



FARM Animal Care Evaluation Preparation Guide

2020-2022
Version 4

About FARM Animal Care

Consumers today are more interested than ever before in their food: how it's produced, its safety and wholesomeness, who is producing it and how animals are treated. The National Dairy FARM Program: Farmers Assuring Responsible Management is earning the trust of everyone who makes dairy a part of their day by setting the highest standards when it comes to animal care, workplace settings, and environmental and antibiotic stewardship. Open to all farms, milk processors and cooperatives, FARM helps ensure the success of the entire industry by demonstrating to our customers and consumers that U.S. dairy farmers are committed to producing the best milk with integrity.

National Milk Producers Federation (NMPF) with support from Dairy Management, Inc., established the FARM Program in 2009. Through the Innovation Center for US Dairy, the dairy community has aligned behind FARM as the industry-wide social responsibility program.

The FARM Animal Care Program demonstrates that dairy producers are committed to taking excellent care of their animals and producing safe, wholesome milk by:

- Detailing science-based animal care guidelines that evolve with the latest dairy research
- Providing on-farm evaluations by trained evaluators who work with farmers to identify strengths and, if necessary, outline improvements
- Ensuring the integrity of the program with third-party verification by qualified dairy experts who evaluate a representative percentage of farms each year to demonstrate that FARM is working as intended

FARM Animal Care DOES:

- Create a framework and foundation for on-farm animal care
- Create a culture of continuous improvement
- Is a snapshot of farm management practices
- Require producer monitoring, oversight and active on-farm participation
- Rely on science, and is facility and size neutral

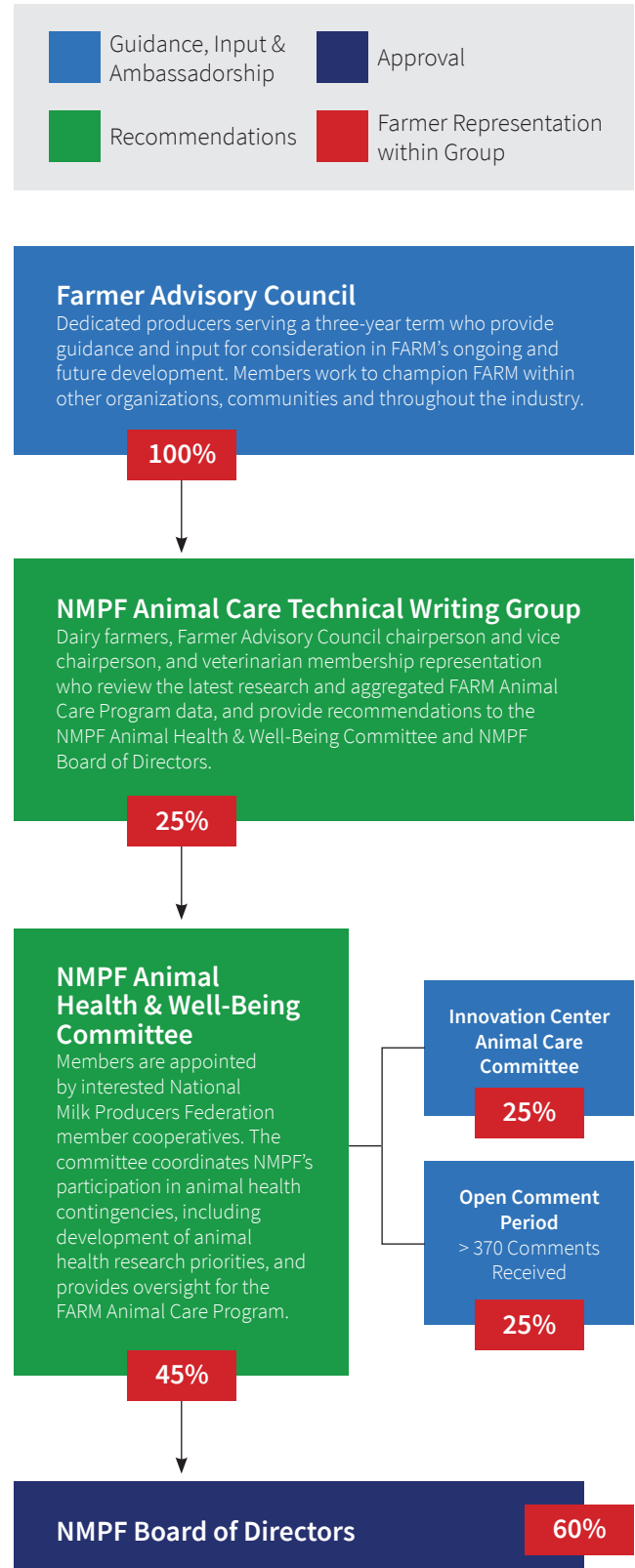
FARM Animal Care DOES NOT:

- Ensure a certain on-farm culture
- Replace supervision and management of employees
- Guarantee perfection or that best management practices are followed
- Eliminate challenges
- Eliminate threats to consumer trust

FARM Animal Care Guidelines

The National Dairy FARM Animal Care Program standards are formally revised every three years through a strenuous, year-long process.

Who Drafts and Approves FARM Animal Care Program Guidelines?



Second-Party Evaluation

A Second-Party Evaluation is an external review and assessment of on-farm animal care practices for a participating dairy farm facility based on the National Dairy FARM Program guidelines. Facilities participating in FARM Animal Care Program must undergo a Second-Party Evaluation at least once every three years. Evaluations are not to be conducted unannounced.

What Facilities Complete Second-Party Evaluations?

Second-Party Evaluations are conducted on each dairy facility with lactating dairy cows that is a member, patron, contractor or direct shipper of any organization that has signed a FARM Animal Care Participation Agreement.

Who Conducts Second-Party Evaluations?

Second-Party Evaluations are conducted by certified individuals who complete and pass annual in-person training.

Before attending a training, Second-Party Evaluators are required to meet minimum prerequisites including a combination of five years of education and/or on-dairy farm industry experience, a written application and completion of an in-depth interview. To read more about the evaluator process, visit the FARM website: nationaldairyfarm.com

Third-Party Verification

All facilities that have had a Second-Party Evaluation are subject to Third-Party Verification. Contracted with the FARM Animal Care Program, Third-Party Verifiers conduct verifications on a representative percentage of participating facilities each year to provide statistically valid data regarding adherence to FARM Program guidelines. This process demonstrates the program’s integrity by program participants ensuring Second-Party Evaluators consistently implement the FARM Program. Third-Party Verifiers conduct their assessment utilizing the same standards as Second-Party Evaluators. Verifications are not to be conducted unannounced.

Where are Third-Party Verifications Conducted?

Every six months, a random sample of all eligible facilities is selected from a pool of the facilities that were evaluated during the previous six months.

Who Conducts Third-Party Verifications?

The National Dairy FARM Program contracts with an auditing firm to facilitate the FARM Animal Care Program verification process. Individuals approved to conduct verifications must meet the outlined requirements for Second-Party animal care evaluators in addition to having an extensive auditor background. All Third-Party Verifiers must complete annual in-person training.

	During an Evaluation a Certified Second-Party Evaluator will:	During a Verification a Certified Third-Party Verifier will:
Review	<ul style="list-style-type: none">Continuing education recordsSigned veterinarian documentationWritten protocolsCow treatment records	<ul style="list-style-type: none">Continuing education recordsSigned veterinarian documentationWritten protocolsCow treatment records
Observe	<ul style="list-style-type: none">AnimalsFacilities	<ul style="list-style-type: none">AnimalsFacilities
Verify	<ul style="list-style-type: none">Observed actions are consistent with written records and protocols	<ul style="list-style-type: none">Observed actions are consistent with written records and protocols
Create	<ul style="list-style-type: none">If required, corrective action plans if certain standards are not met	<ul style="list-style-type: none">Any corrective action plans if certain standards are not met*

**Verifiers are ONLY permitted to create required action plans outlined in the FARM Animal Care Program Version 4 guidelines.*

Customer Outreach Focus

The National Dairy FARM Program assists FARM Animal Care Program participants in providing necessary aggregated data and proof points to dairy customers (i.e. retail, food service, package goods, etc.) to maintain confidence within the dairy supply chain.

FARM develops multi-level relationships and provides impactful business materials to dairy customers to ensure the dairy industry is top of mind when customers have questions about on-farm animal care practices and in the development of any procurement policy or sourcing guidelines. The program demonstrates the dairy community's commitment to stewardship and social responsibility through event-based dialogue and supply chain alignment.

Program Expectations

Dairy Producer

- Adhere to outlined FARM Animal Care Program standards
- Sign Pledge of Participation during Second-Party Evaluation, establishing an understanding of standards and verification process
 - *Required for good standing*
- Provide necessary written protocols and records for evaluator or verifier to review
- Assist evaluator or verifier as needed in completing the evaluation
- Complete any corrective action plans within the identified timeline(s)

Evaluator & Verifier

- Follow all safety guidelines and employ proper biosecurity protocols set forth by the FARM Animal Care Program as well as the individual producer
- Maintain and safeguard the confidentiality of the dairy facility's information
- Properly communicate evaluation expectations to producers
- Assist the dairy facility in completing any corrective action plans
- Coordinate scheduling between producer and verifier
- Evaluators should attend Third-Party Verifications if possible
- Be polite and courteous
- Follow up and resolve necessary action plans created by verifier

After the Evaluation or Verification

Evaluation or Verification Feedback

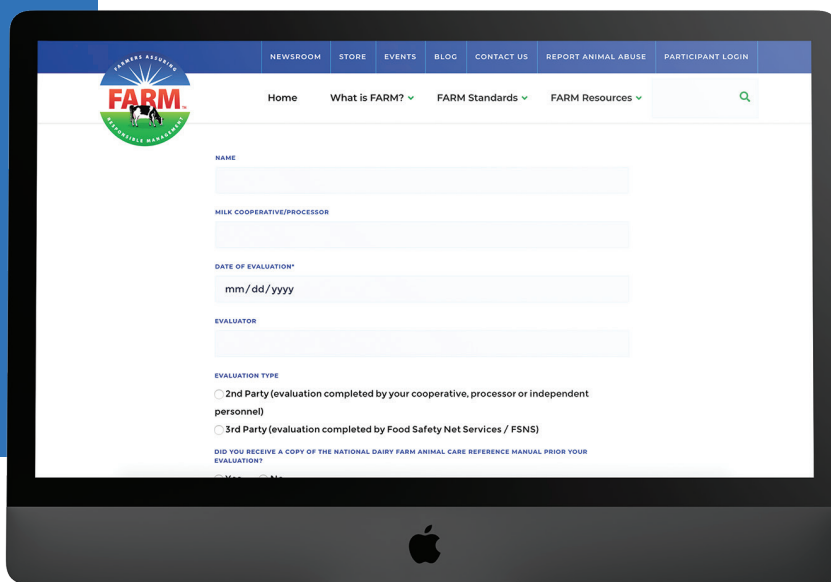
The FARM Program values feedback from the dairy community as it influences future standards and programmatic processes. After participating in a Second-Party Evaluation or Third-Party Verification, we encourage all dairy producers and managers to complete a feedback form found on the FARM Program website: nationaldairyfarm.com/evaluationfeedback.

FARM Database Access

All dairy facilities have access to review their completed evaluations, verifications, and active and past corrective action plans within the password-secured FARM database. Facility representatives in need of creating an account within the FARM database should reach out to their FARM Second-Party Evaluator.

Completing Corrective Action Plans

If during an evaluation or verification any corrective action plans were created, dairy facility representatives should work closely with a Second-Party Evaluator to adhere to any timelines to complete any identified actions.



The image shows a computer monitor displaying the FARM Animal Care Program evaluation form. The form is titled "FARM ANIMAL CARE PROGRAM" and includes a logo. The form is divided into sections for "NAME", "MILK COOPERATIVE/PROCESSOR", "DATE OF EVALUATION*", "EVALUATOR", and "EVALUATION TYPE". The "EVALUATION TYPE" section has two radio button options: "2nd Party (evaluation completed by your cooperative, processor or independent personnel)" and "3rd Party (evaluation completed by Food Safety Net Services / FSNS)". Below the form, there is a small text box asking "DID YOU RECEIVE A COPY OF THE NATIONAL DAIRY FARM ANIMAL CARE REFERENCE MANUAL PRIOR YOUR EVALUATION?". The monitor is an Apple iMac, and the background is a solid blue color.

FARM Animal Care Program Version 4 Standards

Documentation

To be reviewed during a Second-Party Evaluation or Third-Party Verification

☐ Signed Cow Care Agreements#†

- ☐ **Non-Immediate Family Members#** One signed agreement from each employee who is 18 years or older with animal care responsibilities documented annually.
- ☐ **Immediate Family Members†** One signed agreement from each employee who is 18 years or older with animal care responsibilities documented annually *OR* a document signed by a family representative taking responsibility for explaining animal care expectations to remaining family members who are 18 years or older.

Immediate family member is defined as a grandparent, parent, in-law, spouse, partner, sibling, child or grandchild of the legal guardian(s) or legal owner(s) of the dairy operation.

☐ Veterinarian-Client-Patient Relationship#

VCPR to be signed annually by facility representative and Veterinarian of Record.

☐ Continuing Education Records#†

Job-specific continuing education for non-family# and family† employees if they have animal care responsibilities that include:

- ☐ Stockmanship
- ☐ Pre-weaned calf care
- ☐ Non-ambulatory animals
- ☐ Euthanasia
- ☐ Determining animals are fit to transport

☐ Permanent Written or Electronic Drug Treatment Records are Maintained†

- ☐ Date of treatment
- ☐ Animal treated identification
- ☐ Name of treatment
- ☐ Disease/condition being treated
- ☐ Dosage administered
- ☐ Route of administration
- ☐ Duration of treatment
- ☐ Specified withdrawal times for milk and meat to ensure food safety

Reviewed Protocols and Verified Effective Actions

The facility will be evaluated for the presence of the following written protocols as well as their effectiveness in action. All written protocols should be translated as needed into a language understood by all individuals with assigned animal care responsibilities.

Herd Health Plan

Reviewed annually by the Veterinarian of Record#

☐ Pre-Weaned Calves Protocol including:

- ☐ How calves are moved#
- ☐ How colostrum is provided#
- ☐ How milk/milk replacer is provided#
- ☐ Feed and water are provided by day three#
- ☐ Disbudding of calves prior to 8 weeks of age#
- ☐ Pain mitigation used for disbudding†
 - Pain mitigation is expected to be used when disbudding calves for any method (cautery, paste, etc.)
 - It is expected that producers work with their veterinarians to determine the appropriate pain mitigation to use for disbudding

☐ Euthanasia Protocol including:

- ☐ Criteria for the identification of animals to be euthanized#
- ☐ Euthanasia techniques that follow the approved methods of AABP and/or AVMA#
- ☐ How carcass disposal is conducted using an appropriate method#

☐ Treatment of Common Diseases

- ☐ Mastitis
- ☐ Metritis
- ☐ Milk fever
- ☐ Ketosis
- ☐ Displaced abomasum
- ☐ Pneumonia
- ☐ Diarrhea

☐ Lameness Prevention and Treatment

☐ Difficult Calving (Dystocia) Protocol

☐ Non-Ambulatory Animals Protocol including:

- ☐ How non-ambulatory animals are moved#
- ☐ What prompt medical care is provided#
- ☐ Outlines that non-ambulatory animals are provided with access to feed, water, protection from heat and cold for typical climatic conditions, isolation from other ambulatory animals and protection from predators#

☐ Vaccination Protocols that specify:

- ☐ Age(s)/stage when vaccination given
- ☐ Product used
- ☐ Dosage administered
- ☐ Route of administration
- ☐ Withdrawal times

☐ Milking Procedure Protocol

☐ Emergency Action or Crisis Plan

Examples: employee injury, biosecurity, natural disasters, temperature extremes, contagious disease outbreak, power failure, manure spills, etc.

☐ Biosecurity Protocol

☐ Pest, Fly and Parasite Control

☐ Fitness to Transport Protocol# including:

- ☐ Definition of animals that are eligible to be marketed
- ☐ Outlines adherence to milk and meat withdrawal times

Animal Observations

During the evaluation, the following animal observations will be conducted by the evaluator.

All Age Classes

- ☐ No routine tail docking♦
- ☐ Each animal is identified with a tamper-resistant individual animal ID

Outcomes-Based Animal Observations

	Hygiene	Body Condition Score†	Locomotion†	Hocks†	Knees†	Broken Tails†
Benchmark to Meet	90% or more observed animals score 2 or less on the FARM Program Hygiene Scorecard	99% or more of observed animals have a body condition score of 2 or greater on FARM Body Condition Scorecard	95% or more of the lactating herd score 2 or less on the FARM Locomotion Scorecard	95% or more of the lactating herd score 2 or less on the FARM Hock Scorecard	95% or more of the lactating herd score 2 or less on the FARM Knee Scorecard	95% or more of lactating animals do not have broken tails
Lactating Cows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Weaned Calves (heifers, bulls, steers)	<input type="checkbox"/> (3 days of age and older)	<input type="checkbox"/> (3 days of age and older)				
Post-Weaned Heifers	<input type="checkbox"/>	<input type="checkbox"/>				
Pre-Fresh Cows and Heifers/Dry Cows	<input type="checkbox"/>					

Facility Observations

During the evaluation, the following facility observations will be conducted by the evaluator.

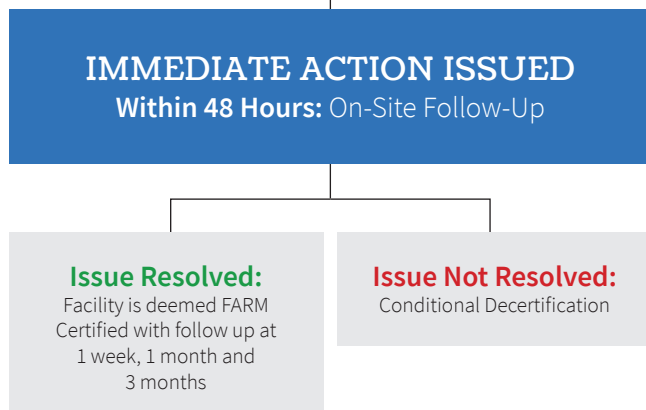
- ☐ **Posted Emergency Contact Information**
- ☐ **Facility Design**
 - ☐ Clean, soft, dry, well-lit and well-ventilated calving area
 - ☐ Method of daily exercise for all age classes
 - ☐ Protection from heat and cold for typical climatic condition
 - ☐ Housing allows all age classes of animals to easily stand up, lie down, adopt normal resting postures and have visual contact with other cattle without risk of injury
 - ☐ Resting area for all age classes of animals that is clean, dry, provides traction at all times when away from the milking facility and does not pose risk of injury
 - ☐ Facilities designed to prevent injuries, slips and falls of animals

Please reference Second-Party Evaluator, FARM Animal Care Program Manual and/or FARM website to confirm if any continuing education, documentation, protocol or action meets the outlined standard.

Corrective Action Plans

Failing to meet certain FARM Animal Care Program Version 4 standards will trigger one of the following corrective actions plans.

FARM Program Second-Party Evaluation Conducted



Immediate Action Plans | IAP

Standard must be met immediately

Immediate Action Plans require that the standard is met immediately. Failure to meet this standard will result in the facility being placed on Conditional Certification for 48 hours or less once the standard is met. If after the 48-hour Conditional Certification the facility continues to not meet the standard, the facility will be Conditionally Decertified until the standard is met.

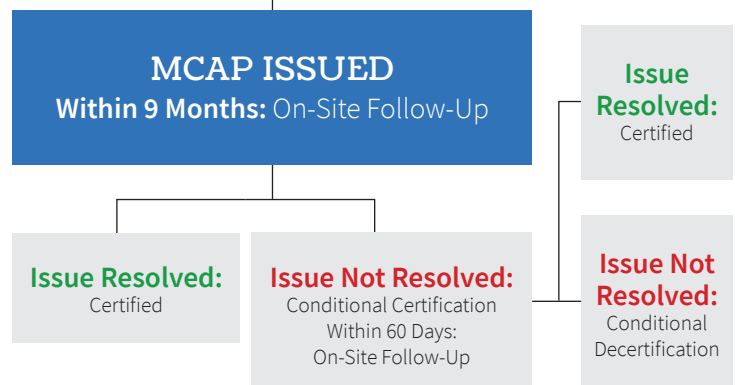
The program participant (the co-op or processor through which the farm is participating) will be delisted from FARM if they continue to procure milk from a Conditionally Decertified facility. If the facility is placed on Conditional Certification for an IAP, there is the expectation that the facility is followed up with at one-week, one-month and three-month intervals to ensure the standard is met.

Mandatory Corrective Action Plans | MCAP

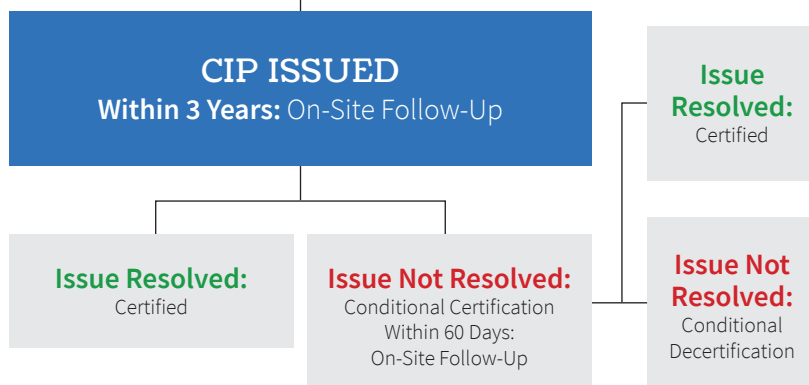
Requires that the standard is met within nine months or less

Mandatory Corrective Action Plans require that the standard is met within nine months or less as determined by the program participant. Failure to meet these standards within this allotted timeframe will result in the facility being placed on Conditional Certification leading to Conditional Decertification if standards are not met after the designated timeframe. The program participant (the co-op or processor through which the farm is participating) will be delisted from FARM if they continue to procure milk from a Conditionally Decertified facility.

FARM Program Second-Party Evaluation Conducted



FARM Program Second-Party Evaluation Conducted

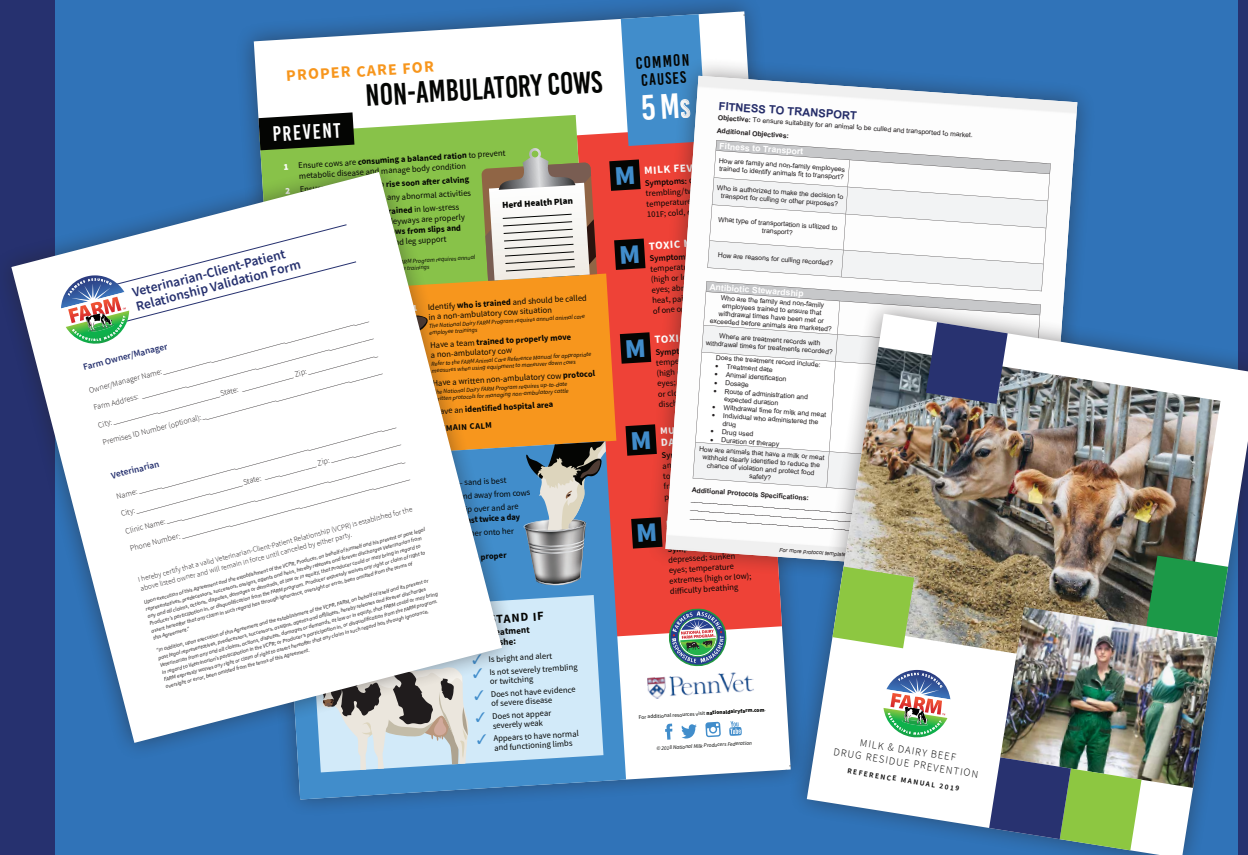


Continuous Improvement Plans | CIP

Requires that improvement toward meeting the standard must be met within three years or less

Continuous Improvement Plans require that action has been taken to meet the standard within a minimum of three years or less as determined by the program participant. Failure to meet this standard within this allotted timeframe will result in the facility being placed on Conditional Certification leading to Conditional Decertification if standards are not met after the designated timeframe. The program participant (the co-op or processor through which the farm is participating) will be delisted from FARM if they continue to procure milk from a Conditionally Decertified facility. FARM Animal Care Program evaluators may create CIPs for additional areas beyond the Version 4 standards if deemed necessary.

Resources



The FARM Program works closely with industry stakeholders to curate and develop on-farm animal care resources in order to meet FARM Animal Care Program standards.

To learn more about the FARM Program, access protocol templates or training aids, visit the FARM website: www.nationaldairyfarm.com

