P04-03 – CALA APPLICATION FOR ACCREDITATION

Revision #2.1

January 31, 2023

CALA

Trust, measured accurately

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1.0 GENERAL INFORMAITON

These application instructions are to be used only by either:

1) laboratories that are seeking accreditation for the first time by CALA, or
2) laboratories that are currently accredited to ISO/IEC 17025 by a recognized* accreditation body and are seeking to transfer all or part of their scope of accreditation to CALA.

*Note: A recognized accreditation body is defined as an accreditation body that is signatory to the International Laboratory Accreditation Co-operation (ILAC) Mutual Recognition Arrangement (MRA).

The CALA application submission process is conducted through the CALA Association Management System (CAMS) portal at https://cams.cala.ca. The overview of the application process is as follows:

1. Create your Individual Account,
2. Create your Laboratory's Account,
3. Review and accept CALA's Terms and Conditions,
4. Add test appendices for accreditation,
5. Submit the application,
6. Pay the application fees,
7. Submit the required documentation,
8. CALA will contact you regarding providing required documentation (e.g., quality management system documentation, test methods and validations, etc.) and to begin the scheduling process.

Detailed, step-by-step application instructions, with screenshots, are available on the CAMS portal by clicking on the **?Support** button in the top right corner of the portal or going to the website: https://cala.ca/cams-resources/. The Laboratory Account must be created by the main contact (Primary Contact) for the Laboratory, and the Primary Contact must also have an Invidiual Account in CAMS.

For further information on the CALA accreditation processes, please see our Resources library at https://www.cala.ca/resources/documents/ . If you have any questions, please contact CALA at any time.

Gather the following information prior to starting the application:

1. Your personal information (name, mailing and billing address, contact information)
2. Your organization's information (full company name, addresses (Location, Billing, Shipping)
3. General information about the types and number of samples and the size of the lab
4. The details of each of the test methods (appendices) you wish to accredit (Appendix name, Matrix, Field of Accreditation, Analytical and Preparation methods, Lab Method ID code, Method References, Target analytes for the appendix, Proficiency testing option and provider, and, if PT Canada is the PT provider for any analytes, the PT Canada registration codes).

2.0 ACCOUNT SET UP

The following steps must be completed in CAMS for the application to proceed. Each step below lists the information you with need to gather prior to completing that section of the online application forms.

Step 1 Create an Individual Account

If you are not already registered on the CALA CAMS, you will need to first create your personal account and password in the system.

You will need the following information:

- Name
- Email
- Mailing Address (this can be the same as your company's mailing address, or different)
- Billing Address (this can be the same as your company's billing address, or different)

Review the CALA Terms and Conditions and accept.

Step 2 Review your user profile

Once you have successfully registered for CAMS, login to CAMS and go to the *User Profile* section and review the details. If you need to update information, click the **Update Profile** button before leaving the page.

Step 3 Create or Link to a Laboratory Account

If your laboratory does not already have a CAMS account, the Laboratory account will need to be created by the Primary Contact for the Laboratory and a 4-digit PIN will need to be set for the account. You will need the following information:

- Full Laboratory name (Account Name)
- Main Phone number and Fax number
- Website
- Ticker symbol (if applicable)
- Customers Served
- Mailing Address
- Location Address (physical location of the laboratory)
- Shipping Address
- Billing Address
- Account PIN number (if the Laboratory account already exists)

If your Laboratory already has a CAMS account set up, do not create another Laboratory Account, rather, you will need to link to the existing account. You will need the following information:

- PIN (4-digit code) previously set for the Laboratory account

To link to an existing Laboratory Account, go to your *User Profile* in CAMS and select *My Parent Organization*. Type your Laboratory's name (or part of the name) in the Search box and click the magnifying glass. Searching on a partial lab name may be more likely to retrieve the laboratory account, as the full lab name may be entered differently that what you thought. Select the lab name from the list displayed and click **Join**. Next, enter the PIN number for the Laboratory Account and click **Join Account**.

Step 4 Review and accept CALA's Terms and Conditions

CALA Accreditation Program participants must comply with the terms and conditions (http://www.cala.ca/P04-01-Terms_and_Conditions.pdf). The application will not proceed without agreement to the Terms and Conditions by the applicant Laboratory. Review and select YES to all terms and conditions under the *Lab Details* section of the CAMS portal and submit.

3.0 APPLICATION

The following is the generalised application process. The following steps must be completed in CAMS for the application to be considered complete. Complete all steps before submitting the application to CALA. Each step, below, indicates the information you with need to gather prior to completing that section of the online application forms.

To start an application, log into CAMS, select your Laboratory in the *Laboratory Management* section, then go to the *Application* section and select *CALA Accreditation Application*.

Step 1 Confirm Laboratory Details

Click on the *Details* link and select confirm that the information entered during the Laboratory Account creation are current on the *Manage Organization/General* and */Address* tabs. Enter the Sector and Sector Type for your Laboratory on the General tab. If any changes are made, click **Update Organization** to save the changes.

Step 2 Enter Laboratory Specifics

Click on the *Specifics* link and enter information about the staffing, samples and size of your Laboratory. To complete this section, you will need:

- Number of staff for:
  - Management
  - Professional & Technical
  - Other
- Total Analysts involved in:
  - Testing (includes all staff involved in pre-treatment, preparation or analysis of samples)
  - Other
- Sample Volumes:
  - Total sampler per year
  - % Environmental
  - %Mineral
  - %Food
  - %Petroleum
  - % Other, and specify type of Other samples
- Testing Volume
- Floor Area (m2)
  - Testing

- Other

Step 3 Enter Laboratory Directory Information

The CALA Directory of Laboratories is an on-line Directory that provides information on laboratories in the Accreditation Program and the specific scope of testing for which they have been found to be competent, conforming to the requirements of ISO/IEC 17025.

Click on the *Directory Information* link to fill in the form.

To complete this section, you will need:

- Contact (the contact name for any public enquiries)
- Email (the email address for any public enquiries)
- Phone number (phone number for general enquiries)
- Fax number (fax number for general enquiries)

Add any specific regions you wish to have your lab listed in.

- Any fields left blank will appear blank in this directory;
- The Location address provided on the Location Address tab, is the one that will appear on the Scope; and,
- It is the responsibility of the laboratory to contact CALA should address/contact information change.

Step 4 Add Additional Locations

If your laboratory performs testing at additional locations in the same geographical area (e.g., within 20 kms) and you wish to accredit appendices at the other locations, add these on the *Manage Organization/Locations* tab. As there is an additional fee for every location other than the main lab location, only add locations if you are seeking to have appendices accredited at other locations at this time.

Locations can also be added during the creation of appendices.

Step 5 Add Laboratory Licenses

If your Laboratory has a license (e.g., OSDWA Drinking Water licence) for any of the appendices your wish to accredit add it under the *Lab Details/Licences* tab. You will need this information when you create the appendices in the next step. If you will be seeking a licence after accreditation, the licence can be added at a future date.

Licences can also be added during the creation of appendices.

Step 6 Add Lab Method Identifiers

The Lab Method Identifiers are the laboratory's internal document control number for the methods. Add these on the *Lab Details/Method Identifiers* tab. You will need this information when you create the appendices in the next step.

Lab Method Identifiers can also be added during the creation of appendices.

Step 7 Create Appendices

An appendix is a unique matrix-test or matrix-sampling method combination that may contain more than one analyte. A separate appendix is required for each matrix-test or matrix-sampling method for which the laboratory is seeking accreditation.

Create appendices for methods that you wish to accredit at this time. If the appendix is performed outside the scope of the main laboratory (e.g., a field test, mobile unit, etc.), it is considered as a separate appendix. Each mobile unit is considered as a separate unit. Click on the *Appendices* link on the Application page to create a new appendix.

The application utilises a number of dropdown lists of appendix details that are on our master list. If there are any appendix details that you cannot find in the dropdown lists, please contact CALA, as we may need to add the appendix details to our list.

You will need the following information for each appendix:

- Appendix name
- Field of accredition
- Matrix
- Preparation Method (where applicable)
- Analytical Method (where applicable)
- Location (where method occurs outside of the main lab)
- Sub-matrices (where applicable)
- Lab Method Identifier for the appendix

- Method References and whether each of the Method References has been modified for either the preparation or analytical component of the method
- Appendix Analytes
- Proficiency Testing option and Provider for each analyte

The creation of appendices utilises drop-down menus for selections. Should the term you are looking for not be in a dropdown menu, try another similar term. If you still cannot find the term, please contact CALA to ensure that CALA has that specific assessment capability and for CALA to add the term to the master list.

Step 8 Optional: Pre-Assessment

Non-accredited applicants to the CALA Accreditation Program may request a pre-assessment, which is generally conducted by CALA staff or senior Assessors. A document review is performed and the laboratory undergoes a site visit. The objective of the pre-assessment is to provide an opportunity for the laboratory to gain an understanding of their state of readiness for accreditation. It is not a substitute for an initial assessment and, although major gaps between the laboratory's operation and the requirements of ISO/IEC 17025 may be identified, direct advice on how to meet the requirements will not be provided. Should you wish for a pre-assessment for your laboratory, please check the box on the application.

Step 9 Transfer(If applicable)

Should your laboratory wish to transfer, or gain duplication of all, or part, of the accreditation through CALA, check the Transfer box on the application. For more information on transferring accreditation, see *P26 – CALA Policy on Transfer of Accreditation*.

Step 10 Submit Application

Completed applications must contain at least one appendix and be submitted on-line.

For an estimate on the length of time to complete the process, please refer to *A125 – CALA* Accreditation *Program Target Timelines*.

4.0 APPLICATION ORDER

Once the application has been submitted, the application order will be visible on the portal on the Orders tab. Payment of the application order must be completed to begin the CALA Application review process and make the Document upload section visible on the portal. To view the order, click on the pencil icon to the left of the order. To pay by credit card, click on the *Pay Now* button and follow the steps indicated. To pay by cheque of direct deposit, contact the Finance Administrator at finance_admin@cala.ca.

For more information on accreditation fees, refer to https://www.cala.ca/wp-content/uploads/P02-02-Fee_Schedule.pdf.

For support on invoices and payments through CAMS, refer to https://cala.ca/cams-resources/invoices-payments/.

Once the application order is paid, the assessment can be viewed on CAMS under the *Assessment/Manage Assessments* tab and required documents can be uploaded to CALa's FTP site. Click on the pencil icon on the right side of the line for the assessment to view the assessment details.

5.0 DOCUMENTATION REQUIRED FOR ACCREDITATION

Prior to scheduling an assessment, select documents must be submitted to CALA and reviewed by staff to gauge the laboratory's readiness for assessment. Instructions for uploading documentation to CAMS can be found on the Assessment Details page in CAMS.

The following documents must be submitted before an assessment is scheduled:

- Evidence that the laboratory has purchased a copy of ISO/IEC 17025:2017; to purchase, see https://global.ihs.com/
- Completed A02: 2017 Assessment Rating Guide (provided by CALA with proof of purchase of ISO/IEC 17025)
- Quality Management System documentation (i.e., relevant policies, procedures, and documented processes).
- A completed A18-2017 – Cross Reference to Laboratory Management System.
- Test methods and supporting operational procedures.
- Method Verificatio/Validation Data.
- Internal Audit Records.
- Management Review Records.
- A list of deviations from the reference method (if applicable and if not already in the test method procedure). See A12 – CALA Policy on Reference Methods.
- Demonstration of satisfactory participation in proficiency testing, where available.

If applying for a pre-assessment, all the above documents must be submitted, except that only a representative sample of the test methods, procedures, and method validation packages are required. The exact percentage of test methods, supporting procedures and method validation packages will depend on the nature of the testing. As a general guideline, documents and records do need to be submitted from every discipline (e.g., inorganic chemistry, microbiology, organic testing, etc…) and/or every field (e.g., petroleum testing, mineral testing, mechanical testing, etc…).

If applying for a transfer, or duplication, of accreditation, all the above documents must be submitted and, additionally, the following are required:

- Evidence that the laboratory is accredited by an ILAC signatory, including the current Scope of Accreditation.
- Last reassessment report, including any Corrective Actions to non-conformities identified during the last reassessment.

Eight (8) weeks prior to the scheduled assessment, the following documents must be submitted through the CAMS portal:

- Test methods and supporting operational procedures.
- Method validation/verification records for any 'new' appendices.

At the time of the assessment, the following documents must be available:

- Competence requirements for each position (e.g., job descriptions).
- List of proficiency testing participation and reports from PT providers.
- Key laboratory documents and records, including but not limited to:

☐ internal quality control	☐ staff training and authorizations
☐ document control	☐ method verification and validation
☐ sample management	☐ confidentiality
☐ data management and record-keeping	☐ equipment maintenance
☐ workload management	☐ test organism maintenance
☐ procurement of goods and services (including services of other testing laboratories)	☐ complaints

- All supporting work instructions, including but not limited to:

☐ sample history requirements	☐ test organism history requirements
☐ sample pre-treatment procedures	☐ test organism culturing and/or holding conditions
☐ labware cleaning/sterilization procedures	

- Technical records, including but not limited to:

☐ reagent preparation logs	☐ records of raw data
☐ equipment maintenance logs	☐ data validation records
☐ test organism maintenance logs	☐ records of non-conformances
☐ certificates of calibration	☐ test reports

If method validation records and a person familiar with the method are not available at the time of the site assessment, the method will not be assessed. Method validation records must include evidence that actual samples reflective of typical matrices have been analyzed in a typical run, to demonstrate that the method has been implemented as documented, and that the method is fit-for-purpose. The actual samples need not be client samples.

6.0 DATE OF ASSESSMENT

Attempts will be made to schedule the site visit at a time that is convenient to the applicant laboratory, however, please note that the final date is subject to availability of assessors with the appropriate expertise.

7.0 GUIDANCE ON COMPLETING THE APPLICATION

7.1 Explanation of terms on the Application

When creating an appendix, use the following definitions to aid in providing the required information:

Analyte: The parameter that is the quantified output of the method (e.g., Phosphorus, Dichloromethane, etc.).

Analytical Technique: Measurement method (e.g., AA, graphite AA, cold vapor AA, flame emission, ICP/MS, ICP, GC/MS, GC/ECD, GC, HPLC, SIE, IC, colorimetric, auto-color, gravimetric, titrimetric, acute lethality, membrane filtration, etc.). For microbiology tests, the analytical technique is further defined by media type (e.g., membrane filtration (mEndo)). This field is also used for sampling methods.

Appendix: A unique matrix-test or matrix-sampling method combination that may contain more than one analyte. If the appendix is done outside the scope of the main laboratory (e.g., a field test, mobile unit, etc.), it is considered as a separate appendix. Each mobile unit is considered as a separate unit.

Field of Accreditation: A broad category of accreditation generally differentiated by required expertise (e.g., environmental, mineral, petroleum, food, etc…).

Lab Method Identifier: Unique laboratory I.D. assigned to a test method, or test method portion, as part of laboratory document control.

Matrix: A substance or material analyzed or sampled for the target analyte. Typical matrices include: (i) water, including fresh water (may include drinking water, ground water, surface water, and precipitation), marine water, and waste water (may include industrial effluent, municipal effluent and process water), (ii) soil, including sediment, (iii) plant tissue, (iv) animal tissue, (v) specific solid or liquid wastes (e.g., oils, sludges, etc.), (vi) airborne materials (in air emissions, the ambient air or workplace), collected by filter or other means, vii) minerals, rocks, tailings, viii) cannabis, etc… Matrices may include Sub-matrices.

Commonly used matrices are: water; fresh water; wastewater; biological tissue; plant tissue; animal tissue; soil; sediment; air filters; charcoal tubes; and waste oil.

Method Reference: Agency or journal method reference abbreviated to the maximum extent possible (e.g., ASTM D1067-70B, EPA 310.1, SM 403, BC MOE D047A007, Anal. Chem 64, 371 (1192), NAQUADAT 19105, etc.). If the method employed by the applicant has been modified from the reference method, this is to be identified in the appendix creation (e.g.,

Modified from EPA 624 for the analytical component of the method). Method References are to be identified as relating to the Analytical and/or Preparation part of the test.

Preparation Method: Method for preparing the raw sample prior to introduction to the analytical technique. Common sample preparation techniques include acid digestion, extraction, filtration, leach, solid phase extraction, etc.

Analyte Licence: A licence granted by a regulatory body, e.g., a licence under the Ontario *Safe Drinking Water Act (OSDWA)*.

Proficiency Testing Option: Please refer to the CALA *Proficiency Testing Policy for Accreditation (P02-03).*

PT Provider: This is the name of the PT Provider that will be used to support the applicant's PT requirements.

PTC Registration Code: If the PT Provider selected is PT Canada, this is the unique code provided by PT Canada prefaced by 'PT-" (e.g., PT-######). Entering this code will allow PT results to be automatically transferred from PT Canada.

Sample Preparation: All procedures such as purging, aeration, pH adjustment, extraction, clean-up, digestion, distillation, etc. carried out on samples (or standards) prior to analysis.

Sub-Matrices: Sub-category within a matrix (e.g., drinking water, groundwater, surface water, leach, sediment, soil, tissue, vegetation, oil, edibles)

Test Method: Defined, as appropriate, in terms of analytical technique and sample preparation. When sample preparation plays a defining role in recovery, please specify. Examples of analytical technique/sample preparation combinations include ICP - digestion, GC/MS - extraction, Colorimetric - distillation, Hydride AA – digestion, etc.

If you need further assistance in completing the Appendix application, please contact a CALA Accreditation Officer.

Email: accreditation@cala.ca

Phone: (613) 233-5300

7.2 Laboratories Performing Drinking-Water Testing in Ontario

Laboratories intending to test Ontario drinking water samples must:

- Apply to the Ontario Ministry of the Environment, Conservation and Parks (MECP) for a license, and ensure that accredited methods are in the *Protocol of Accepted Drinking Water Testing Methods* (https://files.ontario.ca/protocol_of_accepted_drinking_water_testing_methods.pdf) or are approved by the MECP Director;
- Once a Drinking Water Licence has been granted to the laboratory, the laboratory must add the licence to the Lab Details section of the portal and update each applicable appendix and analyte to link to the Drinking Water Licence.

For questions relating to the licensing program, please contact the MECP Laboratory Licensing Administrator.

7.3 Specific Notes

7.3.1 CCME Refernce Method for Total Petroleum Hydrocarbons in Soil

Please note the following:

- If the reference method is followed exactly, indicate CCME in the Method Reference field;
- If all the prescriptive elements are followed and the listed performance-based choices are validated according to the criteria in Appendix 2 and the performance meets the objectives in Section 8, indicate CCME in the method reference field; and,
- If any prescriptive elements are modified, CCME reference cannot be used at all in the method reference field.

If analyzing for petroleum hydrocarbons in water and there is a regulatory or customer requirement to use the fractions in the CCME method, the reference can be listed as “modified from CCME”.

7.3.1 EPA 1311 Toxicity Characteristic Leaching Procedure (TCLP) Preparation and EPA 1312 Synthetic Precipitation Leaching Procedure (SPLP)

Please note the following:

- If the reference method is followed exactly, indicate either EPA 1311 or EPA 1312, as appropriate in the Method Reference field;
- If any prescriptive elements are modified, EPA 1311 or EPA 1312 reference cannot be used at all in the Method Reference field.

7.4 Proficiency Testing

If option i or option ii Proficiency Testing (PT) is chosen, the CAMS portal will be set up so that the laboratory can immediately enter any option i or option ii PT study results, unless arrangements have been made with a PT provider to automatically transfer PT results to the CALA database. It is incumbent upon the laboratory to do this in a timely manner, as satisfactory PT must be demonstrated before granting of accreditation and not entering the PT results may delay accreditation. It is preferable that this data is entered at least six (6) weeks prior to the assessment.

7.5 Food Testing

Many laboratories in Canada conduct testing for legislation that is enforced by the Canadian Food Inspection Agency (CFIA). Accreditation of testing in these laboratories is governed by the *Agreement Between the CFIA and CALA for the Accreditation of Testing Laboratories*, which came into effect on February 01, 2012. Under this agreement, the CFIA recognizes CALA as an Accreditation Body for Accreditation of Laboratories conducting analyses and tests in all technical fields related to food, feed and fertilizer as per the appropriate Legislation enforced by the CFIA. The responsibilities of each organization are detailed in the Agreement. If applying for accreditation for a test that falls under the CFIA legislation, please note the following:

Field of Accreditation – List "Food"

Appendix Name – List the main analyte or group of analytes (e.g., Salmonella, Pesticides, Coliforms, etc…).

Matrix – List the types of foods (submatrices) that are tested for legislation under CFIA in the laboratory (e.g., meat, eggs, poultry). Also, please list any exclusions (e.g., Milk (excluding Pasteurized Milk)). If there is not enough room in this field, simply note these matrices somewhere else on the page with a clear indication as to what they are, so that they are not confused with analytes. Food Appendices must include at least one submatrix (i.e., labs cannot only list "Food" for the matrix and submatrix).

Analytical Method – List the main analytical method (e.g., Direct Plating).

Method Reference – List the reference method (e.g., MFLP-58). If the method is followed exactly, do not check the box that says "Modified from"; if this box is checked, the scope listing will say "Modified from MFHPB20". Note, in cases where there are modifications to the reference method, it is required that the laboratory have a document on file listing the modifications from the reference method (please refer to A12 – CALA Policy on Reference Methods).

Laboratory Method Identifier – List the laboratory's internal document control number for the method.

Analytes – List the analytes; an appendix may have one (1) analyte (e.g., Aeromonas hydrophila) or several (e.g., a list of pesticides).

NOTE: One reference method may result in two or more appendices (e.g., Pesticides in Meat using GC/MS and Pesticides in Meat using GC/FID).

Proficiency Testing Option – Refer to P02-03 CALA Program Description – Proficiency Testing Policy for Accreditation for requirements on proficiency testing requirements. Circle the option that is applicable for the analyte.

PT Provider – Document the name of the PT provider.

Example Appendix Listing

Appendix 001 – Salmonella – Food [Milk Powder, Egg, Cheese, Butter, Evaporated Milk, Meat]

Analytical Method: Spread Plate

Reference Method: MFHPB20

Lab Method Identifier: SOP 123

Analyte(s): Salmonella

8.0 REVISION HISTORY

Revision Number	Revision Date	Nature of Revision
2.0	July 18, 2022	Rewrite of document to reflect application process using CAMS. Merge various application documents.
2.1	Jan 31, 2023	Section 5.0 - Update link to purchase ISO/IEC 17025 standard. Included completion of A02.