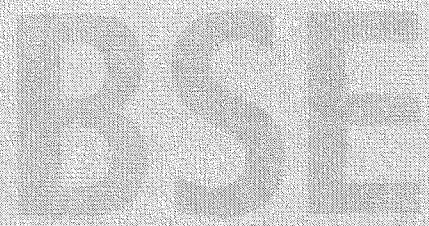


- Edible, non-specified risk material (non-SRM) meat product
- Inedible, non-prohibited, non-SRM materials and ingredients
- Inedible, prohibited, non-SRM materials and ingredients
- Specified Risk Material (SRM) (permit required)



# Canada's Enhanced Feed Ban



CFIA 宣傳單張  
(二)



Canadian Food  
Inspection Agency

Agence canadienne  
d'inspection des aliments

# Enhanced Animal Health Protection From BSE

REQUIREMENTS FOR  
TRANSPORTING  
CATTLE CARCASSES



Canada





Beginning July 12, 2007, enhanced animal health safeguards come into effect to help eliminate bovine spongiform encephalopathy (BSE), or mad cow disease, from Canada. Certain cattle tissues capable of transmitting BSE, known as specified risk material (SRM), are banned from all animal feeds, pet foods and fertilizers. There are also requirements for anyone transporting cattle carcasses or remains.

## What are SRM?

SRM are defined as:

- the skull, brain, trigeminal ganglia (nerves attached to the brain), eyes, tonsils, spinal cord and dorsal root ganglia (nerves attached to the spinal cord) of cattle aged 30 months or older; and
- the distal ileum (portion of the small intestine) of cattle of all ages.

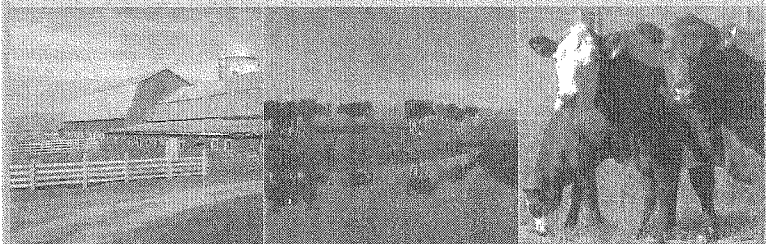
*A permit is required to transport:*

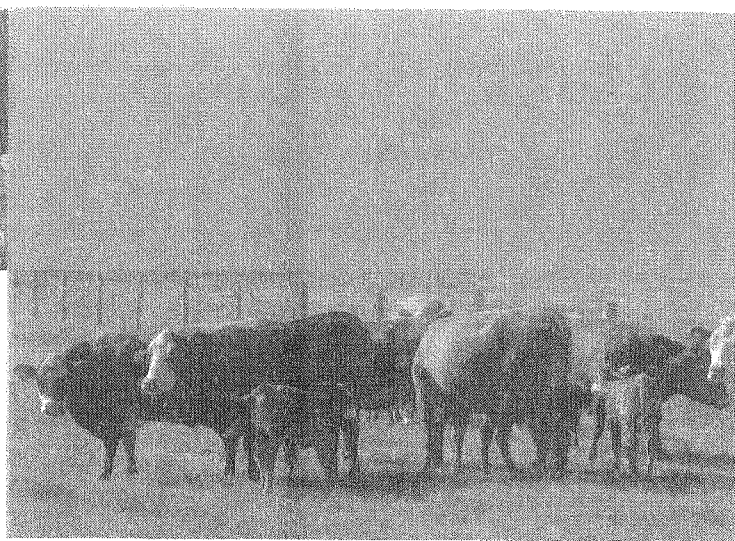
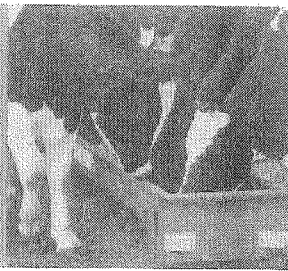
- *cattle deadstock containing SRM;*
- *raw, rendered or composted SRM; and*
- *edible beef carcasses that still contain SRM.*

## Identifying SRM

All transported SRM must be identified as follows:

- raw SRM from abattoirs must be dyed and packaged in dedicated, labelled containers;
- rendered or composted products made from SRM must be dyed;
- deadstock cattle must be marked with a visible stripe down their backs; and
- edible whole or partial carcasses of cattle aged 30 months or older containing the dorsal root ganglia must be marked with a meat marking dye along the vertebral column.





## Transporting SRM – Commercial Transporters

A **permit** from the Canadian Food Inspection Agency (CFIA) is required for all trucks or trailers used to transport SRM in any form, including deadstock. A copy of the permit must accompany all shipments of SRM.

Trucks or trailers that carry SRM as well as other products must be cleaned and disinfected between loads. SRM-dedicated trucks or trailers do not require special clean-out procedures between loads. Dedicated trucks and trailers must be clearly marked on the outside with "SRM."

## Transporting SRM – Non-commercial Transporters

A **CFIA permit** is required to transport SRM in any form. Permits must accompany all shipments of SRM.

Edible beef carcasses sent for cut and wrap, individual deadstock or small quantities of offal should be wrapped in a dedicated tarp or heavy plastic container visibly marked with the CFIA permit number. Vehicles transporting SRM that is not wrapped or otherwise segregated must be cleaned and disinfected after use.

**Records of all SRM and deadstock movement must be kept for 10 years.**

This information must identify:

- the name and address of the transporter;
- the date of movement;
- the name of the dye used;
- Canadian Cattle Identification Agency or Agri-Traçabilité Québec tag numbers;
- the combined weight of SRM and carcasses considered SRM, as well as the number of carcasses; and
- the destination.

For more information about SRM transporting requirements or the permit application process, contact the CFIA at 1-800-442-2342 or visit [www.inspection.gc.ca/bse](http://www.inspection.gc.ca/bse).

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Canadian Food Inspection Agency / Agence canadienne d'inspection des aliments

CANADIAN FOOD  
INSPECTION AGENCY  
STATEMENT OF RIGHTS AND SERVICE  
FOR PRODUCERS, CONSUMERS  
AND OTHER STAKEHOLDERS

Canada

## A MESSAGE FROM THE CANADIAN FOOD INSPECTION AGENCY

The Canadian Food Inspection Agency (CFIA) uses the following principles to govern our interaction with producers, consumers, industry and other stakeholders

- transparency
- accountability
- service

This statement of rights and service was developed to formally establish those principles.

Our statement of rights and service is a complement to our values and ethics brochure, *The Canadian Food Inspection Agency and Its Regulated Parties, Stakeholders and Partners: An Ethical Relationship*, which has more information about working with us.

We provide services that are consistent with our regulatory obligations. As such, we must also maintain our regulatory independence.

We are committed to excellence in our processes and practices, and we strive for continuous improvement in our dealings with you. In return, we ask that you provide us with complete information in your dealings with us.

In this statement of rights and service, stakeholders will find information on the following:

- who we are, what we do, and who we serve
- your rights
- our commitment to you
- how you can help us
- our service standards
- how to reach us
- how to comment

We all have a role to play in food safety, animal health and plant health. By working together, we can achieve a more effective and efficient system that contributes to the health and well-being of Canada's people, environment and economy.

---

George Da Pont  
President

Mary Komarynsky  
Executive Vice-President

## STATEMENT OF RIGHTS AND SERVICE FOR THE CANADIAN FOOD INSPECTION AGENCY

### Who we are, what we do and who we serve

The Canadian Food Inspection Agency (CFIA) is dedicated to safeguarding Canada's food supply and protecting animal health and plant health. Through our core functions, we work with consumers, industry, government and public partners to

- protect Canadians from preventable health risks;
- implement food safety measures;
- manage risks and emergencies regarding food, animals and plants; and
- promote food safety and systems to maintain the safety and security of Canada's agriculture, aquaculture and fisheries sector.

We have over 7500 dedicated and highly trained professionals working in a wide range of scientific, technical, operational and administrative positions.

- Our inspection staff verify industry compliance with the legislation for which the CFIA is responsible and may take enforcement action where they identify non-compliance.

- Our inspectors, veterinarians, scientists, laboratory technicians and managers deliver a broad range of activities in the areas of risk assessment, risk management and risk communication.
- We also develop inspection programs and conduct disease surveillance, laboratory testing and analysis.

Maintaining strong relationships is key to delivering the CFIA's mission. Our mission affects the following groups:

- consumers
- producers
- industry
- federal government departments and agencies
- provincial and territorial governments
- international organizations
- other countries

The CFIA has developed a set of values to support our employees when they make decisions and when they interact with these various groups.

## Your rights

When dealing with us, you will be treated with respect, professionalism, fairness, and impartiality. You have the right

- to require that our staff identify themselves;
- to discuss and seek clarification concerning your responsibilities;
- to be advised of the reasons for our decisions in writing, where practical or legally required;
- to have your privacy protected, as set out by the *Privacy Act* and the *Access to Information Act*;
- to obtain information on our programs and services and our regulatory requirements;
- to receive information in the official language of your choice (English or French); and
- to contact your inspector or a local CFIA office to understand our regulatory decision or to discuss the service you have received.

In addition to this statement of rights and service, a compendium of audience-specific guides to CFIA inspection is available to provide stakeholders with a better understanding of the following:

- their rights when interacting with the CFIA
- how the CFIA works with its stakeholders
- the standards of behaviour by which CFIA employees abide
- how the CFIA reports on its inspection results
- how to reach the CFIA

These audience-specific guides to inspection are available on our website.

## Our commitment to you

The CFIA is committed to service excellence. The following principles identify our dedication to quality service through consistent, professional, timely and fair practices.



## Transparency

We are transparent and open in our regulatory decision making. Our commitment to accountability in our inspection system includes clearly outlining regulatory requirements and consequences of non-compliance. We explain to our regulated parties (such as producers, processors, animal transporters, importers, exporters) the reasons for our inspection decisions with respect to applicable laws. The outcomes of our regulatory activities, including compliance verification and enforcement actions, are publicly reported.

## Accessible and timely information

Our employees are knowledgeable and helpful, and our information tools are available to assist you. We make it easy for you to contact us and to receive information in a timely manner, whether you are a regulated party who needs to understand legislative obligations or a consumer who wants to take measures to protect yourself against food safety risks.

The information we provide is clearly worded, concise and easily understood by non-experts. We will also assist in directing you to information from other organizations.

## Fair treatment

We treat you fairly, respectfully and courteously. We are dedicated to the consistent and impartial application of the legislation for which we are responsible. Our activities are carried out by trained and authorized personnel in accordance with the CFIA's corporate values and ethics. Our reputation and credibility are vital to our ability to deliver our mandate. As such, we conduct ourselves in a way that preserves trust.

## Responsiveness and continual improvement

We are responsive to the needs of consumers and regulated parties. Your comments and suggestions represent an opportunity for us to improve our policies, programs and services. We are committed to consulting Canadians to understand your perspectives on significant policy and program issues that impact you. When establishing legislative requirements, we consider the impact on our regulated parties, including small businesses, while maintaining our legislative obligations.

## How you can help us

The CFIA is committed to providing consistent and professional service in fulfilling our legislative mandate. In return, we ask that you do the following.

- If you are a regulated party, be knowledgeable of, and comply with, legislative requirements relevant to you.
- Provide complete, accurate and timely information.
- Treat our employees in a courteous and respectful manner.
- Understand the role our employees perform.
- Be aware of the ethical obligations that govern the actions of CFIA officials.

## Our service standards

Service standards illustrate the CFIA's commitment to a level of performance that tells stakeholders what to expect.

There are standards for

- required services provided by the CFIA, found in legislation, such as facility inspections
- additional services provided by the CFIA, such as fresh produce inspection at destination

The CFIA reports annually on its expected results, performance indicators and targets for its various program activities. It does this in its Departmental Performance Report.

Establishing service standards is an integral part of setting user fees, as outlined in our Cost Recovery Policy and Framework.

Service standards must be objective, reasonable, measurable, published, and comparable to those established by other jurisdictions with which a comparison is relevant.

## Compliments and comments

We welcome your feedback on how we are serving you. Such feedback provides us with an opportunity to recognize excellence and to make improvements. So please pass along your compliments and comments.

We encourage you to resolve any issue you may encounter directly with front-line inspection staff or your local CFIA office. If it cannot be resolved to your satisfaction, you can submit your comments directly to the CFIA. We are developing a more transparent and accessible process for you to seek an appeal of our regulatory decision and/or register complaints regarding our service.



## How to reach us

The CFIA website is an important source for information related to food safety, animal health and plant health. If you cannot find the web resources to answer your questions, please contact us using one of the methods outlined below.

### By telephone

Our phone lines are open from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday to Friday.

Toll-free: 1-800-442-2342

Local: 613-225-2342

TTY: 1-800-465-7735

We will respond to you or arrange for the appropriate person to contact you within two business days, under normal operating circumstances.\*

### By email

You can email us at <http://www.inspection.gc.ca/english/util/contact/commene.shtml>

You will receive an immediate acknowledgement that your feedback has been received and we will contact you within two business days, under normal operating circumstances.\*

### By mail

Send postal mail to this address:

Canadian Food Inspection Agency  
c/o Integrity and Redress Secretariat  
1400 Merivale Rd., TI-6-112  
Ottawa ON  
K1A 0Y9

You will receive an acknowledgement that your feedback has been received and we will contact you within five business days, under normal operating circumstances.\*

To learn more about the CFIA's Statement of Rights and Service, visit our website at [www.inspection.gc.ca](http://www.inspection.gc.ca).

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\* Response times may be affected when the CFIA is involved in emergency management situations. We ask for your patience and understanding during these times.

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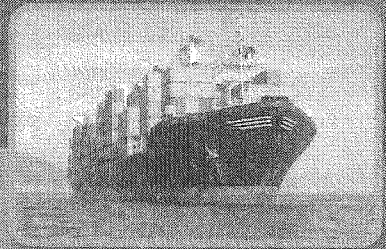
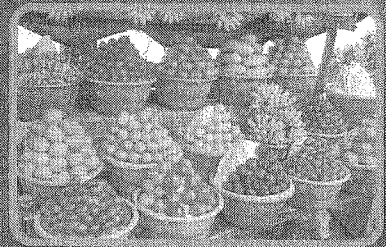


Canadian Food  
Inspection Agency

Agence canadienne  
d'inspection des aliments

# AN IMPORTER'S GUIDE TO INSPECTION

## Rights and Responsibilities



Canada

## What can I expect from a CFIA inspection?

A Canadian Food Inspection Agency (CFIA) inspector is a federal employee who has the legal authority to enter your property or place of business to conduct an inspection. This person is authorized to do so by Canada's food, plant and/or animal legislation.

Inspections are done for a specific purpose: to verify compliance with the requirements of legislation.

There are various types of inspection. These include the following:

- scheduled inspection
- targeted or product specific inspections at the border
- unannounced inspection (such as responding to a complaint or concern of a citizen or employee or a referral from a federal, provincial/territorial or municipal government department or agency)
- inspection in emergency situations, such as an animal disease outbreak

- inspection for requested services
- follow-up inspection due to previous non-compliance

CFIA inspectors abide by the CFIA values and ethics principles found in *The Canadian Food Inspection Agency and Its Regulated Parties, Stakeholders and Partners: An Ethical Relationship* and Statement of Rights and Service available on our website at [www.inspection.gc.ca](http://www.inspection.gc.ca).

When CFIA inspectors are on your property, at your place of business or are conducting an inspection, they will

- identify themselves to you, and
- treat you in a fair, respectful and unbiased manner.

When arriving for the first time, the inspector will identify themselves with photo identification. This may be supplemented with a metal badge.

The inspector will ask to speak with the person in charge or the pre-identified contact, and explain the purpose of the inspection and any areas that may be of specific concern.

Please be sure to inform the inspector of any safety concerns or procedures they should be aware of while doing the inspection.

## TIP

If you have questions or need clarification on any aspect of your inspection, please ask your inspector at any time.



While on-site, the inspector will collect information to verify compliance with the legislative requirements and make notes to record details of the inspection. The inspector may, for example

- ask to speak with the people involved,
- review records,
- collect samples,
- take photographs, and
- copy documents.

You are legally required to provide information to, and assist, an inspector, when requested.

### How should I prepare for an inspection?

Like any business, you must know your legal obligations. And you must comply with those laws. The CFIA is committed to providing consistent and professional service in fulfilling our legislative mandate. In return, we ask that you do the following.

- Treat our employees in a courteous and respectful manner.
- Understand the role our employees perform.
- Be aware of the ethical obligations that govern the actions of CFIA officials.

If you have any questions about your inspection, speak with your local inspector or CFIA office. We can provide you with complete, accurate, and timely information that explains the laws and policies that apply to you.

Also, keep your records and supporting documents organized, readily accessible and available. Providing the inspector with complete, accurate and timely information will help them complete the inspection more quickly and effectively. It is your responsibility to ensure that the products you are importing into Canada meet the legal requirements.

### What will be looked at during an inspection?

Depending on the purpose of the inspection, the CFIA inspector will look at some or all of the following:

- product being imported
- product packages and labels, where applicable
- required import documentation

In addition to inspecting the product, and interviewing you and other individuals involved, the inspector has the authority to access and copy relevant records.

These include the following:

- licences, registrations, permits and/or certificates
- import documents (such as import manifest, weigh bills, and assessment of inspection systems in place in exporting countries)
- written product descriptions
- sampling and testing results
- other data or records required

## What are my rights during an inspection?

When dealing with us, you will be treated with respect, professionalism, fairness, and impartiality. You have the right

- to require that our staff identify themselves and explain why they are contacting you;
- to discuss your responsibilities;
- to ask questions or ask for clarification on any aspect of the inspection process;
- to request copies of educational material, including relevant legislation and fact sheets; and
- to receive information in the official language of your choice (English or French).

### TIP

It is important to supply the inspector with accurate information and answers, when requested. If you do not have the information or know the answer at that time, you should tell the inspector when and how you will supply the information at a later date. Delays in providing information can delay finalizing the inspection.

## What happens after an inspection?

When the inspection is done, the inspector will review their notes and observations. If necessary, they will request further information.

The inspector will tell you about any issues, such as non-compliance with the law. They will explain the next steps to be taken, such as corrective action required.

The inspector will leave an inspection report with you or tell you when you may expect your inspection report, and how it will be sent. The time required to finalize inspection results will vary. For example, if the inspector needs to wait for laboratory test results or do further record analysis, the inspection will take longer to finalize.

## What happens if the inspector identifies non-compliance?

You may be faced with a situation where the inspector identifies that something is not complying with the law. In these instances, the inspector has a range of tools available to them. Depending on the legislation being applied, an inspector may

- provide educational material, including copies of relevant legislation, fact sheets and pamphlets; or
- ask you to store a product or remove it to another place for storage.

More serious actions could also be taken, depending on the circumstances. The inspector may

- issue a corrective action request that requires you to correct the non-compliance within a certain time period;
- order you to remove a product from Canada;
- order you to return a product to its place of origin;
- order you to destroy a product;
- seize and detain a product;
- suspend, cancel or revoke licences, registrations and permits;
- issue an Administrative Monetary Penalties (AMPs) Notice of Violation with Warning or Penalty, where applicable; or
- refer the matter to Area Enforcement and Investigation Services for investigation and potential prosecution.

### What are my rights after an inspection has taken place?

After an inspection, you have the right

- to speak to your local CFIA office about the service you have received;
- to be advised of the reasons for our decisions in writing, where practical or legally required;
- to receive written documentation outlining the rules of a destruction or regulatory order;
- to receive information in the official language of your choice (English or French);
- to obtain information under the provisions of the *Access to Information Act*;
- to have your privacy protected, as set out by the *Privacy Act*; and
- to seek redress through the courts.



## Where do I go for more information?

For more information about the CFIA, visit our website at [www.inspection.gc.ca](http://www.inspection.gc.ca).

If you need information about the legal requirements that apply to your operation or business, visit

- the CFIA's Acts and Regulations web page, or
- the Department of Justice's Laws Website.

If you have specific questions regarding the inspection, talk to your inspector, or reach one of our Area offices.

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1081 Main Street  
P.O. Box 6088  
Moncton, New Brunswick  
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Fax: 506-851-2801

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