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**
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Act/Regs: Fixing Long Term Care Act 2021, General ORCA Reg 166/11. S24		**Page: 1 of 3**

PURPOSE
To ensure a coordinated response to a boil water advisory, do not drink water advisory, do not use water advisory, or water supply disruption, to protect the health and safety of residents, staff, and visitors while maintaining essential services.

PROCEDURE

If a water disruption or advisory is identified, the Charge Nurse or designate will:

1. Notify the Administrator and Maintenance Department immediately.
2. Contact utility provider COLLUS/EPCOR (705-445-1800; after hours press 7).
3. Determine causes and estimated duration of disruption.
4. Contact Public Health (705-445-0804) to confirm advisory status and required precautions.

The Food Service Supervisor/Environmental Services Manager will arrange for bottled water for drinking, food preparation, and hygiene. If local supply is unavailable, arrangements will be made to source water and/or purification supplies from surrounding communities.

WATER ADVISORY RESPONSE GUIDANCE

Boil Water Advisory
Water must be brought to a rolling boil for at least one minute, then cooled before use. Boiled or bottled water must be used for drinking, food preparation, washing produce, brushing teeth, and making ice.

Do Not Drink Water Advisory
Water is unsafe for ingestion due to chemical contamination. Boiling will not make it safe. Bottled or alternative safe water must be used for drinking, food preparation, and cleaning food-contact surfaces.

Do Not Use Water Advisory / No Water Supply
Water is unsafe or unavailable for all uses. Only bottled or approved alternative water sources may be used for all resident care, dietary, and operational needs.

LOSS OF WATER SUPPLY – DEPARTMENT RESPONSIBILITIES

Nursing

- Maintain essential care only
- Use sponge baths or wipes if water is unavailable
- Use alcohol-based hand rub; limit soap-and-water use as needed
- Implement signage and alternate washroom arrangements
- Use portable toilets for staff/visitors if required
- Ensure adequate disposable medical supplies

Administration

- After 48 hours, arrange bulk water delivery for essential toilet flushing use only
- Evaluate need for partial/full evacuation or relocation if prolonged outage occurs
- Activate Fan Out system for staffing support if transfer is required
- Coordinate transportation, placement, and resident tracking during evacuation
- Communicate with external agencies (hospitals, LTC homes, EMS, regulators) for surge capacity and resources
- Maintain communication with utilities and emergency management partners
- Implement media updates and family communication plan
- Maintain security and restrict visitation if required
- Track costs, damages, and start insurance claims
- Submit Critical Incident Report to MLTC if outage exceeds 6 hours
- Oversee after-action review and recovery planning

Housekeeping

- Provide hand sanitizer stations throughout facility
- Label sinks and fixtures as NON-POTABLE / DO NOT DRINK
- Support provision of water containers for toilet flushing
- Assist with labelling and isolating non-potable water systems
- Increase availability of alcohol-based hand rub
- Clean and disinfect all washrooms once service resumes

Dietary

- Provide simplified meal service (sandwiches/ready-to-eat foods)
- Use disposable dishware when possible
- Use bottled water for all food preparation
- Discard ice and shut down ice/juice/coffee machines
- Coordinate with Public Health regarding dishwashing safety
- Ensure bottled water supply for residents and staff

Maintenance / Environmental Services

- Shut off and isolate affected water systems and equipment
- Label and secure all non-operational water-dependent devices
- Contact contracted plumber (Jerry Miller: 705-444-3428)

- Support alternative water sourcing for essential systems if required
- Flush and restore systems upon return of service (toilets, faucets, filters, softeners)
- Test water quality and ensure potability before full reuse
- Maintain fire watch if sprinkler system is impacted
- Restore mechanical systems safely in coordination with authorities

Laundry

- Suspend routine laundry operations and bag items for later processing
- Arrange external laundry services if outage exceeds 3 days
- Follow Public Health guidance on alternative washing methods if applicable

Communication / Notifications

- Post signage throughout facility indicating water advisory status
- Notifying families via email and updates as required
- Maintain ongoing staff and resident communication

COMMUNICATION, DEBRIEFING & RECOVERY

A formal debrief will be conducted with staff, residents, families, and stakeholders to review response effectiveness, identify gaps, and provide support. Residents and staff will be monitored for distress and referred to support services if required.

Recovery planning will focus on restoring full services, infrastructure repair, risk reduction, and improved preparedness. This includes both short-term restoration (repairs, supply replenishment, staffing support) and long-term improvements (system upgrades and preventive measures).

REFERENCES

Fixing Long-Term Care Act, 2021 General