

PRODUCER GUIDE TO COMPLETING CQM RECORDS





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Instructions

Step 4: Select the details you would like included in your SOP:

Section 5 of 19: ▼ Milking Management: Dip/Wash Strip
 SOP: Strip Dip / Wash Dry Apply Post Dip

Select Work Details:

- Check calendar for animal treatment information and withdrawal times.
- Put on nitrile gloves.
- If necessary, wipe teats of any excess dirt with a cloth towel.
- Pre-dip each teat with xxx allowing a minimum of 30 seconds contact time.
- Strip 2 or 3 squirts from each quarter onto parlour floor to check for abnormal milk.
- If milk is normal, dip a paper towel in udder wash water and wash each teat and discard towel in gutter (if abnormal, attach a red leg band and see procedures for animals with abnormal milk).
- If milk is abnormal, milk the cow with the bucket milker or quarter milker.
- Dry teats and teat ends with new cloth towel and discard towel in "dirty" bucket.
- Attach unit within 45-90 seconds of application and align milk hoses parallel to the cow.
- Dip and strip the cows in groups then return to first cow for drying and attaching (ensuring about 30 seconds between pre-dip application and drying).
- After unit has detached, check udder for complete milk-out, dip teats with teat dip (ensuring the entire teat is covered).
- When all cows on a side are milked and dipped, release by pressing the red button with arrow pointing up. The next group of cows is allowed to enter platform by pressing the button with arrow pointing down.

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Completing CQM Records

In this document, an example of each CQM record template has been completed. An explanation on how to complete the record is printed on the front sheet with a copy of the template on the adjacent page for easy reference. For further information on record requirements, reference to the appropriate sections of the CQM reference manual has also been included.

Records 1-7 Standard Operation Procedures

Producers must have Standard Operating Procedures (SOPs) for:

- pre-milking
- milking
- milking cattle with abnormal or treated animals
- post-milking cleaning
- treating cattle with antibiotics
- shipping cattle
- feeding medicated feed

DFO has developed software (SOP Wizard) that uses a check box system to simplify the process of developing SOPs. For audit purposes, you must have your SOPs on the DFO system. The SOP Wizard provides you with a number of ways to develop your SOPs and you can also edit your SOPs as procedures change on your farm or develop new SOPs at anytime.

An SOP quick reference for what you should have in your SOP can be found in the appendix.

Instructions

If you already have an SOP on the DFO system, you can go to the SOP Wizard located behind the producer password to view, edit or print a copy of your SOP.

To develop a new SOP, access the SOP Wizard on the DFO site and follow the instructions on creating a new SOP.

Additional assistance to help you develop your SOPs is available from your CQM Advisor at the rate of \$55.00 per hour.

Additional instructions for using the SOP Wizard program:

- √ Log onto the DFO site, select *Farmers* and then *SOP Wizard* on the menu.
- √ Enter your licence number and select option to develop a new SOP or edit an existing SOP.
- √ Select language, followed by the type of milking system you have or start with a blank SOP.
- √ If you select a SOP template, you will have the option of using a checkbox process to develop your SOP. Simply check the boxes that best represent your procedures. You will be provided with an opportunity to edit text once you have completed the SOP development process.
- √ Once you have completed the templates, you can edit and then save your completed SOP.
- √ Make changes to your existing SOP at anytime by accessing the SOP Wizard and selecting “edit your in-progress SOP using the SOP editor”.



Record 8: Sample Veterinary Prescription (refer to Critical Control Point CCP # 1 in the CQM Workbook)

Clinic: _____

Veterinarian: _____

Phone #: (____) _____ **Fax:** (____) _____

Address: _____

Patient ID: _____

Treatment: _____

DIN: _____

Instructions for use:

Prescription expiry date: _____

Withdrawal recommendations:

Milk: _____

Meat: _____

Withdrawal Date: _____

Withdrawal Date: _____

Veterinarian's signature: _____

Owner's or agent for owner's signature: _____



Record 8: Sample Veterinary Prescription (Refer to CCP 1)

CQM requires that producers provide veterinarian prescriptions for all off-label treatments administered to animals. An alternative to providing individual prescriptions for individual off-label treatments is to have a veterinarian provide an Annual Treatment Protocol. The protocol must describe the reason for treatment, dosage and withdrawal times for milk and meat for each application. The protocol must be signed by the producer’s veterinarian and is valid for one year.

This form must be completed by a veterinarian

Refer to Chapter 4.0 Medicines and Chemicals Used On Livestock (BMP 4)

Review:

- Section 4.3 Treatment Choice
- Section 4.3.1 General Use of Livestock Medicines and Chemicals – page 4-19
- Section 4.3.2 Extra-Label use of Livestock Medicines and Chemicals

Annual Treatment Protocol (sample)

Breeding, CIDR Program	Withhold Milk	Withhold Meat
Day 1: 2 cc IM GNRH + Day 2: CIDR Insert + Day 9: CIDR Removed & 2 cc IM Estrumate + Day 10: 1 cc IM Estrdiol + Day 11: Breed Veterinarian signature _____ Date _____	0 days	16 days

For specific information regarding the completion of Mandatory Record Forms, please refer to:

The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:

- Best Management Practices
- Critical Control Points
- Standard Operating Procedures
- Corrective Actions



Record 9: List of Medicines and Chemicals Used on Livestock

(Includes veterinary Natural Health Products but excludes milking chemicals e.g. teat dips, detergents)

Product Name	Approved for use in dairy (✓)	Product label, insert <u>or</u> written instructions from vet kept (✓)	Stored According to Label (✓)	Product Name	Approved for use in dairy (✓)	Product label, insert <u>or</u> written instructions from vet kept (✓)	Stored According to Label (✓)
CEFA-LAK	YES	√	√				
PEN G PROCAINE	YES	√	√				

Record 9: List of Medicines & Chemicals used on livestock

Create a list or catalogue of all medicines and chemicals used on livestock including product name and storage location. All products that are to be used on or in cattle on the farm should be listed, including all medicines, chemicals (e.g. pesticides), specially prepared products (e.g. prescription salves, udder balms or sprays), and all medicated feeds fed to cattle.

The list is not intended to be a rolling inventory; therefore, you do not have to record every bottle if you have more than one bottle of one type of medicine. The purpose of the list is to ensure that everyone using or handling livestock medicines and chemicals is aware of the contents of the label.

Store livestock medicines in a clean and sanitary manner, according to label directions and in an appropriate (will prevent contamination of milk or meat) facility such as:

- Operating refrigerator (2° to 8° C) reserved for storage of livestock medicines.
- Cupboard or container that is clean and protected from freezing temperatures and light.

Record keeping

Producers can use record 9 (please see copy on adjacent page).

***For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:***

▪ Best Management Practices	▪ Critical Control Points	▪ Standard Operating
Procedures	▪ Corrective Actions	



Record 10: Livestock Treatment Record

Animal ID	Expiry Date Valid (✓)	Treatment Administered (product, dosage, mode of treatment ^a)	Withdrawal Time (Hrs/days)		Date of Treatment (✓ am or pm)	Completed Withdrawal (✓ am or pm)		Residue Testing (+/-) ^b	Broken Needles ^c (✓ & Site ^d)	Person Treating (Signature)
			Milk	Meat		Milk	Meat			
42	✓	CEFA-LAK, 1 TUBE EACH QUARTER IMM	96 HRS	4 DAYS	Date: MAY 12,09 X am pm	Date: MAY 16,09 am X pm	Date: MAY 17,09 <input type="checkbox"/> am <input type="checkbox"/> pm	NEG	NO	AL
42	✓	CEFA-LAK, 1 TUBE EACH QUARTER IMM	96 HRS	4 DAYS	Date: MAY 12,09 am X pm	Date: MAY 17,09 X am pm	Date: MAY 17,09 <input type="checkbox"/> am <input type="checkbox"/> pm	NEG	NO	AL
68	✓	SPECIAL FORMULA	72 HRS	24 DAYS	Date: MAY 25,09 X am <input type="checkbox"/> pm	Date: MAY 28,09 <input type="checkbox"/> am X pm	Date: JUNE 19, 09 <input type="checkbox"/> am <input type="checkbox"/> pm	NEG	NO	AL
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			

a: Mode of Treatment IM = Intramuscular (in the muscle) IMM = intramammary (in the udder) IU = intrauterine (in the uterus) IV = intravenous (in the vein)
OR = oral (in the mouth) SQ = subcutaneous (under the skin) TP = topical (on the skin)

b: Residue testing only required for new animals or a letter of guarantee from the previous owner.

c: Broken needles can also be recorded on Record 11.

d. Site R = Rump F = Flank N = Neck



Record 10: Livestock Treatment Record

When do I need to use the record?

- Producer must record treatments for all cattle (e.g. calves, heifers, dry cows, bulls, etc.)
- Pesticides or other chemical treatments must also be recorded
- If a product has a withdrawal time for milk or meat or is used extra label, producers must record its use
- Extra label use is defined as using any product different from what the label indicates including using more than one drug on an animal at any time

What record template or system can I use?

- You can use any type of record, paper or electronic as long as you keep the record for 1 year
- The record contains the animal's identification
- Treatment administered (product, dosage, mode of treatment)
- Date of treatment
- Withdrawal times for milk and meat
- Date when animal and milk is suitable for marketing
- Indicate if broken needle occurred and record location of irretrievable broken needle
- Indicate that product used is within expiry date
- Signature or initials of person treating animal

CQM Reference manual references

Refer to Chapter 4.0 Medicines and Chemicals Used on Livestock (BMP 4)

Review:

- Section 4.1 Anatomy of a Livestock Medicine label and
- Section 4.3.2 Extra-label use of livestock medicines and chemicals page 4-20
- Section 4.6.1 Treatment Records- pages 4-24, 4-25

***For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:***

- Best Management Practices
- Critical Control Points
- Standard Operating Procedures
- Corrective Actions



Record 11: Broken Needles

Animal ID	Date of Broken Needle	Location	Signature	Information passed on to next buyer (✓)	Signature
24	JANUARY 24,10	FRONT RIGHT Q.	J.h.	√	J.H.

Note: This record must be maintained for as long as the cattle listed remain in the herd.

Record 11: Broken Needles

Whenever cattle are shipped, you have a responsibility to ensure that the animals are safe to enter the human food chain. Appropriate withdrawal times for livestock medicines and chemicals must be observed for any animals being sold or shipped, directly to slaughter. As a result, when an animal is being shipped you must check to ensure that there are no chemical residues or broken needles in the animal. If the animal is carrying residues or a broken needle, then you must transfer that information to the next buyer or the transporter.

Shipping animals is a Critical Control Point on a dairy farm because it is the last step in the process where you can control whether or not an animal carrying a chemical residue or broken needle is shipped, or whether the appropriate information is transferred to the next buyer or transporter.

If an animal is carrying an irretrievable broken needle, CQM requires that you complete a record of the broken needle and pass on the information to the next owner of the animal or to the facility where the animal will be slaughtered. The record must be kept for as long as the animal listed in the record remains in the herd.

To complete this form:

Record animal identification, date that the needle was broken and the location of the needle. The person recording the broken needle event must sign the record.

Once the animal is sold, the producer must acknowledge that the information regarding the animal and broken needle was passed on to the next buyer or slaughter facility.

For further information:

Refer to Chapter 8.0 Shipping Animals (CCP 3) in the CQM Reference Manual

***For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:***

- Best Management Practices
- Critical Control Points
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- Corrective Actions



Record 12: Bulk Tank Temperature Log

The requirement to have milk temperature and wash water temperatures recorded is satisfied with the installation and operation of a Time temperature Recorder (TTR). During the farm validation process, the validator will download the TTR regulatory alarm data (indicated by capital letters on the TTR screen, ie- PPCIP) to verify that corrective actions have been taken to solve problems that have occurred with milk cooling or with wash water temperatures.



Producers must follow-up on Regulatory Alarms (UPPER CASE ALARMS) and record the corrective actions taken to correct the problem. For instance, if the TTR alarm indicates insufficient Pipeline Clean in Place (PCIP) and the problem was caused by a faulty hot water tank thermostat, the action taken to fix the problem must be recorded in a log book, calendar or on CQM record #17. The information recorded should include the date that the problem occurred, a description of the problem and the corrective action taken to fix the problem.

***For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:***

- Best Management Practices
- Critical Control Points
- Standard Operating Procedures
- Corrective Actions

Record 13: Milking Equipment Sanitation Record

Date	Check Sanitation Level of Equipment (✓ Clean x Unclean)																	Corrective Action	
	Bulk Tank*					Milking Equipment**													Signature
	Interior lid	Valve	Agitator	Interior		Pre-Rinse/ Wash Water T°	Claws	Drop pipe	Receiver jar	Pipeline inlets	Diverter valve	Inflations							
Jan1, 09	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓						@	
Feb 1, 09	✓	✓	x	✓			✓	✓	✓	✓	✓	✓						@	Clean spray ball
March 1, 09	✓	✓	✓	✓			✓	✓	✓	✓	✓	x						@	Replaced inflations
April 1, 09	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓						@	
May 1, 09	✓	✓	✓	✓			✓	✓	x	✓	✓	✓						@	Repaired Soap dispenser/ re-wash

Potential areas to inspect: *Bulk tank: paddle, dipstick, surface, outlet, valve and gaskets. **Milking Equipment: receiver jar, pipeline inlets, inflations, milk hoses, claws, meters, weigh jars, gaskets, filter coil, buckets, pails, sanitary trap



Record 13: Milking Equipment Sanitation Record

Most milking systems and bulk tanks are cleaned automatically. CIP (Clean In Place) automatic systems may fail and such failures may affect milk quality and safety. Prevention is the key to avoiding system failures; therefore, a regular check (minimum acceptable frequency is monthly, weekly is recommended) of these systems is an important part of your CQM Program. Manually cleaned systems also need to be checked to ensure adequate cleaning. A record of equipment checks must be maintained.

To complete this form:

- Choose two or three areas in the bulk tank and four areas of the pipeline that will be inspected and write down those locations on the form in the areas provided. (See example on adjacent page).
- Inspect the areas identified and indicate on the form whether those areas were clean.
- The person performing the inspection is to initial their name in the column provided.
- For areas found to be unclean, a corrective action should be recorded in the space provided.

For further information:

Refer to Chapter 7.0 Facility and Equipment Sanitation (BMP 6, BMP 7) in the CQM reference manual.

For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:

▪ Best Management Practices	▪ Critical Control Points	▪ Standard Operating
Procedures	▪ Corrective Actions	



Record 14: Cleaning and Sanitizing Chart

Farm Name: _____

Water Analysis: hardness _____ grains pH _____ iron _____ ppm (mg/l)

PIPELINE	BULK TANK
<p>Pre-Rinse</p> <p>Warm ___°C (___°F) water to flush out residual milk</p> <p>End temperature > or = ___°C (___°F)</p>	<p>Warm ___°C (___°F) water to flush out residual milk</p> <p>End temperature > or = ___°C (___°F)</p>
<p>Wash</p> <p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) minimum start temperature ___°C (___°F) water and</p> <p>End temperature ___°C (___°F)</p>	<p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) minimum start temperature ___°C (___°F) water and</p> <p>End temperature ___°C (___°F)</p>
<p>Acid rinse</p> <p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) water.</p> <p>Temperature ___°C (___°F)</p>	<p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) water.</p> <p>Temperature ___°C (___°F)</p>
<p>Sanitize</p> <p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) ___°C (___°F) water</p>	<p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) ___°C (___°F) water</p>

Signed by: _____ Date: _____



Record 14: Cleaning and Sanitizing Chart

A qualified technician or industry professional must establish an equipment washing procedure for your farm. This procedure must be posted in the milkhouse or located in an easily accessible place in the milkhouse. If system changes occur after the chart is filled out (e.g. new chemicals, new equipment), the chart must be updated immediately. The chart must include the date it was completed.

Ontario Regulation 761 requires that producers post a cleaning and sanitation chart. Posting a procedures chart that reflects the current washing procedures and chemicals used for equipment washing is therefore a Grade A inspection requirement.

To complete this form:

- The Cleaning and Sanitation Chart must be filled out by a qualified technician.

For more information, please refer to the following sections in the CQM Reference Manual:

- Section 7.1.1 Cleaning the Milking Equipment According to the Cleaning and Sanitizing Chart and
- Table 13: Recommended Milking Equipment Sanitation Procedures – pages 7-3,4

***For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:***

- Best Management Practices
- Critical Control Points
- Standard Operating Procedures
- Corrective Actions



Record 14b: Sample Annual Wash System Evaluation

Farm Name: _____

EVALUATION PARAMETERS	PIPELINE	BULK TANK
<p>1. Time: circulation time for:</p> <p>a. Pre-rinse: _____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>b. Wash: _____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>c. Acid Rinse: _____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>d. Sanitize: _____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Comments / corrections:</p>	<p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p>	<p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ mins Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p>
<p>2. Temperature: Water temperature compares with the detergent manufacturer requirements or the Cleaning and Sanitizing Chart for:</p> <p>a. Pre-rinse: _____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>b. Wash: _____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>c. Acid Rinse: _____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>d. Sanitize: _____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Comments / corrections:</p>	<p>Temperatures are in: <input type="checkbox"/>C or <input type="checkbox"/>F</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p>	<p>Temperatures are in: <input type="checkbox"/>C or <input type="checkbox"/>F</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>_____ ° Adequate? <input type="checkbox"/>Yes <input type="checkbox"/>No</p>
<p>3. Slugging Action:</p> <p>Comments / corrections:</p>	<p>Adequate slugging action for water flow (i.e. air injector function)?</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p>	<p>Adequate water spray?</p> <p><input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p><input type="checkbox"/>Manual Wash</p>
<p>4. Chemical Concentrations:</p>		
<p>a. Water Analysis:</p> <p>hardness _____ grains</p> <p>pH _____</p> <p>iron _____ ppm</p> <p>(mg/l)</p>		
<p>b. Chemical concentrations: correct amount and dispersal (i.e. are automatic dispensers working)?</p> <p>Comments / corrections:</p>	<p>Wash: <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Acid: <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Sanitize: <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p><input type="checkbox"/>Manual Wash - Buckets</p>	<p>Wash: <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Acid: <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>Sanitize: <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p><input type="checkbox"/>Manual Wash</p>

Signed by: _____ Date: _____



Record 14B: Annual Wash System Evaluation

Milking systems are washed automatically after every milking in many installations, manually in some. As with every automatic system, problems can occur. An important part of a good on-farm food safety program is the annual evaluation and maintenance of the wash system by a qualified equipment dealer or industry professional to prevent problems from occurring. Producers who manually wash their systems do not have to have an annual wash system evaluation conducted; however, they must write their equipment cleaning procedures in their post-milking SOP and they must write their bulk tank cleaning procedures in their pre-milking SOP.

The basis of the wash system evaluation is a CIP analysis (e.g. time, temperature, slugging action and chemical concentrations). The wash system evaluation should include all milk contact surfaces (e.g. milking equipment and bulk tank).

After completing an annual wash system analysis, equipment dealers or industry professionals may identify issues with a washing system or opportunities for improvement. Corrective actions should be taken immediately followed by a follow-up wash analysis to ensure problems have been rectified. If a new wash or equipment system is installed or a major change is made in the current system, it is recommended to have another wash system analysis performed by an equipment dealer or industry professional to ensure the new or revised system washes effectively.

To complete this form:

- The Cleaning and Sanitation Chart must be filled out by a qualified milking equipment technician.

For more information, please refer to 7.1.5 in the reference manual or to the Annual Wash System Analysis factsheet in the appendix.

For specific information regarding the completion of Mandatory Record Forms, please refer to:

The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:

- Best Management Practices
- Critical Control Points
- Standard Operating Procedures
- Corrective Actions



Record 15: Water Record

Source of Supply for washing milking equipment**	Date Tested	Test Results						Corrective Action
		Bacteria			Others			
		E-COLI	COLIFORMS					
WELL IIW MILKHOUSE TAP	JULY 2008	0	0					
WELL IIW MH-TAPTAP	May 2009	10	35					Repaired seal on well cap
WELL IIW MH-TAP	JUNE 2009	0	0					

Record 15: Water Record

All water used for milking equipment sanitation, regardless of source, must be tested yearly for microbiological parameters (e.g. bacteria). The water sample should be collected as close as possible to the point of use (e.g. from the tap in the milkhouse).

General Testing Guidelines

Sample water for bacterial contamination once a year, preferably after heavy rains or during wet seasons.

If the sample is contaminated, the water source must be re-sampled and/or treated until the water source passes the microbiological parameters of the province.

Keep or record the water test results.

When water samples fail to meet water quality objectives, the appropriate remedial action depends on the type and extent of the contamination. Any corrective actions should be recorded in your water record.

To complete this form:

- Test your water once a year and record the results. Record any corrective actions taken.

For more information, please refer to the following sections in the CQM reference Manual:

- Section 7.4 to 7.44 Water – page 7-14

For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:
▪ Best Management Practices ▪ Critical Control Points ▪ Standard Operating
Procedures ▪ Corrective Actions



Record 16: Corrective Action Plans (Emergency Plans)

Area of Concern	Specific Incidence	Corrective Action To Be Taken	Contact Person		
			Name	Phone	Cell Phone
Cooling and Storage of Milk	Milk is not cooled to between 1°C to 4°C within the acceptable cooling period	INFORM BRIAN (OWNER)	BRIAN	(905) 321-7654	(905) 321-7655
		OR CALL MILKING EQUIPMENT DEALER	BILL	(276) 123-4567	(276) 123-4567
Equipment Sanitation	1. Visible milk residue build-up on milk contact surfaces	CHECK WASH SYSTEM, HOT WATER, SOAP DISPENSER ETC. IF PROBLEM NOT FOUND, CALL EQUIPMENT DEALER.	BILL	(276) 123-4567	(276) 123-4567
	2. Improper water temperature	ENSURE BREAKER ON PANEL IN MILKHOUSE IS IN THE “ON” POSITION. CALL ELECTRICIAN IF PROBLEM PERSISTS.	HENRY	(221) 734-1234	(221) 735-1234
Use of Water for Cleaning of Milk Contact Surfaces	Water test result reveals a form of contamination (e.g. high bacteria)	TAKE ANOTHER WATER SAMPLE TO HEALTH UNIT FOR TESTING.	DONALD	(448) 271-1234	(448) 272-1234
		IF PROBLEM PERSISTS, CALL WATER PURE TO HAVE U.V LIGHT SERVICED.	JOHN	(905) 123-4567	(905) 123- 6789

Record 16: Corrective Action Plans

Corrective Action Plans outline the steps family and staff should take to correct a problem if a problem occurs with:

- Milking treated animals
- Cooling & storage of milk
- Shipping animals
- Medicines and chemicals used on livestock
- Facility and equipment sanitation
- Use of water for cleaning milk contact surfaces

If a problem or deviation occurs, the CQM program requires corrective actions to be carried out to correct the problem. The program also requires that each deviation and chosen corrective action be documented. The corrective action plan should contain sufficient instructions and information for family and staff to correct the problem.

To complete this form:

- For each area of concern and associated incidence, list the corrective action that should be taken. Actions taken could include contacting service personnel or person responsible who will service the problem.
- List the contact information for the responsible person or service personnel.
- The example provided covers three of the six areas of concern that must be completed to meet CQM requirements.

For more information, please refer to section 9.2 in the CQM Reference Manual.

***For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:***

- Best Management Practices
- Critical Control Points
- Standard Operating Procedures
- Corrective Actions



Record 17: Deviation and Corrective Action Record

Producers must record actions they have take to rectify problems that have occurred in the following areas:

- Milking treated animals
- Cooling & storage of milk
- Shipping animals
- Medicines and chemicals used on livestock
- Facility and equipment sanitation
- Use of water for cleaning milk contact surfaces

The information that must be recorded includes:

- Date the problem occurred
- Brief description of the problem
- Brief description of the action taken
- Signature of the person responsible for taking care of the problem

To complete this form:

- Producers can record their corrective actions in a number of different ways including using a calendar, logbook or by filling out record 17 on the adjacent page.

For specific information regarding the completion of Mandatory Record Forms, please refer to:
The Canadian Quality Milk On-Farm Food Safety Program Workbook - Reference Manual:
▪ Best Management Practices ▪ Critical Control Points ▪ Standard Operating
Procedures ▪ Corrective Actions



AM I READY FOR A VALIDATION VISIT?

Once you have completed your CQM training and have completed all CQM requirements and have three months of CQM records, you should complete the Producer Self-Evaluation Questionnaire. Completing this process will ensure that you are properly prepared to be validated and will incre

A. PRODUCER SELF-EVALUATION QUESTIONNAIRE

BMP 1 Dairy Facilities, Pesticides and Nutrient Management

Proper care of facilities, storage of chemicals, use of pesticides and nutrient management are important to the production of safe milk and meat.

Reference Manual Chapter 1		Yes	No	N/A	Reference and Comments
Regulatory Requirements					
1.	Licensed dairy farm: Is your farm currently licensed to ship milk by the provincial regulatory authority?				Reference Manual (RM), Section 1.1
Pesticides and Chemicals					
2.	Do you only use pesticides registered for use in the: (Demerits)				RM, Section 1.2.1
	Milkhouse?				
	Barn?				
	Fields?				
3.	Do you use registered pesticides according to the label and follow pre-harvest intervals to harvest or grazing? (Demerits)				RM, Section 1.2.1
4.	Do you store pesticides, treated seed and fertilizer in a safe and secure manner and according to provincial dairy regulations? (concerned with both cow & milk exposure) (Demerits)				RM, Section 1.2.2
5.	Is any hose connected to the milkhouse or barn water system used for filling pesticide sprayers or containers? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, do you have an anti-backflow device? (Demerits)				RM, Section 1.2.2
Nutrient Management					
6.	Do your animal husbandry, manure and waste management systems ensure the cleanliness of lactating cattle’s udders? (Demerits)				RM, Section 1.3.1.1
7.	Do you restrict cattle access to manure storage or manure run- off? (Demerits)				RM, Sections 1.3.1.2, 1.3.2
8.	At the time of milk pick-up, is the lane-way and loading area free of manure contamination? (Demerits)				RM, Section 1.3.1.3



Producer Preparations for CQM – Mandatory Records

Reference Manual Chapter 1		Yes	No	N/A	Reference and Comments
9.	Do you use sewage sludge? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, does your farm have the necessary approval/permits required to use sewage sludge? (Demerits)				RM, Section 1.3.3
Treated Wood in Cattle Environments					
10.	Do you prevent exposure of cattle and cattle feed to treated lumber and bedding made from treated materials?				RM, Section 1.4
Purchased Inputs					
11.	Do you ensure that all of your purchased inputs do not pose a risk to milk or meat (e.g. properly labeled, intact, unopened containers, HACCP-certified vendor)? Inputs include items such as fertilizers, animal treatments, pesticides, sewage sludge, bedding and milking chemicals.				RM, Section 1.5
Pest Control					
12.	Do you have a pest control program to prevent contamination of feeds and premises by vermin, pets and wildlife?				RM, Section 1.6

BMP 2 Feed

A herd's health and productivity, along with the quality and safety of their milk and meat, depend on the quality and management of the feeds they are fed.

Reference Manual Chapter 2		Yes	No	N/A	Reference and Comments
Medicated Feed					
13.	<i>Do you use medicated feed?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes: have you established and implemented a Standard Operating Procedure for feeding medicated feeds?				RM, Section 2.1
14.	Do you receive medicated feeds with milk or meat withdrawals or that are prohibited for use in lactating? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, are feed bins and storage containers clearly marked for those who deliver the feed and for those that use it?				RM, Section 2.1
Feeds and Feeding					



Producer Preparations for CQM – Mandatory Records

<i>Reference Manual Chapter 2</i>		Yes	No	N/A	Reference and Comments
15.	Do you have pet foods on your farm or feeds that are labeled not for use for ruminants (clearly labeled with the warning: DO NOT FEED TO CATTLE, SHEEP, DEER OR OTHER RUMINANTS)? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, do you store and handle those feeds to avoid feeding those feeds to cattle or cross-contaminating feeds for cattle?				RM, Section 2.2
16.	Do your feed manufacturer and/or feed supplier(s) have a recognized HACCP plan in place?				RM, Section 2.2
17.	Do your feed facilities and feeding methods minimize the potential for cross-contamination (e.g. manure)?				RM, Section 2.2

BMP 3 Animal Health and Biosecurity

Maintaining good animal health is essential to producing high quality milk and meat.

<i>Reference Manual Chapter 3</i>		Yes	No	N/A	Reference and Comments
Animal Identification					
18.	Do you identify all cattle according to the National Livestock Identification for Dairy (NLID) program or according to Agri-Tracabilité Québec?				RM, Section 3.1
19.	Do you identify all cattle to allow for the maintenance of treatment records? (e.g. ear tags)				RM, Section 3.1
Health Management					
20.	Do you have measures in place to prevent the introduction of infectious disease or diseased animals to the existing herd?				RM, Section 3.2
21.	Have you developed a plan for the prevention and prevention of the spread of common diseases including environmental and contagious mastitis in consultation with the herd veterinarian?				RM, Section 3.2
22.	Do you determine if any animals you purchase contain chemical residues (e.g. antibiotics, inhibitors) or broken needles?				RM, Section 3.2.2.1



BMP 4 Medicines and Chemicals Used on Livestock

Access to a range of livestock medicines and vaccines helps Canadian dairy producers maintain the health and productivity of dairy cattle. All dairy producers produce beef as well as milk and access to livestock medicines carries with it a responsibility to ensure the products are stored and used so that the health and safety of treated animals and the safety of milk and meat are assured.

<i>Reference Manual Chapters 3, 4</i>		Yes	No	N/A	Reference and Comments
Storage and Handling					
23.	Do you maintain a list of all medicines and chemicals that you use on livestock? (Record 9)				RM, Section 4.2.1
24.	Do you store medicines, chemicals used on livestock, syringes and needles in a clean and sanitary manner, in a dedicated place, according to label directions?				RM, Sections 4.2.1, 4.2.2
25.	Do you store and handle medicines and chemicals used on livestock in a manner that will not contaminate: RM, Sections 4.2.1, 4.2.2				
	• Milk?				
	• Meat?				
	• Feeds?				
26.	Do you store livestock medicines and chemicals for non-lactating and lactating dairy cattle, and products not intended for dairy cattle in separate areas or cupboards?				RM, Section 4.2.1



Producer Preparations for CQM – Mandatory Records

<i>Reference Manual Chapters 3, 4</i>		Yes	No	N/A	Reference and Comments
Treatment Choice					
27.	Do you use <u>only</u> livestock medicines (including medicated foot- baths):				RM, Sections 4.3.1, 4.3.2
	• Approved for use in dairy cattle?				
	• According to the label?				
	• According to written veterinary prescriptions, which must be available for every treatment administered not according to the label?				
Administration					
28.	Do you check for and record the identity of any animal and treatment site whose treatment resulted in an irretrievable broken needle? (Record 11)				RM, Section 4.4.1
Identification of Treated Cattle					
29.	Do you mark all treated cattle in the milking herd that have milk withdrawals (e.g. leg bands)? <i>type: _____</i>				RM, Section 4.5
Records					
30.	Do you maintain a permanent written record of all medicines and chemicals used on livestock that have a milk or meat withdrawal or are used extra label? (Record				RM, Section 4.6.1
31.	Have you established and implemented a Standard Operating Procedure for treating cattle? (Record 5)				RM, Section 4.6.2
CC3 2.	Do you keep a record of problems that have occurred regarding animal treatments and the corrective actions taken? (Record 17)				RM, Section 4.6.3
33.	When administering medication by injection, do you use the subcutaneous route if the label permits it?				
34.	When administering medications by injection in the muscle, do you give it in the neck muscles rather than the rump muscles?				

BMP 5 Milking Management

Good milking management is critical in the production of safe and quality milk. During the milking process, bacteria and residues from the environment can be transferred into the milk. Furthermore, the udder health and, hence, quality and safety of milk of uninfected animals are at risk if proper control measures are not taken to prevent the spread of contagious mastitis.

<i>Reference Manual Chapter 5</i>		Yes	No	N/A	Reference and Comments
35.	Have you established and implemented a Standard Operating Procedure for pre-milking? (Record 1) (Demerits)				RM, Section 5.1
36.	Have you established and implemented a Standard Operating Procedure for milking? (Record 2) (Demerits)				RM, Section 5.2.1



Producer Preparations for CQM – Mandatory Records

<i>Reference Manual Chapter 5</i>		Yes	No	N/A	Reference and Comments
37.	Do you ensure that all teats are thoroughly cleaned, sanitized and dried (e.g. manure and teat dips removed) before milking, using approved? (Demerits)				RM, Section 5.2.1
38.	Have you established and implemented a Standard Operating Procedure to minimize the risk of shipping abnormal milk? (Record 3) (Demerits)				RM, Section 5.2.2

CCP 1 Milking Treated Animals

The process of milking is the last control point where a producer can prevent chemical residues from treated animals' milk entering the human food chain.

<i>Reference Manual Chapters 4, 5</i>		Yes	No	N/A	Reference and Comments
39.	Have you established and implemented a Standard Operating Procedure to minimize the risk of shipping milk from treated cattle? (Record 3)				RM, Section 5.2.3
40.	Do you always follow the recommended milk withdrawal times for:				RM, Section 5.2.3
	• Medicated?				
	• Livestock pesticides?				
	• Livestock medicines (including ensuring that when an animal calves or aborts that the withdrawal time for any dry cow treatment she may have been given has been followed)?				
41.	Do you test milk from new animals for inhibitors before shipping their milk, not ship the milk unless the results are negative and record the results? (Record 10) Or do you have a letter of guarantee from the previous owner?				RM, Section 5.2.3
CC4 2.	Do you keep a record of any problems that have occurred regarding milk residues and the corrective actions taken? (Record 17)				RM, Section 5.2.3

CCP 2 Cooling and Storage of Milk

Milk must be cooled quickly and stored between 1°C and 4°C to ensure that bacteria do not multiply. Monitoring the bulk tank temperature can ensure that milk is stored safely.

<i>Reference Manual Chapter 6</i>		Yes	No	N/A	Reference and Comments
43.	Is the bulk tank temperature recorded and checked <u>after</u> every milking? (Record 12)				RM, Section 6.1
CC4 4.	Do you keep a record of any problems that have occurred regarding cooling and storage of milk and the corrective actions taken? (Record 12)				RM, Section 6.1
45.	Do you have a yearly cooling system evaluation done by an industry professional?				RM, Section 6.2



BMP 6 Facility and Equipment Sanitation

Good sanitation helps reduce disease, the need for antibacterial agents and the risk of contamination from chemicals, and livestock medications. The milkhouse is the final on-farm site for safety and quality control, and must be used exclusively for cooling and storing milk and for cleaning, sanitizing and storing materials and equipment used in the production and handling of milk.

<i>Reference Manual Chapter 7</i>		Yes	No	N/A	Reference and Comments
Equipment Sanitation					
46.	Do you use approved cleaning products according to the accessible milkhouse cleaning and sanitizing chart? (Record 14)				RM, Section 7.1.1
47.	Do you regularly inspect and record the cleanliness of milking equipment (e.g. receiver jar and bulk milk tank) (minimum acceptable frequency is monthly, weekly is recommended)? (Record 13)				RM, Section 7.1.2
48.	Do you check and record the temperature of the pre-rinse water (at least weekly) or wash water (at least monthly)? (Record 13)				RM, Section 7.1.2
CC4 9.	Do you keep a record of any problems that have occurred regarding equipment sanitation and pre-rinse/wash water temperature and the corrective actions taken? (Record 13)				RM, Section 7.1.3
50.	Have you established and implemented a Standard Operating Procedure for post-milking system cleaning? (Record 4)				RM, Section 7.1.4
51.	Do you have your wash system evaluated annually by an industry professional and have the deficiencies been? (Record 14b)				RM, Section 7.1.5
Milkhouse					
52.	Is the milkhouse used exclusively for cooling and storing milk and for cleaning, sanitizing, and storing materials and equipment used in the production and handling of milk?				RM, Section 7.2
53.	Are cleaning chemicals stored in a location and manner that will not contaminate milk?				RM, Section 7.2
54.	Are the milkhouse and external surfaces of the milking and milk storage equipment kept clean?				RM, Section 7.2
55.	Do you have a functioning safety switch or fail-safe air valve system in place to avoid accidental entry of wash water into the tank?				RM, Section 7.2
56.	Have you removed all mercury thermometers and vacuum columns from the milkhouse?				RM, Section 7.2
57.	Do all lights near the bulk tank opening have a protective covering or do the bulbs have a protective safety coating?				RM, Section 7.2
58.	Do you have a yearly milking equipment evaluation done by an industry professional?				RM, Section 7.3



BMP 7 Use of Water for Cleaning Milk Contact Surfaces

Dairy farms require large volumes of water for cleaning milking equipment and the milkhouse. If the water used for cleaning is contaminated, milk safety could be compromised.

<i>Reference Manual Chapter 7</i>		Yes	No	N/A	Reference and Comments
59.	Do you:				
	<ul style="list-style-type: none"> Annually test the water used for milking equipment sanitation for the microbiological parameters determined by the provincial authority? 				RM, Section 7.4.2
	<ul style="list-style-type: none"> Ensure the water meets the microbiological parameters? 				RM, Sections 7.4.2, 7.4.3
	<ul style="list-style-type: none"> Keep or record the water test results? (Record 15) 				RM, Section 7.4.2
60.	Do you keep a record of any problems that have occurred regarding water quality and the corrective actions taken? (Record 15)				RM, Section 7.4.4

CCP 3 Shipping Animals

Shipping animals is the last control point where a producer can prevent animals carrying chemical residues and/or physical hazards (e.g. broken needles) from entering the human food chain. In order to ensure safe meat, animals containing chemical residues must not be shipped for human consumption. Instances where needles have been broken during livestock medicine administration and remain in the animals' muscles must be recorded. The animals' identification and information regarding the site of the broken needle should be passed on to the next buyer.

<i>Reference Manual Chapter 8</i>		Yes	No	N/A	Reference and Comments
61.	Do you always follow the recommended meat withdrawal times for:				RM, Section 8.1
	<ul style="list-style-type: none"> Livestock medicines? 				
	<ul style="list-style-type: none"> Livestock pesticides? 				
	<ul style="list-style-type: none"> Medicated feeds? 				
62.	Do you have a Standard Operating Procedure in place to minimize the risk of shipping treated animals and animals carrying physical hazards (e.g. broken needles)? (Record 6)				RM, Section 8.1
CC6 3.	Do you keep a record of any problems that have occurred regarding shipping animals and the corrective actions taken? (Record 17)				RM, Section 8.1





BMP 8 Staff Training & Communication

Good communication and continual updating and awareness of changes for staff and family members are essential. Identifying each person’s responsibilities clarifies a person’s tasks and increases awareness of who is responsible when the person normally doing a job is not available.

<i>Reference Manual Chapter 9</i>		Yes	No	N/A	Reference and Comments
64.	Do: (Demerits)				
	<ul style="list-style-type: none"> Regularly train staff to implement your CQM program? 				RM, Sections 9.2, 9.3
	<ul style="list-style-type: none"> Train new staff to implement your CQM program? 				RM, Sections 9.1, 9.2, 9.3
	<ul style="list-style-type: none"> Ensure staff have access to Standard Operating Procedures, corrective action plans and records that you have developed and maintained? 				RM, Section 9.2
65.	Do you have a written corrective action plan on how to communicate and address: (Record 16)				
	<ul style="list-style-type: none"> Incorrect administration of medications or other chemicals to an animal (BMP)? 				RM, Sections 4.6.3, 9.2
	<ul style="list-style-type: none"> Entry of milk from a treated animal into the bulk milk tank (CCP)? 				RM, Sections 5.2.3, 9.2
	<ul style="list-style-type: none"> Improperly cooled or stored milk (CCP)? 				RM, Sections 6.1, 9.2
	<ul style="list-style-type: none"> Dirty milk contact surfaces (BMP)? 				RM, Sections 7.1.3.1, 9.2
	<ul style="list-style-type: none"> Improper water temperature (BMP)? 				RM, Sections 7.1.3.2, 9.2
	<ul style="list-style-type: none"> Milking equipment water contaminated with bacteria (BMP)? 				RM, Sections 7.4.4, 9.2
	<ul style="list-style-type: none"> Sale of a treated animal or an animal with a broken needle and the next buyer was not informed (CCP)? 				RM, Sections 8.1, 9.2

Producer Commitment

As part of the CQM program, you, or your authorized CQM farm contact, will be required to sign a declaration stating your commitment to produce safe milk and meat and to continue to maintain the CQM requirements. The declaration will contain information similar to: that you understand and declare that:

- **ALL** of the mandatory requirements defined in the CQM Reference Manual have been addressed.
- For an initial validation, a minimum of 3 months of records are available.
- Registration may be withdrawn for cause by DFC or the Provincial Delivery Agent.
- The authorized farm contact may voluntarily terminate Registration without cause.
- The Farm’s Registration status will not be made publicly available by DFC without authorization from the farm.
- The CQM Reference Manual will be revised and re-issued regularly.
- Registration carries the responsibility for the authorized farm contact to:
 1. Maintain the on-farm food safety system compliant with the CQM Reference Manual.
 2. Accept regular validations and submit self-declarations and respond to the findings.
 3. Inform the Provincial Delivery Agent of ownership or management changes on the farm.
 4. Respect the restrictions related to the use and control of the CQM certificate.

