

Internal Disaster – Loss of Essential Service – Boil Water Advisory / Do Not Drink Water Advisory / Water Supply Disruption		Policy Manual Section: Section 4—Emergency Management Planning
Created: 10/12	Last Updated: 6/22	Last Reviewed: 6/22
Act/Regs: Fixing Long Term Care Act 2021, General ORCA Reg 166/11. S24		Page: 1 of 5

PURPOSE

To ensure proper procedures are followed in the event of a (boil water advisory, do not drink water advisory, do not use water advisory or a water supply disruption) that prevents harm to residents, staff, and visitors.

Boil Water Advisory Issued by Public Health

To ensure residents are hydrated and provided with the water necessary for proper hygiene and provision of food service, bring water to a rolling boil for at least one minute. Let water cool before using or drinking.

A boil water advisory is issued when authorities suspect or have confirmed the presence of a harmful microorganism in the drinking water supply. In the event of a boil water advisory, you must use boiled water or an alternative source of safe drinking water such as bottled water for drinking, making ice cubes, preparing baby food, food preparation, including washing fruits and vegetables, brushing your teeth or gargling.

Do Not Drink Water Advisory

A do not drink water advisory is issued when authorities suspect or have confirmed the presence of unacceptable levels of chemical contaminants in the drinking water that can pose health risks if ingested. Boiling water **will not** remove the contaminants. In the event of a do not drink water advisory, **Do Not drink** water from the affected water supply. You must use an alternative source of safe drinking water (such as bottled water) for drinking, making ice cubes, juices and other mixtures, preparing baby food, food preparation, including washing fruits and vegetables, dishes, cutting boards and countertops.

Do Not Use Water Advisory or Water Supply Disruption

A do not use water advisory, or no water supply available to the building under is issued when authorities suspect or have confirmed the presence of chemical/radiological products or contaminants in the drinking water supply. In the event of a do not use water advisory, or if no water is available to the building, do not use water from the water system under any circumstances. You must use an alternative source of safe water or bottled water for all your water needs.

PROCEDURE

If the water supply is suddenly disrupted for any reason, the following steps will be taken by the Charge Nurse, and or a designee.

1. Notify the Administrator and the Maintenance Department immediately.
2. Notify the Town of Collingwood Utility Company, COLLUS (705) 445-1800. After hours push 7.
3. Attempt to determine the cause for water disruption and the probable length of shut down.
4. Contact Public Health (705) 445-0804 inquiry if a boil water advisory is in effect. The Food Service Supervisor/Director of Support Services will arrange for the purchase of bottled water for cooking purposes and for residents and staff consumption. If water outage is widespread and local stores are closed, a designee will be appointed to travel to surrounding communities to purchase water and water purification tablet supplies

In the absence of no water supply to the building the following departments will be responsible for:

Nursing

- Maintain minimized resident care routines to essentials.
- Nursing staff will only provide sponge baths during this time or utilize wet wipes if water is unavailable.
- Use waterless hand hygiene products according to established guidelines
- Limit soap and water hand washing
- Depending on length of loss of water, centralize washrooms and posted signage will be used to redirect use. A garbage bag may be placed over some public use toilets and disposed of between use, using routine infection control practices for removal and disposal.
- Use portable toilets for staff and or visitors depending upon the duration of the water outage.
- Ensure adequate supply and availability of disposable medical supplies.

Administration

- If after two days, the water has not been resumed contact the local bulk water hauling company to deliver water for flushing toilets. This water supply is only for necessary circumstances and should be used conservatively. When bulk water transport is necessary, the administrator and the maintenance department will coordinate the existence of adequate parking space while ensuring no blockage and traffic control measures are maintained.
- If it becomes apparent that a water shortage will last for an undetermined length of time, the Director of Nursing, Administrator and the Director of Support Services will order emergency measures to be taken to ensure proper care for those whose care has been disrupted by lack of water supply can be transported to other facilities.
- Determine if nonessential function (meetings, conferences and programs) will be cancelled.
- Consider partial or complete evacuation of the facility, or relocation of residents within the facility. If water has not been resumed after two days arrangements will be made to transfer those residents to the hospital or to other facilities for care who are in a critical state.
- The Fan Out procedure will be invoked to contact staff to report to Bay Haven and assist with the transfer of residents if it is determined that residents will have

to be moved to other facilities. Notify local ambulance providers and bus company about the situation and the possible need to evacuate. (See Community Partner Contact Binder located in the Administrator's office bookshelf) Communicate with other health care facilities to determine situation status, surge capacity, bed availability and ability to loan needed equipment, supplies, medications, personnel, and other resources. Prepare for resident and personnel tracking in the event of evacuation. Ensure transfer of residents' belongings, medications and records upon evacuation.

- Maintain good communication channels with the water utility company, water supplier, local emergency management and other local regulatory agencies (public health) during and after the event.
- The Administrator will be in contact with local water hauling companies to provide temporary potable water as per the signed agreement with Clearview Nurseries 705 428-0063. This contract is in the Administrators office bookshelf–black binder Annual Community Sign off Binder.
- The Director of Support Services will contact a portable toilet company and arrange for toilets for staff to be delivered and placed throughout the facility. BJ's Portable Toilet Rental 705 466-2929
- Develop regular communication with families and staff about the loss of water including efforts to repair the problem, critical issues and timeline for water main repair and restoration of service.
- Develop regular media briefing and updates.
- Maintain security of the facility and implement limited visitation policy
- Continue to track costs, expenditures and lost revenue. Continue to facilitate contracting for emergency repairs and other services. Compile a final report of response costs, expenditures and lost revenue. Contact insurance carriers to assist in documentation of structural and infrastructural damage and initiate reimbursement and claims procedures if necessary.
- The MOHLTC will be notified by way of a Critical Incident Report regarding the loss of essential services if the loss of water is greater than 6 hours.
- Evaluate safety of residents, family and staff and facility and recommend protective and corrective actions to recognize and minimize hazards and risks.
- Conduct after action reporting and development of an improvement plan including summary of actions taken, summary of incident, actions that went well, areas of improvement and recommendations for future response actions.
- Restock supplies, equipment, medications, food and water

Housekeeping

- Hand washing, hand sanitizer will be made available in common washrooms and at a source applicable to avoid cross contamination by using contaminated water.
- Assist shutting off the water to resident sinks and labelling faucets as NON – POTABLE / DO NOT DRINK.
- Ensure large (5 – and 10 gallon) containers and buckets are available for manually flushing toilets. The filling and distribution of these containers will be the responsibility of housekeeping and maintenance.

- Assist Maintenance with identifying any equipment or piping being used to transport non-potable water is clearly labelled DO NOT DRINK/ NON-POTABLE WATER ONLY
- After the water has been resumed housekeeping will clean and decontaminate all toilets, bathrooms, showers and tub rooms and make ready for normal use

Dietary

- Limit food preparation to sandwiches or ready to eat foods
- Use disposable plates, utensils, silverware and similar items whenever possible
- Kitchen and food preparation will utilize bottled water.
- Dietary staff will be responsible for purchasing commercially bottled water and disposable products
- Dietary staff will ensure bottled water and drinks are available to residents and staff.
- Dispose of all ice cubes in the ice machine

Maintenance

- Notify Jerry Miller, Bay Haven's plumber (705) 444-3428.
- Ensure all machines with water valves have been closed off – dishwasher, ice machine, washing machines, dishwasher, beverage dispenser and are sealed off with plastic garbage bags and tape and signage is posted to prevent use.
- Contact Bay Havens' contracted Plumber – Jerry Miller (705) 444- 3428 and request assistance in turning off appropriate valves and implementing other safeguard measures including connecting to alternative water sources to support the sprinkler and waste water systems.
- Closing or opening of appropriate isolation valves as per recommendations of the plumber.
- Ensure upon return of water service all applicable water service is properly restored by flushing toilets, running faucets, checking all machinery directly plumbed to water to ensure safe operations are restored.
- Complete hot water temperature check sampling on all water sources directly accessed by residents and staff to ensure hot water temperature is within acceptable range.
- Delay return of services and machinery which require hot water such as laundry, bathing and housekeeping until boilers have had an opportunity to restore hot water.
- Under the guidance of the public health unit and or the local water utility water will be flowed to flush lines to remove stagnant water and be tested to ensure water is potable and ready for use once water service is resumed. Provisions are made as per regulatory authorities' guidelines to clean, disinfect and conduct microbiological analyses on water lines before they are returned to potable water operations.
- Maintenance staff will also flush and ensure eye wash stations are safe for use.
- The fire suppression sprinkler system will not be functional if the water supply is cut off. Maintenance staff will be required to conduct hourly fire inspection walks around the building and maintain a log.

- Oversee and conduct water main repairs and restoration of services as necessary

Laundry

- Laundry is to be bagged to be completed later.
- Laundry staff will report to their supervisor and or the charge nurse for further direction.
- If laundry service is not resumed after 3 days a contract laundry service provider will be notified and or laundry personnel will wash laundry at an outside commercial laundromat.

Conduct Debriefing Meeting / Plan for Recovery:

The purpose of the debriefing meeting is to ensure all appropriate parties have been notified and that corrective measures have been taken. This includes a debrief for residents, substitute decision makers, staff, volunteers, and students. The debriefing exercise also provides an opportunity to evaluate and revise policy, listen to concerns, document lessons learned and support those who might be experiencing distress due to the emergency including referral to Employee Assistance Programs. Residents will be monitored for signs of distress/trauma and if required referral can be made to appropriate counselling.

The Plan of Recovery process will be unique to each emergency event. The objective is to reduce risk and incorporate prevention and mitigation components that result in a higher level of preparedness. Recovery plans can be for short-term and long-term priorities for restoration of functions, services, resources, facilities, and infrastructure. Short-term recovery plans could include repairs to damaged infrastructure (damaged pipes and pumps, etc.) and working with staff to compensate them for overtime wages. Long-term recovery plans might include installation of new safety equipment.