





# HYBRID CUSTOMER SERVICE INFORMATION

# **PLACEMENT OF CHICKS**& RECORD KEEPING

#### AT COLLECTION POINT

- Place order and pay for chicks 4 weeks in advance of requirement.
- Take note of donor flock and number for future reference.
- Ask for any relevant information on the chicks e.g vaccination history/program.

## **TRANSPORTATION**



- Transport chicks in well ventilated but not windy vehicle.
- Protect chicks from direct exposure to sunlight rain or chemicals.
- Load chick boxes so that air circulation is not impeded nor are lower boxes squashed.
- Transport chicks straight from source (Hatchery/sales office) to farm without any unnecessary stops.



From sunlight or rain

#### ON ARRIVAL AT THE FARM

On arrival at the farm carefully remove the chick boxes from the transport vehicle into the flock house. Carefully remove the chicks from the boxes and place them into the brooder ring. Ideally the chicks should be placed in the brooder 6-12 hours after hatching. The longer the time between hatch and placement, the more the chicks become adversely affected.

### **RECORDS**

- Open a record card/file/book for the flock immediately.
- Keep complete and accurate records of the type of feed consumed, batch number, expiry date of feed, daily intake, daily mortality/culls and daily egg production ( layers).
- It is also important to weigh the flock every week. The weighing should be done on the same day and time each week. For layers this gives an indication of when the first egg is expected while for broilers it indicates when the flock will reach market weights.
- Vaccination and medication records are also important. This should include the age of flock when vaccinated/medicated, the vaccine/ drug used, method of administration, batch numbers and expiry dates
- All these records are important as in disease/poor productivity situations, they guide the veterinarian to the most probable source of the problem and best protocol to manage the situation.

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