



COVID-19 Operational Plan

On-Farm Services

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 our 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 2m 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 hand washing and respiratory hygiene practices in accordance with provincial guidelines.



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 & 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, employees will offer the farmer the choice to receive visit reports and information by email or by 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.



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 anytime 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.



REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1

Wet hands with
warm water



2

Apply soap



3

For at least 20
seconds, make
sure to wash:



4

Rinse well



5

Dry hands well
with paper towel



6

Turn off tap using
paper towel



palm and back
of each hand



between fingers



under nails



thumbs



1-833-784-4397



@ canada.ca/coronavirus



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING

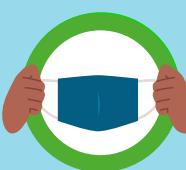
DO'S



DO wear a non-medical mask or face covering to protect others.



DO ensure the mask is made of at least two layers of tightly woven fabric.



DO inspect the mask for tears or holes.



DO ensure the mask or face covering is clean and dry.



DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.



DO use the ear loops or ties to put on and remove the mask.



DO ensure your nose and mouth are fully covered.



DO replace and launder your mask whenever it becomes damp or dirty.



DO wash your mask with hot, soapy water and let it dry completely before wearing it again.



DO store reusable masks in a clean paper bag until you wear it again.



DO discard masks that cannot be washed in a plastic-lined garbage bin after use.

DO YOUR PART.

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.

NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR:

- People who suffer from an illness or disabilities that make it difficult to put on or take off a mask
- Those who have difficulty breathing
- Children under the age of 2

DON'T JUDGE OTHERS FOR NOT WEARING A MASK.

Kindness is important as some people may not be able to wear a mask or face covering.

DON'TS



DON'T reuse masks that are moist, dirty or damaged.



DON'T wear a loose mask.



DON'T touch the mask while wearing it.



DON'T remove the mask to talk to someone.



DON'T hang the mask from your neck or ears.



DON'T share your mask.



DON'T leave your used mask within the reach of others.

REMEMBER, wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.



Recommended Steps: Putting On Personal Protective Equipment (PPE)

5. Put on Gloves

- Put on gloves, taking care not to tear or puncture glove
- If a gown is worn, the glove fits over the gown's cuff

1. Perform Hand Hygiene

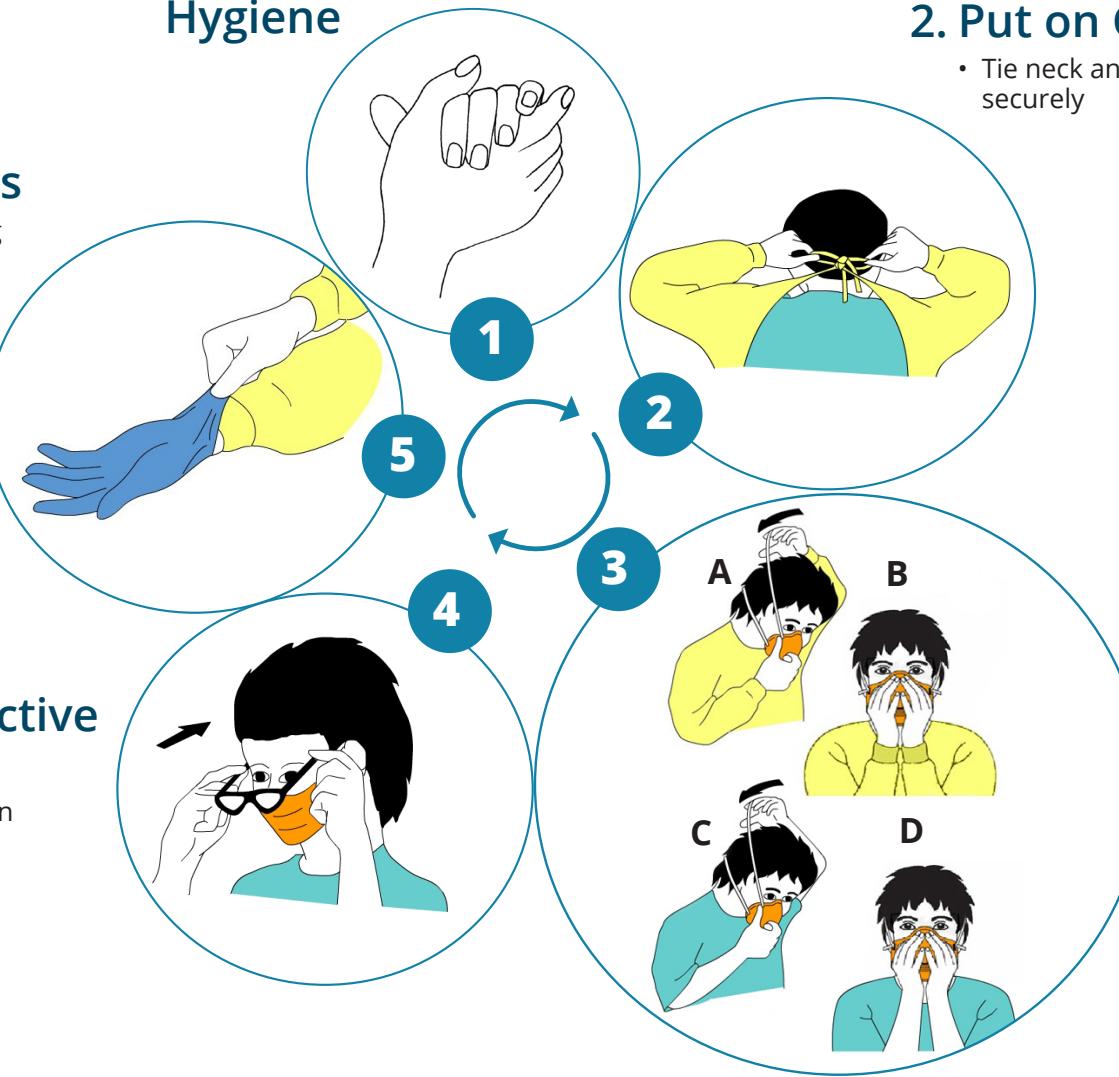


2. Put on Gown

- Tie neck and waist ties securely

4. Put on Protective Eyewear

- Put on eye protection and adjust to fit
- Face shield should fit over brow



3. Put on Mask/N95 Respirator

- Place mask over nose and under chin
- Secure ties, loops or straps
- Mould metal piece to your nose bridge
- For respirators, perform a seal-check

Recommended Steps: Taking Off Personal Protective Equipment (PPE)

1. Remove Gloves

- Remove gloves using a glove-to-glove / skin-to-skin technique
- Grasp outside edge near the wrist and peel away, rolling the glove inside-out
- Reach under the second glove and peel away
- Discard immediately into waste receptacle



6. Perform Hand Hygiene

5. Remove Mask/ N95 Respirator

- Ties/ear loops/straps are considered 'clean' and may be touched with hands
- The front of the mask/respirator is considered to be contaminated
- Untie bottom tie then top tie, or grasp straps or ear loops
- Pull forward off the head, bending forward to allow mask/respirator to fall away from the face
- Discard immediately into waste receptacle

2. Remove Gown

- Remove gown in a manner that prevents contamination of clothing or skin
- Starting with waist ties, then neck ties, pull the gown forward from the neck ties and roll it so that the contaminated outside of the gown is to the inside. Roll off the arms into a bundle, then discarded immediately in a manner that minimizes air disturbance.

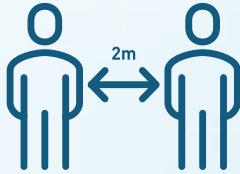
3. Perform Hand Hygiene

4. Remove Eye Protection

- Arms of goggles and headband of face shields are considered to be 'clean' and may be touched with the hands
- The front of goggles/face shield is considered to be contaminated
- Remove eye protection by handling ear loops, sides or back only
- Discard into waste receptacle or into appropriate container to be sent for reprocessing
- Personally-owned eyewear may be cleaned by the individual after each use

PHYSICAL DISTANCING

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Physical distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. With patience and cooperation, we can all do our part.



What does physical distancing mean?

This means making changes in your everyday routines in order to minimize close contact with others, including:

- ▶ avoiding crowded places and non-essential gatherings
- ▶ avoiding common greetings, such as handshakes
- ▶ limiting contact with people at higher risk (e.g. older adults and those in poor health)
- ▶ keeping a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible



Remember to:

- ▶ wash your hands often for at least 20 seconds and avoid touching your face
- ▶ cough or sneeze into the bend of your arm
- ▶ avoid touching surfaces people touch often
- ▶ self-monitor for symptoms of COVID-19 including:
 - cough
 - fever
 - difficulty breathing

If you're concerned you may have COVID-19:

- ▶ separate yourself from others as soon as you have symptoms
- ▶ if you are outside the home when a symptom develops, go home immediately and avoid taking public transit
- ▶ stay home and follow the advice of your Public Health Authority, who may recommend isolation
- ▶ call ahead to a health care provider if you are ill and seeking medical attention



Here's how you can practise physical distancing:

- ▶ greet with a wave instead of a handshake, a kiss or a hug
- ▶ stay home as much as possible, including for meals and entertainment
- ▶ grocery shop once per week
- ▶ take public transportation during off-peak hours
- ▶ conduct virtual meetings
- ▶ host virtual playdates for your kids
- ▶ use technology to keep in touch with friends and family

If possible,

- ▶ use food delivery services or online shopping
- ▶ exercise at home or outside
- ▶ work from home



NOTE: Some people may transmit COVID-19 even though they do not show any symptoms. In situations where physical distancing is difficult to maintain, wearing a **non-medical mask or face covering** (i.e. constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) provides a barrier between your respiratory droplets and the people and surfaces around you. It may also stop you from touching your nose or mouth, which is another way the virus can get into your body.

The Government of Canada has implemented an Emergency Order under the Quarantine Act. This order means that everyone who is entering Canada by air, sea or land has to stay home for 14 days in order to limit the spread of COVID-19. The 14-day period begins on the day you enter Canada.

- ▶ If you have travelled and have no symptoms, you must **quarantine (self-isolate)**
- ▶ If you have travelled and have symptoms, you must **isolate**

FOR MORE INFORMATION:

@ canada.ca/coronavirus

1-833-784-4397

Coronavirus Disease 2019 (COVID-19)

Cleaning and Disinfection for Public Settings

This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities and other workplaces in Ontario.

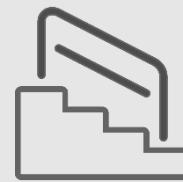
For more information, please contact your local public health unit.

What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



Select products

Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

Disinfectant Wipes

- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer's instructions to:
 - properly prepare solution
 - allow adequate contact time for disinfectant to kill germs (see product label)
 - wear gloves when handling cleaning products including wipes
 - wear any other personal protective equipment recommended by the manufacturer

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for environmental cleaning for prevention and control of infections in all health care settings [Internet]. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-environmental-cleaning.pdf>

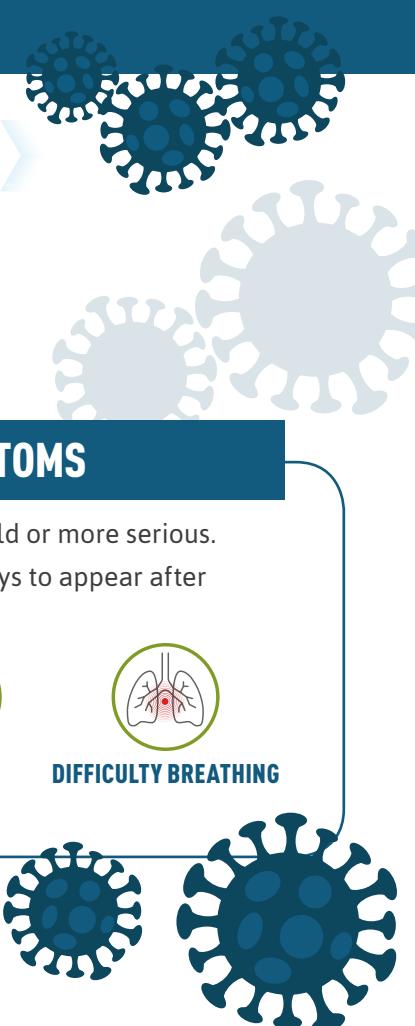
The Regional Municipality of York, Community and Health Services. Proper cleaning and disinfection practices [Internet]. Newmarket, ON: The Regional Municipality of York; 2019. Available from: <https://www.york.ca/wps/wcm/connect/yorkpublic/928899a2-d56b-47af-a9a0-b6e62d8e0bb7/Proper+Cleaning+and+Disinfection+Practices.pdf?MOD=AJPERES&CVID=mVMtoGe>

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ABOUT CORONAVIRUS DISEASE (COVID-19)



WHAT IT IS

COVID-19 is an illness caused by a coronavirus.

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

SYMPTOMS

Symptoms may be very mild or more serious. They may take up to 14 days to appear after exposure to the virus.



FEVER



COUGH



DIFFICULTY BREATHING

HOW IT IS SPREAD

Coronaviruses are most commonly SPREAD from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

PREVENTION

The best way to prevent the spread of infections is to:



- ▶ wash your hands often with soap and water for at least 20 seconds



- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands



- ▶ avoid close contact with people who are sick



- ▶ when coughing or sneezing:

- cover your mouth and nose with your arm or tissues to reduce the spread of germs



- immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards



- ▶ clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs.



- ▶ stay home if you are sick to avoid spreading illness to others

IF YOU HAVE SYMPTOMS

If you have SYMPTOMS of COVID-19 — fever, cough, or difficulty breathing:



- ▶ stay home to avoid spreading it to others
 - if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your local public health authority
 - tell them your symptoms and follow their instructions
- ▶ if you need immediate medical attention, call 911 and tell them your symptoms.



FOR MORE INFORMATION ON CORONAVIRUS:

1-833-784-4397

@ [canada.ca/coronavirus](https://www.canada.ca/en/public-healthAgency/coronavirus.html)

✉ phac.info.aspc@canada.ca

KNOW THE FACTS

ABOUT CORONAVIRUS DISEASE (COVID-19)

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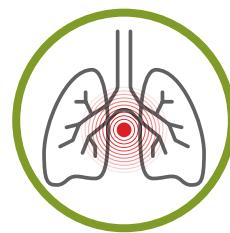
Symptoms of human coronaviruses may be very mild or more serious, such as:



FEVER



COUGH



DIFFICULTY BREATHING

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- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

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- ▶ wash your hands often with soap and water for at least 20 seconds;
- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands;
- ▶ avoid close contact with people who are sick;
- ▶ cough and sneeze into your sleeve and not your hands; and
- ▶ stay home if you are sick to avoid spreading illness to others.

For more information on coronavirus:

1-833-784-4397

canada.ca/coronavirus

phac.info.aspc@canada.ca



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

PUBLIC HEALTH AUTHORITIES AUTORITÉS DE SANTÉ PUBLIQUE

British Columbia	Colombie-Britannique	811
Alberta	Alberta	811
Saskatchewan	Saskatchewan	811
Manitoba	Manitoba	1-888-315-9257
Ontario	Ontario	1-866-797-0000
Quebec	Québec	811
New Brunswick	Nouveau-Brunswick	811
Nova Scotia	Nouvelle-Écosse	811
Prince Edward Island	Île-du-Prince-Édouard	811
Newfoundland and Labrador	Terre-Neuve-et-Labrador	811 or ou 1-888-709-2929
Nunavut	Nunavut	867-975-5772
Northwest Territories	Territoires du Nord-Ouest	911
Yukon Territory	Territoire du Yukon	811