

Priority Services: Gradual Resumption of Services

*Notice to producers and service providers in the dairy industry
Follow these recommendations until further notice*

On April 28, 2020, the Quebec government announced that activities affected by the COVID-19-related pause would gradually resume. The various regions are required to reopen gradually. All health measures must be taken as the activities resume. It is strongly recommended that you wear a face covering whenever you cannot stay 2 metres away from others. Whenever possible, activities that can be held remotely should continue to be held remotely.

After analyzing the documents published for our sector by the government authorities, the main partners of on-farm services and Les Producteurs de lait du Québec (PLQ) identified the measures that should be put in place to limit the risks of virus transmission within the industry as much as possible while services gradually resume.

We recommend that you take the following measures:

- **Use the telephone primarily for advisory services** in all sectors:
 - Consider all other options (for example, laboratory analyses) before visiting farms in person;
 - If you must visit farms in person, schedule an appointment and keep it. If possible, space out your appointments to avoid running into other service providers;
 - Make sure that no one (service providers and people on the farm) has COVID-19 symptoms before you visit a farm.
- **For deliveries, avoid all in-person interactions:** Set up a permanent drop-off and pickup spot for deliveries that is quickly recognizable, easily accessible and located outside the production area.
- Business development and sales visits should be made at the request of producers only and by appointment.

If a visit is necessary:

- Producers:
 - Schedule one visit at a time;

- Limit the number of people present on the farm to one or two at most when an appointment has been scheduled with a service provider.
- Service providers:
 - Make sure that you have an appointment before you show up on a farm;
 - Limit the number of visits on your daily schedule and carefully plan your itinerary.
- Producers and service providers:
 - Only individuals who have an appointment may enter buildings;
 - Producers should note the date of the visit, the name, the telephone number and the company of every person who visits their farm, and service providers should note every farm they visit:
 - That way, if you contract COVID-19 or a person you have met informs you that they are infected with COVID-19, you can easily contact the other individuals with whom you have been in contact to let them know;
 - Record and file this information for at least one whole month.

During the visit:

- Comply at all times with the health recommendations:
 - Hand hygiene;
 - Respiratory etiquette;
 - Social distancing (2 metres or the length of a cow):
 - If it is impossible to stay at least 2 metres away from others, we strongly recommend that you wear a face covering (such as a mask or a visor);
 - No direct contact (shaking hands, hugs).
- Do not share equipment (for example: pen, paper, tools, laptop) and send only electronic invoices, if possible.
- Producers:
 - Make sure that you have a functioning sink with running warm water, soap and disposable towels so that everyone (visitors, you and your employees) can wash their hands frequently.

- Clean frequently used surfaces between each visit and as indicated in the disinfection procedure. As a reminder, the MAPAQ has indicated that animals should be considered moving surfaces that are difficult to disinfect. For that reason, you should limit contact between animals and service providers when possible.
- Service providers:
 - Make sure that you have a disinfectant solution to disinfect your hands and objects that you bring into buildings when you visit.

The **biosecurity rules** are just as important as ever **to protect the health of your herds**. All people from outside the farm who enter a production area must wear clean, disinfected (or disposable) boots and clean clothes.

To protect as many people as possible who work in the dairy industry from the impacts of the current COVID-19 pandemic, all producers, farm workers and service providers need to cooperate with these recommendations. **Everyone has a part to play in keeping the entire industry in operation.**

Even though Quebec is gradually reopening, you should not lower your guard or take fewer precautions. Regular activities can resume only if the public health recommendations are observed, including required hygiene practices and social distancing measures. Continue to protect yourselves on farms.

These recommendations may change based on government directives and the development of COVID-19 in the population.

