



Holstein Canada

Memo | Note de service

Holstein Canada performs all its Field services with added biosecurity measures designed to protect producers and our Field staff. These measures are important for the protection of everyone involved, and we request and thank you for your cooperation.

Setting Up A Service Visit:

1. When contacting producers over the phone, we will first ask if they are comfortable receiving a visit from a Holstein Canada Classifier and/or Assessor:
 - a. If the producer responds YES, we will ask:
 - i. Have you or anyone in your household experienced symptoms related to COVID-19 in the past 14 days?
 - ii. Have you or anyone in your household been in contact with anyone who has experienced COVID-19 in the last 14 days?
 - Have you or anyone in your household been under mandatory quarantine in the last 14 days?
 - iii. If the answer to all the questions above is NO, we will schedule the visit and ask for the preferred entranceway (should there be one) to use when we arrive at the farm.
 - b. If producer responds NO and are not comfortable receiving a visit, we will document their name, prefix, and reason for decline.
2. We ask that during the visit, physical distancing in the amount of six feet (two meters) be respected and that no body contact (handshake or other) be initiated.
3. While performing Classification and/or Assessment services, we request that only one or two members of the operation be present during the visit to respect physical distancing measures set in place by both Federal and Provincial governments.

Our Field Staff will not work if experiencing any flu-like, cold-like, COVID-like symptoms. If they feel any of these symptoms, they will contact you to cancel or reschedule the appointment.

Biosecurity Measures:

The measures listed below are mandatory for our staff.

- 1) Upon arrival at farm, the Classifier or Assessor will:
 - a. Put a clean, fresh pair of coveralls and disinfected rubber boot covers.

- i. Properly disinfected rubber covers are acceptable if the farmer agrees (before and after disinfecting)
 - ii. Disposable booties & disposable coveralls are available to all team members if the producer requires extra measures
 - b. Wash hands and apply hand sanitizer
 - c. Wear latex gloves
 - d. Wear a mask
 - e. Wipe down all equipment with disinfectant wipes
 - f. Avoid bodily contact with producer by respecting the 6-foot physical distancing parameter during the visit
 - g. Start the visit outside of facilities and avoid entrance through milk-house if possible. If using rubber boot covers, they will ask the producer to fill their disinfectant bucket with hot water
 - h. Avoid walking in the feed alley at all times unless required for proAction Animal Care Assessments
- 2) Conclusion of the visit:
 - a. We will email reports immediately following the visit; these reports are also available on your Web Account. This will avoid paper-to-hand contact
 - i. For producers that do not have access to email, reports will be delivered through the physical mail
 - b. We will remove all disposable clothing (coveralls, gloves, footwear) before entering vehicle
 - c. Place all used disposable clothing into a new garbage bag, tie garbage bag and ask producer where they would like garbage bag disposed of
 - i. (**Note, we do not want HC staff to bring used garbage bags home in their company vehicle, it must be disposed of on each individual farm so as to not transfer any other unwanted bacteria/virus from farm to farm)
 - d. Using disinfectant wipes, wipe down all equipment
 - e. Clean and disinfect footwear
 - f. Wash and sanitize hands

All coveralls used during visit will be washed every night, and staff will have garbage bags on hand for disposal of used garments.