



GENERAL TEST ORDERING AND SPECIMEN COLLECTION INFORMATION – WATER AND ICE SAMPLES

1. WATER AND ICE SAMPLES:

a. Sample Rejection

Rejection criteria are designed to ensure the provision of valid and timely results. Samples are rejected for the following reasons:

- Sample was not in the standard microbiological container
- No identification number on the bottle or ice jar
- Identification number on the requisition does not match the number on the bottle or ice jar
- Water sample was frozen
- Water/Ice sample was received more than 6 hours after collection without coolant
- Water/Ice sample was received more than 24 hours after collection
- Date and/or time of collection was not indicated
- Date and time of collection is LATER than the date and time of receipt in the Laboratory
- Sample leaked in transit
- Test request is not related to water quality for human health
- Bacteriological testing of water related to sale of property is requested
- Insufficient amount of sample received
- Insufficient information provided to verify sample

b. Requisitions:

Provide the following:

- Sample Collection Details
 - Date and time of collection; including AM OR PM (**mandatory**)
 - Name and daytime contact phone number (including area code) of sample collector
- Collection Site Details
 - Access Number (if applicable)
 - AESRD Approval Number (if applicable)
 - Feature Code Number (First Nations only)
 - Complete name, address and phone number for: Facility or Homeowner (name)/Water Supply for (name)?
 - Collection site (e.g. kitchen tap)
 - Legal land description and/or GPS coordinates (if a private homeowner) – if known
 - Name and address of Health Agency, that is nearest to the collection site, where the laboratory report is to be sent



- Remarks / Requests
 - Study Number (if applicable)
 - AESRD Reference Number (if applicable)
 - Other comments (as applicable)

Special Notes Regarding Water Requisitions:

- Check **ONE** sample box only which represents the type of water being submitted
- Check the appropriate box if a resample is being submitted due to previous coliform contamination
- For pools designed to be maintained at a temperature greater than 30°C (e.g. whirlpools), check the appropriate box
- Non-drinking Raw Source Water represents either surface water or groundwater that will undergo treatment before being consumed

c. How to Collect a Water Sample for Bacteriological Analysis

- Contact your local Alberta Health Services (AHS) Environmental Health Zone/Agency. Refer to: <https://myhealth.alberta.ca/Alberta/Pages/Testing-Your-Drinking-Water-in-Alberta.aspx> and/or <https://www.albertahealthservices.ca/assets/wf/eph/wf-eph-collect-water-sample-bacteria-sz-fire.pdf>
- For Zone/Agency locations and phone numbers, refer to: <https://www.albertahealthservices.ca/findhealth/service.aspx?id=1052212>

d. Ordering Supplies:

- Use only sample bottles / ice jars and requisition forms available from your local Alberta Health Services (AHS) Environmental Health Zone / Agency.
- For Zone/Agency locations and phone numbers, refer to: <https://www.albertahealthservices.ca/findhealth/service.aspx?id=1052212>
- For those areas serviced by Edmonton ProvLab, these supplies may **also** be ordered through the Distribution Centre; Phone 780 407 8971

e. Water and Ice Sample Labelling:

Detach the identification number label from the requisition form and affix to the corresponding sample bottle /ice jar. **Note: Unlabeled bottles and ice jars will not be tested.**

f. Water and Ice Sample Delivery:

- Samples are to be delivered to the laboratory between Monday and Friday. For hours of operation refer to the ProvLab Guide to Services table of contents. When circumstances or follow-up investigations require delivery after hours or on weekends, contact the laboratory beforehand (phone numbers below).
- Samples are accepted at your local AHS Environmental Public Health Zone / Agency or at ProvLab at the address locations listed below.



- Deliver samples to the laboratory as soon as possible. If there will be a delay of more than six hours, samples **must** be refrigerated (not frozen). Transport samples in a cooler with frozen cold packs to maintain a temperature of 2°C to 8°C until they reach the laboratory. Samples should not be placed in direct contact with frozen cold packs; insulate samples with bubble wrap, crumpled paper, or equivalent. Samples received by the Environmental Microbiology laboratory more than 24 hours after collection will be rejected.
- Arrange to have samples delivered to your nearest ProvLab site:

8440 – 112 Street Edmonton, AB T6G 2J2 Tel: 780 407 8925 Fax: 780 407 8984	3030 Hospital Drive NW Calgary, AB T2N 4W4 Tel: 403 944 1215 Fax: 403 270 2216
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g. Requests for Examination of Specific Pathogens in Water Samples (i.e. Salmonella, E. coli O157:H7, Legionella, Giardia or Cryptosporidium):

The Program Leader (Dr. Nathan Zelyas, Nathan.Zelyas@aplabs.ca , Phone 780 407 8921, Pager 780 445 6302) or the Microbiologist/Virologist On Call at Calgary or Edmonton must be consulted prior to submission of samples requesting examination for specific pathogens.

h. Submission of Ice Samples for Analysis:

Bacteriological analysis of packaged ice is provided when authorized by Environmental Public Health personnel. Samples should be submitted in sterile ice collection jars which are available from the Laboratory by contacting:

- Calgary Packing Room 403 944 2583
- Edmonton Distribution Center 780 407 8971