



Farm Animal Care Line Call Taking Procedure 1-877-828-5486

When answering the Farm Animal Care Line your conversation should never be scripted. The caller is concerned enough to call, they will in most cases open up to you. They need someone to listen to their concerns.

1. SPECIES (Beef, Dairy, Horses, Pigs, Sheep, etc)	
2. NUMBER OF ANIMALS (estimate or actual)	
3. CONCERN <ul style="list-style-type: none"> • Condition of the animals - color, size, breed, condition - extremely thin, thin, can you see ribs, open sores, etc. • Are you aware of any dead animals on location? • Availability of feed, water, shelter, bedding, injury, etc. • Other questions may include: <ul style="list-style-type: none"> - Are there other animals on the property? - Has the complainant seen the animal(s) in person? - When were the animals last seen? - Is someone living on the property where the animals are located? 	
1. TIMING - is this an on going issue or just a recent occurrence	
5. ARE OTHER AGENCIES INVOLVED: (SPCA, RCMP, farm or ranch associations, Conservation Officer, CFIA)? If yes, who	
6. LOCATION OF CONCERN <ul style="list-style-type: none"> • Legal land description (eg. 32-12-22 W5) • Range Road and Township locations (eg. Township Road 212 between Range Road 34 and 35) • Urban street address (name or number on gate / fence) • Direction in km / miles from nearest town or land mark • Which side of the road animals are on and any identifying features on the property (ie. house, barn colour, out buildings, etc.) • Poultry Biosecurity ID # • Are the animals in transport or at a processing facility 	
7. COMPLAINANT (may prefer to remain anonymous) <ul style="list-style-type: none"> • Name • Phone number • If the callers prefers to remain anonymous ask him / her to phone back at a set time to answer addition questions and for case updates 	
8. ANIMAL OWNER / CAREGIVER (IF KNOWN) <ul style="list-style-type: none"> • Name • Address • Phone number • Additional Information (is the owner/caretaker home during the day? Relationship to the complainant? History of violence?) • Poultry Biosecurity ID # 	
9. OTHER INFORMATION (DIRECT QUOTES, ETC.)	