

Happy Holidays



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BOARD CORNER

February Board Meeting and AGM

The next meeting of the CALA Board will be March 8, 2012 in Ottawa. Prior to this meeting, please contact any member of the Board with items of interest or concern.

The CALA Annual General Meeting and Forums will be held June 12, 2012 in Toronto. The CALA Training Service will also run courses that week. More information will be made available in the new year.

Request for CALA Board Nominations for March 2012

Nominations are now invited for the following positions on the CALA Board of Directors (BoD):

- 4 Four (4) At Large positions

Please see page 2 of this newsletter for more information.

MESSAGE FROM THE CALA PRESIDENT & CEO

The calendar tells us that Christmas is now a week away. There are a number of items to report to the membership! See the **full CEO Message on page 4**.

2012 FEE SCHEDULE NOW AVAILABLE

The 2012 CALA Fee Schedule is now available. For a list of changes, **please see page 5**.

UPCOMING CANADA POST CHANGES

Effective January 2012, Canada Post's *Address Accuracy Program* guidelines will be in force. Please ensure the following address formats are used when sending mail to CALA:

310-1565 Carling Avenue OR **1565 Carling Avenue, Suite 310**
Ottawa, ON K1Z 8R1 **Ottawa, ON K1Z 8R1**

This may affect mail sent to your business, as well. For more information about this Canada Post program see <http://tinyurl.com/canpost-aap>



2 | REQUEST FOR CALA DIRECTOR NOMINATIONS FOR MARCH 2012 ELECTIONS

The Benefits of being a part of the CALA Board of Directors:

- You have direct input to enhance the quality of CALA to better serve the testing community.
- By working as a team for a common goal, you develop your business insight, gain strategic knowledge, and share a deep sense of accomplishment and pride in results.

What is involved?

Time Commitment: Three to four meetings per year, which are approximately four hours in length; meeting material review prior to each meeting; taking part in our various committees. Other Board duties (e.g. sitting on our executive and a number of teleconferences which could take up to several hours per quarter).

Role of the Board: The Board of Directors, on behalf of the members of CALA, will ensure that CALA offers services for members at competitive prices, and that CALA avoids unacceptable actions and situations. The Board sets and monitors the strategic direction of CALA, monitors CALA's efficiency, effectiveness, and results. The Board governs by setting policies for the President CEO to follow in running the organization.

Expectations: Adhere to the Governance model in place, and CALA privacy and ethics codes. Board emphasis is on outward vision, rather than internal administrative detail. We encourage diversity and respect of others' opinions. Board members are volunteers. CALA pays travel expenses associated with meetings. You will be expected to participate in a Board Governance orientation session soon after your election.

Nominations are now invited for the following positions:

- Four (4) At Large positions

Nominees must be voting members of CALA in good standing. Given CALA's strategic direction and present board composition, we are specifically seeking nominees with the following experience and competencies:

- **Sector Experience:** Food, minerals, medical, upper government or legal experience;
- **Leadership Skills:** effective communication, consensus decision-making, marketing, networking & membership linkage, community involvement, and political awareness;
- **Business Skills:** legal awareness/training, business planning, financial



***“Request for
CALA Director
Nominations”
continued...***

- 3 |
- management, policy development and evaluation, and marketing;
 - **Analytical and Conceptual Thinking**: strategic planning, negotiation, and desire for continual education/learning.

Nominations must:

- identify contact information for the nominee;
- identify both the nominator and seconder, with telephone numbers and email addresses so that CALA staff can verify the nomination; and
- a short resume or biography of the nominee.

To submit a nomination please:

- 1) complete the CALA Director Expression of Interest and Nomination Form (doc ref no. F28);
- 2) complete the CALA Director Skills and Knowledge Questionnaire (doc ref no. F27); and
- 3) include a short resume or biography of the nominee.

The complete application form can be downloaded at
http://www.cala.ca/2012_BoD_call_for_nominations.pdf

Please submit the completed material (in confidence) to Charlette Mallette at cmallette@cala.ca by the close of your business day on Thursday the 16th of February 2012.

Elections will occur via an electronic ballot starting on Monday the 5th of March and close on Friday the 6th of April 2012. Candidates will be contacted directly with the results following the electronic vote.

For more information, please contact the CALA office at (613) 233-5300.





4 | MESSAGE FROM THE PRESIDENT & CEO

The calendar tells us that Christmas is now only a week away. So far, Mother Nature still has us suspended in continued Fall weather, having just experienced the warmest November on record here in Ottawa. Here's hoping that our holiday weather will soon perk up and give us a little snow to help get us all into the holiday mood.

Our ability to begin accrediting food-testing laboratories under an agreement with the Canadian Food Inspection Agency (CFIA) is almost a reality. The final governance review of the joint CFIA-CALA agreement is underway at CFIA and we are anticipating having our agreement signed shortly before Christmas, if no last-minute issues surface.

CALA's ability to accredit both mineral and petroleum testing laboratories will also be more proactively marketed during 2012 in an effort to position CALA as the accrediting body of choice for many laboratories scheduled for re-accreditations beginning in 2013. Also, starting in 2012 is a new, optional Pre-Assessment Service for new laboratories.

On the service front, CALA's online information technology infrastructure is undergoing a significant upgrade, which will come online during the second quarter of 2012. As a result, Members and volunteers will for the first time, be able to work online to self-manage their profiles and their data related to PT, Accreditation and Training.

In our PT Program, a number of changes will be apparent. Members will see the value-added addition of challenge samples at no additional cost. The addition of three (3) new PT test groups (colour in water, nutrients in soil & TCLP in soil) is also a strong possibility. The ability for CALA to provide custom round robins will be offered, as will test-kit PT for Municipalities across Canada.

In our Training Program, Members will see us continue to offer our very popular "guaranteed to run" schedule of classroom courses. We will also be launching some new training formats (webinars and expanded e-learning) coupled with an ongoing effort to write more new training programs for 2012.

All in all, CALA sees another year of growth, both in the number of laboratories it accredits, as well as the number of value-added programs and services it offers to its Members.

On behalf of all of CALA's staff and its Board of Directors I will close this year-end message with our sincere wish for all of our readers to experience a very healthy, happy and safe Holiday Season.

C. Charles Brimley
President & CEO



5 | 2012 FEE SCHEDULE

A new version of the CALA fee schedule is now available
http://www.cala.ca/P02-02-Fee_Schedule.pdf

The major changes are as follows:

General

CALA's Prepayment Policy remains in effect. In an attempt to consolidate information, this policy has been incorporated into P02-02 CALA Program Description - Fee Schedule and P29 - Prepayment Policy is no longer a stand-alone document.

Accreditation Fees

The Annual Accreditation Maintenance per Appendix Fee has increased by \$5 (from \$45 to \$50)

The \$450 Annual Accreditation Fee, usually invoiced annually in January, has been rolled into the Annual Accreditation Maintenance Fee.

In an effort to consolidate the number of invoices being sent to laboratories, the Annual Accreditation fee of \$450 that is specifically used to support CALA efforts to establish and maintain international recognition has been incorporated into the Annual Accreditation Maintenance Fee of \$3250 (for a total of \$3700).

A new base fee of \$275 has been established for scope extensions, to off-set the technical and administrative costs associated with processing scope extensions that do not require a site visit. The scope extension per appendix fee of \$150 remains the same.

PT Fees

CALA has significantly reduced the complexity of the PT fee schedule. In previous years, there were twelve possible prices that a laboratory could pay for any PT test group, depending on membership status, accreditation status, number of methods and sample sets required. This has been reduced to four price points by the removal of specific Extra Method fees and Extra Volume fees.

PROGRAM UPDATES

Accreditation Program Update

Thank You to CALA Volunteers and Employers

We wish to thank all our volunteers for their time and commitment to CALA. This year, over 2200 appendices were assessed during 101 visits, including 6 new applicant laboratory visits. Without your dedicated help, none of this would have been possible. Also, a special thank you to the employers of our volunteers.

Volunteer input, flexibility, and willingness to assist, sometimes with short notice, are truly appreciated.

We wish you a safe, happy holiday season with your family and friends!



“Program Updates” continued...

6 | Proficiency Testing Program Update

New PT Test Group

A new PT Test Group will be added in 2012. Starting in March 2012, CALA will offer C-37 Colour in Water. This is intended for use by any laboratory that determined true colour in surface water, groundwater or drinking water.

Challenge Samples

During the October 2011 PT study, CALA introduced the first CHALLENGE sample to the routine PT Program. One of the CO2A Full Range Metals in Water samples was spiked with approximately 5 mg/L Bromide. High levels of bromide are known to cause a positive interference for selenium analysis by ICP-MS unless properly corrected. Although most laboratories performed well for this sample, approximately 25% demonstrated a clear positive bias. It is hoped that laboratories will use these challenge samples to investigate possible analytical problems in their laboratories. The summary report can be found at http://www.cala.ca/pt_challenge_oct_2011.pdf

PT for Test Kits

October 2011 also marked the first study containing samples that were intended specifically for drinking water treatment testing (chlorine, pH and turbidity) conducted by operators using test-kits. Although the participation levels were low, we are planning to more actively market this program throughout 2012.

Training Program Update

Accessibility for Ontarians with Disabilities Customer Service Standard

We recently offered a free webinar to our member laboratories on the Accessibility for Ontarians with Disabilities Customer Service Standard. This is new legislation that affects all Ontario businesses. The webinar provided an overview of the requirements and was offered to assist CALA laboratories with understanding and meeting the AODA requirements. If you still need assistance with meeting your AODA requirements, check out our training at <http://www.cala.ca/training>

Ontario Laboratories - Are you ready for AODA?

All non-government Ontario laboratories must meet the requirements of the Accessibility for Ontarians with Disabilities Customer Service Standard by January 1, 2012. If you still need to train your staff on the Customer Service Standard CALA can help you. Sign your staff up for our AODA Customer Service Standard training.

If you are unsure of the AODA requirements and how they affect your laboratory, attend our FREE webinar on the AODA Customer Service Standard on Tuesday, December 20th at 9:30 a.m.

To register for the webinar and for more AODA information, please see <http://www.cala.ca/aoda.html> for details.





“Program Updates” continued...

7 | Re-launch of our online courses

We are working on adding new training courses to our online offerings. The next course that will be available is Investigation of Non-conformances through Root Cause Analysis. The launch date for this course is February 1, 2012.

INTERNATIONAL UPDATE

Summary for 2011 (June-December)

This report summarizes CALA's activities at both APLAC and ILAC on behalf of its Members during the last half of 2011.

APLAC 17th General Assembly and Committee Meetings September 2011

The APLAC 17th General Assembly and Committee meetings were held September 12-16, 2011 in Manila, Philippines. Our Accreditation Manager attended on behalf of CALA.

A guidance document on remote and field activities was finalized and was recently approved; (note, the CALA Accreditation Manager was the convener of the Working Group that drafted these guidelines.)

Another activity of potential importance was the work of a new subcommittee set up to harmonize assessments against ISO/IEC 17043; while CALA does not accredit Proficiency Testing Providers, having input and insight into this process may benefit CALA in the long term as a PT provider.

MRA Council is the group that decides if an accreditation body can be admitted to the arrangement or not. As a signatory to the MRA, CALA is committed to contribute to the work of the MRA Council.

Two significant discussions took place at the General Assembly:

1. A proposal to amalgamate the APLAC General Assembly and the Pacific Accreditation Cooperation (PAC) General Assembly. The PAC is the body that represents the interests of Asia-Pacific economies in the areas of certification and registration body accreditation. There was no final decision, but several accreditation bodies that only accredit laboratories (similar to CALA) did recommend that the Board exercise caution when exploring a move in this direction.
2. A decision that each accreditation body that is signatory to the APLAC MRA take a turn to publish the APLAC newsletter (News and Notes). Until now, it's been a voluntary system and there was a feeling that the same accreditation bodies volunteer to take on this activity. CALA has taken on this responsibility regularly.



*“International
Updates”
continued...*

8 | ILAC 15th General Assembly and Committee Meetings November 2011

The ILAC 15th General Assembly (GA) and Committee meetings were to be held November 2-11, 2011 in Bangkok Thailand in conjunction with parallel meetings of the International Accreditation Forum (IAF). The President & CEO and the PT Manager were scheduled to be in attendance on behalf of CALA.

Due to severe seasonal flooding (worst in more than 50 years), the ILAC meetings in Bangkok were officially cancelled and only the business required under ILAC By-laws and rules will be undertaken through a web cast meeting scheduled for December 20th, 2011.

There were two major items of some contention that were to be discussed and decisions made at the ILAC GA in Bangkok in November. Due to the meeting cancellation, neither of these issues will be advanced until next year's meetings.

The first involved the initiative led by CALA to challenge the voting rules at ILAC where in our opinion, voting by economy, disenfranchises the members of any economy (like Canada) that has more than a single Accreditation Body. (Multi-AB economies include: Canada, USA, Thailand and Japan.)

The second item related to the ILAC guidance document G17: 2002 - Introducing the Concept of Uncertainty of Measurement in Testing in Association with the Application of the Standard ISO/IEC 17025.

There has been pressure by several accreditation bodies to convert this from a “guidance document” to a “policy document”. CALA was concerned and did not support this move, since if made a policy document, laboratories in Canada would be required to report “Uncertainty” whenever a regulatory limit is approached. CALA accredited laboratories do not routinely report uncertainty (<1%).

The reality is that customers and regulators still do not want this and rarely ask for it. CALA has recently completed an ILAC survey on this issue and indicated our non-support for such a move. Active steps will be taken at a future Accreditation Issues Committee (AIC) to convince other voting ILAC Members that this change would be non-productive in Canada.



9 | CONNECT WITH US!

CALA RSS News Feed, LinkedIn and Facebook

CALA is pleased to announce availability of RSS on our newspaper, as well as two new ways to connect with us via social media: LinkedIn and Facebook!



<http://tinyurl.com/cala-news-rss>



<http://tinyurl.com/cala-linkedin>



<http://tinyurl.com/cala-facebook>

QUALITY DOCUMENTS UPDATE

The following revised CALA Quality System documents can be found on the CALA website at <http://www.cala.ca/library.html>

A125	Accreditation Program Target Timelines	28-Nov-11	Accreditation Program
A02	Rating Guide, Spanish	12-Oct-11	
A03	Rating Guide Appendix, French	18-Oct-11	
A06	Accreditation Policies and Procedures	14-Dec-11	
F14	CALA Training Course registration	27-Oct-11	Forms
P02-01	Program Description	1-Dec-11	Program Description
P02-03	Program Description -PT Policy for Accreditation	1-Dec-11	
P02-04	Program Description -PT Catalogue	6-Dec-11	
P02-05	Program Description-List of Approved PT Providers	7-Dec-11	
P02-06	Program Description -Training Fee Schedule	18-Nov-11	
P04-02	CALA Application for Proficiency Testing	1-Dec-11	
P04-03	CALA Application for New Application	1-Dec-11	
P04-04	CALA Application for Accreditation Renewal	1-Dec-11	
P04-05	CALA Application for Abbreviated Assessment	1-Dec-11	
P04-06	CALA Application for Transfer of Accreditation	1-Dec-11	
P04-07	CALA Application for Drinking Water Treatment PT	1-Dec-11	

The CALA Board of Directors

All members, especially laboratories that are new applicants, are encouraged to contact any of the directors listed below to discuss CALA and its programs, and to seek their advice and guidance on how to make our programs work for them.

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