



Raw Milk Quality Program Policies

Dairy Farmers of Ontario
September 1, 2017

Check www.milk.org for updates to DFO policies
Revisions as of October 1, 2023 (effective October 1, 2023)

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This book has been prepared to provide all Ontario producers with information on the Raw Milk Quality Program Policies of DFO. The program consists of regulations and Dairy Farmers of Ontario (DFO) policies.

Policy changes may be announced in *Milk Producer* magazine. As well, an updated version of the policy book is included on DFO's website (www.milk.org) under Industry Resources at the top right. The document posted on DFO's website contains the most up-to-date policies and will be used for all policy interpretation. Should one clause in these policies change or be removed, the other clauses will not be affected. Furthermore, each clause in these policies refers to a specific requirement and cannot be superseded by another.

For more information or clarification on any policies, producers are required to contact DFO's Field Services Representatives (names and addresses on DFO's website) or head office staff (905-821-8970).

Raw Milk Quality Program Policies

Section A

Provincial Raw Milk Quality Program

1. Authority and responsibilities

Ontario Regulation 761: Milk and Milk Products, under the Ontario *Milk Act*, outlines the regulations pertaining to the production, transportation, and processing of milk. Regulation 761 provides the requirements producers must meet to offer milk for sale to Dairy Farmers of Ontario (DFO). Regulation 761 is available on the Ontario government's website at www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900761_e.htm

DFO, under an agreement with the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA), is responsible for administering provincial Regulation 761 pertaining to farm premises, raw milk quality testing, truck-tank inspections, and Bulk Tank Milk Grader (BTMG) certification, recertification and monitoring.

This Raw Milk Quality Program Policies Book generally describes the regulatory requirements and provides an explanation of DFO's administrative policies and procedures.

Director of Regulatory Compliance

The Director of Regulatory Compliance is appointed by DFO to oversee the administration of the Ontario Raw Milk Quality Program. The Director of Regulatory Compliance has overall responsibility for overseeing sampling, milk and water quality testing, farm inspections, penalty application, as well as BTMG activities and performance. The Director may call a Hearing if a producer or BTMG does not meet regulatory requirements.

2. Requirements for raw milk production

The specific requirements pertaining to the production and marketing of raw milk are outlined in Ontario Regulation 761. Following is a general overview of how the Raw Milk Quality Program policies are administered, the services available to producers, requirements for farm premises, milking and cooling equipment, dairy animals and milk quality, as well as consequences to producers if standards are not met.

Ontario Regulation 761 states that producers who do not meet minimum farm premises, quality test criteria or animal welfare requirements shall be assessed a financial penalty or be shut-off.

2.1. Farm premises, milking and cooling equipment, and dairy cattle

Overview

Rev. April 30, 2021

To meet Grade A requirements, farm premises and surroundings, milking and cooling equipment must be clean and in a state of good repair. In addition, animals must be clean and receive appropriate care. Only milk from healthy animals can be offered for sale.

Appointed field persons, referred to as Field Services Representatives (FSRs), conduct farm inspections at least every two years. Inspections are performed more frequently as resources permit and to ensure consistent and continued compliance with regulatory requirements, giving priority to farms deemed to have compliance risks such as but not limited to:

- quality test results and-or animal care that do not meet standards;
- farm classification other than Grade A in previous inspections;
- a third-party complaint has been filed.

The inspection begins with the farmyard and lane and proceeds to the milkhouse, milking and animal housing areas, and areas surrounding the farm premises.

Areas reviewed during a farm inspection include:

- a) **Biosecurity** – contaminants (e.g. manure, other animals, deadstock) which could affect animal health or milk quality must be kept separate from animals, equipment and areas, milkhouse entrance area, laneway and loading area;
- b) **Milk contact surfaces** – all milk contact surfaces must be clean and in good repair;
- c) **Milk storage and cooling** – bulk tank interior and exterior must be clean and in good repair. Milk must be cooled to 10°C or lower within one hour after milking and to between 1 and 4°C within two hours of the end of milking. Other than the time period during and immediately after milking, milk must be stored between 1 and 4°C;
- d) **Time-temperature recorder (TTR)** – must be properly functioning and constantly monitoring milk temperature and milking equipment wash time and temperatures;
- e) **Udder contact surfaces** – stalls, alleyways, barnyard, pasture, etc., must be clean;
- f) **Physical structures** – animal housing, milking areas and milkhouse must be clean, tidy and maintained in a state of good repair; and
- g) **Animal care** – dairy animals must receive adequate care, in accordance with the *Code of Practice for the Care and Handling of Dairy Cattle*. A Cattle Health and Veterinary Medicine Use Declaration signed annually by the herd's veterinarian and the producer must be on file. Animal care requirements include:
 - Cattle's tails must not be docked unless medically necessary and approved in writing by a licenced veterinarian. Written veterinary approval is required for cattle housed in the dairy facility whose tails have been docked;
 - Housing to prevent injuries and lameness;
 - Provision of hoof care to prevent lameness;
 - Provision of adequate ration and access to water;
 - Compliance with federal animal identification regulations;
 - Proper deadstock removal or disposal within 48 hours according to provincial regulations;
 - Proper deadstock storage until removal or disposal (i.e. away from public view, cattle housing and milking areas, laneway and loading area); and
 - Compliance with provincial and federal animal transportation regulations.

Farm classifications

Each inspection point is reviewed and scored as acceptable, needs improvement or unacceptable. Photographs of non-compliant items are taken as part of the report, and upon completion of the evaluation, the farm is classified as:

- a) **Grade A** – The majority and all critical items relating to premises, milking equipment and animal care are in compliance with regulations and meet industry standards. Grade A farms have the majority of items scored as acceptable and items that need improvement do not adversely impact milk quality or animal welfare.
- b) **Conditional Grade A** – The farm has a number of items that are not in compliance with regulations but the items may not adversely impact milk quality or animal welfare. The producer is given a grace period to come into compliance.
- c) **Non-Grade A** – The farm has an item or items that are not in compliance with regulations and which may adversely impact milk quality or animal welfare.
- d) **Unsanitary Non-Grade A** – If conditions are unsanitary or if animal welfare is generally compromised, the producer is immediately shut-off from the milk market. Examples of unsanitary conditions include:
 - unsanitary milk contact surfaces;
 - unsanitary udder contact surfaces;
 - milkhouse drain not working;
 - poor animal health and/or welfare conditions;
 - deadstock in a laneway, loading area or where it may contaminate the milk truck or create biosecurity

- issues; and
- deadstock not being removed in accordance with regulations.

A farm will also be classified as Unsanitary Non-Grade A and immediately shut-off from the milk market if an inspection cannot be conducted or completed due to:

- The producer's refusal to allow an inspection or to allow FSR to take photographs being taken;
- A producer engaging in harassment or intimidation causing the FSR to leave the farm; or
- Concerns about personal safety.

When there is evidence of poor animal welfare, the Director of Regulatory Compliance may request the producer to provide a veterinary report and issue orders to the producer based on the report.

Graduated Inspection Schedule (GIS)

Rev. June 1, 2023

Farms that receive a classification of Unsanitary Non -Grade A or Non-Grade A will be inspected according to a Graduated Inspection Schedule (GIS).

Under the GIS, farms are inspected at intervals shorter than every 12 months as determined by the farm's initial classification, as follows:

- **Non-Grade A** – approximately every six months;
- **Unsanitary Non-Grade A** – approximately every three months.

In addition, the Director of Regulatory Compliance has the authority to order an increased inspection regime based on a farm's compliance history.

Farm inspection fees apply to inspections performed under the GIS or ordered by the Director.

Reporting

A report listing the inspection items documents the farm inspection. Inspection reports are documented electronically via a handheld device and the data stored within DFO's systems.

A copy of the inspection report is provided following the inspection (e.g., given to the producer or left in the milkhouse) and-or made available electronically. A sample Farm Inspection Report is included in this document as [Appendix A](#).

Consequences if Grade A standards are not met

A follow-up inspection for both Conditional Grade A farms and Non-Grade A farms will occur no sooner than 15 days after the initial inspection and before the end of the next month.

A penalty is applied if:

- The farm is Non-Grade A at the time of inspection; or
- The farm was classified as Conditional Grade A on the initial inspection and all of the required items were not completed upon follow-up inspection.

A penalty is applied for each month that a farm is not Grade A. Penalties stop in the month the farm is classified Grade A.

For farms that were Conditional Grade A upon initial inspection and Grade A upon follow-up inspection, no penalties are applied. However, if items identified on the Conditional Grade A report are not completed upon follow-up inspection, the farm will be classified as Non-Grade A. Penalties may be applied on the shipments made in the initial inspection month and will be applied on shipments made in the month in which the follow-up inspection took place.

If a farm has been Non-Grade A for two consecutive months, a follow-up inspection will occur in the third month. A penalty will not be applied in the third month if the farm is Grade A.

If a farm has been non-Grade A for three consecutive months, a follow up inspection will occur in the fourth month. If the farm is Non-Grade A upon follow-up inspection, the producer will incur a fourth-level Non-Grade A penalty and will be shut-off from the market until the farm is Grade A in all respects and meets all reinstatement requirements.

Grade A inspections are conducted without notice

Section 4(1) of the *Milk Act* provides appointed fieldpersons with the authority to “enter and inspect any premises or conveyance used for the producing, processing or marketing of milk or milk products and inspect anything relevant to the inspection found in the premises or conveyance”. The *Milk Act* or its regulations do not require an inspector to provide notice. Therefore, a farm can be inspected at any time without advance notice.

Producer challenge of inspection results

If the producer is in disagreement with the findings or outcome of an inspection, the producer may request to the Director that the matter be considered.

Any requests to the Director must:

- a) be made in writing to the Director of Regulatory Compliance, 6780 Campobello Road, Mississauga, Ontario, L5N 2L8;
- b) outline the reason for the request and provide any supporting documentation; and
- c) be received by the Director within 90 days of the inspection being conducted.

E-mail and fax are acceptable. It is the sender’s responsibility to confirm the information has been received by the Director.

The Director will consider the matter and decide whether the finding or outcome should be confirmed, varied or rescinded.

The producer will be required to attend a Hearing before the Director if challenging an unsanitary non-Grade A classification.

2.2. Milk quality – milk grading and bulk tank sample testing

Rev. January 1, 2022

Milk in the bulk tank must be free of objectionable odours, foreign substances, coagulation and evidence of melted or churned butterfat. If present, milk must be rejected by the BTMG. The BTMG must also reject milk if the milkhouse condition prevents proper grading by sight and smell, as well as milk found to have a temperature higher than 10 °C.

A representative sample of milk is taken from each bulk tank prior to milk being picked up by the milk transporter. For conventional bulk tanks, milk samples are taken by the BTMG using a sterile sampling pipette if the BTMG is able to reach the milk. Where the milk in a farm bulk tank cannot be sampled by a sampling pipette, the producer must provide a long-handled dipper in a container filled with sanitizing solution. It is the producer’s responsibility to ensure the dipper is clean and in good repair. If the sample cannot be taken using a pipette or a long handled dipper, the sample will be taken from the outlet valve of the tank. Samples taken from the outlet valve will be used as an official sample for inhibitor testing only.

For producers that store milk in a vertical bulk tanks (“VBT Producer”), milk samples are collected using a method approved by OMAFRA. The VBT Producer is required to post the procedures for grading the milk and collecting a sample. The VBT Producer must also provide, maintain and keep clean the equipment necessary for grading and sampling the milk. For additional requirements regarding the use of vertical bulk tanks, refer

to Quota and Milk Transportation policies.

Samples may be tested for inhibitors, freezing point estimate (FPE), abnormal freezing point (AFP), somatic cell count (SCC), bacteria, iodine and milk urea nitrogen (MUN).

With the exception of inhibitor testing, a bulk tank milk sample shall only be used for testing by the laboratory if it is maintained within an acceptable temperature range from the time of pickup until being prepared for testing.

Samples are tested for bacteria no later than the second day following procurement, unless the pickup occurs after 6 p.m. Samples procured after 6 p.m. can be tested for bacteria on the third day. Sample temperatures must be between 1°C and 4°C plus or minus 1°C for bacteria testing.

Samples tested for inhibitors, composition, SCC, FPE and AFP must not be more than seven days of age at the time of testing. Sample temperatures must be between 1°C and 4°C plus or minus 1°C variance from this range for not more than four hours. Any sample temperature variance cannot be less than 0°C or more than 20°C. When test results are unavailable due to a sample being unsuitable for testing, composition test results from the previous pickup are assigned to the pickup(s) with missing test results.

For producers with two bulk tanks, a representative sample is taken from each tank before milk pickup. All official quality tests from both tanks will be used for penalty determination on the total volume of milk shipped from both bulk tanks.

For linked dairy facilities, shipments and test results are distinct for each farm.

"A Checklist for Troubleshooting Milk Quality Issues," which contains information that can assist producers in improving milk quality and addressing problem areas, is shown as [Appendix B](#).

2.2.1. Reporting of bulk tank sample test results

Rev. April 30, 2021

Each producer has a responsibility to obtain milk quality information available through the following DFO mechanisms:

- a) **Milkline** – this is DFO's automated phone information system. Producers may be notified of elevated and penalty range test results for inhibitors, FPE, AFP, bacteria and SCC by an automated call from Milkline. Producers should also call Milkline at 1-800-386-9109 to obtain test result information. A user guide for Milkline and the DFO website are included in this document as [Appendix C](#);
- b) **DFO's website** – test results are available to producers under the Test Results section of DFO's website at www.milk.org after clicking Industry Login at the top right, then logging in. A primary or secondary username and password are needed to obtain test results; and
- c) **Monthly milk statement.**

2.2.2 Somatic cell count

Each bulk tank sample will be scheduled for SCC testing. Milk must contain less than 400,000 cells per mL. A milk sample with a test result greater than 400,000 cells/mL is in the penalty range.

Consequences if standards for SCC are not met

A SCC demerit applies each time a bulk tank test result is in the penalty range (greater than 400,000cells/mL).

A SCC penalty is applied when the following two conditions are met:

- a) The producer has at least one SCC demerit in the third month of a three-month period; and
- b) The percentage of SCC demerits (referred to as SCC percent demerit) in the three-month period is equal to or greater than 40 per cent.

SCC percent demerit calculations will be truncated. For example, a SCC percent demerit equal to 39.9 per cent will be truncated to 39 per cent.

2.2.3 Bacteria

At least one bulk tank sample each week will be scheduled for bacteria testing. Producers on everyday pickup service may receive two test results each week. Bacteria shall not exceed 121,000 Individual Bacteria Cells (IBC) per mL. A milk sample that contains greater than 121,000 IBC/mL is in the penalty range.

Consequences if standards for bacteria are not met

A bacteria demerit applies each time a bulk tank test result is in the penalty range (greater than 121,000 IBC/mL).

A bacteria penalty is applied when the following two conditions are met:

- a) The producer has at least one bacteria demerit in the third month of a three-month period; and
- b) The percentage of bacteria demerits (referred to as bacteria percent demerit) in the three-month period is equal to or greater than 40 per cent.

Bacteria percent demerit calculations will be truncated. For example, a bacteria percent demerit equal to 39.9 per cent will be truncated to 39 per cent.

2.2.4 Abnormal freezing point

Each bulk tank sample will be scheduled to have a FPE calculated. Samples with a FPE greater than -0.507°C will be tested on the Cryoscope to determine the official AFP.

Milk must have a freezing point that is less than -0.506°C . An AFP result greater than -0.507°C is in the penalty range. A minimum of 18 days is required between AFP tests used for penalty calculations.

Consequences if standards for AFP are not met

A penalty is applied when the producer has one AFP test result greater than -0.507°C . Payment of the monetary value of the first AFP penalty in a rolling 12-month period is waived and a warning notification is issued to the producer.

A penalty is not applied if the sample was taken within 18 days of a previous sample for which a AFP penalty was applied.

If an inhibitor is found in the milk sample, including cleaning and/or sanitizing chemicals, an inhibitor penalty will be applied.

2.2.5 Inhibitors

Milk must be free of substances that inhibit bacterial growth in raw milk. These substances are primarily veterinary drug residues but can also be cleaning or sanitizing chemicals.

In Ontario, the presence of inhibitors is subject to monitoring through three programs aimed at providing assurance to processors and consumers of the safety of raw milk:

- a) **Load screening program** – each load of milk delivered to a processor is subject to screening for inhibitors prior to receiving by a plant milk grader. If a load screens suspect-positive for the presence of inhibitors, it is rejected by the plant milk grader and not marketed by DFO.
- b) **Provincial load surveillance program** – through this program, load samples are randomly selected for testing for a wide range of inhibitor residues.
- c) **Canadian Food Inspection Agency (CFIA) residue testing program** – through this program, bulk tank

samples are tested for a wide range of residues, including inhibitors and toxins.

When a load sample screens suspect-positive, the load sample and all associated bulk tank samples are further tested to confirm the presence or absence of inhibitors.

Consequences if violative levels of inhibitors or foreign matter contamination are found

Penalties are applied if inhibitors of any type are in violative or penalty range in the bulk tank milk sample, as determined by an official inhibitor test result. For any inhibitor violation, the producer's tank is placed under detention and milk cannot be marketed until a sample from the bulk tank tests negative.

If a load was not marketed because of contamination with inhibitors, all load losses and costs are assessed to the producer(s) whose bulk tank sample is found to contain an inhibitor in penalty range. There is also no payment for the shipment of milk that caused the contamination.

A producer(s) will also be responsible for all losses and costs of a load not marketed due to the presence of foreign matter, and will not be paid for the milk shipment, if the bulk tank sample is found to contain foreign matter.

2.2.6 Additional information regarding penalty calculation

Rev. April 30, 2021

Penalties are applied on the total milk shipped during the month in which the regulatory standards are not met.

For linked farms, a penalty is applied on the volume of milk shipped by the farm incurring the penalty level test result(s).

For farms with two bulk tanks, all official quality tests from both the main licence number and the administrative number will be used for penalty determination, and if a penalty is applied, it will be applied against the total monthly volume shipped under the main and the administrative licence numbers.

Penalties are administered on a rolling 12-month period basis and increase with each successive violation in a rolling 12-month period.

For inhibitors and AFP, more than one penalty can apply in the same month.

Penalty rates are subject to review and revision on an ongoing basis.

A table summarizing Ontario's Raw Milk Quality Program penalties and their financial implication is included as [Appendix D](#).

2.2.7 Notification of penalties

Producers who will be levied a penalty for inhibitors, AFP, bacteria or SCC will receive a notification letter. Notification for Non-Grade A farm premises and penalties will be the farm inspection report provided to the producer.

The producer's milk statement will show the specific financial application of any and all penalties incurred by the producer.

2.2.8 Water

A water sample taken at the "point of use" must contain zero *E. coli* and should contain zero coliforms (0 CFU/100 mL). The sample is taken five to 10 seconds after turning on the milkhouse tap to represent water as it is used to clean milking equipment.

For reinstatement following shut-off from the milk market, a sample of the water used to wash or rinse milking equipment will be taken by the FSR. The sample must contain zero *E. coli* (0 CFU/100mL).

2.2.9 Producer challenge of test results or penalties

Rev. April 30, 2021

If a producer feels a sample and associated test result are not representative of the milk offered for sale, or that a penalty was not applied according to regulatory requirements, the producer may request the test result or penalty be deleted or varied by the Director of Regulatory Compliance.

Any requests to the Director must:

- a) be made in writing to the Director of Regulatory Compliance, 6780 Campobello Road, Mississauga, Ontario, L5N 2L8;
- b) outline the reason for the request and provide any supporting documentation;
- c) be received by the Director within 90 days of the test result or penalty being reported to the producer (i.e. Milkline, DFO's website or notification letter).

E-mail and fax are acceptable. It is the sender's responsibility to confirm the information has been received by the Director.

The request, along with reports from FSRs, the BTMG, the laboratory and sample transportation and storage data and penalty calculations will be reviewed as appropriate. The Director will decide whether to grant or deny the request.

2.3 Milk Quality Recognition Program

DFO, in conjunction with local Dairy Producer Committees, operates a Milk Quality Recognition Program for Ontario producers. Producers who meet the criteria are eligible for quality certificates. Criteria for this program are outlined in [Appendix E – Raw Milk Quality Recognition Program](#).

2.4 Requirements for research

Prior to selling or offering for sale milk from test cows where the tests or experiments involve chemicals, drugs or hormones not authorized for use on a commercial basis in Canada, the producer shall file with DFO written notice of the producer's intention to sell or offer for sale any such milk. The producer must receive the written approval of a regulatory agency before milk can be marketed. In addition, DFO will not market milk from cloned animals.

2.5 Shut-off for non-compliance

Producers will be shut-off from shipping milk (milk will not be picked up by the milk transporter) if they do not meet standards required in Ontario Regulation 761.

2.5.1 Reasons for shut-off

A shut-off will occur if:

- a) the farm is Unsanitary Non-Grade A at time of inspection;
- b) a fourth-level Non-Grade A penalty is applied;
- c) a second or higher level inhibitor penalty is applied;
- d) a fourth-level AFP penalty is applied;
- e) a fourth-level bacteria penalty is applied;
- f) a fourth-level SCC penalty is applied; or
- g) a producer is issued a non-marketed order by the Canadian Food Inspection Agency.

Additional information regarding bacteria and SCC penalties and shut-off:

Suitable samples from all pickups are included in penalty calculations. This includes all pickups that occur in the shut-off month from the first day of the month until the shut-off date. If test results are in penalty range during this period, the producer may incur a penalty and subsequent shut-off for milk produced during the shut-off month. However, a subsequent shut-off will not be applied in the following month if the producer did not ship milk for the remainder of the shut-off month.

2.5.2 Procedure for shut-off

For all shut-offs, DFO will immediately notify the milk transporter that the producer's milk is not to be picked up until notified otherwise by DFO.

For Non-Grade A shut-offs, the producer will be notified of the shut-off at the time of the inspection.

For milk quality shut-offs, the producer will receive written notification from the Director of Regulatory Compliance.

Milk produced during the shut-off period must not be offered for sale.

Shut-offs are administered on a rolling 24-month period basis.

2.5.3 Inhibitor shut-off

When a sample is found to be positive by the official inhibitor testing method, a FSR will attempt to notify the producer as soon as possible, by telephone, that inhibitors have been detected in a sample of the producer's milk.

If it is the first violation in a rolling 12-month period, the bulk tank will be under detention and the producer will be advised that milk cannot be shipped until an official bulk tank sample tests negative. If a second or subsequent penalty occurs in a rolling 12-month period, the producer will be shut-off from the milk market. Reinstatement conditions must be met before the producer is allowed to ship milk.

2.6 Reinstatement following shut-off

Reinstatement requirements change as the number of shut-offs increases, as follows:

- a) For the first shut-off in a 24-month period, the FSR will review, with the producer, the reinstatement requirements outlined in this *Raw Milk Quality Program Policies* book;
- b) For the second shut-off in a rolling 24-month period, the producer must attend a Hearing with the Director of Regulatory Compliance, who will establish the reinstatement requirements; and
- c) For the third shut-off in a rolling 24-month period, the producer will not be reinstated to the milk market under any circumstances.

2.6.1 Reinstatement procedures

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Producers must meet farm premises and milk quality requirements in order to be reinstated to the milk market.

- a) **Farm premises** – The producer must contact their FSR to arrange for a farm inspection when they have complied with all Grade A requirements. Note that the bulk tank must be empty at the time of inspection. The farm must be Grade A upon inspection.
- b) **Milk quality** – If the farm is classified as Grade A upon inspection, the FSR will collect a water sample and a milk sampling schedule will be established. The number of milk samples and test requirements is based on the reason for shut-off (i.e. Grade A, SCC, bacteria, AFP or inhibitor penalty), as described under section 2.6.2.
 - If the test results for the minimum number of samples do not meet regulatory criteria, additional samples and testing will be conducted;
 - If test results meet the regulatory standards, the FSR will notify the Director that the producer has met the conditions for reinstatement and, if satisfied, the Director will reinstate the producer to the milk market.

Service fees apply for any farm visits conducted for the purposes of reinstatement.

Only milk produced following reinstatement can be stored and offered for sale. Milk stored during the shut-off

period must be disposed of by the producer and the bulk tank must be emptied and cleaned upon notification of reinstatement by the FSR.

2.6.2 Requirements and recommendations for reinstatement

a) Grade A premises

Requirements:

- The farm must be Grade A in all respects;
- A sample of water that is used to clean milk equipment must contain zero *E. coli*;
- one bulk tank milk test result representing a normal milk pickup must meet the regulatory requirements for bacteria, SCC, AFP and inhibitors; and
- The Director may impose further requirements after reviewing the producer's record and reports completed by FSRs.

b) Somatic Cell Count

Requirements:

- The farm must be Grade A in all respects;
- A sample of water that is used to clean milk equipment must contain zero *E. coli*;
- A sample from each of two consecutive bulk tank tests, representing two normal pickups, must meet the regulatory requirements for SCC, AFP and inhibitors and one of the two consecutive samples must be tested and meet the regulatory requirement for bacteria; and
- The Director may impose further requirements such as enrollment in a herd health program or annual herd cultures.

c) Bacteria

Requirements:

- The farm must be Grade A in all respects;
- A sample of water that is used to clean milk equipment must contain zero *E. coli*;
- One bulk tank milk test result representing a normal milk pickup must meet the regulatory requirements for bacteria, SCC, abnormal freezing point and inhibitors; and
- The Director may impose further requirements such as regular inspections and annual or semi-annual milking equipment evaluation by an equipment dealer or qualified specialist.

Recommendations:

- Current wash procedures charts for the milking system and bulk tank are to be posted;
- Written verification from a milking equipment dealer or qualified specialist that the wash systems have proper mechanical function and that the water quantity, water temperatures and chemical concentrations are properly set; and
- Written verification from the producer that all wash cycles are run, including the sanitize cycle.

d) Abnormal Freezing Point

Requirements:

- The farm must be Grade A in all respects;
- A sample of water that is used to clean milk equipment must contain zero *E. coli*;
- One bulk tank milk test result representing a normal milk pickup must meet the regulatory requirements for bacteria, SCC, AFP and inhibitors; and
- The Director may impose further requirements after reviewing the producer's record and reports completed by FSRs.

Recommendations:

- There must be sufficient volume to satisfactorily agitate, cool and measure the milk. If milk volumes are low, the FSR will establish the minimum agitation and shipment level for the bulk tank;
- Written verification from a milking equipment or refrigeration dealer that the milk does not freeze during the cooling process and that the mechanical function of the milking equipment, including the pipeline safety switch, is working properly;
- Written verification from a milking equipment dealer that the pipeline is properly sloped toward the receiver jar;
- Written verification from a nutritionist that a balanced ration is being fed; and
- Written acknowledgement from the producer that the residual milk in the pipeline at the end of milking is not chased with water into the bulk tank.

e) Inhibitors

Requirements:

- The farm must be Grade A in all respects;
- A sample of water that is used to clean milk equipment must contain zero *E.coli*;
- One bulk tank milk test result representing a normal milk pickup must meet the regulatory requirements for bacteria, SCC, AFP and inhibitors;
- The producer may be required to test a sample of milk from all bulk tanks and obtain a negative result before offering the milk from the bulk tank for sale; and
- The Director may impose further requirements after reviewing the producer's record and reports completed by FSRs.

For reinstatement following a second inhibitor shut-off, the producer may be required to complete a full proAction validation and recommended for initial or continued registration.

Recommendations:

- There is a temporary record of treatment board or display located in a visible location; and
- The producer owns or has access to a veterinary drug residue test kit or test that can detect the drugs used on the farm.

2.6.3 Hearings with the Director of Regulatory Compliance

Hearings are held at the DFO head office in Mississauga, Ontario, at a date and time that is mutually convenient for the producer and the Director of Regulatory Compliance. Following the Hearing, the Director will establish the conditions for reinstatement.

The Director may also hold a Hearing for producers who repeatedly or chronically do not meet regulatory standards and/or may ask the Board to hold a Hearing. The Board has the authority to decide if, or under what conditions, the producer could continue to be licensed to produce milk and/or hold quota.

3. Producer appeals of decisions

Decisions of the Director of Regulatory Compliance are appealable in writing to the Agriculture, Food and Rural Affairs Appeal Tribunal (AFRAAT), located at 1 Stone Road West, Second Floor NW, Guelph, Ontario, N1G 4Y2.

Section B

proAction Program

Rev. April 30, 2021

ProAction is Dairy Farmers of Canada's (DFC) on-farm quality assurance program that groups five modules under one umbrella. Modules are being implemented in a stepwise manner, as follows:

- **Food safety** – in place prior to September 2017;
- **Animal care** – mandatory as of Sept. 1, 2017;
- **Livestock traceability** – mandatory as of Sept. 1, 2017;
- **Biosecurity** – mandatory as of Sept. 1, 2019; and
- **Environment** – mandatory as of Sept. 1, 2021.

proAction requirements are available on the DFO website at www.milk.org after clicking Industry Resources at the top right, then About proAction.

Farms must meet provincial Grade A standards as a prerequisite to meeting proAction requirements. If a farm's inspection status is not Grade A, the proAction activity (i.e. validation, self-declaration or self-declaration audit) will not be conducted or approved, as the case may be. As a result, penalties will apply, according to subsection B.7.

1. Validation periods

- Initial validation for new producers** – An Assigned Validation Month (AVM) is assigned to every new producer. The AVM is the sixth full month following the month quota is assigned and milk shipments commenced (e.g. started April 1, due October).
- Initial validation for producers withdrawn from the program** – An AVM is assigned once the producer reapplies for the program.
- Initial self-declaration** – due in the 12th month following the month the producer passed an initial validation (e.g. initial validation pass month of April, self-declaration due the following April).
- Subsequent validations** – every 24 months after the month the producer passed the initial validation (unless revised plus or minus one month by the Administrator).
- Subsequent self-declarations** – every 24 months after initial self-declaration month.
- The Administrator may move the AVM by one or more months if required for administrative reasons, in which case, the producer will be notified by letter.
- Self-declaration audits** – Every year, five percent of producers due for a self-declaration are randomly selected for a self-declaration audit. These audits are effectively full validations and are done in addition to completing the self-declaration form. DFO provides selected producers with written notice that a full validation must be successfully completed and the producer must meet proAction requirements by the end of the third month after the month written notice is issued.

Note: as the new proAction requirements become mandatory, they are included in an individual producer's validation before being included in the producer's self-declaration. For example, if the self-declaration due month is December 2019, it will include food safety, animal care and cattle traceability requirements only. The producer's self-declaration in December 2020 will include biosecurity requirements, in addition to food safety, animal care and cattle traceability requirements.

2. Validators and program administrators

Rev. April 30, 2021

- Validators and program administrators are approved by DFO and certified by DFC to conduct proAction activities;
- Starting June 1, 2021, validations and certain administrative processes will be performed by a service provider selected and approved by DFO;

- c) In the event the service provider is unable to deliver proAction services, to ensure continuity of the program, DFO will assign proAction activities to other approved parties as appropriate.

3. Permitted changes to Assigned Validation Month (AVM)

- a) The AVM of a producer can be changed upon written request if the producer has suffered a catastrophe and either the quota is being held in abeyance or the producer is solely using shared facilities;
- b) In the case of a catastrophe, the revised AVM will be the sixth full month after recommencing milk shipments from a producer's licensed dairy facility.

4. Program requirements

Rev. April 30, 2021

- a) Program requirements are listed and described in the *proAction Reference Manuals and Workbooks*, as updated from time to time and available on DFO's website.
- b) Producers are required to submit the following documentation electronically to his/her account in the National Electronic Administration System (NEAS) at www.dairyproaction.ca:
- Standard Operating Procedures (SOPs);
 - Self-declarations; and
 - Environmental questionnaire (as part of the environment module requirements).
- c) Cattle assessments are a program requirement and conducted by an approved service provider. Cattle assessments are documented electronically via a handheld device and stored within the NEAS.
- d) Validations are documented electronically via a handheld device and the data stored within the NEAS.

5. Records

Rev. April 30, 2021

- a) Record-keeping is a Program requirement.
- b) New producers are required to start completing all records at least three months prior to the initial validation.
- c) Producers withdrawn from the program are required to have at least three months of records prior to the initial validation. Producers who do not meet this requirement may be suspended for an extended period of time until sufficient records are available for the validation (refer to subsection B.10 – Suspension of Licence and Milk Pickups).
- d) Once registration is obtained, every producer is required to continuously maintain all records, without interruption.
- e) Regardless of their AVM, producers must complete proAction records as follows:
- **Food safety** – continuously since at least three months before their initial validation;
 - **Animal care and livestock traceability records** – starting Sept. 1, 2017;
 - **Biosecurity** – starting Sept. 1, 2019; and
 - **Environment** – starting Sept. 1, 2021.
- f) In order to maintain registration, producers must keep on file proAction records completed during the twelve months preceding a self-declaration or validation. According to federal regulation, records related to livestock traceability must be kept on file for at least five years.
- g) A producer who does not meet record-keeping requirements and therefore incurs at least one major Corrective Action Request (CAR) at the time of validation, will not be recommended for registration/validation until record-keeping requirements have been met for three consecutive months after the month the validation was conducted. Penalties will apply according to subsection B.7 (see examples 3 and 4 in Appendix F) and licence suspension may occur according to subsection B.10.
- The producer must submit the completed records to the validator by the eighth day of the fourth month following the validation month, by mail, fax or email. The producer is responsible for obtaining confirmation that the validator has received the records.
 - The validator will verify records completed over three consecutive months after the validation was

conducted in order to close the CAR. As a result, the producer will be subject to penalties on all milk shipped during the months the CAR remains open (at least three months or longer if records are deemed non-compliant, not submitted on time or if the validation took place after the AVM).

6. Adherence to tail-docking ban

Rev. April 30, 2021

- a) Docking the tails of cattle without a medical reason is prohibited under proAction program. The producer is responsible for ensuring the tails of cattle are not routinely docked on the farm or separate facility, either by the producer or by a third party.

Note: Removing the tail when it is medically necessary for the animal (e.g. the tail is broken or injured and is at risk of further complications) is permitted and must be documented on the "Tail Docking Log".

- b) If a major CAR for tail docking has been issued upon validation, the validator will verify routine tail docking without a medical reason has ceased, by visiting the farm three months after the month the validation is conducted.
- The tail docking CAR will remain open until the validator has verified compliance, which will take place during the fourth month after the validation is conducted.
 - The producer will be subject to penalties on all milk shipped during the months the CAR remains open (at least three months or longer if the producer is deemed non-compliant or if the validation took place after the AVM).

7. Penalties

- a) A producer who does not meet proAction Program requirements by the end of the month following the AVM or self-declaration due month will be assessed a penalty on all milk shipments in each consecutive month of non-compliance.
- b) A producer selected for self-declaration audit that does not meet proAction Program requirements by the end of the month written notice is issued (as per section B.1.g) will be assessed a penalty on all milk shipments in each consecutive month of non-compliance.
- c) The penalty for each of the first three months of non-compliance is equal to \$2 per hectolitre, or fraction thereof, on all milk marketed during the month.
- d) After every three month period of non-compliance, the penalty will increase at a rate of an additional \$2 per hectolitre, or fraction thereof, on all milk marketed during the month.
- e) No financial penalty for proAction will exceed 10 per cent of the producer's annual gross milk revenue in a rolling 12-month period.
- f) Penalties will continue to apply until the month the producer meets the program requirements.

8. Fees

Rev. April 30, 2021

A fee will be applied if a producer requires higher service levels as follows:

- a) A service fee established by the Board applies for all farm visits for validation following withdrawal until the producer complies with proAction requirements. **Rev. October 1, 2023**
- b) A \$50 service fee may apply for each reminder notice sent to producers.
- c) A \$50 service fee applies if, as requested by the producer, DFO staff mail a blank self-declaration form to the producer and enter the completed form into the NEAS on behalf of the producer.
- d) A \$50 service fee applies if, as requested by the producer, DFO staff mail a blank environmental questionnaire form to the producer and enter the completed form into the NEAS on behalf of the producer.

Note: A producer who ceases to ship milk in the month following the validation or self-declaration month is not subject to a proAction penalty. However, if the producer resumes shipping milk after the month following the validation or self-declaration month, a proAction penalty will apply.

9. Withdrawal

- a) Any producer who is assessed a penalty for non-compliance and/or who does not uphold the terms and conditions of the Program may be withdrawn from the Program.
- b) If the producer has not met program requirements within one month of a Hearing before the Board regarding proAction penalties, the producer will be advised by letter that their registration will be withdrawn in 14 days if action is not taken.
- c) Producers who are withdrawn from the Program will have their account on www.dairyproaction.ca (formerly www.canadianqualitymilk.org) deactivated and will be asked to return their proAction Certificate.
- d) Penalties will continue to apply as per DFO regulations for a producer who has been withdrawn from the program.
- e) In order to register for the Program following withdrawal, producers must contact the Administrator to reapply for the Program.
- f) Producers who have reapplied after being withdrawn must begin the registration process again with an initial validation in order to meet program requirements.

10. Suspension of licence and milk pickups

Effective Jan. 1, 2021, DFO will suspend a producer's licence if the producer does not comply with proAction requirements. Licence suspension will result in suspension of milk pickups.

The timelines for suspension of licence and milk pickups depend on the activity the producer is due to complete as follows:

- a) **If the producer is due to complete a validation or a self-declaration** – the producer's licence and milk pickups will be suspended on the last business day of the sixth month following the AVM (see example 5 in [Appendix F](#));
- b) **If the producer is due to complete a self-declaration audit** – the producer's licence and milk pickups will be suspended on the last business day of the fifth month following the self-declaration audit due month (see example 6 in [Appendix F](#)).

Procedure for proAction suspension:

- a) DFO will immediately notify the milk transporter that the producer's milk is not to be picked up until notified otherwise by DFO;
- b) The producer will receive written notification from DFO;
- c) Milk produced during the suspension period must not be offered for sale;
- d) Suspension of licence and milk pickups due to non-compliance with proAction requirements are administered on a rolling 24-month period basis.

Licence cancellation

Per section A.2.6 of this policy book, the Board will cancel the licence of a producer who has incurred three quality shut-offs from the milk market in a rolling 24-month period. For the purposes of applying this policy, the Board will consider a licence and milk pickup suspension due to non-compliance with proAction as a quality shut-off.

Suspension of licence and milk pickups will also result in licence cancellation if the producer remains out of production for an extended period of time. Refer to DFO Transportation and Quota Policies.

11. Hearings

- a) No financial penalty and/or suspension of licence and milk pickups for proAction will be applied unless the Board has first conducted a Hearing into the matter and ordered that a penalty and/or suspension of licence and milk pickups be applied, or the producer has waived the requirement of a Hearing.
- b) The producer will be advised by letter that a Hearing will be held and that the producer has three options

regarding the Hearing:

- i) waive the rights to a Hearing,
 - ii) provide a written response for consideration at the Hearing, or
 - iii) attend the Hearing in person.
- c) After the Hearing, the producer will be advised by letter regarding the Board's decision.

12. Reinstatement following suspension of licence and milk pickups

Effective Jan. 1, 2021, a producer whose licence and milk pickups have been suspended due to non-compliance with proAction requirements must meet the following requirements in order to be reinstated:

- a) The farm must be Grade A in all respects; and
- b) An initial validation must take place and be approved for registration.

Only milk produced following reinstatement can be stored and offered for sale. Milk stored during the suspension period must be disposed of by the producer and the bulk tank must be emptied and cleaned upon notification of reinstatement.

Examples of how the proAction penalties, fees and suspension are applied are shown in [Appendix F](#).

13. Producer appeals

Rev. April 30, 2021

If a producer is in disagreement with the findings or outcome of a validation, self-declaration, cattle assessment or other proAction-related decision, the producer may request to the Director of Quality Assurance that the matter be considered.

Any requests to the Director must:

- a) be made in writing to the Director of Quality Assurance, 6780 Campobello Road, Mississauga, Ontario, L5N 2L8;
- b) outline the reason for the request and provide any supporting documentation; and
- c) be received by the Director within 90 days of the proAction activity being conducted.

E-mail and fax are acceptable. It is the sender's responsibility to confirm the information has been received by the Director.

The Director will consider the matter and decide whether the finding or outcome should be confirmed, varied, rescinded, or submitted to the Board for decision.

If the producer is not satisfied with a DFO Board decision, the right is granted, under provincial legislation, to request a Hearing within 90 days of the Board's original decision and appear before DFO's Board to present the case. In this instance, the producer should advise DFO's Board Secretary, at DFO's head office, in writing, of their wish to "appeal" a DFO Board decision.

Decisions of the Board are appealable to the Agriculture, Food and Rural Affairs Appeal Tribunal (AFRAAT), located at 1 Stone Road West, Second Floor NW, Guelph, Ontario N1G 4Y2.

Raw Milk Quality Program Policies

Section C

Animal Welfare Requirements

1. Animal care and handling

DFO requires that producers follow accepted cattle handling practices and meet the requirements of the Code of Practice for the Care and Handling of Dairy Cattle as amended from time to time.

At all times, producers are responsible for the care and welfare of cattle owned or leased by the producer and/or under the producer's care and control.

2. Animal abuse policies

Animal abuse is defined as inflicting pain, suffering, injury or distress to an animal as a result of employing practices not deemed appropriate or accepted. or as a result of neglect.

Animal abuse is not acceptable and will result in loss of market for milk produced on a farm where abuse took place.

In the event of an animal abuse situation, processors will not receive milk produced on the farm involved in the incident until DFO provides assurance that any animal welfare issues have been addressed. In such situations, the following animal abuse policies will be applied (a flow chart is included as [Appendix G](#)).

2.1 Suspension from the milk market and notification to processors

Rev. April 30, 2021

When DFO becomes aware of an animal abuse situation or allegation:

- a) DFO shall immediately place the producer's bulk tank under detention. If milk was picked up before DFO places the bulk tank under detention, milk delivery to the processor will be allowed to continue as scheduled, unless it is not reasonable in the circumstances to have milk delivery continue as scheduled;
- b) DFO shall conduct an inspection to determine if there is evidence of non-compliance with DFO's animal welfare requirements;
- c) If there is evidence of non-compliance with DFO's animal welfare requirements, DFO shall:
 - suspend the producer's licence and milk pickups from the milk market until reinstatement requirements are met;
 - notify the Dairy Processors Association of Canada (DPAC) and the Ontario Dairy Council (ODC) with the following details:
 - county where dairy facility is located (unless providing this information identifies the producer);
 - details regarding the animal welfare incident including date if known by DFO;
 - contact processors that received milk produced on the implicated licenced facility starting the date of the incident or the date of suspension if the date of the incident is not known by DFO; and
 - not market the milk produced from the implicated farm during the suspension period. If milk was picked up from the farm before DFO had the opportunity to place the tank under detention, DFO will make every effort to ensure milk is not marketed. The producer must appropriately dispose of the milk after a Bulk Tank Milk Grader measures and records the volume of milk in the bulk tank;
- d) If there is no evidence that the licenced producer is in non-compliance with DFO's animal welfare requirements, the detention shall be lifted and the producer shall not be suspended from the milk market. If the detention period extends such as milk is stored longer than three days, DFO shall not market such milk. DFO shall compensate the producer for any milk placed under detention which was not marketed.

2.2 Requirements following suspension

Rev. April 30, 2021

The following requirements must be met when milk pickups have been suspended:

The producer must have a third-party animal welfare audit conducted by a licenced veterinarian who shall provide the animal welfare audit report directly to DFO and the producer.

- a) The licenced veterinarian conducting the audit:
- must not be the herd veterinarian or have any professional or personal association with the producer or the licenced dairy facility; and
 - must be selected by DFO from the DPAC-DFC roster of veterinarians who have undertaken training to become a third-party veterinarian animal welfare auditor. DFO will select the veterinarian from the roster based on: (1) absence of potential conflict of interest; (2) proximity to the farm; and (3) veterinarian's availability.

DFO will make every effort to facilitate the audit being conducted within 48 hours of the suspension.

- b) DFO shall issue orders of compliance to the producer as appropriate;
- c) DFO will maintain communication with DPAC, ODC, DFC and impacted processors during the course of the reinstatement process as necessary, including the list of critical failures identified on the third-party animal welfare audit report and corrective actions taken by the producer;
- d) The producer must comply with all orders issued by DFO;
- e) DFO will call a Hearing before the Board. The Hearing will be conducted to hear evidence and consider:
- whether the producer should continue to hold a licence and quota to engage in the producing and marketing of milk; or
 - if the licence should be revoked, cancelled, modified or suspended;
- f) Following the Hearing, if DFO's decision is that the producer should continue to hold a licence, the reinstatement process may proceed as directed by the Board and under any conditions established by the Board.
- g) Reinstatement may take place once DFO has verified the producer has complied with orders issued by DFO. For animal care issues that require extended periods of time to be resolved, if the producer is reinstated, the producer may be given a period of time to comply with such orders following reinstatement as a corrective action plan acceptable to DFO is submitted. In such cases, DFO will follow up to verify completion of the corrective action plan.
- h) Only milk produced following reinstatement can be stored and offered for sale. Milk stored during the suspension period must be disposed of by the producer and the bulk tank be emptied and cleaned upon notification of reinstatement by DFO.

For the purposes of Grade A inspections, the dairy facility may be deemed "high risk" and therefore be subject to more frequent inspections after reinstatement, according to the risk-based Grade A inspection program.

2.3 Payment for milk during the suspension period

Rev. April 30, 2021

A producer whose licence and milk pickups are suspended from the milk market due to non-compliance with DFO's animal welfare requirements:

- a) will not be compensated by DFO for milk produced and not marketed during the detention and the suspension period; and
- b) is not eligible to earn underproduction credits and/or pay back over production credits during the suspension period.

The producer shall be responsible for the cost of the animal welfare audit and any orders issued by DFO.

DFO shall not reimburse the producer for the cost incurred by the producer to comply with the orders issued

by DFO.

2.4 Producer and-or employee training

Rev. April 30, 2021

- a) With respect to every person caring for or handling dairy cattle on the farm, it is recommended that the producer:
 - prior to allowing the person to engage in caring for or handling of animals, request the person disclose any previous charges or convictions related to any animal welfare legislation.
 - ensure the person has received training on how to perform his/her duties in accordance with the *Code of Practice for the Care and Handling of Dairy Cattle* and approved practices.
 - ensure the person has read, understands and agrees, in writing, to meet the “Producer Confirmation of Animal Welfare Requirements” (Appendix H).

- b) If a producer’s licence and milk pickups are suspended due to an animal abuse incident, DFO may order mandatory training for the producer and/or the employee(s) where applicable.

With respect to new producers entering the industry, it is a licencing requirement to undertake training on the Code of Practice for the Care and Handling of Dairy Cattle.

2.5 Reporting animal abuse or cruelty situations to processors when milk suspension has not occurred

- a) When DFO becomes aware of a potential animal abuse or cruelty situation for which DFO’s investigation is ongoing, DFO will notify DPAC, ODC and DFC of the situation without providing details such as the farm location or processors that have received milk from the implicated farm.
- b) Approximately every quarter, DFO will provide to DPAC and ODC a trend report regarding animal welfare files being managed by DFO.

Appendix A: DFO Farm Inspection Report



DAIRY FARMERS OF ONTARIO

Farm Inspection Report

Name on Licence _____ Licence # _____

N/A = Non Applicable A = Acceptable NI = Needs Improvement U = Unacceptable

A	EXTERNAL	N/A	A	NI	U		N/A	A	NI	U
1	General appearance					58	Vacuum regulator screens			
2	Farm yard & lane					59	Dumping station & lines			
3	Building maintenance					60	Bucket milkers			
4	Loading area					61	Strainers / Milk pails			
5	Hose port					F	MILKING PARLOUR			
6	Truck receptacle & switch					62	Walls & ceiling			
B	MILKHOUSE					63	Floors & cow platform			
7	Size					64	Drainage			
8	Contained (doors, windows)					65	Lighting			
9	Clean & tidy					66	Fly control			
10	Floor drainage					G	HOLDING AREA			
11	Impervious floor					67	Floor surfaces			
12	Walls and ceiling					68	Fly control			
13	Fly control					69	Ventilation			
14	Chemical storage and labeling					70	Ramps / Steps			
15	Approved chemicals					71	Gates			
16	Viewing area					H	COW HOUSING			
17	Adequate and protected lighting					72	Number of stalls / pack size			
18	Adequate clearance					73	Stall size/partitioning			
19	Sink/wash vat					74	Stalls / pack clean and dry			
20	Equipment racks					75	Alleyways			
21	Hose and nozzle					76	Walls and ceiling			
22	Hot water temperature					77	Ventilation / air quality			
23	Potable water					78	Lighting			
C	MILKHOUSE WASTE					79	Box stalls / dry cow pens			
24	Washwater disposal					80	Heifer pens			
25	Trapped drain					81	Calf pens			
D	COOLING EQUIPMENT					82	Absence of other species			
26	Sanitary cap					83	Fly control			
27	Bulk tank port lighting					84	Rodent control			
28	Exterior surfaces					85	Drinking water			
29	Interior surfaces					86	Feed bunks/mangers			
30	Current wash procedures chart					87	Feed room			
31	Interval timer					I	BARN YARD			
32	Sampling procedure					88	Surface			
33	Cooling & storage temperature					89	Drainage			
34	Tank size					90	Cow exercise yard scraped and clean			
35	Tank rad					J	MANURE STORAGE			
36	TTR					91	Run-off control			
E	MILKING EQUIPMENT					92	Storage capacity			
37	Current wash procedures chart					93	Restricted cow access			
38	Cleaned immediately after use					K	COWS			
39	Sanitized before use					94	Clean			
40	Safety switch					95	Body condition score			
41	Inflations					96	Legs, knees and neck injuries			
42	Jetter cups					97	Hooves / lameness			
43	Claw					98	Undocked tails			
44	Vacuum hoses					99	Udder preparation / post dip			
45	Milk hoses					L	INHIBITORS			
46	Receiver jar					100	Medicine storage / posted procedures			
47	Diverter plugs/valves					101	Treated animal identification			
48	Sanitary trap					102	Temporary and permanent records			
49	Gaskets					103	Access to an inhibitor test			
50	Milk filtration					104	Animal identification			
51	Air injector screens					105	Animals fit for transport			
52	Milk meters / milk flow sensors					106	Deadstock removal			
53	Pipeline surfaces - interior					M	PASTURE AREA			
54	Pipeline surfaces - exterior					107	Surface area			
55	Pipeline slope and attachment					108	Drinking water			
56	Inlet position					N	DECLARATION			
57	Plate heat exchanger					109	Cattle Health and Vet Medicine Use Declaration			

Grade A Conditional Grade A Non-Grade A Unsanitary Non-Grade A

Report Date: _____

Appendix B: Checklist for Troubleshooting Milk Quality Issues

a) Grade A Farm Premises

A farm classified as Grade A will have clean interior and exterior surfaces on all milking equipment, facilities that are clean and in good repair (milkhouse, milking area, and animal housing), proper biosecurity, and clean, healthy dairy animals. Some items to check:

- review previous farm inspection reports and ensure all noted items have been corrected and maintained;
- visually check the interior of the bulk tank (agitator paddle, dipstick, etc.), pipeline, receiver group and milking claws for the presence of build-up using a 2,000,000 candlepower flashlight;
- ensure routine maintenance is performed on all milking and cooling equipment;
- ensure the loading area, milkhouse, parlour, stable and all animal housing areas including cow yard and out-buildings are clean and in good repair;
- ensure the TTR is functioning properly;
- check time and temperature requirements for milk cooling are being met;
- ensure all dairy animals are clean, healthy, and properly cared for; and
- have on file a Cattle Health and Veterinary Medicine Use Declaration signed by you and your veterinarian within the last 12 months.
- have on file documentation with veterinarian sign-off regarding the medical reason for tails docked on or after May 1, 2018

b) Somatic Cell Count

Somatic cells are white blood cells and epithelial cells commonly found at low levels in milk. When bacteria are present in the udder, cows produce somatic cells to combat the intramammary bacterial infection (mastitis). High levels of somatic cells in milk indicate abnormal, reduced quality milk.

High SCC levels decrease a cow's milk production and the quality and safety of cheese and other dairy products. Milk from healthy cows will have SCC results of less than 150,000 cells/mL.

To achieve this objective the following practices are recommended:

- ensure milkers hands are clean or that they are wearing clean milking gloves;
- follow National Mastitis Council (NMC) recommended teat preparation routines (dip/wash, strip, dry, apply and post-dip);
- use an approved teat dip/wash and use single service paper towels or clean re-useable cloth towels for udder preparation (cloths laundered after every use);
- follow a dry cow protocol appropriate for your herd's situation;
- enroll in an individual cow SCC testing program (e.g. CanWest DHI);
- keep the milk from cows greater than 400,000 cells/mL out of the bulk tank;
- milk high count cows last;
- discuss treatment options and protocols with your veterinarian;
- follow your veterinarian's advice on treatment and culling;
- have your milking equipment dealer perform an annual milking equipment performance and maintenance check or more frequently if required;
- change the inflations and milk lines at intervals recommended by the manufacturers;
- have a qualified specialist evaluate your cow environment, milking practices and milking equipment using NMC testing protocols;
- culture high count SCC cows;
- perform routine cultures on cows greater than 225,000 cells/mL; and
- get complete herd cultures done once per year.

c) Bacteria

Elevated bacteria levels may lead to inferior product quality and food safety issues. Aim for bacteria results of less than 36,000 IBC/mL. High bacteria levels can be caused by:

- slow cooling or high storage temperature;
- unclean milk contact surfaces due to inadequate washing;

- inadequate sanitizing rinses;
- poor udder preparation;
- unit drops offs, and/or mastitis;
- unclean vacuum hoses and lines; and
- unclean sample dippers.

To prevent bacterial growth:

- ensure all milk contact surfaces are cleaned thoroughly; and
- consult with dairy equipment supplier regarding an evaluation of the farm's milk equipment and wash protocol.

c) Abnormal Freezing Point

An Abnormal Freezing Point is an indication of abnormal milk. Several issues may affect the freezing point of milk, such as:

- an insufficient volume of milk to agitate or cool;
- an unbalanced feed ration;
- freezing of milk during cooling;
- inadequate pipeline slope; and
- excess water present in the milk due to:
 - the first rinse going into the tank or water added to the bulk tank; or
 - inadequate pipeline slope.

d) Inhibitors

Inhibitors result in the inhibition of bacterial growth caused by an added substance or residue, most of which are veterinary drug residues but can be cleaning/sanitizing chemicals.

Proper treatment protocols which can minimize accidental introduction of inhibitors into milk that will be offered for sale include:

- good communication systems among those doing the milking;
- milker training;
- identification of treated animals;
- accurate record keeping to prevent milk from treated cows entering the bulk tank;
- adherence to withdrawal times;
- on-label administration;
- careful use of medicated feeds and topical treatments; and
- inhibitor testing of milk from purchased animals.

Appendix C: Accessing Milk Quality Information

a) Milkline

- Dial 1-800-386-9109;
- Follow menu options for language, province and producer services;
- Enter licence number;
- Enter password;
- Follow menu options for composition and quality results.

b) DFO's website

- Go to www.milk.org;
- Click Industry Login at the top right and enter your username (licence number) and password;
- Click on the appropriate option (e.g., Daily Test Results, Historical Test, Results, Monthly Test Penalties, Farm Inspection Reports, etc.).

Note:

Producers who do not know their password can contact DFO Web Support at:

- itsupport@milk.org;
- 1-877-817-7646 (toll free); or
- 905-821-8970 ext. 3332.

Appendix D: Ontario's Raw Milk Quality Program Penalties

Quality Area	Penalty Range	Test/ Inspection Frequency	Penalties Applied if	Penalties Applied per	Penalty Levels				Shut- off Levels
					1st	2nd	3rd	4th	
SCC	>400,000 cells/mL	Every pickup	There is at least one SCC demerit in the third month of a three-month period AND the percentage of SCC demerits in the three-month period is equal to or greater than 40 per cent.	hL on monthly shipments	\$3	\$4	\$5	\$5	4th and subsequent penalty in 12 months
Bacteria	>121,000 IBC/mL	Weekly	There is at least one bacteria demerit in the third month of a three-month period AND the percentage of bacteria demerits in the three-month period is equal to or greater than 40 per cent.	hL on monthly shipments	\$3	\$4	\$5	\$5	4th and subsequent penalty in 12 months
Abnormal Freezing Point	>-0.507°C	Every pickup	AFP (Cryoscope) test result greater than -0.507°C.	hL on monthly shipments	\$0	\$3	\$4	\$5	4th and subsequent penalty in 12 months
Inhibitors	Positive by official test	All loads screened plus random load testing	Positive bulk tank sample from a load that is positive.	hL on monthly shipments	\$6*	\$9*	\$12*	\$12*	2nd and subsequent penalty in 12 months
Grade A	Non-Grade A/ Unsanitary	Minimum of once in a 2-yr period	Farm is non-Grade A/ Unsanitary upon inspection.	hL on monthly shipments	\$2	\$4	\$8	\$8	4th and subsequent penalty in 12 months
<p>SCC demerit = SCC test result in the penalty range Bacteria demerit = Bacteria test result in the penalty range. * In addition, there is no payment for the shipment of milk that caused the contamination. Load losses and costs are assessed to the producer who caused the contamination. Presence of cleaning or sanitizing chemicals also results in inhibitor penalties.</p>									

Appendix E: Raw Milk Quality Recognition Program

Criteria	General Certificate	Gold Certificate
Quality Penalties	None	None
Bacteria Count	Average of all tests less than or equal to 20,000 IBC/mL.	Average of all tests less than or equal to 10,000 IBC/mL.
Somatic Cell Count	Annual weighted average SCC less than or equal to 200,000 cells/mL.	Annual weighted average SCC less than or equal to 150,000 cells/mL.
Production	Shipments in January and December.	Shipments in January and December.
Milk Rejection	(a) Not responsible for a load rejection at a dairy plant; and (b) No bulk tank rejections by an official grader (BTMG).	(a) Not responsible for a load rejection at a dairy plant; (b) No bulk tank rejections by an official grader (BTMG).
Farm Premises	Grade A at all times during the year.	Grade A at all times during the year.

Appendix F: proAction Penalty Application Examples

Rev. October 1 2023

Example 1a

Month	Description	Meets all Requirements	Penalty	Service Fee	Withdrawal Date
January	Due for Validation – Validation conducted; some CARs remained open	No	–	–	–
February	Producer closed all CARs.	Yes	–	–	–
There are no penalties or fees, as requirements were met the month following the assigned validation month.					

Example 1b

Month	Description	Meets all Requirements	Penalty	Service Fee	Withdrawal Date
January	Due for self-declaration. Self-declaration not submitted.	No	–	–	–
February	Self-declaration submitted with no outstanding items.	Yes	–	–	–
There are no penalties or fees, as requirements were met the month following the assigned validation month.					

Example 2

Month	Description	Meets all Requirements	Penalty	Service Fee	Withdrawal Date
January	Due for Validation. Validation conducted, some CARs remained open.	No	–	–	–
February	No action.	No	\$2 per hL	–	–
March	Producer closed all CARs.	Yes	–	-	–
A penalty applies for the month of February as the proAction requirements were not met in February, (the month following the assigned validation month).					

Example 3

Month	Description	Meets all Requirements	Penalty	Service Fee	Withdrawal Date
January	Due for validation – Validation conducted; record-keeping major CAR issued.	No – record-keeping major CAR issued	–	–	–
February	Producer maintains records	No – CAR remains open	\$2 per hL	–	–
March	Producer maintains records	No – CAR remains open	\$2 per hL	–	–
April	Producer maintains records	No – CAR remains open	\$2 per hL	–	–
May	Producer closed the record-keeping CAR.	Yes	–	–	–
<p>The producer did not meet record-keeping requirements at the time of validation, which was conducted in January. The CAR will not be closed until the producer provides compliant records for at least three consecutive months after the month the validation was conducted. A penalty applies for February, March and April as the record-keeping CAR is closed in May.</p>					

Example 4

Month	Description	Meets all Requirements	Penalty	Service Fee	Withdrawal Date
January	Due for validation – validation not conducted	N/A – validation not conducted	–	–	–
February	Validation was conducted, record-keeping major CAR issued.	No – Record-keeping CAR issued	\$2 per hL	–	–
March	Producer maintains records	No – CAR remains open	\$2 per hL	–	–
April	Producer maintains records	No – CAR remains open	\$2 per hL	–	–
May	Producers maintains records	No – CAR remains open	\$4 per hL	–	May 15th
June	Producer reapplied to proAction Program – Validation conducted	Yes	–	Yes	–
<p>The producer did not meet record-keeping requirements at the time of validation, which was conducted during the month following the assigned validation month (in this case, February). The producer must complete and provide compliant records for three consecutive months after the validation month, and therefore reaches the withdrawal timeline in May. The producer re-applies to the program and a new validation is conducted. A penalty applies for February, March, April and May as the producer did not meet program requirements until June.</p>					

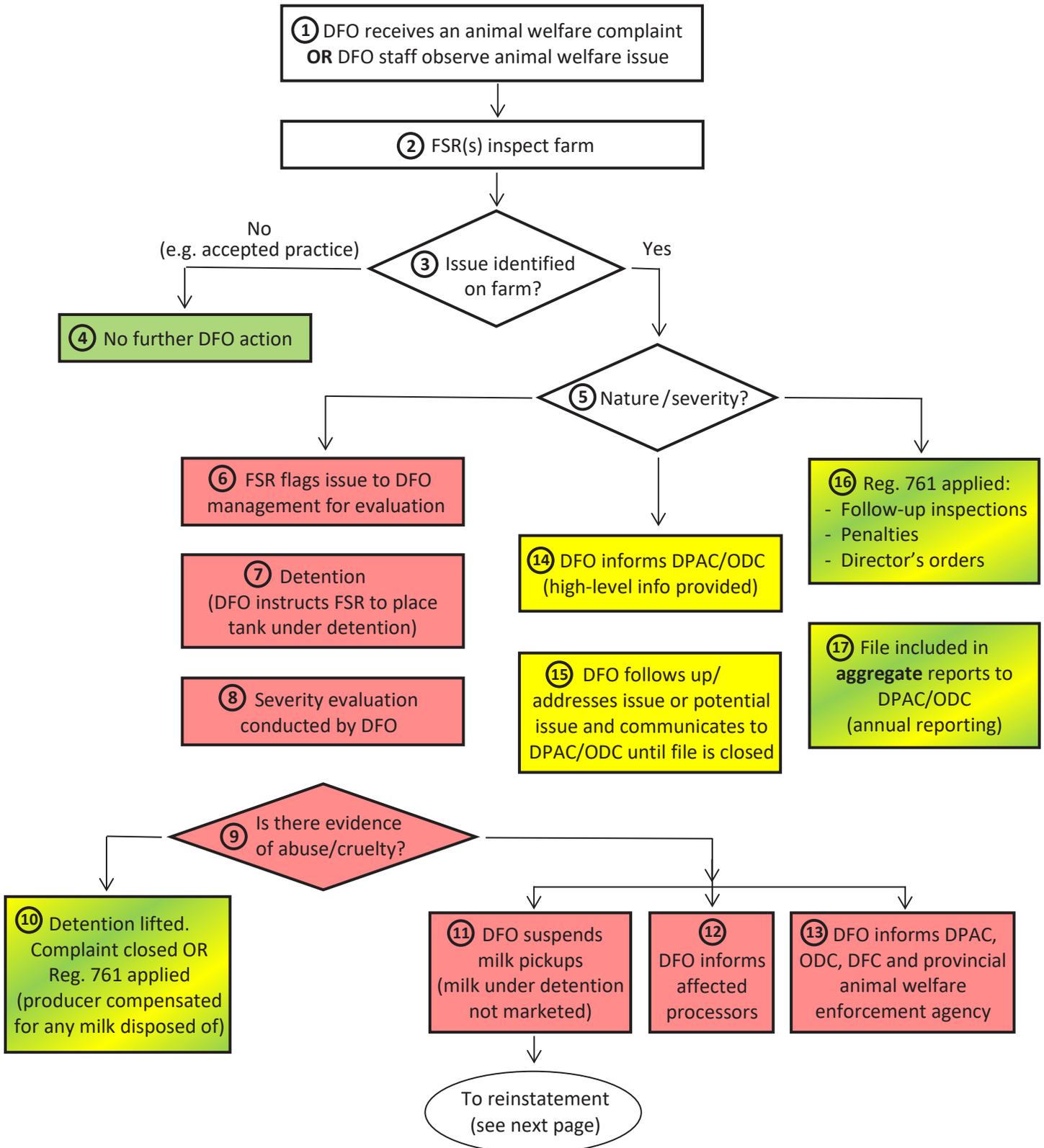
Example 5

Month	Description	Meets Requirements	Penalty	Service Fee	Withdrawal Date	Suspension Date*
January	Due for validation Validation conducted; some CARs remained open.	No	–	–	–	–
February	No action.	No	\$2 per hL	–	–	–
March	No action.	No	\$2 per hL	-	–	–
April	No action.	No	\$2 per hL	–	–	–
May	No action.	No	\$4 per hL	–	May 15th	-
June	No action.	No	\$4 per hL	–	–	–
July	Milk-pickups suspended.	No	\$4 per hL	–	–	Noon on the last business day
August	Reinstatement visit conducted	Yes	–	Yes	–	–

Example 6

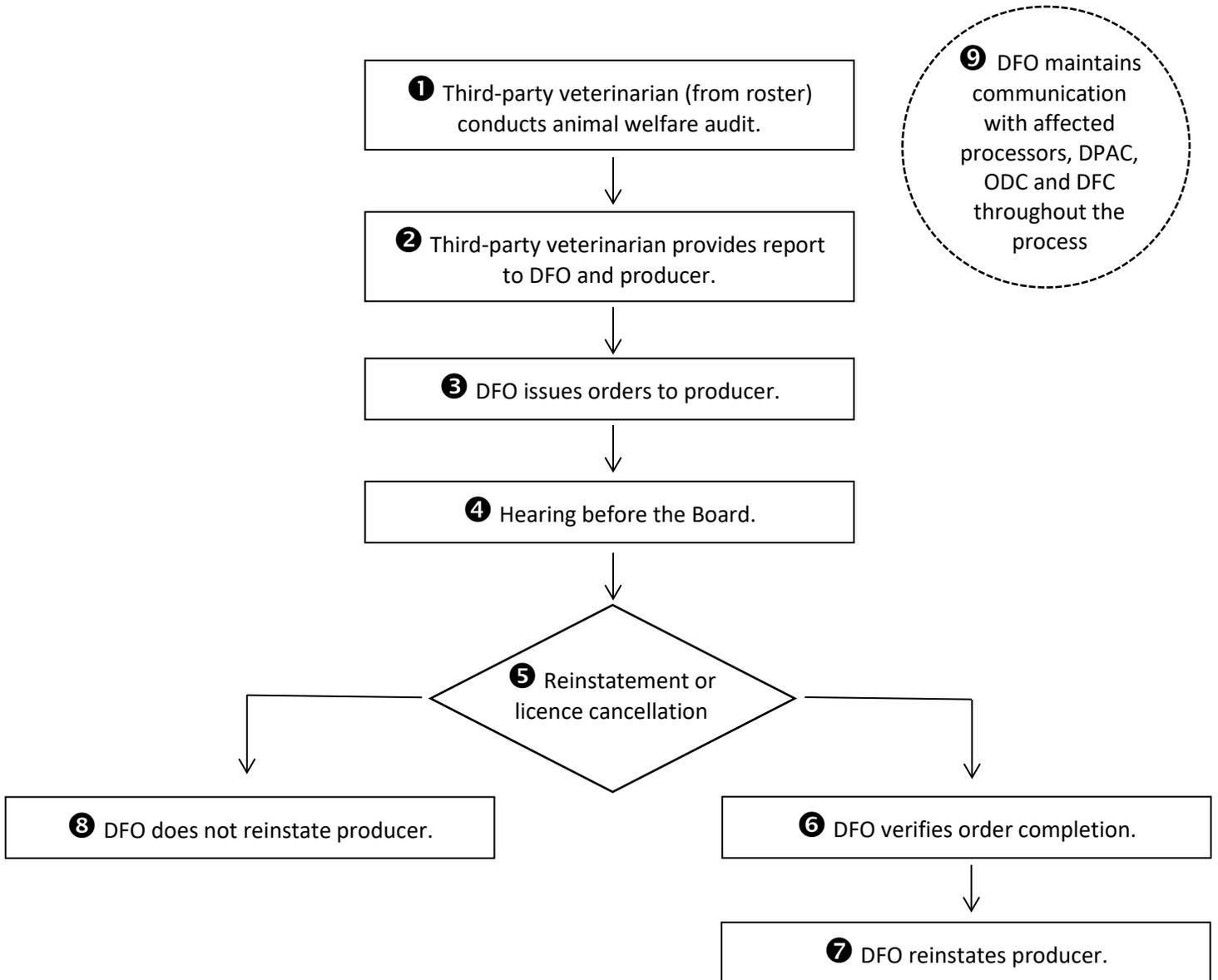
Month	Description	Meets Requirements	Penalty	Service Fee	Withdrawal Date	Suspension Date*
January	Due for self-declaration audit – self-declaration audit conducted	No	\$2 per hL	–	–	–
February	No action.	No	\$2 per hL	–	–	–
March	Follow-up visit conducted	No	\$2 per hL	-	–	–
April	No visit conducted Producer is withdrawn from the program	No	\$4 per hL	–	April 15th	–
May	No action.	No	\$4 per hL	–	–	–
June	Milk-pickups suspended.	No	\$4 per hL	–	–	Noon on the last business day
July	Reinstatement visit conducted	Yes	–	Yes	–	–

Suspension



Appendix G: Animal Welfare Policies Flow Chart (Continued)

Reinstatement



For illustration only.

Refer to policy for application. In the event of any conflict between this and the policy, the policy will prevail.

Appendix H: Producer Confirmation of Animal Welfare Requirements



Producer Confirmation of Animal Welfare Requirements

_____ (farm name) is committed to the highest standards of animal care. We are aware of Dairy Farmers of Ontario Animal Welfare Requirements.

We will provide anyone assigned responsibility for the care of our animals the training and tools needed to conduct their duties in a manner that promotes the well-being of our animals.

Animal abuse, neglect and mishandling are not acceptable and will not be tolerated.

Anyone working on the farm is required to immediately report directly to management if they witness or suspect animal abuse, neglect, mishandling or an animal in distress.

Producer name: _____

Producer signature: _____ **Date:** _____

Family member / employee sign off:

I have read, understand and commit to follow the above animal welfare policy.

Name	Signature	Date

Appendix 1: Revisions to Raw Milk Quality Program Policies

REVISION DATE	PART	SECTION	SUB-SECTION	PAGE(S)
Feb. 28, 2018	B - Canadian Quality Milk (CQM) / proAction Program	1. Validation periods	(a), (b)	11
Feb. 28, 2018	B - Canadian Quality Milk (CQM) / proAction Program	3. Records	(b), (c)	12
Feb. 28, 2018	B - Canadian Quality Milk (CQM) / proAction Program	7. Withdrawals	(c)	13
April 2018	Appendix B - Checklist for Troubleshooting Milk Quality Issues	a)	-	21
April 2018	Appendix A - DFO Farm Inspection Report	-	-	20
January 2019	Addition of C - Animal Welfare Requirements	1. Animal care and handling, 2. Animal abuse policies	-	16-18
July 1, 2019	A - Raw Milk Quality Program Policies	1. Authority and responsibilities, 2. Requirements for raw milk production	2, 2.1, 2.2, 2.2.1, 2.2.3, 2.2.6, 2.2.9, 2.5.1, 2.5.2, 2.6.3	1-11
July 1, 2019	B - proAction Program	1. Validation periods to 7. Withdrawal	1, 3 (e)-(f), 4 (b), 5 (d)-(f), 6, 7 (b)-(c)	12-14
July 1, 2019	C - Animal Welfare Requirements	2. Animal abuse policies	2, 2.1 to 2.6; addition of 2.5 and 2.6	17-19
July 1, 2019	Appendix D - Ontario's Raw Milk Quality Program Penalties	-	-	24
July 1, 2019	Addition of Appendix F - Animal Abuse Welfare Policies Flow Chart	Appendix F - Animal Abuse Welfare Policies Flow Chart	-	26
July 1, 2019	Addition of Appendix G - Producer Confirmation of Animal Welfare Requirements	Appendix G - Producer Confirmation of Animal Welfare Requirements	-	28
Feb. 11, 2020	Appendix E - Raw Milk Quality Recognition Program	General Certificate: Bacteria Count number and Somatic Cell Count number - in effect Jan. 1	-	29
Feb. 11, 2020	Cover page	-	Note: Added text indicating in future versions, only material changes will be documented in this index.	
June 26, 2020	A - Raw Milk Quality Program Policies	2. Requirements for raw milk production	2.2.2, 2.2.3, 2.2.4	5-6
June 26, 2020	B - proAction Program	1. Validation periods, 3. Records, 5. Penalties, 6. Fees, 8. Suspension of licence and milk pickups, 9. Reinstatement following suspension of licence and milk pickups, 10. Reinstatement following suspension of licence and milk pickups	1 (g), 3 (c) and (g), 5, 6 (b); addition of 8, 9 and 10	12-18

REVISION DATE	PART	SECTION	SUB-SECTION	PAGE(S)
April 30, 2021	A - Raw Milk Quality Program Policies	2. Requirements for Raw Milk Production	2.1, 2.2.1, 2.2.6, 2.2.9 and 2.6.1	1, 5-7, 9
April 30, 2021	B - proAction Program	Introduction, 5. Records, 6. Adherence and 8. Fees. Addition of 2. Validators and Program, 4. Program Requirements and 13. Producer Appeals.	-	12-14, 16
April 30, 2021	C - Animal Welfare Requirements	2	2.1, 2.2, 2.3 and 2.4. Deletion of Producer's Licence Cancellation	17-19
April 30, 2021	Addition of Appendix F - proAction Penalty Application Examples	Previously under section B.12. Reinstatement.	-	26
April 30, 2021	Appendix G - Animal Abuse Welfare Policies Flow Chart	On second page of appendix, chart format updated. Previously Appendix F.	-	29
January 1, 2022	2. Requirements for raw milk production	Section 2.2. Milk quality – milk grading and bulk tank sample testing	Section 2.2	4-5
June 1, 2023	2.1 Farm premises, milking and cooling equipment, and dairy cattle	Farm classifications	Graduated Inspection Schedule (GIS)	3
Oct.. 1, 2023	Section B proAction Program		8. Fees	14