

Thank you for adopting your new furry family member from Fisantekraal Animal Welfare!

You have made a real difference – in their life and yours. We wish you many happy years of love and companionship ahead.

We believe each animal adopted is an ambassador for animal adoptions everywhere, and we want everyone to be happy throughout the process – and forever. Many people have worries, concerns, or questions when they adopt a new pet; some go through a ‘what have I done’ moment – this is normal. We hope that this adoption info will help.

No matter how many animals you’ve had before or how often you’ve adopted, there is almost always something to wonder about.

Please contact us if you’re concerned or unsure, or have any questions; we are very happy to help. And please do keep us updated on your new pet’s progress – we absolutely love hearing and seeing how they’re doing!

Many tail wags and purrs  
Fisantekraal Animal Welfare

www.faw.za.org  
info@faw.za.org / adoptions@faw.za.org  
084 519 0380

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*Pages*

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**EXTREMELY IMPORTANT! Please put a collar and tag on your new dog straight away.**

It is usually within the first week or two that newly adopted animals may slip out, either because they’re bewildered or because they want to explore or are stressed. See pages 8 – 10 for more info.

They do not know your area so it is crucial that you supervise them when they’re outside in your yard, and ensure that they can easily be identified should someone else find them.

Note that all dogs and cats adopted from FAW are microchipped. Should your new go missing, please notify us immediately so we can try to assist in the search and alert the microchip company.

### *“I don’t know that I’m ‘adopted’...”*

Put yourself in your new pet’s paws: they don’t yet know that they’re ‘adopted’ or that this is their ‘forever home’. Try to understand that they may be a little bewildered or even scared; they don’t know the rules and what they may or may not do (including where they’re allowed to go ‘toilet’).

No matter how good or bad the place they came from was, this is still a big change - they’re looking to you to show them the ropes, teach the rules, make them feel safe, and help them understand what their place in this new home is. This move is stressful to them – it’s all new and unfamiliar!

**Please try to see things from their point of view and be patient, consistent, and calm.**

Remember, dogs WANT to fit in; they WANT to be part of your pack - with you as their leader. Start off as you mean to go on: with you in charge. They will feel more secure and happier if they know where they fit in. Having a routine really helps (i.e. feeding around the same time, etc.) because they know what to expect.

If you have other pets, don’t allow the newbie to run into the house and up to other dogs as they may feel they’re being ‘invaded’. Take him/her to the cats’ and/or dogs’ bedding so they can have a sniff. Watch your new dog to see how they react – he/she should appear interested and friendly.

**Important: keep new dogs on the lead when introducing them to any other animals.**

Remember, your dog is looking to YOU to show them what to do and what is expected of them. Think of yourself as a tour guide showing around a foreign visitor who doesn’t speak your language!

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## FREQUENTLY ASKED QUESTIONS

### **What should I feed my new dog?**

Animals at the rescue centre eat a wide variety of foods, from different brands of pellets and soft food; dogs also sometimes get raw food.

It’s entirely your decision what you’re going to feed them in future, but we recommend choosing good quality food as this keeps their overall health good, which reduces vet visits.

We always recommended getting a small tub of <u>Protexin</u> or other a probiotic for animals – as many animals get a bit of an upset tummy at first due to the change in food and environment.
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### **What should I do at feeding time?**

Dogs can be very protective over food, especially dogs that are unsure of themselves and in an unfamiliar environment.

Ideally, feed your new dog/cat separately from other animals for the first 10 – 14 days.

**We strongly recommend that children or other animals should not approach the new dog while it is eating.** If there is growling, snarling, or snapping, contact FAW or an animal behaviourist.

### **What about food guarding?**

This will usually show itself with going very still and moving over the bowl, showing the whites of their eyes and/or growling, which can progress to snapping. This is usually easily resolved if you nip it in the bud quickly – it does not mean they are ‘aggressive’ and dangerous in general. Please ask for help if you’re concerned.

### **What about my existing animals?**

Don't be disappointed if new and existing pets aren't friends straight away; some are instant BFFs and others take longer to bond – just like people.

Make sure existing pets, especially dogs, see and understand that they're still important and aren't being ‘replaced’ but don't ‘play favourites’. Ensure you stay in charge.

Give them the same attention you always have, and don't allow the new dog to eat their food or take over their beds or favourite spots. Likewise, discourage existing animals from getting into the new dog's bed.

### **Bed time**

Some rescued dogs take time getting used to the luxury of having a bed of their own and may initially choose to lie on the floor. Don't force them but keep showing them where they may sleep (putting some treats in the bed helps!).

Young dogs and puppies can be overwhelming to existing pets, especially seniors - make sure they have safe, calm place to retreat to where the new dog may not go. If you have a spare room, this is perfect. Alternatively, try sectioning off a portion of a large room.

Your new dog may also appreciate having a room or section where it knows it's safe to retreat to.

If you do not want your new dog to sleep on your bed or couches, discourage them gentle but firmly .

Supervise them in the beginning but stay calm. Avoid 'screaming', even you're if excited and happy. Dogs perceive this as unsettling or it can ‘wind them up’.

If anyone is very anxious, overly excitable, or anticipating disaster, ask them not to be there initially. Animals sense emotion and can react accordingly; you want them to start off in a calm, balanced, and positive manner. They can meet the new dog when things have calmed down.

### **Can I take my new dog for a walk?**

For sure – just be extra-extra-cautious that they can't get out of the collar and do not let them run loose until you are 100% sure they will come when called! It may be best to give them a few days to settle in as moving house can be exhausting, disorientating and stressful.

Start walking them soon to work off extra energy and learn to listen to you. This is also a very important bonding time. Just make sure they cannot pull out of their collar and run off!\*

If the dog is very nervous or not used to walking on lead, you will need to work up to walks, starting with getting them used to a lead at home. Work off energy by playing with them instead.

If you have other dogs, you may need to take it/them separately at first.

\*Note: if your new dog should run away, do not chase it! This can make them run faster. Rather get a strong-smelling treat (e.g. cheese, peanut butter, mini cheddars, biltong, etc), crouch or sit down, and hold the treat out to them calling softly. Be patient.

**Settle down:** No matter how much you want to show the newbie off, rather let things settle down for a day or so, allowing everyone to get used to each other, before having visitors over. When people do visit ask them to pay attention to the other dog/s before the new one.

If you have rules that you want your new dog to learn, like 'no jumping' or 'no getting on the couch', ask that these be adhered to by visitors.

### **The new dog is like my shadow – is that normal?**

Initially, the new dog may attach itself to one family member and follow that person around, always staying by their side. This is usually the person who is home the most and/or the person who feeds them. This is great and it helps the dog learn the ropes and get settled!

**Be careful not to allow them become possessive over a person.** Ensure that the dog spends time with all family members. The person they've become attached to should encourage other family members to approach and interact with the dog, and other family members should call the dog to them and play with or pet them (brushing, stroking, etc.). The dog's favourite person should also leave occasionally (even if only for 10 minutes) to allow the dog to get used to being around other people and to reduce the chances of separation anxiety developing.

If a dog growls at other people approaching "their" person, this is absolutely not ok. Immediately tell them 'no' firmly (don't shout) and move away from them. Don't shout, chase, or grab the dog as this could cause a nervous dog to snap. Please contact us or an animal behaviourist if this happens.

### **RESOURCE GUARDING OVER PEOPLE – PREVENTION IS EASIER THAN CURE!**

A common problem is when newly-adopted dogs become possessive and start resource guarding. Do not fear: it happens to many people and it IS resolvable!

When new dogs go to their adoptive homes, initially, the new dog may attach itself to one family member and follow that person around, always staying by their side. This is great, and really does make you feel good about your new family member plus it helps the dog learn the ropes and get settled. There's nothing wrong with this at all.

However, you need to be very careful to not allow the dog to become possessive (resource guarding), which can easily happen if the situation isn't managed correctly. Dogs that have come from very deprived backgrounds are more likely to become possessive over food, items, and humans.

- ✓ Resist the urge to fuss over the new dog a lot and allow them to get away with things they shouldn't 'because they're new' or 'because I feel sorry for them'. Let them settle in and fit into your routine.
- ✓ Ensure that the newbie spends time with ALL family members, not just their favourite.
- ✓ If they've become attached to one person, that person should encourage other family members to approach and interact with the dog, and other family members should call the dog to them and play with or pet them (brushing, stroking, etc.).
- ✓ If the dog is on a sofa or someone's bed and doesn't want to allow someone into the room or near the couch, stop allowing them onto the furniture until the resource guarding has stopped. Ideally, dogs should only be allowed onto the furniture when you invite them and they should get off if you tell them to.

- ✓ The dog's favourite person should also leave occasionally (even if only for 10 minutes) to allow the dog to get used to being around other people.

**NB: If a dog displays unacceptable behaviour if other people or animals approach 'their' person, this is not ok. Immediately tell them 'no' (don't shout or punish them - the dog is doing the right thing by communicating its discomfort) and move away from them.**

**Do NOT** Shout, chase, hit, or grab the dog. Not only is this not fair to them but it could cause a nervous dog to snap or bite.

Remain calm but assertive and make sure the dog understands you are not his/her possession and you will not tolerate the behaviour. Please contact the welfare you adopted your dog from or an animal behaviourist ASAP if this happens before things get out of hand.

The good news is: if this has already started happening, you CAN nip this in the bud if you handle things correctly! And then you'll have a happy, well-balanced dog to bring you years of joy.

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### SUMMARY OF DOG ADOPTION DO's AND DON'Ts

#### DO

- ✓ Stay calm and in charge
- ✓ Be gentle and consistent
- ✓ Be patient
- ✓ Keep an eye on interactions with other pets in the beginning
- ✓ Introduce your new dog while holding onto the leash
- ✓ If they want to investigate other pets, walk with them; pulling them away makes them more excited
- ✓ Remember that they don't know this is their new home yet
- ✓ Contact FAW if you have any questions or concerns with your new family member!

#### DON'T

- X Shriek, shout, or use loud, high-pitched voices.
- X Panic - calm you equals calm animals.
- X Expect perfection immediately, although it can and does happen.
- X Let your new dog 'replace' or bully existing pets.
- X Punish them – they need to associate each other with good things, not bad.
- X Force things – let the animals set the pace; all you do is supervise.
- X Get a new dog and then leave them the very next day for long hours, especially with other animals if you are not absolutely sure no fights will break out.

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### HOUSETRAINING TIPS

One thing most people are worried about is housetraining! It's nothing to panic about and is actually usually easier in adult dogs than pups. Adults are more focused, better at controlling their bladder, and learn very quickly.

Some dogs pick it up in no time, some take longer. Be prepared to set aside time and to spend plenty of time in the yard. Yes, it can be a mission at first, but if done correctly, most dogs are housetrained within 2 weeks – for life. Totally worth it!

**THE SUCCESS OF HOUS TRAINING LIES IN YOU BEING ALERT, YOU BEING CONSISTENT,  
AND YOU BEING PATIENT AND PERSISTANCE.  
IN OTHER WORDS, IT LIES WITH YOU!**

**Very important: DO NOT SHOUT AT OR PUNISH THEM** if they don't go where you want them to – remember, this is all new for them; they don't know they may not go in a specific spot and where they should go instead. Furthermore, this may just teach them not to go where you can see it...

**When your dog does right, PRAISE THEM** - not overly loudly or too excitedly, just tell them they are a good dog, pet them, and you can even give them a small treat.

### Houstraining do's

- ✓ **Be alert!** Dogs usually have a different expression or way of walking when they need to go; if you see them acting a little 'strained', it might be time to take them outside.

Some dogs 'sneak away' and do their business out of sight of their owner, so be alert! (This is usually due to having been houstrained in a harsh way.) If your new dog suddenly goes off where you can't see him, follow and then take them outside.

**Warning signs:** sniffing the floor, circling, 'walking with long legs', disappearing around the corner suddenly or heading for a room they've previously 'gone' in, a worried or strained expression, suddenly being restless, repeatedly going to the door to go outside.

- ✓ If they go outside where you want them to, praise them and make sure they know they did the right thing!

If they don't go when/where you want them to, stay calm and try again next time.

- ✓ **Always feed your dog at the same time of day** (i.e. not leaving food out all day and night). This will make it much easier to houstrain them.

If your dog eats indoors, let them out straight after eating.

- ✓ **Bathroom breaks:** Ideally, give your dog at least 6 – 8 'bathroom breaks' daily (more initially) – first thing in the morning, last thing at night, after each meal, and in between, even if they don't seem to want to go.

After your dog has eaten, just woken up, or has been playing or excited are 'danger times' when your dog may start looking around to have a wee or do their business.

- ✓ **You may need to go with them into the garden and wait** – some dogs will refuse to go on their own because they fear being locked out. Give them at least 5 - 10 minutes. If they want to go back inside immediately, just be patient – don't play or talk to them a lot; just relax and consider it time to get fresh air! Walk up and down slowly so that they also walk and sniff around.

If, after 5 minutes, nothing has happened, go back inside. Watch them closely – this is the time when some dogs will go! If you see any sign that they're thinking of it, take them out again. Otherwise, wait 20 minutes and try again.

- ✓ **If they have made a mess in the house, clean the area thoroughly with white vinegar.** This breaks down the odour (and, even if you can't smell it after using soap or floor cleaner, your dog can).

Dogs tend to do their business where they've gone before – they follow their noses. So, removing all trace of scent where you don't want them to go will help to prevent them from repeatedly going in the same spot. If you have loose rugs, it's best to pick them up initially as it's not as easy to clean rugs as it is tiles, wood, or laminate.

- ✓ **Clean up their mess (urine and faeces) using newspaper; place this newspaper where you do want them to go** (hold it down with a brick or rock so it doesn't blow away).

When you take your dog outside, show them the area where you placed the soiled newspaper (don't rub their nose in it!), and allow them to sniff it and walk about. The idea is that they will follow their noses to where they last 'went'. Sniffing and walking can also stimulate them into going to the loo.

- ✓ **IF you catch them 'in the act'**, you can clap your hands and say 'no' – don't do this AFTER they've done it as they won't make the connection. If you've managed to stop them, take them outside, wait for them to finish and praise and reward them.

#### Night time

Most adult dogs sleep through the night, but some, especially when new, will need to pee or do their business at night. At night, stay calm and quiet – don't excite them or you will create the idea that night time is a great time to get you up and playing in the garden.

*Option 1:* Put their bed near your bedroom or inside your room so you can hear if your dog wakes up and needs to go (whining, restless, etc.). Get up, calmly take them outside, and do as you would during the day. When done, settle them quietly into bed.

*Option 2:* If you can't have them nearby & have had some messing in the house overnight, you may need to set an alarm – experiment with the time (based on how often your dog goes during the day) to take them out.

Don't worry, although it sounds like you have loads of sleepless nights ahead, it should only last a very short while – rather establish good habits now than try to fix bad ones later.

#### Housetraining Don'ts

- X NEVER shout, punish, scare, or be harsh with your dog while housetraining (and this includes the very cruel practice of rubbing their noses in it). All that will happen is your dog will learn one main thing about housetraining: that going in front of their owners is bad. They will start hiding from you and going in hidden spots, and not giving you warning when they need to go out – thus making your task even harder.
- X Don't just put your dog into the yard, shut the door, and leave them out – chances are, your dog will be so focused on getting back inside that he will totally forget about doing his business!
- X Don't wait for your dog to let you know it needs to go out – you want to prevent accidents from happening.

X Don't panic. If you persevere and stay calm, consistent, and patient, it will work!

If, despite being consistent and doing everything right, your dog is still peeing everywhere, there may be something else going on such as a bladder infection.

However, 99% of the time, it is just down to housetraining methods and being consistent. Please contact us for further advice.

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### Why new pets might escape, how to prevent it, and what to do if it happens.

Newly adopted pets may try to get out of their new home in the first few days. PLEASE be careful!

#### Here's why - and it's not because they're naughty or don't like you!

- They do not know they are adopted.
- They do not know you are their new family.
- They do not know where the boundaries of their property are.

They are not 'escape artists' and they are not 'bad dogs' - 99% of the time, they settle within a week to two weeks. *Note: Not all newly adopted dogs run off! Most stay put.*

#### Put yourself in their paws

Wouldn't you be bewildered? How would you know: here is where 'my' home ends and I may not go further? How would you know: I am supposed to stay here; this is my new home now?

If you are nervous or afraid, anything familiar seems safe. If there's nothing familiar, the unknown is as appealing as staying in a place you know nothing about. Remember that some of these animals have had several homes - their original home, the rescue centre (in our case, they moved so that = 2 homes!) and then yours. Imagine how confusing this can be.

So, please, be aware, be prepared, and give them a chance.

#### What can you do to prevent it?

**Put a collar and tag on immediately** and, if you have to, keep them inside the house and only take them outside into the yard in your presence. (Note: all FAWbies adopted from Jan 2016 are microchipped. If you adopted prior to this, please contact us for assistance.)

**Secure the property** before you even bring them home (cats should be kept indoors for the first 2 weeks). You may need to add fencing, keep windows shut, etc.) Assess things from an animals perspective to find 'weak spots'.

**Take a couple of days off to settle them in.** Remember that the dog doesn't have a clue what is going on and is looking to YOU for guidance.

**Show them** how nice it is inside the property, start taking them out for walks so they can familiarise themselves with their surroundings and the concept of 'on lead outside the property, off lead inside'. This helps them learn where their space begins and ends.

**Keep dogs on lead with secure collars** when you take them out of the property.

## What to do if your new pet does get out

1. The minute you discover your new pet is missing, **please contact FAW immediately** so we can assist and put a 'lost dog alert' on their microchip.
2. **Contact all the vets** in the area as well as the **SPCA, Animal Anti-Cruelty League, etc.** You'll be surprised at how far afield strays can be picked up.
3. Ensure you have **a recent photo** - and take your phone with you with the picture on it, or a print out, so you can show people.
4. **Walk around the blocks** near your house (take strong-smelling treats like biltong with you) - they may be in a neighbour's garden, a nearby park, or simply wondering around just around the corner.
5. **Ask** any passersby if they have seen your dog and go to your neighbours to ask if they've taken them in.
6. There are **lost/found Facebook pages** for posting missing pets. If you're not active on Facebook, please let us know so that we can assist.
7. **If you spot your new pet**, unless they're very relaxed in your company already, do NOT chase them! This may cause them to bolt as they're bewildered or they think it's a game. Rather sit down if possible and softly call them, preferably with a treat in your hand.

If, **by the following day**, you still haven't found your dog, you need to make flyers with their photo on it and hand them out and post at vets, noticeboards, and on lamp posts. (Remember to take them down once you've found your pet.)

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## CONTACTS

**FAW:** 084 519 0380 / 062 258 3547 / [info@faw.za.org](mailto:info@faw.za.org) / [adoption@faw.za.org](mailto:adoption@faw.za.org)  
(Make a note of the person who assisted with your adoption.)

**SPCA Grassy Park:** 021 700 4158/59

**Animal Anti-Cruelty League Bellville:** 021 951 3010

**Animal Anti-Cruelty League Epping:** 021 534 6426

### 24-hour vets in Cape Town

- **Tygerberg Animal Hospital Bellville** - 1 Kontiki Avenue, Glen Ive, near Stodels - 021 919 1191
- **Panorama Veterinary Clinic** - 1 Uys Krige Drive, Panorama - 021 930-6632
- **Cape Animal Medical Centre** - 78 Rosmead Avenue, Kenilworth - 021 674 0034
- **Belmont Road Veterinary Clinic** - 16 Belmont Road, Rondebosch - 021 685 7750

**We are always happy to help with advice and assistance. We will do our level best to help. Please get in touch if you have any questions or concerns: [adoptions@faw.za.org](mailto:adoptions@faw.za.org)**

**The following is part of the adoption contract which you have signed. Kindly ensure you have read it carefully.**

1. The adopter undertakes to care for, love, and make part of the family, this/these animal/s.
2. The adopter will ensure that the animal/s is/are comfortable and safe, with the necessary, accessible shelter, and that ample fresh water and food are available every day.
3. The animal/s will not be chained, tied up, or confined, nor will it/they be mistreated in any way.
4. The adopter will ensure the health of the animal/s, including seeking veterinary treatment if necessary, and vaccinating and sterilising the animal/s.
5. Puppies and kittens will complete their vaccinations and deworming, and be sterilised at approximately 6 months of age (mandatory).  
Vaccinations taking place after adoption will be at the adopters own cost. (See point 4 below.)
6. The animal/s, particularly puppies and kittens, will not be left alone for long periods of time.
7. Under no circumstances will the animal be re-homed, sold, or given away without prior approval from FAW. If, for any reason, the new owner (below-mentioned) is unable to keep or care for this animal, they will contact FAW for assistance immediately, and FAW will assist with rehoming. (See point 3 below.)
8. The new owner will ensure that the property is safe for the animal/s. This includes, but is not limited to, secure walls/fences, covered/fenced pools or ponds, and removing health risks.
9. The adopter will inform FAW of any change of address or contact details.
10. FAW representatives will be permitted to make follow-up visits to check on the animal/s.
11. An adoption fee of R550 for dogs, R650 for puppies under 6 months, R400 for cats, and R450 for kittens under 6 months, is payable by the owner to FAW before taking the animal.
12. The adoption fee is non-refundable.
13. Animals will be microchipped before going to their permanent homes and FAW will register this.

**Fisantekraal Animal Welfare (FAW) warrants the following:**

1. Veterinary treatment for pre-existing conditions will be covered by FAW within a 7 day period after this agreement is signed. Should the animal/s require veterinary treatment within the 7 day period, the adopter will contact FAW immediately to arrange this.  
FAW cannot cover any private veterinary fees raised during this 7 day period.
2. FAW is not responsible for costs arising from injury or damage inflicted on the new owners, their family, friends, existing pets, or property by FAW animals, either during viewing or after adoption.
3. If, for any reason, the adopter is unable to keep this animal, FAW will re-home it.
4. Puppies and kittens adopted under 6 months of age will be sterilised at 6 months, the cost of which is included in the adoption fee. Should the adopter wish to use their own vet, at their own cost, please furnish FAW with proof of sterilisation.
5. FAW vouches that, to the best of our knowledge, the animal/s is/are healthy at time of adoption\*. \*If the animal has a health condition, this has been discussed with the new owner.
6. All information provided by the adopter will be handled as confidential, and will not be disclosed to any third party without the adopter's consent.