



ON-FARM FOOD SAFETY

# PROGRAM GUIDE FOR APPLICANTS

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## HOW DOES THE ON-FARM FOOD SAFETY PROGRAM HELP ME?

We provide cost-share funding to British Columbia On-Farm businesses who want to earn food safety certifications and implement food safety improvement activities.

These activities improve food safety capacity, systems and practices in the British Columbia Agri-Food industry.

The funding assists companies in order to improve standards, training, and works towards food safety certifications.

Up to  
**\$10,000**  
for your food business

1

Review program details and determine if your company is a good fit. Complete and submit the first of two applications: Part A: Eligibility Form.

2

Your company has met all mandatory eligibility criteria and can now provide the requested documents in Part B: Funding Application.

3

Begin creating your workplan with the Technical Program Advisor (TPA). A finalized Workplan and Funding Agreement are created for all clients.

4

The Funding Agreement is signed, and the project activities can begin! Claims for activities are made via the online "My Profile" system.



## 1

## THE ON-FARM FOOD SAFETY PROGRAM (OFFSP)

The On-Farm Food Safety Program (OFFSP) is a cost-sharing initiative designed to assist in the improvement of British Columbia's (BC) food safety. The program provides up to \$10,000 in funding to a diverse range of eligible BC on-farm businesses such as farmers, producers, packers, and ranchers to increase number of BC on-farm businesses that:

- Identify and document risks through food safety gap-assessment (or pre-audits) to improve food safety capacity;
- Proactively mitigate the risks identified through adoption of Good Agriculture Practices (GAPs) or Best Practices (BPs); and
- Achieve a third-party OFFS or Hazard Analysis Critical Control Point (HACCP) food safety certification through nationally and internationally recognized food safety accreditation bodies.

The OFFS program is administered by Food Processing Skills Canada (FPSC) and funded through Canada Agricultural Partnership (CAP), a \$3 billion federal, provincial, and territorial government commitment to support agriculture.

### 1.1 PROGRAM GOALS

**The goals of the OFFS Program are to:**

- Increase implementation of food safety practices and systems across the BC agri-food sector;
- Enable on-farm businesses to meet Safe Food for Canadians Act and Regulations requirements;
- Achieve third-party HACCP based food safety certifications through nationally/internationally recognized third party food safety certifying bodies;
- Enhance the BC agri-food sector's capacity to keep building consumer trust and to increase profitability by accessing new domestic and international trade markets;
- Ensure foods processed in BC are among the safest both nationally and internationally;
- Support the repositioning of BC's agri-food industry to respond to future opportunities and to realize its full potential to adapt, compete, and access new markets, thereby becoming a significant contributor to BC's economy;
- Foster a food safety culture in BC by providing cost-shared funding to eligible agri-food businesses to conduct Food Safety Assessments;
- Encourage the adoption and implementation of GAPs, BPs, and recognized HACCP food safety practices in these operations;
- Improve the capacity of agri-food businesses to address current issues and to meet emerging national and international food safety requirements;
- Identify and document risks, issues, and opportunities to improve food safety capacity, systems, and practices; and
- Provide access to training to increase the food safety expertise of BC food industry personnel.

# 1.2 GAPS, GMPs AND HACCP

## WHAT ARE GAPS?

Farm products are produced and handled under a wide range of conditions, using a variety of farming inputs and technologies (e.g. agricultural chemicals, commercial fertilizers, veterinary drugs etc.) and on various sizes of farms. Biological, chemical and physical hazards may therefore vary significantly from one operation to another. Each operation will need to consider the Good Agriculture Practices (GAPs) that promote the safety of products, taking into account the conditions specific to the site, the type of produce and the production/handling methods used. Once produce is contaminated, removing or killing pathogens is difficult. Therefore, prevention of microbial contamination at all steps from production to distribution is strongly favored over treatments to eliminate contamination after it has occurred.

## WHAT IS HACCP?

Hazard Analysis Critical Control Point (HACCP) is a systematic and preventive approach to food safety that is the basis of all food safety management systems. It is the most recognized and trusted food safety program in the industry and is globally recognized. It is recommended by the Codex Alimentarius Commission, and the United Nations international standards organization for food safety. Having a functional and certified HACCP system promotes the marketability of your products in the international marketplace. HACCP based certification informs your clients that you have a documented, functional and properly managed HACCP Food Safety System that consistently ensures your product safety.

## WHAT IS PCP?

A Preventive Control Plan (PCP) is a written plan outlining how you ensure that food is safe and fit for consumption and conforms to consumer protection and animal welfare requirements, as applicable. Using preventive controls to prevent, eliminate or reduce to an acceptable (safe) level hazards associated with food products is an internationally accepted approach based on the CODEX Alimentarius General Principles of Food Hygiene.

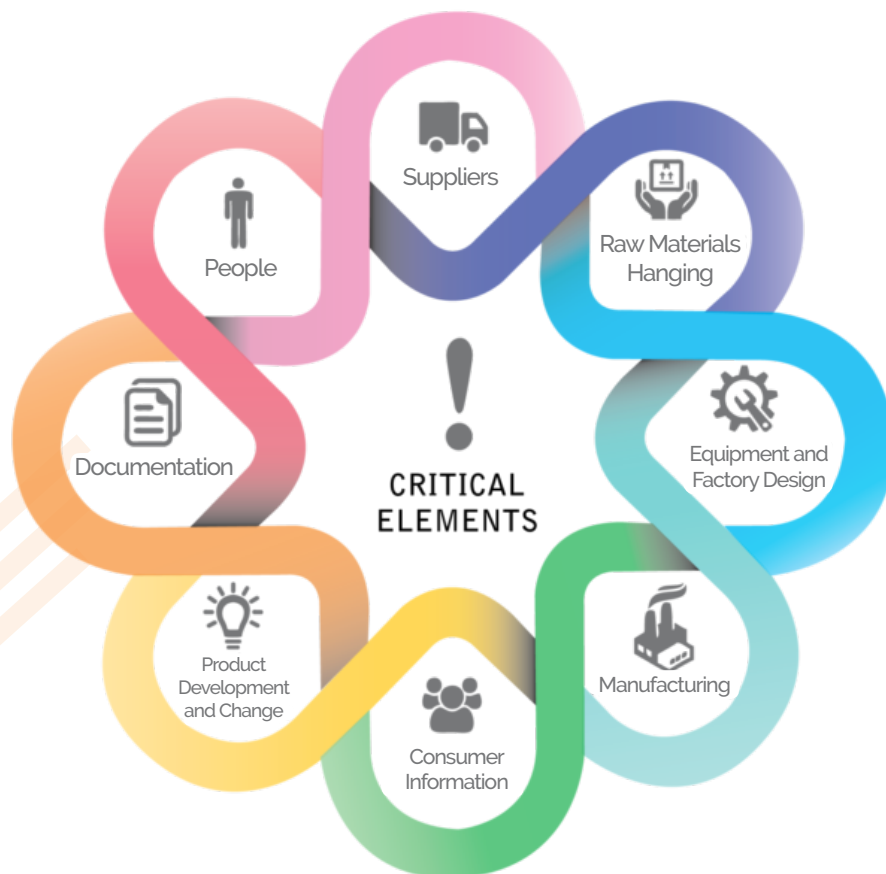


## 1.3 WHY IMPLEMENT A HACCP-BASED SYSTEM?

The OFFS program encourages agri-food businesses in BC to implement industry-recognized systems for food safety, based on HACCP principles, HACCP-based systems and certifications that heavily influence businesses in their performance levels, food safety standards, and professional partnerships.

There are several benefits to be gained by implementing a HACCP-based system:

- HACCP is globally recognized as a proven, food safety system and is the global basis for many other certifications;
- Many regulatory bodies require some food sectors to be HACCP certified;
- Many buyers will only do business with HACCP certified companies;
- HACCP certification is almost always required for export; and
- Your business is at a competitive disadvantage if you are not HACCP certified.





# 2

## CERTIFICATIONS RECOGNIZED BY THE ON-FARM FOOD SAFETY PROGRAM

The following list contains certifications recognized under the On-Farm Food Safety Program. Please note that this list is not exclusive. Other certifications may be accepted but require pre-approval by the program Registrar. This list is also provided in **Appendix A**.

### Global Food Safety Initiative (GFSI) Schemes:

- British Retail Consortium (BRC)
- Food Safety System Certification (FSSC) 22000
- Global Red Meat Standards (GRMS)
- International Food Safety Standard (IFS version 6)
- CanadaGap
- GLOBAL G.A.P.
- PrimusGFS
- Safe Quality Food (SQF 2000)

### CFIA Recognized Food Safety Plans:

- Preventive Control Plans (PCPs) as per Safe Food for Canadians Regulation (SFCR)
- Canada Grains Council
- Canadian Cattlemen's Association: Verified Beef Production
- Canadian Cervid Alliance
- Canadian Hatching Egg Producers: Canadian Hatching Egg Quality
- Canadian Herbs, Spice and Natural Health Products Coalition
- Canadian Honey Council
- Canadian National Goat Federation: On-Farm Food Safety Program
- Canadian On-Farm Food Safety Working Group
- Canadian Pork Council: Canadian Quality Assurance Program
- Canadian Sheep Federation: Food Safety Farm Practices: Canadian Verified Sheep Program
- Canadian Trucking Alliance
- Chicken Farmers of Canada: On-Farm Food Safety Assurance Program
- Dairy Farmers of Canada: Canadian Quality Milk
- Egg Farmers of Canada: Start Clean-Stay Clean
- Ontario Veal Association: Veal Quality Assurance Program
- Turkey Farmers of Canada: On-Farm Food Safety Program

### Others:

- American Institute of Baking
- Société Générale de Surveillance (SGS)

# 3

## PROGRAM ELIGIBILITY REQUIREMENTS

To be eligible for the On-Farm Food Safety Program, all applicants must meet the following **basic mandatory eligibility requirements**:

- Have an active 9-digit business registration number (BN) with Canada Revenue Agency (CRA) or have an active GST number and file business or farm income taxes in British Columbia (BC);
- Must be based and operating in the province of British Columbia;
- Be provincially or federally licensed;
- Constitute a legal entity (an association, corporation, partnership, proprietorship, trust, or individual that has legal standing in the eyes of the law);
- Be in compliance with all requirements of the law and agree to remain in compliance for the term of the CAP funding agreement; and
- Be registered with the BC Premises Identification Program if you raise livestock and/or poultry; [please visit [www.gov.bc.ca/premisesidprogram](http://www.gov.bc.ca/premisesidprogram)]

### Required Documentation:

In addition, eligible applicants will be asked to provide supporting documents, including:

- A letter of commitment from their Senior Management team in order to confirm their commitment to the improvement of their food safety system;
- BC Assessment; and
- A letter of Good Standing from a financial institution; and
- Other requirements for eligibility may be set if necessary.

PRIOR TO ACCEPTING A BUSINESS INTO THE PROGRAM,

**FPSC WILL VERIFY WHETHER OR NOT THE BUSINESS  
QUALIFIES AS AN ELIGIBLE PARTICIPANT**

THROUGH THE PART A AND PART B APPLICATIONS.

## 3.1 WHO MAY APPLY (ELIGIBLE APPLICANTS)

Eligible companies must be either federally or provincially registered businesses with an active GST number and must be based and operating out of British Columbia. Applicants must operate agri-businesses that handles food for human consumption and can be located on or off a farm premise.

Includes:

- Farmers/growers producing crops for human consumption;
- Producers/ranchers raising animals for human consumption; or
- Packers or co-packers that handle food for human consumption.

Eligible organizations are **On-Farm facilities beyond basic washing, grading and packaging.**

## 3.2 ELIGIBLE NAICS CODES

Your organization must be classified by any of the following North American Industry Classification Systems (NAICS) in order to qualify for the On-Farm Food Safety Program. These codes contain many sub-categories, which may help determine what classification your company falls under. For more information, please explore these in further detail on the Statistics Canada website.

### Crop Production

- 1111 Oilseed and grain farming
- 1112 Vegetable and melon farming
- 1113 Fruit and tree nut farming
- 1114 Greenhouse, nursery and floriculture production
  - 111412 Cannabis grown under cover - NEW!
- 1119 Other crop farming
  - 111995 Cannabis grown in open fields - NEW!

### Animal Production

- 1121 Cattle ranching and farming
- 1122 Hog and pig farming
- 1123 Poultry and egg production
- 1124 Sheep and goat farming
- 1129 Other animal production

### Forestry and Logging

- 1132 Forest nurseries and gathering of forest products

## 3.3 WHO CANNOT APPLY (INELIGIBLE APPLICANTS)

The following types of organizations have been deemed as not eligible for the On-Farm Food Safety Program:

- Operations that grow, process or handle health or nutrition supplements;
- Operations producing pet food or food not intended for human consumption;
- Businesses only involved in food beyond primary production (e.g. processors, wholesalers, distributors, farm input providers);
- Restaurants or other foodservice operations;
- Aquaculture and seafood production businesses
- Unlicensed, unregistered, and/or uninspected facilities; and
- Any other business deemed ineligible by the ministry.

When there is any uncertainty, the Registrar will contact the Ministry to make an official decision regarding eligibility.



### ALTERNATIVES

For food processors, you might be eligible to apply to the **Post-Farm Food Safety Program**.

For more information, visit our website:  
[www.postfarmfoodsafetyprogram.com](http://www.postfarmfoodsafetyprogram.com)

# 4 ELIGIBLE ACTIVITIES AND EXPENSES

There are a variety of activities that applicants can take part in to improve food safety in their businesses. These activities and their expenses are deemed eligible by the On-Farm Food Safety Program when they directly relate to:

- Conducting Food Safety Gap-Assessments (or pre-audit) to identify and document risks, issues and opportunities to improve food safety capacity, systems and practices;
- Implementing Food Safety Improvement related to Good Agricultural Practices (GAPs), Good Handling Practices (GHPs), Good Manufacturing Practices (GMPs) and HACCP based food safety systems in their operations; and
- Achieving a successful third-party OFFS or HACCP final audit(s)/certification(s).

After review of the client's requests, and the development of the workplan and contract, the registrar will determine whether the outlined activities are eligible. Any food safety activities taking place before a client's project launch date are **not eligible for funding**.

## 4.1 FUNDING CATEGORIES

The chart below outlines the five categories of funding available for applicants.

Food Safety Project Categories	Percent Cost-Share	Maximum Available Cost-Share
<b>1. Gap-Assessment (or pre-audit):</b> <ul style="list-style-type: none"> <li>• Identify and document risks through food safety gap-assessments (or pre-audits)</li> <li>• Food Safety (including Traceability) gap-assessment resulting in a project workplan</li> </ul>	70%	up to \$10,000
<b>2. Food Safety Improvement Activities (GAPs or GHPs)</b> <ul style="list-style-type: none"> <li>• Pro-actively mitigate food safety risks identified in gap-assessment/ pre-audit through implementing of GAPs or GHPs.</li> </ul>	70%	<ul style="list-style-type: none"> <li>• All other Food Safety Improvement (systems, facility and equipment) - up to \$10,000</li> <li>• Equipment/facility upgrade for regulatory compliance-capped at \$7,500</li> </ul>
<b>3. Third party HACCP based Audit</b> Get certified in a recognized OFFS or HACCP based food safety systems in their businesses	70%	up to \$10,000
<b>Maximum Cost Share Funding</b>	70%	<b>\$10,000</b>

Each Eligible Participant may apply for and receive funding of up to \$10,000 for eligible activities (see below) over the term of OFFS program (i.e., 2018-2023).

## 4.1.1 GAP-ASSESSMENT OR PRE-AUDIT

**% COST SHARE 70%** \_\_\_\_\_ **MAX AVAILABLE COST SHARE \$10,000**

Projects under this category will focus on obtaining an assessment of the food safety risks and traceability capacity of your business, resulting in a work plan to address gaps. Accredited Food Safety Professionals can be used to conduct your gap-assessment or pre-audit. Based on your needs, you may choose the appropriate organisation to conduct your gap-assessment or pre-audit. Accredited Food Safety Professionals can be accessed as detailed in section 7 below.

Eligible activities under this funding pocket include:

- Costs for a gap-assessment or pre-audit by a third party to identify opportunities for food safety improvements (including traceability); and
- Development of a Food Safety work plan outlining the actions needed to implement a HACCP based food safety program, including traceability planning.

## 4.1.2 FOOD SAFETY IMPROVEMENT ACTIVITIES

**% COST SHARE 70%** \_\_\_\_\_ **MAX AVAILABLE COST SHARE \$10,000**

Projects under this category focus on developing and implementing written food safety improvement activities, validate their existing practices and develop plans for food safety and traceability<sup>1</sup> procedures, including:

- Developing traceability plans;
- Developing and implementing written food safety programs;
- Purchasing equipment which is directly and strongly related to food safety;
- Making facility upgrades for regulatory compliance; and
- Conducting laboratory testing specifically required to reduce food safety risk including validation and/or verification of CCPs/PCPs.

High quality projects should include activities that demonstrate the highest impact on reducing food safety risk.

### ELIGIBLE ACTIVITIES UNDER THIS FUNDING POCKET INCLUDE:

#### A. EQUIPMENT PURCHASES AND/OR FACILITY MODIFICATIONS

**% COST SHARE 70%** \_\_\_\_\_ **TO MEET REGULATORY COMPLIANCE IS CAPPED AT \$7,500**

- Purchasing and installing equipment needed for Critical Control Points (e.g. metal detector, magnets, pasteurizer, chlorinator, physical water treatment methods UV, ozonation, filtering systems, thermometers, monitoring devices required by HACCP Plans/CCPs/PCPs (e.g. temperature probes, pH meters).
- Purchasing and installing equipment to support the implementation of written food safety programs.
- Capital costs (including building upgrades) to meet requirements of written programs.

<sup>1</sup> Traceability – projects related to traceability **implementation** can be accessed through an independent Traceability Program. For more information, please visit: <https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/programs>



## B. OTHER FOOD SAFETY IMPROVEMENTS

% COST SHARE **70%** \_\_\_\_\_ MAX AVAILABLE COST SHARE **\$10,000**

- Third party costs to develop written food safety documentation (i.e. food safety policies, procedures, schedules, and records);
- Conducting validation studies outlined in HACCP plans/CCPs/PCPs;
- Laboratory testing performed by an accredited third-party laboratory for validation and/or verification activities (e.g. testing of water, foods or food contact surfaces to assess that the item is suitable for their intended uses);
- One-time training of staff on newly developed or updated procedures, policies or practices related to food safety;
- Food Safety Training provided by a third-party organization or a food safety training provider;
- Developing a traceability plan to enable integration of multiple processes (e.g. receiving, shipping, production and inventory, sales/marketing, procurement, food safety records, resource management; and
- Developing Recall Plan to include:
  - Contacting authorities and customers; and
  - Record-keeping of all actions taken during a recall.

### 4.1.3 HACCP BASED FOOD SAFETY FINAL AUDITS/CERTIFICATIONS

% COST SHARE **70%** \_\_\_\_\_ MAX AVAILABLE COST SHARE **\$10,000**

Projects under this category will focus on performing final audits leading to a **successful certification** for nationally or internationally recognized food safety programs. Participants are eligible for multiple OFFS or HACCP plans.

**Note: You have to achieve your HACCP certification(s) in order to be reimbursed.**

Unsuccessful audit will not be reimbursed. For a detailed list of all eligible activities and their funding pockets, please review **Appendix B**.



## 4.2 INELIGIBLE ACTIVITIES AND COSTS

Projects and activities are deemed ineligible when they do not directly relate to the improvement of a food safety system. Review below for a detailed list of the activities that are ineligible for the On-Farm Food Safety Program:

- Projects and activities that support normal operating costs associated with carrying out a business;
- Projects and activities that promote BC products explicitly over those of another province or territory; and
- Projects and activities that directly influence and/or lobby any level of government.

Ineligible **activities/costs** include, but are not limited to, the following:

- Activities that are peripheral or not directly connected to food safety, including, but not limited to:
  - Dead-stock disposal and removal or other waste disposal;
  - Activities that support food quality rather than food safety; or
  - In-house (non-recognized) HACCP systems.
- Traceability equipment;
- Any cost not specifically required for the execution of a project;
- Normal day-to-day operating costs/activities associated with carrying out a business, such as salaries and benefits of non-contract staff, office space, leasing and ongoing rental of facilities, equipment and machinery, utilities, phone, materials, labour, board, committee and annual meetings, etc.;
- Costs associated with food safety that are inherent in the day-to-day operations of the business or for the ongoing maintenance of a food safety program (e.g., ongoing expenses for employee salaries, disposable gloves, hairnets, ongoing pest control services, laundry services, hiring of external sanitation crews; ongoing calibration, etc.)
- Mentoring and coaching;
- Sponsorship of conferences and learning events or initiatives;
- Any travel costs unrelated to approved activities, in excess of provincial guidelines for Travel and Meal Guidelines;
- Purchase of vehicles, furnishings, land, building and facilities;
- Lease of land, buildings and facilities for the purpose of starting up a new business or as part of normal operations;
- Financing charges, loan interest payments, bank fees, and charges;
- Any cost, including a tax that is eligible for a rebate, credit or refund (including a refundable portion of the Government Sales Tax);
- Gifts and incentives;
- Permits and approvals;
- Legal fees;
- Expenses incurred for same activities also funded under other approved Province programs;
- Costs incurred before the approval of the project or after the project completion date identified in the contribution agreement between the Applicant and the Registrar;
- Costs related to activities that promote British Columbia products explicitly over those of another province or territory; and
- Costs related to activities that directly influence or lobby any level of government.

For a detailed list of all ineligible activities and costs, please review **Appendix C**.

# 5

## THE APPLICATION PROCESS

The program Registrar has created an easy application process and an overall user-friendly experience to help you get to the program. From beginning to end, you will use the online platform to submit applications, claims, contact information, and much more.

The application process has been summarized into 6 steps, which document how you will progress through the application forms to the Workplan and concluding with the Funding Agreement. Throughout the process you will be guided by the Registrar, be sure to regularly check your email to receive email prompts from the Registrar.

For more information on the application process steps, please review **Appendix D**.

### 5.1 STEPS IN THE APPLICATION PROCESS

#### STEP 1: REVIEW PROGRAM DETAILS

Review the On-Farm Food Safety Program website, alongside the Program Guide, for information about the program – and **decide** if this program is right for your company. If so, we encourage you to Apply Now! There is a two-part application process. To apply, please visit our project website [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com).

#### STEP 2: GET STARTED, COMPLETE PART A- ELIGIBILITY APPLICATION

The On-Farm Food Safety Program has a two-part online application process, Part A and Part B. In this step, let's start by completing the first half of the application process, which is Part A.

**Part A- Eligibility Application (1 of 2):** This section of the application captures some preliminary information about your business, indicates what sector your company falls under, and determines if your organization meets the basic mandatory eligibility criteria for participation in the program. At this stage, you will also be creating your login credentials (your email and a password) for your online "My Profile" ([www.myonfarmprofile.com](http://www.myonfarmprofile.com)) that will be used throughout the duration of the program.

**Start your application by** visiting our website [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com) and filling out the Part A form, under "Apply Now". **You may request a paper- based application process by contacting the program Registrar.**

**Upon approval:** You will receive an email notification from the Registrar inviting you to fill out the second part of the application process. All applicants must meet all program eligibility criteria before they are approved to continue with Part B.

# 5.1 STEPS IN THE APPLICATION PROCESS CONTINUED

## STEP 3: COMPLETE PART B- THE FUNDING APPLICATION

Congratulations on making it to the second part of the application process, your company has successfully met all the mandatory eligibility criteria for participation in the program! Upon approval of your Part A application, you will receive an email notification from the Registrar inviting you to fill out Part B of the application process.

**Part B- Funding Application (2 of 2):** In this section, applicants are required to provide supporting documents to confirm that they are businesses operating & filing taxes in the Province of BC. The primary purpose of Part B is to get a better idea of where your organization is on the food safety spectrum – to do this, each applicant fills out the “Baseline Questionnaire” which lets us know what systems you currently have in place. Most importantly, in this part we will ask you to briefly explain what you would like to do with the project funding!

Here are the supporting documents that will be requested in Part B:

### Mandatory Documents:

- A copy of your BC Assessment indicating Farm status;
- A letter of good standing from your financial institution;
- A cover letter signed by upper management indicating Management’s commitment to food safety and improving food safety systems; and
- A copy of your CRA business number.

**Fill out the Part B application by signing in to your online “My Profile” account** using the email and password that you created in Part A. The email from the Registrar inviting you to complete Part B, will include a link to the My Profile login page, but you can always find the Sign-in on our main project website or visit [www.myonfarmprofile.com](http://www.myonfarmprofile.com).



## STEP 4: CHOOSE YOUR PLACEMENT

Once your application is approved, you will need to choose the option that reflects your case. Here are your options:

### Option 1: You only want funds to complete an OFFS or HACCP Final Audit/Certification(s):

- The program Registrar will send you an email notification inviting you to schedule a time to speak with the Technical Program Advisor (TPA); then
- Proceed to Step 5.

### Option 2: You want funds to make a Food Safety Improvement

- a. You will be required to submit your valid Gap-Assessment and/or the Pre-audit to be reviewed by the Registrar. The Gap-Assessment or the Pre-Audit will be used to complete your Workplan.
  - Once verified, the Registrar will send you an email notification inviting you to schedule a time to speak with the Technical Program Advisor (TPA); then
  - Proceed to Step 5.
- b. You need a Gap-Assessment or a Pre-audit:
  - You will be required to get a Gap-Assessment or a pre-audit from an Accredited Food Safety Professional (AFSP). Follow the direction provided in Section 6 under the heading Hiring An Accredited Food Safety Professional (AFSP) – consulting services;
  - You submit the Gap-Assessment and/or the Pre-audit to be reviewed by the Registrar;
  - Once verified, the Registrar will send you an email notification inviting you to schedule a time to speak with the Technical Program Advisor (TPA); then
  - Proceed to Step 5.

**Note:** Gap-Assessments or Pre-Audits identify and document food-safety risks or lapses in your facility. Gap-assessments are required for all participants seeking funds for food safety improvements. The OFFS Program requires that a fresh gap assessment be done.

The program will consider gap-assessments/pre-audits conducted by a recognized certification body (see the website: [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com)) or regulatory inspectors (BC or CFIA) within the last 12 months to be valid forms of assessments, for the purposes of the program, provided that:

- The facility information hasn't changed from the last audit/ assessment; and
- The requested food safety activities are identified in the submitted document (e.g. non-conformances not yet addressed).

If applying for OFFS or HACCP certification only, and not any food safety improvements, you are not required to submit an OFFS valid form of assessment.

## STEP 5: BUILD YOUR WORKPLAN!

Alright, so you've applied & you're fully approved to participate in the OFFSP – What's next? Now it's time to Build Your Workplan!

**What is a Workplan?** In the On-Farm Program, a "Workplan" is a form that documents all activities that you are seeking cost-sharing funding for. The Workplan spreadsheet identifies the cost of each proposed activity - outlining your financial contribution, and the amount that the Registrar will reimburse with project funding. Your Workplan is a very important document, it will follow you throughout the duration of the program.

**How do I make my Workplan?** Schedule a time to speak with our Technical Program Advisor (TPA), Manmohan Singh (Minty) Gadhok, who is an industry expert that is well-versed in the eligible project expenses. The TPA will review your application forms and suggest a recommended course of action, in conjunction with the program funding available. Together, you will work with the TPA to put together a workplan that is a suitable for your company's operations. You may be required to seek quotes for this step.

*\*Please Remember: It is our mission to advance your organization's food safety system, with the goal of reaching a HACCP-based certification or more advanced certifications. Therefore, in best practice, the TPA will first seek to improve systems before accessing funding for implementation & equipment.*

**Finalizing your Workplan:** Once you are satisfied with your Workplan and give the TPA the 'green light', your Workplan will be sent to the program Registrar to start your contract!

## STEP 6: CONTRACT/ FUNDING AGREEMENT

At this stage your Workplan has been finalized and is ready to be made into a contractual Funding Agreement. FPSC will develop your contract and Approval Letter, based on the Workplan submitted.

### Sign the contract

and upload to the contract section in your **myprofile** for our countersignature. Always notify us of your signed contract with a message via the message center.

## WELCOME TO OUR PROGRAM!

### Congratulations, you can start your project.

Your Contract is signed & you're ready to go! You may now start your project activities, please be mindful of the timelines stated on your contract. These timelines are important, binding, and firm.

Within a few days of signing the contract, you will be able to log onto your My Profile account and see your Workplan activities uploaded to your account, alongside other useful documents. You will be using My Profile throughout the project to make claims and to view project documents.

**For more information about making claims, please view the Claims section.**



## 5.2 “MY PROFILE” ONLINE SYSTEM

**My Profile is everything you need, all in one convenient spot.**

To make the On-Farm Food Safety (OFFS) Program as user-friendly as we possibly could, we’ve created a profile system that will allow users to access their program documents anywhere. Easily view your Workplan activities and timelines; request changes; and make claims directly on your online account. My Profile is a live system that is overseen by the program Registrar, allowing you to easily interact with us in a timely fashion.

**Here is what you can do:**

- **Progression Bar:** Always know where you are in the application process, with a progression bar showing you your next steps.
- **Update your contact info:** If your contact information changes, you can easily update it right on your account.
- **Quick Reference:** We’ve compiled a list of useful On-Farm Food Safety Program resources that are handy to have on hand, for quick reference.
- **View program documents:** For ease of reference, My Profile features a “Your Documents” section where you will find uploads of your contract/ funding agreement, approval letters and any submissions of food safety documentation. All documents are kept confidential between the client & the Registrar.
- **My Workplan:** The Registrar has recreated a digital version of your Workplan based on the activities and funding approved in your contractual Funding Agreement. You will be able to quickly reference your activities, view the approved funds, make a claim, see previous claims submissions and view your remaining balance – all in one spot!
- **Make a claim:** Housed under the My Workplan section, the “Make a Claim” feature is a quick and easy way to submit your claims, with minimal paperwork required. You can use this feature with your phone, tablet or desktop – we accept clear photos or scans of payments and supporting documents. Under the Workplan you will also be able to view the number and amount of the claims submitted to-date.
- **Request an amendment:** If you complete your Workplan activities and would like to request an amendment to your contract to seek more funding, refer to Section 9 of this guide “Important Information”

Access your profile using the log-in created in your Part A: Eligibility Application.  
Go to [www.myonfarmprofile.com](http://www.myonfarmprofile.com) when you’re ready to get started!

# 6

## THE ROLE OF THE TECHNICAL PROGRAM ADVISOR (TPA)

**Manmohan Singh (Minty) Gadhok** is the Technical Program Advisor for the 2018-2023 On-Farm Food Safety Program. Minty is a Lead Instructor for FSPCA's Preventive Controls for Human Foods training, an approved FPSC, SGS, and SAI Global Instructor, is certified in QMS (ISO 9001:2008) Lead Auditor Certification, and BRC Registered Consultant for the following categories:

- Fruits, vegetables and nuts;
- Ready meals and sandwiches;
- Ready to eat desserts;
- Low/high acid in cans/glass;
- Bakery;
- Dried foods & ingredients;
- Confectionery; and
- Cereals & snacks.

Minty has in-depth experience advising on, developing, implementing and validating GMPs, SOPs, HACCP plans, QA Programs, process protocols and controls, ERP Solutions, and more. He has worked in a variety of industry sectors such as Ready to Eat, sauces, jams, chutneys, pasta, dried mixes, dehydrated vegetables, chocolate and meat products.

As the TPA, Minty will provide guidance and leadership to all clients throughout the OFFS Program. While communicating regularly with the program Registrar, Accredited Food Safety Professionals (AFSP's), and clients, Minty will determine the best course of action when developing Workplans and contracts for a facility. With his help, clients will be continuously improving their operations.

To contact Minty, see **Section 11**.



## 7

## HIRING AN ACCREDITED FOOD SAFETY PROFESSIONAL (AFSP)

The Ministry defines Accredited Food Safety Professional as “AFSP”, a qualified food safety professional who is either registered with a nationally/internationally recognized food safety programs or is recognized by third-party Certifying Bodies as listed in **Appendix A** of the program guide.

**The roles of an AFSP include, but are not limited to:**

1. Conducting a gap-assessment and/or pre-audit to identify, evaluate and document risks found in the plant;
2. Recommending an action plan that includes food safety improvement activities under the following three headers:
  - system development;
  - facility compliance; and
  - equipment compliance.

These recommendations must align with the “eligible activities” listed in this guide and will form the basis for development of “workplans” at a later stage.

To access the services of an AFSP, you can contact the certifying bodies listed below under the heading Approved Certifying Bodies, or Registered Trainers/Consultants with GFSI Schemes.

### 7.1 APPROVED CERTIFYING BODIES

The list of certifying bodies below is not exhaustive. Applicants who are seeking to use the services of certifying bodies (not listed below), can forward their request to the Program Manager, who will forward the request to the Ministry and reply with their decision.

NAME	WEBSITE
bQb Cert	<a href="http://www.bqbcert.com/bqbcert-company">www.bqbcert.com/bqbcert-company</a>
Dicentra inc.	<a href="http://www.dicentra.com">www.dicentra.com</a>
DQS Canada	<a href="http://www.dqs.ca">www.dqs.ca</a>
GCI	<a href="http://www.globalcomplianceinc.com">www.globalcomplianceinc.com</a>
NSF International	<a href="http://www.nsfcanada.ca">www.nsfcanada.ca</a>
SAI Global	<a href="http://www.saiglobal.com/en-au/contact/countries/canada">www.saiglobal.com/en-au/contact/countries/canada</a>
SGS	<a href="http://www.sgs.ca">www.sgs.ca</a>

## 7.2 REGISTERED TRAINERS/CONSULTANTS WITH GFSI SCHEMES

This list of GFSI Schemes below is not exhaustive. Applicants who are seeking to use the services of professionals from other schemes (not listed below), can forward their request to the program manager who will forward the request to the Ministry and revert with their decision.

NAME	WEBSITE
BRC	<a href="http://www.brcglobalstandards.com/training/approved-training-partners">www.brcglobalstandards.com/training/approved-training-partners</a>
Canada Gap	<a href="http://www.canadagap.ca">www.canadagap.ca</a>
FSCC 22000	<a href="http://www.fssc22000.com/documents/certification-bodies.xml?lang=en">www.fssc22000.com/documents/certification-bodies.xml?lang=en</a>
Global Gap	<a href="http://www.globalgap.org">www.globalgap.org</a>
GRMS	<a href="http://www.grms.org">www.grms.org</a>
IFS International	<a href="http://www.ifs-certification.com/index.php/en/partners">www.ifs-certification.com/index.php/en/partners</a>
Primus	<a href="http://www.primusgfs.com">www.primusgfs.com</a>
SQF	<a href="http://www.sqfi.com/partners/consultants">www.sqfi.com/partners/consultants</a>



## 8

## CLAIMS AND REIMBURSEMENT

The On-Farm Food Safety (OFFS) Program is a cost-sharing initiative, which will reimburse a portion of the cost of food safety advancements within eligible food & beverage industry facilities. Participants will assume the full cost of the eligible activity, as approved in their OFFS Workplan, and then seek reimbursement from the program, via claim submission, for their expense. To receive reimbursement for your project expenses, fill out the claims form on your My Profile account. All reimbursements will be paid via cheque.

As recorded in program contracts, all clients must submit claims before the set deadlines, otherwise the claim will not be reimbursed by the Registrar. Expenses relating to project activities that were incurred before the start of the Funding Agreement will also not be reimbursed under any circumstance. Program participants may request a paper-based claims process by written request to the program Registrar.



## 8.1 APPROVED CERTIFYING BODIES

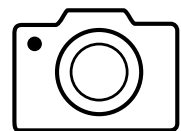
You will need to assemble the following documents to make a claim:

- **Proof of purchase:** You will need to provide a legitimate invoice and receipt for each claim item, or other valid form of proof of purchase. The receipt must include the date of the expense, the vendor's full company name & contact information, description of the services provided and a total dollar amount for the purchase, less the tax. A scan or picture of the original copy is enough, we do not require the original.
  - Please Note: You must prove that you have purchased the item, if you don't have a receipt, we need a copy of the cheque or proof of transaction;
  - \*Accepted Proof of Payment: Copy of cheques, cheque stubs, bank transaction records, e-transfer receipt, credit card statements, official receipt, accounting records, online official receipts of purchase. \*Please Note: Writing the cheque number on the invoice is NOT a sufficient proof of payment.
- **An invoice from your company to the FPSC:** Now that you have paid the expense in full, you must invoice FPSC for the approved reimbursable amount as per the Funding Agreement. Your invoice must clearly indicate:
  - Your Company name;
  - Invoice number;
  - Date of the expense;
  - GST/HST number;
  - Description of the expense; and
  - Total dollar amount.

### Here are a couple examples:

1. Exact cost: activity cost is \$1,000 reimbursed at 70% - you will invoice the FPSC for \$700
2. Under: Estimated Workplan quote is \$2,000 reimbursed at 70% - your activity only ended up costing \$1800, you will invoice the FPSC for \$1,260

- **Supporting Documents/Pictures:** You may be asked to provide supporting documents or pictures of the completed project. Your contract will state which items require supporting documents/ images.

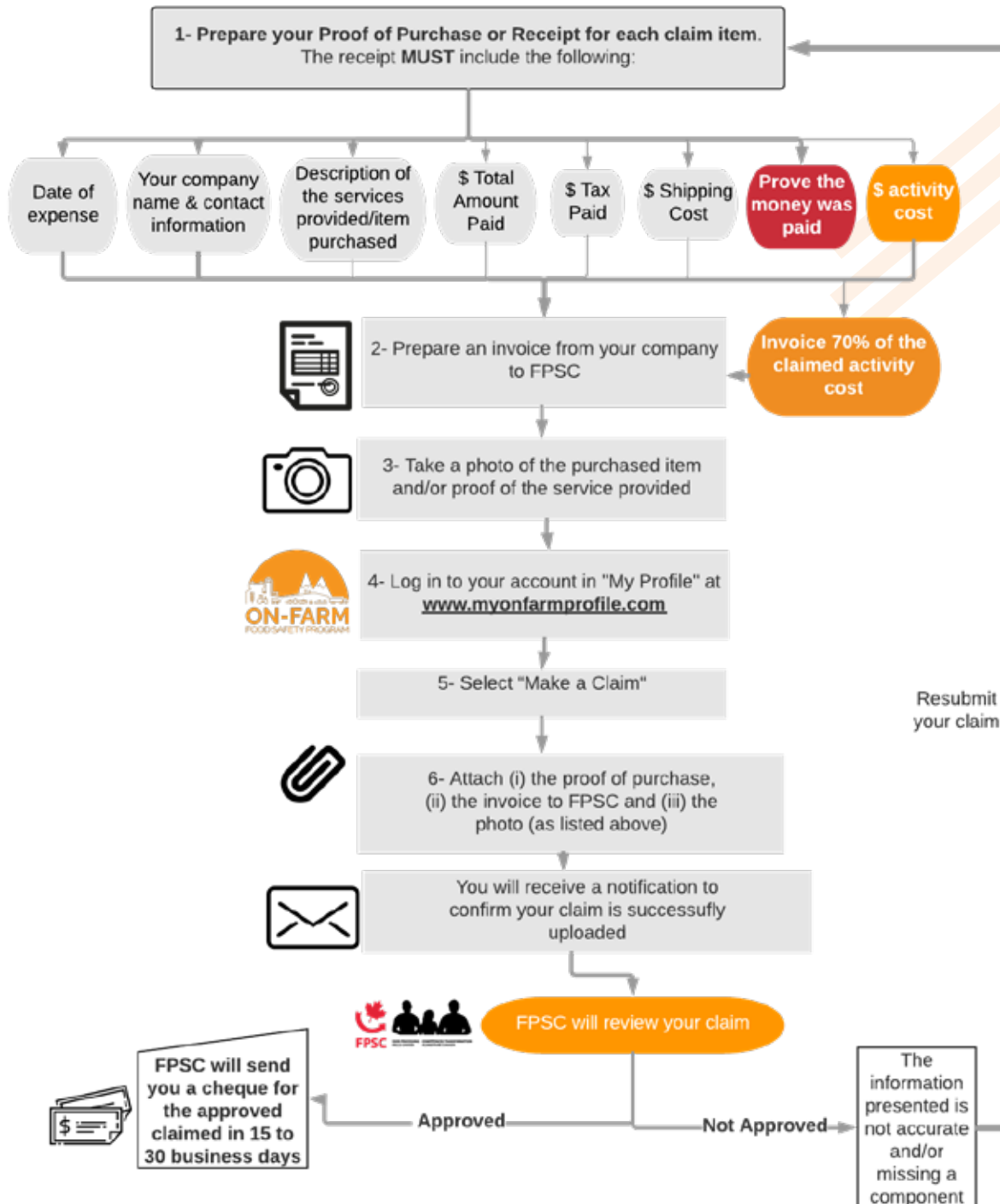


**\*Please note:** it's good practice to take pictures of new equipment, facility modifications, etc. for project monitoring and auditing purposes.



# 8.2 HOW TO MAKE A CLAIM

Submitting a claim is easy. Here is what you must do:



To make it even easier for you to submit a claim and get your money from the first trail, **follow the 3 step process below:**

1. **Assemble** all the documents, pictures and paperwork you will need to make your claim. Please reference **section 5.1 Documents Required for Claims**.
2. Start by **signing into your My Profile account**, visit [www.myonfarmprofile.com](http://www.myonfarmprofile.com) and use your email and password created in your first application to sign in. On the main home page of My Profile, you will find an electronic list of your Workplan activities – and beside each activity there is a “Make a Claim” button. Select which activity that you would like to submit a claim for.
3. **Fill out the “Submit a Claim” form**, be sure to include all relevant pieces of information to make the process flow smoothly. Click submit at the bottom of the page when you are finished.

**\*Please note:** Each purchase requires a separate claim submission. You cannot claim multiple purchases at the same time as one large group price.

**TIP:** You will receive an automated email notification to acknowledge the submission of your claim.

**When your claim has been reviewed by the Registrar**, you will get another email notification letting you know if your claim was approved or declined. When approved, the claim will be automatically sent to our Finance Manager for payment via cheque. You should expect your cheque within 10 to 15 business days after the expense has been approved. In high volume times, **it may take 15 to 30 business days**.

## 8.3 MONITORING OF ACTIVITIES AND VERIFICATION AUDITS

### Monitoring of Activities

It's our goal to help you succeed! Throughout the On-Farm Food Safety (OFFS) Program, we will be regularly monitoring all program participants to ensure that they are staying on track with their Workplans. As part of the monitoring process, you may be asked to show the progress that you've made on activities that may not be fully complete.

Monitoring is not an audit, it's a way to ensure that program participants are remaining engaged in the program and are actively using the funds. As a OFFSP participant, you agree to periodic monitoring of your project by the program Registrar and the Technical Program Advisor (TPA).

### Verification Audits

The program Registrar will conduct several verification audits to confirm that clients are performing and completing activities as stated on the workplan and funding agreement. More than 10% of completed projects will undergo an audit throughout the program timeline.

As a OFFS Program participant, you agree to an on-site audit of your activities to verify that it was completed as per the workplan and funding contract. Audits or informal site visits will be conducted by the TPA. **Audit failure may result in the denial of your project claim.**



## 9

**IMPORTANT  
INFORMATION**

Failure to complete and claim for your project by the deadline agreed in the approval letter may result in the forfeiture of your funding, regardless of written project approval (or how much money you may have spent on the project). The funding reserved for you will be respectively allocated to other producers who are waiting for funding.

If you are unable to carry out any of the activities by the deadline mentioned in the approval letter or you wish to amend the approved activities, you must go to “my profile” and submit the “**Amendment Form**”. You find the Amendment Form in **Appendix E**. Failure to notify the program Registrar that you will not complete an approved project, or a portion thereof may result in the denial of your project claim and/or affect your future applications to similar programs.



# 10 COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL

The FPSC Complaint Management and Resolution Protocol continues to be used successfully in other programs. The process includes communication with the client, has documented process steps and timelines associated with each step, an internal resolution process, and a venue for appeal to the Ministry if the complaint that is made cannot be resolved internally.

## The Protocol:

- Includes a complaint form, and has documented process steps which are communicated to the public and to program participants;
- Includes first attempts to deal with issues internally;
- Involves the ministry if the issue cannot be resolved internally; and
- Has timelines associated with each step of the process.

All written complaints are reported to the Ministry. For full information on the process, see the Complaint Management and Resolution Protocol in **Appendix E**.

## 10.1 MONITORING OF ACTIVITIES AND VERIFICATION AUDITS

FPSC welcomes and encourages feedback from program participants. Suggestions as to what worked well and recommendations as to what could be **improved** in the service delivery model and program policies are helpful in developing changes to the program, whether in its current form or for the future.

Comments on whether a staff member has gone above and beyond their expectations are also invited as this allows for the professional development of the program personnel. Complaints may be noted through the formal Complaints protocol.

At the end of the client's participation in the program, they will be provided with an Exit Survey to complete. The survey will cover topics such as program administration, the service delivery model, and program policies, the impact of the project on food safety and market access, and the client will be asked if they have any recommendations for improvements.



## PROGRAM CONTACT INFORMATION

### Food Processing Skills Canada (FPSC)

3030 Conroy Road, Suite 201  
Ottawa, Ontario K1G 6C2

Phone: 613-237-7988

Toll Free: 1-877-96FPSC (963-7472)

Fax: 613-237-9939

Company Website: [www.fpsc-ctac.com](http://www.fpsc-ctac.com)

Program Website: [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com)

My Profile Website: [www.myonfarmprofile.com](http://www.myonfarmprofile.com)

TITLE	NAME	EMAIL
Program Manager	Rima Hatoum	<a href="mailto:rhatoum@fpsc-ctac.com">rhatoum@fpsc-ctac.com</a>
Program Registrar	Jennifer Brown	<a href="mailto:jbrown@fpsc-ctac.com">jbrown@fpsc-ctac.com</a>
Technical Program Advisor	Manmohan Singh (Minty) Gadhok	<a href="mailto:mintytpa@fpsc-ctac.com">mintytpa@fpsc-ctac.com</a>
Financial Coordinator	Olga Karpinskaia	<a href="mailto:okarpinskaia@fpsc-ctac.com">okarpinskaia@fpsc-ctac.com</a>
FPSC Executive Director	Jennefer Griffith	<a href="mailto:jgriffith@fpsc-ctac.com">jgriffith@fpsc-ctac.com</a>



## 12

**FREQUENTLY ASKED  
QUESTIONS**

- 1. Should we apply for the program? Our company does not have many resources.**

Yes. The purpose of the On-Farm Food Safety Program is to advance a company's already existing strategies through cost-sharing. If you have a set budget or limited resources, we can work within the budget that you have allotted to spend, and the funding should assist you in bringing on the help that you need.
- 2. We are almost ready for our food safety system to become certified. Should we apply for the program?**

Yes. The On-Farm program funds pre-audit assessments as well as third party HACCP-based audits. We encourage all eligible businesses, no matter where you are on the food safety spectrum, to apply for program funding!
- 3. What if we want to work towards a secondary HACCP certification, recertification, or multiple certifications?**

All third-party HACCP certifications are eligible for funding, whether it's a new certification or a recertification. You must successfully pass your audit and achieve your HACCP- based Certification in order to be funded, unsuccessful audits won't be reimbursed.
- 4. What is a Valid Form of Gap-Assessment (Pre-Audit)?**

A "Valid form of Gap-Assessment/ Pre-audit" is a pre-requisite to accessing the Food Safety Implementation funding under the On-Farm Food Safety (OFFS) Program. While there are many types of industry assessments that may be accepted, the OFFS program has posted an official definition of the type of assessments that we will consider valid when applying to the program. We encourage you to familiarize yourself with the definition on our project website [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com) and in our program guide.
- 5. What if I don't have a valid form Gap-Assessment/ Pre-Audit, what do I do? Am I still allowed to access Food Safety Implementation funding?**

If you don't have a valid Gap-Assessment/ Pre-Audit, or yours has expired, the On-farm Food Safety (OFFS) Program will fund eligible on-farm businesses to get an assessment done. All participants must fill out both Part A and Part B applications forms in full and be approved by the program. Once approved, your organization will enter into a Contractual Funding Agreement with the program for the purposes of funding/ reimbursing a Gap-Assessment/ Pre-Audit for your business. The Contractual Funding Agreement must be signed & submitted before you may start your activities. \*Any activity occurring before your contractual funding agreement starting date will not be reimbursed. Only assessments conducted by Accredited Food Safety Professionals (AFSP) will be considered valid and eligible for reimbursement, all other assessments.
- 6. How do I apply for the program?**

The first part of the application (Part A: Eligibility Form) is accessible to everyone on the website [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com). The second part of the application (Part B: Funding Application) is only accessible to clients who are deemed eligible. Access to the second application form is given via email to eligible clients. Detailed application steps can be found on our project website [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com) or on Section 5 "Application Process" of the program guide.
- 7. How do I know how much funding my company is eligible to receive?**

Each facility is unique, therefore, funding is determined on a case-by-case basis, depending what a company needs most to move it along the food safety spectrum. In general, all participants are eligible for the full \$10,000 worth of funding. You will work with the TPA to develop a Workplan that is right for your business.

**8. Can I use the full \$10,000 worth of funding?**

Yes, if all your activities are deemed eligible.

**9. Is my west coast seafood establishment eligible?**

No. Seafood establishments are not eligible for this program.

**10. Can I submit claims against the approved activities in part (i.e. post partial completion) or in full (i.e. after completion of all approved activities under the project)?**

You cannot submit claims against partially completed projects. You can only submit claims once all activities under the respective project/ category/ group headings are completed.

**11. What are the project/ category/ group headings?**

There are five groups headings under the three project headings as detailed below:

- i. Gap Assessment;
- ii. Food Safety Improvement Activities;
  1. Food Safety Improvement Consulting;
  2. Equipment/Facility upgrade; and
- iii. OFFS or HACCP final audit/ certification.

Claims can be submitted after completion of all approved activities under any of the five groups headings above (therefore, technically you can submit a maximum of five claims if you have approved activities under all five group headings)

**12. What is the timeframe for completion of my approved activities?**

The claims must be submitted before the deadline provided by the TPA in your Workplan and Schedule A of your Funding Agreement. We however strongly recommend that you identify projects (which meet the eligibility criteria) that can be realistically completed within 6 to 8 months.

**13. Can I seek an extension for my approved activities in case I am unable to complete them within the approved deadline?**

Yes – you can (& must) seek deadline extension (amendment) to avoid losing the approved funding. By delaying your activity completion, you will however be putting yourself at a disadvantage in comparison to participants who complete activities ahead of time since they will be in a better position to seek additional funding before program funds run out (assuming they have not reached the funding limits). For more information, please refer to Section 9 Important Information of the program guide.

**14. How do I communicate with the program manager/registrar regarding clarifications/ amendments?**

All inquiries and communication need to be done through your “My Profile” on the Funding Program website at this link: [www.myonfarmprofile.com](http://www.myonfarmprofile.com)

**15. We have On-Farm (farming) as well as Post-Farm activities (processing) in the same premise. Can we use the On-Farm funding for the processing activities since the processing activity is an extension of the farming activity?**

No – On-Farm funding cannot be used for processing activities. For processing activities, you need to apply for the Post-Farm funding at [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com)

**16. I am unclear on where my On-Farm process finishes, and Post-Farm process begins (boundaries are blurring)?**

In general, Post-Farm process begins where the On-Farm product loses its original form e.g. peeling/cutting of fruits and vegetables, slaughter of poultry/animals etc. In case of ambiguity – please discuss it with the TPA. Under no circumstance should you apply for the same activity under both funding programs.

**17. Can I use the On-Farm funding for improving the health of my farm and animal welfare?**

No – The On-Farm funding can only be used for improving the food safety. Animal welfare & environment sustainability (improving water/air/land quality etc.) are peripheral activities not directly connected to food safety. For more information, please refer to Appendix B “Project Categories for Eligible Activities and Costs” and to the program’s website [www.bconfarmfoodsafety.com](http://www.bconfarmfoodsafety.com)



# 13 APPENDICES





## 14

## APPENDIX A - FOOD SAFETY CERTIFICATIONS

The following list contains certifications recognized under the On-Farm Food Safety (OFFS) Program. Please note that this list is not exclusive. Other certifications may be accepted but require pre-approval by the program Registrar.

### Global Food Safety Initiative (GFSI) Schemes:

- British Retail Consortium (BRC)
- Food Safety System Certification (FSSC) 22000
- Global Red Meat Standards (GRMS)
- International Food Safety Standard (IFS version 6)
- CanadaGap
- GLOBAL G.A.P.
- Primus GFS
- Safe Quality Food (SQF 2000)

### CFIA Recognized Food Safety Plans:

- Preventive Control Plans (PCPs) as per Safe Food for Canadians Regulation (SFCR)
- Canada Grains Council
- Canadian Cattlemen's Association: Verified Beef Production
- Canadian Cervid Alliance
- Canadian Hatching Egg Producers: Canadian Hatching Egg Quality
- Canadian Herbs, Spice and Natural Health Products Coalition
- Canadian Honey Council
- Canadian National Goat Federation: On-Farm Food Safety Program
- Canadian On-Farm Food Safety Working Group
- Canadian Pork Council: Canadian Quality Assurance Program
- Canadian Sheep Federation: Food Safety Farm Practices: Canadian Verified Sheep Program
- Canadian Trucking Alliance
- Chicken Farmers of Canada: On-Farm Food Safety Assurance Program
- Dairy Farmers of Canada: Canadian Quality Milk
- Egg Farmers of Canada: Start Clean-Stay Clean
- Ontario Veal Association: Veal Quality Assurance Program
- Turkey Farmers of Canada: On-Farm Food Safety Program

### Others:

- American Institute of Baking
- Société Générale de Surveillance (SGS)

## 15

## APPENDIX B - PROJECT CATEGORIES FOR ELIGIBLE ACTIVITIES & COSTS

There are a variety of activities that candidates can take part in to improve food safety in their businesses. These activities and their expenses are deemed eligible by the On-Farm Food Safety Program when they directly relate to:

- Conducting Food Safety Gap-Assessments (or pre-audits) to identify and document risks, issues and opportunities to improve food safety capacity, systems and practices;
- Implementing Food Safety Improvement related to Good Agricultural Practices (GAPs), Good Handling Practices (GHPs), Good Manufacturing Practices (GMPs) and HACCP based food safety systems in their operations; and
- Achieving a successful OFFS or HACCP final audit(s)/certification(s).

After review of the client's requests, and the development of the workplan and contract, the Registrar will determine whether the outlined activities are eligible. Any food safety activities taking place before a client's project launch date are not eligible for funding.

The chart below outlines the five categories of funding available for applicants.

Food Safety Project Categories	Percent Cost-Share	Maximum Available Cost-Share
<b>1. Gap-Assessment (or pre-audit):</b> <ul style="list-style-type: none"> <li>• Identify and document risks through food safety gap-assessments (or pre-audits)</li> <li>• Food Safety (including Traceability) gap-assessment resulting in a project workplan</li> </ul>	70%	up to \$10,000
<b>2. Food Safety Improvement Activities (GMPs or GHPs)</b> <ul style="list-style-type: none"> <li>• Pro-actively mitigate food safety risks identified in gap-assessment/ pre-audit through implementation of GAPS or BPs</li> </ul>	70%	<ul style="list-style-type: none"> <li>• All other Food Safety Improvement (systems, facility and equipment)- up to \$10,000</li> <li>• Equipment/facility upgrade for regulatory compliance-capped at \$7,500</li> </ul>
<b>3. Third party HACCP based Audit</b> Get certified in a recognized OFFS or HACCP based food safety systems in their businesses	70%	up to \$10,000
<b>Maximum Cost Share Funding</b>	70%	\$10,000

Each Eligible Participant may apply for and receive funding of up to \$10,000 for eligible activities over the term of OFFS program (i.e., 2018-2023).

## LIST OF ELIGIBLE ACTIVITIES

The following activities are eligible for On-Farm Food Safety (OFFS) Program program funding under each of the respective categories:

<b>CATEGORY #1: GAP-ASSESSMENT OR PRE-AUDIT</b>	<b>70% COVERAGE</b>	<b>MAX OF \$10,000</b>
---	---------------------	------------------------

Activities under this category focus on obtaining an assessment of the food safety risks and traceability capacity of a business, resulting in a workplan to address gaps. Assessment will demonstrate:

- Impact of the project on improving food safety and traceability and controlling food safety risks;
- Impact of the project in addressing identified business need or opportunity .

Eligible activities and costs are:

- Costs for a gap-assessment or a pre-audit by a third-party to identify opportunities for food safety improvements, in compliance with a HACCP Based System Standards.

Development of a Food Safety workplan outlining the actions needed to implement a HACCP based food safety program.

- Costs for a gap-assessment or pre-audit by a third party to identify opportunities for food safety improvements (including traceability)
- Development of a Food Safety workplan outlining the actions needed to implement an OFFS or HACCP based food safety program, including traceability planning.

<b>CATEGORY #2: FOOD SAFETY IMPROVEMENTS</b>	<b>70% COVERAGE</b>	<b>MAX OF \$10,000</b>
--	---------------------	------------------------

Activities under this category focus on developing and implementing written food safety improvement activities, validate their existing practices and develop plans for food safety procedures, including:

- Developing traceability plans;
- Developing and implementing written food safety programs;
- Purchasing equipment which is directly and strongly related to food safety;
- Making facility upgrades for regulatory & food safety compliance; and
- Conducting laboratory testing specifically required to reduce food safety risk.

Maximum available cost-share:

- No cap for activities (except equipment and facility modifications)
- **Equipment and/or Facility upgrades capped at \$7,500 per applicant for the OFFS Program Term (5 years).**

**ELIGIBLE ACTIVITIES UNDER THIS FUNDING POCKET INCLUDE:**
**2-A: EQUIPMENT PURCHASES AND/OR FACILITY MODIFICATIONS**
**70% COVERAGE**
**CAP OF \$7,500**

- Equipment needed for Critical Control Points (CCPs) (e.g. metal detector, magnets, chlorinator, physical water treatment methods UV, ozonation, filtering systems, thermometers, or monitoring devices required by HACCP Plans/CCPs [e.g. temperature probes, pH meters])
- Equipment to support the implementation of written food safety programs:
  - Re-useable protective clothing (apron, boots, etc.);
  - Purchase of signage;
  - Hand washing sinks, soap and paper towel dispensers, hand sanitizing stations, footbath/door framers, sanitizing stations;
  - Storage facilities for work clothing (hooks, lockers, cupboards) and street clothing (lockers, cupboards);
  - Designated utensils (scoops, pails, containers, brushes, brooms, shovels, bins, totes);
  - Cleaning equipment (hoses, nozzles, bin washers);
  - Cleaning utensils to support the development of a utensil control system (colour-coded brushes, squeegees);
  - Cleaning and sanitizing verification (ATP luminometer, microbial rapid detection kits);
  - Containers suitable for chemical application/use, pre-mixing unit/automated chemical dispenser, foam systems;
  - Equipment/tools for testing chemical levels in water (e.g. ORP meter/automated system);
  - Chlorinator and equipment designated to water treatment methods (e.g. ultraviolet, ozonation, filtering systems),
  - Upgrading to food safety materials (non-toxic, smooth and non-absorbent);
  - Equipment designed for effective cleaning and sanitizing;
  - Pest control devices;
  - Reference thermometer;
  - Back flow preventers;
  - Lighting to meet operational requirements;
  - Monitoring devices for environmental control;
  - Ventilation to maintain positive air pressure where required; and
  - Initial set up and calibration of new equipment with direct impact on food safety.
  - Portable field test kit;
  - Compost thermometer, dedicated tools for handling soil amendments, windrow turners/covers, cover lifters etc.
    - Vessels for transporting/storing potable water for handwashing in the fields;
- Posters or signage depicting/explaining HACCP procedures.
- Capital Costs (including building upgrades) to meet requirements of written programs:
  - Upgrading interior surfaces to cleanable materials (non-toxic, smooth and non-absorbent);
  - Separate storage area for chemicals (room, chemical cabinet);
  - Shatterproof lighting;
  - Replacement of glass windows in food handling areas to shatterproof material;
  - Gravel perimeter around buildings where food is handled and stored;

- Drainage to prevent pooling water around the facility;
- Facility modifications so food handling areas do not open directly outside;
- Installing self-closing doors;
- Sloping floors, adding coving;
- Dedicated lunch room; and
- Dedicated personal storage facilities.

## 2-B: OTHER FOOD SAFETY IMPROVEMENTS

70% COVERAGE

MAX OF \$10,000

### Eligible activities under this funding pocket include:

- Third party costs to develop written food safety documentation (i.e. food safety policies, procedures, schedules, and records), including:
  - Personnel and handling of food;
  - Cleaning and sanitizing: water treatment and testing, etc.
  - Pest control-preparation of a pest management plan for buildings by a third-party pest control business;
  - Food safety record keeping, traceability plans, recall plans;
  - Preventative maintenance and calibration of equipment related to food safety;
  - Soil amendments;
  - Shipping/receiving;
  - HACCP or PCP;
  - Operational pre-requisite programs including, allergen, foreign material prevention program, etc.
- Third party consultation/advisory costs- one-time training of staff on newly developed or updated procedures, policies or practices related to food safety, i.e. how to collect samples, calibrate equipment;
- Food safety training /skills development- projects under this category will focus on increasing general knowledge of food safety risks, risk prevention, and food safety programs by taking education or training course. Course outline (detailing training to be provided and outcomes, including a cost summary or quote), training and materials form an accredited third-party organization or training provider on food safety;
- Validation of food safety process (outlined in HACCP plans/CCPs) control measures;
- Laboratory analysis – Baseline 3<sup>rd</sup> party laboratory to conduct testing:
  - Testing of water, food or food contact surfaces to assess that the item is suitable for their intended uses (i.e. sanitation, food contact surface, product-testing, etc.);
  - Testing performed by an accredited 3<sup>rd</sup> party laboratory to obtain validation results;
- Developing a traceability plan to enable integration of multiple processes (e.g. receiving, shipping, production and inventory, sales/marketing, procurement, food safety records, resource management;
- Developing Recall Plan to include:
  - Contacting authorities and customers; and
  - Record-keeping of all actions taken during a recall.

## CATEGORY #3: 3rd PARTY FINAL HACCP BASED AUDIT

70% COVERAGE

MAX OF \$10,000

This category focuses on final audits leading to successful certification(s) for nationally or internationally recognized food safety programs. Participants are eligible for multiple OFFS or HACCP plans.

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## **APPENDIX C - LIST OF INELIGIBLE ACTIVITIES**



## LIST OF INELIGIBLE ACTIVITIES

### Ineligible activities/costs include, but are not limited to, the following:

- Activities that are peripheral or not directly connected to food safety, including, but not limited to:
  - Dead-stock disposal and removal or other waste disposal;
  - Activities that support food quality rather than food safety; or
  - In-house (non-recognized) HACCP systems.
- Traceability equipment;
- Any cost not specifically required for the execution of a project;
- Normal day-to-day operating costs/activities associated with carrying out a business, such as salaries and benefits of non-contract staff, office space, leasing and ongoing rental of facilities, equipment and machinery, utilities, phone, materials, labour, board, committee and annual meetings, etc.;
- Costs associated with food safety that are inherent in the day-to-day operations of the business or for the ongoing maintenance of a food safety program (e.g., ongoing expenses for employee salaries, disposable gloves, hairnets, ongoing pest control services, laundry services, hiring of external sanitation crews; ongoing calibration, etc.)
- Mentoring and coaching;
- Sponsorship of conferences and learning events or initiatives;
- Purchase of vehicles, furnishings, land, building and facilities;
- Lease of land, buildings and facilities for the purpose of starting up a new business or as part of normal operations;
- Financing charges, loan interest payments, bank fees, and charges;
- Any cost, including a tax that is eligible for a rebate, credit or refund (including a refundable portion of the Government Sales Tax);
- Gifts and incentives;
- Permits and approvals;
- Legal fees;
- Expenses incurred for same activities also funded under other approved Province programs;
- Costs incurred before the approval of the project or after the project completion date identified in the contribution agreement between the Applicant and the Registrar;
- Costs related to activities that promote British Columbia products explicitly over those of another province or territory; and
- Costs related to activities that directly influence or lobby any level of government.

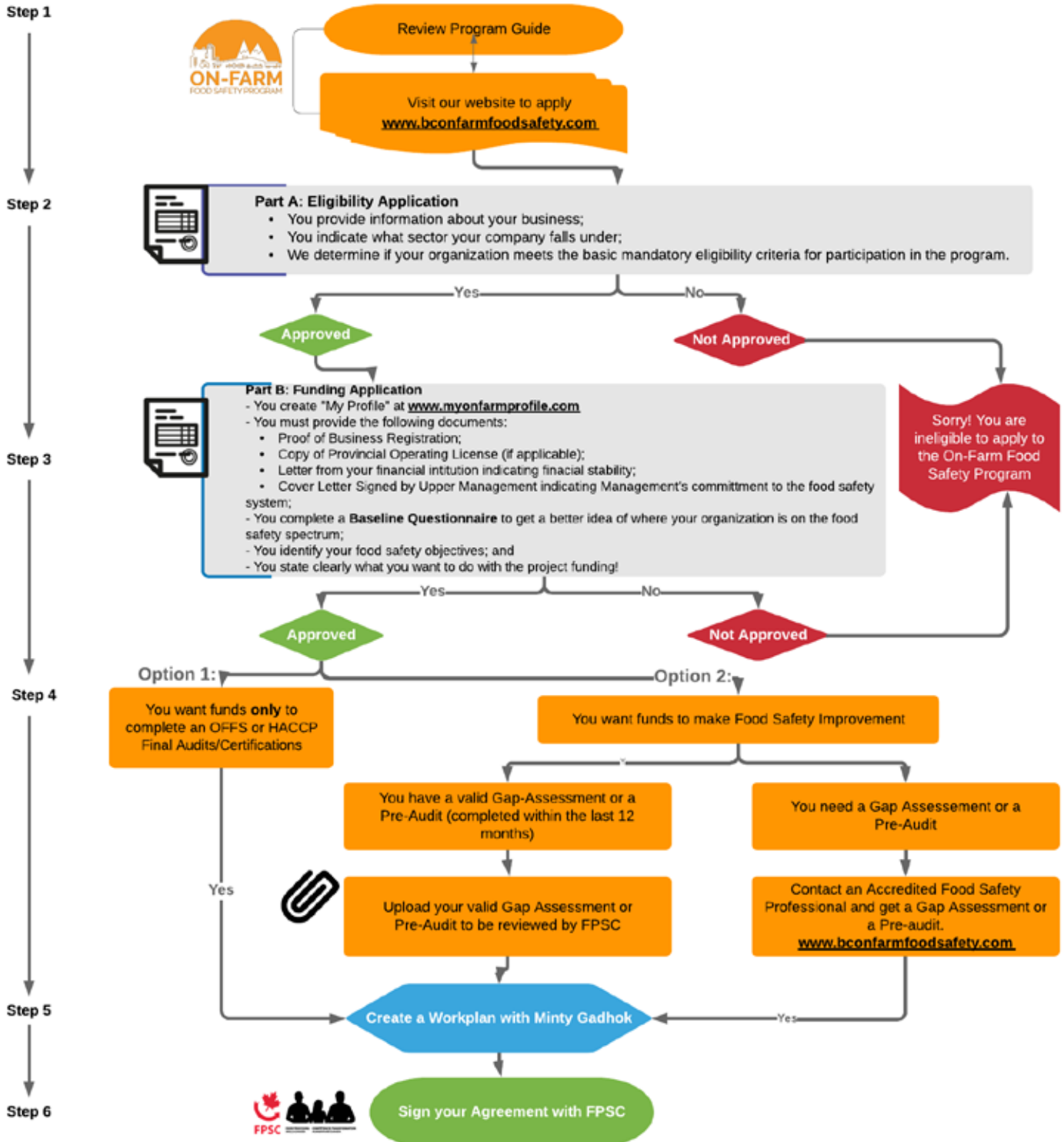
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## **APPENDIX D - ON-FARM APPLICATION STEPS**





# ON-FARM APPLICATION STEPS



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## **APPENDIX E - COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL**



## FPSC ON-FARM FOOD SAFETY PROGRAM

### COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL

The protocol has been used and continues to be used successfully by FPSC in other programs. This process includes and documents: communication with the client, process steps and timelines associated with each step and an internal resolution process and a venue for appeal to the Ministry if the complaint that is made cannot be resolved internally.

This protocol and all related forms are available to the public, applicants, and eligible and accepted participants on the OFFS Program web platform or by contacting the program Registrar.

The protocol is outlined in all hard copy program promotional materials, at any informational sessions held and is a part of any program training activities. All program staff has received an orientation regarding the protocol. If the complaint involves a staff member, that individual will not be a part of the complaint process other than to answer relevant questions about the complaint.

#### STAGE 1

**Any contact with a staff member regarding a complaint will result in direction to the Complaint Resolution Form.** When a complaint form is submitted, the appropriate program staff member receives the complaint. The staff member will contact the Complainant for a verbal discussion to try and resolve the problem, within the parameters of the program.

A. **If there is a resolution**, the staff member provides the Complainant with the resolution, in writing, for verification. Once the complaint is verified by the Complainant, it is deemed to be resolved. The timeline for resolution of the complaint is five (5) business days.

B. **If there is no resolution**, the staff member will communicate to the Complainant that the next step in the complaint resolution process will be approached. The staff member will provide a summary of the next step, a copy of the Complaint Form, contact information for all parties, and a summary of the failed resolution discussion. All of these items will require verification from the Complainant. After the verification is received, the Program Manager will contact the Complainant within 48 hours.

#### STAGE 2

The Program Manager will:

Investigate the complaint and verbally recommend a resolution within the parameters of the program, directly to the Complainant.

A. **If the Complainant accepts the resolution**, the Program Manager will ask for a written agreement from the Complainant. Once the Complainant verifies the acceptance of the resolution in writing, the Program Manager implements the resolution and the complaint is deemed to be resolved.

B. **If the complaint is still not resolved**, the Program Manager confirms in writing to the Complainant that the complaint will be moved to the final stage of the process. The process and the timelines will be explained to the Complainant.

## FINAL STAGE

**The Program Manager will send the unresolved complaint and all documentation regarding the complaint to the Ministry and the FPSC Board of Directors with a request for their final resolution and verification.**

- The Program Manager will inform the Complainant that the documentation has been sent and will provide a timeline for the final resolution of the complaint. Should the Ministry opt not to provide the final resolution, this would be done by the FPSC Board of Directors within said timeline.
- The Program Manager will then communicate verbally and in writing to the Complainant the final decision of the Ministry or Board of Directors, including the rationale for the decision. The result will be documented in a report to the Province and Board.
- The Program Manager will either recommend any program adjustments that should be made as a result of the complaint or advise the Ministry that this is to be regarded as a “one off” situation.

Please note that if the Complainant is still not satisfied with the results of the complaint protocol, they have the right to make a complaint to their Member of the Legislative Assembly, or Member of Parliament.

### **All On-Farm Food Safety Program staff members are committed to:**

- Protecting confidential information acquired in the program;
- Conducting their work with honesty, integrity, and fairness;
- Respecting the fundamental rights and dignities of all people by not engaging in demeaning or disrespectful behaviour to others; and
- Identifying situations where conflict of interest exists or appears to exist and providing disclosure to their employer and pertinent parties.







**Contact:**

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Ottawa, ON K1G 6C2

Tel: 613-237-7988

[www.bcpostfarmfoodsafety.com](http://www.bcpostfarmfoodsafety.com)

