



# **ALBERTA CHICKEN INDUSTRY'S**

## **CATCHING & TRANSPORTATION**

### **PROCEDURES MANUAL**

---

August 2015

This Manual has been developed jointly by the Alberta Chicken Producers, Processors, Catching Crews and Live-haul Transporters, and is based off of the Canadian Food Inspection Agency (CFIA) 12.10.1 Guidance for Parties Involved in the Transport of Animals to Slaughter. All parties must be aware of their responsibilities and cooperate to ensure compliance.

# TABLE OF CONTENTS

<b>Section 1: Communications Framework</b>	<a href="#">Page 2</a>
<b>Section 2: Minimum Standards for Catching and Loading</b>	<a href="#">Page 4</a>
▪ Processor Responsibilities	<a href="#">Page 4</a>
▪ Producer Responsibilities	<a href="#">Page 6</a>
▪ Catcher Responsibilities:	Page 8
□ Catching Crew Off-Site Supervisor	Page 8
□ Catching Crew On-Site Supervisor	Page 9
▪ Trucker/Transporter	Page 10
▪ Responsibilities for all Parties	Page 11
<b>Section 3: Conflict Resolution Process</b>	Page 12

## APPENDICES

<b>Appendix 1: Producer Contact Information (Template)</b>	Page 14
<b>Appendix 2: Conflict Resolution Form</b>	Page 15
<b>Appendix 3: Catching Rates Schedule</b>	Page 16

**Processor Initiatives**

1. Catching and trucking schedules must include contact names and phone numbers for each catching location.
2. The shipping confirmation fax sent to producers must include a contact name and phone number for the catching crew.
3. An updated directory of producer names and phone numbers is to be made available to each catching crew.
4. An updated directory of catching crew phone numbers is to be made available to the truck drivers.

**Producer Initiatives**

1. Post contact information sign on the back of the entrance door to each of your barn for catchers to easily see.
2. Producer or a representative to be present at the beginning of the loading process and available on-call if issues arise.
3. Contact the catching and trucking crew(s) if there is a major delay on the farm.

### **Catcher Initiatives**

1. Catching crews must contact the first truck driver and the producer implicated if they expect to deviate from the catching schedule.
2. In the case of catching at multiple farms, if the transition to the next farm is delayed by more than 45 minutes, the producer and truck driver are to be contacted, unless the producer advises that he/she does not wish to be contacted.
3. Catching crews must notify the producer of all damage to facilities, yard access roads, or birds. A written note will suffice for minor events; and a written note and phone call to the producer/farm contact person are required for major events. Notification must be provided as soon as possible, and no later than 12 hours from the time of the incident. Any event that affects the welfare of the birds being loaded or birds in the barns is considered a major event and requires an immediate phone call to the producer/farm contact person.
4. In exceptional circumstances (i.e. high mortality) catching crews must notify the producer and Processor immediately.

### **Truck Driver Initiatives**

1. Drivers must contact the catching crew(s) and producer(s) affected if they expect to deviate from the catching schedule.
2. Drivers must notify the producer of all damage to facilities, yard access roads, or birds. A written note will suffice for minor events; and a written note and phone call to the producer/farm contact person are required for major events. Notification must be provided as soon as possible, and no later than 12 hours from the time of the incident.
3. Drivers must notify the Processor if modules and/or trailers are not visibly clean when arriving at the farm.

## SECTION 2: MINIMUM STANDARDS FOR CATCHING AND LOADING

### PROCESSOR RESPONSIBILITIES:

#### Humane Handling Responsibilities of the Processor/Establishment Operator:

1. Communication:
  - Communicate expectations to producers, catchers, and transporters.
  - Define humane transport and welfare standards for the "supplier," as with any incoming product.
    - Collect letters of guarantee that the parties understand their responsibilities under the Health of Animals Regulations (HAR) Section XII.
    - Provide guidelines for feed withdrawal, special loading protocols, predicted time to load, stocking density, predicted weather, travel distance, trailer tarping /vent configuration\*; and, other variables based on producer information.
    - Provide catchers and transporters with:
      - Crates (if owned by operator) that are structurally sound and visibly clean;
      - Crate dimensions;
      - Assistance in determining stocking density;
      - Expected time to load;
      - Fitness-to-transport criteria;
      - Recommendations to minimize bird stress during loading;
      - Updates, if plans change; and
      - Emergency contact numbers.
  - Schedule catching, loading, and delivery to minimize bird stress.
2. Develop and implement Written Animal Welfare Program to ensure that:
  - Problems are reported, documented, and investigated;
  - Corrective action is taken;
  - Where possible, similar problems are prevented in the future; and
  - Ensure transport records are retained for one year\*.
3. Training:
  - Provide and document humane handling training to employees who work with live animals.
4. Train employees to know:
  - How and when to monitor for the signs of normal behaviour and indicators of stress and illness in each species;
  - Who to notify if animal welfare problems or unexpected events were to occur;
  - What to do with animals compromised during transport;
  - Handling procedures for unloading, including special procedures for stressed animals;
  - How to mark and report damaged crates;
  - How to verify that crates and transport vehicles are visibly clean before they leave the establishment
  - Emergency contact numbers;
  - How and when to notify CFIA Veterinarians (e.g. if there are high DOAs); and
  - Contingency plans for predictable events (e.g. storms, vehicle accident (including protocols at the plant for dealing with birds injured in traffic accidents in timely manner, equipment breakdown).

5. Equipment:
  - Ensure facility design and maintenance does not cause injury or undue stress to birds.
  - Ensure design and equipment operation promotes humane, effective and consistent unloading, handling, inspection and housing all species that are slaughtered.
  - Ensure design, maintenance and operation of the facility and equipment meet Meat Inspection Regulations, Health of Animals Regulations, and Occupational Health & Safety requirements.
6. Transfer of care and control:
  - The establishment employee will examine each load at delivery.
    - Document the condition of the load and the time of transfer of care and control from the transporter.

*\*Responsibility may be dependent upon Processor and Live-haul Operator ownership structure.*

#### Operational Responsibilities of the Processor/Establishment Operator:

1. Scheduling:
  - Notify producers of shipping and planned processing times.
  - Ensure Catchers and Truck Drivers arrive on-time at the farm, to enable loading to commence at the scheduled time.
  - Schedule trucks in a manner that alleviates congestion at the staging area and ensures a safe staging area.
  - Provide contact numbers of Dispatcher, Catchers, Truck Drivers, and a Processor Representative to the producers on the Shipping Confirmation fax/email
2. Adequate equipment is provided; and catchers and truck drivers are available and fit to perform the work\*.
3. Timely and consistent weighing of birds when they arrive at the plant.
4. Trucks and equipment be clean and free of debris when arriving at the farm.

*\*Note: Only applicable when catching crew and/or truck driver is directed by processor*

## PRODUCER RESPONSIBILITIES:

### Humane Handling Responsibilities of the Producer:

1. Complete *Flock Information Reporting Form* accurately. *Flock Information Reporting Form* is to be ready with accurate bird count and weights to determine crate densities and given to the first truck driver.
2. Understand the Processor's expectations for:
  - Feed withdrawal; and
  - Specialized loading protocols to reduce bird stress (e.g., lowering barn temperature in winter prior to loading to minimize extreme temperature changes).
3. Work with the Processor, Catching Crew and Truck Driver to address predictable events and emergencies.
4. Ensure the Catching Crew is familiar with the farm facilities, flock location, and farm procedures prior to catching. Review your expectations with the crew supervisor.
5. Producer or a representative to be present at the beginning of the loading process and available on-call if issues arise. A visible sign containing current and direct contact numbers to be posted in each utility room for Catchers.
6. Inform the transporter and plant Processor of changes to the information on the advance flock sheet, including bird count and weights.
7. It is recommended that producers document the time that care and control of the birds is transferred to the transporter.
8. Communicate concerns with the Processor, Catching Crew Supervisor, and Transporter to prevent further injury, stress, and/or suffering (i.e. compromised birds, state of repair of equipment, truck, trailer, crates etc.). Refer to the ***Should This Bird Be Loaded?*** Poster.

### Operational Responsibilities of the Producer:

1. Producers **must be** ready to allow for catching to begin at the scheduled load time.
2. Provide catchers with heated water, soap, and toweling, or hand sanitizer; and, a sheltered rest area that has adequate seating and is equipped with a garbage can.
3. Adequate barn preparation for Catching to promote safe, humane catching with minimal stress:
  - Feed and water lines lifted, including temperature probes, and any other obstructions cleared.
  - Barn doors unsealed and ready to be opened.
  - Evaluation of bird fitness to travel: cull birds, are to be picked up and properly disposed of on the day of loading, and removal of dead birds.
  - Water leaks causing wet spots inside barn should be taken care of by either containing area or re-bedding.
    - Note: CFIA strongly discourages the movement of wet birds in cold weather.***
  - Producers should have adequate ventilation for catching in all seasons, and make adjustments as requested by Catchers or the Processor.
    - Ammonia is at a reasonable level.
    - Adequate fresh air throughout the entire barn.
  - Daylight loading is a challenge. Modifications to facilities may be necessary. Dark-outs for fans and curtains for doorways are encouraged.

4. Driveway, yard and loading area:
  - Driveway should be wide enough to allow a tractor-trailer of maximum legal length (currently 82.5 feet) to safely enter and exit yard.
  - Smooth, unobstructed yards, and pads that allow for safe and efficient loading.
  - If access to the yard is hindered whether by county road under construction, road bans in effect, or road made impassable from rain or snow, grower should contact the Processor to make other arrangements.
  - Provide an up-to-date map to Processor of his/her yard outlining where traffic may drive and park on the yard, and flag all areas that are off-limits to Truck Drivers and Catching Crews. Any changes to the map or off-limit areas must be provided to the Processor with at least 24-hours' notice.
  - Yard, turn around area, and loading area must be maintained level; free of debris, snow, and potholes; sanded when icy; graveled; and able to support maximum legal weights (currently 63,500 kg).
  - Yards should allow for multiple units (minimum of two), if more than one is required, to be staged allowing for continuous loading.
5. Main Floor Loading Area:
  - Doors are a minimum 6'8" high; it is recommended that new facilities are a minimum 8' high.
  - Doors are of width that will accommodate specific modules (minimum 10' wide).
  - Smooth, unobstructed access to barn doors; a maximum of 2" sill height.
  - Feed and water lines inside the barn must meet the height minimums of the doors.
6. Multi-Storey Barn Loading Area:
  - Doors are a maximum 25' from end of barn and maximum 75' apart.
  - When hand loading is necessary, a gutter must cover the exterior loading platform.
  - Doors are of width that will accommodate specific modules; if door width will not accommodate modules, a loading platform capable of safely handling two fully loaded modules and six catchers is required. Platforms must have railings, a non-slip surface, and not exceed 11' from the ground.
7. Provide notification to Processor if any significant changes occur.
8. Producers who catch and/or load their own birds assume all responsibility for catching.
  - All responsibilities for catching crew Supervisor and on-site Supervisor apply in this instance.

## CATCHER RESPONSIBILITIES

### ● Responsibilities of the Catching Crew Off-Site Supervisor:

#### Humane handling Responsibilities:

1. Training of catchers and on-site Supervisors:
  - Include a training program for all employees (e.g., Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) Catching Course, “***Should this bird be loaded?***” Poster/Guide).
  - Document the training of each employee; and
  - Should include, but is not limited to:
    - Safety precautions;
    - Basic bird behavior during catching;
    - How to handle the type/species of bird;
    - Conditions of birds or environment that can have a negative impact on bird welfare during catching and transport; and
    - Who to call, what action to take, and how to document for the birds that may not be fit to travel.
2. Develop Standard Operating Procedures (SOPs), including:
  - Communication with the Processor:
    - How to (and who will) determine loading densities per drawer or cage – prior to the start of each catch;
    - How (and who) to notify if no stocking densities are provided or if they are obviously inappropriate;
    - An estimation of the expected time to load; and
    - A method to update on-site Supervisors of changes in plans.
3. Equipment:
  - Use shipping crates/cages that are structurally sound (e.g., no sharp edges, holes, or gaps that could have the potential to cause injury to birds) and visibly clean.
  - Know who to notify, what action to take, and how to document problems with crates.
4. Catching SOPs that includes, but is not limited to the following provisions:
  - Birds should be loaded upright to avoid suffocation;
  - Bird heads, wings, and legs must not be caught between crate or module drawers (loaded such that injury or mutilation is prevented);
  - Crates of live birds are moved without tipping and prevent bird pileup;
  - Loaded crates and/or drawers are not thrown or dropped; and
  - Only trained personnel euthanize animals.
5. Emergency Procedures:
  - Know who to call and how to document problems, unusual situations, or emergencies.
  - Be familiar with the Processor's contingency plans and relevant contact numbers.
6. Transfer of Care and Control of the Animals:
  - Train on-site supervisor to document the time that care and control of the birds is passed to the transporter.

#### Operational Responsibilities:

1. Catchers must have sufficient WCB Insurance from their respective employer.

## ● Responsibilities of the Catching Crew On-Site Supervisor:

### Humane Handling Responsibilities of the Catching Crew On-Site Supervisor:

1. Confirm conditions of birds and the barn prior to catching commence.
2. Catch only if bird and environmental conditions favor humane transport (contact producer or Processor if not).
3. Ensure that the crew handles birds to minimize stress and injury.
4. Refrain from catching and loading compromised animals.
5. Refrain from loading animals that are not fit for transport.
6. Respect the calculated loading densities per drawer or cage prior to the start of each catch (based on animal size, local weather, and estimated travel time).
7. Notify catchers and off-site Supervisors of problems or abnormal situations. (i.e. high mortality, catching crews must notify the producer and Processor immediately).
8. Document all deviations from SOPs, as well as problem situations. Immediately correct improper behavior and, if necessary, review training with catchers when deficiencies are observed.
9. Document barn conditions and weather conditions.
10. Document the time that care and control of the birds is transferred to the transporter operator.

### Operational Responsibilities of the Catching Crew On-site Supervisor:

1. Inform producer if crew is not going to be on location at scheduled time.
  - Following the *Communications Framework Procedures* under Section 1 above.
2. Ensure crew makes every effort to monitor and pick up strays outside the barn and around the truck.
3. Leave yard in the same condition as when the crew arrived. (Free of garbage and major damage)
4. Leave facilities in the same condition as when the crew arrived. (Free of garbage and in good repair)
5. Responsible for birds in the barn, including moving birds if necessary.
6. Ensuring adequate equipment and crews to meet Producer and Processor agreed upon load times.
7. Ensuring barn doors are properly closed when loading is complete.
8. Smoking must be restricted to designated areas identified by the producer.

## ● Responsibilities of the Trucker/Transporter:

### Humane Handling Responsibilities of the Trucker/Transporter:

1. Training:
  - Provide and document humane transportation training to all employees who handle/transport animals.
2. Train employees to:
  - Know how to recognize animal welfare problems during loading and transport;
  - Adapt their transport vehicles to fit the weather conditions expected during transport to ensure humane transportation;
  - Be aware of who to notify and what action to take for problems or unexpected events;
  - Know how to handle and what action to take if the animals were compromised during transport; and
  - Ensure the vehicle and transport crates are in good repair and are visibly clean.
3. Implement an Animal Welfare Program so that:
  - Problems are reported, documented, and investigated;
  - Corrective action is taken; and
  - Where possible, similar problems are prevented in the future.
4. Develop SOPs that describe circumstances, including, but not limited to:
  - Poultry transported long distances; and
  - Ensuring that stop times do not compromise bird welfare.
5. Develop Contingency (backup) Plans for predictable situations, including, but not limited to:
  - Alternate routes, vehicle accidents, illness, change in weather, extreme humidity, breakdown, etc.
  - These plans should be available to the plant operator if requested.
6. Equipment:
  - Transport vehicle design and maintenance are suitable for the animals and weather condition.
7. Communication and Documentation:
  - Drivers shall document:
    - What they know of barn and bird conditions and loading procedures;
    - Weather and road conditions from loading to delivery;
    - Transport time, including:
      - Start time of loading;
      - Driving time, including time and length of breaks and rest stops; and
      - Time of delivery; and,
    - Retain transport records.
8. Transfer of Care and Control:
  - Check load (at delivery) to document the condition of the birds. Advise the receiver about the load's condition and deviations from SOPs.
    - Document the time of transfer of care and control to the Processor after the Processor has examined the load.
    - Check the load to document the condition of birds before transferring care and control.
    - Advise the receiver of the condition of the lot and the deviations from the SOPs.

#### Operational Responsibilities of the Trucker/Transporter:

1. Drive safely.
2. Follow the yard map and respect identified restricted areas.
3. Leave facilities in the same condition as when the crew arrived (free of garbage and major damage).
4. Arrive on-time at the farm to enable loading to commence at the scheduled time; and arrive on-time at the plant.
5. Contact the producer/catching crew/Processor if there is any change or delay to the scheduled time.
6. Ensure the staging area is safe.
7. The **First Driver** for each flock delivers the required *Flock Information Reporting Form* to the plant.
8. Drivers must have sufficient WCB Insurance from their respective employer.

#### ● **Responsibilities and Conditions Pertaining to all Parties:**

**Processors, Producers, Catchers, and Transporters are each Responsible for notifying others if there is a delay or change to the schedule.**

The Minimum Standards for Catching have been established to build efficiency into the industry. It is recognized that older facilities exist, which presently do not conform to all of these standards. In these situations, agreement between producers and Processors is required to accommodate the transition of older facilities to fully compliant facilities over time. It is also recognized that extraordinary circumstances will exist from time to time, rendering adherence to certain standards impossible.

If adherence to the Minimum Standards is not demonstrated, and agreement cannot be reached between the parties, additional charges may apply, subject to written documentation being filed with the Board office.

**DEFINITION OF CONFLICT RESOLUTION:**

The process of resolving a dispute or a conflict, by providing each side's needs and adequately addressing their interests so that they are satisfied with the outcome.

The process can include conciliation, mediation, and arbitration. It may be possible to avoid conflict without actually resolving the underlying dispute by getting the parties to recognize that they disagree but that no further action needs to be taken at that time.

**ASSUMPTIONS:**

Before moving to a conflict resolution process, some basic assumptions must be stated:

1. Alberta Chicken Producers will act as an administrator in the process.
2. All parties involved, including producers, Processors, catchers and truck drivers, support this process.
3. Names of company representatives and Alberta Chicken Producers staff responsible for the process are known once the process is accepted.
4. All participants are encouraged to act in good faith.
5. The time line of any portion of the process can be changed if agreed to by all concerned parties.
6. An earnest effort shall be made to settle issues fairly and promptly through discussion between the parties to avoid the need for formal mediation. Should the difference not be settled within three(3) working days, the Conflict Resolution Process may be pursued.

**CONFLICT RESOLUTION PROCESS:****Step One: Conciliation**

The concerned party will fill out a *Conflict Resolution Form* (attached) within ten(10) working days of the unresolved incident and forward it to the Alberta Chicken Producers office, as well as to the affected Processor representative. The parties will meet within five(5) days of receipt of the letter and shall provide a written report, copied to the Alberta Chicken Producers, within five(5) days of the meeting.

## **Step Two:**

Failing satisfactory settlement in Step One, the concerned party shall, within five(5) days of receipt of the report generated in Step One, send a letter to the Alberta Chicken Producers office indicating such unsatisfactory settlement. The concerned party may at this time choose the process of Facilitation or Mediation, depending on the complexity of the situation. The Alberta Chicken Producers staff may also assist in this process.

### **Facilitation**

The Alberta Chicken Producers designated staff member will coordinate a meeting of the parties in conflict with an unbiased third party (facilitator). The facilitator will be chosen by the designated staff member from a bank of suggested individuals submitted by industry. These individuals can include, but are not limited to, individuals from industry, Marketing Council (past members), and Government. The meeting will be scheduled within ten(10) working days of receipt of the letter from the unsatisfied party. The facilitator shall render a report in writing to the parties involved, copied to the Alberta Chicken Producers, within five(5) days of this meeting.

*COST: \$500.00 down payment from each party to pay the Facilitator*

### **Mediation**

The Alberta Chicken Producers designated staff member will coordinate a meeting of the parties in conflict with a professional third party Mediator. The meeting will be scheduled as soon as time permits, given the more serious nature and the availability of the Mediator. The Mediator shall render a report in writing to the parties involved, copied to the Alberta Chicken Producers, within five(5) days of this meeting.

*COST: \$1,000.00 down payment from each party to pay the Mediator*

## **Step Three: Arbitration**

Failing satisfactory settlement being reached in Step Two, either party, within fourteen(14) days of receipt of the report in Step Two, may send notice to the Alberta Chicken Producers office of their intent to seek arbitration. At this time, Alberta Chicken Producers will only act as a supplier of information previously gathered. The Arbitrator must be found, agreed upon, and paid by the concerned parties.

**Appendix 1**

**CONTACT INFORMATION TEMPLATE**

*Producers are required to post their contact information on the back of the entrance door to their barn for catchers to visibly see.*

**FARM CONTACT INFORMATION:**

**Farmer Contact Name:** \_\_\_\_\_

**Cell Phone:** ( ) \_\_\_\_\_

**Alt. Phone:** ( ) \_\_\_\_\_

**Alternate Contact Name:** \_\_\_\_\_

**Cell Phone:** ( ) \_\_\_\_\_

**Alt. Phone:** ( ) \_\_\_\_\_

**Legal Land Location of the Barn:** \_\_\_\_\_

**Directions to the Farm:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EMERGENCY PHONE NUMBERS:**

**Fire, Police, Ambulance**                      **911**

Natural Gas Company                      \_\_\_\_\_

Power Company                              \_\_\_\_\_

Tow Truck Company                        \_\_\_\_\_

## Appendix 2



2518 Ellwood Drive SW  
Edmonton, AB T6X 0A9  
Phone: (780) 488-2125

Fax To: (780) 488-3570

### CONFLICT RESOLUTION FORM

<b>NAME:</b> (COMPLAINANT)		<b>COMPANY:</b>	
<b>ADDRESS:</b>			
<b>HOME PHONE:</b>			
<b>CELL PHONE:</b>			
<b>RECORD OF OCCURRENCE</b>			
<b>Date of Occurrence:</b>		<b>Location of Occurrence (Land Location):</b>	
<b>Summary of Circumstances &amp; Settlement Requested:</b>			
<b>Date Filed:</b>		<b>Signature:</b>	
<b>Company Reply:</b>			
<b>Date Filed:</b>		<b>Signature:</b>	
<b>FINAL REPORT</b>			
<b>Date Filed:</b>		<b>Signature:</b>	

## Appendix 3



### DIFFERENTIAL CATCHING RATES

The following catching rates are effective August 6, 2017, and will remain in effect until December 22, 2018.

TYPE OF LOADING	CATCHING RATE
Modular Loading	\$0.0405/kg
Transfer Loading	\$0.0445/kg
Hand Loading	\$0.0495/kg
Stand-by Loading	\$0.0545/kg

#### WHERE:

Modular Loading	Facilities allow for the movement of modular into the barn and allow the modular to move within the barn, to within an approximate 10 foot radius of the birds being caught.
Transfer Loading	Facilities allow for the movement of modular inside the barn doors or onto a platform outside of the barn doors, to within an approximate 65 foot radius of the birds being caught.
Hand Loading	Any situation that is not defined as Modular or Transfer Loading.
Stand-by Loading	When a producer who catches his/her own birds with his/her own crew and/or equipment requires the labour of a catching crew with 72 hours of the scheduled load time, the stand-by charge will apply.

#### NON-COMPLIANCE WITH THE MINIMUM STANDARDS FOR CATCHING:

In the event that a producer is not compliant with the Minimum Standards for catching as outlined in "Alberta's Catching Industry Procedures Manual":

- 1) The Processor will first discuss the issue with the producer and provide the producer with the opportunity to bring the deficiency into compliance.
- 2) If the producer continues to demonstrate non-compliance, that producer will pay an additional \$0.01/kg for catching, with a minimum charge of \$500, until the deficiency is corrected.