Raw Milk
Quality
Program
Policies

Dairy Farmers of Ontario
September 1, 2017
Check www.milk.org for updates to DFO Policies
Revisions as of Feb. 11, 2020

All changes to the policy book will result in a revised date on the cover. Only material changes will be captured in the index in Appendix 1.
# Table of Contents

**Raw Milk Quality Program Policies**

## Section A  Provincial Raw Milk Quality Program

1. Authority and responsibilities .................................................. 1
2. Requirements for raw milk production ........................................ 1
2.1. Farm premises, milking and cooling equipment, and dairy cattle .... 1
2.2. Milk quality – milk grading and bulk tank sample testing ............. 4
2.3. Milk Quality Recognition Program ........................................... 7
2.4. Requirements for research ...................................................... 8
2.5. Shut-off for non-compliance .................................................... 8
2.6. Reinstatement following shut-off .............................................. 9
3. Producer appeals of decisions .................................................. 11

## Section B  proAction Program

1. Validation periods ......................................................................... 12
2. Permitted changes to Assigned Validation Month ......................... 12
3. Records..................................................................................... 13
4. Adherence to tail-docking ban .................................................... 13
5. Penalties .................................................................................... 13
6. Fees .......................................................................................... 14
7. Withdrawal ................................................................................ 14

## Section C  Animal Welfare Requirements

1. Animal care and handling .......................................................... 17
2. Animal abuse policies ............................................................... 17
2.1 Suspension from the milk market and notification to processors .... 17
2.2 Reinstatement to the milk market after suspension ..................... 18
2.3 Payment for milk during the suspension period ......................... 18
2.4. Producer’s licence cancellation ............................................... 18
2.5 Producer and/or employee training .......................................... 19
2.6 Reporting animal abuse or cruelty situations to processors when milk suspension has not occurred ........................................ 19

### Appendix A:  DFO Farm Inspection Report .................................... 20

### Appendix B:  Checklist for Troubleshooting Milk Quality Issues .......... 21

### Appendix C:  Accessing Milk Quality Information .......................... 23

### Appendix D:  Ontario’s Raw Milk Quality Program Penalties ............... 24

### Appendix E:  Raw Milk Quality Recognition Program ....................... 25

### Appendix F:  Animal Welfare Policies Flow Chart ............................ 26

### Appendix G:  Producer Confirmation of Animal Welfare Requirements .... 28

### Appendix 1:  Revisions to Raw Milk Quality Program Policies ............. 29
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 the DFO website (www.milk.org). The document posted on the DFO 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 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, under the Ontario Milk Act, outlines all of 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 from the Ontario Government 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 and water. 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 a shut-off.

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

Overview

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 or more frequently if the farm is deemed to have compliance risks. Inspection are performed more frequently where quality test results do not meet standards, and/or the farm has not been Grade A in previous inspections, and/or the Director of Regulatory Compliance so orders as required by policy or Regulation, and/or a third party complaint has been filed.

Farms that were Conditional Grade A on the last initial inspection can expect to be inspected approximately every year. Farms that were Non-Grade A or Unsanitary Non-Grade A can expect an inspection approximately every three to six months. Farm inspection fees apply to inspections performed in addition to one initial and
Areas reviewed during a farm inspection include:

a) Biosecurity – contaminants (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; and a Cattle Health and Veterinary Medicine Use Declaration signed annually by the herd’s veterinarian and the producer must be on file. Effective May 1, 2018, 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 on or after May 1, 2018;
   • 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.

The inspection begins with the farm yard and lane and proceeds to the milkhouse, milking and animal housing areas, and areas surrounding the farm premises. A report listing the inspection items documents the farm inspection. Each inspection point is reviewed and scored as acceptable, needs improvement (minor) or unacceptable (major). Photographs of non-compliant items are taken as part of the report, and upon completion of the evaluation, the farm is classified as either:

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.

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.

A farm will also be classified as Unsanitary Non-Grade A and immediately shut-off from the milk market for refusal to allow an inspection or to allow FSR to take photographs of non-complaint items.

Reporting

The following documents are provided or made available to the producer after the inspection:
• copy of the inspection report, which is given to the producer or left in the milkhouse. An electronic copy is also available on the password-protected area of the DFO website. A sample Farm Inspection Report is included in this document as Appendix A.
• copies of photographs of non-compliant items taken by the FSR during the farm inspection, which are mailed or made available to the producer on the password-protected area of the DFO website.

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 only at the request of the producer. If the producer does not request a farm inspection, a third-level Non-Grade A penalty will automatically be applied. A penalty will not be applied in the third month if the producer requests an inspection and the farm is Grade A.

FSRs will automatically inspect a farm the fourth consecutive month the farm is Non-Grade A. 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.

Producer challenge of inspection results

If the producer is in disagreement with the findings 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

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. 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.

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. The
poorest official quality tests from either tank 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

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 “Farmers” section of the DFO website at www.milk.org. 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 399,000 cells/mL is in the penalty range. Effective May 1, 2018, SCC shall not exceed 400,000 cells/mL. A milk sample with a test result greater than 400,000 cell/mL is in the penalty range.

Consequences if standards for SCC are not met

Effective May 1, 2018:

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

Effective May 1, 2018:

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. Effective May 1, 2018, 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

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, penalties are applied on the total volume of milk shipped from both bulk tanks by the farm during the month in which the regulatory standards are not met.

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

If a producer feels a sample and associated test result are not representative of the milk offered for sale, the producer may request the test result 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 being reported to the producer (i.e. MILKLINE or website).

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 will be reviewed. 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
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

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 on a fee-for-service basis.
   • 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.

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 will not be reinstated until a full proAction validation has been conducted and the producer is recommended for initial/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

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 (previously known as the Canadian Quality Milk (CQM) program) – in place prior to September 2017;
- animal care – mandatory as of September 1, 2017;
- livestock traceability – mandatory as of September 1, 2017;
- biosecurity – mandatory as of September 1, 2019; and
- environment – mandatory as of September 1, 2021.

ProAction requirements are available on the DFO website at www.milk.org under “Farmers”.

Farms must meet provincial Grade A standards as a prerequisite to meeting proAction requirements. If a dairy facility is not Grade A at the time of validation or self-declaration, the validation will not take place or the self-declaration will not be approved, and penalties will apply, according to subsection B.5.

1. Validation periods

   a) 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).

   b) Initial validation for producers withdrawn from the program – an AVM is assigned once the producer reappears in the program.

   c) 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).

   d) Subsequent validations – every 24 months after the month the producer passed the initial validation (unless revised plus or minus one month by the Administrator).

   e) Subsequent self-declarations – every 24 months after initial self-declaration month.

   f) 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.

   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. Permitted changes to Assigned Validation Month

   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.
3. Records

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 start completing records at least three months prior to the initial validation.
d) Once registration is obtained, every producer is required to continuously maintain all records, without interruption.
e) Regardless of their AVM, producers who have been registered under the CQM Program prior to September 1, 2017, 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 September 1, 2017;
   • biosecurity – starting September 1, 2019; and
   • environment – starting September 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) Effective March 1, 2018, 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.6 (see examples 3 and 4).
   • The producer must submit the completed records to the FSR 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 FSR has received the records.
   • The FSR 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).

4. Adherence to tail-docking ban

a) Effective September 1, 2017, 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) Effective September 1, 2017, if a major CAR for tail docking has been issued upon validation, the FSR 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 FSR 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).

5. 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.

Note: a producer selected for self-declaration audit that does not meet proAction Program requirements by the end of the month the self-declaration audit is assigned, will be assessed a penalty on all milk shipments
in each consecutive month of non-compliance.

b) 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.

c) 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.

d) No financial penalty for proAction will exceed 10 per cent of the producer’s annual gross milk revenue in a rolling 12-month period.

e) Penalties will continue to apply until the month the producer meets the program requirements.

f) No financial penalty for proAction will be assessed unless the Board has first conducted a Hearing into the matter and ordered that a penalty be applied, or the producer has waived the requirement of a Hearing.

g) The producer will be advised by letter on or about the third business day of the second month after the AVM, 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.

h) The producer will be advised by letter on or about the third business day of the month following a Hearing before the Board that a proAction penalty will be applied and that the producer must complete all proAction requirements by the end of the current month to avoid withdrawal from the Program.

6. Fees

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

a) A service fee established by the Board applies for the third and subsequent farm visits for validations, as well as farm visits for initial validations following withdrawal, until the producer passes a validation; and

b) A $50 service fee may apply for each reminder notice sent to producers.

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.

7. 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 dairyproaction.ca (formerly 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.

Examples of how the proAction penalty and fee programs will be applied follow.
Example 1

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
<th>Meets all Requirements</th>
<th>Penalty</th>
<th>Service Fee</th>
<th>Withdrawal Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Due for validation – validation conducted</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>February</td>
<td>Follow-up visit conducted</td>
<td>Yes</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

There are no penalties or fees as requirements were met the month following the assigned validation month.

Example 2

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
<th>Meets all Requirements</th>
<th>Penalty</th>
<th>Service Fee</th>
<th>Withdrawal Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Due for validation – validation conducted</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>February</td>
<td>Follow-up visit conducted</td>
<td>No</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>March</td>
<td>2nd Follow-up visit conducted</td>
<td>Yes</td>
<td>n/a</td>
<td>$250</td>
<td>n/a</td>
</tr>
</tbody>
</table>

A penalty applies for the month of February as the proAction requirements were not met in February, and February is the second opportunity. A service fee is applied for March as this is the third validation visit. No penalty is applied for March as the proAction requirements were met.

Example 3

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
<th>Meets all Requirements</th>
<th>Penalty</th>
<th>Service Fee</th>
<th>Withdrawal Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Due for validation – validation conducted</td>
<td>No – record-keeping major CAR issued</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>February</td>
<td>Producer maintains records</td>
<td>No – CAR remains open</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>March</td>
<td>Producer maintains records</td>
<td>No – CAR remains open</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>April</td>
<td>Producer maintains records</td>
<td>No – CAR remains open</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>May</td>
<td>Producer maintains records</td>
<td>Yes</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

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 CAR is closed in May.
### Example 4

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
<th>Meets all Requirements</th>
<th>Penalty</th>
<th>Service Fee</th>
<th>Withdrawal Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Due for validation – validation conducted</td>
<td>n/a – validation not conducted</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>February</td>
<td>Due for validation – validation conducted</td>
<td>No – Record-keeping CAR issued</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>March</td>
<td>Producer maintains records</td>
<td>No – CAR remains open</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>April</td>
<td>Producer maintains records</td>
<td>No – CAR remains open</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>May</td>
<td>Producers maintains records</td>
<td>No – CAR remains open</td>
<td>$4 per hL</td>
<td>n/a</td>
<td>May 15th</td>
</tr>
<tr>
<td>June</td>
<td>Producer reapplied to proAction Program – Validation conducted</td>
<td>Yes</td>
<td>n/a</td>
<td>$250</td>
<td>n/a</td>
</tr>
</tbody>
</table>

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.

### Example 5

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
<th>Meets all Requirements</th>
<th>Penalty</th>
<th>Service Fee</th>
<th>Withdrawal Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Due for validation – validation conducted</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>February</td>
<td>Follow-up visit conducted</td>
<td>No</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>March</td>
<td>2nd follow-up visit conducted</td>
<td>No</td>
<td>$2 per hL</td>
<td>$250</td>
<td>n/a</td>
</tr>
<tr>
<td>April</td>
<td>Requirements not met – No visit conducted</td>
<td>No</td>
<td>$2 per hL</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>May</td>
<td>Requirements not met – No visit conducted – Producer is withdrawn from the program</td>
<td>No</td>
<td>$4 per hL</td>
<td>n/a</td>
<td>May 15th</td>
</tr>
<tr>
<td>June</td>
<td>Producer reapplied to proAction Program – Validation conducted</td>
<td>No</td>
<td>$4 per hL</td>
<td>$250</td>
<td>n/a</td>
</tr>
<tr>
<td>July</td>
<td>Follow-up visit conducted</td>
<td>Yes</td>
<td>n/a</td>
<td>$250</td>
<td>n/a</td>
</tr>
</tbody>
</table>
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 F).

2.1 Suspension from the milk market and notification to processors

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 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 Reinstatement to the milk market after suspension

The following requirements for reinstatement 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 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; and

d) The producer will be reinstated to the milk market when DFO has verified the orders have been complied with. For animal care issues that require extended periods of time to be resolved, the producer may be reinstated to the milk market as long 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.

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

A producer who is 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’s licence cancellation

a) Any producer suspended from the milk market due to non-compliance with DFO’s animal welfare requirements, may be required to appear at 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.

b) DFO shall revoke the producer’s licence to engage in the producing and marketing of milk when animal
abuse has occurred:
• for the third time in a rolling five-year period; or,
• at any time if, in DFO’s opinion, the abuse was egregious.

2.5 Producer and/or employee training  

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 G).

b) If a producer is 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.

2.6 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 form 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

<table>
<thead>
<tr>
<th>Name on Licence</th>
<th>Licence #</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>A</th>
<th>EXTERNAL</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General appearance</td>
<td>58</td>
<td>Vacuum regulator screens</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Farm yard &amp; lane</td>
<td>59</td>
<td>Dumping station &amp; lines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Building maintenance</td>
<td>60</td>
<td>Bucket milkers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Loading area</td>
<td>61</td>
<td>Strainers / Milk pails</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Hose port</td>
<td>F</td>
<td>MILKING PARLOUR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Truck receptacle &amp; switch</td>
<td>62</td>
<td>Walls &amp; ceiling</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B</th>
<th>MILKHOUSE</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Size</td>
<td>64</td>
<td>Drainage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Contained (doors, windows)</td>
<td>65</td>
<td>Lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Clean &amp; tidy</td>
<td>66</td>
<td>Fly control</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C</th>
<th>MILKHOUSE WASTE</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>Washwater disposal</td>
<td>80</td>
<td>Heifer pens</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Trapped drain</td>
<td>81</td>
<td>Calf pens</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D</th>
<th>COOLING EQUIPMENT</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>Sanitary cap</td>
<td>83</td>
<td>Fly control</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Bulk tank port lighting</td>
<td>84</td>
<td>Rodent control</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Exterior surfaces</td>
<td>85</td>
<td>Drinking water</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E</th>
<th>MILKING EQUIPMENT</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>Current wash procedures chart</td>
<td>87</td>
<td>Feed room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>F</th>
<th>INHIBITORS</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>Receiver jar</td>
<td>100</td>
<td>Medicine storage / posted procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G</th>
<th>HOLDING AREA</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Chemical storage and labeling</td>
<td>70</td>
<td>Ramps / Steps</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>H</th>
<th>COW HOUSING</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Approved chemicals</td>
<td>71</td>
<td>Gates</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I</th>
<th>BARN YARD</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Adequate and protected lighting</td>
<td>72</td>
<td>Number of stalls / pack size</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Adequate clearance</td>
<td>73</td>
<td>Stall size/partitioning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>J</th>
<th>MANURE STORAGE</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>Cooling &amp; storage temperature</td>
<td>69</td>
<td>Drainage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>K</th>
<th>COWS</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>Vacuum hoses</td>
<td>99</td>
<td>Udder preparation / post dip</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Milk hoses</td>
<td>L</td>
<td>INHIBITORS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Receiver jar</td>
<td>100</td>
<td>Medicine storage / posted procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>L</th>
<th>INHIBITORS</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>Receiver jar</td>
<td>100</td>
<td>Medicine storage / posted procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>M</th>
<th>PASTURE AREA</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>54</td>
<td>Pipeline surfaces - exterior</td>
<td>107</td>
<td>Surface area</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N</th>
<th>DECLARATION</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
<th>N/A</th>
<th>A</th>
<th>NI</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>57</td>
<td>Plate heat exchanger</td>
<td>109</td>
<td>Cattle Health and Vet Medicine Use Declaration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

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

Report Date: 

---

Raw Milk Quality Program Policies 20 September 1, 2017
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 milker’s 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 #
   • Enter Password
   • Follow menu options for Composition and Quality Results

b) DFO Website
   • Go to www.milk.org
   • Select “Login” and enter your Username (licence #) and password.
   • Select the appropriate heading from the options on the left (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**

<table>
<thead>
<tr>
<th>Penalty Range</th>
<th>Test/Inspection Frequency</th>
<th>Penalties Applied if</th>
<th>Penalties Applied per</th>
<th>Penalty Levels</th>
<th>Shut-off Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCC</td>
<td>&gt;400,000 cells/mL</td>
<td>Every pickup</td>
<td>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.</td>
<td>hL on monthly shipments</td>
<td>$3</td>
</tr>
<tr>
<td>Bacteria</td>
<td>&gt;121,000 IBC/mL</td>
<td>Weekly</td>
<td>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.</td>
<td>hL on monthly shipments</td>
<td>$3</td>
</tr>
<tr>
<td>Abnormal Freezing Point</td>
<td>&gt;-0.507°C</td>
<td>Every pickup</td>
<td>AFP (Cryoscope) test result greater than -0.507°C.</td>
<td>hL on monthly shipments</td>
<td>$0</td>
</tr>
<tr>
<td>Inhibitors</td>
<td>Positive by official test</td>
<td>All loads screened plus random load testing</td>
<td>Positive bulk tank sample from a load that is positive.</td>
<td>hL on monthly shipments</td>
<td>$6*</td>
</tr>
<tr>
<td>Grade A Unsanitary</td>
<td>Minimum of once in a 2-yr period</td>
<td>Farm is non-Grade A/Unsanitary upon inspection.</td>
<td>hL on monthly shipments</td>
<td>$2</td>
<td>$4</td>
</tr>
</tbody>
</table>

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.
### 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: Animal Welfare Policies Flow Chart

1. DFO receives an animal welfare complaint OR DFO staff observe animal welfare issue

2. FSR(s) inspect farm

3. Issue identified on-farm?
   - No (e.g. accepted practice)
   - Yes

4. No further DFO action

5. Nature / severity?
   - Abuse/cruelty
   - Isolated management issue

6. FSR flags issue to DFO management for evaluation

7. Detention
   - DFO instructs FSR to place tank under detention

8. Severity evaluation conducted by DFO

9. Is there evidence of abuse/cruelty?
   - No
   - Yes

10. Detention lifted.
    - Complaint closed OR Reg. 761 applied (producer compensated for any milk disposed of)

11. DFO suspends milk pickups (milk under detention not marketed)

12. DFO informs affected processors

13. DFO informs DPAC, ODC, DFC and provincial animal welfare enforcement agency

14. DFO informs DPAC/ODC (high-level info provided)

15. DFO follows-up/addresses issue or potential issue and communicates to DPAC/ODC until file is closed

16. Reg. 761 applied:
    - Follow-up inspections
    - Penalties
    - Director’s orders

17. File included in aggregate reports to DPAC/ODC (quarterly reporting)

To reinstatement (see next page)
Appendix F: Animal Welfare Policies Flow Chart (Continued)

Reinstatement

1. Third-party veterinarian (from Roster) conducts animal welfare audit

2. Third-party veterinarian provides report to DFO and producer

3. DFO issues orders to producer

4. Producer completes orders

5. DFO verifies order completion

6. DFO reinstates producer

7. DFO informs affected processors, DPAC, ODC and DFC

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REVISION DATE</td>
<td>PART</td>
<td>SECTION</td>
</tr>
<tr>
<td>---------------</td>
<td>------</td>
<td>---------</td>
</tr>
<tr>
<td>Feb. 28, 2018</td>
<td>B - Canadian Quality Milk (CQM) / proAction Program</td>
<td>1. Validation periods</td>
</tr>
<tr>
<td>Feb. 28, 2018</td>
<td>B - Canadian Quality Milk (CQM) / proAction Program</td>
<td>3. Records</td>
</tr>
<tr>
<td>Feb. 28, 2018</td>
<td>B - Canadian Quality Milk (CQM) / proAction Program</td>
<td>7. Withdrawals</td>
</tr>
<tr>
<td>April 2018</td>
<td>Appendix B - Checklist for Troubleshooting Milk Quality Issues</td>
<td>a)</td>
</tr>
<tr>
<td>April 2018</td>
<td>Appendix A: DFO Farm Inspection Report</td>
<td>-</td>
</tr>
<tr>
<td>July 1, 2019</td>
<td>A - Raw Milk Quality Program Policies</td>
<td>1. Authority and responsibilities, 2. Requirements for raw milk production</td>
</tr>
<tr>
<td>July 1, 2019</td>
<td>B - proAction Program</td>
<td>1. Validation periods to 7. Withdrawal</td>
</tr>
<tr>
<td>July 1, 2019</td>
<td>C - Animal Welfare Requirements</td>
<td>2. Animal abuse policies</td>
</tr>
<tr>
<td>July 1, 2019</td>
<td>Appendix D - Ontario’s Raw Milk Quality Program Penalties</td>
<td>-</td>
</tr>
<tr>
<td>Feb. 11, 2020</td>
<td>Appendix E: Raw Milk Quality Recognition Program</td>
<td>General Certificate: Bacteria Count number and Somatic Cell Count number - in effect Jan. 1</td>
</tr>
</tbody>
</table>