

Overlook Dog Park Incident Review Process:

Manheim Township Recreation Department has developed a process to review incidents that are reported at the Overlook Dog Park. Overlook Dog Park members must agree to the Overlook Dog Park Rules, as well as the terms and conditions of the Incident Review Process. Through this review process, the Recreation Department staff have the right to warn, suspend, or terminate dog park memberships. In most cases, incidents will require evidence or witnesses to verify a rule has been violated, a bite has happened, or aggressive behavior has been demonstrated. Recreation Department staff are not present at the dog park; we rely on honest feedback and reporting from our members.

What to Report: There can be a variety of reasons why or what a member can or should report on. Reporting incidents will help to make Overlook Dog Park a safe and friendly place for all members. The Recreation Department should be aware if a member suspects another member of violating a Dog Park rule (see below), or Manheim Township Park Rules (see below). If another dog or person is displaying aggressive behavior towards other members or if a dog bites another dog or person, a report should be made. Any illegal activity should be directed to the Manheim Township Police Department. (For emergencies dial 911, for non-emergencies 717-569-6401.)

Process: The first step after an incident occurs is for a member(s) to fill out an incident report (see below) This report will be sent directly to the Recreation Department for review. Upon receipt of a Dog Park Incident Report, Recreation Department staff will contact the incident reporter in order to review the report in detail. If the submitter is unavailable to verify the complaint, no further action will be taken.

During this initial conversation, Recreation Department staff will verify what is stated in the report and try to confirm the names of dog(s), owner(s), and any witness(es) if known. Without additional witnesses or evidence, it will be difficult for us to confirm the incident.

Then Recreation Department leadership will contact the accused, assuming they are identified in the report, in order to gather their assessment of the alleged rule violation or aggressive behavior. Follow-up action will depend on the results of the investigation. That information is stated below.

Reportable Situations:

Dog Biting: We have zero tolerance for dogs who bite another dog or person that require medical attention. In the event of a bite that requires medical attention, the reporter should provide paperwork showing medical services were required and administered. Any owner of a dog that bites another dog or person resulting in medical attention will be contacted by Recreation Department staff and notified of the loss of all dog park privileges for that dog. If the owner has multiple dogs, only the **one dog** that bit another dog/person is suspended, the other dog is permitted in the park.

Aggressive Behavior: In the event of aggressive behavior (by people or dogs) towards other park attendees (person or dogs), Recreation Department staff will review and investigate the incident. The investigation will include initial contact with the accused. Upon review Recreation Department staff will determine if the incident is warranting a warning, suspension, or loss of Dog Park privileges. All warnings are documented in the members' account. A member's second incident or warning will result in a three (3) month suspension. Any additional aggressive behavior or offensives beyond that will result in loss of membership. The severity of the incident will determine our course of action up to and including the loss of Dog Park membership.

Rule Breaking: In the event of a member's disregard of Overlook Dog Park rules, an incident report may be filed by another member(s). Recreation Department staff will review and investigate the incident. The investigation will include initial contact with the accused. Upon review Recreation Department staff will determine if the incident is warranting a warning, suspension, or loss of Dog Park privileges. A warning will include communication with the members which includes explaining the rule that was broken, and an email copy of the rules will be sent. The member will also be notified that this incident will be documented on their account. A second offense of a rule violation will result in one (1) month's suspension. Any additional rule violations or offensives beyond that could result in loss of membership, or additional suspension. Depending on the severity of the incident, it could result in immediate termination or a suspension if warranted.

There will be no refunds for suspension periods or loss of Dog Park privileges.

Dog Park Rules:

<https://www.manheimtownship.org/DocumentCenter/View/9892/Overlook-Dog-Park-Rules>

Manheim Township Park Rules:

<https://www.manheimtownship.org/DocumentCenter/View/9427/Manheim-Township-Parks-and-Recreation-Ordinance-00694765x9E18B>

Incident Report:

<https://form.jotform.com/220726255179055>