

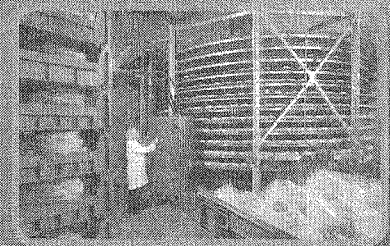
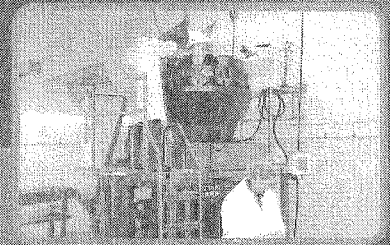


Canadian Food
Inspection Agency

Agence canadienne
d'inspection des aliments

A PROCESSOR'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 onto your property or place of business to conduct an inspection. This person is authorized to do this 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 inspections. These include the following:

- scheduled on-site inspection
- 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 a food recall
- inspection for sampling purposes
- 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 the Statement of Rights and Service available on our website at www.inspection.gc.ca.

When CFIA inspectors are on your property, at your place of business or 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 on your property or at your place of business.

While on-site, the inspector will collect information to verify compliance with the legal requirements and will 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.

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:

- processed or manufactured products
- product packages and labels, where applicable
- processing equipment
- exterior and interior premises of the facility
- employee facilities
- operations at your place of business
- quality management systems, where applicable
- transportation and storage facilities

In addition to inspecting the place of business and interviewing you and your employees, the inspector has the authority to access and copy relevant records.

TIP

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

These include the following:

- licences, registrations, permits and/or certificates
- process or equipment information
- equipment maintenance records
- documents related to consumer complaints, pest control and sanitation, and shipping and receiving
- management recall plan
- sampling and testing results
- product formulations and specifications
- quality management systems (such as distribution and manufacturing controls)
- other data or records required to be maintained

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 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).

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;
- ask you to store a product or remove it to another place for storage; or
- take samples.

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;
- seize and detain a product;

- order you to remove a product from Canada;
- order you to destroy a product;
- suspend, cancel or revoke licences, registrations and permits; 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 the 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.

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.

Atlantic Area Office

1081 Main Street
P.O. Box 6088
Moncton, New Brunswick
E1C 8R2
Telephone: 506-851-7400
Fax: 506-851-2801

Quebec Area Office

2001 University Street
Room 746-C
Montreal, Quebec
H3A 3N2
Telephone: 514-283-8888
Fax: 514-283-3143

Ontario Area Office

174 Stone Road W
Guelph, Ontario
N1G 4S9
Telephone: 519-837-9400
Fax: 519-837-9766

Western Area Office

1115-57 Avenue NE
Calgary, Alberta
T2E 9B2
Telephone: 403-292-4301
Fax: 403-292-4551

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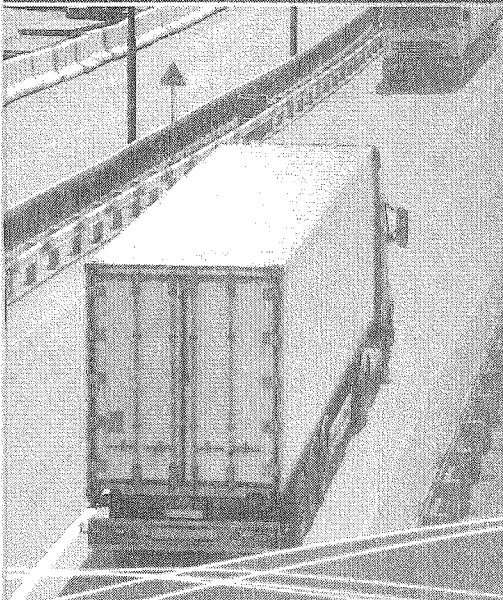
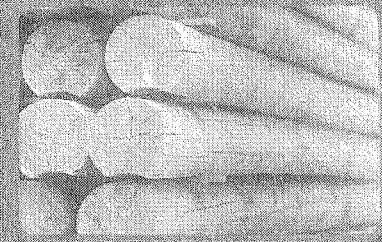
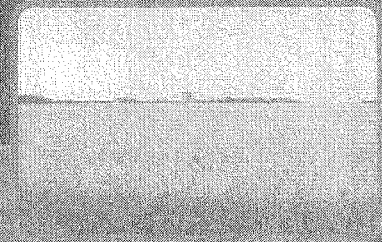
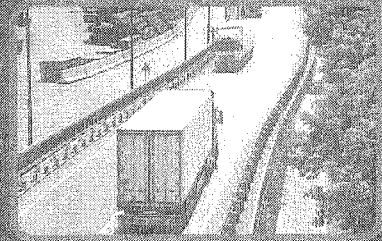


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AN EXPORTER'S GUIDE TO INSPECTION

Rights and Responsibilities



Canada

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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 inspection
- 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

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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 exporting from 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 exported;
- product packages and labels, where applicable; and
- required export documentation, such as animal (zoosanitary) and plant health (phytosanitary) certificates.

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

- licences, registrations, permits and/or certificates
- export documents (such as the import conditions of the importing countries, manufacturer's declaration for exporting food products manufactured in Canada)
- written product descriptions
- sampling and testing results
- other data or records required

TIP

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The inspector may

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- the Department of Justice's Law Website.

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Atlantic Area Office

1081 Main Street
P.O. Box 6088
Moncton, New Brunswick
E1C 8R2
Telephone: 506-851-7400
Fax: 506-851-2801

Quebec Area Office

2001 University Street
Room 746-C
Montreal, Quebec
H3A 3N2
Telephone: 514-283-8888
Fax: 514-283-3143

Ontario Area Office

174 Stone Road W
Guelph, Ontario
N1G 4S9
Telephone: 519-837-9400
Fax: 519-837-9766

Western Area Office

1115-57 Avenue NE
Calgary, Alberta
T2E 9B2
Telephone: 403-292-4301
Fax: 403-292-4551

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