



Canadian Dairy Industry Procedures for Herd Recording Service Standards and Disciplinary Sanctions

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Introduction

Canadian Dairy Network (CDN) was officially incorporated on May 29, 1995 with mandates that included genetic evaluation services for dairy breeds in Canada as well as various roles related to activities of broad industry interest and benefit. One such activity was the establishment of industry standards associated with milk recording services required for publishable lactations and for inclusion in genetic evaluations. Once such standards are established, they must be monitored on a herd-by-herd basis to ensure they are being respected. Consequently, the industry also requires a process for imposing disciplinary sanctions when such standards are not respected and also a process for herd owners to appeal any disciplinary actions imposed. This document outlines the procedures and guidelines, as currently approved by CDN on behalf of its industry member organizations, which are related to publishable lactation and genetic evaluation standards, disciplinary sanctions and the appeals tribunal.

Industry Standards Manual

In 2003, CDN issued a revised version of the Industry Standards Manual, now formally entitled *“Dairy Herd Recording Service Standards for Herds Qualifying for Publishable Lactations and/or Genetic Evaluations in Canada”*. Prior versions of this document had been developed under the responsibility of the Canadian Milk Recording Board (CMRB) but this activity was transferred to CDN once CMRB had been dissolved.

The Industry Standards Manual describes the procedures and guidelines to be respected by the milk recording agency and the herd owner in association with any milk recording herd test, the specific guidelines associated with a supervised test, or with a test considered to be equivalent to supervised. It also provides information regarding approved milk metering and milk timing devices. This document, revised as of May 2010, is attached as Annex A. Rules for Publishable Lactations and Genetic Indexes are attached as Annex B.

Monitoring the Application and Respect of the Industry Standards

CanWest DHI and Valacta are partners within Canadian Dairy Herd Improvement (CDHI) and have the role and responsibility, on behalf of the Canadian dairy industry, of ensuring that the procedures and guidelines outlined in the Industry Standards Manual are respected. To this end, both organizations have allocated staff resources in addition to data verification tools and reports to identify possible areas of concern and to initiate proper action accordingly. Specifically, DHI personnel across Canada have the following responsibilities associated with the Industry Standards Manual:

- Conduct each milk recording herd testing visit with an attentiveness to their responsibilities and those of the herd owner, as outlined in the Industry Standards Manual
- Prepare a written report outlining any questionable actions taken and/or information provided during the herd test for filing purposes and possible follow-up with their superior, as needed. When deemed significant and or when seen as a repeated questionable behaviour, the milk recording staff shall forward all information, both in writing and verbally, to the head office of their employer, namely CanWest DHI or Valacta.

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- Authorized staff within the head office of each milk recording agency shall implement and use a variety of data verification tools and reports to assist in identifying data that appears abnormal or deviating from the norm in some manner. Such tools may be applied at the level of specific test day records on an individual cow or overall herd basis. Data verification tools shall evolve over time in terms of number, variety and complexity as needed by milk recording agencies and the industry in general.
 - Based on results of the data verification tools and the herd visit reports forwarded to the head office from field staff, a predefined number of retests shall be conducted each year, within province/region proportional to the number of herds with publishable lactations.
 - In addition to conducting herd retests, authorized milk recording personnel may impose standardized national disciplinary sanctions for actions that are categorized as Level 1 in terms of severity and/or potential impact on results, as outlined in the National Disciplinary Infractions and Penalties (Annex C). For such sanctions, the milk-recording agency will communicate directly with the herd owner.
 - For reported actions that are categorized higher than Level 1, based on the National Disciplinary Infractions and Penalties, the DHI organization shall forward all information details, reports, correspondence and evidence to CDN for consideration by the National Disciplinary Committee.

National Disciplinary Committee

Canadian Dairy Network (CDN) acts as the national body responsible for industry standards related to milk recording services required for publishable lactations and genetic evaluation eligibility. To fulfil this responsibility on behalf of its industry member organizations, the CDN Board of Directors appoints the Industry Standards Committee (ISC) in an advisory role. This ISC consists of seven industry employees with two representatives from each of the breeds, A.I. and DHI sectors as well as one from CDN. The CDN Board has also created a National Disciplinary Committee to review all cases reported to CDN by Canadian DHI. This Committee is a permanent sub-committee of the Industry Standards Committee and consists of three ISC members, one from each of breeds, A.I. and CDN.

When a Canadian DHI organization, either CanWest DHI or Valacta, has identified a disciplinary case that they deem to be higher than Level 1 in the National Disciplinary Infractions and Penalties, they will forward to CDN all correspondence and related details to the case within a 14-day period of the infraction. CDN management shall contact the herd owner in writing within 14 days of receipt of the case from DHI. CDN will provide the herd owner with all relevant information and request written feedback and/or additional details from the herd owner to be provided within a 30-day period. In addition, during that 30-day period, CDN may contact the herd owner by phone to clarify any points and/or questions that may be outstanding.

Upon receiving the information from the Canadian DHI organization and herd owner, CDN management shall organize a meeting of the National Disciplinary Committee and forward all relevant details. In all communication with the members of the National Disciplinary Committee, both written and verbal, the identity of the herd owner in question will remain anonymous. The focus of examination by the National Disciplinary Committee shall be to determine the intent of the accused action and/or misrepresentation of information by the herd owner or their employees and, if deemed to have committed the infraction, impose the appropriate sanction using the National Disciplinary Infractions and Penalties. Within 30 days following the initial communication to the National Disciplinary Committee, all decisions and judgement shall be finalized and communicated in writing to both Canadian DHI and the herd owner. Such correspondence to the herd owner shall outline the process for requesting an appeal.

National Industry Standards Appeals Tribunal

In association with the CDN responsibility of setting industry standards and imposing standardized national disciplinary sanctions, the CDN Board of Directors also oversees the process for herd owners to request an appeal in relation to disciplinary sanctions imposed upon them either via the milk-recording agency or the National Disciplinary Committee of CDN. The procedures and guidelines pertaining to this process are outlined in the “National Industry Standards Appeals Tribunal” document, which is attached as Annex D. Any and all rulings of the Industry Standards Appeals Tribunal, which consists of three independent Canadian dairy producers appointed by the CDN Board of Directors, shall be final and binding to all parties involved.

Contact Information

All questions, clarifications and other forms of correspondence associated with the Industry Standards Manual, the National Disciplinary Committee, the National Disciplinary Guidelines and/or the National Industry Standards Appeals Tribunal shall be directed to the following:

Canadian Dairy Network
c/o Brian Van Doormaal
General Manager
660 Speedvale Avenue West, Suite 102
Guelph, Ontario.
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Tel: 519-767-9660, Ext. 101
Fax: 519-767-6768
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ANNEX A

**DAIRY HERD RECORDING
SERVICE STANDARDS FOR HERDS QUALIFYING FOR
PUBLISHABLE LACTATIONS AND/OR GENETIC EVALUATIONS
IN CANADA**

**Approved by the
Industry Standards Committee of
Canadian Dairy Network**

**Revised May 2010
Effective January 1, 2011**

Effective January 2011

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INTRODUCTION

The guidelines, procedures and standards included herein must be adhered to for a program to be recognized by the Industry Standards Committee of Canadian Dairy Network (CDN).

The purpose of these requirements is to establish quality standards for test supervision and data collection for records qualifying for genetic evaluations and breed improvement in Canada.

1.0 CUSTOMER SERVICE GUIDELINES & PROCEDURES

1.1 Agency Responsibilities

The Agency shall:

- a. Ensure that all reasonable actions are undertaken to assure the accuracy and completeness of all information collected and recorded;
- b. Treat all information received from the herd owner as confidential unless otherwise authorized by the herd owner;
- c. Ensure that, where the herd owner is responsible for the collection of information (ie: non-supervised test), every effort is made to properly instruct the herd owner in the acceptable procedures of animal identification, collection of milk weights and samples and the collection of necessary event and other related data;
- d. Conduct an annual verification check of all meters for all customers;
- e. Ensure that no gift or gratuity be provided to an agency, or it's employees, by the owner of an animal enrolled on the herd recording program or by anyone with a financial interest in an animal serviced by the agency.
- f. Ensure that milk samples are analysed by an accredited lab or an approved milk analysis device.

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1.2 **Herd Owner Responsibilities**

The Herd Owner shall:

- a. Agree that acceptance and payment for any services described in this document shall constitute consent to adhere to the respective Service Standards.
- b. Ensure that each animal has within herd identification, which is properly indexed with approved national identification systems where applicable;
- c. Enroll all animals in the herd that have calved at least once, whether or not they are milking;
- d. Maintain and provide accurate written or electronic records of key events necessary for record calculations including dates of calving, purchases, sales, deaths or completion of lactation;
- e. Maintain the same schedule of milking and animal milking order on test day as on other days;
- f. Maintain the same herd management practices on test day as on other days, including, but not limited to, injections of animals;
- g. Assure the accuracy and completeness of all information collected and recorded;
- h. Not engage in any activity that may mislead, impair or attempt to impair the reliability of any information about an animal or the herd.
- i. Use approved milk-metering devices.

2.0 **SUPERVISED HERD RECORDING SERVICE GUIDELINES**

The objective of herd recording service that included supervised testing is to provide maximum quality assurance procedures for data collection activities, which is achieved by DHI staff or by electronic means. These guidelines have been established in consultation with industry partners and may be amended to reflect changing needs.

Supervised herd recording service conducted by DHI staff may be provided at the option of each Canadian DHI agency. Where such a service is presented or otherwise implied to be “Supervised”, the following Service Standards and procedures shall be implied and form part of the service offered in addition to all basic Canadian DHI test-day service requirements.

DHI agencies are responsible to ensure the on-farm practices on test day support the minimum standards for Supervised herd recording service conducted by DHI staff.

2.1. **Test-day Services**

The DHI agency employee shall supervise the milking and the collection of milk weights and samples of all animals in the herd.

In the case of electronic or robotic milking systems, test days shall be considered “supervised” where the appropriate procedures are followed, including data verification.

2.2. **Custody of Samples**

All milk samples and recorded test-day data shall be kept secure by the DHI agency employee when present.

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2.3. **Service Scheduling**

- a. **Unscheduled (unannounced):** Service dates shall not be scheduled and test visits shall be unannounced. Unannounced service may or may not include notifying the herd owner following the completion of the milking prior to the start of the test visit.
- b. **Scheduled:** When service dates are scheduled in advance of the milking prior to the start of the herd test visit, an approved timing device is required and the test day shall be labelled as "Scheduled".

2.4. **Animal Identification (ID)**

All animals identified with approved breed association systems must be positively identified according to one of the following:

- a. On the first test after an animal freshens or when a lactating animal enters the herd; or
- b. The entire herd is positively identified at six-month intervals

Any time an individual animal's ID is in question, she must be positively identified. The DHI agency employee shall positively identify the animals by matching the animal with the registration paper or other breed association approved system used by the herd owner.

2.5. **Approved Milk Metering, Milk Sampling and Milking Timing Devices**

- a. Milk metering, milk sampling and milk analysis devices must be approved by ICAR (International Committee for Animal Recording). Milking timing devices must be approved by all of the Canadian DHI agencies.
- b. The DHI agency shall ensure the accuracy of the milk metering devices used in the herd at least annually, ahead of service, as per procedures approved by all of the Canadian DHI agencies. DHI staff may test meters at any time. The DHI agency may request a service technician to be present and or conduct the accuracy check if necessary.
- c. An approved milking timing device is required for AM/PM and scheduled services. The complete and current listing of approved milk metering devices can be found at:

Approved milking meters: www.icar.org/approved.htm
Approved milking jars: www.icar.org/approved1.htm

- d. Approved milking timing devices are:
 - i. Ohio Ag Services (OAS) Milking Time Monitor
 - ii. Canadian DHI Precision Timer (by Nasco)
 - iii. DairyCheq MilkGuard Time Temperature Recorder
 - iv. Ecolab Time Temperature Recorder
 - v. Dairytracker (LM2S) Time Temperature Recorder
- e. Additionally, some meters have been grandfathered by Canadian DHI

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2.6. Conflict of Interest Declaration

DHI agency employees shall not service their own herd or any other herd in which they may have a potential conflict of interest.

2.7. Responsibilities of the Herd Owner

The herd owner (or those in his/her employ) must:

- a. Assist in the positive identification of animals by restraining the animal, where necessary.
- b. Accept special unannounced tests or retests as conducted by the DHI agency.
- c. Provide complete information on the last three (3) milk shipments, and a complete history if requested.
- d. Advise the DHI agency employee in advance of the administration of any injection on test day.
- e. Not engage in any activity that may mislead, impair or attempt to impair the reliability of any information about an animal or the herd.
- f. Agree to have the herd tested on the date the DHI agency employee calls, on the scheduled date or upon arrival of the DHI agency employee at the farm.
- g. Enroll all animals that have calved at least once.

2.8. Data Integrity and Verification

- a. The Canadian DHI agencies shall employ data quality verification tools as approved by the industry.
- b. When test-day data variability exceeds quality standards the test-day herd data may be eliminated and/or the herd may be retested at the sole discretion of the DHI agency.

2.9. Compliance

- a. When a herd owner accepts herd recording service involving supervised testing there may be penalties, including withdrawal of services, for any infraction of the standards and procedures or other fraudulent activity.
- b. There shall be a process whereby a herd owner may appeal the disciplinary action taken by the Canadian DHI agency and/or the National Disciplinary Committee, which shall be documented and available from the Canadian DHI agency concerned and/or from CDN.

Publishable Lactation Standards in Canada

Performance records for lactations are subject to a series of standards determined by the Canadian Dairy Improvement Industry. Lactation records must meet these service standards both for the individual animal and the herd(s) in which the record was accomplished.

Herd Standards

1. The herd must be tested at least 10 times within a 12-month period (of which at least five must be supervised) or a minimum of 8 if the herd is on a complete 24-hour supervised program.
2. Over the previous 12-month period, 80% of all first lactation animals at least 90 days in milk must be registered or recorded in a breed association herdbook.
3. The maximum interval between any two tests must not exceed 90 days.
4. Minimally, tests must alternate between supervised and unsupervised tests to prevent consecutive unsupervised testing.

Individual Animal Lactation Standards

In addition to the above herd criteria, there are specific standards that must be met by each specific cow during her lactation in order for it to be publishable.

1. The maximum interval between any two test day records must not exceed 90 days.
2. For completed lactations with at least 240 days in milk, the cow must have at least three usable supervised tests with components in the first 305 days of lactation.. For lactations terminated before 240 days in milk or lactations in progress, the required number of supervised tests is pro-rated to be one for up to 150 days in milk and two for records terminated between 150 and 240 days in milk.
3. The Lactation Rating, calculated by the DHI Agency as a measure of the relative accuracy of the lactation record, must be at least 95 for protein yield for lactations terminated after 305 days in milk. Lactations terminating between 240 and 305 days in milk require the lactation rating for protein yield to be at least 90.
4. A projected lactation record will only become publishable when the animal has a test past 60 days in milk.

Official Published Index Requirements in Canada

Genetic Indexes for females are calculated using testday records between 5 and 305 days in milk (DIM) from first, second and third lactations where the calving age is between 18 and 63 months. All classifications from first lactation are included in conformation indexes. To have an Official Domestic LPI published both the production and conformation components must both meet publishable requirements.

Herd Requirements

Production only:

1. At least 50 percent of first lactation animals must be uniquely identified.
2. Meters must be verified for accuracy annually and must not exceed 15 months between verification.
3. Herds should be tested at intervals of 50 days or less and minimally alternate between supervised tests.

Individual Animal Requirements

Production:

1. Animals must have a verified pedigree registered in a Breed Association Herdbook with an identified sire recorded.
2. Individual test intervals can be up to 75 days may occur, however animals on a 10 test alternating AM/PM or alternating supervised/unsupervised testing must not exceed an average test interval of 50-days. Whereas the maximum average test interval is 60-days for herds on a complete 24-hour supervised program.
3. Animals must have at least two usable supervised tests with protein analysis, of which minimally one must be after 60 days in milk.
4. Reliability for a production index must be greater than or equal to 30%.

Conformation:

1. Animals must have a first lactation classification, including reclassifications in first lactation from the Canadian Multi-Breed Classification program.
2. Reliability for conformation indexes must be 30% or greater.

Animals failing these requirements or in herds failing these requirements will receive a management index on their Genetic Herd Inventory Report distributed by the respective DHI organization on behalf of CDN. Animals with a management index will have their Parent Average (PA) published on the CDN web site and most Breed Association web sites.

National Disciplinary Infractions and Penalties

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There are minor infractions and more serious infractions of potential fraudulent nature. The minor infractions, categorized at being Level-1, are administered by the DHI organization with a verbal or written warning to the client.

Minor Infractions with Associated Warnings

Level	Infraction	Warning
1	<ul style="list-style-type: none"> ▪ Did not present all cows ▪ Did not disclose use of needle ▪ Delayed milking times (extensions) ▪ Tilting meter to inflate milk yields ▪ Event information not available or misrepresented (dry dates, calving) ▪ Varying milking hours on test day ▪ Different milking order on test day ▪ Lost ear tag without picture/drawing and no replacement in timely manner so unable to positive ID ▪ Frequent regular test refusal 	<p>Administered by DHI</p> <ul style="list-style-type: none"> ▪ Verbal or written warning with note to file for first infraction in 12-month period ▪ Written warning with note to file for second infraction in 12-month period

The more serious infractions are categorized from Level-2 to Level-4 and entail penalties of varying levels from service and data perspectives. Service penalties may be applied for a period of time to correct specific actions whereas data penalties may be applied to existing records that were observed during the time of the infraction. The penalties associated with the infractions are applied at the discretion of the Disciplinary Committee. Infractions not listed will be assessed by the Disciplinary Committee based on the similarity to infractions listed.

Penalties

	Data	Service
P1	Remove test day records – affected animals	Add conditions to service options (1 to 2-yrs)
P2	Remove test day records – whole herd	Exclude service options (1 to 2-yrs)
P3	Affected records decertified	Require two staff (6 to 12-mths)
P4	Whole herd records decertified (12-mths)	Publishable Service Suspension (12-mths)

Major Infractions with Associated Penalties

Level	Infraction	Penalty
2	Refused Test or Retest	Data-P2
	Misrepresenting milk production at unsupervised test	Data-P1 and Service-P2 (no alternating test program)
	Incomplete milking of animal(s) prior to the test	Data-P1 and Service-P2 (no AM/PM test program)
3	Misrepresenting animals	Data-P1 and Service-P1 (Positive ID animals on test day)
	Switched or Altered samples	Data-P1 and Service-P3
	Altered Electronic Data (AMS)	Data-P1 and Service-P2 (No electronic milk weights permitted)
4	Meter tampering	Data-P3 and Service-P1 (meter verification required at each test)
	Added milk to bucket	Data-P3 and Service-P3
	Udder Infusion	Data-P3 and Service-P3

Repeat Offenders (within three year time period)

Level	Infraction	Penalty
R1	3+ offense of a Level-1 infraction	Service related penalties (P1 to P4) based on specific infractions
R2	Second offense of a Level-2 to Level-4 infraction or threatening/bribing staff	Data-P4 and Service-P4

Data Quality and Retests and Results:

- The decision to conduct a retest is the responsibility of the DHI organization.
- Results are analyzed by the DHI organization.
- The decision to keep or reject data is under the responsibility of the DHI organization.
- In the event that results are outside of the normal range without a valid reason on more than one retest, the case will be forwarded to the Disciplinary Committee
- At the sole discretion of the DHI organization, retest results may be submitted to the Disciplinary Committee for evaluation



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National Industry Standards Appeals Tribunal

(Approved by CDN Board of Directors on November 17, 2003, Revised May 2010)

Canadian DHI agencies and the National Disciplinary Committee have the responsibility of applying the National Disciplinary Guidelines for determining appropriate disciplinary sanctions imposed on herd owners pertaining to the enforcement of industry "Dairy Herd Recording Service Standards for Supervised Herds and Herds Qualifying for Genetic Evaluations in Canada". At the herd owner's discretion, the following outlines the procedures associated with their right to appeal such disciplinary decisions.

1. Right of Appeal to the Industry Standards Appeals Tribunal

- 1.1 The Industry Standards Appeals Tribunal shall consider appeals filed by the herd owners against decisions taken by the National Disciplinary Committee of CDN or Canadian DHI agencies pertaining to the enforcement of industry service standards for supervised herds and herds qualifying for genetic evaluation in Canada.
- 1.2 Within 30 days after receiving the decision of the National Disciplinary Committee or the DHI agency, the herd owner, hereinafter referred to as the appellant, may forward a notice of appeal in writing to:

*Industry Standards Appeals Tribunal
c/o Canadian Dairy Network
660 Speedvale Avenue West, Suite 102
Guelph, Ontario N1K 1E5*

Such notice of appeal must include a summary of the grounds for appeal and a statement of intent to proceed by written submission of documentation versus an in-person hearing, and in the case of the latter, an indication of whether legal counsel will attend the said hearing.

- 1.3 A deposit of \$4,000, payable to Canadian Dairy Network, must accompany each notice of appeal, as outlined in 1.2, to initiate the review process by the Industry Standards Appeals Tribunal. In the case where the Industry Standards Appeals Tribunal decision is to uphold the appellant's request, as defined in 2.3(b), 100% of the deposit is returned, otherwise it is retained by CDN in its entirety.
- 1.4 If a notice of appeal, as outlined in 1.2 and 1.3, is not received within the 30-day time period, all decisions taken by the National Disciplinary Committee or the DHI agency shall be deemed as final.

ANNEX D

- 1.5 The Canadian Dairy Network Board of Directors shall appoint three (3) dairy producers to the Industry Standards Appeals Tribunal, as needed, giving due consideration to the appellant's official language of preference.
- 1.6 Within 60 days of the receipt of the appellant's notice of appeal, the Industry Standards Appeals Tribunal shall determine the date, format and location of the hearing and both the appellant and the DHI agency involved shall be informed of this information at least 30 days in advance of the established hearing date.
- 1.7 Where a party fails or refuses to appear at the hearing or to provide written submissions, the Industry Standards Appeals Tribunal may proceed with the hearing and make a decision based on the evidence available.
- 1.8 The Industry Standards Appeals Tribunal may, in its reasonable discretion, grant adjournments or extensions to the DHI agency or the appellant, following receipt of a written request.

2. Industry Standards Appeals Tribunal Appeal Process

- 2.1 The members of the Industry Standards Appeals Tribunal shall appoint a Chair from amongst themselves.
- 2.2 The appellant shall have the option of an in-person hearing or a process whereby the Industry Standards Appeals Tribunal will consider written documentation submitted by the appellant, the National Disciplinary Committee and/or the DHI agency.
 - a. Where an in-person hearing is held, the DHI agency's representative and/or legal counsel and the appellant and/or legal counsel shall be present throughout the entire proceedings. Witnesses may be called into the hearing to present their evidence and then be dismissed following any questioning. Witnesses may be recalled to clarify their comments.
 - b. Alternatively, where no hearing is to be held, the Industry Standards Appeals Tribunal shall review written submissions as provided by the parties and have the option of requesting additional information as deemed necessary.
- 2.3 The Industry Standards Appeals Tribunal shall review all evidence and thereupon take appropriate decisions and actions which, without restricting the generality of the foregoing, may include:
 - a. Upholding the decision of the National Disciplinary Committee or the DHI agency (whichever body imposed the disciplinary sanction) with regard to (a) the herd owner's intent to act inappropriately and/or misrepresent information and (b) a thorough review of any Data Quality and Retest results;
 - b. Reject the decision of the National Disciplinary Committee or the DHI agency (whichever body imposed the disciplinary sanction) with regard to (a) the herd owner's intent to act inappropriately and/or misrepresent information and (b) a thorough review of any Data Quality and Retest results.
- 2.4 The Industry Standards Appeals Tribunal shall, as soon as available but in no event later than 30 days following the completion of the hearing, provide its final decision in writing to the appellant, the National Disciplinary Committee and the DHI agency.
- 2.5 All decisions of the Industry Standards Appeals Tribunal shall be final and binding on all parties.