or partial day, that the offence occurs or continues.

13.3 Nothing in this Bylaw shall limit the District from

Mark

---

**From:** Pope, David  
**Sent:** Tuesday, March 01, 2011 10:46 AM  
**To:** Johnston, Will; Roozbahani, Mark  
**Cc:** Robertson, David (CSG)  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Will and Mark,

According to Dave Robertson, Doug Elford is currently on site and we are waiting for his update report. At which point I will meet with Dave Robertson and update you and Mark. I believe the reporter is looking for what action we are going to take with Hallmark.

David A. Pope  
Chief Plumbing Inspector  
Gas Safety Manager  
Manager Plumbing Inspections Branch  
City of Vancouver  
Licences & Inspections, Plumbing Inspections Branch  
Tel: 604.873.7558 Email david.pope@vancouver.ca  
vancouver.ca/inspections

---

**From:** Johnston, Will  
**Sent:** Tuesday, March 01, 2011 10:37 AM  
**To:** Pope, David; Roozbahani, Mark  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

David and Mark,

Thank you for the "heads up" David - much appreciated!

It is important that we are responding to this issue in an acceptable manner. What steps have we taken? Why did we wait until Monday to respond after receiving the complaint on Friday?

Thanks,  
Will

---

**From:** Pope, David  
**Sent:** Tuesday, March 01, 2011 10:15 AM  
**To:** Johnston, Will; Roozbahani, Mark  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Will & Mark

The Environmental Protection Branch is dealing with Hallmark, this is to inform the both of you so there are no surprises. I will keep you informed when I have more information on the final outcome and solution.

David A. Pope  
Chief Plumbing Inspector  
Gas Safety Manager  
Manager Plumbing Inspections Branch  
City of Vancouver  
Licences & Inspections, Plumbing Inspections Branch  
Tel: 604.873.7558 Email david.pope@vancouver.ca  
vancouver.ca/inspections

---

**From:** Robertson, David (CSG)  
**Sent:** Tuesday, March 01, 2011 9:35 AM  
**To:** Pope, David  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported

<< File: Redacted - Section 22  
Personal Privacy \_chicken\_feb25\_1.JPG >>

David: The complainant contacted 311 on Friday Feb 25th and took the attached photo showing

effluent from Hallmark flowing into a storm catch basin. We received the complaint and responded on Monday Feb 28th. Later we were contacted by Communications for our response. Sewers also responded on Monday. Douglas has met with Hallmark Poultry Processors Ltd and Hallmark is preparing a response. I will update you as things progress.

Dave

---

**From:** Beer, Theresa  
**Sent:** Monday, February 28, 2011 4:33 PM  
**To:** Robertson, David (CSG); Elford, Douglas  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Thanks - so in terms of info to give reporter today.

The City received the complaint on Friday afternoon and send out an inspector from the Environmental Protection group to investigate in the morning. A second crew was sent out in the afternoon and found that a catch-basin at the lane south of Franklin at Commercial had feathers and debris washed into it. The Company - Hallmark - was contacted by the City **Not responsive**. The City has informed Hallmark that it will reinspect to make sure there is no evidence of debris in the laneway catch-basin.

**Not responsive**

Thanks.

*Theresa Beer  
City of Vancouver  
Communications Coordinator  
Tel: 604.871.6914  
Cell: 604.760.8490  
e-mail: [theresa.beer@vancouver.ca](mailto:theresa.beer@vancouver.ca)*

---

**From:** Robertson, David (CSG)  
**Sent:** Monday, February 28, 2011 4:14 PM  
**To:** Elford, Douglas  
**Cc:** Beer, Theresa  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Douglas: Contact Hallmark again and re-inspect if necessary.

Dave

---

**From:** Todd, Bruce  
**Sent:** Monday, February 28, 2011 4:03 PM  
**To:** Robertson, David (CSG); CSG Environmental Protection  
**Cc:** Steer, Murray; Lowes, Gregg; Smith, Doug (Sewer ops); Crowe, Brian  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Hi there,

As requested by Gregg Lowes, we sent a crew earlier this afternoon to check the catch-basins

and mains in the area of the complaint. The catch-basin at the lane south of Franklin at Commercial had feathers and debris washed into it. According to the crew, it appears the lane had been hosed down and cleaned recently. Most likely the catch-basin became the repository for all of the wash-down from the lane. The mains were flowing fine.

Bruce Todd

---

**From:** Steer, Murray  
**Sent:** Monday, February 28, 2011 1:00 PM  
**To:** Lowes, Gregg; Smith, Doug (Sewer ops); Todd, Bruce  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Are we involved with this?

**Murray Steer, CPWI 1**

Manager, Sewer Operations  
City of Vancouver  
250 W 70th Ave  
Vancouver, BC  
V5X 2X1  
Ph. 604-326-4689  
Fx. 604-326-4704

---

**From:** Crowe, Brian  
**Sent:** Monday, February 28, 2011 12:57 PM  
**To:** Carley, Neal; Birch, Rowan; Robertson, Dave (ENG)  
**Cc:** Beer, Theresa; Steer, Murray  
**Subject:** RE: Response requested: Media call: poultry rendering plant - parts in storm drain reported

Haven't heard of this complaint until now. Environmental Protection should look into it.

I recall about 1999 we had an issue with a poultry processor discharging a lot of blood etc into our combined sewer, which became obstructed and caused a sewer backup into some homes. Wasn't pretty, so we should investigate ASAP.

Dave - I assume you'll seek Sewers Operations assistance as required.

Brian

---

**From:** Carley, Neal  
**Sent:** Monday, February 28, 2011 12:51 PM  
**To:** Crowe, Brian; Birch, Rowan; Robertson, Dave (ENG)  
**Cc:** Beer, Theresa  
**Subject:** FW: Response requested: Media call: poultry rendering plant - parts in storm drain reported  
**Importance:** High

Do you know anything about this?

---

**From:** Beer, Theresa  
**Sent:** Monday, February 28, 2011 11:48 AM  
**To:** Carley, Neal  
**Subject:** Response requested: Media call: poultry rendering plant - parts in storm drain reported  
**Importance:** High

Sandra Thomas - Vancouver Courier - Poultry rendering plant at East Hastings Street

Deadline: as soon as possible

Sandra is following up on a complaint from a member of the public about chicken parts/blood found in a storm drain on Commercial Drive between Hastings and Franklin streets. A member of the public called in the complaint on Friday and Engineering has responded today saying they will investigate. Assumption is parts are from the East Hastings rendering plant. Reporter wants more info if available.

**From:** Robertson, David (CSG)  
**Sent:** Friday, June 03, 2011 4:14 PM  
**To:** Van Fraassen, Barbara  
**Subject:** Hallmark Poultry FOI request 2011-094

**Attachments:** Redacted - Section 22 Personal Privacy \_chicken\_feb25\_1.JPG; Redacted - Section 22 Personal Privacy \_chicken\_feb25\_2.JPG;  
Redacted - Section 22 Personal Privacy chicken\_feb25\_3.JPG

---

**From:** Elford, Douglas  
**Sent:** Tuesday, March 01, 2011 8:02 AM  
**To:** Robertson, David (CSG)  
**Subject:** FW: Contact

[Here are the pictures of the upset reported on Friday.](#)

[Doug](#)

---

**From:** Redacted - Section 22 Personal Privacy  
**Sent:** Monday, February 28, 2011 5:27 PM  
**To:** Elford, Douglas  
**Subject:** RE: Contact

Douglas,

Sorry its taken me all day but I work outside away from a computer! Here are the photos you asked for. I have a few more but they have a picture of a lowly worker who came over to check out what I was doing. His english was poor so he could not answer my questions and I do not wish for him to be in trouble. I hope these help and feel free to call me if you have any more questions. I may not be able to answer right away because of work but I will get back to you.

Redacted - Section 22 Personal Privacy

---

**Subject:** Contact  
**Date:** Mon, 28 Feb 2011 10:06:02 -0800  
**From:** douglas.elford@vancouver.ca  
**To:** Redacted - Section 22 Personal Privacy

Greetings, Please send me any pictures in relation to your complaint regarding the chicken processing plant on Friday.

Thanks.

Douglas Elford  
Environmental Protection Officer  
Environmental Protection Branch  
(604) 873-7124











