

# F.A.Q'S

## MY PUPPY IS COMING HOME!

**Please read over the included Health Guarantee. Your puppy was seen by a vet just before coming home to you for a full wellness exam and clear fecal report. We do ask as part of our guarantee that you have your puppy seen by your home vet within 72 hours of coming home to you.**

**Trupanion Pet Insurance and Manor Lake have come together to offer you and your puppy the first 30 days of your puppy's time home with you to be covered under their amazing insurance plan completely free of charge for you! We will supply you with paperwork from Trupanion that comes with your puppy when you pick up and all you have to do is give them a call at 855.266.2156 within 24 hours of picking up your puppy to start your 30 days of insurance for free. You do not need to supply them with any payment information. We strongly advise seeking out a pet policy for your dog's life but many policies do not start till at least 15 - 30 days after you take possession of your puppy. If you choose to not participate in this free program you are agreeing that any additional costs incurred during this time are your responsibility.**

### **How much and how often should I feed my puppy?**

Your Manor Lake Australian Labradoodle puppy should be offered food and water from approximately 7:00am – 5:00pm. This is called the “free feed” method and works best with our puppies and dogs. They are not known overeaters and will graze/eat only as they are hungry. Your puppy has been eating Taste of the Wild Pacific Stream Canine Formula with Smoked Salmon. Upon arrival of your puppy, you need to make sure your puppy is eating and drinking. If not, their blood sugar can drop quickly and they can become dehydrated. If not interested in the kibble, you can offer canned albacore tuna or cooked ground hamburger to get them to eat if not interested in the other food. Loss of appetite can be normal when transitioning into a new home.

### **How long has my puppy been sleeping in their crate at night?**

Your Manor Lake Australian Labradoodle puppy has been going to bed around 10:00pm – 11:00pm and comes out of their crate in the morning around 6:00am – 7:00am. Your puppy can hold it overnight for this time period. Puppies should be taken out to “go potty” right before bed. Your puppy has been sleeping through the night here with us before leaving, however this does not mean a guaranteed smooth first couple of nights. If your puppy cries or barks at night in the crate, and you plan on crate training, do not take your puppy out in the middle of the night for comforting as your puppy will be positively reinforced that to be let out it just has to make that noise. Where you leave your Manor Lake Australian Labradoodle's crate at night is up to you. It is ok to leave the puppy in their crate in a kitchen or laundry room. What many people do is have the puppy's crate in their room where the puppy can see them.

### **How soon can I bathe my puppy?**

Your puppy may have had his/her neuter/spay appointment, usually approximately one week before travel. We include a spay/neuter certificate with date included for your records. We recommend for the 2 weeks after the procedure not to bathe your puppy (submerge in water). You can, however, rinse off and clean your puppy in the meantime if needed. Just use a sink or tub and use a hose or a cup to pour water

over your puppy. Use a high-quality puppy shampoo (We use Les Poochs and Top Performance varieties) and be careful to not pick up your puppy by the incision site. If we have made prior arrangements to delay your puppy's spay/neuter this does not apply and you will have received a separate spay/neuter contract.

### **Will I get a copy of my puppy's vaccination record?**

Included in your Manor Lake Puppy Packet you will get a copy of your puppy's vaccination/ worming record, spay/neuter certificate, and microchip information. If your puppy is flying to you, this will be taped to the top of the crate your puppy travels in. If you receive your puppy prior to 12 weeks of age, your puppy has not yet finished the shot series so take that vaccination record in to your puppy's first vet appointment and follow your vet's protocol for finishing the shot series.

### **My puppy's appetite seems to be off, is this normal?**

It is normal for a puppy's appetite to be off for the first few days of arriving at their new home. Puppy's need time to adjust to their new home and surroundings. They are away from their mother and littermates so may be a bit sad. This can mean a puppy is not eating/drinking as much as you may expect during the first days so make sure food and water is available throughout the day. Your puppy may also not be going potty regularly/at all for a day or so. A young puppy's blood sugar can drop rapidly if not eating so keep an eye on your puppy's eating.

### **What should I expect for the first week of bringing home my puppy?**

The first 24 hours of bringing home your puppy should be set aside as time for your puppy to adjust to your home and bond with you and your family. Your puppy might jump right into your family's routine with little transition time or it may need additional time to adjust. It is very normal for your puppy to be up some during the night crying in their crate as they are getting used to being away from their family and friends. Take this first week to nurture, love and bond with your new family member. This doesn't have to be all play all the time. Spending some quiet cuddle time also works wonders to create a loving and safe environment and helps your puppy bond with you- this first week is essential. For the first week the most important things are to make your puppy feel safe and loved, to help your puppy learn its new name, and to teach it where to potty at your home- these dogs are very smart and eager to please so with consistency they will learn quickly. We believe in positive reinforcement in puppy training, loud noises or physical interference in training can detract from bonding with your puppy.

If you have additional questions please contact us at [kim@manorlakelabradoodles.com](mailto:kim@manorlakelabradoodles.com) or by phone at 360.303.0497. Our office hours are Monday – Thursday from 9:00am – 5:00pm PT and Fridays from 9:00am – 2:00pm. We are not in the office on weekends.