OIE STANDARDS ON VETERINARY SERVICES (3.1-3.2), COMMUNICATION (3.3), & LEGISLATION (3.4)

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SECTION 3.

QUALITY OF VETERINARY SERVICES

CHAPTER 3.1.

VETERINARY SERVICES

Article 3.1.1.

The quality of the Veterinary Services depends on a set of factors, which include fundamental principles of an ethical, organisational, legislative, regulatory and technical nature. The Veterinary Services shall conform to these fundamental principles, regardless of the political, economic or social situation of their country.

Compliance with these fundamental principles by the Veterinary Services of a Member Country is important to the establishment and maintenance of confidence in its international veterinary certificates by the Veterinary Services of other Member Countries.

The same fundamental principles should apply in countries where the responsibility for establishing or applying certain animal health or animal welfare measures, or issuing some international veterinary certificates is exercised by an organisation other than the Veterinary Services, or by an authority or agency on behalf of the Veterinary Services. In all cases, the Veterinary Services retain ultimate responsibility for the application of these principles.
CHAPTER 3.1
VETERINARY SERVICES

The *Veterinary Services* shall *conform* to these fundamental principles, *regardless of the political, economic or social situation of their country*.

*Compliance* with these fundamental principles by the *Veterinary Services* of a Member is important to the *establishment* and maintenance of confidence in its *international veterinary certificates* by the *Veterinary Services* of other Members.
3.1.2: Fundamental principles of quality

1. Professional judgement
   The personnel of *Veterinary Services* should have the relevant qualifications, scientific expertise and experience to give them the competence to make sound professional judgements.

2. Independence
   Care should be taken to ensure that *Veterinary Services’* personnel are free from any commercial, financial, hierarchical, political or other pressures which might affect their judgement or decisions.

3. Impartiality
   The *Veterinary Services* should be impartial. In particular, all the parties affected by their activities have a right to expect their services to be delivered under reasonable and non-discriminatory conditions.
3.1.2: Fundamental principles of quality

4. Integrity
The *Veterinary Services* should guarantee that the work of each of their personnel is of a consistently high level of integrity. Any fraud, corruption or falsification should be identified and corrected.

5. Objectivity
The *Veterinary Services* should at all times act in an objective, transparent and non-discriminatory manner.

6. Veterinary legislation
*Veterinary legislation* is prerequisite to support good governance and provide the legal framework for all key activities of the *Veterinary Services*.
3.1.2: Fundamental principles of quality

7. General organisation

be able to **demonstrate** by means of appropriate legislation, sufficient financial resources and effective organisation

8. Quality policy

The Veterinary Services should **define and document their policy and objectives** for, and commitment to, **quality**, and should ensure that this **policy is understood, implemented and maintained** at all levels in the organisation.

9. Procedures and standards

The Veterinary Services should develop and document **appropriate procedures and standards for all providers** of relevant activities and associated facilities.
3.1.2: Fundamental principles of quality

10. Information, complaints and appeals
The Veterinary Authority should undertake to reply to legitimate requests from Veterinary Authorities of other Members or any other authority....

11. Documentation
The Veterinary Services should have at their disposal a reliable and up-to-date documentation system suited to their activities.

12. Self-evaluation
The Veterinary Services should undertake periodical self-evaluation especially by documenting achievements against goals, and demonstrating the efficiency of their organisational components and resource adequacy.
3.1.2: Fundamental principles of quality

13. Communication

*Veterinary Services* should have **effective internal and external** systems of *communication* covering administrative and technical staff and parties affected by their activities.

14. Human & financial resources

Responsible authorities should **ensure that adequate resources are made available** to implement effectively the above activities.
CHAPTER 3.2.

EVALUATION OF VETERINARY SERVICES

Article 3.2.1.

General considerations

1) Evaluation of Veterinary Services is an important element in the risk analysis process which countries may legitimately use in their policy formulations directly applying to animal health and sanitary controls of international trade in animals, animal-derived products, animal genetic material and animal feedstuffs.

Any evaluation should be carried out with due regard for Chapter 3.1.

2) In order to ensure that objectivity is maximised in the evaluation process, it is essential for some standards of discipline to be applied. The OIE has developed these recommendations which can be practically applied to the evaluation of Veterinary Services. These are relevant for evaluation of the Veterinary Services of one country by those of another country for the purposes of risk analysis in international trade. The recommendations are also applicable for evaluation by a country of its own Veterinary Services – the process known as self-evaluation – and for periodic re-evaluation. These recommendations should be used by OIE experts when facilitating an evaluation under the auspices of the OIE, following a request of a Member Country. In applying these recommendations on the evaluation, the OIE Tool for the Evaluation of Performance of Veterinary Services (OIE PVS Tool) should be used.

In carrying out a risk analysis prior to deciding the sanitary or zoosanitary conditions for the importation of a commodity, an importing country is justified in regarding its evaluation of the Veterinary Services of the exporting country as critical.
The OIE collaborates with governments, donors and other stakeholders
The OIE PVS Pathway is a *continuous process* aiming to *sustainably* improve the compliance of *Veterinary Services* with *international standards*. 
Section 3
Quality of Veterinary Services
Quality of Aquatic Animal Health Services
PVS Evaluation Tool

PVS

4 fundamental components

Human, Physical, Financial Resources
Technical Capability and Authority
Interaction with Stakeholders
Market Access

Critical competencies

5 levels of advancement
## Internal Coordination (chain of command)

<table>
<thead>
<tr>
<th>Coordination capability of the VS</th>
<th>Levels of advancement</th>
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</thead>
<tbody>
<tr>
<td><strong>A. Internal coordination (chain of command)</strong></td>
<td>1. There is no formal internal coordination and the chain of command is not clear.</td>
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<td></td>
<td>2. There are internal coordination mechanisms for some activities but the chain of command is not clear.</td>
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<td></td>
<td>3. There are internal coordination mechanisms and a clear and effective chain of command for some activities.</td>
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<tr>
<td></td>
<td>4. There are internal coordination mechanisms and a clear and effective chain of command at the national level for most activities.</td>
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<td></td>
<td>5. There are internal coordination mechanisms and a clear and effective chain of command for all activities and these are periodically reviewed/audited and updated.</td>
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</table>

The capability of the VS to coordinate its resources and activities (public and private sectors) with a clear chain of command, from the central level (the Chief Veterinary Officer), to the field level of the VS in order to implement all national activities relevant for the Codes (i.e. surveillance, disease control and eradication, food safety and early detection and rapid response programmes).
### External Coordination

**B. External coordination**

The capability of the VS to coordinate its resources and activities (public and private sectors) at all levels with other relevant authorities as appropriate, in order to implement all national activities relevant for OIE Codes (i.e. surveillance, disease control and eradication, food safety and early detection and rapid response programmes).

Relevant authorities include other ministries and Competent Authorities, national agencies and decentralised institutions.

<table>
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<th>Levels of advancement</th>
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<tbody>
<tr>
<td>1. There is no external coordination.</td>
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<tr>
<td>2. There are informal external coordination mechanisms for some activities, but the procedures are not clear and/or external coordination occurs irregularly.</td>
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<tr>
<td>3. There are formal external coordination mechanisms with clearly described procedures or agreements for some activities and/or sectors.</td>
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<tr>
<td>4. There are formal external coordination mechanisms with clearly described procedures or agreements at the national level for most activities, and these are uniformly implemented throughout the country.</td>
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<tr>
<td>5. There are national external coordination mechanisms for all activities and these are periodically reviewed and updated.</td>
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PVS Evaluation – Terrestrial
15 April 2016
OIE STANDARDS ON COMMUNICATION (3.3)
Communication

- is a discipline within the Veterinary Services
- should be an integral part of all the Veterinary Services’ activities
Veterinary Services:

- Authority and capability to communicate
- Development and follow up strategic and operational communication plans
- Respect of their fundamental principles of quality: transparency, consistency, timeliness, accuracy, honesty, etc

Combination of Veterinary and communication expertises

Communication = a continuous process
**OIE standards on communication**

*Four Articles*

- **Communication**: means the discipline of informing, guiding and motivating individual, institutional and public groups, ideally on the basis of interactive exchanges, about any issue under the competence of the VS

- **Crisis communication**: means the process of communicating information as accurately as possible, albeit potentially incomplete, within time constraints in the event of a crisis

- **Outbreak communication**: means the process of communicating in the event of an outbreak. Outbreak communication includes notification
“Risk communication is the interactive transmission and exchange of information and opinions throughout the risk analysis process concerning risk, risk-related factors and risk perceptions among risk assessors, risk managers, risk communicators, the general public and other interested parties.”
A communication system needs:

- Organisational chart
- Human resources
- Financial and physical resources
- Management of the Communication system:
  - Roles and responsibilities of the communication personnel
  - Strategic plan for communication
  - Operational plans for communication
Strategic plan for communication:

- high level organization
- wide long-term communication objectives
- regular monitoring and review
- address all type of communication (crisis, routine…)
- take all audiences into account
- improved trust and credibility in the Veterinary Services
Operational plans for communication:

- be based on the assessment of specific issues
- identify specific objectives and target audiences
- well-planned series of activities using different techniques, tools, messages and channels to achieve intended objectives and utilising available resources within a specific timeframe.
Communication Handbook

Veterinary Services
Introduction and objective

Good governance is a recognised global public good and is of critical importance to Member Countries. Legislation is a key element in achieving good governance.

Veterinary legislation should, at a minimum, provide a basis for Competent Authorities to meet their obligations as defined in the Terrestrial Code and the relevant recommendations of the Codex Alimentarius Commission. In addition, there is an obligation for World Trade Organization (WTO) Members under the Agreement on the Application of Sanitary and Phytosanitary Measures (SPS Agreement) to notify the WTO of changes in sanitary measures, including changes in legislation that affect trade, and provide relevant information.

For the purposes of the Terrestrial Code, veterinary legislation comprises all legal instruments necessary for the governance of the veterinary domain.

The objective of this chapter is to provide advice and assistance to Member Countries when formulating or modernising veterinary legislation so as to comply with OIE standards, thus ensuring good governance of the entire veterinary domain.

http://www.oie.int/index.php?id=169&L=0&htmfile=chapitre_1.3.4.htm
Veterinary legislation: means the collection of specific legal instruments (primary and secondary legislation) required for the governance of the veterinary domain.

Veterinary domain: means all the activities that are directly or indirectly related to animals, their products and by-products, which help to protect, maintain and improve the health and welfare of humans, including by means of the protection of animal health and welfare, and food safety.

Primary legislation: means the legal instruments issued by the legislative body of a Member Country.

Secondary legislation: means the legal instruments issued by the executive body of a Member Country under the authority of primary legislation.
Respect for the hierarchy of legislation

Between primary and secondary legislation

Legal basis

Competent Authorities should have available the primary legislation and secondary legislation necessary to carry out their activities at all administrative and geographic levels

Veterinary legislation should be consistent with national and international laws, including civil, penal and administrative laws

Transparency

Veterinary legislation should be inventoried and be readily accessible

Competent authorities should ensure communication of veterinary legislation and related documentation to stakeholders
Consultation

- The drafting of new and revised legislation should involve Competent Authorities (Veterinary Services and other relevant authorities or national / decentralized institutions) and legal experts.

- The participation of stakeholders is essential for drafting effective legislation and facilitate its implementation.

Quality of legislation and legal certainty

- Veterinary legislation should be clear, coherent, stable, transparent and avoid unintended adverse side effects.

- It should be technically relevant, able to be effectively implemented and sustainable in technical, financial and administrative terms.
OIE Standards on Veterinary Legislation

Contents

General matters

- Introduction and objectives
- Definitions
- General principles
- The drafting of veterinary legislation

Specific matters

- Competent authorities
  - (legal powers, qualification, chain of command)
- Veterinarians and veterinary para-professionals
- Laboratories in the veterinary domain
- Health provisions relating to animal production
  - (identification and traceability)
- Animal diseases
  - (surveillance, prevention and control)
- Animal welfare
  - (stray dogs)
- Veterinary medicines and biologicals
  - (vaccines)
- Human food production chain
- Import/export procedures and veterinary certification
HOW DOES YOUR VS OPERATE TO EFFECTIVELY CONTROL OR PREVENT RABIES?
Thank you for your attention!