ROLE OF THE PLANT FIELD MAN IN MILK SANITATION

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The work of field men is more effective when it is done in collaboration with the sanitarians. Mutual confidence among sanitarians is in order to preclude multiple inspection. Educational methods are more successful than coercion, and cases are given in illustration.

I want to take this opportunity, as a field man and a representative of industry, to express my regrets at the loss of a great sanitarian to our Indiana State Board of Health, who was untiring in his efforts as a sanitarian. We, as field men in industry, could call upon him at any time for help and get it immediately. He was a wonderful sanitarian. The man of whom I am speaking is H. L. Thomasson, known to most of us as "Red". Although the State Board of Health of Indiana has suffered a great loss, this organization has also gained by obtaining his services as an Executive Secretary. We, of Indiana, want to wish him all the luck in the world in his new position.

SANITATION PROGRAM

In the years past, a field man was considered good if he could go out and buy milk for his company and still keep that patron after sour milk had been returned to him. Times change; a field man of today is a lot different than a field man of yesterday. I would like to read to you what I consider to be a good definition for a field man. "A field man must be a man's man, a lady's man, a plutocrat, a democrat, a republican, a New Dealer, an old dealer, a fast dealer, a technician, a mathematician, a mechanic, and last but not least a sanitarian."

The State of Indiana is doing a great job in helping to make good sanitarians out of field men. Once a year, for three days, a Field Men's Conference is held at Purdue University, the state Agricultural College. Some very good talks at this conference help a lot in our work. The Quality Program in our state is also very valuable. The state is divided up into four sections, and a meeting is held for each section, each month. This program provides contact for the field men with each other monthly. These quality Meetings and Field Men's Conferences at Purdue are put on jointly by the State Board of Health, Purdue University, and the Indiana Dairy Manufacturing Association.

I like to compare the work of sanitarians to a football game, with the sanitarians and field men playing on the same team. The sanitarians should play the part of Quarterback and Coach, and the field men should be the ball carriers. On a football team all players must know the rules and code. Field men must know the rules and code the same as the quarterback or they can't help play the game properly. Field men as ball carriers must have faith in the quarterback and coach; unless we do have such confidence we cannot hope to win. In the game of football, whether it is played in California, Indiana, or in New York, it is played under the same rules and regulations. Sometimes such is not the case in this game of sanitation. We do have faith in the sanitarians and believe in them, but, I wonder if the sanitarians have faith and confidence in each other.

A good way to prove a point is by illustration. To prove this point I want to tell you of a little personal experience. I have a pilot's license. A few years ago in order to get this pilot's license I had to take an examination in civil air regulations. I studied the book on regulations for about a week, took the examination, and flunked. A few days later, my son brought a book home; I think it was put out by the Standard Oil Company, and was nothing more than a comic book. A crow was acting out illustrations of all the Civil Air Regulations just as they were in the large book I had studied. I read this book through a few times, took the examination over again, and passed with a grade of 95 per cent. As you can see, this illustrated comic book was a great help to me.

Mr. Vincent V. Kiser has been associated with the Hoosier Condensed Milk company for the past several years and has been active in dairy educational work in Northern Indiana, having served as general chairman of the Wells County Dairy programs for the past three years, in cooperation with the agricultural extension service.

A Mutual Confidence Among Sanitarians

As an illustration of why I do not think some of the sanitarians have faith and confidence in each other, I want to tell you of another per-

sonal experience. Last week when I went to the office on Monday morning, my boss said, "Don't go to the country, there are two sanitarians here from Florida; they want to look over some of our farms and our plant." I spent two days working with them. Wednesday morning when I came to the office there was a note on my desk to see Mr. Neuhauser in his office. He said, "Don't go to the country today, there are two sanitarians here from Georgia. They want to see some farms and go through our plant." I spent two days working with them too. Then on Friday, I went to the country, there was still another note on my desk to see Mr. Neuhauser, and he said; "Don't go to the country today, there is a Captain here from the Quartermaster's Corps of the Army who wants to see some of our farms and go through our plant." The only way I got to come to this Convention was to leave on Saturday morning, when there were no sanitarians there; the only reason there were none there was because most of them do not work on Saturday. I'm glad I left Saturday because I understand that this week a sanitarian is there from Pittsburgh. If this keeps up, I wonder when a field man is going to get any field work done. Doesn't this illustrate what I mean when I say sanitarians haven't any faith in each other?

Our plant, the Hoosier Condensed Milk Company, handles fluid milk. The farms and our plant are inspected by our city Grade "A" milk inspector, several times a year, besides all of the platform tests which are run on our products. The State Health Department sanitarians survey our plant and farms once a year. These reports are all filed at the State Board of Health office. Although our state does this work, and our city inspector does his work, when Georgia, Florida, and Pennsylvania dairies want milk, the sanitarians from these states must come out and look for themselves. Is there any wonder why I say, I don't think that the sanitarians have faith or believe in each other. But we really do have faith in you, believe in you, look to you for guidance in our work, and want you to call the play so that we can carry the ball.

**Sanitation Should Begin at Farm**

Sanitation, definitely, must start on the farm. It's up to the field men to see that the farms are kept in proper condition, at all times, both in construction and sanitation. When the sanitarians inspect our farms or our plant, then it is up to us to get our plant and our farms in the condition that is required by them. Sanitarians haven't the time to do the field work for us; that is our job. Last year in Indiana there was $500,000 worth of milk sent back to the farmers from the plants reporting on our Quality Program in Indiana. Now I don't blame these farmers for this loss of milk. I think the responsibility lies on our shoulders. If we had done our job and helped these farmers the way we should, they would not have lost this milk.

I want to give you another illustration. A couple of years ago, I was inspecting farms and maybe I was not too big a hurry. I looked over a farmer's barn and it was in very good condition, the milk house was nice, too, and everything seemed to be clean and orderly. I checked the pails, the milker, and the milker inflations; they were all very good. In our work, we are using a small pocket flashlight so that we can see down into these inflations in order to determine whether there is any deposit left in them. If we see anything in the inflation, we turn them inside out and show the farmer what is on the inside. Usually if he learns that there is a deposit in the inflations he will clean them. On this particular farm, I checked everything, or thought I had, and gave it a very good grade. In about three days there was a note on my desk that four cans of sour milk had been sent back to a producer. I looked at the record and it was the producer that I had thought was very good. I went back out to the farm to see what was the matter. The farmer's wife came out, and said, "I wonder what's the matter, we had four cans of sour milk? You looked over everything just two days ago and said everything was in good shape." I said, "Well let's look again." I checked all the pails, checked the inflations, and they were all right. There was a long hose on the machine and I asked her for the cleaning rod. She said, "I have no cleaning rod, I just have a brush." So I went out and got my cleaning rod out of my car, and had her hold the hose while I pushed the cleaning rod through. Quite a deposit came out the other end. My mistake was that I hadn't used the cleaning rod in this hose when I was out there before. I felt it was my responsibility that these folks had lost those four cans of milk. I showed her how to use the rod; she ordered one, and it was sent out to her the next day. They are using it very faithfully, and are keeping a good quality milk coming into our plant. That's why I say, that if these farmers lose milk, it is the field man's fault, and not the farmers in most cases.

The sanitarians haven't the contact with the farmers that we have. We are out there from three to four times a year, and can usually call them by their first names, and normally can get more done with the farmer in keeping his place the way it should be than you fellows can. We know him better and have better contacts with him. When an inspection is made on any particular farm, that inspection sheet is a picture of that farm on that particular day. If that picture doesn't look right, it is up to us to contact the farmer and get the picture the way it should be; also, try to get him to keep it that way. Most of them will, if approached in the right way. The quality in a bottle of milk set on a doorstep definitely can't be any better than the milk received at the plant from the farm. Sanitation must start at the farm and be carried on until it is set on the doorstep of the consumer. If a plant has a producer who just can't be kept in line, I think the plant is much better off to get rid of him. If the producer can't be replaced with a better one at least the quality of the milk will be improved.

**Education is Superior to Law**

Sanitation definitely can not be accomplished just by legislation. Sanitation is best obtained by an educational program, and this must be carried out by us for the reason that we have a good contact with.
the farmer. Legislation alone is
definitely not enough. We used to
have prohibition, but people still
drank. We have gambling laws, but
gambling still goes on. We have
speed laws, and they are broken.
So it is the same in sanitation. The
only way to get results is through
education.

Here again, I think we and the
sanitarians can use illustrations
that will bring home to the farmer
what we are trying to teach him. I
want to give an illustration of this.
A few months ago a farmer called
the plant and wanted one of the
field men to come out. I went out
to his farm, and he said, “I would
like to sell milk to your Company.”
I looked over his farm, he had a
very nice barn, and was keeping it
clean, and orderly. His milk house
was well constructed, he had good
equipment, and it was clean. I said,
“Do you use chlorine to disinfect
these utensils before using them?”
“No, I never used any,” he said. “Do
you wash the udders of the cows
before milking?” He said “No.” I
said, “Well, this is one of our
requirements—that you disinfect your
utensils and wash the udders of
the cows with chlorine.” He said,
“You can just go to the Devil, be-
because if I have to give a cow a bath
before I milk, I’ll never sell milk
to your company or anyone else.
I’ll just quit milking.” I said, “Well,
George, that is your privilege, but
before you do that, I would like to
ask just one thing. Let me come
back out to your farm tonight before
you milk and let me wash the cow’s
udder before you milk.” He said,
“If you want to work that hard,
come on out. You can sure do it.”
I said, “I will be right here, but
when I do come, there is one re-
quest that I would like to ask of
you. After I wash the cow’s
udder, I would like to have you drink
the water that I use to wash them.”
He said, “Why, my gosh, I abso-
lutely wouldn’t do that.” I said,
“All right, I’ll still come out to the
farm tonight, and watch you milk;
when you get through milking I
want to see you drink the milk.” He
said, “I’ll do that. My family
have drunk this milk for a long
time, and we are still living.” I said
“That is possible, but I still want
to see you do it.” He said, “Why?”
I said “Well, now when you put
that milker on that cow, and those
udder of that cow are not washed,
how are they going to be when you
take off the milkers. That milk is
going to be half way up on that
udder when the inflation cup is on,
and there is twelve inches of vacu-
num on it. When you take the milker
off the cow, how is that teat go-
ing to be?” He said, “Clean.” “That’s
right.” I said. “Now you would not
drink the water that I was going
to wash those teats with, but you
put the milker on the cow, then
you are going to wash the teats
with the milk, and then drink the
milk. Now, what is the difference,
whether you drink the milk that
you wash the teats with, or drink
the water that you wash them
with?” “Well,” he said, “I don’t
know what I’ll do. I’ll see you in
about a week.” I saw his wife
on the street a few days later, and she
said, “What did you tell George,
when you were out there on the
farm?” I said, “Why?” She said, “I
had to tear up a whole bed sheet
into little squares and he
washed the cow’s udders every time before
he milked.” I think a lot of little illus-
trations like that will bring the
story home to the farmer better
than to say that it is one of the
requirements.

I was out to see another farmer
recently. He had a very nice farm,
but his well-top was in very bad
shape. I recommended that he
make his well-top water-tight. He
told me that they had drank that
water for ten years, and it hadn’t
killed them yet. He wanted to know
why it would make any difference if
they washed the utensils in it. I told
him that we were more particular
with the water that they washed
their utensils with than the water
that they drank. He wanted to
know why. These figures that I am
going to give you may not be ex-
actly right, but they sure got re-
sults. I told him that if that water
was contaminated with typhoid,
maybe there were only about 20 or
25 typhoid germs in that water.
The water being cold, and having
no food value, the germs would not
grow, consequently, they would
get a very little dose of this bac-
teria by drinking the water, and
probably would be able to throw
off the germs and not get the dis-
ease. If they used that same water
to wash utensils and just three or
two of those germs got on their
utensils, then got into a can of
milk through the utensils, by the
next morning there would be about
40,000 or 50,000 typhoid germs in
that milk. Then if his family drank
that milk, they probably would get
typhoid. He said, “I guess I need
a new well-top and I am going to
do some other cementing day after
tomorrow, so I’ll just put a new top
on that well.” This may be a crude
way of putting out education, but
boy it sure gets results.

We feel that we have a good
supply of milk coming into our
plant, we have a good plant, and
we sure intend to keep it that way.
I think we must give credit where
credit is due. We have been under
eastern inspection for the past
twenty years, and I feel sure that
the sanitarians in the eastern mar-
kets have given us a lot of help. It
is through their efforts that our
plant and our patrons are in the
condition that they are today. Once
in a while I will argue with an in-
spector or sanitarian, but there is
one sanitarian that I never have
argued with, and I think he is in
this audience today. I have never
argued with him, and I don’t think
that anyone else has ever argued
with him, because they knew they
couldn’t win if they did. I want to
finish by saying that if you, as quar-
terback, and as coach, will call the
signals, we will carry the ball.