

MANUAL: Emergency	APPROVED BY: Manager of Nutrition and Environmental Services	EMERGENCY PLAN: Code Grey	PLAN #: EMERG - I - 06b
Orig: Apr 30/10	Code Grey / Loss of Essential Service Loss of Water; Loss of Potable Water and Boil Water Advisory		Page 1 of 26
Revised: Mar 17, Aug 18; Apr 19; Jun 23			

Reviewed: Aug/23; Dec/23

Goal: The Bob Rumball Home for the Deaf (BRHD) will be prepared to deal with the emergency of a **boil water advisory** related to **loss of potable (drinking) water**, and a **loss of water** at BRHD, to ensure the health and safety of the residents and minimize any associated risk.

Introduction:

Water is supplied by the City of Barrie – Water Operations Branch. All the water supplied by the city should be ‘potable’/ fit for drinking.

Water is used throughout the home for:

- the sprinkler system for fire safety; hot water tanks; boilers for in-floor heating;
- drinking, making ice, brushing teeth,
- cooking (dietary services)
- cleaning, e.g., bathing and showering; handwashing; housekeeping cleaning; and washing clothes and linen in the laundry; washing dishes;
- flushing toilets; and
- watering plants, and outside lawn and gardens (environmental services)

This Code Grey plan – Loss of Essential Services: Loss of Water; Loss of Potable Water and Boil Water Advisory includes:

- Definitions
- Lead for co-ordinating the Loss of water; Loss of Potable Water and Boil Water Advisory activities, e.g., review and testing of the Plan, as required
- Consultation ⁱ
- Record Retention
- Hazards and Risks for loss of water/ potable water and Boil Water Advisory ⁱⁱ
- Emergency supplies and equipment
- **Activation of the Plan ~ Roles and Responsibilities** ⁱⁱⁱ
- Activities after the Emergency is declared over
- Training / Retraining
- Other Related Plan
- Appendices

Definitions

Boiled Water Advisory (BWA)	- a recommendation made by the local Public Health for residents to bring tap water to a rolling boil for at least one (1) minute , and cool before use, e.g., before drinking it, using it for washing fruits and vegetables, or using it for brushing teeth. A Boil Water Advisory is issued whenever there is known microbiological contamination in the water supply OR if there is a risk that contamination may be present in the water supply. Advisories are made under the <i>Public Health Act</i> , to protect people’s health. ^{iv}
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Precautionary Boiled Water Advisory	- is issued when water may be unsafe but no illnesses or samples have detected presence of bacteria in the water. For example, high turbidity in water can interfere with the disinfection process of the drinking water to a point where it can no longer be assured. ^v
Potable Water	-means the water is ' fit or suitable for drinking ' ^{vi} .
Turbidity	- is the cloudiness or haziness of water. It is caused by naturally occurring organic matter and dirt (silt and sand) that gets mixed in with the water. The measurement of turbidity is a key test of water quality. ^{vii}

The **Manager of Nutrition and Environmental Services (MNES)** / designate is the lead person responsible to ensure that:

- The **“Loss of Potable Water and Boil Water Advisory” (BWA) component of this Code Grey Plan (EMERG-I-06b) is tested annually;**^{viii}
- The **Code Grey Plan – “Loss of Essential Services”**, is required to be **tested annually**, including arrangements with the entities that may be involved in or provide emergency services to BRHD.^{ix}
 - The Loss of Essential services has been **subdivided into 3 components**, i.e.,
 - Loss of Hydro or Natural Gas (*EMERG-I-06a*);
 - **Loss of Water** (*EMERG-I-06b*); and
 - Loss of Communication (*EMERG-I-06c*)
 - As such, **each component of the Loss of Essential Services** (*EMERG-I-06a*, *06b* or *06c*) will be **tested once every three years on alternate years**, to ensure that a different component of “Loss of Essential Services” is tested annually; and
- The **Code Grey Plan** (*EMERG-I-06b*) ~ **“Loss of Water; Loss of Potable Water and Boil Water Advisory”** is **evaluated and updated**, including the updating of all emergency contact information of the entities:
 - (a) at least **annually**, and
 - (b) **within 30 days** of the **Loss of Water; Loss of Potable Water and Boil Water Advisory** emergency being activated and declared over.^x

MOCK EMERGENCY TEST

- If conducting a **MOCK EMERGENCY TEST**, you **must notify the appropriate emergency external entities if you anticipate that they may be called**, e.g., *Simcoe Muskoka District Health Unit (SMDHU); City of Barrie - Water Operations Branch; Public Works*, at least 24 hours **PRIOR** to conducting the Mock Test, as per the non-emergency contact numbers. The entities/entity will inquire as to the details, e.g., date, time, type of test, and other external entities involved, as appropriate.

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CONSULTATION

The following will be consulted when developing and/or updating the Code Grey Plan – Loss of Water; Loss of Potable Water and Boil Water Advisory: ^{xi}

- BRHD staff, including the registered nursing staff, and managers
- The Residents’ Council (RC) and the Family Council (FC), if any; ^{xii} and
- The relevant external entities, as appropriate. ^{xiii}

Loss of Water:

- *City of Barrie- Water Operations Branch;*
- *Public Works*

Loss of Potable Water / Boil Water Advisory:

- *SMDHU*
- *Water – bulk and bottled water supply*
 - *Great Lakes Water Solutions;*
 - *Ontario Gold; and*
 - *Water Depot, as appropriate.*

Any **changes to the Code Grey “Plan”** (for Loss of Water; Loss of Potable Water & Boil Water Advisory) will be identified and the following notified of the changes:

- The staff, volunteers and students
- The RC and FC if any, by providing an update at their respective meetings
- The entities, by providing a copy of the updated emergency plan for their review and feedback. ^{xiv}

RECORD RETENTION: BRHD will keep a record of:

- the testing of the Code Grey Plan ~ “Loss of Water; Loss of Potable Water and Boil Water Advisory” that is activated in response to the emergency;
- changes made to improve the plans; ^{xv}
- consultations, and
- the current **contact information** for relevant entities that may be involved in the emergency plans. ^{xvi}

Emergency Manual Location: A copy of the Code Grey Plan ~ “Loss of Water; Loss of Potable Water and Boil Water Advisory” is available in the BRHD’s Emergency Manual located in the front vestibule, and in each Care Centre (CC). In addition, BRHD’s emergency plans are located in the Home’s computer system on the S drive, and on the BRHD website. Physical copies of the plan are made available upon request. ^{xvii}

HAZARDS AND RISKS ^{xviii}

A complete **loss of water**, caused for example by a water main break, would negatively affect all the above services.

Note: *The boilers are required to generate heat through the in-floor heating; however, the in-floor heating is a “closed loop” system and only needs to draw water occasionally from a back up supply when in use.*

Contaminated water may be caused by:

- Improper disinfection and/or treatment of water

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- Loss of pressure in the water system due to a water main break
- Flooding
- Community outbreak of a water-borne illness

As a result, bacteria and other harmful contaminants make their way into the drinking water supply, which contaminate the drinking water.

If you drink or consume contaminated water:

- The presence of contaminants in water can lead to adverse health effects, including:
 - gastrointestinal illness, reproductive problems, and neurological disorders.^{xix}

EMERGENCY SUPPLIES and EQUIPMENT ^{xx}

- **Five** (4 Litre) jugs of emergency **drinking water** is available in storage room 1344 on Care Centre (CC) 2; **(Enough drinking water for approximately 24-48 hours)**
- Additional bulk or bottled drinking water can be ordered in an emergency through water supply companies, e.g. Great Lake Water Solutions.
- 2 water pumps, one for each CC, used to pump water from the large plastic jug
- Disposable dishes and cutlery
- Frozen puree supply for 1 year
- Food & Fluid Emergency Plan in Code Green -EMERG-I-02 (Appendix 9).
- 1 case of four - 4 Litre jugs of “no rinse peri wash” (*one jug for each unit – D1, 2, 3 and 4*);
- 4 cases of disposable wet and dry cleansing supplies (*one case for each unit – D1, 2, 3 and 4*.
 - *Additional cleansing supplies can be ordered from The Stevens Company (medical supplies)*
- Alcohol-based hand rub (ABHR) containers are available in mounted wall containers throughout the home; smaller alcohol hand sanitizer containers are available on medication carts, serveries, and throughout the Home.

Note: *Ensure co-ordination with all affected departments prior to ordering supplies (including drinking water) to ensure the order for supplies meets the needs of all affected departments. Ensure nursing staff receive bottled water for administering medications.* ^{xxi}

Refer to Emergency Telephone numbers at front of Emergency Manual, for emergency notifications and ordering emergency supplies.

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ACTIVATION OF THE PLAN ^{xxii}

General Information during the Emergency

- Staff are not allowed to leave the building until the emergency is declared over, unless directed to do so by the FIW or Emergency Personnel. Your assistance during the emergency may be required.
- Only the Administrator/designate should speak with the media.

ROLES AND RESPONSIBILITIES ^{xxiii}

Person identifying the Loss of Water or Potable Water

- Anyone within the Home who identifies that there is a loss of water, or a loss of potable water, or that a BWA was issued, should notify BRHD's Fire Incident Warden (FIW) immediately.

FIW

The MNES, if **on-site** at BRHD, is the FIW in charge of responding to a loss of water or loss of potable water at the Home.

- If the MNES is not on-site, the person in charge of the Home, i.e., manager, or senior Registered Nurse in the absence of a manager, is the FIW.

Note: *If the FIW does not have a master key, obtain one prior to conducting activities.*

FIW/designate will direct the following or their designate to:

Note: *Assign a designate if identified person not on-site.*

Loss of Water	Comments/ assigned person(s) by the FIW	Loss of Potable Water & Boil Water Advisory	Comments/ assigned person(s) by the FIW
. Notify MNES & Administrator. Ensure maintenance staff is on-site	Staff member	. Notify MNES, IPAC Practitioner & Administrator. Ensure maintenance staff is on-site.	Staff member
. Determine extent of loss of water. Turn hot water tanks off. Report back to FIW	Maintenance	. Notify City of Barrie-Water Operations Branch. . Notify SMDHU of contaminated water & need for BWA, if not already notified. ^{xxiv}	IPAC Practitioner / designate
If partial water loss , determine cause & arrange contractor(s) to repair.	MNES/designate	Announce "Code Grey" and the location where staff should meet, e.g., " Front Lobby ", to notify all staff quickly. Make the announcement three times.	FIW
If total water loss: Call City of Barrie – Water Operations Branch, inquire about cause & time of expected return of water	FIW / MNES	At the announced meeting site: . Provide the details of contaminated water (suspected or actual) & need to implement a BWA (precautionary or actual). . Inform ~ only bottled or boiled (and cooled) drinking water to	FIW

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		be used for ingestion, including brushing teeth.	
. Notify Fire Dept & Fire Alarm / Sprinkler System ~ FSS	FIW / MNES	. Direct a staff to retrieve command centre bag. Obtain folder with info for Code Grey – Loss of Water/Potable Water – BWA. Bring to FIW	Staff member
. If using in-floor heating ensure back-up water supply for system is sufficient (draws water from back-up water supply)	maintenance	. Post a “Boil Water Advisory” at entrances & in each care centre (CC) and care Unit . Post BWA notice at entrances to building and on door prior to Front Lobby . Post internal memo to staff in each CC, staff eating areas and front bulletin board.	Staff member . Appendix A -Resident Notice of BWA . Appendix B – General BWA notice . Appendix C1 or C2 , as appropriate
. Staff to retrieve command centre bag. Obtain folder with info for Code Grey – Loss of Water/Potable Water – BWA. Bring to FIW	Staff member	. Distribute “What to do During a Boil Water Advisory” Handouts for managers to advise staff. . Make extra copies of information for staff and others, if required. . Ensure understanding of how to implement a BWA	FIW Appendix D (12 in Command Centre Bag)
. Inform visitors staff and residents of the loss of water ~ announce as appropriate & post signage. Reinforce use of ABHR. Obtain & distribute more, if needed.	Appendix E – Signage in Command Centre Bag folder ABHR in wall mounts & bottles	. Make ~ 25 extra copies of Appendix A ; and ~ 20 copies of Appendix B , and post. Give copies to FIW	Staff member (1) to copy.
. Obtain & distribute one jug of drinking water, with pump to each CC. . Distribute bottle water to RN/RPN on each CC for med administration. . Distribute one case of disposable dry and wet cleansing supplies to each unit, to meet the residents’ short-term needs for cleansing, e.g., incontinence . Distribute one jug of no-rinse peri wash for each unit . Flush toilet only if necessary (water only for one flush / toilet)	Nursing and maintenance staff . CC2 – Rm 1344	. Obtain & distribute one jug of drinking water, with pump to each CC. . Distribute bottle water to RN/RPN on each CC for med administration. . Inform residents of BWA & assess residents for potential risk. . . Post Appendix A above all sinks in resident bathrooms that are accessed by residents; . Post Appendix B in all washrooms in common areas accessed by residents, staff or others; and above all sinks used	Maintenance & Nursing staff as appropriate . CC2 – Rm 1344 Nursing staff to post Appendix A & B in resident and common areas, & Dietary staff to post Appendix B in dietary areas

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. Conduct resident rounds to assess for potential risk		by dietary staff for food prep, cooking or serving.	
. Obtain bottled water and distribute to kitchen for: prep, cooking; tea/coffee urns; & steam tables Use disposable dishes & cutlery. Implement the ' Food and Fluid. Emergency Plan '	Dietary and maintenance staff Food & Fluid Emerg Plan in Code Green - EMERG-I-02 (Appendix 9).	. Obtain bottled water and distribute to kitchen for: prep, cooking; tea/coffee urns. Use bottled milk, juices etc. . Prepare boiled water as / need. . Implement the ' Food and Fluid. Emergency Plan ', as needed. . Dishwashers can still be used (sani-cycle).	. Dietary and maintenance staff . Appendix D. . Food & Fluid Emerg Plan in Code Green - EMERG-I-02 (Appendix 9).
. Contact emergency water sources to provide bulk & additional bottled water for Home (<i>Coordinate order with all depts</i>)	FIW / MNES – Use Emerg contact #s for Great Lakes Water Solutions, etc.	. Contact emergency water sources to provide bottled water for Home (<i>Coordinate order with all depts</i>)	FIW / MNES – Use Emerg contact #s for Great Lakes Water Solutions, etc.
Laundry: Continue all tasks that do not require water.	Laundry staff	. Direct nursing staff to: Hold resident showers. May bathe residents & provide bed baths. . Use ABHR for hand hygiene. . Flush toilets as normal.	RN/RPN
Housekeeping: Continue all tasks that do not require water.	Housekeeping staff	. Continue laundry, maintenance & housekeeping services as usual. No drinking of water.	Environmental Services staff
Conduct "Activities After Emergency is Over" as outlined below.			

Notes for loss of water:

- *There are three hot water tanks located in the boiler room. When there is no water to the Home, the hot water tanks will be shut off. The hot water in the tanks will cool once shut off, but the water from the tanks will flow normally until the water runs out in the tanks. Buckets to retrieve the water from the tanks are available in the CC treatment rooms and in the receiving area. However, the water from these tanks should not be used for drinking, but could be used for toilet flushing as necessary.*
- *If the lack of drinking water is expected for an extended period of time, or there is a BWA, ask staff who live outside the **affected** area to bring in drinking water for personal use from their home.*
- *In the event that water will not be returned indefinitely, notify the Administrator and discuss the need for Code Green – an external evacuation. Refer to Code Green - Evacuation Plan (EMERG-I-02), in the Emergency Manual as required*

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ACTIVITIES AFTER EMERGENCY IS OVER:

FIW (MNES/designate):

- Coordinate with maintenance and several staff, the flushing and cleaning of the water pipes after a BWA and after the return of water if the main water supply was shut off, to ensure clean drinking water. (*Instructions also outlined in Appendix D “After the Boil Water Advisory is Lifted”.*)

Staff in all departments:

- Turn on all taps and flush water lines for at least **15 minutes** before using the water.
Note: Since this action is timed and needs to be done in an orderly manner, **make an announcement that all available staff should assist with opening taps and flushing the water.**
 - Begin with the farthest facets in the Home (e.g., the end of the units), and then open the faucets. Move from the farthest end units, and proceed to the maintenance boiler room.
 - When all staff opening the faucets reach the maintenance area, start the timing.
 - Leave water running for 15 minutes.
 - After 15 minutes, turn off all faucets in reverse order, from the maintenance area to the end units.^{xxv}
- Clean and disinfect all surfaces that come into contact with water, such as countertops and sinks.^{xxvi}

Dietary:

- Do not make any new ice or use water dispensers until the water system is flushed.
- **If there was a BWA issued:**
 - Read and follow the manufacturer’s instructions for flushing (at least 5 minutes), cleaning, and sanitizing containers that store drinking water, water filters, and **ice and water dispensers.**
 - Ensure that any ice made from tap water has been thrown. Make new ice with fresh water, if not already made with boiled or bottled water.
 - Wash all food preparation surfaces with clean water.

Maintenance:

- Run water softeners through a regeneration cycle. Follow the instructions from the manufacturer.

FIW/designate will:

- Consult with the maintenance staff to ensure the water system is flushed, and the emergency can be declared over.
- Upon ensuring that the water system will provide clean drinking water, announce: **“Code Grey, All Clear”** three times clearly, to communicate that the emergency is declared over.^{xxvii}
^{xxviii} Resume normal duties.
 - Ensure hearing staff inform staff who are deaf of the ‘all clear’ announcement using the appropriate communication, e.g., American Sign Language (ASL) / face-to-face, pager etc.
- Direct RN/RPNs on each CC to have nursing staff conduct resident rounds, informing residents the emergency is declared over and remove any notices in the CCs that are no longer in effect, e.g.,

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Appendices A, B and/or E, that were posted in washrooms, at nursing care station, or on the walls. *(Return notices to the reception for use in future if in good condition.)*

- Direct dietary and other staff to remove relevant notices no longer in effect, e.g., Appendices A, B and/or E, that were posted. *(Return notices to the reception for use in future if in good condition.)*
- Notify Administrator and IPAC Practitioner, if not on-site, that the emergency is declared over.
- Notify the Fire Department and the Fire Alarm / Sprinkler System ~ FSS that water has been restored to the sprinkler system if there was a **loss of water**.
- As soon as possible after the emergency is declared over:
 - Invite the following persons, who were involved in the emergency, to participate in a post emergency meeting:
 - MNES, FIW, IPAC Practitioner, and other on-site managers, representatives from the staff, students, volunteers, and any external entities involved in the emergency., e.g., SMDHU; City of Barrie - Water Operations Branch; Great Lakes Water Solutions, as applicable and available.^{xxxix}
- Chair the meeting.
The purpose of the post emergency meeting is to:
 - **Complete the “Loss of Water; Loss of Potable Water and Boil Water Advisory – Test Report and Evaluation”** (*Appendix F*),
 - **Evaluate** the emergency, and
 - Identify any **recommendations for improvement**.
- Ensure the Ministry Long-Term Care (MLTC) is notified by the **after-hours pager** of the loss of water, or loss of drinking water and a boil water advisory, as applicable, and that a Critical Incident System (CIS) **report is completed and submitted**, as soon as possible, if not done already.^{xxx}
- Determine what equipment and supplies were used, and assign staff to restock, replace and/or return, as appropriate, to their normal location, including the *Command Centre Bag*.^{xxxi}
- Ensure the Master Key from the applicable CC med room, if used, is placed in a new sealed envelope, and returned.
- Forward the completed “Loss of Water; Loss of Potable Water and Boil Water Advisory – Test Report and Evaluation” (*Appendix F*) to the MNES, if not conducting the meeting.
- Direct staff to restock any used supplies, and inform their manager of any supplies that need to be ordered for replacement.

The MNES will:

- Ensure the “Loss of Water; Loss of Potable Water and Boil Water Advisory – Test Report and Evaluation” (*Appendix F*) is completed and follow-up on any outstanding issues, including completion of documentation, as required.

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- **Debrief** the residents, their SDMs, if any, staff, volunteers, and students after the emergency, as appropriate, e.g., by memo, in person, at a meeting, etc., the fact that the Emergency Plan was tested (planned or unplanned), and any approved recommendations for improvement will be implemented.^{xxxii} Maintain a written record of the debrief.
- Determine if anyone experienced **distress** during the emergency, and if so, ensure that the person is provided with an opportunity to discuss their concerns and/or given appropriate emotional support.^{xxxiii} BRHD has an EAP, for eligible staff.
- Ensure notification of Workplace Safety and Insurance Board (WSIB) and Ministry of Labour (MOL) / Ministry of Labour, Immigration, Training and Skills Development (MLITSD),^{xxxiv} if any staff injury, as applicable.
- If any external entities (e.g., emergency personnel, contractors, water supply companies, etc.) were involved in an emergency response, ensure the entities, and the RC, and FC, if any, are provided an opportunity to offer feedback,^{xxxv} if their representative was unable to attend the post emergency evaluation discussion.
 - Review the Code Grey **Plan**, i.e., Loss of Water; Loss of Potable Water and Boil Water Advisory (*EMERG-I-06b*), and add any recommendations for change to the Plan, to the written recommendations for improvement as outlined in Appendix F.
- Bring all **recommendations for improvement** of the Plan (*EMERG-I-06b*), to the Management Team meeting for discussion and determine with the team, which recommendations for improvement are approved or rejected. Record decisions about each recommendation on the “Loss of Water; Loss of Potable Water and Boil Water Advisory – Test Report and Evaluation”.
- Forward a copy of all documentation/records related to the Code Grey ~ Loss of Water; Loss of Potable Water and Boil Water Advisory, to the Administrator. Retain records.
- Review the Plan (*EMERG-I-06b*), and **update** as applicable, with any **approved** recommendations for improvement, **within 30 days** after the event was declared over.^{xxxvi}
Note: *If any changes were made to improve the plan, maintain a written record of the changes made.*^{xxxvii}
- **Complete Appendix G** ~ “Checklist for Code Grey Loss of Water; Loss of Potable Water and Boil Water Advisory” at the end of **each calendar year**.

Administrator/designate will:

- Address the **recovery** from the Emergency: ^{xxxviii}
 - Ensure completion of all records and follow-through activities.
 - Arrange for staff **training/retraining** to be updated and conducted, as required. (*Refer to the sections below.*)

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TRAINING – Emergency Plan ^{xxxix}

- BRHD staff, volunteers, and students will receive training on emergency plans during their orientation, and at least **annually** thereafter.^{xi}
- The training will be based on that staff member’s responsibilities, **prior to** that person performing his/her responsibilities.^{xii}
Note: In the event of an emergency or exceptional unforeseen circumstances, e.g., the new employee is being orientated on-site with another employee, the emergency training must be provided within one week of when the person begins performing their responsibilities.^{xiii}

STAFF RETRAINING ^{xliii}

- All staff will receive annual retraining / reassessment on the Emergency Plan through Surge Learning and related Qs and As.^{xliv xlv} If staff at that time, or at any time are assessed as requiring further retraining, this will be done by the employee’s supervisor in a manner considered appropriate, e.g., repeating the training, 1:1 etc..^{xlvi}
- During the annual testing of the emergency procedure, any staff assessed as requiring further training will be retrained, based on his/her responsibilities during the emergency procedure.^{xlvii}

Other Related Plan

- **Code Green Plan –Evacuation** (EMERG-I-02), found in the Emergency Manual.
Note: includes ‘Food and Fluid Emergency Plan’

APPENDICES

Appendix A: Notice Posting for Residents ~ Boil Water Advisory (6 copies)

Appendix B: General Notice ~ Boil Water Advisory (2 copies)

Appendix C1: Internal Memo: Contaminated Drinking Water ~ BOIL WATER ADVISORY

Appendix C2: Internal Memo: Possible Contaminated Water ~ Precautionary BOIL WATER ADVISORY

Appendix D: Handout ~ What to do During a Boil Water Advisory ^{xlvi}

Appendix E: Loss of Water Notice (6 copies)

Appendix F: Loss of Water; Loss of Potable Water and Boil Water Advisory - Test Report & Evaluation

Appendix G: Checklist for: Code Grey Loss of Water; Loss of Potable Water and Boil Water Advisory

*** Please make 1 copy of “Activation of the Plan”, pages 5-7 inclusive for the Command Centre Bag, Code Grey – Loss of Potable Water; and Boil Water Advisory (EMERG-I-06b) folder.**

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Appendix A: Notice Posting for Residents ~ Boil Water Advisory *(For each resident care Unit)*

ATTENTION RESIDENTS

**A “BOIL WATER ADVISORY”
is in effect for the Home.**



DO NOT DRINK OR INGEST TAP WATER.

**Use bottled water for
drinking and brushing teeth.**

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Appendix B: General Notice ~ Boil Water Advisory

ATTENTION

A “BOIL WATER ADVISORY” is in effect for the Home.

PLEASE

DO NOT DRINK THE WATER

or put any tap water in your mouth.



See staff for more information.

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Appendix C1: Internal Memo: Contaminated Drinking Water ~ BOIL WATER ADVISORY



INTERNAL COMMUNICATION

To: All staff

From:

Subject: Contaminated Drinking Water - BOIL WATER ADVISORY

Date:

Simcoe Muskoka District Health Unit, and the City of Barrie – Water Operations Branch, indicate that the drinking water is contaminated.

To ensure the safety of all persons at Bob Rumball Home for the Deaf, we are now under a

“BOIL WATER ADVISORY”

PLEASE

DO NOT DRINK OR INGEST THE WATER

- Residents are provided with bottled water to drink and brush their teeth.
- Dietary staff should use boiled tap water for food preparation and cooking.
- Tap water is safe for tub baths, bed baths (not showers), laundry, dishwasher use and flushing toilets.
- Alcohol based hand rub should be used for handwashing unless hands are visibly soiled.
 - Visibly soiled hands should be washed with soap and water.

If staff have potable drinking water at home, please bring in your own water to conserve bottled drinking water for residents.

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Appendix C2: Internal Memo: Possible Contaminated Water ~ Precautionary BOIL WATER ADVISORY



INTERNAL COMMUNICATION

To: All staff

From:

Subject: Possible Contaminated Water ~ “Precautionary BOIL WATER ADVISORY”

Date:

Simcoe Muskoka District Health Unit and the City of Barrie – Water Operations Branch confirm that the drinking water may be contaminated.

As a safety measure, the Home has implemented a

“Precautionary BOIL WATER ADVISORY”.

PLEASE

DO NOT DRINK OR INGEST THE WATER.

- Residents are provided with bottled water to drink and brush their teeth.
- Dietary staff should use boiled tap water for food preparation and cooking.
- Tap water is safe for tub baths, bed baths (not showers), laundry, dishwasher use and flushing toilets.
- Alcohol based hand rub should be used for handwashing unless hands are visibly soiled.
 - Visibly soiled hands should be washed with soap and water.

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Appendix D: Handout ~ **What to do During a Boil Water Advisory^{xlix} (2 pages)**

***Note:** Includes action to take after the boil water advisory is lifted¹*

If a Boil Water Advisory is issued, you should use bottled water or boiled tap water. This is because a BWA means that the water has, or could have, germs that can make you sick.

General Advice

- Use bottled or boiled water for drinking, for making ice, and to prepare and cook food.
- If bottled water is not available, use **boiled water**. To boil water:
 - Fill a pot with water
 - Bring water to a **full rolling boil for 1 minute**.
 - After boiling, allow the water to cool before use.
 - Pour the water into a clean container with a cover for storage.

***Note:** Boil tap water even if it is filtered. Filters typically do not remove bacteria or viruses.*

Preparing and cooking food

- Wash all fruits and vegetable with boiled water that has cooked or bottled water
- Bring water to a rolling boil for 1 minute before adding food to cook.
- Use boiled water or bottled water when preparing drinks, such as coffee, tea, and juice.
- Wash food preparation surfaces with boiled water.

Ice

- Do not use water or ice from ice trays, ice dispensers, or ice makers.
- Throw out all iced made with tap water.
- Make new ice with boiled or bottled water.

Handwashing

- Follow the guidance from SMDHU.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol.
 - If hands are visibly soiled, use tap **water and soap** to wash hands first, scrub and rinse under running water, followed by ABHR.

Bathing and showering

- Avoid showering, since residents may swallow water.
 - Consider giving them a sponge bath to reduce the chance of them swallowing water, unless otherwise directed by SMDHU.

Brushing teeth

- Brush teeth with boiled or bottled water. Do not use tap water, unless it has been boiled first.

Washing dishes

- If possible, use disposable plates, cups, and utensils during a boil water advisory.
- Dishwashers generally are safe to use if:
 - The water in BRHD dishwashers reaches a final rinse temperature of at least 150 degrees Fahrenheit (66°Celsius), and

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- The dishwasher has a sanitizing cycle.
- **If needed**, to wash dishes by hand:
 - Wash and rinse the dishes as you normally would using hot water.
 - In a separate basin/sink, add 1 teaspoon of unscented liquid bleach for each gallon of warm water.
 - Soak the rinsed dishes in the water for at least one minute.
 - Let the dishes air dry completely before using again.

Laundry

- Follow the direction of SMDHU. It is generally considered safe to wash and dry clothes as usual.

Cleaning

- Clean food preparation surfaces with boiled water.
- Wipe other surfaces with a disinfectant.
- Floors may be washed with tap water as normal.

Caring for any pets in the Home

- Pets can get sick from some of the same germs as people or spread germs to people.
- Give pets bottled water or boiled water that has cooled.

Caring for garden and houseplants

- Use tap water for household plants and gardens.

AFTER THE BOIL WATER ADVISORY is LIFTED ^{li}

Staff in all departments:

- Turn on all taps and flush water lines for at least **15** minutes before using the water.

Note: *Since this action is timed and needs to be done in an orderly manner, **make an announcement that all available staff should assist with opening taps and flushing the water.***

 - *Begin with the farthest facets in the Home (e.g., the end of the units), and then open the faucets. Move from the farthest end units, and proceed to the maintenance boiler room.*
 - *When all staff opening the faucets reach the maintenance area, start the timing.*
 - *Leave water running for 15 minutes.*
 - *After 15 minutes, turn off all faucets in reverse order, from the maintenance area to the end units.^{lii}*
- Clean and disinfect all surfaces that come into contact with water, such as countertops and sinks. ^{liii}

Dietary:

- Read and follow the manufacturer's instructions for flushing (at least 5 minutes), cleaning, and sanitizing containers that store drinking water, water filters, and **ice and water dispensers**.
- Ensure that any ice made from tap water has been thrown. Make new ice with fresh water, if not already made with boiled or bottled water.
- Wash all food preparation surfaces with clean water.

Maintenance:

- Run water softeners through a regeneration cycle. Follow the instructions from the manufacturer.

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Appendix E - Loss of Water Notice - (Post at entrances and in each Unit)

ATTENTION

There is **NO WATER**

from the main water supply for the Home.



The authorities have been contacted.

Measures are being taken to ensure the safety of residents, staff and others in the Home.

Please see staff for more information.

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Appendix F – Loss of Water; Loss of Potable Water and Boil Water Advisory - Test Report & Evaluation

Test & Evaluation for:

- Loss of Water (Y/N) _____; +/-or,
- Loss of Potable Water & Boil Water Advisory (Y/N) _____

Code Grey – Loss of “Essential Services” is to be tested **annually**. BRHD will test Loss of Hydro or Natural Gas every 3 years; **Loss of Water every 3 years**, and Loss of Communication every 3 years. The testing of the 3 different types of loss of essential services will be altered each year to ensure at least one loss of an essential service type is tested each year.^{iv} **Note: The Boil Water Advisory MUST be tested ANNUALLY.**

Date of emergency: _____ (MMM/DD/YYYY)
 Time emergency started: _____ AM / PM Time emergency declared over: _____ AM / PM

Instructions:

This report template is available for completion electronically. To be completed to the extent possible, by the **onsite FIW / MNES**, as soon as possible after the emergency is declared over. The following additional persons **if involved** in the emergency, are encouraged to participate and provide feedback: first person that became aware of/found the loss of Water; Loss of potable water +/-or the Boil Water Advisory; on-site manager(s), external entities (e.g., City of Barrie-Water Operations Branch; SMDHU),^{iv} and representatives from involved staff, resident, and family, as appropriate.

Attendees:

NAME	Position	NAME	Position

If **NOT** in attendance, list **external entities, involved as applicable**, e.g., City of Barrie-Water Operations Branch; SMDHU Great Lakes Water Solutions, etc., so they can be given the opportunity for feedback:

The following will provide a brief summary of the Code Grey emergency event: (who, when, where, what, action taken, observations made, and comments for improvement)

Who was the first person who became aware of/found the loss of water/ potable water &/or a BWA?
 _____ (Name)

Was Code Grey announced? Y/N _____

Name of FIW: _____ (MNES, another manager or CC1 or CC2 nurse)

Was the Administrator notified of the Code Grey? Y/N _____

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Name and position of FIW, e.g., MNES, manager, CC nurse? _____ (Name)
 _____ (Position)

- . Was the emergency declared over by the FIW? Y/N ____
- . If not, who declared the emergency over? _____
- . If the Code Grey was declared at the beginning of the emergency, was the "All Clear" announced when Code Grey was declared over? Y/N ____ (If not, please ensure that a staff member announces the All-Clear ASAP)

LOSS OF WATER	LOSS OF POTABLE WATER & BWA
1. What was the extend of loss of water . e.g., whole Home or part of Home? _____ _____	1. Was City of Barrie-Water Operations Branch, or SMDHU called? Y/N ____ If yes, by who? Response: _____ OR Who notified BRHD of a loss of potable water & BWA? _____
2. Who was notified of the water loss, e.g., City of Barrie-Water Operations Branch, contractor, etc.? _____ What was their response ? _____	2. Reason for loss of potable water and BWA , if known? _____ _____
3. Reason for loss of water , if known? _____ _____	3. Describe action taken: (include posting signage, internal memos, providing handouts, distributing bottled water, boiling water, implementation of Food and Fluid Emergency Plan, etc., as appropriate.) Refer to the FIW role and responsibilities. _____
4. Describe action taken: (include contractors & others who were directly involved) Refer to the FIW role and responsibilities, if desired. _____ _____ _____ _____ _____ _____ _____	_____ _____ _____ _____ _____ _____ _____ _____
Were the "Activities After Emergency is Over" completed as outlined, including flushing the water lines? Y/N: ____	

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Did anyone sustain one or more injuries? Y/N ____ *If yes, please complete chart below.*

Name (First / Last)	Position - resident, staff, visitor, etc.	Describe Injury	Treatment Provided

What went well?

What didn't go well?	Recommendation for improvement?

To be Notified (If needed and not yet done, please assign if possible)

- . **MLTC notified of the emergency?** Y/N ____ **Was a CIS report submitted?** Y/N ____
If no, assigned to: _____
- . **Resident's POA?** Y/N *Not applicable (N/A)?* ____ If required, assigned to: _____
- . **Resident's Physician?** Y/N *Not applicable (N/A)?* ____ If required, assigned to: _____
- . Do any **resident's** health records need to be updated? Y/N ____; If yes, assigned to: _____
- . **WSIB, MLTSD?** Y/N *Not applicable (N/A)?* ____ If required, assigned to: _____

In the chart below, list the equipment and supplies that were used during the emergency and need to be replaced, cleaned and/or returned. Identify who will complete that task.

Supplies/Equipment Used	Replace or Return	Assigned to:
Command Centre Bag supplies?		
Master key from CC1/CC2 med room?		
Bottled water, jugs, pumps?		

Did any person(s) experience distress as a result of the emergency? Y/N ____

If yes, list names of person(s) who experienced distress, and indicate whether emotional support was provided.

Person's name who experienced distress	Emotional Support Provided	Follow-through required

Signature of FIW: _____

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Signature of the FIW/ MNES completing the report: _____

Ensure a copy of this report and supporting documentation are forwarded to the Manager of Nutrition and Environmental Services, and the Administrator.

The remainder of the evaluation is to be completed by the MNES.

- Review the CIS report related to the emergency, that was submitted to the MLTC.
 - Make any amendments as required.
- Does WSIB, MOL/ MLITSD, or any other government body or entity need to be notified? Y/N _____. If yes, identify who will notify which entity. _____
- Were the entities who were involved in emergency response provided with an opportunity to offer feedback.^{lvi} Y/N _____. If no, who will ensure they are contacted and inquire if they have any feedback?

The **MNES** will ensure the review of the existing Code Grey Plan **annually** (for a **Loss of Water; Loss of Potable Water & BWA**) and discuss any recommendations for improvement **with the Management Team**. (Refer to recommendations as listed above, and any additional recommendations that were received.)

The following are the Authorized Recommendations for Change

#	Authorized Recommendations for Change, including any changes to Code Grey Plan ~ Loss of Hydro or Natural Gas, if any:	Assigned to	Date of Implementation
1.			
2.			
3.			
4.			

Note: Authorized changes for improvement are to be promptly implemented and documented.^{lvii}

The following are the Rejected Recommendations

#	Rejected Recommendations, if any:	Reason for Rejecting the Recommendation for Change
1.		
2.		
3.		

Code Grey Plan (EMERG–I–06b)

Within 30 days after the test is declared over, the emergency plan must be **reviewed and updated**, if necessary, based on the authorized recommendations.^{lviii}

If the Code Grey Plan (EMERG–I–06b) requires **updating**, assign to MNES: _____.

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If changes were made to the **Code Grey Plan ~ Loss of Water; Loss of Potable Water & BWA**, indicate how staff, volunteers, students, RC, FC if any, and external entities were involved / informed of **changes**, and will be given any **training / retraining**, as required.

Retain all supporting documentation, e.g., completed templates, changes made to the Plan, training records, etc.

- _____ New staff / volunteers & students will review updated emergency Plan as part of their **orientation**
- _____ Existing staff **Surge Learning updated, or retraining** by alternate method e.g., memo _____
- _____ Volunteers, Students, RC, FC if any, and relevant external entities given an opportunity for feedback and **advised of changes to the emergency plan**, which is available on BRHD's website, & internally in Emergency Manual, as appropriate.
- _____ If changes were made to emergency Plan, the revised Plan was updated in the Home's Emergency Manuals, and the electronic emergency Plan was sent to Fred /IT Specialist, for posting on the BRHD website and the former version of the Plan removed.

After a review of this form, is there any additional follow-through required? Y/N___

- If yes, identify what other task(s) need to be completed, and the assigned person to complete the task.

Tasks Need to be Completed:	Assigned to:

Retain this record as part of the Home's quality management activities.

Name of person(s) completing report:

MNES / designate: _____ (Print); _____ (Signature)

Ensure the Administrator has a copy of the completed evaluation and all relevant documentation.

Date of completion: _____ (within 30 days after the emergency was initiated).

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Appendix G: Checklist for Code Grey- Loss of Water; Loss of Potable Water and Boil Water Advisory

The MNES is responsible to ensure that:

- The **Code Grey Plan ~ Loss of Essential Services (EMERG-I-061, 06b (Loss of Water), or 06c) was TESTED at least annually** Y/N ____; **and the Boil Water Advisory portion of the EMERG-I-06b Plan, was tested ANNUALLY.**
- The Code Grey Plan referring to **Loss of Water** was **TESTED** at least **every three years** (Y/N) ____
- The **Code Grey “PLAN” EMERG-I-06b was reviewed**, and **updated** as necessary:
 - (a) at least **annually**, including the updating of all **emergency contact information of the entities**, (Y/N) ____; and
 - (b) **within 30 days** of the emergency being activated and declared over.^{lix}

Note: If the Code Grey Plan is changed, ensure the Emergency Manuals and the website have the most current version of the Plan.

- **The Code Grey – Boil Water Advisory will be tested/activated every year. Therefore, the full Code Grey Plan EMERG-I-06b, including loss of water / potable water & BWA will be reviewed annually. Ensure to retain the following records of the annual Code Grey Plan review:**

- date of discussion _____
- persons in attendance for discussion: _____
- Recommendations for Improvement: _____

- If recommendations are approved identify the changes; person to make the changes in the Plan; and save the changes made to the Plan (e.g., changes in red font)
- If recommendations for changes to the Plan are **rejected**, identify the recommendations rejected, and the reason why they were rejected. _____

- Ensure the **related documentation for all activation(s) & review(s) of the Code Grey Plan – Loss of Water; or Loss of Potable Water and Boil Water Advisory**, that **occurred in the calendar year** (planned and unplanned) are completed, compiled, and retained as per the retention requirements, including but not limited to:
 - The **Code Grey Test Report and Evaluation (Appendix F)**
 - The **debriefing** of staff, and volunteers and students, if any; ^{lx}
 - Any **changes made to the Code Grey Plan – Loss of Water; or Loss of Potable Water and Boil Water Advisory**, (when reviewed at least annually and 30 days after the emergency is activated), and
 - **When the emergency plan is changed, consultation with the entities**, ^{lxi} e.g., City of Barrie-Water Operations Branch; SMDHU, and the RC and FC, if any, as appropriate; and
 - Any related training/retraining records.

Number of **Code Grey - Loss of Water; Loss of Potable Water and BWA** emergencies **activated** or **tested** in the year? ____ (at minimum the **BWA** is tested /activated **annually**; and **Loss of Water every 3 years**)

Note: Ensure that the records of the **last Code Grey test related to Loss of Water**, is available on site.

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Identify any recommendations for improvement that will be **carried over to the next year** for prompt implementation:

#	Recommendation(s) carried over to next year	Reason for implementation delay	Assigned to	Date to be Implemented
1.				
2.				

Signature of the MNES: _____ Date: _____

Forward copy of completion form to the Administrator.

Endnotes

ⁱ O. Reg. 246/22 ss.268 (3).

ⁱⁱ O. Reg. 246/22. ss.268 (3)(b).

ⁱⁱⁱ O. Reg. 246/22. ss.268 (5).4.

^{iv} <https://www.hss.gov.nt.ca/en/services/avis-d%E2%80%99C3%A9bullition-de-l%E2%80%99eau/frequently-asked-questions-during-boil-water-advisory>

^v <https://www.hss.gov.nt.ca/en/services/avis-d%E2%80%99C3%A9bullition-de-l%E2%80%99eau/frequently-asked-questions-during-boil-water-advisory>

^{vi} <https://www.dictionary.com/browse/potable>

^{vii} <https://www.hss.gov.nt.ca/en/services/avis-d%E2%80%99C3%A9bullition-de-l%E2%80%99eau/frequently-asked-questions-during-boil-water-advisory>

^{viii} O. Reg. 246. ss.268 (4). ix.

^{ix} O. Reg. 246. ss.268 (10)(a).

^x O. Reg.246/22 ss.268 (8).

^{xi} O. Reg. 246/22 ss.268 (3).

^{xii} O. Reg. 246/22 ss.268 (3)(c).

^{xiii} O. Reg. 246/22 ss.268 (3)(a).

^{xiv} O. Reg.246/22. ss.268. (9).

^{xv} O. Reg.246/22. ss. 268. (10)(d).

^{xvi} O. Reg.246/22 ss.268 (3)(4)4 and 5.

^{xvii} O. Reg.246/22 ss.268 (7).

^{xviii} O. Reg. 246/22. ss.268(3)(b)

^{xix} [what happens if I drink contaminated water? - Search \(bing.com\)](#)

^{xx} O. Reg. 246. ss.268(4)3; and 6.

^{xxi} O. Reg. 246. ss.268(4)7.

^{xxii} O. Reg. 246. s.268(5)1.

^{xxiii} O. Reg. 246/22. s.268 (5). 4.

^{xxiv} [Drinking water advisories \(simcoemuskokahealth.org\)](#)

^{xxv} <https://foxbaltimore.com/news/local/how-to-flush-your-home-after-boil-water-advisory-is-lifted>

^{xxvi} [What To Do After A Boil Water Advisory Is Lifted \(aquaowaterfilters.com\)](#)

^{xxvii} O. Reg.246/22. s.268.(6).

^{xxviii} O. Reg. 246. s.268(6).

^{xxix} O. Reg.246/22. s.268.(9).

^{xxx} O. Reg. 246. s.115 (1)1.

^{xxxi} O. Reg.246/22. s.268.(13) (b).

^{xxxii} O. Reg.246/22. s.268.(13)(a).

^{xxxiii} O. Reg.246/22. s.268.(13) (c).

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xxxiv <https://www.ontario.ca/page/ministry-labour-immigration-training-skills-development>

xxxv O. Reg.246/22. s.268.(9).

xxxvi O. Reg.246/22. s.268.(8)(b).

xxxvii O. Reg.246/22. s.268.(10) (d).

xxxviii O. Reg.246/22. s.268.(13).

xxxix O. Reg.246/22. s.268.(14) (a)(b).

xl FLTCA. s. 82(2)8; and s.82(4).

xli FLTCA s.82(6).

xlii FLTCA. s, 82(3).

xliiii O. Reg.246/22. s.260.

xliv O. Reg.246/22. s.260.(1).

xlv O. Reg.246/22. s.268.(14) (a)(b).

xlvi O. Reg.246/22. s.260.(3).

xlvii O. Reg.246/22. s.260.(3)(b).

xlviiii [Boil Water Advisory | Water, Sanitation, & Hygiene-related Emergencies & and Outbreaks | Healthy Water | CDC](#). Aug. 10, 2021.

xlviix [Boil Water Advisory | Water, Sanitation, & Hygiene-related Emergencies & and Outbreaks | Healthy Water | CDC](#). Aug. 10, 2021.

¹ [Boil Water Advisory: How to Use Water Safely in Your Home \(alberta.ca\)](#)

ⁱⁱ [Boil Water Advisory: How to Use Water Safely in Your Home \(alberta.ca\)](#)

ⁱⁱⁱ <https://foxbaltimore.com/news/local/how-to-flush-your-home-after-boil-water-advisory-is-lifted>

ⁱⁱⁱⁱ [What To Do After A Boil Water Advisory Is Lifted \(aquaowaterfilters.com\)](#)

liv O. Reg.246/22. s.268.(10)(b).

lv O. Reg. 246/22 s.268(9).

lvi O. Reg.246/22. s.268.(9).

lvii O. Reg. 246/22. 168.(2) 6. ii.

lviii O. Reg.246/22. s.268.(8).

lix O. Reg.246/22 s.268 (8).

lx O. Reg.246/22 s.268 (13).

lxi O. Reg.246/22. s.268.(3).