



# Poultry Health Services

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March 20, 2020

## Planning and Support for COVID-19

We are reaching out to share our plan to maintain operations and services during these difficult and uncertain times related to the COVID-19 National and Provincial responses.

- All of our services and support programs are currently available, and we have implemented plans to protect access to our services (details below)
- We are utilizing video conferencing for all internal and external meetings until further notice
- Please call ahead if you are bringing a submission or picking up products or supplies
- Please project your expected product needs for the next month so we can ensure you aren't shorted
- Submissions can be brought directly to the sample receiving doors at our Airdrie and Stratford locations and directly to Animal Health Centre in BC.
- If you are unable to leave your location or bring a sample you can call book a remote diagnostic consult with one of our vets using your smart phone please call (1-888-950-2252) or email (pinfo@poultryhealth.ca) to book:

## Risk: Disruption of staff and quarantine of employees

**Response:** The foundation of our plan is to follow the advice and requirements of Public Health Officials. Our contingency plan includes having 50% of our staff working remotely and two "shifts" of staff alternating weeks at the onsite locations. We are separating our teams in space and time to ensure that you have available staff on site for key operations.

To maintain operations, we are adhering strictly to allocated access hours. To accomplish this, staff will leave on time so when we have a positive Covid -19 case and a population is asked to quarantine, the offsite shift, which has not had direct contact, will be able to come in. Our teams are cross-trained and staff offsite is testing training to walk their cover off through most tasks by phone and with live video chat. We are expecting to need to do remote training for emergency workers in vaccination crews and farm workers. Our IT and Phone providers have set up remote access to our systems and we have home offices for all remote based employees. It has been very helpful having colleagues working from home to help resupply quarantined staff and their families so this planning addresses business and community needs. We expect to lose efficiency with this distribution, but it will be much less disruptive than everyone being sent home for quarantine. We are not cancelling any tests or services but rather requiring advanced planning for lengthy and complex tests like biofilm, bio-mapping and surveillance Salmonella, Campylobacter and Listeria.

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### **Corporate Office**

Unit 1A, 4 East Lake Avenue NE  
Airdrie, AB T4A 2G1  
P: 403-948-2252 F: 403-948-2285

### **Laboratory**

201 – 151 East Lake Blvd  
Airdrie Alberta T4A 2G8  
P: 403-948-2252

### **Ontario Branch**

500 Wright Blvd  
Stratford Ontario N4Z 1H3  
P: 1-888-950-2252

### **British Columbia Branch**

1625 Angus Campbell Rd  
Abbotsford, BC V3G 2G4  
P: 1-888-950-2252



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## **Risk: Disruption of staff due to illness**

**Response:** Staff will need time off to recover when ill and we are mindful that even with a normal cold or flu that employees will be at home on self-quarantine for 14 days. As we plan operations for the next two months, we are planning in two-week intervals knowing that we will have to respond daily to challenges. Most risks can be managed with some time to prepare so the first principle is to stop activity that we do not have a plan for until we have a plan. Some activities which we can't build a plan for will be cancelled. We have a system of remote support for each of our locations and in the event of an extended absence of a veterinarian we will provide a back-up veterinarian from another location.

## **Risk: Disruption of supply chain (inventory, order desks, delivery)**

**Response:** To balance the potential delay and availability of orders with overstocking and unnecessarily adding disruption we are making, smaller orders more often, trying not to centralize our inventory and with no more than 15% additional inventory. If you can forecast your orders with us please do because when we order as needed we are facing delays. Consider an emergency cooperative alliance with related businesses to balance out inventories.

## **Risk: Clients are quarantined**

**Response:** We have redirected our field staff off projects and currently have additional resources to help field service for our retainer clients. In BC and Ontario, the vets are working remotely and providing field service and we will be relying on the diagnostic labs as a back-up. In Alberta where we provide the diagnostic services we will separate the field and diagnostic vet roles and tech teams. We are supporting remote diagnostic services for field service and farms using facetime/video conferencing on a scheduled basis, many diagnoses and treatments can be initiated from a remote diagnosis backed up by samples submitted later. Remote diagnosis will help us triage support by ruling our routine diseases (particularly for RWA production) and flagging foreign animal diseases like Avian Influenza and New Castle Disease.

These are very uncertain times but we are taking every precaution to protect our operations so we can continue to protect yours. We are providing updates and information for the poultry industry on our website: <https://www.poultryhealth.ca>.

Please reach out with any questions, concerns and requests for assistance.

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