



A QUALITY ASSURANCE PROGRAM FOR HANDLERS & TRANSPORTERS OF POULTRY



TRAIN THE TRAINER MANUAL

Introduction

The ability to transport large flocks of birds quickly, efficiently, and safely from hatchery to farm or directly to the processing plant is a highly specialized skill. Transportation and handling directly affect poultry health and product quality. Integrators and dedicated companies exist to meet this very important industry need, with trained transportation and handling crews and specialized equipment.

A new era of animal welfare “certification, documentation, and third party auditing” is becoming a requirement in many countries. More and more buyers are requesting—or requiring—animal welfare certification with audits, including restaurant industry agents who purchase meat and eggs for their outlets. Some retailers also require their suppliers to participate in these programs and document the training. These requirements must also be met by the loading and transportation companies they hire.

This manual will help employees of these companies to understand animal welfare and to share company and industry expectations on handling poultry. The actions of haulers and handlers have a direct impact on both the physical and mental well-being of birds. Improper catching, handling, and loading practices create stress and may cause trauma to the birds. But catchers who are careful and conscientious can reduce these potential injuries.

Biosecurity and disease prevention are also important aspects of poultry handling and transportation. Loading crews, transport vehicles, and equipment visit many farms in the course of their work. Cleaning and disinfecting equipment between farms and wearing cleaned and laundered clothing are very important to prevent the accidental transfer of disease between farms.

Some diseases, such as Avian Influenza, are of particular concern, because they can impact state-to-state and even country-to-country transport. This manual includes a chapter on basic disease recognition and the appropriate response for crews who suspect they may be handling sick birds.

These training materials were developed by poultry industry specialists from two universities and writing teams including poultry industry representatives, a USDA poultry disease specialist, and a state industry association.

This program is unique because it includes multiple poultry types and involves third-party training, proficiency testing, and certification. We hope that this material benefits all employees who take the course, and helps them fulfill their important role as poultry handlers and transporters.

Sincerely,
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Qualifications for PHT Trainers

- Applicants need to be involved in relevant work with commercial poultry such as: live production, live haul, hatchery, veterinary care, animal welfare monitoring, and processing.
- Must be PHT certified and have passed the PHT certification test by 85% or better.
- Should possess as minimum a high school diploma or GED.
- All applications will be reviewed by the USPOULTRY- PHT staff.
- All successful trainers must agree to maintain a “Code of Conduct” and confidentiality of the exam material.
- Trainers must recertify every 2 years and remain current with industry standards.



Trainer Code of Conduct

The “Poultry Handling and Transportation Program” is training designed to teach standard industry animal welfare practices on handling and transportation to live poultry handlers and transporters. It is not designed to enforce, or audit any animal welfare guidelines, regulations or laws. The U.S. Poultry and Egg Association (USPOULTRY) reserves the right to sit in on any meeting for review during the test or remove a trainer for reasonable cause including violation of any part of the code of conduct. Any individual found to be in violation of the Code of Conduct will forfeit privilege of being a PHT Certified trainer.

1. PHT trainers agree to maintain confidentiality of the examination material and questions.
 - At no time will the contents of the examination be discussed with outside parties.
The trainers must keep accurate counts of the exams at all times and be sure that all exam forms are collected and filed at the end of the training.
2. PHT trainers agree to teach on all applicable chapters of a manual. If a company or crew handles and transport more than one species then they have to be trained on all species handled.
3. PHT trainers are to require test takers do independent silent work.
 - Exception: In the case where the individuals taking the test are unable to comprehend the written English or Spanish examination, it is acceptable that a trainer or facilitator read the questions and possible answers to the group.
4. PHT trainers must keep confidential, any information shared with them specifically regarding company policies or proprietary company information.
 - Trainers must remember they are invited professionals hired to train company employees for PHT. If possible, it is also beneficial to invite management and HR to participate in the training. Established company policy on employee safety, fleet safety, accident management, and media relations take precedent over training material to avoid confusion.
5. PHT trainers must maintain control of the meeting at all times.
 - Facilitators/translators may be brought in at the trainer’s request to help with larger groups of Non-English speaking parties. However, it is up to the trainer to oversee that the testing is administered appropriately.
6. PHT trainers agree to recertify online every two years to keep current of new information and updates in industry practices.



POULTRY EMPLOYEE ANIMAL HANDLING / TRANSPORTATION CODE OF CONDUCT

The “Poultry Handling and Transportation Program” is training designed to teach standard industry animal welfare practices on handling and transportation to live poultry handlers and transporters. It is not designed to enforce, or audit any animal welfare guidelines, regulations or laws. The U.S. Poultry and Egg Association have the right to revoke certification of individuals and companies that do not adhere to the code of conduct.

1. All birds (live or dead) will be handled with respect and dignity. Proper handling and catching methods to minimize stress must be followed. Any employee not adhering to this should be reported to his/her supervisor.
2. Whenever birds are handled for any reason, including vaccinations, treatments, and movement to other facilities or to processing, handling should be accomplished in such a manner as to avoid injuries. Abuse of the animals should not be tolerated under any circumstances. Supervisors of catching crews have the responsibility for training crew members in handling of birds so as to minimize bone breakage, bruising or other injury to the birds.
3. Problems associated with injured, sick or dead birds need to be properly managed. Proper euthanasia of sick, injured or cull birds will be conducted by trained employees. Dead birds will be removed and properly disposed. Contact a supervisor if you are unable to perform these tasks, if you have questions about the actions to be taken, or if the procedures are not being followed by all employees.
4. Catching should be done in a manner that minimizes crowding or piling of birds. The number of birds in the catchers' hands will depend on the size of the bird and should be limited in order to not cause injury to the birds. Catchers may not catch or carry birds by the wings or necks with the exception of broiler breeder spent fowl. The company should monitor birds for field-caused leg and wing damage and bruising.
5. Transport cages or coops should be sized appropriately and should be in good repair to avoid escape or injury to the birds during transit. Density in the coops should permit the birds to sit during transport, that is, in a single layer with no piling.
6. During transport and holding, birds should be protected from extremes of temperature and should be provided with adequate ventilation.
7. Biosecurity and safety rules need to be obeyed. If these rules are not being followed by other employees contact the supervisor.
8. Follow emergency protocols in case of an accident to protect employees and maintain welfare of birds.

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Chapter 1

Effective Training Techniques

While many of us in the course of our work are called upon to train others through public speaking, few of us have had actual training on how to do so. This chapter provides a basic overview of learning styles and teaching techniques used by professional educators and presenters.

Understanding Learning Styles

Most individuals prefer to learn through one of the following three channels:

1. Seeing/visual learners are 75% of all learners.
2. Hearing/ auditory learner are 12% of all learners.
3. Touching/doing or kinesthetic learners are 12% of all learners.

Many individuals are not solely one type of learner. Rather, they are an amalgamation of all three. However, most learners have a preference for acquiring information through one channel. Therefore, as a trainer, you must try to engage all three types of learners in your programs, if possible.

Visual learners learn best by seeing new information. They may prefer verbal information (i.e. reading information or seeing words) or nonverbal information (i.e. pictures or graphics that help represent the information).

Learning Style Indications

- Need to see something to truly understand it.
- May have trouble following lectures or spoken directions.
- Often misinterpret words.
- Have strong sense of color.
- May have artistic abilities.
- May say, “It looks good to me”.

Teaching Visual Learners

- Use graphics to help reinforce key learning concepts.
- Color code sections to help organize content.
- Provide written directions.
- Use charts and diagrams when possible.
- Encourage learners to imagine concepts or “see” ideas in their heads.

Auditory learners learn best by listening to new information.

Learning Style Indications

- Prefer to get information by listening — need to hear information to understand.
- Sometimes have difficulty understanding written information and expressing them through writing.
- Unable to read body language and facial expressions well.
- May have trouble following written directions.
- May say, “It sounds good to me”.

Teaching Auditory Learners

- Explain information orally rather than relying on learners to read and synthesize directions or charts
- Encourage open discussions and orally sharing outcomes of exercises.

Kinesthetic Learners prefer hands-on experience to learn and acquire new skills or information.

Learning Style Indications

- Prefer hands-on learning.
- Often don't need to read directions to assemble something.
- May have difficulty sitting still and focusing.
- Learn better when physical activity is involved.
- May be very well coordinated and have good athletic ability.

Teaching Kinesthetic Learners

- Engage in active learning (making models, doing label work, role playing, etc.).
- Take frequent breaks.
- Use computer or models to reinforce learning through sense of touch.
- Incorporate activity to demonstrate abilities.

Plan Ahead

To aid you in preparing for your next training session, take a moment to consider how you might address the different learning styles in your audience.

1. I will engage visual learners by:
2. I will engage auditory learners by:
3. I will engage kinesthetic learners by:

Understanding Adult Learners

Motivation for why people are attending any training can vary:
Attending a training **voluntarily** because they want to be there.
Attending a training as part of a **requirement**.

2 Effective Training Techniques

As a trainer, you will need to give them a reason why this information is beneficial to them. In the case of PHT, emphasize that certified employees are important to their company and it is vital for them to understand the PHT program's goal to train everyone on animal welfare, meat and egg quality, and disease prevention through biosecurity. The learning objectives of each chapter are located at the beginning of that chapter. The learning objectives highlight the purpose of this training and what companies and employees can expect to learn when they sign up for a certification.

- Effectively training employees is in many ways different than what we remember from high school or even college years. Most adult audiences become impatient with the traditional lecture format. Adults want to know what is in it for them. They need evidence of how the information being presented is directly related to their current, specific needs and concerns.
- When training adults, it is important to bring real life and unique experiences to the discussion. Opportunities that allow participants to share their knowledge and experience are extremely helpful and informative for all.

Learning experiences for adults can be created through engaging the audience in problem-solving and by offering opportunities for practice, application, and discussion. Review and discussion questions are located at the end of each chapter for the trainer's use. It is important to realize, while discussion can increase learning, a trainer needs to be aware of time constraints of the workshop and maintain control. This will be highlighted later.

Importance of Objectives

The objectives of the workshop, and for each chapter, are the ultimate goals that attendees will learn. They relate directly to the training manual. The test questions at the end of a session that will ultimately demonstrate that they understood all, or most, of the objectives. The objectives, or key learning factors for each chapter are located on the first page of that chapter in the training manual.

It is important to allow the learning objectives to guide the discussion. Presenting learning objectives at the beginning of a chapter will not only help orient learners to what you will be covering, but will ensure that all the objectives were covered. In addition, you can regularly refer back to the objectives, to show participants what has already been addressed.

Attention vs. Retention

Adults can listen for 90 minutes with attention but only for 20 minutes with retention. Why might attendees forget information? Sometimes, they forget new information because it did not seem relevant. Other times the presentation technique was ineffective and did not hold the attention of the audience. It is very important to:

- Remember that most adults can only listen with complete attention for a limited amount of time. Ask for participation periodically.
- Accept that participants will take a "mental vacation" every once and a while.
- Make sure participants see real-life value in everything you are presenting.

Make It Relevant

- Training or facilitating is about delivering information that is usable by the audience.
- You have to be audience focused. Gear your information towards what is most beneficial to them.

- Give them a reason to listen. Use examples that specifically relate to their experience level.

Emphasize Key Points

To make sure participants remember key points:

- Review or re-state key points at least six times for maximum retention. For example:
- Cover key points in your introduction, during group discussion, when explaining an activity, when debriefing the activity, and when summarizing the training.
- Present the most important information in the beginning and review at the end.
- People remember things that are outstanding or different.

Improving Presentation Skills

Physical Delivery

Using gestures should help make a point, but not distract. Do not pace or stay in the same spot.

Taking a step, pointing, or demonstrating can help to emphasize a point.

Limit distractions by monitoring your movements. Make sure you are not doing something distracting (tapping a pen, playing with change in pocket, etc.)

Be aware of tone and pace

- Use projection: make sure the person in the back of the room can hear you
- Watch speed: People hear faster than we speak so talk at a good conversation pace
- Practice, Practice, Practice! Make sure you know what you want to say and how long it will take you to say it. No one likes when training sessions run long and you will lose the audience's attention. Also, if you know your presentation, you are less likely to pause for "ahs" and "ums." Despite the best planning and preparation for training, it can be less effective if the trainer fails to prepare and plan for the actual presentation.
- Talk to the audience, not the visual aids.
- Enthusiasm creates mood and atmosphere. If you get excited about the topic then your participants will be too!

Keeping the Audience's Attention

Think about one of your best training or educational experiences.

- What made this experience so outstanding?
- What did the facilitator/teacher do or say that made the experience positive?
- As you'll notice, good facilitators focus on the learner and incorporate a variety of different training techniques to teach. Learner-focused training seeks to get learner to buy-in throughout the training.
- Share the significance of the information you are providing. For example, why is the information in PHTQA important to the poultry industry and their companies?
- The learning environment, both physical and mental, is a key factor for any audience to retain information.
 - o Temperature (too hot or too cold) can cause an audience to lose focus on the presentation.
 - o Sitting in uncomfortable chairs for an extended period of time can have the same effect.
 - o Having the company provide refreshments may be helpful to keep your audience focused. A break table in the back of the room, with plenty of coffee, tea, and juice is

always a good option. It is important to encourage the company to provide either breakfast or lunch before or during the sessions. If people are hungry they can also lose focus.

- Avoid potentially embarrassing activities and comments. Encourage collaborative rather than competitive activities.
- Position yourself as a co-learner by asking questions about how they have handled past instances in the field.

Tips for Leading a Discussion

Discussions can be very valuable as they allow participants to share and build on their own experiences. However, they can be challenging.

- Start by introducing a question. As acknowledged, examples can be found at the end of each chapter of this trainer's guide.
- If responses are shouted from the audience, acknowledge the speaker, and summarize the statement.
- Seek group input on the comments — do they agree or disagree? Be careful to respect all people's input, even if you disagree.
- Ask for specific examples to support, or share your own.

Make sure to use a variety of different questions to generate a variety of responses. Three common types of questions include:

- Open questions have no right or wrong answer. They encourage the meeting participant to become involved in the topic.
- Closed questions have a factual answer, often a short answer, rather than the explanation you ask for in an open question.
- Clarifying questions ask for examples of the topic you are presenting.

The key is to create a dialectic interaction, in which a series of questions is asked that help the audience “think through” concepts and apply them.

Study Your Audience and Adapt

Make eye contact:

- Do the participants seem engaged or do they look confused?
- Are they doing other things such as making their “to-do” list due to boredom?

Watch body language:

- Look for signs of understanding. Are they staying engaged in the discussion and nodding with understanding?
- Look for signs of comprehension. Are they trying to see where you are in the printed information or looking at other participants trying to get clarification?

Ending a Good Discussion

Sometimes, participants may get off on a tangent that you have not planned on, but that is very important.

- Ask participants if they would like to continue the discussion.

- If time is tight, suggest putting the issue to the side.
- To refocus energy, look for a segue into the next topic to be covered.
- However, do not end a good discussion just to stay on time. Rather, encourage participants to decide what information they might like to condense so they can continue.

Handling Questions

Often, particularly during a discussion or lecture, participants will have questions about the material. Some presenters believe that if the audience has questions, the material wasn't covered effectively. However, if participants are truly engaged, they should have questions! To handle questions:

- Confirm you understand the question
- Respond directly.
- Admit if you don't know the answer and tell them you will find out. Do not make things up!
- Encourage others to contribute. You can draw in your audience, or turn them away, by how you handle the question.

Facilitation Tips

- Do not let one participant monopolize the discussion. Encourage others to share. Call on those who have not contributed much but be careful of embarrassing them by pushing too much if they do not know something. Most of all, make the group comfortable so that sharing their ideas is a positive experience. Remember, your ultimate goal is to get everyone as excited as you are about your training topic.
- Be prepared for negative comments or disbelief about some of the information you will share. First and foremost, take a breath and think before you respond. Dissenting opinions are not bad; if handled well, they can make for some interesting discussion. Remember that everyone is entitled to an opinion, even if you do not agree.
- Prepare follow-up questions that get people thinking when the discussion is not moving forward. It is very difficult to generate ideas when no one is talking. You can use the discussion questions at the end of each chapter as a guide.

Working with another Facilitator

Large companies taking the training may need more than one trainer to cover all of the attendees. Working with a colleague can become as difficult as facilitating a presentation alone. The secret to a good workshop with a colleague is to clearly identify ahead of time which person is responsible for each part of the presentation. Switching between speakers during a four hour training session can break up the monotony and give each presenter a rest.

Working with a Translator

In the U.S. poultry industry, non-English speaking workers sometimes make up a large percentage of the labor force. PHT manuals, presentations, and tests are offered in Spanish since Spanish speakers make up the majority of non-English speaking workers. However a translator will need to be present to assist the trainers. When working with a translator, be sure to speak in short sentences and give the translator enough time to translate before starting to speak again. The translator needs to be identified in advance at least two weeks ahead (but more is better) and given the opportunity to review the material and to ask questions of the trainer so that he/she understands the presentation content.

The translator/facilitator does not need to be a certified trainer. Often the company Human Resource person can be enlisted to facilitate the meeting.

Handling Disruptive Participants

Most of the fears that surround the facilitation of professional meetings are focused on the management of the participants and not the execution of the materials. This section will focus on some of the major forms of disruption during presentations and offer a few strategies for overcoming the interference.

If the participant talks too much.

- Call on others
- Interrupt the person with a question directed at another participant
- Acknowledge the comment and involve others. "Jay, that was quite insightful. Matthew, what are your views on this issue?"

The participant does not talk.

- Direct a question to the silent participant or ask him/her to summarize the comments of another participant.

The participant uses excessive humor.

- Thank the participant for adding a light touch to the discussion, and request that comments directly relate to the topic.
- Ignore the humorous comment and follow it with a serious remark.

The participant talks in a consistently negative fashion.

- Maintain a positive tone in the discussion.

The participant talks to someone else on the side.

- Politely request that the comments be shared for the benefit of all.
- Ask one of the participants to make a direct comment about the previous remark that was being ignored.

Handling Time-related Disruptive Behaviors

The participant wastes time on off-topic discussions.

- Ask the participant a new, directed question.
- Ask specific questions of the other participants to redirect the discussion.

The participant is interrupted by messages, phone calls, or pages.

- Maintain classroom setting and turn off or silence all electronic devices during the training for the courtesy of the entire group.
- Provide appropriate breaks for activities such as checking messages or returning calls.

The participant arrives late and leaves early during training.

- Avoid summarizing what was missed as this only rewards the tardy nature of the participant.
- Start on time and end on time.

The participant constantly seeks attention.

- Ignore show-off comments and behaviors.
- Interrupt the person and ask for comments or remarks from other participants.

The participant challenges others' statements.

- Thank the participant for playing “the devil’s advocate.” Suggest that he or she take on the advocacy role from time to time.
- Draw attention to the criticism of the process not the person. Shift from personal attacks to attacks of the solution or the process.

Handling Unrelated Issues and Comments

Sometimes the participant(s) try to use the workshop forum to publically complain about company policies/labor practices or other perceived impediments to performing PHTQA shared goals. If this happens, explain that the PHTQA training shares goals that companies are in the process of working towards. Some companies have already achieved and many have surpassed these goals. However, the trainers are not here in any capacity as auditors or enforcers of policy. Their role is purely as educators and certifiers.

Hopefully through employing the strategies for preparing, executing, and handling the disruptions during your presentation, you will provide a truly valuable learning experience for each participant of your presentation.

****This chapter was adapted with permission from the Pork Checkoff’s Transport Quality Assurance program’s (TQA) Facilitator Guide. The National Pork Board owns the copyright in its guide and reserves all rights.**

Chapter 2

Effective Training Techniques for Non-English Speaking Agricultural Workers

In the poultry industry, workers whose primary language may not be English make up a considerable percentage of the catch crews and transporters. PHT manuals, presentations, and tests are offered in English and Spanish. It is important for a Certified Trainer to understand not only proper training techniques for Non-English speaking agricultural workers, but also understand some of the cultural backgrounds to better understand the participants. For training purposes, this manual focuses on Hispanic culture since this group makes up the majority of Non-English speaking workers.

Insights on Hispanic Culture

When working with the Hispanic workforce it is important to keep in mind that the word Hispanic is not synonymous with Spanish or with the word Latino. Hispanic merely means that one is of Spanish descent. Spanish means that one is from Spain. Latino is a term associated with Latin America. Latin America generally refers to all countries in the Americas where the language spoken is derived from a Romance language such as Spanish, Portuguese or French. Unless your workers are from Spain, it is very important that you not refer to them as Spanish but rather as Mexican, Peruvian, Guatemalan, Bolivian, Dominican, etc.

Populations from the United States, as with Canadians, Australians, British, Scottish, Welsh and the Irish all speak English but yet collectively would never refer to themselves as English unless they were from England. It is readily recognized that although all of the latter speak English, culturally they are very different. For example, people from the United States are very proud to call themselves Americans.

Spanish-speaking workers are equally proud to refer to themselves as Mexicans, Colombians, Hondurans, Chileans, etc. They definitely would never refer to themselves as Spanish. This cultural perception is important to keep in mind when you are addressing the participants during your workshop. It demonstrates an acknowledgement and respect for the worker's native country. If you show respect toward the worker's native country, you in turn show respect for the worker and the worker's cultural heritage.

The people of the United States of America have a rich and varied culture. In the same way, someone from Mexico, Colombia, Guatemala, Peru, etc. feels similarly about his or her respective homeland. As you begin this instructional workshop, try not to see your audience as one large homogenous group, but as a group representing different countries, cultures, and customs that share a common language and some of the same historical influences that have shaped their cultural heritage. Think of ways you can address this in your opening presentation.

When planning your presentation keep in mind that this is a group that consists of individuals who are used to being very formal, especially initially, when dealing with their superiors. These are individuals who very dutifully do what they are asked to do.

American cultures tend to become familiar right away and often address each other on a first name basis very quickly. Spanish-speaking workers are from cultures where social protocol and formality are held in high regard, where titles are very important and are used to show one's respect toward another person's position, experience, or expertise. As you begin the workshop, keep in mind these cultural differences. As the workshop progresses and you sense a rapport developing as you interact with the group, you will sense how formal you need to be and to what degree you can "let your hair down".

Another cultural issue to keep in mind involves the information that relates to issues of human and animal safety and welfare. Participants may be from cultures in which worker safety and protection on the job historically have been a low priority in some instances. Such being the case, there may not be a great concern for animal welfare during handling and transport. Let the participants know that the treatment of animals in the agricultural industries here in the United States is under greater scrutiny by those who object to the eating of meat. This is why throughout your presentation you must emphasize that in the United States the safety and welfare of animals has become a major concern and they play a very important role for their company by understanding what is required of them during the course of their work.

Teaching Strategies for Your Audience

Throughout the PHT power point presentation, be sure to engage your workers by having them respond to questions and reiterate as often as possible the information you are providing. In doing so, you must keep in mind that not all of your participants may be able to read their native language even though they speak it. Therefore, as you go from slide to slide be sure that there is constant oral reinforcement and drill of the material that needs to be learned by the end of the session. Pause to highlight important facts. Ask them if they are already doing on the job whatever topic and/or slide you are discussing.

If some of the participants cannot read in their native language then provisions must be made ahead of time for the possibility of someone having to administer the test orally to the individual(s). From the very beginning of the presentation you may want to think of very tactful ways of reassuring those who have difficulty reading (i.e. without having them actually admit they cannot read) that they need to feel comfortable in asking questions and having you repeat whatever necessary so that they are able to have a successful experience.

When it comes time to take the test, the trainer can request to have a separate room or read out loud for those who indicate they need "a little bit more help" with the test. A language facilitator can join them at the table and read each question and the list of possible answers out loud. When the participants are taking the test and have questions about a particular item, be sure the questions make sense to them both culturally and with regard to knowledge of information. Encourage them to feel comfortable about approaching you and asking for clarification when necessary. The use of multiple-choice questions is a testing technique that is very common in the United States and not very common outside of the USA. When preparing for your presentation, you will want to take into consideration both learning difficulties and differences. Reassure the participants by reminding them that they are probably already doing a lot of what is being discussed. Let them know that you are there to help them. You are there because you want them to do well. Reassure them that it is not about the test they are going to take but about doing their jobs well. It is about protecting the poultry industry that in turn protects their job security.

It is very helpful to have an individual from the company Human Resource office that understands the foreign language present during the training. At the very beginning of the presentation, be sure to emphasize that you are there to provide education and training only. You are not there in any regulatory capacity. A statement made at the beginning of the presentation should indicate that you are sharing procedures and handling methods that are industry goals. You recognize that companies are at different stages toward achieving those goals. Lastly, any confidential information about company problems discussed by the attendees is to be considered proprietary information and not to share outside the meeting.

Strategies for Trainers and Translators

- Greet you audience respectfully and formally.
- Break the ice and let them know who you are; find out who they are and where they are from.
- Prepare ahead of time slides that show maps of Mexico, Central and South America; let your group know you are aware of where they may come from.
- Explain your role as a translator if your area of expertise is not related to the poultry industry; let the workers know that there are experts present to help you help them.
- Translators should review all slides thoroughly and be very familiar with the content of the slides days before the actual workshop.
- Throughout the presentation pause to allow your participants time to review and reiterate what they need to know; be familiar yourself with the type of questions that are asked.
- Be sure to check for the learner's understanding throughout the presentation by engaging the learner via the slides and questions; take advantage of any visual support any slide may provide.
- From time to time seek the participant's input on the material you are presenting; ask frequently if your approach is making sense to them.
- As you present the course content, reassure the participants that they probably may already know and do much of what you are covering.
- Be physically present and helpful when the workers are taking the test; if they miss an answer, it should be because they did not know the answer and not because the question made no

Chapter 3

Hatchery

Modern hatcheries can incubate and hatch from thousands to millions of birds every week to supply the poultry industry. Nearly all day-old poultry are shipped to farms in specially designed trucks.

Newly hatched chickens and turkeys have many characteristics, which are important to understand in order to transport them as safely as possible. The welfare of chicks and poults during transport is a top priority, and is the responsibility of all staff involved. The amount of travel time for day-old chicks or poults should be minimized, and should not exceed 24 hours. **Note: This standard may not be possible to implement for breeding stock being shipped internationally and birds are in air-cargo areas or in flights.**



Behavior of Day-Old Poultry

- Day-old poultry hatch with a built-in food and water supply: a yolk sac inside their bodies. They can survive for a day or two without food or water, if properly cared for.
- Hatchlings have a high internal body temperature. However, they are unable to regulate their temperature in the first 2 weeks of life. The external temperature must be kept constant for them.
- If chicks/poults are hot, they will pant with their beaks open, spread out their wings, and move away from each other if possible. If they cannot rid themselves of excessive heat, they may suffer permanent damage or even death.
- If the environment is too cold, birds will huddle together for warmth. If they are still cold, they may pile on top of each other and smother.
- An environment that is too hot or too cold can result in heavy losses during holding, transport, or at the farm.



Behavior of Day-Old Poultry (Continued)



- Proper ventilation is critical. Lack of fresh air may damage the chick's heart and brain, sometimes leading to death.
- Newly hatched poultry have a natural instinct to look for food right away. A healthy chick or poul is active and alert when approached. They quickly imprint on people, and will follow a caretaker/handler as they would their mother. They will actively follow a caretaker's hands if waved in front of them.
- A newly hatched bird's immune system is still undeveloped and unable to fight off disease. Therefore, it is important that the hatchlings' environment and all surfaces they come into contact be clean and sanitized.

Preparing Delivery Trucks for Transport



- Clean and disinfect delivery trucks thoroughly before each use. Clean the inside of the truck as well as the cab. Some hatcheries require a "Cleaning and Disinfection" certificate with every delivery, which includes:
 - Date of shipment
 - Vehicle number
 - Date and time of cleaning and disinfection
 - Date and time of loading
 - Customer name and delivery time
- Conduct a pre-trip truck inspection:
 - Check and start power supplies (usually a generator)
 - Make sure all fans in the truck are working
 - See if filters need to be installed or cleaned
 - Make sure heaters are working
 - Verify that the temperature monitoring equipment in the cab is working
 - Check vents and louvers
- Heat or cool the truck environment to a temperature range of 78° to 89° F (depending on the weather conditions) before chicks are loaded.
 - If hatching eggs are being transported, the temperature range is 60° to 68° F.

Preparing the Chicks for Transport

- Drivers should shower and wear freshly laundered clothing, coveralls, boots, and hair nets whenever entering the hatchery. Since the driver and the vehicle visit other farms on a regular basis, biosecurity is a concern. Drivers should visit only the processing area, and only for as long as it takes to load the birds inside the vehicle. Drivers should not enter other hatchery locations.
- Both plastic crates and birds should be completely dry before transport. Birds should not have any wet or crusty feathers.
- The birds are counted and placed in new cardboard boxes, or in cleaned and disinfected plastic boxes. The number of birds per box is usually up to 100, but may be less.
- The boxes are stacked in a holding area that is temperature - and humidity- controlled for bird comfort.
- The boxes should be labeled with the name of the farm they are going to.
- The time from hatching to farm delivery should be kept as short as possible. Ideally, delivery time should not be longer than 24 hours. If delivery time will be longer than 48 hours, supply birds with food and water.



Loading the Truck



- Load stacked boxes onto the truck by sliding them or rolling them in on dollies. Avoid sudden, jarring movements.
- Secure stacks with separation bars. Avoid overloading the vehicle, because this may result in poor ventilation and temperature control. Double-check bird quantity during loading.
- When making multiple deliveries, the birds that will be unloaded first should be placed inside the truck last.
- When the birds are loaded, close, secure, and lock the door. Check the necessary paperwork (farm directions, delivery confirmation forms, National Poultry Improvement Plan (NPPI) forms, and other forms as required by regulations) to accompany the delivery.
- Check the temperature sensors again. Some trucks also have automatic temperature recorders that measure temperatures inside the truck at regular intervals. These recordings are printed and kept with the other documents.

Driver's Responsibilities en Route

- The environment in the cargo area (temperature and airflow) is monitored electronically.
- Keep the fans on.
- Maintain a comfortable environment of 78° to 89° F, depending on weather conditions.
- Monitor alarm systems carefully throughout the trip.



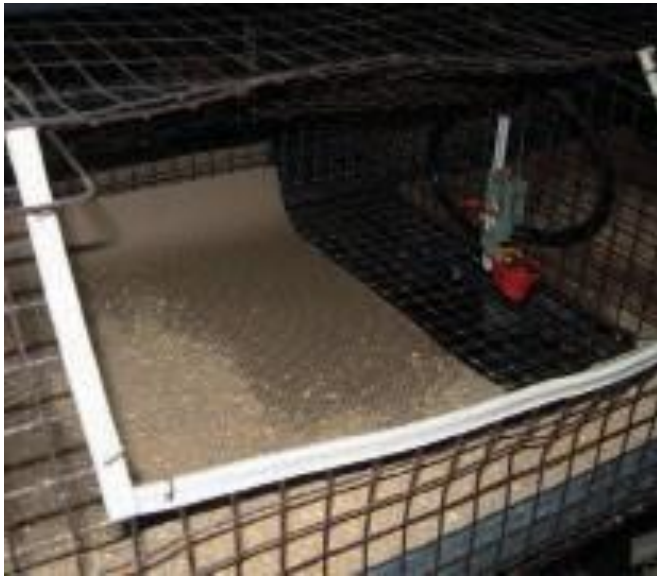
Unloading the Birds at the Farm

- At the farm, drivers should follow biosecurity measures. As appropriate wear protective clothing (coveralls, boot covers, hair net) while helping to unload the chick boxes. Ideally, drivers should not enter the brooder building.
- Monitor the birds' condition and activity level upon delivery. In a delivery log book, note any abnormalities, including:
 - Excessive panting
 - Piling/suffocation in the boxes
 - Number of dead on arrival (DOA's)
- From the doorway, observe conditions in the brooder barn. Note if the building has been adequately prepared to house birds:
 - Is water and feed available?
 - Has the building been preheated to an appropriate temperature?
 - Do conditions appear sanitary?
 - Is lighting adequate for birds to find food and water?



Unloading Chicks into Pullet Cages

Photo courtesy of Dr. Eric Gingerich



- Confirm the cage capacity guidelines. Do not exceed them. Make sure cages are cleaned and prepared for the chicks. Some cages require chick paper to permit the chicks to move freely to feed and water.
- Roll chick boxes into the rows of the pullet house on the dolly wheels provided by the hatchery.
- Take the chicks out of the top box and handle them with care as they are placed into the cages. Chicks should be supported from the bottom and placed gently into the pullet cage.
- Be sure to keep an accurate count of how many chicks are placed into each cage. As the chicks grow, their cage space will decrease. If too many chicks are put into the cage, they will have too little space.
- If handlers do not use gloves, they should wash their hands and/or use hand sanitizer after unloading.
- Close the cage door properly. Make sure chicks cannot escape their cages and fall into an area where they do not have access to food and water.
- Inspect birds in the cage one last time to make sure they look comfortable.



Photo courtesy of Dr. Eric Gingerich

Unloading Floor Chicks

- Unloading should occur quickly. To avoid chilling the birds, keep truck doors open only as much as necessary. Keep the birds out of drafts or direct sunlight as much as possible.
- Crates of chicks may be unloaded into the floor house by forklift, carrying crates, or dollies. No matter how they are unloaded, the boxes must not be stacked so high that they become unsteady. Avoid jarring movements.
 - If the tailgate of the truck and the house door are next to each other, the driver can unload the truck by handing crates to handlers to carry into the house.



- Unload crates into the farthest part of the house first.
- Unloading should be done quickly so the chicks are in the outside weather as little as possible.
- When emptying crates, lower the crate close to the floor and tip it so chicks are unloaded on the floor house.
- A predetermined number of birds are placed next to feed and water sources at evenly spaced intervals. This is done by gently tipping the boxes.



After the Delivery

- Count empty boxes and dollies and place them back in the truck. Then request the necessary delivery confirmation signatures from the customer.
- Drivers should remove their coveralls and hair nets and disinfect boots before getting back in the truck and leaving the farm. These items should either be discarded (if disposable) or placed into a garbage bag that is knotted closed for laundering later.
- Since the vehicle has gone to an outside farm location, the driver and the truck are now considered potentially “contaminated.” Upon return to the hatchery, the vehicle is again cleaned and disinfected.
- Drivers should not re-enter the hatchery until they have had an opportunity to wash their hands, shower, and change into clean clothing. They should also remove or clean contaminated shoes or boots.

Notes

Chapter 4:

Broilers

Broilers are young chickens raised for meat. Broilers should be handled to minimize injury, pain, and stress. Poor handling may result in scratches, bruising, and broken bones that may reveal animal welfare concerns and greatly reduce carcass quality and grade. Deliberate abuse of the birds is not tolerated.



Bird Behavior

- Birds are highly social animals and tend to move together as a flock. The flock has a defined “flight zone,” which determines how close the handler may approach the flock before they all move away as a group. This distance can vary from species to species of bird and from flock to flock. Experienced handlers observe a flock’s reactions and adapt their distance and handling methods accordingly. New crew members need to follow the actions and directions of the experienced handlers so that everyone works as a team to move the flock.
- Birds may become stressed during catching and loading. It is important to prevent overheating in heavy meat birds. Flocks should be watched closely for excessive panting, especially on hot days. To reduce the chance of heat stress, loading is often performed at night or early in the morning when it is cooler.
- Other stressors include:
 - Speed: If approached too quickly, birds may react hysterically and jump up or fly suddenly as a group to escape from the crew. Handlers should walk slowly when herding the birds. Rushing them may cause injury.
 - Bright light: Bright lights distress birds. Lights should be dimmed to calm the birds during loading, but must remain bright enough so the crew can safely do their work.
 - Strangers: Birds show increased stress when unknown people enter the building, especially if they wear bright (particularly white) colored clothing. Crew members should wear darker colors.
 - Sounds: Birds are stressed by loud noises, so herding should be done as quietly as possible.

Preparing to Move Commercial Broilers

Factors to consider when transporting and handling broilers:

- Type of housing.
 - Conventional curtain-sided houses have different ventilation systems than houses with solid sidewall construction.



Photo courtesy of Dr. Robin Gilbert



- Time of day or night that birds are picked up for transport.
- Size and weights of birds as well as size of coops or crates. Bird size, coop, or crate size will determine number of birds to comfortably transport per container. Birds must have enough space so all can sit comfortably during transport.
- Temperature, humidity, and precipitation during the catch and transportation to the plant or market will determine whether extra measures are needed to keep birds comfortable.
- When planning the route from farm to farm, choose the quickest and most biosecure route that goes by the least number of other poultry houses.

Broiler Safety Issues

Broken equipment and overloading may cause stress, injuries, or even death. Handlers need to:

- Inspect transport modules, coops, or crates for:
 - Broken doors
 - Protruding wires
- Tag damaged modules, coops, or crates and remove from service until they are repaired.
- Damaged equipment may injure the birds by sharp wire or they may have legs, wing, or head caught in holes. They may also escape putting their safety at risk too.

Broiler Safety Issues (Continued)

- Know the appropriate number of birds per cage
 - Check bird size and weight. Birds should be able to sit during transport without being on top of each other.
 - Be aware of how the surrounding temperature might affect the number of birds per cage.
- Monitor and Verify
 - Perform random cage counts on the farm.
 - At the plant, measure truck weights and count birds.
 - The crew supervisor should monitor weights and take corrective action for any overweight trucks.
 - Record both loading and hauling times. Unusual times need to be explained.
 - Haul time to processing plant or market should be taken into account when loading and preparing trucks.
 - Record temperature at loading, transporting, and holding at the plant or market.
 - Injured or obviously sick birds unfit for transport should be euthanized by trained personnel on the farm. Rapid decapitation, cervical dislocation, or carbon dioxide or other approved gases may be used. See Euthanasia chapter for protocol.



Bird Catching Principles

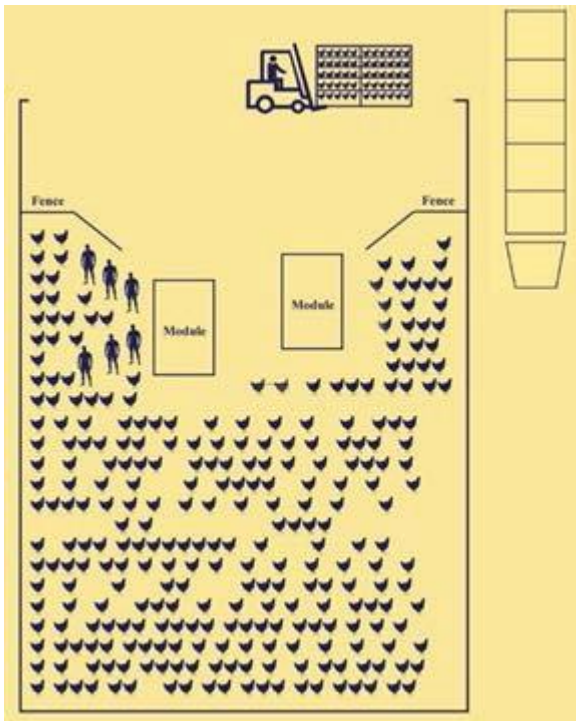
Catching birds requires herding floor birds carefully. This makes catching and loading easier and faster and reduces stress to the flock. Herding birds incorrectly will slow the work of the crew and the flock may suffer injuries, scratches, and possibly deaths due to piling and suffocation. Loading crews need to be aware of how their actions affect flock behavior and adjust techniques accordingly.

- Herding techniques may differ slightly depending on the type of poultry involved.

Bird Catching Principles (Continued)

- In most situations the flock is divided into smaller groups for easier catching. This usually involves driving a certain number of birds forward into a pen or net. Handlers may want to section off part of the house with gates or netting to open space for forklifts to move through, and keep from pushing all the birds down to the end of the house.
- The direction of herding and/or driving of birds will be determined by which door or end the birds will be exiting the building from.
- Each building is designed differently. Forklifts and modules can be used in most commercial buildings. Some buildings will only allow for equipment such as carts or coops to be rolled into the poultry pen for loading. In other buildings birds must be handed through doors to equipment outside the poultry barn.
- Where houses/barns are equipped with tunnel ventilation, turn on fans if possible and position catch pens and modules such that fans pull dust away from catching crews.
- Having water lines and feeder lines raised to the ceiling of the building is very important when catching to prevent equipment damage.

Catching Technique for Loading with Modules



- Module loading is ideally done at night or under very low light conditions. Dim lights if necessary. This is important because the birds tend to stay still in the dark, therefore curtains or dividers may not be needed.
- Where houses/barns are equipped with tunnel ventilation, turn on fans if possible, and position coops, crates and modules such that dust is pulled away from catching crews.
- The birds are first herded in a straight line towards the back of the house, moving away from the main door about 20 feet.
- Two portable fences are placed on each side of the house to keep the birds from moving forward.

Catching Technique for Loading with Modules (Continued)



- The crew determines where the modules are placed by where they position the chock on the ground. The module is set on the chock to raise the front at a slant which causes the birds to slide to the back.
- The crew forms a “V” towards the module for easy catching. Once a module is filled, the forklift loads it on the truck and brings an empty module to replace it in the house.



- Herd and catch birds slowly to prevent unnecessary jumping, flapping, piling, or smothering. This will help prevent mortality, injury, and skin scratches on the birds.
- Catch broilers by the legs just above the feet to avoid injuring their legs, joints, or wings. Move towards the module and place birds into a hole with a single motion.
- For chickens that weigh more than 4 pounds, the maximum number of birds per hand is five.
- To prevent bone breakage, bruising, or damage, do not carry birds by the neck or wings and do not throw birds.
- Depending on the age and weight of the birds, as well as weather conditions, there will be a pre-assigned number of birds placed in each hole. This is to ensure that birds are able to sit comfortably in a single layer.
- The crew moves to the opposite wall and repeats the loading process. As the house empties, the fences are gradually moved towards the back. The process is repeated until the house is emptied. In some cases, a smaller house may only have one module at a time.

Catching Technique without Modules

Forklifts, modules, or pushcarts may not be adequate for some houses and barns. This procedure allows for herding and catching of chickens under these conditions.

Herding Chickens into a Catch Pen

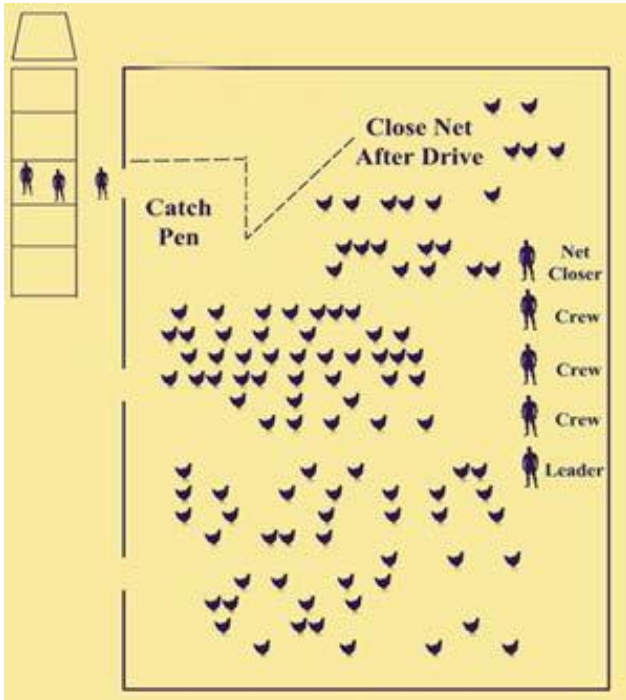


Figure 1

Follow the leader. Start out in a straight line along the opposite wall of the catch pen.

Determine the approximate amount of birds that you will be driving. This is the leader's decision. Each crew member should position themselves apart from each other starting with the net closer to create a distraction so birds move toward catch pen.

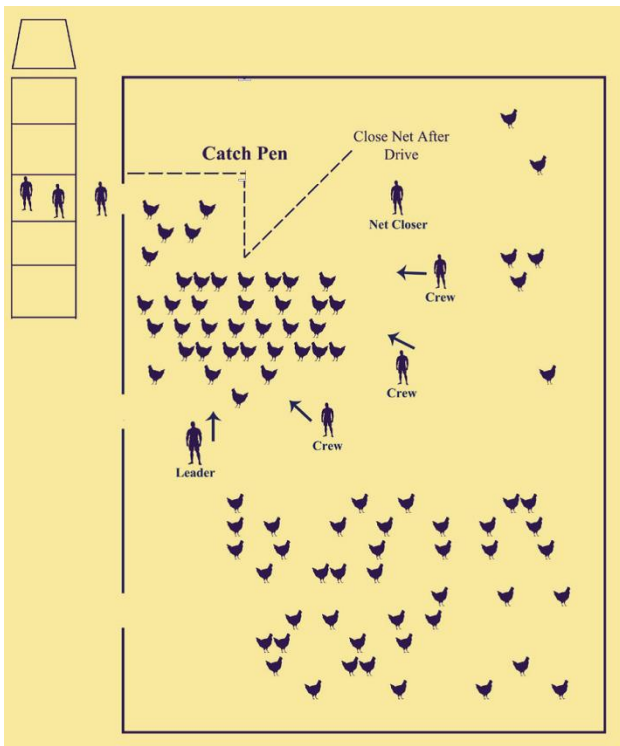


Figure 2

As the line of crew people spread out, the leader will come around in a "J" formation directing the lead birds toward the catch pen.

Catching Technique without Modules (Continued)

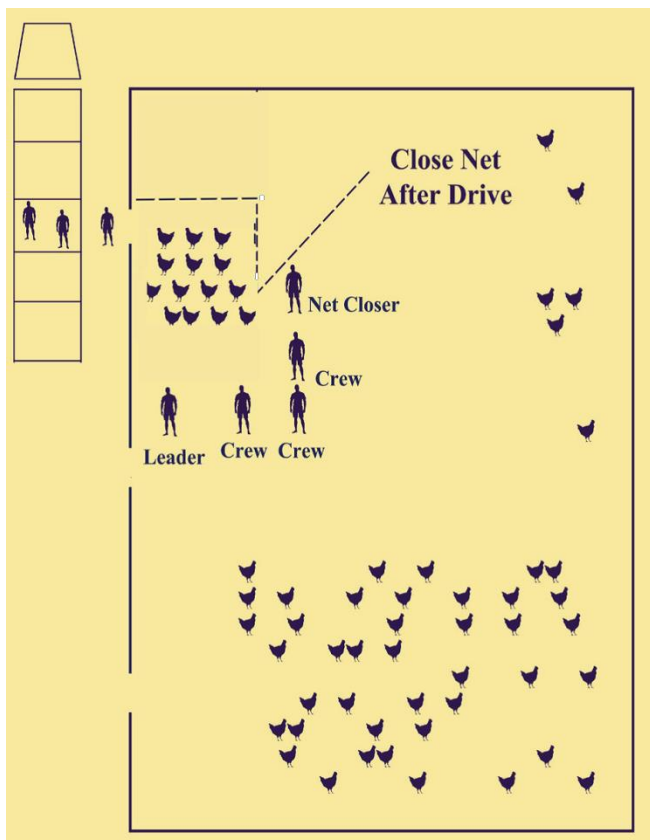


Figure 3

As the birds get closer to the catch pen the crew members should be in a reverse “L” formation helping to encourage birds to move forward. After birds are netted, the net closer must close the net to ensure birds do not escape.

During each drive all crew members must be alert for birds piling and potentially suffocating. It is very important to check corners and walls for piling. If the birds pile, time is critical and the birds must be separated immediately to avoid smothering. Sometimes it is necessary to open the net, to allow some birds to escape.

Catching Broilers by Hand into Coops or Crates

- Dim the lights during catching to decrease wing flapping and dust.
- The house should be partially divided with curtains, fencing, or nets.
- Where houses/barns are equipped with tunnel ventilation, turn on fans if possible, and position coops, crates and modules such that dust is pulled away from catching crews.
- Herd and catch birds slowly to prevent unnecessary jumping, flapping, piling, or smothering. This will help prevent mortality, injury, and skin scratches on the birds.
- Catch broilers by the legs just above the feet and move them to coops or crates in a way to avoid injuring their legs, joints, or wings.



Catching Technique without Modules (Continued)

- For chickens that weigh more than 4 pounds, the maximum number of birds per hand is five.
- To prevent bone breakage, bruising, or damage, do not carry birds by the neck or wings.
- Transport coops and crates should be appropriately sized and maintained to avoid injury to the birds inside and to prevent them from escaping.
- Depending on the age and weight of the birds, as well as weather conditions, there will be a pre-assigned number of birds placed in each hole.

Loading, Transport, and Holding

Protect birds from extreme heat and cold. Provide adequate ventilation for comfort and to decrease stress. Keep overall holding times as short as possible. Holding times should not exceed 6 hours.

- Minimize HEAT stress during loading and transport by:
 - Keeping drinkers down in the back of the house while catching.
 - Using foggers and fire fans when needed.
 - Using extra catchers to load houses during hot weather, if possible.
 - Positioning trucks to allow for natural ventilation or use of auxiliary fans/foggers.
 - Keeping trucks well maintained for hot weather.



Photo courtesy of Dr. Robin Gilbert

Loading, Transport, and Holding (Continued)

- Minimize COLD stress during loading and transport by:
 - Using plastic/wooden shields or tarps to block wind and precipitation. This should be done before trucks head out to farms.
 - Using extra workers to fill trucks more efficiently, if possible.
 - Keeping trucks well maintained for cold weather.



Photo courtesy of Dr. Mueez Ahmed

Notes

Chapter 5

Turkeys

Commercial turkeys have been bred to produce meat. Handle commercial turkeys in a manner that minimizes injury or pain. Poor handling procedures can result in scratches, bruising, and broken bones. This may reveal animal welfare issues and greatly reduce carcass quality and grade. In addition to being an animal welfare concern, poor, rough handling can have severe negative impacts for the processor. Deliberate abuse of the birds is not tolerated.



Bird Behavior

- Birds are highly social animals and tend to move together as a flock. The flock has a defined “flight zone,” which determines how close the handler may approach the flock before they all move away as a group. This distance can vary from species to species of bird and from flock to flock. Experienced handlers observe a flock’s reactions and adapt their distance and handling methods accordingly. New crew members need to follow the actions and directions of the experienced handlers so that everyone works as a team to move the flock.
- Birds may become stressed during catching and loading. It is important to prevent overheating in heavy meat birds. Flocks should be watched closely for excessive panting, especially on hot days. To reduce the chance of heat stress, loading is often performed at night or early in the morning when it is cooler.
- Other stressors include:
 - Speed: If approached too quickly, birds may react hysterically and jump up or fly suddenly as a group to escape from the crew. Handlers should walk slowly when herding the birds. Rushing them may cause injury.
 - Bright light: Bright lights distress birds. Lights should be dimmed to calm the birds during loading, but must remain bright enough so the crew can safely do their work.
 - Strangers: Birds show increased stress when unknown people enter the building, especially if they wear bright (particularly white) colored clothing. Crew members should wear darker colors.
 - Sounds: Birds are stressed by loud noises, so herding should be done as quietly as possible.

Preparing to Move Turkeys

- Factors to consider when transporting and handling turkeys:
 - Type of housing
 - Conventional curtain-sided houses have different ventilation systems than houses with solid sidewall construction.
 - Time of day or night that birds are picked up.
 - Size and weights of birds, and size of coops or crates. These will determine the number of birds that can be transported comfortably per container.
 - Weather conditions. Temperature, humidity, and precipitation during the catch and transportation to the plant or market may require extra measures be taken to keep birds at a comfortable body temperature.
 - When traveling from farm to farm, choose the quickest and most biosecure route that goes by the least number of poultry houses.

Turkey Safety Issues

Broken equipment and overloading may cause unnecessary stress, injuries or even death. Handlers need to:

- Inspect transport coops or crates for:
 - Broken doors or protruding wires
- Tag and remove damaged coops, or crates from service until they are repaired.
- Damaged equipment may injure the birds by sharp wire or they may have legs, wings, or head caught in holes. They may also escape putting their safety at risk too.
- Know the appropriate number of birds per cage
 - Check bird size and weight. Birds should be able to sit during transport without being on top of each other.
 - Be aware of how the surrounding temperature might affect the number of turkeys per cage.
- Monitor and Verify
 - Perform random cage counts on the farm.
 - At the plant, measure truck weights and count birds.
 - The crew supervisor should monitor weights and take corrective action for any overweight trucks.
 - Record both loading and hauling times. Unusual times need to be explained.
 - Haul time to processing plant or market should be taken into account when loading and preparing trucks.
 - Record temperature at loading, transporting, and holding at the plant or market.

Turkey Safety Issues (Continued)

- Injured or obviously sick birds unfit for transport should be euthanized by trained personnel on the farm. Rapid decapitation, cervical dislocation, blunt force trauma, or captive bolt may be used. See Euthanasia chapter for protocol.

Herding Principles

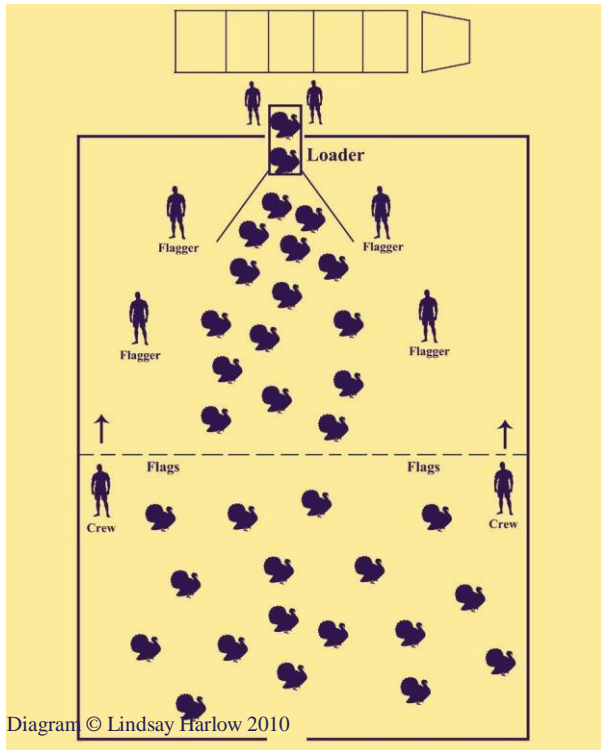
- Herding floor birds carefully makes catching and loading easier and faster and reduces stress to the flock. Herding birds incorrectly will slow the work of the crew and the flock may suffer injuries, scratches, and possibly deaths due to piling and suffocation. Loading crews need to be aware of how their actions affect flock behavior and adjust techniques accordingly
- Herding techniques may differ slightly depending on the type of housing involved.
- In many situations the flock may be divided into smaller groups for easier catching. Handlers may want to section off part of the house with gates or netting to keep from pushing all the birds down to the end of the house.
- The direction of herding and/or driving of birds will be determined by which door or end the birds will be exiting the building from.
- Where houses/barns are equipped with tunnel ventilation, turn on fans if possible and position catch pens and modules such that fans pull dust away from catching crews.
- Having water lines and feeder lines raised to the ceiling of the building is very important when driving or herding floor poultry.

Herding and Loading Turkeys

- Turkeys are very curious and will often try to walk towards people when they enter the door. It is important to herd them slowly and steadily with some breaks. Do not let them jump on each other. This will cause trauma and back scratches.
- Due to their size, heavy turkeys get stressed easily if they try to walk too far too quickly. They can be herded by waving things at them, like flags or a garbage bag on a stick (which may remind them of a hawk). Pulling a large, long tube of black plastic pipe horizontally along the house can also help with herding. Turkeys will not jump over the pipe, but will move forward and away from it.



Herding and Loading Turkeys (Continued)



Turkeys are loaded with mechanical loaders, so they do not endure the stress of being individually caught and handled.

Gently nudging birds with the feet to move them forward is acceptable. But kicking birds is never acceptable.

If a bird cannot walk, it may be carried and placed gently on the loader, provided there is no evidence of injury or illness.

When necessary, turkeys are carried by holding both legs in one hand and the opposite wing (near shoulder) in the other hand.



- Dim the lights during catching to decrease wing flapping and dust.
- Turkeys should be herded to the loader ramp slowly, and in small groups. Do this carefully to avoid wing flapping, scratching, or bruising. Avoid sharp corners to reduce wing damage.
- Do not allow turkeys to climb on top of each other.
- Important to avoid sharp corners that might result in wing damage.



- Do not carry birds by the neck or wings only
- When loading birds from loader ramp, grab the bottom of the neck and tail to gently guide the turkey into the cage.
- Transport coops and crates should be appropriately sized and maintained to avoid injury to the birds inside and to prevent them from escaping.

Herding and Loading Turkeys (Continued)

- The angle of loading ramp should not be too steep or turkeys will fall backwards.
- Record information about dead birds, bruises, and broken limbs at the plant or live market. Share this information with live-haul supervisors to troubleshoot and correct any problems.



Transport and Holding

Protect birds from extreme heat and cold. Provide good ventilation for comfort and to decrease stress. Keep overall holding times as short as possible.

Minimize HEAT stress during loading and transport by:

- Using foggers and fans when needed.
- Using extra personnel to load houses during hot weather.
- Positioning trucks to allow for natural ventilation or use of auxiliary fans/foggers.
- Keeping trucks well maintained for hot weather.



Photo courtesy of Dr. Robin Gilbert

Minimize COLD stress during loading and transport

- Using plastic/wooden shields or tarps to block wind and precipitation. This should be done before trucks head out to farms.
- Using extra workers to fill trucks more efficiently, if possible.
- Keeping trucks well maintained for cold weather.



Photo courtesy of Dr. Mueez Ahmed

Chapter 6

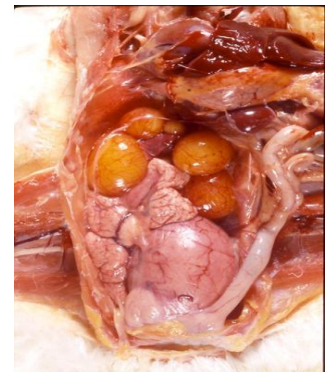
Pullets

A pullet is a young female chicken, from 1 day of age until the start of egg production. Pullets raised for egg production are grown to approximately 15 to 19 weeks of age at a pullet farm. They are then moved to a layer farm. Some birds may already be in egg production by this time. Handle pullets with care to avoid damaging or rupturing the developing eggs inside the bird.



Bird Behavior

- Birds are highly social animals and tend to move together as a flock. The flock has a defin “flight zone,” which determines how close the handler may approach the flock before they a move away as a group. This distance can vary from species to species of bird and from floc to flock. Experienced handlers observe a flock’s reactions and adapt their distance and handling methods accordingly. New crew members need to follow the actions and directions of the experienced handlers so that everyone works as a team to move the flock
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- Other stressors include:
 - Speed: If approached too quickly, birds may react hysterically and jump up or fly suddenly as a group to escape from the crew. Handlers should walk slowly when herding the birds. Rushing them may cause injury.
 - Bright light: Bright lights distress birds. Lights should be dimmed to calm the birds during loading, but must remain bright enough so the crew can safely do their work.
 - Strangers: Birds show increased stress when unknown people enter the building, especially if they wear bright (particularly white) colored clothing. Crew members should wear darker colors.
 - Sounds: Birds are stressed by loud noises, so herding should be done as quietly as possible.



Preparing to Move Pullets

Production Schedulers & Drivers must:

- Know where the farm is located and how far they are driving.
- Know the day's weather conditions. Weather will determine equipment needs and the best time of day to load and move the birds.
- Determine how many birds will be loaded per truck and how many vehicles will be needed.
- Check the equipment. Make sure the truck is suitable for the day's job. A broken- down truck may lead to high mortality for the poultry being transported.

Proper Equipment

- Make sure carts are in good repair, with no holes that would allow birds to get their heads, feet, or legs pinched.
- All equipment must be regularly maintained. Casters and wheels must be greased, all doors must work properly, and all broken wire must be repaired.
- Close all doors securely. Poorly secured doors may open and close during transport, and might injure the birds.
- Secure carts on the truck bed with chains or bars.
- After every 5 carts put a bar in place. Securing and spacing carts properly allows air to circulate through the truck for ventilation.
- Keep tarps or panels available. You may need to cover the load during poor weather.



Safety at the Loading Site

- Be aware of your surroundings. Know where the doors of the poultry house are located and where it is safe to lower and raise the tailgates.
- Check driveway conditions up to the poultry house(s) before driving in with the truck.
- When possible, park the truck away from main farm traffic and other barn door openings.
- Make sure the vehicle is secure when parked. Use safety rails for tailgate.



Safety at the Loading Site (Continued)

- Use good lighting during night operations.
- Level the trailer using blocks or jacks to keep carts from rolling away from the driver or crew. Runaway carts can injure birds and hurt people!
- When loading in hot weather, don't stack carts up tight on the trailer. Keep loaded carts in the poultry house until the majority of the birds are loaded into the carts. Once the majority of carts are loaded with poultry, begin placing carts onto the truck. When the final carts are on the truck, secure the entire load for transport.
- When possible, use portable fans to help relieve heat stress during loading.
- After you leave the farm, stop as little as possible to keep the air moving until you arrive at your destination. Eliminating unnecessary stops en route reduces the risk of heat stress in hot weather.

Safety During Loading

- Know the weight limits for tailgates and/or forklifts. Do not exceed cart number limits.
- Keep parking lights on in low-light conditions. Use interior trailer lights as well.
- Be aware of the location of all workers at all times.
- Be mindful of pinch points and rollover hazards for feet and hands.
- Assign lookouts for safety in the load out area. This is typically the responsibility of the loading/unloading crew leader.



Loading Caged Pullets



- Dim the lights in the pullet house to reduce bird stress while handling.
- When removing pullets from the cage, control each bird by securing its legs and breast, then place it headfirst into the mobile cart. Properly supporting the birds will reduce injury and possible damage to eggs in the process of development.
- Keep legs and wings free from the doors when closing and securing cages.

Loading Caged Pullets (Continued)



- The number of birds placed into transportation units is determined by the following:
 - Age and weight of birds
 - Size of cart
 - Outside temperature
- The clients receiving or shipping the birds need accurate counts, both for economic reasons and to be sure houses are not over -or under- filled. Placing too many pullets into a layer house is a major non-conformance according to the UEP certification program.
- There are various types of cages with different door sizes and locking mechanisms. Handlers should be familiar with the different cages and adapt their techniques as needed.

Catching/Loading Floor Pullets

- Floor-grown pullets are not confined to one area or cage. While caged birds are confined for easy loading, floor birds must be caught while roosting or driven into nets or catch pens. Many floor houses have more than one level.
- Dimming lights while loading floor pullets can help calm the birds. Dimming lights also will prevent piling and smothering.
- While bird behavior varies from flock to flock, some breeds are more calm while others are flighty and nervous. They can also jump up and glide with their wings some distance. All flocks react differently to the crew personnel. Most will recognize the farmer or caretaker, but they do not recognize the crew. Dark clothing is preferable to white coveralls.
- The crew should knock gently on the outside door. All movements must be slow and steady. Any sudden movement—such as quickly raising one's arms—can send the entire flock into a panic. If a crew member tries to quickly get in and grab some birds, the whole group might startle and fly off to the opposite end of the building and pile. Startling the birds also stirs up a great deal of dust for the workers.



Catching/Loading Floor Pullets (Continued)

- Smothering is the leading cause of mortality while loading. To avoid smothering, do not drive birds in darkness. Lights may have to be brightened while you drive birds into the net.
- Drive or herd poultry to a certain area for loading with as little stress to the birds as possible. Moving trucks from door to door will reduce the distance needed to herd the birds.
- Some birds are very territorial, which can make driving a challenge. Loading territorial birds may take extra time.
- No more than 3 birds can be caught in each hand. Both legs must be secured.

Herding Floor Pullets into a Catch Pen

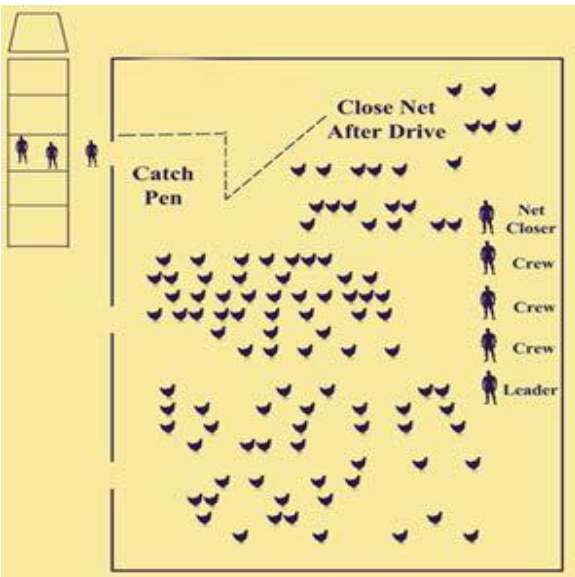


Figure 1

Follow the leader. Start out in a straight line along the opposite wall of the catch pen. Determine the approximate amount of birds that you will be driving. This is the leader's decision. Each crew member should position themselves apart from each other starting with the net closer to create a distraction so birds move toward catch pen.

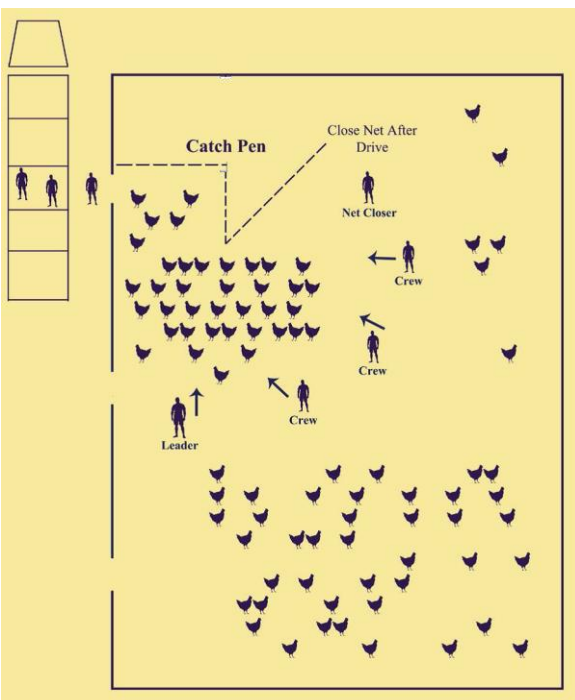


Figure 2

As the line of crew people spread out, the leader will come around in a "J" formation directing the lead birds toward the catch pen.

Herding Floor Pullets into a Catch Pen (Continued)

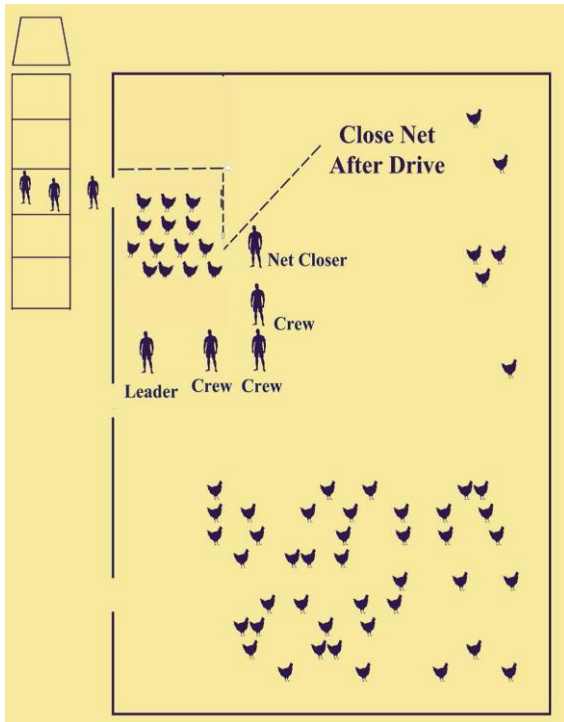


Figure 3

As the birds get closer to the catch pen the crew members should be in a reverse “L” formation helping to encourage birds to move forward. After birds are netted, the net closer must close the net to ensure birds do not escape.

During each drive all crew members must be alert for birds piling and potentially suffocating. It is very important to check corners and walls for piling. If the birds pile, time is critical and the birds must be separated immediately to avoid smothering. Sometimes it is necessary to open the net, to allow some birds to escape.

During Transport

- If necessary, stop briefly to check birds for signs of stress.
 - Signs of overheating:
 - Red-flushed faces, combs and wattles
 - Rapid panting and open-mouthed breathing
 - Signs of chilling
 - Blue combs
 - Feathers fluffed up
 - Shivering
 - Lack of oxygen
 - Gasping or stretching of neck when breathing
 - Purple combs and wattles



During Transport (Continued)

- Determine if tarps or panels need to be used during transport:
 - Consider temperature, humidity, distance to travel and feathering of the birds. For example, pullets are fully feathered. Spent fowl may or may not be.
 - Watch for extreme weather conditions, including heavy rain, winds, or storms.
 - During summer heat, keep the load moving to get the most ventilation. Avoid stopping for extended amounts of time.
 - On hot days, use fans while loading or unloading.

Unloading Pullets

Take the same safety precautions for loading and unloading. When unloading in the heat, break down the trailer and pull the carts apart quickly. Do not allow carts to remain stacked together while the trailer is not in motion for an extended period of time, as smothering may occur. When possible, use fans to move air through the carts.

- **Caged Pullets**

- Control each bird by securing its leg and breast and placing it headfirst into the cage. Properly supporting each bird will reduce injury and possible damage to eggs in the process of development.
- When closing and securing cages, keep legs and wings free from doors.

- **Floor Pullets**

- Roll the loaded carts into the house.
- Open cage doors to allow poultry to exit on their own. Some birds may have to be removed from the cart and placed on the floor.
- Watch bird movement while unloading to avoid smothering.
- Use caution when removing unloaded carts from the poultry house to avoid causing injury to the birds.



Notes

Chapter 7

Spent Fowl

Spent fowl are birds at the end of their egg-laying cycle. The age of these birds places them at greater risk for injuries, such as broken bones and scratches, if handled improperly. Due to feather loss, spent fowl also must be protected against weather extremes when removed from farm buildings.

Preparing to Move Spent Fowl

Drivers must:

- Know where the farm is located and how far they are driving.
- Know the day's weather conditions. Weather will determine equipment needs and the best time of day to load and move the birds.
- Know what type and how many spent fowl they will haul.
- Check the equipment. Make sure the truck is suitable for the day's job. A broken-down truck can lead to high mortality for the poultry being transported.



Photo courtesy of Chore-Time Egg Production Systems, A Division of CTB, Inc.

Proper Equipment

- Interlocking Crates
 - Plastic crates are preferred over wood because they are easier to clean and disinfect.
 - Crates should be undamaged, with no holes that would allow birds to get their heads, feet, or wings caught.
 - Crates should interlock when stacked.
 - Proper tie-down equipment (chains or nylon straps) is needed to hold crates in place on an open flatbed trailer.



Proper Equipment (Continued)

- Carts/Dollies
 - Carts should be undamaged, with no holes that would allow birds to get their heads, feet or wings caught.
 - Maintain all equipment regularly. Grease casters and wheels.
 - Make sure doors are working properly, and repair any broken wires to avoid injuring the birds.
 - Secure carts in place on the trailer with chains or bars.
 - Put a bar in place after every 5 carts. Securing the truck and spacing carts properly allows air to circulate through the truck for ventilation.
 - Cover the load with tarps or panels during poor weather.



Safety at the Loading Site

- Be aware of the surroundings. Know where the doors of the poultry house are located and where it is safe to lower and raise the tailgates.
- Check driveway conditions up to the poultry house(s) before driving in with the truck.
- When possible, park the truck away from main farm traffic and other barn door openings.
- Make sure the vehicle is secure when parked. Use safety rails for tailgate.
- Use good lighting during night operations.
- Level the trailer using blocks or jacks to keep carts from rolling away from the driver or crew. Runaway carts can injure birds and hurt people!
- When loading in hot weather, be alert of signs of heat stress. It is recommended not to stack carts up tight on the trailer. It is also recommended to keep loaded carts in the poultry house or any other cool, well ventilated area until the majority of the birds are loaded into the carts. Once the majority of carts are loaded with poultry, begin placing carts onto the truck. When the final carts are on the truck, secure the entire load for transport.
- When possible, use portable fans to help relieve heat stress during loading.
- After leaving the farm, stop as little as possible to keep the air moving until you arrive at your destination. Eliminating unnecessary stops en route reduces the risk of heat stress in hot weather.



Safety During Loading

- Know the weight limits for tailgates and/or forklifts. Do not exceed the recommended cart limits for the truck.
- Keep parking lights on in low-light conditions. Use interior trailer lights as well.
- Be aware of the location of all workers at all times.
- Be mindful of pinch points and rollover hazards for feet and hands.
- Assign lookouts for safety in the load out area. This is typically the responsibility of the loading/unloading crew leader.



Catching/Loading Spent Fowl

Drivers may need to transport spent fowl from both cage and floor operations.

- **Conventional Cages**
 - Push empty carts into the rows of the layer facility.
 - The method used to remove spent fowl from the cage should minimize injury to the birds including, but not limited to broken bones, bruising, or other trauma.
 - The birds must be gently removed from the cages, without excessive force or pulling.
 - Both legs should be grasped above the hocks. The birds should never be grabbed by the neck or tail. Care should be taken to watch for toe nails, wings, or other body parts getting caught in the cage door.
 - Cage door width and height can vary and adjustments may need to be made depending on the type of cage system used. Locking mechanisms may also differ. Both can impact ease of bird removal. Handlers should be familiar with the different cages and adapt their techniques as needed to prevent injury.



Catching/Loading Spent Fowl (Continued)

- The birds must be gently removed from the cages, without excessive force or pulling.
- Both legs should be grasped above the hocks. The birds should never be grabbed by the neck or tail.
- Care should be taken to watch for toe nails, wings, or other body parts getting caught in the cage door.
- Cage door width and height can vary and adjustments may need to be made depending on the type of cage system used. Locking mechanisms may also differ. Both can impact ease of bird removal. Handlers should be familiar with the different cages and adapt their techniques as needed to prevent injury.
- The process should be closely monitored by the crew foreman.
- Layers are then placed into the cart head first while supporting the breast. The bird should be upright on its feet when inside the cart.
- Birds must not be thrown, crushed, kicked, mishandled or abused in any other way. Efforts to prevent birds from escaping and roaming free in the house or in the pit must be attempted.
- The clients receiving/or shipping the birds need accurate counts, both for economic reasons and to be sure houses are not over- or under-filled.
- When loading birds, cart density should allow all birds to be able to sit comfortably at the same time during transport.



• Aviary/Open Floor

- Many floor houses have more than one level that the birds are grown on. While caged birds are confined for easy loading, floor birds must be caught while roosting. This is usually performed in near total darkness to keep birds calm and roosting.
- Roosting birds are usually loaded at night. Dimming lights while catching and loading helps calm birds. Dimming lights also will prevent piling and smothering.
- Push empty carts into the laying area. Lift each caught bird by the upper hocks or thighs while supporting the breast, then place it headfirst into the cart. Birds may also be carried by both legs, with no more than 3 birds in each hand. Birds should never be carried by the wing, head, neck or tail.
- Use extreme caution at all times.



Catching/Loading Spent Fowl (Continued)

- **Enriched Cages**

- Follow procedures described in the caged layers section.
- More labor intensive over standard cage since the cage can have multiple obstacles.
- Each system needs evaluation as to best method of catching and filling house.
- Careful counting is needed for movement (in/out) of house.
- Possible aids such as driving boards, catching hooks, and team driving/catching of birds into corners can be used.



Photo courtesy of Big Dutchman, Inc.



During Transport

If necessary, stop briefly to check birds for signs of stress.

Signs of Overheating

- Red-flushed faces, combs and wattles
- Rapid panting and open-mouthed breathing

Signs of Chilling

- Blue combs
- Feathers fluffed up
- Shivering

Signs of Lack of Oxygen

- Gasping or stretching of neck when breathing
- Purple combs and wattles



Determine if tarps or panels need to be used during transport:

- Consider temperature, humidity, distance to travel and feathering of the birds. For example, pullets carefully feathered. Spent fowl may or may not be.
- Watch for extreme weather conditions, including heavy rain, winds, or storms.
- During summer heat, keep the load moving to get the most ventilation. Avoid stopping for extended amounts of time.
- On hot days, use fans while loading or unloading.



Notes

Chapter 8

Biosecurity

Biosecurity practices are proven, cost effective techniques to control and prevent the spread of diseases in poultry operations.

Preventing an infection from even starting is much easier than trying to deal with the consequences of a disease outbreak on farms or in hatcheries. Therefore it is very important to follow appropriate biosecurity procedures whenever working around live birds – from the hatchery to the farm or pullet house and from the farm to the processing plant.

Poultry diseases can be transmitted from bird to bird through direct contact or indirectly through the air and water and can be spread by rodents, insects, other wildlife AND people. It is extremely important to maintain the health and welfare of our flocks by preventing disease outbreaks.

The following provides guidance for general biosecurity measures. Please note that each company may have its own specific guidelines and that additional measures may periodically be required to address current conditions if disease is known to be present.

Biosecurity Measures

General Precautions

- Proper personal hygiene and proper sanitation of vehicles and equipment are key components of an effective biosecurity program.
- Recognize that you can spread disease as you travel from farm to farm. Plan your travel accordingly and be aware of all precautions necessary to limit the possibility of spreading disease.
- Proper authorization for pick up or delivery should be secured when crews need to load /unload at more than one farm on the same day.
- Companies do not allow personnel who have daily contact with live poultry to have backyard flocks, pet birds in their home or contact with other poultry during off-duty time. These birds may be a source of disease that could be spread to the company's flocks.
- Additional measures regarding vehicle routes and other aspects of biosecurity may be required in extreme conditions.

Personal Hygiene and Personal Protective Equipment

To prevent disease from spreading between flocks and from company to company, follow these biosecurity measures:

- Before arriving to work, all employees who handle or transport live birds should shower, and wear freshly laundered clothing, gloves and disinfected footwear. Personal hygiene is important because it prevents dirt and debris collected from the previous day to enter the next farm.
- Clean hands with water and a disinfectant soap before and after handling live birds. If water is not available, use an alcohol-based hand sanitizer and wash hands with soap and water as soon as possible.
- Spray other items (safety glasses/ goggles, pens, note pads, cel phones, etc.) with a sanitizer after handling live birds and before using them again.
- Repeat the cleaning and disinfection process daily.
- The use of disposable coveralls, boots, hats/hairnets, dust masks and gloves may sometimes be needed to prevent the spread of diseases. Leave disposables at the farm to keep dirt and debris from leaving the farm.



Vehicle and Equipment Sanitation

Catching Crew Vans

- Drivers should be aware of biosecurity to reduce risks of disease transmission between farms and facilities.
- The crew van should be washed on the outside and thoroughly vacuumed inside. Pay special attention to the vehicle tires.
- Use rubber floor mats, which are easy to remove, wash, and sanitize. Wipe down hard surfaces using clean water first, apply a sanitizer/disinfectant, then allow to dry.
- Clean and disinfect any equipment taken to farms.
- No visible feathers, dust, manure or dirt should remain.



Live Haul

All equipment used to load, unload, handle, or transport live poultry should be cleaned and disinfected after the last job before it can be used again. This includes the exteriors of vehicles, trailers, and any equipment added to the vehicle.



- Pay special attention to the vehicle's tires.



- The floor mats, steering wheel, and bucket and brush used for foot cleanup should also be disinfected.



- Cleaning and disinfecting daily helps prevent the spread of infectious diseases.
- Clean and sanitize the inside of the cab and any other equipment transported to the farm, such as chains, panels, etc.
- Trucks should be dry before going to the next job.
- Crates, cages and fork lifts should have all manure, feathers and other dirt removed at the end of each day.



Dirty



Clean

Heightened Disease Situation

- If a sick flock is being transported, the farm should be serviced by itself or be the last visit on that day.
- A truck or crew working with a known diseased flock should take extra precautions to stay away from other farms. Choose alternate travel routes to keep contaminated dust and feathers from coming into contact with other farms and flocks
- Use disposable coveralls, boots, gloves, and hairnets, and leave them at the farm.
- Rubber boots should be cleaned with water and disinfectant until there is no visible dirt, feathers, or manure seen. Disinfect all equipment used to service the sick flock, including nets, hooks, clipboards, pens, and panel boards.

- If a tire wash station is available on the farm, use it before leaving. Portable tire wash units may also be used.
- All loading and transportation crew members should launder clothing and shower immediately after working on a farm with a diseased flock. Vehicles and equipment should be cleaned and disinfected immediately after they return to company headquarters.
- In some situations, such as an outbreak of Avian Influenza or other serious illness, permission from state or federal agencies may be required to enter a quarantined zone.

Notes

Chapter 9

Disease Recognition

The majority of poultry flocks are very healthy, but any flock can develop an illness. These illnesses usually are discovered and treated before the flock is moved. Personnel such as the company service technician, the farm manager, a veterinarian, or owner normally determine the health status of the flock ahead of time to prevent further disease spread. Transportation crews should be made aware if a flock may have a serious illness.

Any large flock can include the occasional bird that is sick, small, lame, injured, or dead. Finding a few birds like this does not mean the entire flock is sick. Small numbers of sick or injured poultry are either euthanized (culled) before load-out or left in the building to be euthanized by the flock owner or service technician. Euthanasia should only be performed by properly trained personnel, and only if requested by the company. American Veterinarian Medical Association (AVMA) guidelines must be followed.

It is not normal to find a large number of sick or dead birds when entering a poultry barn. Some diseases may occur suddenly and spread quickly. If you suspect or have been informed of a serious illness, your crew and vehicles may be required to take additional measures to protect the crew and poultry farms.

Signs of a Healthy Flock

- Birds are alert, curious, active, eating, and drinking.
- Birds are close to each other in size.
- Feathers are smooth and clean.
- There are no discharges from the eyes or nostrils.
- Combs and wattles are bright red or pink in chicken. Heads have a light blue color in male turkeys.
- Droppings are formed (not runny) and the area under the birds' tails is not soiled with manure.
- Dead or sick birds, if any, are very difficult to spot



Signs of a Sick Flock

- Many dead birds.



- Failure to react. Birds do not run away when approached. They may sit around with fluffed up feathers and act sleepy.



- Dark red, purple, black combs or snoods.



Photo courtesy of USDA APHIS

- Many crippled or lame birds that have difficulty walking



- Swollen, puffy heads and sinuses.



- Gasping for breath, coughing, or open-mouth breathing.



- Neurological problems such as head tilt, tremors, or incoordination.



- Dirty or bloody vents.



Signs of a Sick Flock (Continued)

- Hemorrhages on the skin and shanks.



Photo courtesy of DE Swayne, USDA

- Diarrhea



Not all birds will show all symptoms described.

Avian Influenza (AI or Bird Flu)

Avian Influenza is an important disease of poultry and other birds. Most cases of Avian Influenza in the United States are very mild, with few visible symptoms in affected flocks however, some cases of highly pathogenic Avian Influenza have killed millions of birds. Outbreaks of highly pathogenic Avian Influenza occurred in the United States in Pennsylvania in 1983 and most recently in 2015 in the Mid-Western and Western regions of the United States. Highly pathogenic Avian influenza is a concern because:

- Heavy death loss in birds is possible.
- Affected flocks are quarantined and humanely euthanized.
- Regional or international restrictions of poultry and products may occur, resulting in huge economic loss. The 2015 outbreak killed over 47 million turkeys and egg layers resulting in loss of farm income, lost jobs, and product shortages.
- Some avian influenza strains may have the potential to infect people. These strains are currently found in several Asian countries, the Middle East, and some Eastern European countries. To date, these strains have not been found in North America.

Symptoms of Avian Influenza

Loading crews and transporters need to know the symptoms of highly pathogenic Avian Influenza. Symptoms vary, but may include:

- Increased mortality
- Dark or blackened wattles or snoods
- Swollen facial region
- Neurological problems
- Hemorrhages on the skin and shanks
- Coughing or open-mouthed breathing

If Avian Influenza is suspected in a Flock

- Report concern to the crew foreman who will contact the flock manager, service technician, or production manager for further instructions before removing the birds.
- Many diseases look alike. It is possible the flock has a disease other than AI.
- Pay extra attention to cleaning and disinfecting the vehicle and all personal items upon returning to the wash station. After removing all feces, feathers, egg material and dirt with water, apply disinfectant according to label directions and allow adequate contact time. Most disinfectants only work on previously cleaned surfaces!
- Allow extra time for the truck to dry and remain vacant before loading with new birds.
- State or federal agencies may have additional requirements if an avian influenza outbreak is confirmed in a region.

Notes

Chapter 10

Euthanasia

The word “euthanasia” comes from a Greek word that means “good death.” In the poultry industry, euthanasia is the humane ending of life for birds that may be injured, sick, or that cannot be kept in their present condition.

Methods of euthanasia should be:

- Performed properly by trained and supervised employees.
- It should result in a quick loss of consciousness and death without causing minimal pain, distress, or anxiety in the animals.
- Suitable for the age, size, and number of birds.
- Irreversible and reliable.
- Safe for the person(s) performing the procedures.
- Approved by the American Veterinary Medical Association (AVMA) and practiced in accordance with state and local humane laws.
- Done with equipment that is checked before and during the procedure to assure proper functioning and safety.
- Unapproved methods are never allowed.

Currently Approved Methods

- Cervical Dislocation- manual or mechanical (Tool Assisted)
- Decapitation
- CO₂ gas administered at concentrations to quickly render the birds unconscious. (Workers must be protected from exposure to the gas.)
- Other approved gases, such as nitrogen, may also be used.
- Blunt force trauma using tools such as a captive bolt device.

Unacceptable Euthanasia Methods

- Unapproved methods of physical trauma
- Suffocation
- Drowning
- Poisons, such as cyanide or strychnine, formaldehyde or other highly irritating fumes
- Bleed out without stunning

Confirming Death

Confirming death is very important and must always precede any movement and final disposal area for the dead birds. Placing live or stunned birds into a disposal container is a serious animal welfare violation.

Tests to confirm death include

- Confirmation that neck vertebra are completely dislocated
- Lack of blink reflex when eye is touched
- Pupils are enlarged and do not respond to light.
- Lack of response to a hard pinch delivered to the toe, comb, or wattle.
- Breathing has stopped.
- No heartbeat is felt when hand is placed over the keel.

Procedures for Handling Dead Birds

- No matter how the birds are euthanized, handle them respectfully. Inappropriate handling will not be tolerated.
- Dead birds may be incinerated, buried, composted, or rendered, depending on the situation and state laws.
- The birds may be frozen until a final disposal method is chosen.

Worker Safety

When using gas for euthanasia, make sure that the people are not unsafely exposed. Place monitors with alarms on workers and in affected rooms. Other safety equipment can also be deployed to protect workers. Consult Occupational Safety and Health Administration (OSHA) for more recommendations.

For more information and training on Euthanasia contact your Poultry Handling and Transportation (PHT) trainers.

Notes

Chapter 11

Transportation, Safety, and Emergency Response

When transporting poultry, problems may arise at any time— on the farm or on the road. Drivers should plan for and be prepared to handle emergencies or accidents. All companies should develop emergency response plans and train their employees on the protocols. Keep an outline of the protocols, in simple language, in plain view on the truck's dashboard. In an emergency, a rapid and appropriate response may save lives and property. If the driver is incapacitated, first responders to the accident will be tasked with 1) saving life, 2) maintaining public safety, and 3) salvaging animals and property. The emergency response protocols should include important contact information and directions in case the driver cannot communicate with the first responders. Company protocols have priority over the recommendations in this chapter.



Preparation

All trucks should adhere to Department of Transportation (DOT) rules governing safety equipment, truck operation, and safety procedures. Before departure, conduct a walk-around visual check of the truck, trailer, and load. Pay attention to lights, tires, and any loose articles. Make sure tie-downs are secured.

In the cab, attach an emergency number plate securely to the dashboard. This plate should explain who to call if the driver is incapacitated. In addition, a cell phone with an “in case of emergency” (ICE) numbers should be carried by the driver. For example, “ICE wife” and “ICE Boss” would be important, as would a roadside service agency number and the state police business number.

Consider carrying items beyond DOT-mandated equipment in the truck, including:

- DOT class 3 safety reflective vest
- Nylon tow strap or chains. Personnel must be extremely cautious if tow chains are used, and should stay far enough away to avoid injury in case the chains snap.
- Bolt cutters.
- Flashlight with extra batteries.
- First aid kit (complete).



- Tarp (10' x 12') with six bungee cords.
- Spill kit stocked with snakes, absorbent pads, wooden dowel assortment, stop-leak putty, a plastic garbage bag, chemical goggles, and nitrile gloves. Minimum kit should consist of at least 10 lbs. of un-treated kitty litter.

Loading

A designated safety person (often the driver or equipment operator) should always monitor onsite loading. Observe the birds for signs of stress. Watch workers for signs of fatigue and dehydration. Giving workers regular breaks for rest and rehydration are important to prevent muscle cramping and accidents.

The designated safety person should always know where people are in relation to moving equipment. Exit and enter buildings slowly to avoid collisions. Reflective vests and glow sticks pinned to the front and back of catchers may be helpful in low-light conditions.

Before driving, a farm checkout of the load may include:

- Bill of Lading and bird count.
- Health certificates and other important papers

Before leaving the farm:

- Make sure that the load is secured and that crates/coops are kept from moving by bars or straps.
- Make sure that equipment and lifts are secured.
- Secure screens, curtains, and other ventilation aids.
- Walk around the truck for a final visual safety check
- Visually check that tires are loaded properly, and that hoses and cords are secured.
- Remove wheel chocks.



En Route

Ultimately, rig operators are responsible for their actions on the road. Key guidelines for drivers include:

- Maintain a safe speed and make sure to keep adequate stopping distances and vehicle spacing for weight of the load.
- Use a speed appropriate for weather and road conditions.
- Be aware of personal health and well-being.
- Know the route and traveling distance. When appropriate, plan for location/status reporting.
- Clearly identify stopping points for rest and meals.
- Be aware of other drivers, and remember your vehicle's blind spots.



Emergency Response

When driving, haulers should always have a strategy to exit the road if they lose power or their load. If a problem is suspected:

- Get the truck out of the traffic lanes, to the side of road or shoulder if possible.
- Set flashers and slip a reflective vest over your clothing. Exit the truck safely. Use the passenger door if you are on a busy highway. At night, drivers should take a flashlight and swing it as they walk near the side of the road.
- Perform a quick visual inspection of the rig, checking especially for smoke or fire.
- If you discover fire, attempt to extinguish it without lifting the hood or other covers of the truck.
- Set reflectors at a slant pattern starting from the back left corner of the truck to 500 feet if possible.
- Make note of the closest mile marker post or call box, if visible.
- Call 911.



Mechanical Breakdown

If the rig breaks down on the road, the driver should:

- Be as selective as possible of the parking place. If you have power *do not* park on a bridge over water, near a storm sewer or near a ditch that leads to water etc.
- Put on the PPE (gloves, goggles, reflective vests) as appropriate.
- Call for support (tire service, truck service or tow). Be sure to explain that animals are on board and that a quick response is imperative.
- Stop the leak if possible. Use wooden dowels to plug holes, apply putty and use the absorbent snakes to contain the spill.
- Call police for traffic control, if needed.
- Call dispatch with the following information: What is leaking (diesel fuel, antifreeze etc.); estimate how much was lost, and where it went.
- If the quantity and situation is easily controlled, dispatch will probably ask you to use absorbent pads (or untreated kitty litter) to soak up the spill and place in the garbage bag.
- If the situation calls for assistance, dispatch will call the local fire department.
- If the driver can clean up on his or her own, place the absorbent pads (or kitty litter) in the garbage bag and bring it back to company headquarters for disposal.
- Re-stock the spill kit upon return.
- If the press should arrive at the scene, don't be rude. Be cordial but explain that you are not an authorized spokesperson. Give them the phone number of your dispatch office or other authorized person.



In an Accident

- Remain calm! Taking actions without thinking may make the situation worse.
- If you are unhurt and able to move, assess the location and status of your truck and load. Put on a safety vest and secure the immediate area.
- Check the condition of other vehicles if involved. Do not move injured passengers unless you must do so for their safety.
- Call 911 and state your location, then explain the exact problem and the condition of all persons involved, including yourself.
- Notify trucking dispatch or your emergency contact about the situation.
- Remove any traffic hazards, if safe to do so. If possible, place reflectors to warn other drivers.
- Render aid to birds if possible. If crates or cages have spilled and birds are still inside they should be up righted immediately to prevent suffocation. Cut bindings on modules and flip modules upright if needed. Use tow strap to pull modules out of traffic if necessary. Transfer birds to other trucks as soon as possible. Gather and pile dead birds near the truck and secure tarp to the truck.
- In hot weather, birds may require misting to cool them down. If possible, move cages to a shaded area.
- Move loose birds close to the truck, if possible. **Do not run into traffic after any poultry.**
- If possible, take pictures of the accident with a camera or phone. Take pictures from all four sides of the truck to get views of the accident from all angles. Gather the information as needed on an accident report sheet, as appropriate and if available.
- As uniformed emergency responders arrive, the first on scene is in control. Calmly tell them what happened and provide other information as requested. If injured, explain the nature of your injury and any medical information they may need to help you. Inform them about approximate fuel levels and other hazards they may need to consider.
- Be aware of your location at all times. Avoid standing close to the roadway and stand away from traffic if possible. Use road barriers as protection.



In an Accident (Continued)

- **Do not** make statements to the media or other parties. Always follow company standards and protocols if media or other parties are present. If you have a media card, read what it states to reporters and say nothing further. Do not answer questions from reporters with “no comment.” Instead, tell them that the company’s spokesperson will soon make statement about the accident and the actions being taken.
- Transfer authority over the scene to first responders, and transfer authority of the truck and load to the appropriate company officials when they arrive.



Assisting Persons in an Accident

If an accident occurs, you may need to provide assistance until other help arrives.

- Park the vehicle at a distance from other parties. Leave all lights and flashers on if possible.
- Provide aid as absolutely necessary and only for injuries that appear life-threatening.
 - Do not apply tourniquets or bound pressure bandages unless absolutely necessary. Direct pressure is all that may be needed for most bleeding injuries.
- Make calls for help and give first aid until help arrives. Call dispatch and the plant and explain the situation.
- Debrief first responders and then wait for further instructions.

Notes

Contributors

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Eva Wallner-Pendleton is an avian pathologist and field investigator at the Pennsylvania State University Animal Diagnostic Laboratory in State College, Pennsylvania. She is a diplomate of the American College of Poultry Veterinarians. She spent 12 years as a cooperative extension specialist, coordinating educational programs for the poultry industry in biosecurity, disease recognition, food safety and management, and has taught college courses in avian diseases since 1982. In addition to serving as senior editor and project coordinator for this manual, she is the primary author of the chapters on Herding Poultry, Disease Recognition, Hatchery, and helped write the sections on Biosecurity.

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