

Oct 1st, 2010

**MOU between Dairy Farmers of Ontario
and
the Ontario Association of Bovine Practitioners
(On behalf of voluntary participants, private veterinary practitioners)**

The following document describes the arrangements that the DFO and the OABP have developed for the preparation of private veterinary practitioners to be CQM advisors and play a role in the CQM training for Ontario's dairy producers. Private veterinary practitioners, either OABP members or non-members, may choose whether or not they participate in this activity.

Overview of CQM training:

Producers can voluntarily enroll to be "trained" (prepared) for their first CQM validation. Training is a one time offer to the producers. Producers can "register" to do their training, if they choose to do training, with the CQM Advisor of their choice. CQM Advisors will be private veterinary practitioners and some selected lay personnel who have participated in one of the OABP/DFO training sessions. Names and contact info of trained CQM Advisors will be published on a list provided to producers from DFO via the program roll-out letter, sent in November 2010. The list of approved CQM Advisors (both veterinarians and lay personnel) will be posted to the DFO and OABP websites and made available to producers during the program roll out and on request from DFO.

DFO will administer payment for the producer training to the approved CQM Advisors for each producer trained. A set amount (\$300) is allocated for each producer under the DFO grant. Ideally training will be composed of a one hour, small group, classroom session conducted by the CQM Advisor, plus an individual producer session with the CQM Advisor, taking about one and a half hours on the producer's own farm. Requirements for training beyond the time equivalent to 1 hour class plus 1.5 hours on-farm covered by the grant, will be at the producer's own expense.

Producers can choose the "self training" route, which would mean they choose to participate in no training and therefore become solely responsible for preparing for their own CQM validation.

Training for veterinarians to become Ontario CQM Advisors

A veterinarian is required to become trained in CQM by participating in a CQM Advisor training session prior to undertaking producer training. Before becoming a trained CQM Advisor a veterinarian should strongly anticipate that they will have the opportunity to train at least five dairy producers. Veterinarians will receive reimbursement for attendance at the training course to become a CQM Advisor once at least five producers have completed their selected training method with that CQM Advisor (see scenarios 1, 2 or 3 below, in which training with a CQM Advisor applies, with checklist or attendance list submitted). If fewer than five producers are trained by a veterinarian, no reimbursement for the CQM Advisor training will be paid to that veterinarian. Reimbursement for the one to four producers trained (when the requirement for training five or more is not completed) would not occur. Funding only applies when five or more producers have been trained.

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To become listed as an approved CQM Advisor, veterinarians must participate in one of the Advisor training sessions offered during October 2010. Sessions will be scheduled in four locations (Listowel Golf Course, Woodstock OMAFRA, Trenton Holiday Inn, Kemptville College). Placements in the training courses will be provided for up to a total of 90 veterinary practitioners. An additional session with restricted enrollment will be offered in November if needed for those from remote locations (the same expectation of training at least 5 producers still applies).

In return for their attendance at a training session veterinarians will be reimbursed \$500 where travel is within 200 km one way. In situations where travel to the nearest course exceeds 200 km one way, it is expected that DFO will be advised and the individual situation will be reviewed with DFO staff prior to attendance to resolve potential expense issues (such as for dairy veterinarians in northern Ontario). Unless pre-arranged differently, participants from beyond 200 km one way will be reimbursed a flat fee of \$100 to assist with travel expenses.

Producer Training Scenarios

Producers can choose how they train, if they do at all, and with which Advisor they wish to be registered (trained). To make the most efficient use of time and expertise while minimizing the overall cost, the following producer training scenarios are expected.

1. "Class + on-farm" (Preferred, best case)

- Within 14 days of receiving notification from DFO, the producer "registers" with their chosen CQM Advisor by telephone.
- Producer attends small group (up to approximately 5 to 7 producers), classroom type session scheduled and led by CQM Advisor.
- CQM Advisor and producer confirm this has taken place with signed attendance list at session completion. Producer will confirm intention to have on-farm training with the CQM Advisor on the attendance list.
- Within 30 days of the classroom session the producer completes their on-farm CQM training session with their CQM Advisor.
- CQM Advisor completes training checklist at end of full training (at the end of the on-farm session, provided all areas are completed).
- CQM Advisor submits the producers training checklist to DFO.

Receipt of the producer training checklist at DFO, sent by the CQM Advisor triggers a one time payment of full training grant (\$300) to CQM Advisor.

2. "Class only" (no on-farm component done immediately BUT option for an on-farm session with the CQM Advisor remains open (with concomitant CQM Advisor payment), and can be booked at a later date).

- Within 14 days of receiving notification from DFO, producer "registers" with preferred CQM Advisor.

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- Producer attends small group (up to approximately 7 to 10 producers) classroom type session led by CQM Advisor.
- CQM Advisor and producer confirm with signed attendance list at session completion.
- Producer declines on-farm training session. Indicates this on attendance list.
- Producer is responsible for completing training checklist.
- If the producer calls at a later date and decides they want an on-farm training session, the CQM Advisor will complete the training checklist once the training has been completed.

Receipt of class room attendance list at DFO, showing that the on-farm option was declined by this producer, triggers a one time payment of class portion of grant (\$150) to advisor.

Receipt of the producers training checklist at DFO, sent by the advisor, triggers a second payment to the advisor for the on-farm portion of grant (\$150).

3. "On farm only" (no class room session, all done one on one, on farm)

- Within 14 days of receiving notification from DFO, producer "registers" with a CQM Advisor of their choice and notifies that CQM Advisor of their "on farm only" request.
- Producer schedules on-farm session with CQM Advisor (grant coverage is for 2.5 hours).
- CQM Advisor invoices producer for entire session at the per hour clinic rate, less the \$300 available from DFO.
- Advisor completes the training visit checklist.

Receipt of training checklist at DFO triggers one time payment of full training grant (\$300) to advisor.

4. "No class and no on-farm" (No use of advisor for training, fulfillment of normal veterinary)

- Producer does not register with a CQM advisor
- Veterinarians would provide routine assistance in the course of regular business (either over the phone or during a farm visit). Producer is not enrolled in training and therefore not eligible for services under the grant.
- Veterinarian invoices the producer as per regular veterinary services (even though some assistance with CQM type issues such as withdrawal times, treatment protocols, prescriptions may be sought and provided).
- CQM Advisors should ensure producers are aware of their personal responsibility for payment for any assistance if they do not register for CQM training.

No grant for producer and no reimbursement for the CQM Advisor.

Fees for extra training

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Producers may request extra help to complete their SOP's or Corrective Actions. Those services that fall outside of the allotted 2.5 hours of CQM service are billed at the Veterinarian's hourly rate.

It is the responsibility of the CQM Advisor to collect fees for extra training provided to producers.

Definitions:

CQM Advisor – will be a veterinarian or lay person who had been trained to deliver CQM training. To become a CQM Advisor, a vet or lay person is required to have attended a CQM training session (put on by DFO and OABP for veterinarians; put on by DFO alone, for lay people).

CQM Advisor training session – for veterinary practitioners, will be a 2 to 2.5 hour session conducted jointly by OABP and DFO. Sessions will be held in four locations, Woodstock, Listowel, Trenton and Kemptville in October. A fifth session, with limited enrollment and targeting dairy veterinarians from remote locations will be held in November.