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September 30, 2011

BOARD CORNER

October Board Meeting

The next meeting of the CALA Board will be October 27, 2011 in Ottawa.

Prior to this meeting, please contact any member of the Board with items of interest or concern.

Please see page 9 of this newsletter for Board contact information.

MESSAGE FROM THE CALA PRESIDENT & CEO

Here in Ottawa, autumn is in the air more than we might want, particularly after the spectacular summer we have just experienced. There are a number of items to report to the membership! See the **full CEO Message on page 2**.

STUDENT SCHOLARSHIP AWARD WINNERS

We have awarded our two scholarships for 2011.

Awarded annually to two students, recognizing understanding and use of any of the following themes:

1. Importance Of Data Quality.
2. Value Of Accreditation.
3. Quality Assurance And Quality Control In Testing Measurements And Experimentation.

Please see page 3 of this newsletter.

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 | MESSAGE FROM THE PRESIDENT & CEO

On behalf of the CALA Board of Directors and all of our staff here in Ottawa, I hope that you have experienced a productive and enjoyable summer season. Lately, here in Ottawa, autumn is in the air more than we might want, particularly after the spectacular summer we have just experienced. Time waits for no one, so as a true Canadian, I have come to appreciate the beauty and benefits of all of our seasons.

It is my pleasure to inform you that CALA received a good number of submissions from students for our 2011 John Lawrence Student Scholarships. I would like to express my sincere thanks to all those who brought CALA's scholarship opportunity to the attention of students working within your institutions. We are very pleased with the high caliber of the papers that were submitted this year. CALA takes great pride in its ability to assist students to further their studies by awarding these two \$1,000 scholarships annually. Details of the winners in this year's student scholarships are available later on in this newsletter.

Over the summer months CALA staff have been very busy building what we trust will be a very sound budget for 2012 based on our transition to the new CALA business model and fee schedule that took effect in January 2011. One of our major analyses has revolved around a comprehensive review of CALA's IT infrastructure. Based on input that has been collected from multiple sources throughout the membership, the CALA Board has set as one of our strategic objectives:

To undertake a full review of CALA's IT infrastructure with the objective of allowing members and volunteers to work online to self-manage profiles and data related to PT, Accreditation and Training

As you can appreciate, this is a significant task and it will not likely be fully implemented without a significant budget investment to bring it to fruition. The CALA Board will be examining the details of this work over the next few weeks in order to guide us toward becoming a more electronically "connected" association and reaping the resulting productivity benefits of being connected.

Finally, by the time you read this edition of our newsletter, a critical CALA survey deadline (of October 12, 2011) will be approaching. This survey was sent out in mid-September to the senior management at all locations participating in CALA programs. The purpose of the survey is to gain feedback not only on how our programs and services are viewed at the present moment, but also to get feedback on how our stakeholders see us meeting their needs going forward. The input we receive is critical to the ongoing refinement of our programs, as well as to the development of new programs and services to meet your changing needs. If as a manager, you have not seen or not yet completed this survey, please let me know directly at cbrimley@cala.ca.

C. Charles Brimley
President & CEO



3 | JOHN LAWRENCE STUDENT SCHOLARSHIPS AWARDED

2011 Scholarship Award Recipients

2011 recipients are Margot Couse and Megan Bauer.

Margot Couse (Picture 1) lives in Toronto, Ontario and attends Wilfrid Laurier University. She is pursuing Honours B.Sc Biology with Environmental Science Option. Margot completed her work term at the Particulate Characterization Unit at 335 River Road in Ottawa, Ontario. Her paper was titled, “Importance of quality assurance and control in air pollution monitoring.”

Megan Bauer (Picture 2) lives in Moncton, New Brunswick and is enrolled in the Department of Pathology & Microbiology at the University of Prince Edward Island. Megan’s work term was at Environment Canada at the Environmental Science Center Toxicology Laboratory in Moncton. Her paper was titled, “Quantity or Quality? That is the Question.”

CONGRATULATIONS MARGOT AND MEGAN!

This Board award recognizes an individual’s understanding and use of any of the following themes:

- Importance Of Data Quality.
- Value Of Accreditation.
- Quality Assurance And Quality Control In Testing Measurements And Experimentation.

For more information on the award, how to nominate/apply and a list of past recipients, please see <http://www.cala.ca/awards.html>



Picture 1 Board Chair, Assessor and AP Member, Linda Neimor (left) presents Margot Couse with a scholarship certificate (Scholarship also includes a cheque for \$1000).



Picture 2 CALA Assessor and AP Member, Paula Jackman (left) presents Megan Bauer with a scholarship certificate (Scholarship also includes a cheque for \$1000).



4 | CALA AT THE CMA



CALA attended the Canadian Mineral Analysts conference in Sudbury in September. We provided a day of training on Internal Audits for conference attendees and set up a booth in the trade show.

PROGRAM UPDATES

Accreditation Program Update

Mineral and Petroleum-Testing Laboratories Take Note!

Did you know that CALA accredits laboratories that perform mineral and petroleum testing?

The assessment is done against the international standard ISO/IEC 17025 (General Requirements for the Competence of Testing and Calibration Laboratories). CALA has a pool of highly-skilled, highly-trained assessors who have expertise in petroleum and/or mineral analysis and thus, an understanding of the sector-specific issues in these areas of testing. A test-specific checklist and guidance document for petroleum testing can be found on the CALA web site at http://www.cala.ca/library.html#accreditation_site_assessments.

Successful participation in an industry-specific Proficiency Testing program or inter-laboratory study will facilitate your demonstration of proficiency, which is an important part of the accreditation process. For questions on requirements and the process, please contact Janet Dickson, Accreditation Officer (jdickson@cala.ca).



5 | **New Accreditation Certificates**

Do you know where your accreditation certificate is located? Your laboratory worked hard to conform to ISO/IEC 17025, so why not prominently and proudly display that certificate? To this end, CALA has a new partnership with a company that specializes in design and display of certificates so that we can provide our accredited laboratories with a professional-looking, framed certificate. CALA, of course, is still solely responsible for the approval process and decision-making - we have only outsourced the framing and delivery of the actual certificate.

The first certificates will be re-issued shortly to those laboratories that underwent their reassessment earlier this year. The intent is to provide a framed certificate to every accredited laboratory over the next two (2) years, as reassessments are completed and approved.

As a CALA accredited laboratory, you are encouraged to publicize your accreditation and we hope that provision of these professionally framed certificates assist you in this regard. Please be reminded that another way to publicize your accreditation is to use the CALA Accreditation Symbol or Laboratory Combined MRA Mark; these symbols, recognized around the world, are known as marks of competence. For details on access and use of these symbols, and other ways to properly market your accreditation, please see P03-CALA Publicity Policy on the CALA web site http://www.cala.ca/P03-Publicity_Policy.pdf.

Proficiency Testing Program Update

PT for Drinking Water Treatment Operators

CALA has implemented a PT program that is designed for the operational testing performed as part of the drinking water treatment and distribution processes. The target audience for this program are drinking water operators that use portable test kits to test for chlorine, pH and turbidity. The first samples will be shipped in October 2011.

Survey of PT Participants

A survey was sent to CALA PT Participants requesting information on the existing PT samples and on possible future PT samples. Please take the time to complete it if you have not yet done so (<http://2011CALAPTSurvey.questionpro.com>). It is through this information that modifications to the program will be made. The more information that we have, the more appropriate the changes will be.

PT Fee Schedule

As part of the new fee model, CALA is committed to examining all opportunities to simplify and reduce PT fees. In 2011 we implemented a 26% reduction in PT fees. The next change that we are investigating for feasibility is the elimination of the Extra Method fee and the Extra Volume fee. The net affect will be an overall reduction in PT costs, however, the impact will vary from laboratory to



- 6 | laboratory. If you have any comments or concerns about this possible approach, please contact Ken Middlebrook (kmiddlebrook@cala.ca).

Training Program Update

Volunteers – don't miss our special offer

From now until December 2011, CALA is offering all our volunteers 50% off of a CALA training course.

Each volunteer may take one classroom course from the CALA schedule at 50% off. The reduced tuition, travel and expenses must be covered by the individual.

To see a list of courses being offered between now and December 31, 2011 please see http://www.cala.ca/t_intro.html

To register, please complete the registration form at http://www.cala.ca/t_intro.html. Mark on the form that you are a CALA volunteer.

For more details on this offer, or if you have any questions, contact Maria Koslowski at mkoslowski@cala.ca or 613-233-5300, x 221.

Re-launch of our online courses

We are ready to go with the re-launch of our online courses. *Understanding ISO/IEC 17025* will be available as of September 30th. *Investigation of Non-conformances through Root Cause Analysis* will be available on December 15th. Other courses will follow in 2012.

The online courses have been completely re-developed to facilitate learning online. The courses feature comprehensive coverage of the topics, lots of examples, scenarios and interactive activities to ensure learning.

You will now be able to register for our courses at any time and can start your learning as soon as your registration is complete.

Ontario Laboratories – Are you ready for AODA?

Accessibility for Ontarians with Disabilities Act (AODA) is now law. Ontario employers are legally mandated to provide AODA Customer Standard Service training to everyone in your organization who interacts in any capacity with your customers or clients. All training needs to be completed by January 1, 2012.

CALA is offering AODA Customer Standard Service webinars in November and December to help you meet this training requirement. Following the webinar your employees will need to complete an online test. Employees will receive a Certificate of Completion once they successfully pass the test.

For details and dates of the training, see www.cala.ca/aoda.html



7 | INTERNATIONAL UPDATE

European Union (EU) and Multiple Accreditation Bodies

A European Regulation exists (EC No. 765/2008), that basically requires every country in Europe to only have one accreditation body. The global accreditation world is trying to keep tabs on the situation, to ensure that European regulators will accept laboratory testing conducted in countries that have more than one accreditation body.

The implication is that the European Union (EU) might not accept a product into Europe, only because the testing was conducted by a laboratory accredited by an accreditation body in a country where there are multiple accreditation bodies. If you ever become aware of a test report not being accepted for this reason, you are asked to contact CALA so that the situation can be investigated further. While this scenario may not apply to most CALA-accredited laboratories, you should be aware of the issue – especially if your laboratory does testing for international purposes.

REGULATORY UPDATE

Joint Statement by CALA & SCC Used As Best Practice by International Body

The International Laboratory Accreditation Cooperation (ILAC) recently singled out an initiative undertaken by CALA and the SCC as a best practice example. The joint CALA/SCC statement has been published on the ILAC website in the member resources area, with the intention that other members of ILAC may then use the statement, or parts thereof, in their own economy.

The CALA & SCC Public Statement was a guidance statement. The statement went to all those regulators or other specifiers that may be issuing Requests for Proposals (RFPs) that included any specifications related to “accreditation” or the “accredited status of a laboratory”. On many occasions, RFPs are issued naming one or more specific accrediting bodies. CALA & the SCC proposed that “RFP’s should be amended to more consistently define an accredited laboratory as one whose accreditation has been obtained from an accreditation body that is signatory to the ILAC MRA, using the internationally recognized criteria and procedures outlined in ISO/IEC 17025: (General Requirements for Competence of Calibration and Testing Laboratories).” This wording approach was suggested to replace having to name one or more accrediting bodies in RFPs.

<http://tinyurl.com/scc-cala-joint-notice>

The objective of the joint statement was to develop some consistency in the language used in these important specification documents.

Since its release in January 2011, this joint CALA / SCC Statement has been well received by both laboratories and by the regulators/specifiers community.



8 | 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!



CALA's news page is now RSS ready.

RSS - Really Simple Syndication is a web feed format used to publish frequently updated works in a standardized format.

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



CALA's staff are now on LinkedIn, the world's premier business-related social networking site.

Connect with staff on our Company LinkedIn page.

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



CALA is now on Facebook, the world's largest social networking site.

<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>

A65	Assessment software instructions	18-Aug-11	Accreditation Program
P02-06	Program Description - Training fee schedule	9-Sep-11	Training
T30	Publications summary	9-Aug-11	
AD06-08	Volunteer Complaint and Grievance Policy	5-Jul-11	Volunteers
F14	CALA Training Course registration form	9-Sep-11	Forms
F22	Expense Claim form	18-Aug-11	
G07	2011-2015 Strategic Plan	8-Jul-11	Governance
Q19	CALA Travel Guidelines	18-Aug-11	Quality
Q25	Feedback within CALA Programs	30-Jun-11	
S46-20	pH stbilization checklist for Rainbow Trout	Mar-09	Standards

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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