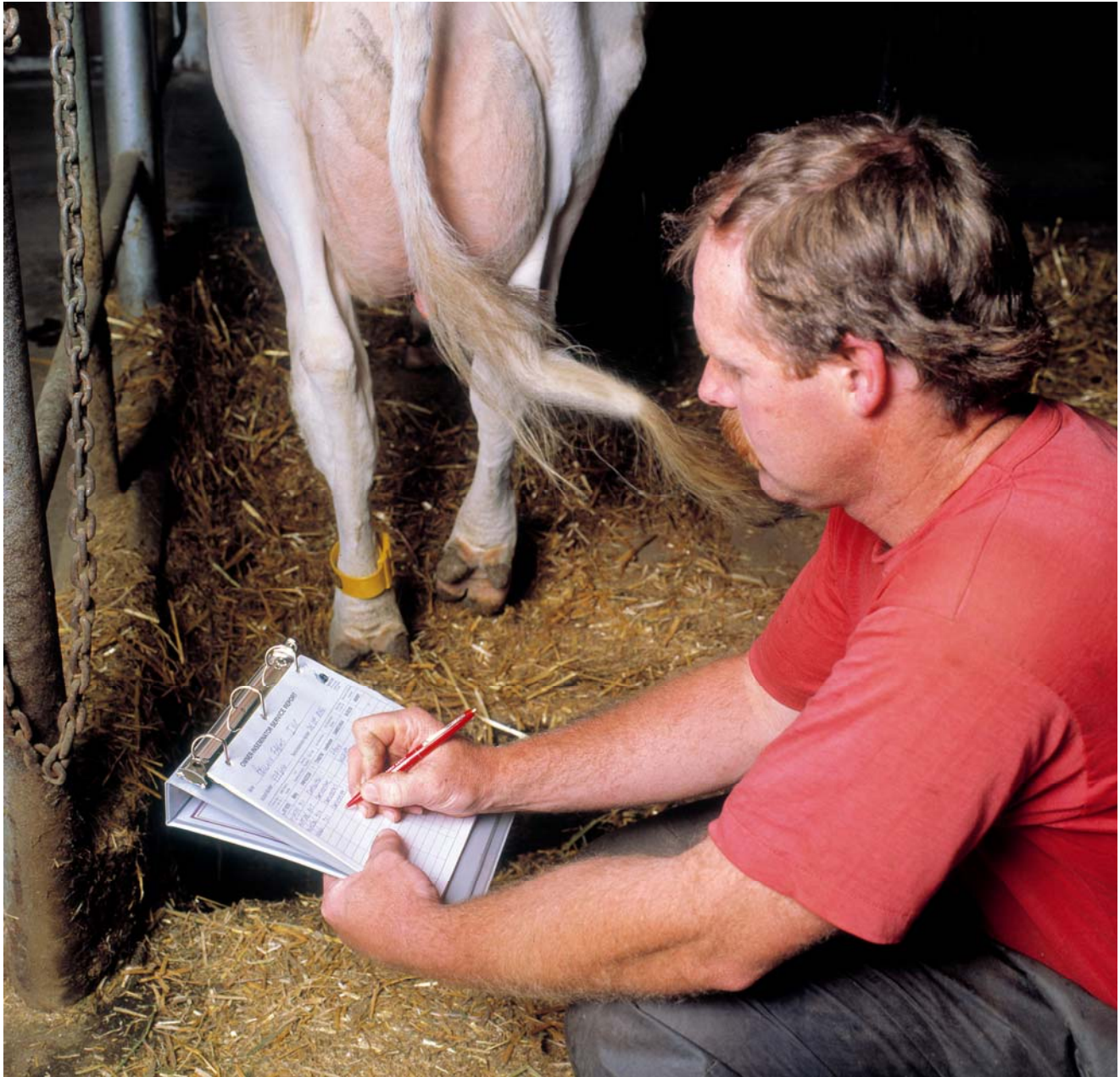

Producer Canadian Quality Milk (CQM) Program Implementation Guide



10 Steps to Initial CQM Registration

What dairy farmers are saying about the CQM Program...

"Not embracing CQM means we risk the possibility of losing consumer trust. We, as producers, are responsible to the consumer to provide the information to support our claim that Canadian milk is of high quality. Consumers have choices, so we have to make sure we can compete."

Kelvin Kerr, Purity Holsteins Inc.

"By implementing the CQM program, you realize the benefits it can bring to your farm and the entire industry. I think the benefits far outweigh the time it takes to go through the process."

"Every producer should be jumping on board (this program). What it says to the consumer is we value the end product by making sure we follow best management practices in how we handle the raw material."

"A large portion of CQM is having permanent records of all treatments."

Brian Terpstra of Birchlawn Farms

Believes the benefits of getting certified will be the "soft" type, such as improving her overall management, making it easier to work with nutritionists, vets and other consultants, plus providing a boost to the industry. For farmers, being on the program over time "will sharpen your management. You'll be forced to be current, up-to-date, proactive and have preventive measures."

Geraldine Leavitt of Goreland Farms

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Materials

- CQM Workbook & Reference Manual
- Producer Guide to Completing CQM Records
- Canadian Quality Milk Brochure
- CQM Record Keeping Guide – It doesn't have to be complicated
- Provincial CQM Rollout Letter





10 Steps to get your farm


CQM Validated


*This Step-by-Step Guide will help you get through the validation process in implementing best management practices on your farm. Best Management Practices (BMPs), when used as control measures to **prevent** on-farm food safety problems, are the foundation of any Hazard Analysis Critical Control Point Analysis (HACCP)-like approach.*

WHAT YOU WILL NEED TO SUCCEED

 Keep your documents handy and organized.

 You will need to make a time commitment so plan accordingly.

 Patience and perseverance through the 10 steps will lead to success!

 Review your record keeping system, consider ordering a CQM CanWest DHI Log Book. Log Books are available at no charge to Ontario producers. To order a Log Book, call 800-549-4373 or speak to your DHI Customer Service Representative.

Keep the overall objective in mind

Food safety is everyone's business in the dairy industry. At the moment, we use end-product testing for milk and meat products. While end-product testing is a reasonably effective detector of food safety and quality problems, the defects have already occurred by that point and a dollar loss sustained. It is more cost-effective and less risky to the industry if proven control measures are used at strategic points during the production of milk and meat.

Using this Step-by-Step Guide

Start with Step 1- and work your way to Step 10. Always look ahead as some of the 'STEPS' may be done simultaneously.

Consult the CQM Reference Book- The reference book has all the information you need about solid Best Management Practices to reduce food safety risks.


Write your questions down- to ask the CQM Advisor when he comes for your scheduled visit at your farm.


Speak to your local specialists- Consult with your veterinarian, feed and equipment dealers about the CQM program. They will be knowledgeable about some parts of the program and will be able to assist you.


Getting Started

Call and schedule a training session with a local CQM Advisor right after receiving your letter to participate in the CQM program. After completing training, proceed to Step 2 and start writing your Standard Operating Procedures.

WHAT YOU WILL NEED

 Schedule a CQM training session with a local CQM Advisor.

 Go to Step 2.

 Review CQM Workbook & Reference Manual.

Letter, Reference Book & Workbook

Dairy Farmers of Ontario (DFO) will send you a letter advising you of the month you should begin implementing CQM. A CQM roll-out package (CQM Reference Book and CQM Workbook) will be enclosed with the letter. You need to keep these documents handy for future reference.

Book your CQM Advisor training session

Once the CQM provincial roll-out begins, DFO will provide you with the contact information for the CQM Advisors. You are asked to select and contact the CQM Advisor of your choice and set an appointment for training.

It is estimated that producers will require 2.5 hours to train. Additional time beyond 2.5 hours may be billed by the CQM Advisor.


Did you know that the Hazard Analysis and Critical Control Points (HACCP) concept (that the CQM program is based on) was originally developed in the 1960s by the NASA and Pillsbury engineers to manufacture the first food for the space program?


Write your Standard Operating Procedures (SOPs)


Most producers have records and SOPs already in place.


If you have not already done so, start writing your SOPs. An Internet tool is available to all Ontario dairy producers to easily create your very own Standard Operating Procedures (www.milk.org (behind the producer password – SOP Wizard)).

WHAT YOU WILL NEED

 Need a password?
Call 905-821-8970 and ask for DFO Helpdesk to receive an Internet password .

 Write the exact procedures used on your farm.

 Find tips on how to complete your SOPs in the attached Producer Guide to Completing CQM Records.

 If you start from scratch, this step will take you a few hours to do.

Use the Internet

Producers must have Standard Operating Procedures (SOPs) for:

- pre-milking (Record #1)
- milking (Record #2)
- milking cattle with abnormal or treated animals (Record #3)
- post-milking cleaning (Record #4)
- treating cattle with antibiotics (Record #5)
- shipping cattle (Record #6)
- feeding medicated feed (Record #7)

DFO has developed software (SOP Wizard) that uses a check box system that simplifies 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 a process you can use to edit your SOPs as procedures change on your farm. You can develop new SOPs at anytime.

If you need extra help from your CQM Advisor to help you develop SOPs and/or write them on the DFO SOP Wizard, service fees may be charged.

Producers on the program:


SAY what they do;


DO what they say;


PROVE it; and

CHANGE what they are doing if there is an issue.

 WHAT YOU WILL
NEED

 Write corrective action plans.

 Look at the CAP examples in the Producer Guide to Completing CQM Records.

 This step should take you less than an hour to do.

Write your Corrective Action Plans (CAPs)

CAPs are what you will do if there is a major issue such as the failure of the milk tank compressor. They are used in emergency situations. Double check that the contact information in your CAP is current and accurate.

Corrective Action Plans (Record #16)

Corrective Action Plans outline the steps that should be taken to correct a problem if a problem occurs at a Critical Control Point. Corrective Action Plans should contain detailed instructions and contact numbers.


Deviation & Corrective Action Record (Record #17)


If a problem or deviation occurs at a Critical Control Point, the CQM program requires corrective actions to be carried out to correct the problem. A very important part of the program also requires that each deviation and chosen corrective action be documented.

Did you know that the CQM program has three different Critical Control Points? CQM Critical Control Points are: milking treated animals, cooling and storage of milk, and shipping animals.

A Critical Control Point (CCP) is a point, step or procedure at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to an acceptable level. Neglect or error in observing these points or practices may lead to **irreversible** problems with the end food product. Monitoring a CCP is essential in a HACCP-based system.

WHAT YOU WILL
NEED

 Call your local specialists to make arrangements for the appropriate records that you need.

 Keep all the appropriate records for the audit. Records must be kept for one year.

 For services provided by the specialists.

Acquire A Wash Analysis, Veterinary Prescriptions and Treatment Protocol

Some of the CQM records that you will need will be completed by your local dairy equipment dealer and veterinarian.

Call your local Dairy Equipment Dealer

An annual wash analysis report needs to be completed by your local dairy equipment dealer. A Wash Analysis (Record #14b) must be completed annually by your equipment dealer. The Wash Chart (Record #14) must also be updated annually or any time modifications are made to your wash system or wash chemicals used.

Call your local Veterinarian

You will need a Veterinarian's prescription or annual treatment protocol if you use a drug or pharmaceutical off label (Records #8 and #10). Please refer to attached Producer Guide to Completing CQM Records for more information.

Call your local Water Treatment Specialist (if needed)

If your milkhouse water test result does not meet provincial regulations, you may need help in solving the problem from your local water treatment specialist. Another water test will need to be done to prove the potability of your milkhouse water.

Did you know that the CQM program has 8 Best Management Practices (BMPs)? They are:

BMP 1: Dairy Facilities, pesticides and nutrient management

BMP 2: Feed

BMP 3: Animal Health and Biosecurity

BMP 4: Medicines and Chemical used on Livestock

Monitoring BMPs is essential in a HACCP-based system.


BMP 5: Milking Management


BMP 6: Facility and Equipment Sanitation

BMP 7: Use of Water for Cleaning Milk Contact Surfaces

BMP 8: Staff Training & Communication

WHAT YOU WILL
NEED

 Write exactly the corrective actions plans to be done.

 We suggest you review the examples of records in the attached Producer Guide to Completing CQM Records.

Activities and Records

Take the time to be accurate and precise in keeping records. You need three months of records to pass a validation! Information on what you need to maintain CQM records can be found in the attached Producer Guide to Completing CQM Records.

What you need to do once and keep current

- Standard Operating Procedures (See Step #3)
- Corrective Action Plans (See Step #4)
- Drug & Inventory List (Record #9)
- Animal Identification (NLID & tags)

What to do once per day or as needed

- Record Drug Treatment (Record #10)
- Obtain Individual Prescriptions (Treatments not covered by Annual Treatment Protocol) (Record #8, See Step #4)
- Record Broken Needles that are in an animal (Record #11)
- Record Corrective Deviations & Actions (Record #17)

What to do once per month


- Visual Equipment Cleanliness Check (Record #13)

What you need to do once per year


- Wash Analysis of Bulk Tank and Pipeline and Wash Chart by Milk Equipment Dealer (Records #14 and #14b, See Step #4)
- Milkhouse Water Tests (Record #15)
- Annual Treatment Protocol (optional)



 WHAT YOU WILL
NEED

 Make sure that all staff know:

- roles and responsibilities as defined in SOPs
- what the CQM program is;
- where the records are; and
- what to do in case of an emergency.

 See Section 9 in the CQM Reference Book.

Staff Training

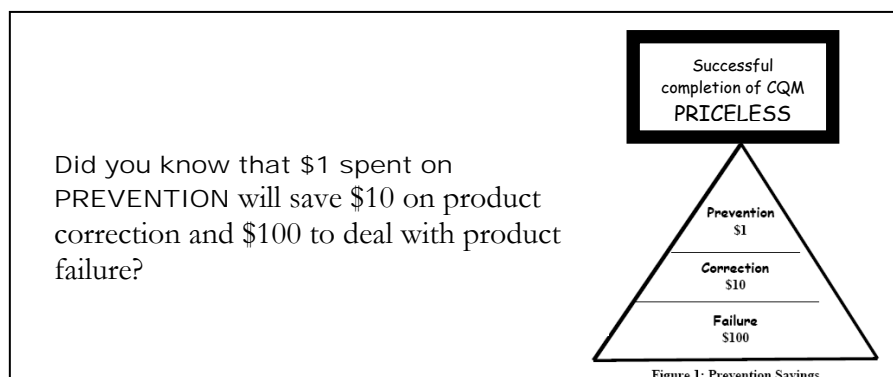
Staff and family members have an important role in implementing and maintaining CQM on your farm.

Staff

Each person on the farm must be trained in the area of the program they are responsible for. For example, milkers must know and follow the milking Standard Operating Procedures, and staff who administer livestock treatments must know where the Corrective Action Plans are in case something goes wrong. You must train your family and staff to ensure that they understand and follow the SOPs and CAPs and maintain the records applicable to their responsibilities.

The training process (if applicable)


- Develop a training plan
- Set objectives
- Select training methods
- Prepare, present, try-out and follow-up (four steps)
- Evaluate the training
- Up-date training




Step

7

WHAT YOU WILL
NEED

 A self-evaluation questionnaire.

 See the questions throughout the CQM Reference Book and the full questionnaire in the attached Producer Guide to Completing CQM Records.

Self-Evaluation Questionnaire

The very same questions that the CQM validators are going to ask are included in the Workbook. Take time to evaluate yourself.

Self-evaluate the food safety risks on your farm


Throughout the CQM Reference Book, a number of questions are asked in each chapter. The full questionnaire can be found in the attached Producer Guide to Completing CQM Records and the CQM Workbook. Although there is a measure of flexibility within the validation process, the answer to each and every question must be yes to pass a full validation.





Validation

Once you have three full months of records, you need to schedule an appointment with your Field Services Representative (FSR) for an on-farm CQM validation.

WHAT YOU WILL NEED

 The person responsible for administrating CQM on the farm must be present for the inspection and validation.

 Have your records ready.

 One hour of time.

On Validation Day

The FSR will book a specific time and date with you in advance. You need to be available for one hour for the validation on validation day. The FSR will show up earlier than the appointed time to do a Grade A inspection before the validation begins. Please note that the farm must meet Grade A requirements before the validation can take place.

There are no fees for the initial or first follow-up validations. However, if the farm requires more than two visits to pass a validation, a \$250 per visit fee will be charged for any subsequent visit needed to pass the validation.

Documentation needed

- SOPs
- CAPs
- All required CQM records (refer to Producer Guide to Completing CQM Records)
- Have employee(s) ready for a short interview (if applicable)
- Staff training information (if applicable)

Result

At the end of the validation, the FSR will give you either a Full Validation with Recommendation, a Full Validation with Recommendation Pending or a Non-compliance with the CQM program. In the case of a Non-Compliance, the Full Validation process starts from scratch. The following table explains the number of minor and major Corrective Action Requests (CARs) and the number of Demerits allowed for the different results of the Validation.

Dairy Farmers of Canada - Canadian Quality Milk

Guideline for Recommendation Decisions

Validator's Recommendation	Major CARs (#)	Minor CARs (#)	Demerits (#)	
			1 st validation	2 nd and subsequent validations
Recommended	0	≤ 5	≤ 10	≤ 5
Recommendation Pending	≥ 1	≥ 6	≥ 11	≥ 6

Guideline for Timelines for Corrective Action


	Major CARs	Minor CARs	Demerits
Recommended Timeline for Correction	Initiated within 7 days and solved within 30 days	30 days	30 days


Demerits Notes: A score of 0 means low food safety risk and a score of 5 means high food safety risk or non-compliance with the requirement. Producers can score the same demerits against them on subsequent validations. In other words, if they did not have a pre-milking SOP for this year's validation, they can still not have that pre-milking SOP at their next validation.


Evaluation Grid used on Validation Day
by the DFO Field Services Representative.

Did you know that the CQM program is designed specifically for the Canadian dairy producer. A group of Canadian experts in the dairy sector met for several years to write and rewrite the program under the guidance of Dairy Farmers of Canada. The complete CQM program was approved in November 2003 by the Canadian Food Inspection Agency of Agriculture and Agri-Food Canada.

WHAT YOU WILL
NEED

 Identify each Corrective Action Request from the Validation Report.

 Refer to appropriate chapter on every CAR in the CQM Reference Book.

 Report back the corrective actions taken and required documents to the Field Services Representative.

Corrective Action Requests (CARs) Follow-up


Most Validations may identify Corrective Action Requests (CARs). You need to address the CARs and follow up with the Field Services Representative.

Corrective Action Requests (CARs)

Each CAR will be clearly identified on the Validation Report. However, no mention of how to correct the CAR will be on the report. You need to refer to the CQM Reference Manual or contact your Advisor and correct each and every one of the CARs. Finally, the FSR will re-visit your farm on the selected date to verify that the CARs have been completed.



WHAT YOU WILL
NEED

 Continue implementing CQM requirements to maintain registration.

Registration

Congratulations

*To become CQM-registered required effort and attention to details.
Congratulations!*

Keep Recording

Getting CQM validated is part of the process. A positive attitude and attention to details are the keys to implementing a successful CQM program. You must continue to maintain your records to keep your CQM registration.

Validation Process

- Year 1: Full Validation by a FSR
- Year 2: Self-Declaration*
- Rotation continues

*To ensure credibility, 5 per cent of the producers who complete self-declarations will receive an on-farm validation.



Glossary

“Annual Treatment Protocol” is a document provided by your veterinarian on an annual basis that lists the animal treatments that are off-label.

“Best Management Practices” are recommended and proven management procedures to help prevent on-farm food safety problems.

“Canadian Quality Milk (CQM) Advisor” is an individual trained to provide CQM training to producers.

“Canadian Quality Milk (CQM) Program” is an on-farm food safety program designed to help producers prevent, monitor and reduce food safety risk on their farms.

“Canadian Quality Milk (CQM) Registration” is a process through which a producer becomes recognized as conforming to the CQM program requirements.

“Corrective Action Plans (CAPs)” are instructions for family members or staff on what to do and who to contact in situations where problems have occurred in the production of milk or meat that could affect food quality or safety.

“Corrective Action Requests (CARs)” are CQM requirements that have been identified during the CQM validation that must be completed within a specified period of time.

“Corrective Actions and Deviations” are actions taken to manage a problem or deviation within the production process that falls within the scope of Critical Control Point (CCP). Actions taken must be documented.

“Critical Control Point (CCP)” is a point, step or procedure within the production process in which control can be applied and a food safety hazard can be prevented, eliminated or reduced to an acceptable level. An example of a CCP is preventing treated milk from entering the milk supply. A control in this example would be using leg bands to identify treated cows to prevent the treated cow from being milked in error.

“Hazard Analysis and Critical Control Point (HACCP)” is a systematic-preventive approach to food safety that addresses physical, chemical and biological hazards as a means of prevention rather than finished-product inspection.

“National Livestock Identification for Dairy (NLID)” is the umbrella organization for the co-ordination and collaboration of all dairy tagging in Canada. The NLID distributes tags to all dairymen in Canada.

“Off-Label” is any use of an animal health product in any manner that is different from the instructions given on the label or package insert.

“Standard Operation Procedures (SOPs)” are written procedures or instructions that describe step-by-step how an activity, such as milking, should be carried out.

“Validation” is verification of farm procedures related to CQM requirements by a DFO Field Services Representative. Validation scope can be a Full Validation where all of the CQM requirements are verified.