



'Ask CFIA' Industry User Experience

'Ask CFIA' will provide you with web-based information to support your understanding and compliance with regulatory requirements.

Can't find the information you need? 'Ask CFIA' also provides you with one point of entry to ask questions about regulatory requirements. Through 'Ask CFIA', you can expect timely, consistent and predictable responses to your questions.

Here are the four main steps in your "Question's Journey":

- Step 1. **CFIA website**
- Step 2. **Ask CFIA**
- Step 3. **Review:** The CFIA reviews the question and issues an enquiry ID number
- Step 4. **Response:** A final written response is sent via email.

Your "Question Journey" may vary depending on the level of complexity of your question. Here are a few scenarios that illustrate what you can expect:

Scenario 1: General question

Question:

My company pre-packages various fresh fruits and vegetables. When is the common name exempted from being declared?

Step 1. CFIA website:

The requestor looks on the CFIA website and finds the "[Common Name - Fresh Fruits and Vegetables](#)" info page on the *Industry Labelling Tool*.

Scenario 2: Request for Information

Question:

I wish to start a small fish drying operation in Yellowknife, NT. Our approximate amount annually is 5000 kg for human consumption and I would like to get information on how our facility and plans can be approved by the CFIA.

Step 1. CFIA website:

The requestor does not find the answer on the CFIA website.

Step 2. Ask CFIA:

The requestor submits their question using the form on the CFIA website.

Step 3. Review:

The question is received and, within a set service standard, an automated acknowledgement email is sent to the client with an enquiry ID number.

In this case the answer is readily available.

Step 4. Response:

Within two working days a written response is sent via email.

Scenario 3: A two-part question with follow-up information

Question:

Who can I contact or where can I find information regarding water quality standards and specifications in the dairy industry?

Step 1. CFIA website:

The requestor looks for, but does not find the answer on the CFIA website.

Step 2. Ask CFIA:

The requestor submits their question using the form on the CFIA website.

Step 3. Review:

The question is received and, within a set service standard, an automated acknowledgement email is sent to the client with an enquiry ID number.

It is determined that this question will require some research. The requestor is informed of the revised service expectation.

Step 4. Response:

A written response is sent via email.

Follow-up Question - Ask CFIA:

The requestor submits a follow-up question with more details using the form on the CFIA website.

(Quoting original enquiry ID number): I am looking for information on CIP (cleaning in place) and the specifications for water to be used in equipment wash and rinse. Are there any specific considerations for the dairy industry?

Step 5. Review:

The question is received and within a set service standard:

- An automated acknowledgement email is sent to the client with a reference to the original enquiry ID number.
- The requestor is informed of the service expectation.

Step 6. Response:

Within an agreed number of working days, a written response is sent via email.

Scenario 4: Technical question about a novel approach

Question:

I am interested in creating a product containing milk, coffee, and sugar. I would like to explore different options for sterilization and aseptic packaging. How would I determine whether my product would be approved for consumer sale?

Step 1. CFIA website:

The requestor looks for information related to their novel process and type of packaging, but does not find the answer on the CFIA website.

Step 2. Ask CFIA:

The requestor submits their question using the form on the CFIA website.

Step 3. Review:

The question is received and, within a set service standard, an automated acknowledgement email is sent to the client with an enquiry ID number.

- It is determined that this question will require in depth internal consultation, potentially with another government department.
- CFIA experts may contact the requestor for more details, technical information and further discussion.
- The requestor is informed of the revised service expectations as their case progresses.

Step 4. Response:

A final written response is sent to the requestor via email.

Scenario 5: Out of Scope Questions

Scenario 5a: Inspection question

Question:

During the last visit, my inspection raised a concern about the risk of foreign object contamination from my apple coring device. However this wasn't marked as non-compliance on the inspection report. Is this non-compliance?

Response:

Refer to inspector; refer to Complaints and appeals (standard reply).

Scenario 5b: National Service Centres question

Question:

I am an importer, and would like information regarding requirements to meet for importing fresh apples from Japan, for commercial purposes.

Response:

Refer to National Import Service Centre (NISC) (standard reply).

Scenario 5c: Ongoing consultations question

Question:

The proposed regulations on (X) say that requirements on cleaning and disinfection will be changing. This might directly affect my current processes. Can you tell me if equipment (XYZ) would be suitable to meet this requirement?

Response:

Redirect to the appropriate group.