

November 2003

# **Canadian Quality Milk**

## **On-Farm Food Safety Program**



# **Workbook**

**Implementing the Canadian Quality Milk Program  
Producer Self-Evaluation Questionnaire  
Mandatory Records**

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# A. INTRODUCTION

Today's customers of your milk, whether they be processors, retailers, exporters or consumers, want assurance that the food they receive is safe, wholesome and produced responsibly. In the past, the industry's reputation and verbal assertions on food safety were sufficient to maintain customer trust; however, today buyers want proof that the food they are buying meets clearly-defined food safety standards.

The **Canadian Quality Milk Program (CQM)** is an on-farm HACCP-based food safety program developed by Dairy Farmers of Canada. Dairy Farmers of Canada assembled a Steering Committee to oversee the overall program and a Technical Team to write the Reference Manual and Workbook. The CQM program is designed to improve milk and meat safety on dairy farms through improved management practices, increased communication and effective record keeping.

Although HACCP (pronounced ha-ssip) was originally developed for use in food processing plants, the food industry is now applying the HACCP principles to each stage of the producer-to-consumer food chain. The CQM program is the producer component of the industry's commitment to food safety for its domestic and international consumers.

Producers who have implemented the program on their operations have found it to be an excellent risk prevention program and a useful training tool that increases staff's awareness of and responsibility towards the production of safe milk and meat.

## The HACCP Approach

The HACCP approach identifies potential problems or hazards in an operation and then develops steps that can be taken to eliminate or minimize those hazards. Prevention and documentation (e.g. records, standard operating procedures and corrective action plans) are essential to the program. Also, if anything goes wrong, corrective actions must be taken to remedy the problem and the whole program evaluated to make sure the situation is not repeated. To maintain a HACCP-based program you have to:

- Say what you do,
- Do what you say,
- Prove it, and
- Change it, wherever necessary.

## Workbook

This Workbook is designed to assist you in creating your own unique farm plan and it outlines the minimum mandatory tasks that you must do to satisfy the program's requirements. In this workbook, Chapter B is a self-evaluation questionnaire with yes/no questions and some short answer questions. The self-evaluation questionnaire is designed for you to work through on your own to assess your current practices and determine which CQM program requirements you need to do. The questionnaire covers Best Management Practices (BMPs), Critical Control Points (CCPs) and records (records, standard operating procedures (SOPs), corrective action plans, and deviations) that address the key issues surrounding the production of safe milk and meat.

Chapter C provides the minimum mandatory records, standard operating procedures and corrective action plans that you are required to develop and maintain for the program. **You may use these or your own versions;** provided all the same key points are recorded.

## Reference Manual

The Reference Manual provides more detailed information on various milk and meat safety and quality issues that are commonly found on a dairy farm. The Reference Manual contains descriptions of Best Management Practices and troubleshooting guides. The manual is designed to be a useful tool for you as you develop your farm plans and train your staff.

## Requirements

The CQM program outlines a number of requirements that must be met for certification under the program. First of all, you must be currently licensed to ship milk by the provincial regulatory authority. You must also meet the minimum standards set out in the Dairy Regulations of your province, as well as any pertinent Federal regulations (e.g. feed regulations) related to milk and meat safety. You must also follow the mandatory Best Management Practices (BMPs), Critical Control Points (CCPs) and record keeping requirements identified in this Workbook.

**Shaded areas within both the Workbook and the Reference Manual identify areas that are mandatory to the CQM program.**

### BEST MANAGEMENT PRACTICES

Best Management Practices are recommended and proven management procedures that help prevent on-farm food safety problems from occurring and BMP's are the foundation of any HACCP program. The CQM program has grouped Best Management Practices into eight sections:

- BMP1. Dairy Facilities, Pesticides and Nutrient Management**
- BMP2. Feed**
- BMP3. Animal Health and Biosecurity**
- BMP4. Medicines and Chemicals Used on Livestock**
- BMP5. Milking Management**
- BMP6. Facility and Equipment Sanitation**
- BMP7. Use of Water for Cleaning Milk Contact Surfaces**
- BMP8. Staff Training and Communication**

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## CRITICAL CONTROL POINTS (CCPs)

A Critical Control Points is a point, step or procedure at which control can be applied and a food safety hazard can be prevented, eliminated or reduced to an acceptable level. Neglect or error in observing these points or practices could lead to **irreversible** problems with the end food product. The CQM program requires dairy producers to monitor at least the Critical Control Points (CCPs):

- CCP1. Milking Treated Animals
- CCP2. Cooling and Storage of Milk
- CCP3. Shipping Animals

**Table: Critical Control Points, Hazards and Critical Limits**

CCP #	Hazard	Critical Limit
CCP1: Milking Treated Animals	Chemical: <i>Pharmaceuticals</i>	Negative by a recognized test by the provincial regulatory authority
CCP2: Cooling and Storage of Milk	Biological: <i>Pathogenic bacteria</i>	1 <sup>st</sup> milking: 1°C to 4°C within two hours after milking Subsequent milkings: temperature never above 10°C and 1°C to 4°C within one hour after milking
CCP3: Shipping Animals	Chemical: <i>Pharmaceuticals, pesticides, biological products</i>	Negative by a recognized test by the federal regulatory authority or information is communicated to the next buyer
	Physical: <i>Broken needles</i>	Zero tolerance or information is communicated to the next buyer

## RECORDS

Producers must monitor and control the CCPs through records. Producers that are new to the program must complete three months of records before they can apply for certification; however, once certified, **producers must keep records for a minimum of one rolling year**. Records must be complete and must also be accessible to staff at all times

### Routine Records

The routine records are permanent, written records where data is collected for easy recall and evaluation. The records the CQM program requires producers to keep are:

- Veterinary prescriptions for drugs used extra-label
- List of medicines and chemicals used on livestock
- Livestock treatment record
- Broken needles
- Bulk tank temperature log or computerized encrypted data
- Milking equipment sanitation record
- Cleaning and sanitizing chart
- Water record

### Standard Operating Procedures

Standard Operating Procedures (SOPs) are written step-by-step instructions describing how you want a particular task done (e.g. milking), and they are often used for CCPs. Establishing SOPs helps everyone on your farm apply BMPs in a consistent manner. Consistency with a repetitive task, such as milking, is necessary to produce safe milk and to produce it efficiently. Furthermore, if something goes wrong, the SOP can be re-evaluated to see if it can be improved to prevent the problem from re-occurring.

The CQM program requires dairy producers to develop the following Standard Operating Procedures:

- Pre-milking
- Milking
- Milking cattle with abnormal or treated milk
- Post milking cleaning.
- Treating cattle with antibiotics
- Shipping cattle
- Feeding medicated feed

## **Corrective Action Plans**

Corrective Action Plans outline the steps family and staff should take to correct a problem if a problem occurs at a CCP. Corrective Action Plans should contain detailed instructions and contact numbers.

## **Deviations and Corrective Actions**

If a problem or deviation occurs at any CCP or some BMPs (BMPs 4, 6 and 7), the CQM program requires corrective actions to be carried out to fix the problem. The program also requires that each deviation and chosen corrective action be documented. Many of the sample records in the Workbook have a place for deviations and corrective actions to be recorded and a separate sheet is provided as well.

## **Verification**

You must have your plans and records for the CCPs checked or verified to ensure that they have been put into place and are being followed on the farm. This function is carried out by the validators for the CQM program.

## **Implementing the CQM Program**

To implement the CQM program, you have to follow the mandatory BMPs, monitor the CCPs and keep the required records. All records, SOPs and corrective action plans must be accessible to everyone working on your farm. You also must train your employees to ensure that they understand the program requirements and to ensure that they implement it consistently. Once you have implemented the program, an on-farm validator will assess your program by conducting an audit of your records, Best Management Practices and Critical Control Points. The validator then will make a recommendation to the provincial body as to whether or not you adequately meet the program's requirements. Once you are certified, you will undergo regular validations.

Your records must be maintained continuously and your Standard Operating Procedures and corrective action plans must be regularly up-dated, as procedures change on your farm. At least one person on the farm (Farm CQM Contact) must be dedicated to be responsible for ensuring that the CQM program is maintained and up-dated.

The Canadian Quality Milk program is designed to prevent and reduce food safety hazards and risks. Producers implement Best Management Practices and monitor Critical Control Points to provide safe milk and meat to consumers.

# B. PRODUCER SELF-EVALUATION QUESTIONNAIRE

## BMP 1 Dairy Facilities, Pesticides and Nutrient Management

Proper care of facilities, storage of chemicals, use of pesticides and nutrient management are important to the production of safe milk and meat.

Reference Manual Chapter 1		Yes	No	N/A	Comments
<b>Regulatory Requirements</b>					
1.	<b>Licensed dairy farm:</b> Is your farm currently licensed to ship milk by the provincial regulatory authority?				
<b>Pesticides and Chemicals</b>					
2.	Do you <b>only</b> use pesticides registered for use in the:				
	• Milk house?				
	• Barn?				
	• Fields?				
3.	Do you use pesticides:				
	• According to the label?				
	• Following pre-harvest intervals to harvest or grazing?				
4.	Do you store pesticides, treated seed and fertilizer in a safe and secure manner and according to provincial dairy regulations? ( <i>concerned with both cow &amp; milk exposure</i> )				
5.	Is any hose connected to the barn water system used for filling pesticide sprayers or containers? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, do you have an anti-backflow device?				
<b>Nutrient Management</b>					
6.	Do your animal husbandry, manure and waste management systems ensure the cleanliness of lactating cattle?				
7.	Do you restrict cattle access to manure storage or manure run-off?				
8.	At the time of milk pick-up, is the lane-way and loading area free of manure contamination?				
9.	<b>Do you use sewage sludge?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, does your farm have the necessary approval/permits required to use sewage sludge?				
<b>Treated Wood in Cattle Environments</b>					
10.	Do you prevent exposure of cattle and cattle feed to treated lumber and bedding made from treated materials?				
<b>Purchased Inputs</b>					

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<i>Reference Manual Chapter 1</i>		Yes	No	N/A	Comments
11.	Do you ensure that all of your purchased inputs do not pose a risk to milk or meat (e.g. properly labeled, intact, unopened containers, HACCP-certified vendor)? Inputs include items such as fertilizers, animal treatments, pesticides, sewage sludge, bedding and milking chemicals.				
<b>Pest Control</b>					
12.	Do you have a pest control program to prevent contamination of feeds and premises by vermin, pets and wildlife?				

### BMP 2 Feed

A herd's health and productivity, along with the quality and safety of their milk and meat, depend on the quality and management of the feeds they are fed.

<i>Reference Manual Chapter 2</i>		Yes	No	N/A	Comments
<b>Medicated Feed</b>					
13.	<b>Do you use medicated feed?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If yes:</b>				
	• Have you established and implemented a Standard Operating Procedure for feeding medicated feeds? (Record 7)				
	• Do you or your feed supplier have a valid medicated feed license for any medicated feed used on the premise? (Pending regulation)	<i>Pending</i>			
14.	Do you receive medicated feeds? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, are feed bins and storage containers clearly marked for those who deliver the feed and for those that use it?				
<b>Feeds and Feeding</b>					
15.	Do you have feeds on your farm that are designated not for use for ruminants or pet foods? (clearly labeled with the warning: DO NOT FEED TO CATTLE, SHEEP, DEER OR OTHER RUMINANTS) <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, do you store and handle those feeds to avoid feeding those feeds to cattle or cross-contaminating feeds for cattle?				
16.	Do your feed manufacturer and/or feed supplier(s) have a recognized HACCP plan in place?				
17.	Do your feed facilities and feeding methods minimize the potential for cross-contamination (e.g. manure)?				

### BMP 3 Animal Health and Biosecurity

Maintaining good animal health is essential to producing high quality milk and meat.

<i>Reference Manual Chapter 3</i>		Yes	No	N/A	Comments
<b>Animal Identification</b>					
18.	Do you identify all cattle according to the National Livestock Identification for Dairy (NLID) program or according to Agri-tracabilité Québec?				
19.	Do you identify all cattle to allow for the maintenance of treatment records? (e.g. ear tags)				
<b>Health Management</b>					
20.	Do you have measures in place to prevent the introduction of infectious disease or diseased animals to the existing herd?				
21.	Have you developed a plan for the prevention and prevention of the spread of common diseases including environmental and contagious mastitis in consultation with the herd veterinarian?				
22.	Do you determine if any animals you purchase contain chemical residues (e.g. antibiotics, inhibitors) or broken needles?				

### BMP 4 Medicines and Chemicals Used on Livestock

Access to a range of livestock medicines and vaccines helps Canadian dairy producers maintain the health and productivity of dairy cattle. All dairy producers produce beef as well as milk and access to livestock medicines carries with it a responsibility to ensure the products are stored and used so that the health and safety of treated animals and the safety of milk and meat are assured.

<i>Reference Manual Chapters 3, 4</i>		Yes	No	N/A	Comments
<b>Storage and Handling</b>					
23.	Do you maintain a list of all medicines and chemicals that you use on livestock? (Record 9)				
24.	Do you store medicines and chemicals used on livestock and needles in a clean and sanitary manner, in a dedicated place, according to label directions?				
25.	Do you store and handle medicines and chemicals used on livestock in a manner that will not contaminate:				
	• Milk?				
	• Meat?				
	• Feeds?				
26.	Do you store livestock medicines and chemicals for dry and lactating animals, non-dairy cattle and other animals in separate areas or cupboards?				
<b>Treatment Choice</b>					
27.	Do you use <u>only</u> livestock medicines (including medicated foot- baths):				
	• Approved for use in dairy cattle?				
	• According to the label or according to written instructions from a veterinarian?				

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<i>Reference Manual Chapters 3, 4</i>		Yes	No	N/A	Comments
28.	Do you have written veterinary prescriptions available for every treatment administered not according to the label? (Record 8)				
<b>Administration</b>					
29.	Do you check for and record the identity of any animal and treatment site whose treatment resulted in an irretrievable broken needle? (Record 11)				
<b>Identification of Treated Cattle</b>					
30.	Do you mark all treated cattle in the milking herd (e.g. leg bands)? <i>Specify type:</i> _____				
<b>Records</b>					
31.	Do you maintain a permanent written record of all medicines and chemicals used on livestock? (Record 10)				
32.	Have you established and implemented a Standard Operating Procedure for treating cattle? (Record 5)				
33.	Do you have a written corrective action plan on how to communicate and respond to the situation where an animal has been administered medication or other chemicals incorrectly? (Record 16)				
34.	Do you keep a record of problems that have occurred regarding animal treatments and the corrective actions taken? (Record 17)				
35.	When administering medication by injection, do you use the subcutaneous route if the label permits it?				
36.	When administering medications by injection in the muscle, do you give it in the neck muscles rather than the rump muscles?				

## BMP 5 Milking Management

Good milking management is critical in the production of safe and quality milk. It is during the milking process that bacteria and residues from the environment can be transferred into the milk. Furthermore, the udder health and, hence, quality and safety of milk of uninfected animals are at risk if proper control measures are not taken to prevent the spread of contagious mastitis.

<i>Reference Manual Chapter 5</i>		Yes	No	N/A	Comments
37.	Have you established and implemented a Standard Operating Procedure for pre-milking? (Record 1)				
38.	Have you established and implemented a Standard Operating Procedure for milking? (Record 2)				
39.	Do you ensure that all teats are thoroughly cleaned, sanitized and dried (e.g. manure and teat dips removed) before milking?				
40.	Have you established and implemented a Standard Operating Procedure to minimize the risk of shipping abnormal milk? (Record 3)				

### CCP 1 Milking Treated Animals

The process of milking is the last control point where a producer can prevent chemical residues from treated animals' milk entering the human food chain.

<i>Reference Manual Chapters 4, 5</i>		Yes	No	N/A	Comments
41.	Have you established and implemented a Standard Operating Procedure to minimize the risk of shipping milk from treated cattle? (Record 3)				
42.	Do you always follow the recommended <b>milk</b> withdrawal times for:				
	• Livestock medicines?				
	• Livestock pesticides?				
	• Medicated feeds?				
43.	When an animal calves or aborts, do you make sure that the withdrawal time for any dry-cow treatment she may have been given has been followed?				
44.	Do you test milk from new animals for inhibitors before shipping their milk, not ship the milk unless the results are negative and record the results? (Record 10) <b>Or</b> do you have a letter of guarantee from the previous owner?				
45.	Do you have a written corrective action plan on how to communicate and respond to the situation where milk from a treated animal has entered the bulk milk tank? (Record 16)				
46.	Do you keep a record of any problems that have occurred regarding milk residues and the corrective actions taken? (Record 17)				

### CCP 2 Cooling and Storage of Milk

Milk must be cooled quickly and stored between 1°C and 4°C to ensure that bacteria do not multiply. Monitoring the bulk tank temperature can ensure that milk is stored safely.

<i>Reference Manual Chapter 6</i>		Yes	No	N/A	Comments
47.	Is the bulk tank temperature recorded and checked <u>after</u> every milking? (Record 12)				
48.	Do you have a written corrective action plan on how to communicate and deal with improperly cooled or stored milk? (Record 16)				
49.	Do you keep a record of any problems that have occurred regarding cooling and storage of milk and the corrective actions taken? (Record 12)				
50.	Do you have a yearly cooling system evaluation done by an industry professional?				

## BMP 6 Facility and Equipment Sanitation

Good sanitation helps reduce disease, the need for antibacterial agents and the risk of contamination from chemicals, and livestock medications. The milk house is the final on-farm site for safety and quality control, and must be used exclusively for cooling and storing milk and for cleaning, sanitizing and storing materials and equipment used in the production and handling of milk.

<i>Reference Manual Chapter 7</i>		Yes	No	N/A	Comments
<b>Equipment Sanitation</b>					
51.	Do you use approved cleaning products according to the accessible milk house cleaning and sanitizing charts? (Record 14)				
52.	Do you regularly inspect and record the cleanliness of milking equipment (e.g. receiver jar and bulk milk tank) (minimum acceptable frequency is monthly, weekly is recommended)? (Record 13)				
53.	Do you check and record the temperature of the pre-rinse water (weekly) or wash water (monthly)? (Record 13)				
54.	Do you have a written corrective action plan on how to communicate and deal with dirty milk contact surfaces? (Record 16)				
55.	Do you have a written corrective action plan on how to communicate and deal with improper water temperature? (Record 16)				
56.	Do you keep a record of any problems that have occurred regarding equipment sanitation and pre-rinse/wash water temperature and the corrective actions taken? (Record 13)				
57.	Have you established and implemented a Standard Operating Procedure for post-milking system cleaning? (Record 4)				
58.	Do you have your wash system evaluated annually by an industry professional?				
<b>Milk House</b>					
59.	Is the milk house used exclusively for cooling and storing milk and for cleaning, sanitizing, and storing materials and equipment used in the production and handling of milk?				
60.	Are cleaning chemicals stored in a location and manner that will not contaminate milk?				
61.	Are the milk house and external surfaces of the milking and milk storage equipment kept clean?				
62.	Do you have a functioning safety switch in place to avoid accidental entry of wash water into the tank?				
63.	Have you removed all mercury thermometers and vacuum columns from the milk house?				
64.	Do all lights near the bulk tank opening have a protective covering or do the bulbs have a protective safety coating?				

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<i>Reference Manual Chapter 7</i>		Yes	No	N/A	Comments
65.	Do you have a yearly milking equipment evaluation done by an industry professional?				

### BMP 7 Use of Water for Cleaning Milk Contact Surfaces

Dairy farms require large volumes of water for cleaning milking equipment and the milk house. If the water used for cleaning is contaminated, milk safety could suffer.

<i>Reference Manual Chapter 7</i>		Yes	No	N/A	Comments
66.	Is the water used for milking equipment sanitation annually tested for microbiological parameters determined by the provincial health authority, and are the results kept or recorded? (Record 15)				
67.	Does the water used for milking equipment sanitation meet the provincial potability standards for bacteria?				
68.	Do you have a written corrective action plan on how to communicate and deal with milking equipment water contaminated with bacteria? (Record 16)				
69.	Do you keep a record of any problems that have occurred regarding water quality and the corrective actions taken? (Record 15)				

### CCP 3 Shipping Animals

Shipping animals is the last control point where a producer can prevent animals carrying chemical residues and/or physical hazards (e.g. broken needles) from entering the human food chain. In order to ensure safe meat, animals containing chemical residues must not be shipped for human consumption. Instances where needles have been broken during livestock medicine administration and remain in the animal's muscles must be recorded. The animals' identification and information regarding the site of the broken needle should be passed on to the next buyer.

<i>Reference Manual Chapter 8</i>		Yes	No	N/A	Comments
70.	Do you always follow the recommended <b>meat</b> withdrawal times for:				
	• Livestock medicines?				
	• Livestock pesticides?				
	• Medicated feeds?				
71.	Do you have a Standard Operating Procedure in place to minimize the risk of shipping treated animals and animals carrying physical hazards (e.g. broken needles)? (Record 6)				
72.	Do you have a written corrective action plan on how to communicate and respond to the situation where a treated animal or an animal with a broken needle has been sold and the next buyer was not informed? (Record 16)				
73.	Do you keep a record of any problems that have occurred regarding shipping animals and the corrective actions taken? (Record 17)				

**BMP 8 Staff Training & Communication**

Good communication and continual updating and awareness of changes for staff and family members are essential. Identifying each person’s responsibilities clarifies a person’s tasks and increases awareness of who takes over when the person normally doing a job is not there.

<i>Reference Manual Chapter 9</i>		Yes	No	N/A	Comments
<b>74.</b>	Do you ensure that the Standard Operating Procedures, corrective action plans and records you have developed are available to and understood and followed and maintained by staff?				
<b>75.</b>	Do you ensure that staff is regularly trained to implement your CQM program?				
Explain How:					

**Producer Pledge of Commitment**

**The final part of the CQM program is to sign the pledge below. This pledge will be sent to you when you apply for validation. Keep this pledge as a reminder of your commitment to producing safe milk and meat under the Canadian Quality Milk Program.**

**Authorized Farm CQM Contact:**  
**I have reviewed this educational program. I agree to implement the best management practices required by the CQM Program and up-date my written procedures as practices and procedures change on my farm, and, to the best of my ability, produce safe milk and meat for my industry.**

The undersigned understands and declares that:

- The authorized farm contact has completed a CQM producer workshop.
- ALL** of the mandatory requirements defined in the CQM Reference Manual have been met.
- For an initial validation, a minimum of 3 months of records are available.
- Certification may be suspended or withdrawn for cause by the DFC Certification Appeals Authority.
- The authorized farm contact may voluntarily terminate Certification without cause.
- The Farm’s Certification status will be made publicly available by DFC.
- The CQM Reference Manual will be revised and re-issued regularly.
- Certification carries the responsibility for the authorized farm contact to:
  1. Maintain the on-farm food safety system compliant with the CQM Reference Manual.
  2. Accept regular surveillance validations and respond to the findings.
  3. Inform the Provincial Delivery Agent of any changes to the on-farm food safety system.
  4. Respect the restrictions related to the use and control of the CQM logo.

Authorized signature: \_\_\_\_\_ Date: \_\_\_\_\_

## C. MANDATORY RECORDS

The following records must be kept in order to meet the requirements of the Canadian Quality Milk program:

Record 1-7. Standard operating procedures for:

- pre-milking
- milking
- milking cattle with abnormal or treated milk
- post-milking cleaning
- treating cattle
- shipping cattle
- feeding medicated feed

Record 8. Sample veterinary prescription

Record 9. List of medicines & chemicals used on livestock

Record 10. Livestock treatment record

Record 11. Broken needles

Record 12. Bulk tank temperature log, chart recorder graphs or computer encrypted data

Record 13. Milking equipment sanitation record

Record 14. Cleaning and sanitizing chart

Record 15. Water record or test results

Record 16. Corrective action plans

Record 17. Deviation and corrective action record

The records in this Workbook have been field tested and proven to be the most popular with dairy producers. **You may use them or you may provide your own.** If you choose to provide your own, they **must contain all the mandatory data.**

**For Example:** Livestock Treatment Records must contain:

- Animal ID#
- Treatment administered (product, dosage, mode of treatment)
- Withdrawal times (milk and meat)
- Date of treatment
- Completed withdrawals (milk and meat)
- Expiry date of product
- Broken needles
- Residue testing
- Person treating (signature)

**Record 1: STANDARD OPERATING PROCEDURE (SOP) FOR PRE-MILKING**

In order to assure cattle are milked with clean and properly functioning equipment, describe step-by-step the various actions that must be taken to set-up the equipment for milking. See Chapter 5 of the Reference Manual for a sample SOP.

Step 1 \_\_\_\_\_  
\_\_\_\_\_

Step 2 \_\_\_\_\_  
\_\_\_\_\_

Step 3 \_\_\_\_\_  
\_\_\_\_\_

Step 4 \_\_\_\_\_  
\_\_\_\_\_

Step 5 \_\_\_\_\_  
\_\_\_\_\_

Step 6 \_\_\_\_\_  
\_\_\_\_\_

Step 7 \_\_\_\_\_  
\_\_\_\_\_

Step 8 \_\_\_\_\_  
\_\_\_\_\_

Step 9 \_\_\_\_\_  
\_\_\_\_\_

Step 10 \_\_\_\_\_  
\_\_\_\_\_

**Record 2: STANDARD OPERATING PROCEDURE (SOP) FOR MILKING**

In order to assure every animal is milked the same way day after day, describe step-by-step the various actions that must be taken for milking. See Chapter 5 of the Reference Manual for a sample SOP.

Step 1 \_\_\_\_\_

\_\_\_\_\_

Step 2 \_\_\_\_\_

\_\_\_\_\_

Step 3 \_\_\_\_\_

\_\_\_\_\_

Step 4 \_\_\_\_\_

\_\_\_\_\_

Step 5 \_\_\_\_\_

\_\_\_\_\_

Step 6 \_\_\_\_\_

\_\_\_\_\_

Step 7 \_\_\_\_\_

\_\_\_\_\_

Step 8 \_\_\_\_\_

\_\_\_\_\_

Step 9 \_\_\_\_\_

\_\_\_\_\_

Step 10 \_\_\_\_\_

\_\_\_\_\_

**Record 3: STANDARD OPERATING PROCEDURE (SOP) FOR MILKING CATTLE WITH ABNORMAL OR TREATED MILK**

In order to prevent shipping **abnormal milk and milk containing livestock medicine or chemical residues**, describe step-by-step the various actions that must be taken to prevent this milk from entering the food supply. See Chapter 5 in the CQM Reference Manual for a sample SOP.

**Please note:** If your procedures are different for abnormal and treated milk, you may need two separate SOPs.

Step 1 \_\_\_\_\_  
\_\_\_\_\_

Step 2 \_\_\_\_\_  
\_\_\_\_\_

Step 3 \_\_\_\_\_  
\_\_\_\_\_

Step 4 \_\_\_\_\_  
\_\_\_\_\_

Step 5 \_\_\_\_\_  
\_\_\_\_\_

Step 6 \_\_\_\_\_  
\_\_\_\_\_

Step 7 \_\_\_\_\_  
\_\_\_\_\_

Step 8 \_\_\_\_\_  
\_\_\_\_\_

Step 9 \_\_\_\_\_  
\_\_\_\_\_

**Record 4: STANDARD OPERATING PRODEDURE (SOP) FOR POST-MILKING CLEANING**

In order to insure that **milk is cooling properly and that the equipment is cleaned** adequately, describe step-by-step the various actions that must be taken to set-up the equipment after milking. See Chapter 7 in the CQM Reference Manual for a sample SOP.

Step 1 \_\_\_\_\_  
\_\_\_\_\_

Step 2 \_\_\_\_\_  
\_\_\_\_\_

Step 3 \_\_\_\_\_  
\_\_\_\_\_

Step 4 \_\_\_\_\_  
\_\_\_\_\_

Step 5 \_\_\_\_\_  
\_\_\_\_\_

Step 6 \_\_\_\_\_  
\_\_\_\_\_

Step 7 \_\_\_\_\_  
\_\_\_\_\_

Step 8 \_\_\_\_\_  
\_\_\_\_\_

Step 9 \_\_\_\_\_  
\_\_\_\_\_

Step 10 \_\_\_\_\_

**Note:** If you have a problem or equipment is not cleaned, see Corrective Action Plans, Record 13.

**Record 5: STANDARD OPERATING PROCEDURE (SOP) FOR TREATING CATTLE**

In order to prevent **livestock medicine or chemical residues in milk and meat, proper administration of livestock medicine is essential.** Describe step-by-step the various actions that must be taken when an animal has to be treated. See Chapter 4 of the CQM Reference Manual for a sample SOP.

Step 1 \_\_\_\_\_  
\_\_\_\_\_

Step 2 \_\_\_\_\_  
\_\_\_\_\_

Step 3 \_\_\_\_\_  
\_\_\_\_\_

Step 4 \_\_\_\_\_  
\_\_\_\_\_

Step 5 \_\_\_\_\_  
\_\_\_\_\_

Step 6 \_\_\_\_\_  
\_\_\_\_\_

Step 7 \_\_\_\_\_  
\_\_\_\_\_

Step 8 \_\_\_\_\_  
\_\_\_\_\_

Step 9 \_\_\_\_\_  
\_\_\_\_\_

Step 10 \_\_\_\_\_

**Record 6: STANDARD OPERATING PROCEDURE (SOP) FOR SHIPPING CATTLE**

In order to prevent **shipping animals containing livestock medicine or chemical residues or broken needles**, describe step-by-step the various actions that must be taken when shipping animals. See Chapter 8 in the Reference Manual for a sample SOP.

Step 1 \_\_\_\_\_  
\_\_\_\_\_

Step 2 \_\_\_\_\_  
\_\_\_\_\_

Step 3 \_\_\_\_\_  
\_\_\_\_\_

Step 4 \_\_\_\_\_  
\_\_\_\_\_

Step 5 \_\_\_\_\_  
\_\_\_\_\_

Step 6 \_\_\_\_\_  
\_\_\_\_\_

Step 7 \_\_\_\_\_  
\_\_\_\_\_

Step 8 \_\_\_\_\_  
\_\_\_\_\_

Step 9 \_\_\_\_\_  
\_\_\_\_\_

Step 10 \_\_\_\_\_  
\_\_\_\_\_

**Note:** If you have a problem or ship a treated animal, see Corrective Action Plans, Record 13.

**Record 7: STANDARD OPERATING PROCEDURE (SOP) FOR FEEDING MEDICATED FEED**

If you feed medicated feed (e.g. medicated calf feed) on your farm, describe step-by-step the various actions that must be taken to **prevent residues from medicated feeds** from entering the human food supply. See Chapter 2 in the Reference Manual for a sample SOP.

Step 1 \_\_\_\_\_  
\_\_\_\_\_

Step 2 \_\_\_\_\_  
\_\_\_\_\_

Step 3 \_\_\_\_\_  
\_\_\_\_\_

Step 4 \_\_\_\_\_  
\_\_\_\_\_

Step 5 \_\_\_\_\_  
\_\_\_\_\_

Step 6 \_\_\_\_\_  
\_\_\_\_\_

Step 7 \_\_\_\_\_  
\_\_\_\_\_

Step 8 \_\_\_\_\_  
\_\_\_\_\_

Step 9 \_\_\_\_\_  
\_\_\_\_\_

Step 10 \_\_\_\_\_  
\_\_\_\_\_

**Record 8: SAMPLE VETERINARY PRESCRIPTION (refer to CCP 1)**

**Clinic:** \_\_\_\_\_

**Veterinarian:** \_\_\_\_\_

**Phone #:** (\_\_\_\_) \_\_\_\_\_ **Fax:** (\_\_\_\_) \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Patient ID:** \_\_\_\_\_

**Treatment:** \_\_\_\_\_

**DIN:** \_\_\_\_\_

**Instructions for use:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Prescription expiry date:** \_\_\_\_\_

**Withdrawal recommendations:**

\_\_\_\_\_  
\_\_\_\_\_

**Milk:** \_\_\_\_\_

**Meat:** \_\_\_\_\_

**Withdrawal Date:** \_\_\_\_\_

**Withdrawal Date:** \_\_\_\_\_

**Veterinarian's signature:** \_\_\_\_\_

**Owner's or agent for owner's signature:** \_\_\_\_\_

**Record 9: LIST OF MEDICINES & CHEMICALS USED ON LIVESTOCK**

(Excluding milking chemicals e.g. teat dips, detergents)

Product Name	Approved for use in dairy (✓)	Product label, insert <u>or</u> written instructions from vet kept (✓)	Stored According to Label (✓)

Product Name	Approved for use in dairy (✓)	Product label, insert <u>or</u> written instructions from vet kept (✓)	Stored According to Label (✓)

Record 10: LIVESTOCK TREATMENT RECORD

Animal ID	Expiry Date Valid (✓)	Treatment Administered (product, dosage, mode of treatment <sup>a</sup> )	Withdrawal Time (Hrs/days)		Date of Treatment (✓ am or pm)	Completed Withdrawal (✓ am or pm)		Residue Testing (+/-) <sup>b</sup>	Broken Needles <sup>c</sup> (✓ & Site <sup>d</sup> )	Person Treating (Signature)
			Milk	Meat		Milk	Meat			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			
					Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm	Date: <input type="checkbox"/> am <input type="checkbox"/> pm			

**a: Mode of Treatment** IM = Intramuscular (in the muscle) IMM = intramammary (in the udder) IU = intrauterine (in the uterus) IV = intravenous (in the vein)  
 OR = oral (in the mouth) SQ = subcutaneous (under the skin) TP = topical (on the skin)

**b: Residue testing only required for new animals** or a letter of guarantee from the previous owner.

**c: Broken needles can also be recorded on Record 11.**

**d. Site** R = Rump F = Flank N = Neck

**Record 11: BROKEN NEEDLES**

Animal ID	Date of Broken Needle	Location	Signature	Information passed on to next buyer (✓)	Signature

**Note:** This record must be maintained for as long as the cattle listed remain in the herd.

# Canadian Quality Milk

## Record 12: BULK TANK TEMPERATURE LOG

	<b>First Milking</b>	<b>Second &amp; Subsequent Milkings</b>
<b>Recommended Cooling Range</b>	Within 2 hours (½ hour preferred) 1°C - 4°C (34°F-40°F)	<ul style="list-style-type: none"> <li>• blend temperature maximum 10°C (50°F)</li> <li>• within 1 hour (1/2 preferred) 1°C - 4°C (34°F-40°F)</li> </ul>
<b>Normal Range identified for your bulk tank <u>after</u> milking</b>		

Month:							Corrective Action (if necessary)
Day	Bulk Tank Temperature						
	am	initial	mid-day	initial	pm	initial	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							

**Note:** Electronic chart recorders or logs may be substituted for this manual method. Please check with a CQM advisor. This record accommodates milking 3 times a day, if you milk only 2 times a day, just use two columns.



**Record 14: CLEANING AND SANITIZING CHART**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Water Analysis:** hardness \_\_\_\_\_ grains pH \_\_\_\_\_ iron \_\_\_\_\_ ppm \_\_\_\_\_

<b>PIPELINE</b>	<b>BULK TANK</b>
<p><b>Pre-Rinse</b></p> <p>Warm ____°C (____°F) water to flush out residual milk End temperature &gt; or = ____°C (____°F)</p>	<p>Warm ____°C (____°F) water to flush out residual milk End temperature &gt; or = ____°C (____°F)</p>
<p><b>Wash</b></p> <p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) minimum start temperature ____°C (____°F) water and End temperature ____°C (____°F)</p>	<p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) minimum start temperature ____°C (____°F) water and End temperature ____°C (____°F)</p>
<p><b>Acid rinse</b></p> <p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) water. Temperature ____°C (____°F)</p>	<p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) water. Temperature ____°C (____°F)</p>
<p><b>Sanitize</b></p> <p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) ____°C (____°F) water</p>	<p>Product: _____</p> <p>_____ ml (oz) _____ L (gallons) ____°C (____°F) water</p>

**Signed by:** \_\_\_\_\_  
(Equipment dealer)

**Date:** \_\_\_\_\_

Record 15: WATER RECORD

Source of Supply for washing milking equipment**	Date Tested	Test Results						Corrective Action
		Bacteria			Others			

\*\* DW- Dug Well IIW- Drilled T/CW- Town/city

**Record 16: CORRECTIVE ACTION PLANS (Emergency Plans)**

Area of Concern	Specific Incidence	Corrective Action To Be Taken	Contact Person		
			Name	Phone	Cell Phone
<b>Medicines and Chemicals Used on Livestock</b>	Improper administration of livestock medicines or chemicals				
<b>Milking Treated Animals</b>	Milk from treated animals enters the bulk tank.				
<b>Shipping Animals</b>	Animal is shipped with a chemical residue (e.g. antibiotics) or broken needle in it and the next buyer is not informed.				

**Record 16: CORRECTIVE ACTION PLANS (Emergency Plans)**

Area of Concern	Specific Incidence	Corrective Action To Be Taken	Contact Person		
			Name	Phone	Cell Phone
<b>Cooling and Storage of Milk</b>	Milk is not cooled to between 1°C to 4°C within the acceptable cooling period				
<b>Equipment Sanitation</b>	1. Visible milk residue build-up on milk contact surfaces				
	2. Improper water temperature				
<b>Use of Water for Cleaning of Milk Contact Surfaces</b>	Water test result reveals a form of contamination (e.g. high bacteria)				

**Record 16: CORRECTIVE ACTION PLANS (Emergency Plans)**

Area of Concern	Specific Incidence	Corrective Action To Be Taken	Contact Person		
			Name	Phone	Cell Phone

