

SHOW MANAGERS' FUNCTION

The Show Manager has total control of all functions to do with running the show on the day.

The Show Manager is responsible to see that the show will run smoothly, and the running of the show must remain their sole interest. The Show Manager may delegate some duties. The person(s) to whom such authority has been given will then have the control of those designated areas (e.g., Agility ring managers). If one person is making the decisions, there will be a minimum of conflict.

Problems arise when a second party starts to give conflicting information to other officials or exhibitors.

Show Managers should be experienced people who know how to access the relevant regulations and apply them in a show setting. They should be able to remain calm under pressure and be able to work through issues within the regulations and protocols and the club, the sport and the governing body.

The Show Manager does not need to be a regulation expert but does need to have a good working knowledge of how to search the regulations and find the items they need.

Access to:

- Current Show Regulations - <https://www.dogsnz.org.nz/pdfs/regs-show.pdf>
- Current Agility Regulations - <https://www.dogsnz.org.nz/pdfs/regs-agility.pdf>
- Show Incident report form - <https://www.dogsnz.org.nz/pdfs/incident-report.pdf>

SCOPE OF AUTHORITY

The scope of the Show Manager's authority has to be established by the Show Manager with the committee prior to the show.

The Show Manager should ensure they have all details concerning how the club wishes the show run.

DOCUMENTATION

A Show Manager must have a complete knowledge of the **Rules and Regulations** of Dogs New Zealand and the **constitution of the club running the show** and should hold a copy of **Dogs NZ Rules, Show Regulations**, and **Agility** regulations.

There may be facets of the show which are controlled by club rules. In the case of conflict, the **Dogs New Zealand Rules and Regulations take priority**. The Show Manager should be aware of any regulations governing the control of the venue where the show is being held.

VENUE

The Show Manager should also contact the owners of the venue and confirm all hireage details are in order. It is their responsibility to ensure that access to the grounds is possible and that all facilities are in operating condition.

PRIOR TO SHOW

The Show Manager is responsible for ensuring the following is complete: Setting up of the rings and ensuring that all the required equipment is available, in the proper place, and in good repair. Ensure the show secretary has prepared running orders, catalogues, and schedules where required, and that they follow the regulations.

PRE-SHOW MEETING WITH JUDGES

Before the show commences, the Show Manager should meet with the Judges and the Stewards to:

- Introduce the Judges to the other officials.
- Answer any queries on how the show is to be run.
- Ensure that any overseas judges that may be officiating are instructed in Dogs New Zealand Show Regulations.
- Check if any of the Judges have after show transport arrangements and are aware of their accommodation situation.

At this meeting the Show Manager should make it clear to the judges and other show officials that any questions re timings and/or possible breaches of the Rules and Regulations should be referred to them and not to anyone else.

DISPUTES

The Show Manager must work with the disputes committee to answer any disputes or questions re the Show Regulations or Dogs New Zealand Rules, and to ensure the correct protocols are followed.

The Show Manager must handle any formal complaints. These complaints should be in writing but will not always be the case. In the case where they are verbal complaints, it should be documented that the complaint was lodged.

The types of complaints a Show Manager will deal with are:

- Issues with competitor's behaviour
- Issues with dog aggression or attack (non-contact and contact, dog on dog and dog on person)
- Issues with judges / courses not meeting regulation / hazards on a course / dangerous approaches.

If the complaint is arising at the show an attempt should be made to settle the dispute, then and there either by negotiation or by the club's disputes committee hearing the complaint forthwith. Below is a step-by-step process for dealing with complaints – this process does not work in every situation but gives a general guideline for how to deal with them.

The Show Regulations spell out requirements around dogs who are excused from the ring for aggression toward a dog or person.

A Show Manager should be aware of these provisions and how to deal with them should they be invoked.

WITHDRAWALS FROM COMPETITION

Show Regulation 19.14.2 makes a Show Manager responsible for approving withdrawals from competition after a dog has competed in any class. A Show Manager must know the effect of these provisions and the authority they have under them. Any approvals given should be notified immediately to the show secretary in written form.

RING INSPECTION

The Show Manager should ensure that the Judges have time to inspect their rings and make any adjustments that may be required prior to the judging commencing.

AVAILABILITY

The Show Manager must be available at all times during the course of the show. If the Show Manager is forced to leave the grounds or show area for any period of time they must ensure that all parties are aware of this and of the length of time they will be absent and who will be acting in their absence.

CONDUCT OF SHOW

The Show Manager must oversee the running of the show, including the conduct of all parties present, and see that the judging is proceeding at an acceptable pace. The Show Manager must keep in constant touch with the Stewards and the Show Secretary with whom a close liaison must be maintained. Several of the areas of responsibility may be transferred to other persons but the overall culpability will still rest with the Show Manager. The Show Manager must remain in control at all times and must also temper this control with a degree of flexibility.

CONCLUSION OF SHOW

At the completion of judging, the Show Manager organises the dismantling of equipment and tidying up of the venue. The Show Manager's final action should be the preparation of a report for the information of the committee, this should set out any problems that were encountered and what steps were taken to rectify them, it should also include any recommendations to assist the smooth running of the next event.

PROCEDURE FOR DEALING WITH COMPLAINTS

The complete procedure for dealing with complaints is laid out in the Standing Orders – Section 12.

In the event of a harsh handling complaint:

As per regulation 13.7.2 Harsh Handling – It is the Show Manager's responsibility to investigate and recommend further options for any allegations of harsh handling arising when a dog is not being judged and outside of the judge's jurisdiction.

In the event where the complaint is in relation to dog aggression, the full procedure can be found in the Show Regulations, clause 19.13.4

This includes Dog on Dog with or without contact, and Dog on Person, with or without contact.

Types of aggression that should be reported – whether you feel it is serious enough or not, you **MUST** report it if it falls into any of these categories.

1. Aggression towards another dog – To include but not limited to lunging and threatening – but not to include posturing, rumbling or growling where no attempt at advance towards the other dog is made.
2. Aggression towards a person – to include but not limited to lunging, snapping and threatening without any physical contact not to include rumbling or growling. Growling at a judge in the course of examination is not acceptable.
3. Attack of another dog – aggressive or fearful physical contact.
4. Attack of a person – aggressive or fearful physical contact.

The following **MUST happen:**

- The owner/handler of the dog should **IMMEDIATELY** be notified that the dog is to be excluded from the remainder of the show, and for the next 7 days.
- Fill in an incident report (this can be found on the Dog Agility Website, front page, there is a link to the form).
- Get **WRITTEN** statements from all parties involved, and any witnesses who saw the event take place.
- Send the completed report along with all written statements to the Dogs NZ, members@dogsnz.org.nz

In the event where the complaint is in relation to a judge's behaviour, course design resulting in a hazardous or unsafe situation, or course design that does not meet regulation.

Be kind, confident, clear and helpful in your discussions with a judge – everyone makes errors occasionally so resolving it quickly and quietly should be the goal. If tensions rise, do not become involved in any arguing and remain calm. **Ensure however, that no course is allowed to run which does not meet the regulations.**

The following procedure should be followed:

- Find out all the details of the issue, which judge, which course, which part of the course, and exactly what the issue is.
- Firstly, have a quiet word with the judge as to the issue that has been raised, and try and get it sorted quickly with them. If there is any dispute over the accusation, confirm that the course is in fact unsafe or goes against a particular regulation. Always ensure you have a copy of the regulations and find the regulation that applies to the situation.
- If it is determined that the issue is simply a case of a competitor doesn't LIKE a particular part of the course, but it is not against any regulation, or in your opinion as Show Manager is safe, then the judge may proceed with judging.
- If it is determined that the course is unsafe, or illegal, then it is your responsibility to ensure the judge does not proceed with this course until it is rectified.

REQUESTING SUPPORT

At any point during the complaints process, if the Show Manager is unsure of how to deal with a situation, they can request input from the disputes committee that is appointed for the show or a Senior Judge or AC member that is present.