

## Shipping SDWS Samples to Testmark (2026): Blind River, Elliot Lake and Surrounding Areas

The Public Health Ontario Laboratory (PHOL) located at 160 McDougald Street, Sault Ste. Marie, will ship water samples from small drinking water systems (SDWS) in Algoma to Testmark, a private laboratory located in Garson, Ontario, for processing. **SDWS operators from Elliot Lake, Blind River and surrounding areas can use Algoma Public Health's (APH) water sample courier program to ship water samples to Testmark.**

### Who can use this service?

Only SDWS owners/operators who have an account with Testmark are eligible. To register for an account with Testmark, call 1-888-282-0422 and complete a Lab Services Notification to submit to APH.

### How do I get Testmark bottles and Chain of Custody forms?

Testmark sample bottles and Testmark 'Chain of Custody' forms must be used when taking and submitting a water sample. Contact Testmark by phone at **1-888-282-0422** or by email at [customer.service@testmark.ca](mailto:customer.service@testmark.ca) for guidance on how to obtain supplies and complete your 'Chain of Custody' form. Forms must be completed prior to sample drop-off.

### Can I use PHOL bottles?

No. Only Testmark sample bottles and Chain of Custody forms must be used. The PHOL does not provide Testmark bottles or forms.

### When can I sample my water?

Water samples can be collected after 11:00am on Tuesdays.

### When can I deliver my water sample to the APH office in Elliot Lake or Blind River?

Deliver water samples to APH on Tuesdays before 3:00pm. **NOTE: the office is closed between 12:00 – 1:00pm.**

### What about long weekends?

Do not drop off a sample if there is a holiday on Tuesday, Wednesday, Thursday or Friday.

### How do I transport water samples to APH?

Store samples between 2-8°C following collection (e.g., refrigerate until packed for delivery). Transport samples inside a cooler with frozen ice packs.

### Will APH or PHOL inform me if I submitted my water sample incorrectly?

No. APH and PHOL will accept all Testmark bottles for shipping. The sample will be rejected once it is received by Testmark if required conditions are not met. Testmark will reject samples that are frozen or with temperatures above 25°C. During winter months water samples may freeze during shipment if the outdoor temperature is below zero. If a sample freezes during shipment the operator may be billed by Testmark for a rejected water sample.



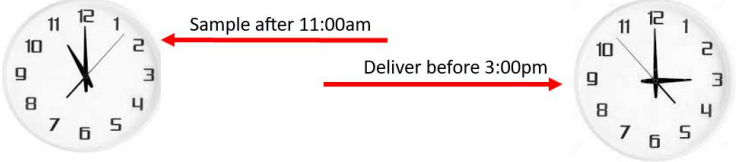


### Who gets the results?

The SDWS owner/operator will receive results directly from Testmark. The PHOL does not receive results from Testmark. Do not call the PHOL for Testmark results.

### Can SDWS operators from Sault Ste. Marie or Wawa and surrounding areas use the shipping program?

The service is available for Sault Ste. Marie and surrounding areas but it is **NOT** available in Wawa. Contact the Sault Ste. Marie office for more information.

# Elliot Lake, Blind River and Surrounding Areas

<p>1. Schedule your samples on your calendar for compliance with your Directive, (for example, every 3 months)</p>	
<p>2. Get sample bottle and form from Testmark</p>	
<p>3. Take sample after 11:00am on Tuesday.</p>	
<p>4. Refrigerate sample until delivery</p>	
<p>5. Deliver* sample in a cooler with a freeze pack before 3:00pm to the APH office in Elliot Lake or Blind River on Tuesday. <i>(Office is closed daily between 12:00-1:00pm)</i></p>	

**\*Operators may choose to drop their water sample off at the Public Health Ontario Laboratory located in Sault Ste Marie. If so, samples must be dropped off on Wednesdays between 9:00am and 2:00pm.**