

P02-02 – CALA PROGRAM DESCRIPTION - FEE SCHEDULE

Revision #1.25

December 14, 2020



CALA
Trust, measured accurately

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1.0 INTRODUCTION

The following fees are:

- approved by the CALA Board of Directors;
- subject to change without notice;
- effective January 1, 2021
- payable in advance; and,
- quoted in Canadian dollars (CAD).

2.0 CALA VOLUNTARY MEMBERSHIP FEES

- Annual Memberships are invoiced in November (for the following year) and due in January. Membership fees are non-refundable. Benefits to institutional membership include the following:
 - Reduced training fees* on CALA courses.
 - Reduced cost of Proficiency Testing (PT) samples* from Proficiency Testing Canada.
 - Members are given notice of our annual general meeting and provided opportunity to vote on issues that affect CALA programs.
 - CALA provides representation of the laboratory community to regulators ensuring that member views, needs and interests are heard and reflected in National and International legislation and standards.
 - Anyone who is a member, or employed by an institutional member, with a desire to participate in the governance of the organization has the opportunity to submit nominations or to be nominated themselves for director positions.
 - Flexible insurance coverage through Rhodes & Williams (Insurance Brokerage) and Berkley Canada (Commercial Insurance Company) including property, liability, errors and omissions liability and business interruption/extra expense boiler and machinery coverage.
 - Discounted rates through Enterprise Rent-A-Car and National Car Rental for both business and leisure rentals.

Membership Categories:

Institutional	\$ 600
Individual	\$ 50

* For network laboratories, fee reductions are only allocated to the location holding the institutional membership.

3.0 ACCREDITATION PROGRAM FEES

The fees cited in this fee schedule apply to stand alone facilities. Facilities at a single location qualify as a stand-alone facility.

The following table summarizes the fees; a description of each fee is documented below the table.

Summary of Accreditation Fees	
Application Review Fees	
New Laboratories	\$900
New Appendices (for new and existing labs)	\$95/appendix
Annual Accreditation Maintenance Fee	\$4,395 plus \$95/appendix
Routine Assessment Related Fees	
Initial, Surveillance, and Re-assessment*	All assessor expenses
Multi-Site (per additional location)	\$175
Specialized Assessment Fees:	
Abbreviated assessment*	\$1,250 plus \$95/appendix plus all assessor expenses
Accelerated abbreviated assessment*	\$2,500 plus \$95/appendix plus all assessor expenses
Verification assessment*	\$1,250 plus all assessor expenses
Pre-Assessment*	\$1,500 plus all assessor expenses
Scope Extension Administration Fee	\$500 plus \$175/appendix
Remote Assessment Fee	\$100 per assessor/day
Transfer of Accreditation* (applicable to laboratories accredited by an ILAC Signatory)	1 - 20 appendices: \$750 21-60 appendices: \$1500 >60 appendices: \$2000

* Assessor expenses are invoiced separately for all site visits.

3.1 Application Review Fee

Any laboratory that wishes to be accredited by CALA must pay a one-time, non-refundable Application Review Fee, invoiced upon receipt of a completed application form for accreditation.

3.2 Annual Accreditation Maintenance Fees

The Annual Accreditation Maintenance Fee is made up of a base fee, a per-appendix fee, and a portion (\$475) dedicated to meeting the obligations of CALA's mutual recognition agreements with APAC and ILAC. The Annual Accreditation Maintenance Fee is for the calendar year. The Annual Accreditation Maintenance Fee does not contain any assessor related expenses (see 3.3 below). Accredited laboratories will be invoiced in February each year, with fees due April 1. The Accreditation Maintenance fee is non-refundable.

For new applicants to the Accreditation Program, the first base fee will be 50% and charged prior to the first assessment visit. (Note: Appendix fees and the portion of the fee dedicated to meeting ILAC and APAC obligations is not eligible to be pro-rated.)

A laboratory that qualifies as seasonal (i.e., does not operate for at least two (2) consecutive months annually) may apply to have the base fee pro-rated in accordance with the length of time the laboratory is open annually. (Note: Appendix fees and the portion of the fee dedicated to meeting ILAC and APAC obligations is not eligible to be pro-rated.) All such inquiries must be made in writing and will be evaluated on a case by case basis.

Laboratories with more than one location within close proximity to each other (generally within 50 km) and with a common management system may qualify to be considered as one accreditable unit. In this case, each additional location is invoiced \$175 annually, at the same time as the annual accreditation maintenance fee invoice. Inquiries related to whether facilities at more than one location are considered one (1) or more accreditable units must be made in writing and will be evaluated on a case by case basis. Applicable criteria include:

- Common laboratory management;
- Common personnel with responsibility for implementation of the management system;
- Common management system documentation;
- Within the same urban area (generally, within 50 km of each other); and,
- Able to have prompt supervisory oversight from the main laboratory, when necessary.

3.3 Estimated Assessor Expense Fee

Two months prior to a scheduled assessment, the laboratory will be invoiced for a deposit of \$1,000 per assessor towards the cost of the assessment (assessor travel and accommodation). CALA staff

will make every reasonable effort to take geographical location into account when scheduling assessments so that the financial impact is minimized. Following the completion of the assessment, the real costs for assessor travel and accommodation will be calculated and the laboratory will be issued a refund or an invoice for the difference between the real cost and the estimated cost. The post assessment adjustment will also include any costs associated with changes to the scope that are made after the issuing of the Annual Accreditation Maintenance Fee and the actual assessment.

3.4 Fees Associated with Other Types of Assessments

In addition to the routine assessment/re-assessment schedule, there are several other types of assessments that may occur which have an associated fee. These include:

- **Abbreviated Assessment Fee:** A laboratory may request an abbreviated assessment when they wish to add one or more methods to their scope before their next scheduled assessment.
- **Accelerated Abbreviated Assessment Fee:** A fee to cover administration costs to ensure that an abbreviated assessment will be conducted within one month of the receipt of a completed application.
- **Pre-Assessment Fee:** At the request of a laboratory that is not yet accredited, CALA will conduct a pre-assessment to identify where there may be significant gaps between the laboratory's system and conformance to ISO/IEC 17025.
- **Verification Assessment Fee:** Verification assessments are not conducted at the request of the laboratory; they are scheduled by CALA in response to concerns raised during previous assessments, complaints, or significant changes to laboratory operation (e.g., change in ownership, laboratory re-location, etc.).

3.5 Translation Service Fee

For laboratories that prefer French or Spanish, CALA will make every attempt to assign assessors with the appropriate expertise in the language of choice. If, for some reason, an assessor with the appropriate language skills cannot be assigned, the laboratory will incur the cost of translation. Similarly, key policy documents and the assessment report are available only in English and if the laboratory requires translation of these documents, costs related to the translation will be the responsibility of the laboratory and invoiced by CALA.

3.6 Scope Extension Administration Fee

For scope extensions that do not require a visit, a base fee plus an appendix fee is charged.

3.7 Remote Assessment Fee

For assessments conducted remotely, a remote assessment fee is charged based on the number of assessors assigned. This fee covers the cost of software licences and administrative and assessor costs related to remote assessments.

3.8 Transfer of Accreditation

Laboratories that hold a current accreditation certificate from an accreditation body that is signatory to ILAC and apply to CALA, pay a one-time fee to cover the administrative costs associated with the transfer of the accreditation. Following the transfer, a laboratory undergoes either a verification visit or a full reassessment, and will be invoiced for these visits separately and according to the fees outlined in the table (above). Annual accreditation maintenance fees will be prorated in the year of transfer. (Note: Appendix fees and the portion of the fee dedicated to meeting ILAC and APAC obligations is not eligible to be pro-rated.) Policies and procedures on transfers are found in P26 – CALA Policy on Transfer of Accreditation.

3.9 Accreditation Certificates

Accreditation certificates are shipped via Canada Post. Any laboratory that wishes to expedite and/or guarantee delivery of the certificate by using a courier service will be invoiced the extra costs associated with shipping the certificate by courier.

Whenever a replacement accreditation certificate is requested before the expiry of the existing certificate (e.g., due to a name change or location change) a \$100 fee will be charged.

3.10 Example Fee Calculation

The following table provides examples of the fees that a laboratory with five (5) appendices might be expected to pay in 2021.

New Laboratory, First Assessment	
Application Review Fee	\$900 + (\$95 x 5) = \$1,375
Annual Accreditation Maintenance Fee	\$2,435 + (\$95 x 5) = \$2,910
	TOTAL = \$4,285
	Plus assessment travel expenses *
Accredited Laboratory During an Assessment Year	
Annual Accreditation Maintenance Fee	\$4,395 + (\$95 x 5) = \$4,870
	TOTAL = \$4,870
	Plus assessment travel expenses *
Accredited Laboratory During a Non-Assessment Year	
Annual Accreditation Maintenance Fee	\$4,395 + (\$95 x 5) = \$4,870
	TOTAL =
	\$4,870

* The actual assessor expenses will vary depending on the number of assessors required to cover the types of testing.

3.11 Fees for Cancellation or Postponement of an Assessment

The assessment or reassessment may be cancelled or postponed, and the laboratory may incur costs related to the cancellation or postponement if:

- Documents are not submitted according to the required timeline;
- Based on the document review, the Lead Assessor, in consultation with staff, deems that the laboratory is not ready for the assessment;
- Fees have not been paid in accordance with this fee schedule;
- The laboratory presents known safety hazards to the people who work in the lab, the people who use the lab, or to any other persons; or
- The laboratory requests a major change less than two (2) months prior to the scheduled visit (vetting an assigned team member, extensive scope changes, etc.).

3.12 Suspension/Withdrawal Administration Fee

CALA requires that accredited laboratories investigate all PT failures. As the review of these investigations requires administrative effort by CALA staff, a mandatory fee is triggered when a

CALA accredited laboratory fails two and three consecutive PT rounds for the same analyte (suspension and withdrawal, respectively).

Suspension/Withdrawal Fee \$ 150 / notice

4.0 CALA TRAINING PROGRAM FEES

Due to the dynamic nature of the CALA Training Program, all course offerings, schedule and price list are maintained on our website at <http://www.cala.ca/training>. CALA provides in-class, e-learning and virtual training courses as well as webinars.

For international organizations, per-participant fees are paid in Canadian dollars per Training Program Fee Structure.

CALA offers options for training that may help you reduce your training costs. These include:

- Hosted training – You provide a training room and LCD projector and your employees receive the training at a reduced price. The class is open to the public.
- Dedicated training – You provide a training room and LCD projector. Only your employees can attend. Course materials can be modified to meet your requirements. Dedicated training is available either on-site or as a virtual course. For more information on dedicated training, go to <https://cala-training.myshopify.com/pages/on-site-training>
- Webinar subscriptions – Laboratories can purchase a one-year subscription to CALA webinars. Your subscription provides your entire lab with access to 24 live webinars, plus over 100 recorded webinars. For more information go to <https://cala-training.myshopify.com/products/premium-webinar-subscription>.

Please contact the Training and General Assistant at (613) 233-5300 (training@cala.ca) for more information on any of our training options.

CALA provides training in both French and English.

5.0 PAYMENT POLICY

All invoices issued by CALA are payable on receipt, in Canadian dollars (CAD).

All fees stated are exclusive of applicable taxes (GST, PST or HST).

Payment may be made by cheque, by credit card (VISA, MasterCard), direct bank deposit, or wire transfer.

Credit card payments for membership and assessment related fees may be made by using our on-line credit card payment option found at www.cala.ca/pay . The login and password for payments will be found on your invoice.

In the case of training registrations and training related expenses, credit card payment is done on the e-commerce platform (www.cala.ca/training) or by following the link on the training invoice.

To make payment through direct bank deposit or wire transfer, please contact:

Financial Administrator

Telephone: (613) 233-5300, ext. 233

Fax: (613) 233-5501

Email: finance_admin@cala.ca

All Canadian federal, provincial or municipal government organizations will be required to provide a signed Purchase Order or Contract prior to delivery of goods or services for the expected value of such goods or services if not able to pay for services in advance.

Assessments will be cancelled or postponed if full payment of both the Estimated Assessor Expense Fee and Annual Accreditation Maintenance Fee has not been received by 15 days prior to the scheduled assessment, or if there are any other CALA invoices that are more than 75 days overdue. The laboratory will incur any costs related to this cancellation or postponement (e.g., flights already booked).

Failure to pay any invoice within 75 days will result in a recommendation for the suspension of the accredited scope, if applicable, and the withholding of all other CALA services.

6.0 REVISION HISTORY

Revision Number	Revision Date	Nature of Revision
1.25	December 14, 2020	Updated year to 2021 throughout
		Section 3.0 - Added remote assessment fee
		Section 3.7 – Added details on remote assessment fee.