



# COVID-19 Operational Plan

## On-Farm Services

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Holstein Canada's on-farm operation plan has been prepared in line with provincial and national COVID-19 restrictions, safeguards and measures. Added biosecurity measures and other internal procedures and protocols are designed to protect clients and Field staff alike. Standing firm in our mission - *A Healthy Canadian Dairy Industry for All* - Holstein Canada takes great care that all of our employees are equipped with the best protection to allow them to perform their daily duties safely and with confidence.

### Risk Assessment

Holstein Canada Field employees travel for work every day, providing essential services to dairy farms across the country. We have identified the following scenarios that could cause risk of COVID-19 in the work of our Field team:

- **Low Risk:** Employee-to-Employee contact – Each employee travels alone in their own vehicle to their scheduled appointments. Employee to Employee contact is minimal, however when they do come in contact employees are required to respect 2m physical distancing when possible.
- **Low-to-Moderate Risk:** Employee-to-Client contact – Each employee visits 1 to 4 dairy farms per day, Monday to Saturday. During these pre-scheduled visits, employees may come into close proximity with no more than 2 clients during the service provision portion of the visit. Distancing of 2 metres cannot always be guaranteed.
- **Low-to-Moderate Risk:** Air Travel – when distances are too far to drive to client sites, employees will book airline travel.

### Infection and Prevention Controls

#### 1. Physical Distancing

In order to protect staff and clients, Holstein Canada has implemented a two-metre (2m) physical distancing protocol. When possible, staff are strongly recommended to maintain 2m physical distancing between themselves and clients or other colleagues .

On-farm staff are required to avoid bodily contact with producers by respecting 2m physical distancing during the visit.

Clients have been notified to respect the 2m physical distancing protocol during the visit. They have been asked not to initiate bodily contact (handshake or other). We also require that no more than 2 members of the farming operation be present during the visit.

#### 2. Hand and Respiratory Hygiene

All employees have been trained on and are required to follow proper handwashing and respiratory hygiene practices in accordance with provincial guidelines.



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On-farm employees have been provided with gloves, hand sanitizer, disinfectant wipes and disposable clothing to use while on-farm. They also have non-medical face coverings, both disposable and reusable masks, to wear on-farm when 2m distancing is not possible.

Upon arrival on-farm, employees are required to wash their hands and/or apply hand sanitizer, put on a mask and wear latex gloves before starting their herd visit.

During the visit on-farm staff are expected to follow good respiratory etiquette:

- cough or sneeze into your arm or into a tissue;
- dispose of used tissues in plastic-lined receptacles;
- wash hands with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer (minimum 60% alcohol content) after coughing or sneezing; and
- avoid touching face, eyes, nose, or mouth.

Further, employees must follow the requirements from the host farm on use of any/all personal protective equipment (PPE). Should the host-farm have their own Operation Plan, all field staff are required to review this with the farmer before entering the premises.

### 3. Cleaning and Disinfecting

**Upon arrival to the farm,** Field staff will:

1. Put on a clean, fresh pair of coveralls. Disposable coveralls are provided to team members to wear at the producer's request/requirement.
2. Put on disinfected rubber boots, or properly disinfected rubber boot covers if the farmer agrees. Disposable booties are provided to team members to wear at the producer's request/requirement.
3. Wash hands with soap and water, or apply hand sanitizer when handwashing is not possible.
4. Put on disposable latex gloves.
5. Put on mask.
6. Using disinfectant wipes, wipe down all equipment required for the visit.
7. Start the visit outside of facilities and avoid entrance through milk-house when possible. If using rubber boot covers, employee will ask the producer to fill their disinfectant bucket with hot water for cleaning/disinfecting following the visit.
8. Avoid walking in the feed alley at all times unless required to perform assessments.

**Before leaving the farm,** Field staff will:

1. To avoid paper-to-hand contact, offer the farmer the choice to receive visit reports and information by email or by physical mail.
2. Remove all disposable clothing (coveralls, gloves, footwear) before re-entering vehicle
3. Place all used disposable clothing into a new garbage bag, tie garbage bag and ask producer where they would like garbage bag disposed of (field staff are not to bring used garbage bags home in their company vehicle, to avoid the transfer of unwanted bacteria/virus from farm-to-farm)
4. Using disinfectant wipes, wipe down all equipment used during the visit.
5. Clean and disinfect footwear.
6. Wash hands with soap & water, or apply hand sanitizer when handwashing is not possible.



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On-farm staff are required to notify head office when they run low on supplies of Personal Protective Equipment and cleaning and disinfecting products. Supplies will be mailed to employees. These supplies include:

- Disposable face masks, latex gloves, coveralls and footwear
- Garbage bags
- Disinfectant wipes
- Minimum 60% alcohol-based hand sanitizer

## 4. Screening and Monitoring

### a. Screening clients before visits

Herds are scheduled one week in advance. Farmers are contacted by phone to first ask if they are comfortable receiving a visit from a Holsten Canada Classifier and/or Assessor (on-farm staff). If producer responds NO, we will document their name, prefix/number, and reason for decline; and plan to reschedule them at a future date.

If the producer responds YES, we will ask:

1. Have you or anyone in your household experienced symptoms related to COVID-19 in the past 14 days?
2. Have you or anyone in your household been in contact with anyone who has experienced COVID-19 in the last 14 days?
3. Have you or anyone in your household been under mandatory quarantine in the last 14 days?

If the answer to these 3 questions above is NO, we will schedule the visit and ask these follow up questions to learn the specific requirements of our clients:

- i. When I arrive at the farm, is there a particular entranceway you would prefer I use to enter the facilities?
- ii. Do you require that I use additional bio-security measures on your farm? I have personal protective equipment, a mask, disposable boots and coveralls.

Holstein Canada uses a modern scheduling system. Every producer we contact in a day, whether confirmed for a visit or not, is recorded into the national Herdbook database with name, location and prefix/number. This scheduling system allows for easy and efficient tracking methodology

### b. Screening employees every day

All employees are required to complete a passive screening process before beginning their work day. Every morning at 6:30EST, employees receive by text a link to the following questions:

1. Do you have any of the following new or worsening symptoms or signs? *Symptoms should not be chronic or related to other known causes or conditions.*
  - Fever or chills
  - Difficulty breathing or shortness of breath
  - Cough
  - Sore throat, trouble swallowing



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- Runny nose/stuffy nose or nasal congestion
  - Decrease or loss of smell or taste
  - Nausea, vomiting, diarrhea, abdominal pain
  - Not feeling well, extreme tiredness, sore muscles
2. Have you had close contact with a confirmed or probable case of COVID-19?
  3. Have you travelled outside of Canada in the past 14 days?

Employees who answer "No" to all questions are permitted to start their work day.

Employees who answer "Yes" to any questions may not report to work. Similarly, Holstein Canada field staff are not permitted to work if experiencing any symptoms of flu or cold. They are required to stay home or stay at the hotel and to self-isolate according to local public health guidelines. They must notify their direct supervisor, and follow internal protocols to reschedule clients.

If, at any time, an employee experiences these symptoms, they will cancel all appointments, self-isolate for 24 hours and self-monitor their symptoms. Should these symptoms continue, employees are required to be tested for COVID-19 test and self-isolate until the results of the test are confirmed.

All field staff have been given one (1) mobile COVID-19 test kit, to carry with them while they travel. It allows employees to be tested for COVID-19 quickly and from wherever they are, should it be deemed necessary. The sample in the test kit is couriered to a private laboratory. Once the test is shipped, the employee is required to self-isolate until the results are confirmed.

## Communication and follow-up

The above information has been communicated to all field staff through email and verbally by their manager. Employees have reviewed the information and have had opportunity to have their questions answered.

This plan is reviewed regularly, and when changes are made to government requirements or internal processes.