

**ADDITIONAL INFORMATION & FREQUENTLY ASKED QUESTIONS  
SURRENDERING A DOG TO NEW ZEALAND CHIHUAHUA RESCUE TRUST**



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**What fees are involved for surrendering?**

There is no fee - no matter what kind of medical care the dog requires. If able, you are more than welcome to donate to the Rescue at any time or leave a gift in your Will for our Charity.

We always appreciate any financial assistance and/or contributions to transport costs (if you reside out of Canterbury) and you are able to do so.

**Why do you place dogs into foster care - can they go directly to a forever home instead?**

We understand that it might be concerning to think of your former dog having to adjust to two households during this process. Foster homes are essential for a couple of reasons:

- a) Our foster parents are experienced in identifying behaviour issues so they can work with our trainers to resolve these. We work on training and behavioural matters while dogs are in foster care. This means they have a better chance of being rehomed permanently and not surrendered for the same issues.
- b) We aim to understand each dog's unique traits to match them with the right forever home. This process takes time as we distinguish between behaviour we can improve through training and inherent personality traits or needs. For example, we can address barking with training. But some dogs (like people) aren't overly social so we have to be fair and respect this personality trait to make sure we don't send them to a home with several other dogs that they wouldn't enjoy. Our foster parents assess what can be improved versus what's essential for their future adopters to provide.
- c) We complete any medical care needed and this allows them time to recover and heal. In addition to the basics (vaccines, desexing and dentals) we want to ensure that once adopted all their health issues have been attended to and they're healthy, happy and ready to begin their new adventure. It's nicer for them to be with a foster parent who can nurse them through these issues and back to health. Some of our foster parents are in the veterinary industry!
- d) A foster home also allows the dog to decompress between your home and their future (forever) home with an experienced foster parent who won't hold any bad behaviour against them! We expect it will be an adjustment for the dog and we do all we can to make it easier for them. This is why we ask for so much information from you about their background, health, and current life circumstances, we aim to make them as comfortable as possible – as does their foster family!

Our homes are all based in Canterbury where our organisation is based. We make sure we meet and know our foster parents – it's important that we trust and know everyone involved with these dogs. We take our obligation very seriously and we want to do the best we can for the dogs in our care.

### **3. Will I get updates about the dog?**

If you'd like updates on your former dog, we are happy to update you periodically while the dog is in our foster care. If you'd like to know how they are doing, please email us and we will respond accordingly!

We also understand if you would prefer, we did not provide any updates, hence we respect your boundary and usually don't contact you unless you email us. Please let us know your preference and what suits you best. Some find that updates make the process more difficult, and we understand this.

In terms of updates after adoption - ultimately is the choice of the Adopter. All of our new adopters are thoroughly vetted and home-checked, so we trust those we adopt to. However, some Adopters prefer not to maintain contact and we respect their autonomy. Please note: we cannot breach the privacy details of the Adopter and provide any information without their consent to you if they are the owner of the dog.

#### **Can you keep my details and reasoning private?**

Absolutely! Please let us know if you'd like all details to remain private or have some concerns relating to privacy. Usually we include a brief description of their background in their profile and information (For example: we will state something like "this dog came into care as their owner is unwell and reached out for help...") but we don't ever note your name or contact details. We also redact this information from vet histories or vet books for your privacy.

#### **How quick is the process?**

Once we receive your email and/or form we will be in contact to discuss the next steps. We can't provide a set timeline unfortunately as each week is different! Our rescue is run by a small, passionate team of volunteers who each maintain fulltime employment (outside of rescue) plus we have our own family and other commitments to work around. But we understand many would like to get under way ASAP and will be in contact as soon as practicable.

If your request becomes even more urgent or you aren't sure whether we received it – please email us to follow up. If you receive no reply or acknowledgement within 5 working days, please email as we likely have not received it.

#### **Can I talk to someone at NZCR about rehoming - I'm not sure?**

It is important to consider your options and be certain. We are happy to answer any queries you may have but often cannot schedule phone calls during the weekday. Please email us and a Trustee will be in contact with you to discuss options via email and/or organise a phone appointment.

#### **Do you take on more than one dog at a time?**

Yes, we have rehomed pairs or multiple dogs prior. We ask you to please complete a separate form for each dog – so we have all of their information and their legal surrender records.

#### **Do they stay together?**

It depends on the amount of dogs – at times we have received surrender inquiries for over 15 dogs! We couldn't foster or adopt those all out together. We have adopted pairs or three dogs together prior.

It also depends on whether they exhibit any negative behavioural issues when together. If the dogs are great together and well-bonded, we seek homes for them to go to. We will also separate dogs if

it is best for their mental or physical well-being. Some dogs need to be separate to work on any issues they exhibit. But it's important to acknowledge that two separate foster or adopter homes who are a perfect match for each dog is best.

### **Do all dogs have to go to Christchurch?**

Our Trustees, experienced foster carers, dog trainer and our medical team (including Chihuahua specialist vet) are based in Canterbury. We transport all dogs coming into care, to our base here in Christchurch and we do not have any satellite rescues around other locations in New Zealand.

We understand it may be difficult to "let go" of the dog, but we assure you, we are experienced in dealing with all types of rescue dogs and will take great care of them. We can also provide updates as noted above.

### **How do I get the dog(s) to the Trust?**

As noted above - We transport all dogs coming into care, to our base here in Christchurch. We do not have any foster homes in other locations.

If you aren't located close to Christchurch, please consider how you'd be comfortable having the dog sent to us and you may wish to make inquiries with a reputable pet transporter. Dogs can be flown to Christchurch (we will collect from the airport) or transported by road.

Star Pet Travel (by air):

- Contact Betty and Desiree on 0800 PET TRAVEL
- Email: [starpettravel@gmail.com](mailto:starpettravel@gmail.com)
- See: [www.starpettravel.co.nz/Information/about-star-pet-travel.html](http://www.starpettravel.co.nz/Information/about-star-pet-travel.html)
- Please read this link re: travel crates and travel requirements – the Transporter will discuss this with you: <https://www.airnewzealandcargo.com/national-cargo-pet-services>

Pet Bus (by road):

- See: <https://www.petbus.co.nz/> for their schedule and to organise.

### **For more information or contacts:**

- Air New Zealand (national pets service) and other Pet Transporters: <https://www.airnewzealandcargo.com/national-cargo-pet-services>
- You can contact them individually to confirm they are experienced in dealing with anxious animals and rescue dogs and will do all they can to ensure the trip is not only safe, but as comfortable as possible for the dog(s).

### **What about their possessions - What do I send with the dog?**

We can send you an information sheet on what to include with the dog - please email us and we will provide the same. It is also located on our "surrender" page on the website.

### **I am going away for a set period, or entering emergency accommodation, can you foster my dog?**

Sorry, we only take in dogs that have been surrendered legally to our rescue. We do not foster dogs for the public. We have limited foster placements and need to ensure these are retained for the dogs that do not have a family or owner. We only take in dogs that have been surrendered and no longer have an owner (permanently). Sorry, no exceptions, you will need to contact a home-stay agency or kennels. You may also consider the SPCA boarding kennels or Pet Refuge NZ (Google for more details).

**I am concerned about the welfare of a dog, what do I do?**

Sorry, we are not an enforcement agency and only able to take in or assist dogs from the owner if legally signed over, the Pound or another Organisation.

We cannot investigate or legally enter peoples' properties and remove animals. The SPCA and Council are the only agencies able to do so and most appropriate to contact.

If you have concerns about a dog, a breeder or owner gather all evidence possible and contact the SPCA urgently to report to them. Their contact details are found here: [www.sPCA.nz/advice-and-welfare](http://www.sPCA.nz/advice-and-welfare)

If you have any concerns about the welfare of any animal please contact your local SPCA and Animal Control Department who will be able to investigate. No other organisation or Rescue in New Zealand has any power to do so. The SPCA or Council Pounds can ask us to assist with any dogs once they uplift or remove them.

You may also consider contacting your local MP about the issues.