

Frequently Asked Questions for Newly Adopted Dogs

Some dogs enter their new home and settle down like they've always been there, others take a little time so we have tried to cover the most common questions and issues that may arise. Please read through and a member of the team will try to answer any further questions you may have.

How will my dog be transported to the UK?

Our dogs are collected from their shelter/foster in Romania/Spain, put into specialist crates and are driven all the way to the UK by road and the EuroTunnel. The journey to the UK generally can take from 2 - 4 days depending on the number of pick ups/drop offs. They drive through the night with someone on board stopping at regular intervals to provide food/water and to change their bedding. As you can imagine, this is a daunting experience and whilst the transporters try to make the journey as comfortable as possible it can stress the dogs out. Often the dogs arrive quite overwhelmed and a bit stinky!

I am collecting my dog straight off transport, what do I need to do?

Please note if you are collecting your dog off transport they can arrive at ANYTIME during a 24 hour period as they drive through the day and all through the middle of the night!

You will be given the drop off location which for convenience, is often a service station. We will not know the expected arrival time until they have crossed the channel and checked the traffic conditions. Please be considerate to the drivers who have been travelling for several days to deliver the dogs safely.

When collecting your dog, you must take a slip lead as this is the safest way to move your dog from the transport to the car. They will be frightened and might try to escape so please be extremely careful. Never attempt to use a normal collar and lead or harness as they could easily slip out of these.

Please ensure your dog is safe in your car, either in a crate, or with someone holding them in the back seat. Most of our dogs have never travelled in a car and will be frightened and could leap around or escape when you try to open the door.

If your dog is being delivered directly from Romania, please ensure your dog stays at your premises for the first 48 hours as DEFRA may need to visit as part of their standard process.

Any advice for arriving home with my dog?

Romanian dogs are known for being escape artists and for attempting to run away if they feel scared. There are plenty of stories of our dogs jumping 6/7ft fences easily. This is not to make you feel worried/put you off but to be prepared and know all the worst case scenarios that could happen. All dogs must have a collar with an ID tag from moment you take them into your care, this is also a requirement by law.



We suggest for their first exploration into the garden they are placed on a long line OR a slip lead (but not an extending lead). This is for back up should your dog get too adventurous and you need to stop them quickly. We recommend you do not leave your dog unattended in the garden for at least a week. Whilst you will have passed a home check and this may sound over the top, the number of dogs that have escaped gardens in their first week is high, they are at greater risk as they do not know their local surroundings. It is better to be overly cautious.

We recommend a lot of positive reinforcement whilst out in the garden with your dog, offering tasty treats which encourages them that being around you is good!

How long should it take my new dog to settle?

When your new rescue dogs arrives this can be a very exciting time for your family and you probably cannot wait to settle them in, play ball with them, take them for a walk etc. However in some cases, it can take several days or even weeks for your rescue dog to relax and get used to their surroundings.

They may not have ever played with a ball, been walked on a lead or even been in a house before! Everything will be new to them and it is extremely important you understand this. The sound of a TV, radio, dishwasher/washing machine, Hoover will probably spook them, as they most likely have never heard sounds like this before. It is important that you take everything very slowly and at their pace.

We suggest you bring them into your home and let them explore their new surrounds as calmly as possible. We also suggest you provide them an area in a quiet corner of the house, where they can feel safe. We would advise using a crate with a blanket draped over it, but always leave the crate door open.

Please don't be upset if your new dog does not want to slobber you in kisses or is not jumping up at you for affection, as it can take a few days for them to come round to you and understand you are not going to hurt them and that they are safe with you. Some dogs prefer females over males, this is due to the dog catchers in Romania mainly being men. If they have come across one it can bring back horrible memories; so they tend to bond more with women first, so Men... please do not be offended, you are just going to have to work harder and provide extra tasty treats to gain their trust

My dog arrived off the transport and is really stinky. Should I bath him?

After several days on transport most of our dogs arrive pretty stinky but please carefully weigh up the risks, as bathing is not likely to be an enjoyable experience for you or your dog. It may make your dog fear you, which will not help you to bond, so please build some trust before you attempt this. Fragranced wipes may help until you are ready.



What is the best way to introduce my children?

Unless stated, our dogs are unlikely to be used to young children. We will always endeavour to make the perfect match and advise during contact if we think your family is suitable for the dog you fall in love with. When introducing your new dog to children please do this very carefully and ALWAYS under strict supervision. NEVER leave a dog with any child unattended.

Please tell your children to stay calm, not to jump around or make noises and not to run, or the dog is likely to become more excited/agitated and may chase or nip.

Any advice on how should I introduce my resident dog?

If possible, keep your resident dog inside and just allow your new rescue to have a good sniff around the garden for a while. They will probably be frightened and need to gain confidence before meeting other dogs. When you feel ready, let your resident dog into the garden but try not to restrain them on a tight leash unless absolutely necessary. Give lots of praise to both dogs and plenty of treats. Try not to raise your voice and stay as calm as possible.

We would recommend removing any favourite toys or blankets which could spark jealousy or upset in the first few days.

They may not bond straight away (especially as your new rescue will most likely be quite stinky) but don't be disheartened, just give them time. Some dogs may take a couple of weeks to accept their new arrival. There is usually a pecking order, so try to always give fuss/treats and feed your dogs in the right order so they learn to respect this.

What is the best way to introduce my cat and other pets?

If you have a cat in your home, please introduce your dog very slowly and try not to overload your new dog with introducing them to every other pet in the home immediately. A safety gate they can see through but not access is a useful tool. Try not to introduce them in open spaces where the dog can immediately give chase and ensure the other pet feels safe or can escape easily if frightened.

Even if we advise that a dog has been 'Cat Tested', we cannot guarantee how they will react to your specific cat in a new home environment. In our experience, pets will find a new pecking order and will adjust their behaviour accordingly, but please take precautions and expect to allow sufficient time for this.

What shall I feed my new dog?

A bland diet, little and often is advisable for the first few days to settle their stomach after a stressful journey. For example, chicken and rice, scrambled egg, white fish etc.

Whilst in Romania your dog would most likely have been fed a locally sourced dry food. Please introduce new foods slowly and monitor your how much your dog is eating as well as what comes out the other end!



Where should my dog sleep?

Our advice is to start as you mean to go on. It is completely up to you where your new dog sleeps, but if ultimately you want them to sleep downstairs, then don't cave in and let them sleep in your bedroom on the first night or it will just be harder down the line.

Particularly if they have come straight from a shelter, then warmth and silence will be very alien to them. They might cry as they are in an unfamiliar place and they have no idea who you are, everything is so new to them. You must try to be patient with them. Expect the first night or two to be difficult, but they will learn very quickly, so do try to stick with it if you can.

Do consider their safety and be careful about shutting them in with other resident dogs unless you are confident that they will not fight.

What equipment will I need for my new dog?

You will definitely need as a minimum:

Collar with ID tag engraved with your telephone number

Slip lead to safely collect your dog

Large water bowl

Food bowl

Dog bed

Dog food (see above)

Some training treats.

You are also likely to need:

Some chew toys (helps with anxiety when left alone)

Harness (please ensure you get this fitted correctly)

A crate of the right size (this will provide a safe environment for your dog to sleep)

Long line lead. So that you can let your dog have a good run around, without fear of escape.

My dog keeps weeing inside, what shall I do?

Most of our dogs have never lived in a house before and had no restrictions on where or when they could wee. Please don't shout at them if they wee inside, they won't understand and will be scared. This may put them off weeing at all.

Our advice is the same as puppy training. Take your dog outside regularly (and always straight after eating, or when they have just woken up) use a key word and then stay with them outside until they have done a wee, then immediately give lots of praise. If you do this consistently, they usually learn pretty quickly.



My dog hasn't eaten or done a poo since he arrived, is this OK?

This is quite normal for a dog who has been stressed on transport and is adjusting to a new environment and new food. Sometimes you may also see small traces of blood in the poo which is to be expected when the gut is stressed.

When can I leave my dog to go out?

We recommend that you try stay at home with your new arrival for the first few days to settle them in and get them used to their surroundings. When it comes to leaving the house and leaving them alone for the first time we ask that you do this gradually and make sure you leave them in a safe place where they can't cause any damage or injure themselves.

Start with popping out and come back in. This needs to be normal that are you coming and going. Then stand outside for 5 minutes and come back, build this up as necessary to suit how your dog is behaving when you are going out. Some dogs can develop separation anxiety, we ask you have a read up on this to get an understanding.

If you are worried about leaving them for longer periods, try leaving the radio on for them or the television, this can help comfort them. Also leaving bones for them to munch on or toys can help distract them from you not being in the house. Please again remember it can take time for them to settle and understand you have not left them and you are coming back for them! They could have been dumped by their previous owner, so they may think they have been abandoned again. All we ask is you think about how they may be feeling.

Should I take my new dog to the vet for a check up?

We would suggest you give your dog a few days to settle into your home, before you even consider taking your new dog to the vets. They have been through enough upheaval and need time to get to know you first. The vets can be a scary environment, so its best to wait until they trust you and are able to cope with the car journey, sit in a waiting room and be happy to be handled by strangers who might want to look in their mouths for instance.

Of course, if there is an emergency then they must go but for general things such as registering them, general health check or itchy skin etc please allow them time to settle and get advice over the phone from us or your vet if you are unsure.

Should I take out pet insurance?

Yes! We think this is really important, especially as most of our dogs have no known history, so it is important to be covered for unexpected medical costs which may arise. If you don't agree with pet insurance, please make sure you have adequate funds in place as vet costs can easily escalate into the £000s depending on what issues arise. We are honest with our descriptions of our dogs and we advise any 'known' issues, but we as a rescue, do not have the funds to step in should issues arise down the line.



Please note all insurance policies have an initial 14 day period where the dogs are not covered, so it's important that you take out insurance ASAP and read the small print about when you can start to claim and for what conditions. Also be aware that some policies don't cover life time conditions and will only pay out for one year.

How do I update the microchip details?

Your dog will already be microchipped and the details are in the passport – 15-digit number beginning with 642. Please update/register your dog's microchip to you as the new owner as a priority. Website: www.pettrac.co.uk

However, if you contact us we can offer registration of your dogs microchip through our rescue for a discounted price.

And finally...

We really want you to enjoy your new arrival, provide them with the love they deserve and have missed out on for a period of their lives. All the above may sound scary but rescuing a dog is one of the most rewarding things you can do. They come from such awful situations and we are extremely grateful to you (and your family) for offering them such a wonderful home and giving them a chance to finally be happy & loved!

A new leash for life rescue provides you with LIFETIME support, we are only a phone call away and you can call us about anything no matter how small/big it is. We are here to help you and your dog settle in as best as they can. We also have an amazing network of other adopters who have lots of experience and usually happy to share their experiences and advice.

Your dog may never try to escape, wee in the house, cry at night or trash your new shoes but we want to make you aware of what you could be up against.

Please remember, these dogs need to adjust and settle in their new lives, so please be **PATIENT, UNDERSTANDING & GIVE THEM TIME.**

We look forward to seeing your photos and hearing your stories with your new dog soon.