



CALA
Canadian Association for
Laboratory Accreditation Inc.

Building Laboratory
Excellence

Vers l'excellence
dans les laboratoires

Suite 310, 1565 Carling Ave.
Ottawa, Ontario K1Z 8R1

t. (613) 233-5300 f. (613) 233-5501
www.cala.ca

April 16, 2010

Dear CALA Officials,

“Those who can, do. Those who can do more, volunteer.”

Author unknown

What a pleasure it is for me as the CEO of CALA, on the occasion of National Volunteer Week in Canada, to personally acknowledge your ongoing contribution to our collective success. By your own commitment, you have set a tremendous example and you clearly demonstrate how credible and committed volunteers working for a common good can affect remarkable progress.

CALA is an organization whose ongoing success depends heavily on the time and expertise committed by its volunteers. These volunteer time and knowledge contributions to CALA are made in a number of roles such as:

- assessor in the CALA accreditation program,
- member of the CALA expert Advisory Panel,
- member of the CALA Program Committee,
- member of the CALA Accreditation Council, or
- member of the CALA Board of Directors

Did you know that based on a tally of the average time commitment made by CALA's many volunteers, we have been able to conservatively estimate the dollar value of this collective time commitment to be on the order of \$700,000 per year, **every year**. There are also intangibles such as the various forms of leading edge expertise brought to us by our pool of volunteers. The following quote is just one of the many we receive from our stakeholders on how our unique volunteer resource makes CALA stand out.

“The team of auditors did a marvelous job to make the audit easy on staff. They were open-minded, easy to talk to and professional. Their knowledge pushed my staff to perform at 100%, which was a good challenge when the audit was completed. We felt that the findings, even if some are details were value-added to our system”.

Is it any wonder why CALA is able to meet or exceed expectations, when we have this kind of commitment and expertise at our service?

It is through contributions from volunteers like you that CALA is able to continue to strengthen our programs and our reputation and develop new initiatives that will continue to serve the future needs of all members of the laboratory testing community.

As William A Foster pointed out, ***“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives”.***

In closing, I would like you to know that the sustained high quality of CALA programs is a direct result of your ongoing commitment and dedication. Aside from the tremendous contribution your volunteer hours have on the affordability of CALA accreditation, your wealth of knowledge and expertise precede you all! CALA regularly receives feedback regarding the high level of professionalism exhibited by our volunteers and the benefits gained from your knowledge. Keep up the excellent work!

We truly appreciate your efforts on behalf of CALA and trust that if you ever have any needs as a volunteer, that you will not hesitate to get in touch with me directly, either by phone at 613-233-5300 or via email at cbrimley@cala.ca.

Sincerely,

C. Charles Brimley, MSc, BEd, AScT
Chief Executive Officer

“An empowered organization is one in which individuals have the knowledge, skill, desire, and opportunity to personally succeed in a way that leads to collective organizational success.” --Stephen Covey