

ACCESSING LABORATORY SUPPORT

A WLA INTERACTIVE TRAINING RESOURCE

U. S. ENVIRONMENTAL PROTECTION AGENCY (EPA)
ENVIRONMENTAL RESPONSE LABORATORY NETWORK (ERLN)
WATER LABORATORY ALLIANCE (WLA)



BEGIN

Introduction

Welcome to Accessing Laboratory Support - A WLA Interactive Training Resource

The Water Laboratory Alliance (WLA) provides the analytical capability and capacity to respond to incidents involving chemical, biological or radiochemical contaminants. This WLA resource presents example scenarios in which you may need to access analytical support, and guides you through five ways to identify and receive it.

After reviewing this training, you should be able to:

- Describe potential users who may need to identify analytical support;
- Describe options for identifying analytical support; and
- Identify key water security resources to aid analytical response.

Please click the buttons below for an overview of the WLA, and for potential users who may find this resource helpful.

[WLA Overview](#)

[Potential Users](#)

Navigation

Following the example scenarios, the training presents:

- Self-paced interactive slides to identify five routes for analytical support;
- Key Resources for analytical support; and
- Printable one-page Summary Resource.

While the training introduces the routes in an order from local to national (using the “Next” button), you may also use the “Table of Contents Bar” to move throughout the training.

Table of Contents Bar

BACK and NEXT Buttons

Hover over button
for description

The attached one-page Summary Resource may be opened by double-clicking on the document name in the attachment panel. The paperclip icon  opens and closes the attachment panel.

Please make sure your Adobe Acrobat Reader is up-to-date before viewing the interactive training resource.

Examples of when you might need to find analytical support:

Your gas chromatography-mass spectrometry (GC/MS) analyst calls in to let you know that she is having emergency surgery tomorrow. The laboratory is expecting a large number of samples that need to be analyzed within the next two weeks.

OR

Your supply of a critical reagent is on backorder and your laboratory will be receiving a large number of unanticipated samples that need to be analyzed ASAP due to a contamination incident.

OR

After a flood incident, your utility has a huge surge of *Cryptosporidium* samples that need to be analyzed, all requiring a quick turnaround.

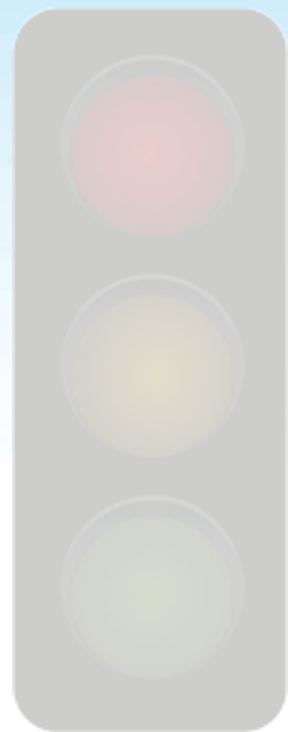
RESPONSE TIP

To help cover personnel emergencies, cross-train analysts as much as possible to eliminate the need to identify outside analytical support.

Identifying Analytical Support: Local Laboratories



Contact Local Laboratories:
Can you or your professional contacts identify a local laboratory to provide the necessary support?



Local laboratories willing and able to provide support

YES

or

Local laboratories unable to provide support

NO

Identifying Analytical Support: Local Laboratories



Local Laboratories

Contact Local Laboratories:

Can you or your professional contacts identify a local laboratory to provide the necessary support?



Your local laboratories are able to provide support. The Analytical Services Requester and the laboratories will negotiate terms including payment, number of samples, data reporting and other support services.

Neighboring laboratories were able to provide the necessary analytical support. Crisis averted...

...but what if this weren't the case? Click Next to continue.

ANALYTICAL SUPPORT TIP

Identifying Analytical Support: Local Laboratories



Local Laboratories

Contact Local Laboratories:

Can you or your professional contacts identify a local laboratory to provide the necessary support?



ANALYTICAL SUPPORT TIP

Local laboratories unable to provide support

When neighboring laboratories are unavailable to provide analytical support, an Analytical Services Requester can use one of four pathways to identify the necessary support. Next let's try accessing analytical support via state resources:



Identifying Analytical Support: State Resources

State Agency,
Laboratory or
WARN

The state agency or laboratory that deals with environmental issues (e.g., public health or environmental health) may be able to provide analytical support. For utilities, another resource is your state Water/Wastewater Agency Response Network (WARN); a network of “utilities helping utilities” that share resources with one another. Your state’s WARN contact information can be found on a map published on the American Water Works Association website.

General Process Overview



*(may be WLA Member)

Identifying Analytical Support: State Resources



State Agency,
Laboratory or
WARN

**Obtaining support through your state agency, laboratory or WARN:
*What if your state resources are unable to provide the necessary analytical support?***



The state laboratory or WARN does not have capacity at this time to provide or help identify analytical support.

In some cases, a state laboratory or WARN may be unavailable to provide the rapid support you need.

Try using the Laboratory Compendium for accessing laboratory support:



Identifying Analytical Support: Laboratory Compendium



The Compendium of Environmental Testing Laboratories, better known as the Laboratory Compendium, is a secure, Web-based tool which provides users with real-time data related to laboratory contact, capability and capacity information. See the Laboratory Compendium Fact Sheet for detailed information and FAQs.

General Process Overview



Identifying Analytical Support: Laboratory Compendium



EPALABCOMPENDIUM

NEW RELEASE: Version 2.2.2 is now available! For information on modifications and new features please [click here](#).

User Name

Password

[Forgot Password?](#)

Please enter your User Name and Password and click Login to enter the system. Click Register to request access to the Lab Compendium. Please note that EPA must verify your information and assign you access rights before the search module will be available.

WARNING:

It is a criminal offense to:
 i. Obtain access to data without authority
 ii. Damage, delete, alter or insert data without authority

You are not authorized to access this system unless you have registered and signed our Terms of Use Agreement. If you have not signed our Terms of Use Agreement your access is unauthorized and you must exit this system immediately.

New Users: Access Lab Compendium's [Getting Started Guide](#) for information on how to register. For assistance, please contact the helpdesk at (703) 818-4200 or labcompendium@edocac.com. To contact EPA directly, please call Terry Smith at (202) 564-2908 or smith.terry@epa.gov.

**Using the Laboratory Compendium:
 Have you already signed up for access to
 the Laboratory Compendium?**



I have access to the
 Laboratory Compendium

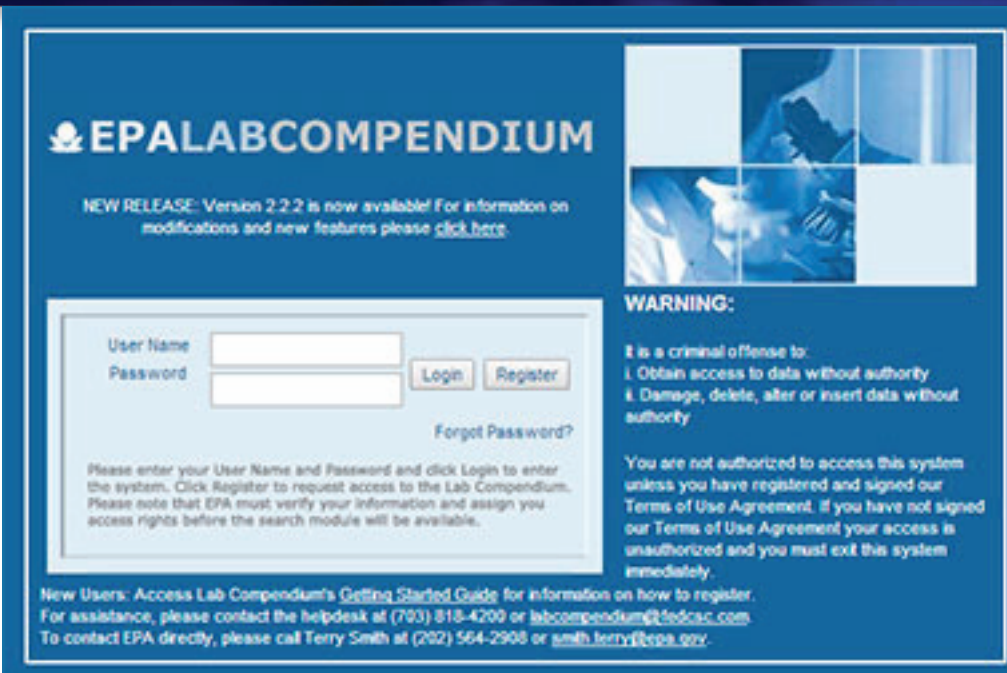
YES

or

I have not yet signed up for
 access to the Laboratory
 Compendium

NO

Identifying Analytical Support: Laboratory Compendium



**Using the Laboratory Compendium:
*Have you updated your Laboratory Compendium profile in the last 6 months?***



Great!

I have access to the Laboratory Compendium.

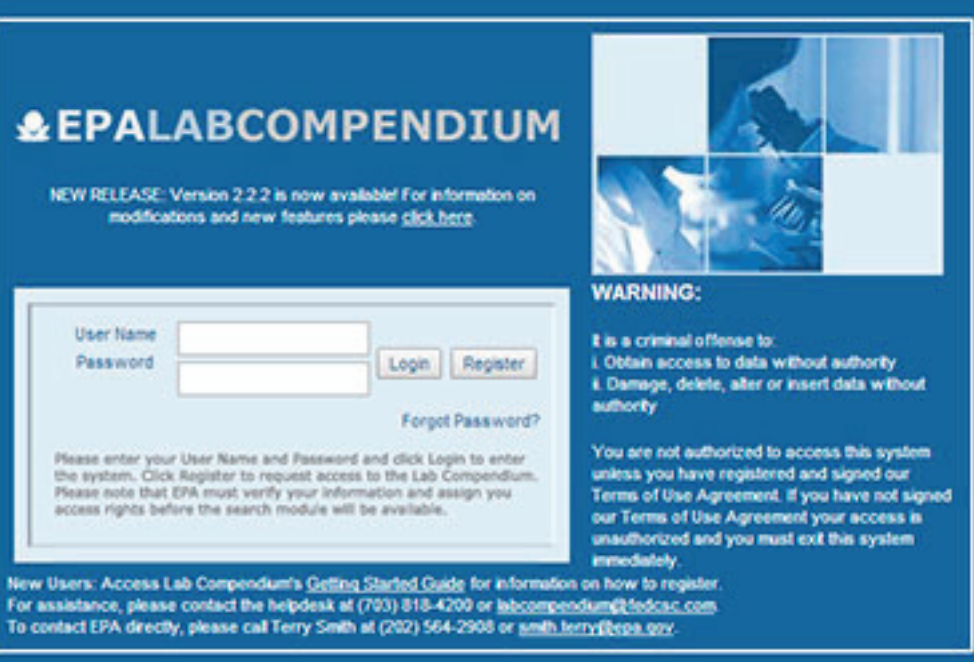
You can now conduct a general search of the Laboratory Compendium or search by specific geographic location. Start your search now: [EPA Lab Compendium website](#).

Let's try the EPA Regional Laboratory route for accessing laboratory support:

LAB COMPENDIUM SEARCH EXAMPLE



Identifying Analytical Support: Laboratory Compendium



**Using the Laboratory Compendium:
*Have you already signed up for access to
 the Laboratory Compendium?***



LAB COMPENDIUM
SEARCH EXAMPLE

Registration required!

I have not yet signed up for access to the Laboratory Compendium.

[Register for the Laboratory Compendium](#). Follow the instructions in the [Getting Started Guide](#).

Multiple staff should apply for access. While you wait for access (typically one business day unless additional verification is required), try the EPA Regional Laboratory route for accessing laboratory support:



Identifying Analytical Support: EPA Regional Laboratories



Obtaining support through your EPA Regional Laboratory:

EPA's Regional Laboratories maintain relationships with laboratories throughout their respective states.

General Process Overview

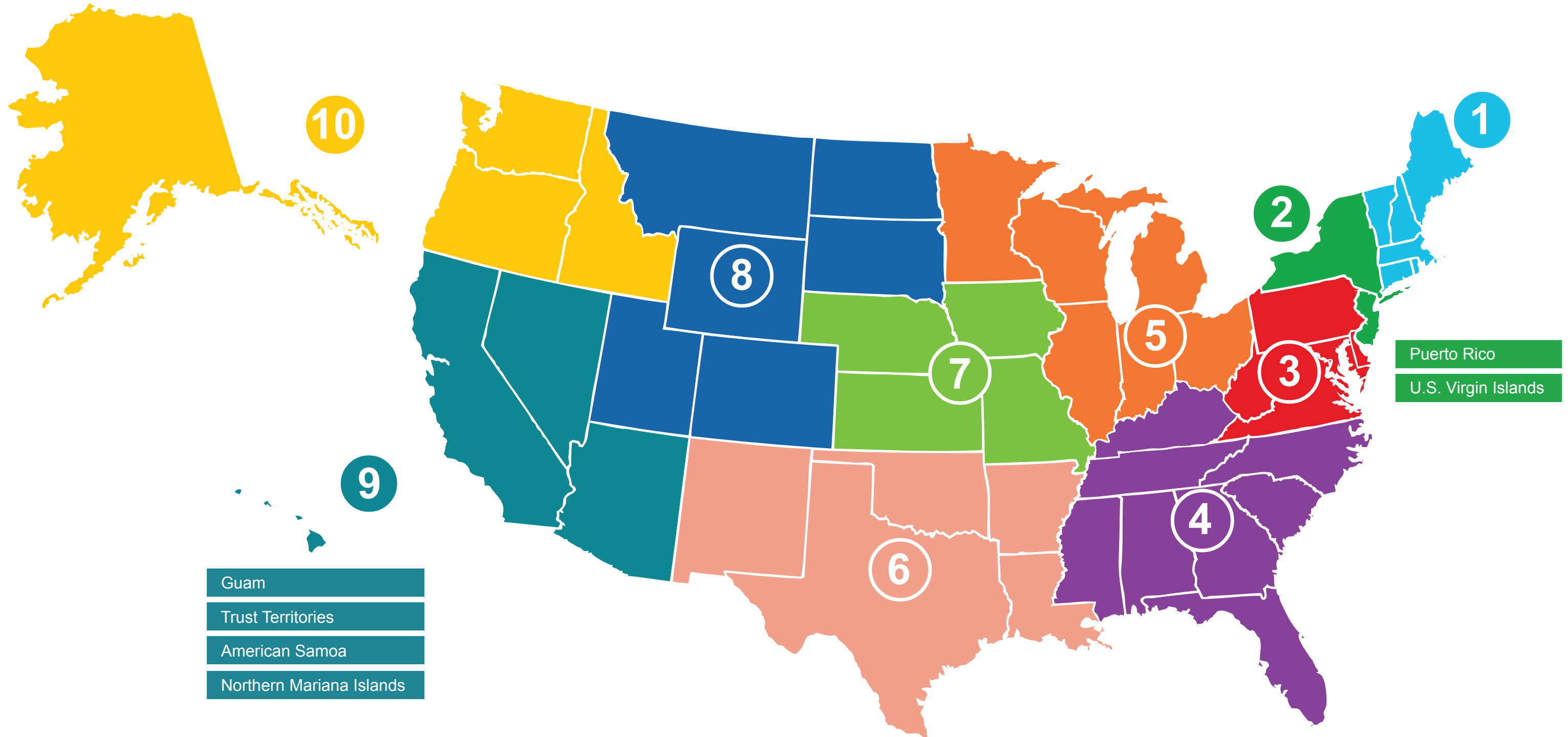


*(may be WLA Member)

Identifying Analytical Support: EPA Regional Laboratories



Click on the map to find contact information for the EPA Regional Laboratories



Identifying Analytical Support: EPA Regional Laboratories



Obtaining support through your EPA Regional Laboratory:
What if your EPA Regional Laboratory is unable to help identify laboratories to provide the necessary analytical support?



The EPA Regional Laboratory is not available to provide support.

In some cases, an EPA Regional Laboratory may be consumed by urgent matters outside of their control. In such cases, they may not be able to help identify analytical support.

Now let's see how EPA Headquarters can help you access laboratory support:



Identifying Analytical Support: EPA Headquarters



EPA Headquarters

Obtaining support through EPA Headquarters:

Start by contacting the **ERLN/WLA Helpline at (703) 461-2400**, ERLNHelpdesk@csra.com or WLA@epa.gov Monday-Friday, from 8:30 AM-5:00 PM ET (except for federal holidays).



Caution!

For support outside of regular business hours, contact the Emergency Operations Center (EOC) Hotline at (202) 564-3850.

THANKS FOR COMPLETING ACCESSING LABORATORY SUPPORT

If you have any comments or questions, please contact WLA@epa.gov

INTRODUCTION

LOCAL
LABORATORIES

STATE
RESOURCES

LABORATORY
COMPENDIUM

EPA REGIONAL
LABORATORY

EPA
HEADQUARTERS

KEY
RESOURCES

BACK

NEXT

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Summary Resource



The attachment summarizes resources for accessing laboratory support.

The thumbnail shows the cover of a document titled "WLA Resource for Accessing Laboratory Support". At the top, it lists "U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)", "ENVIRONMENTAL RESPONSE LABORATORY NETWORK (ERLN)", and "WATER LABORATORY ALLIANCE (WLA)" next to the EPA logo. The main title is "WLA Resource for Accessing Laboratory Support". Below the title, there are three paragraphs of text. The first paragraph states that the WLA resource can be used to identify analytical support through five routes. The second paragraph explains that the Water Laboratory Alliance (WLA) provides analytical capability and capacity to respond to incidents involving chemical, biological, or radiochemical contaminants. The third paragraph describes scenarios requiring analytical support, such as when a utility or laboratory lacks the capability to analyze an unregulated contaminant or has limited capacity for a large number of samples. To the right of the text is a "Key Resources" box containing two links: "WLA Web Page & WLA Training Center" and "WLA Response Plan (WLA-RP)". Below these links, it advises that when negotiating terms for analytical support or providing situational updates during a response, users should use Appendix C in the Appendix forms (Word file) found at the WLA-RP Web Page.

For a quick reference, please save or print the summary attachment. To access this attachment, use the paperclip icon  to open the "Attachments" panel (if it is closed) and double click on the attachment, "WLA Resource for Accessing Laboratory Support."

Key Resources for Accessing Laboratory Support



EPA's Compendium of Environmental Testing Laboratories

<https://cfext.epa.gov/cetl>

EPA Regional Contact Information

<https://www.epa.gov/aboutepa/regional-science-and-technology-rst-organizations#branches>

State Agency/Laboratory Contact Information

<http://www.aphl.org/membership/Pages/memberlabs.aspx>

Water/Wastewater Agency Response Network (WARN)

<https://www.epa.gov/waterutilityresponse/mutual-aid-and-assistance-drinking-water-and-wastewater-utilities>

WLA Response Plan and Appendix Forms

<https://www.epa.gov/waterlabnetwork/water-laboratory-alliance-response-plan>

WLA Web Page, including the WLA Training Center

<https://www.epa.gov/waterlabnetwork>



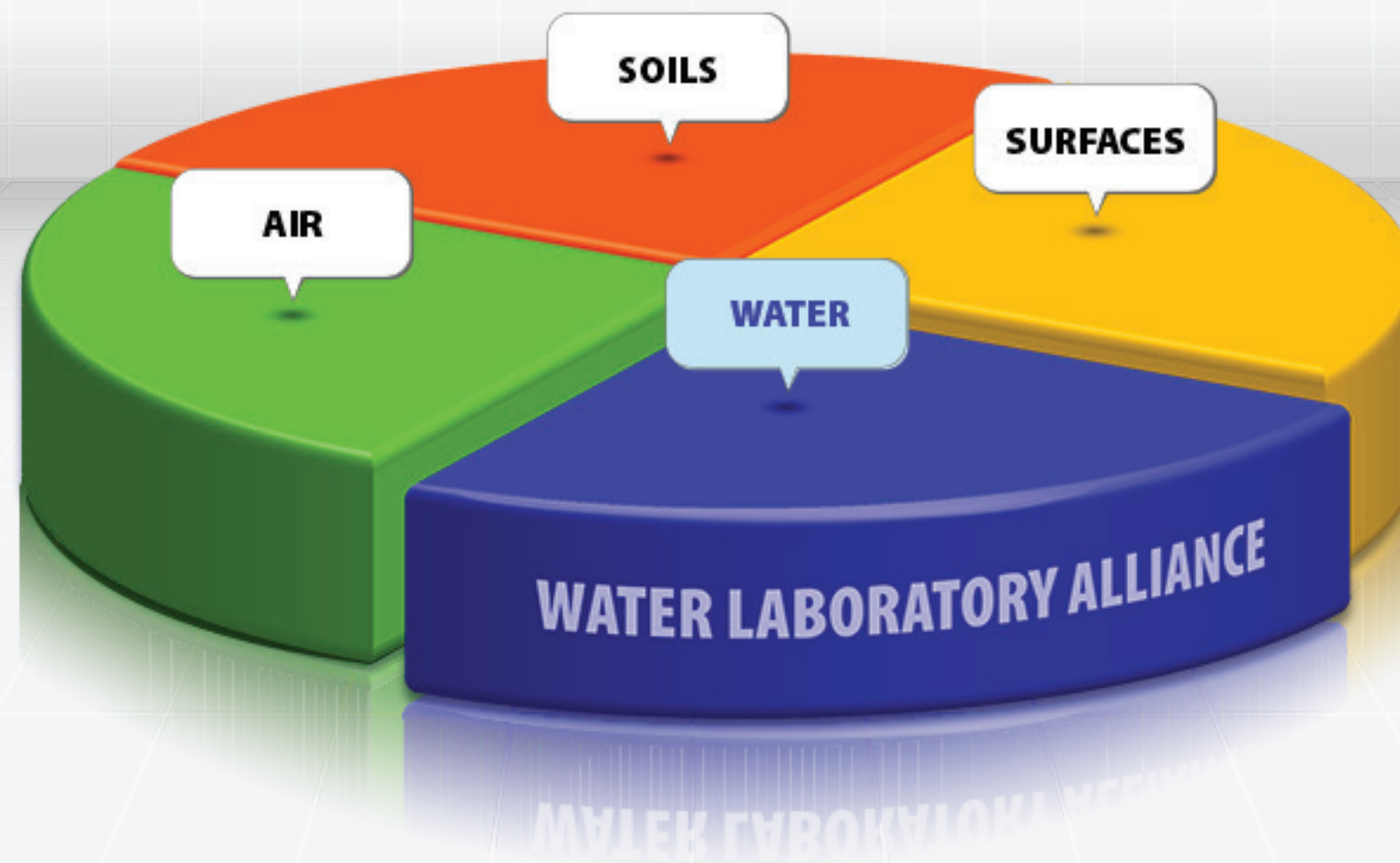
WLA Overview

EPA's Environmental Response Laboratory Network (ERLN) laboratories have the capability to analyze air, soil, surfaces or water.

The WLA is an integral part of the ERLN and focuses solely on water.

The WLA provides the analytical capability and capacity to respond to incidents involving chemical, biological or radiochemical contaminants.

ENVIRONMENTAL RESPONSE LABORATORY NETWORK





Potential Users Responsible for Identifying Analytical Support



ERLN/WLA Member Laboratories



Utilities and Utility Laboratories



Emergency Responders and Managers

**Hover over image
for description**



EPA On-Scene Coordinators (OSCs)



EPA Remedial Project Managers (RPMs)



Other EPA Personnel



WLA Response Plan – Appendix C

When negotiating terms for analytical support, or providing situational updates during a response, use:

Appendix C: Help Sheet for Requesting Analytical Support during an Emergency Response

This WLA Response Plan appendix provides information on:

- Communications
- Site characterization
- General information for laboratory service requesters
- Chain of custody
- Sample shipping
- Data reporting and records retention

Appendix forms (Word file) can be found on the [WLA Response Plan Web page](#).

Appendix C Help Sheet for Requesting Analytical Support during an Emergency Response

Purpose: This sheet is designed to help discussions between the Analytical Services Requester (ASR) and the laboratory. The ASR may be either the Incident Commander/representative or the Primary Responding Laboratory (PRL). The Laboratory may be either the PRL or a Mutual Support Laboratory. The Laboratory should use this help sheet to ensure that all critical information is exchanged. The information should be recorded in a logbook or notebook dedicated to the incident, the laboratory's standard forms, or the forms that follow.

For each analytical request, to the extent practical, the ASR should record any information provided in writing and send to the laboratory, e.g., via fax, e-mail, etc.

COMMUNICATION INFORMATION

During the initial call with a requestor, record the following information:

- Date and time of the call
- Incident primary point-of-contact (POC)
- POC phone number, cell number, fax number, and email address
- Other relevant contact information

SITE CHARACTERIZATION INFORMATION

Ensure that the following information is documented with the sample paperwork shipped to the laboratory:

- General background of the incident
- Available field data – environmental and clinical
- Specific hazards associated with the site
- Samples collected from the site

GENERAL INFORMATION FOR LAB SERVICE REQUESTERS

Record the following information regarding the analytical request:

- Analytes of interest
- Matrix
- Analytical method(s) preferred
- Number of samples
- Reporting limit(s)
- Background levels (if data is available)
- Quantitative (standard QC or reduced QC) or semi-quantitative/screening (estimated; presence/absence)
- Data validation (preliminary or full validation)
- Turn around time

Review/Confirm sample volume, container and preservation requirements with requester.

CHAIN OF CUSTODY REQUIREMENTS

Determine requirements for chain of custody:

- Routine chain of custody or law enforcement sensitive?
- Internal chain of custody required (if law enforcement sensitive)?
- Other special conditions or instructions

SAMPLE SHIPMENTS

Inform the requestor of the laboratory's shipping address and record the following:

- Transport method
- Tracking numbers (if applicable)
- Arrival date/time at laboratory
- Other special conditions/instructions

DATA REPORTING AND RECORDS RETENTION

Laboratories will follow their existing procedures regarding the following in the absence of alternative guidance or specific instructions and record the following:

- Who receives a copy of the report
- Data format needed (e.g., Excel Spreadsheet, Specific EDD, etc.)
- Method of transmission (e.g., electronic or hard copy)

The laboratory should verify that their standard sample and record retention is adequate.



Laboratory Compendium Search Results

Multiple staff should apply for access to the Laboratory Compendium to ensure sufficient backup coverage. Registration takes one business day, unless additional verification is required.

Example search results are shown to the right. Search parameters are detailed at the top. In this example, only laboratories in Region 1 were identified.

EPALABCOMPENDIUM logout | help

home | search by location | search | manage | glossary

EPA Home > EPA's Compendium of Environmental Testing Laboratories > Search > Search Results

Search Results (General Information)

Searched the EPA Lab Compendium for:

- Region: Region 1
- ERLN Member: Y
- WLA Member: Y
- Matrix: Drinking Water
- Analytical Capabilities: Semivolatile Organic Compounds

Results 1 - 5 of 5 are displayed below. [REFINE SEARCH](#)

This page provides you with a list of laboratories and some of their general information, based on the parameters you provided in your search. On this screen you may:

- Click on a laboratory's name for full details about that laboratory (clicking on the icon will open the details report in a new window);
- You may print your results using the print button below;
- Run reports on selected laboratories (see the box to the right); and
- Sort information by clicking on column headers.

Reports

Select the Laboratories you wish to include in your report by clicking the checkbox to the left of the Laboratory name from the table below. Once you have selected all desired labs, click the report you wish to access from below.

[Laboratory Details](#) - View detailed reports for selected laboratories.

[Selected Details](#) - Choose which details you wish to view for the selected laboratories.

[Compare Agent Capabilities](#) - View a list of agent capabilities for the selected laboratories.

You may also view contact information for these laboratories your search returned by clicking on the "Contact Information" tab below.

General Information
Contact Information
 Print

Displaying 1 - 5 of 5 records

Select	Laboratory Name	City	State	MobileLab	ERLNMMember
<input type="checkbox"/>	Connecticut Department of Energy and Environmental Protection, Mobile Analytical Laboratory	Windsor	CT	Y	Y
<input type="checkbox"/>	Connecticut Department of Public Health Laboratory	Rocky Hill	CT		Y
<input type="checkbox"/>	Rhode Island State Health Laboratories	Providence	RI		Y
<input type="checkbox"/>	Chemical Analyses R Us	South Burlington	VT		Y
<input type="checkbox"/>	US EPA Region 1 Mobile Laboratory	North Chelmsford	MA	Y	Y



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home | search by location | search | manage | glossary

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General Information | **Contact Information** Print

◀ ◀ Displaying 1 - 5 of 5 records ▶ ▶

Select	Laboratory Name	City	State	MobileLab	ERLNMbember
<input type="checkbox"/>	Connecticut Department of Energy and Environmental Protection, Mobile Analytical Laboratory	Windsor	CT	Y	Y
<input type="checkbox"/>	Connecticut Department of Public Health Laboratory	Rocky Hill	CT		Y
<input type="checkbox"/>	Rhode Island State Health Laboratories	Providence	RI		Y
<input type="checkbox"/>	Chemical Analyses R Us	South Burlington	VT		Y
<input type="checkbox"/>	US EPA Region 1 Mobile Laboratory	North Chelmsford	MA	Y	Y