# SOP #15 – Visitors and Service Personnel

*(Question BIO6, July 2023 Reference Manual pages 4-14 & 4-15. All shaded areas are required elements of your SOP. You may use your own words to communicate the same intent.)*

Purpose: Controlling traffic and visitors is an essential part of biosecurity. Pathogens can be introduced and spread by contaminated footwear, clothing, and hands, as well as on vehicles, farm machinery and other equipment. These risks can be managed if those involved understand and adhere to biosecurity measures in place on your farm.

* We try to plan ahead for all visits as best we can and inform all visitors of biosecurity requirements.
* The following biosecurity measures are for visitors and service personnel to follow, depending on the level of risk each visitor could pose: (Provide a list of actions based on visitor type/risk level OR Conduct a risk assessment of all visitor before you allow them into your operation)
* Visitors and Service Personnel:
  + A sign is posted within sight of the parking area, providing with a contact number to call prior to entry.
    - Outside vehicles are only allowed in the designated parking area, excepting the cleaned hoof trimming vehicle as noted in the hoof trimming protocol.
    - Signs noting restricted access and contact person are posted at all entrance to cattle and feed areas.
  + All visitors must wear clean, disinfected boots, boot covers or disposable boots along with clean clothing prior to entering the production area.
    - Visitors that will have contact with animals must wear coveralls.
    - International visitors are provided with clean coveralls, gloves and clean boots or shoe covers.
  + The designated area for the disposal of disposable coveralls, boots and gloves is located in: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
  + If visiting multiple groups of animals, visitors will move from young animals to older animals, with any required contact with sick animals occurring last.
  + Visitors are logged in a visitor’s book.
* Bull Calf Pick Up:
  + Bull calves are moved to an area separate from heifer calves prior to pick up.
  + Personnel picking up bull calves must wear clean and disinfected boots or boot covers and clean coveralls to pick up the bulls.
  + The bull calf transport vehicle and personnel will not enter areas housing other calves.
* Veterinarians:
  + All veterinarians entering the premises must wear clean, freshly laundered coveralls and disinfected boots.
  + Heifers are checked for pregnancy prior to cows.
  + Sick cow examination is performed following pregnancy check on healthy cattle and fresh gloves/rectal sleeves are used during sick cow examinations and disposed of following examination.
  + Boot are cleaned/disinfected and clean coveralls are donned prior to entering calf areas.
  + Boots and equipment are disinfected, coveralls disposed of prior to re-entering cattle areas after a postmortem.
* Farm Employees (including family members):
  + Use farm-dedicated clothing and footwear
  + Farm workers report to work in clean clothing and shoes/boots or there is a designated area to change and store clothing and boots that is located close to the entrance of the barn but before the production unit.
  + All coveralls are to be cleaned on a regular basis
  + Routinely clean and disinfect footwear when entering and leaving the farm, moving among production areas (ex. cows to calves) or into traffic areas (hallways, office, milk house)
  + Gloves are worn during milking and changed after interacting with cows with abnormal milk or cows that are otherwise ill.
  + Gloves are worn and changed during sick cow treatment. Hands are washed after sick cow treatment.
* All visitors, service personnel and employees are provided a washing station (hands and boots) that can be used prior to entering the production unit.
  + Maintain footwear washing facilities, chemical solutions and brushes at the entry to and between different production areas.