

Facilities Ancillary Services Best Practice

Boil Water Advisory

INTRODUCTION (Purpose and Importance)

- The purpose of this best practice is to provide guidance when an official “Boil Water Advisory” has been issued impacting one or more VIU campuses. The intent of any and all water provided during the boil water advisory, would be of a last resort supplementary basis, and not intended to fully replace water usually provided by the water purveyor. Students, staff and visitors should also be encouraged to bring water and water bottles from home.

Authority:

- The authority for instigating a Boil Water Advisory belongs to the water purveyor. For the Nanaimo Campus this is the City of Nanaimo.

Notification:

- After announcement by the water purveyor, individuals will ensure that their own emergency chain of command is aware of the advisory.
- The Campus Administrator, University Relations, Health & Safety Services, Facilities, Food Services, Baking/Culinary Arts and Student Residences are the key initial internal groups to be notified. (campus dependent)
- The first “Mass Notification System Operator” able to access mass notifications systems will place a push notification on the VIU Safety Application as well as notice on the “Communication Web Management System” on the web sites or digital signage as appropriate.

Responsibilities of Facilities staff:

- Arrange for signage to be placed on water fountains and other sinks where drinking water may be accessed. Bag water fountains where possible. Shut off valves servicing water fountains where possible. Signage to read – “Out of Order until Further Notice Due to a Boil Water Advisory. For more information contact Facility Services at 250-740-6500”
- Subject to perceived length of Advisory, the Director of Facilities will determine whether to arrange for delivery of “Five Gallon Water Dispensers” and full bottles to campus impacted (quantity to be planned in advance for each location):
 - Nanaimo Campus locations:
 - B110 – one station (2 Bottles)
 - B185 Second Floor – two stations (6 Bottles)
 - B190 – one station (3 Bottles)
 - B300 Cafeteria – two stations (6 Bottles)
 - B360 third floor – one station (2 Bottles)
 - Student Residences – 15 Stations (30 Bottles)
 - Parksville Campus Office – one station (2 Bottles)
 - GR Paine Office – not an issue as currently on bottled water
 - Milner Gardens – one station (2 Bottles)

- Powell River – one station (3 Bottles)
- Cowichan Campus – one station (4 Bottles)
- Cowichan Trades Centre – one station (4 Bottles)
- Deep Bay – one station (2 Bottles)

Responsibilities of Food Services staff:

- Subject to perceive length of Advisory, the Director of Ancillary Services will determine whether to approach VP Admin & Finance for permission to distribute single serving bottled water.
- Signage indicating Boil Water Advisory should be displayed in both Cafeterias
- Water fountains/bottle filling stations should be taped/bagged to stop their use and fountain pop should not be used during the advisory. Ice machines can be used to produce ice for non-potable use such as required for Food safe. These ice machines need to be well signed to ensure no consumption.
- Coffee and hot drinks should be prepared at a temperature of 70-80 degrees C and held for 5 minutes before serving.
- Ensure all food services contractors (Coffee and Subway for example) are advised.
- Boil water for cooking

Responsibilities of University Relations staff:

- Provide information to the VIU Community where possible, outlining where they can receive more information about the Boil Water Advisory.
- Notify the VIU Community when advisory is lifted.

Responsibilities of Health & Safety staff:

- Provide notice to Facilities and University Relations when an Advisory is contemplated, or when officially issued, or when lifted.
- Keep in touch with Water Purveyors to determine estimated length of Advisory, and subsequently when the Advisory is lifted.
- Monitor sites for compliance with this Best Practice.
- Provide advice and assistance for specific Health and Safety related issues related to the Boil Water Advisory.

Responsibilities of Student Residences staff:

- Arrange for signage to be placed on water fountains and other kitchen area sinks where drinking water may be accessed. Shut off valves servicing water fountains where possible. Suggested signage to read – “Out of Order until Further Notice Due to a Boil Water Advisory”
- Assist Facilities staff with the placements of water bottles and stations

Lifting of Boil Water Advisory

- University Relations will inform all stakeholders that the advisory has been lifted.
- Facilities will remove signs placed and turn back on valves and uncover fountains. Filters will be replaced prior to the use of fountains where applicable. Lines should be flushed to each device previously shut down. Bottles and fill stations will be collected and placed back in storage.
- Food Services will remove signs, flush, clean and start up disabled systems including ice machines and pop fountains. Ice machines should have all ice removed that was created during the boil water advisory before flushing and cleaning.
- A Mass Notification Operator will send an All Clear push notification message on the VIU Safety App as well as clear the notices in the Communication Web Management System.
- Student Residences Staff will assist Facilities with the gathering of the stations and water bottles at the housing site.

- All key personal will review this best practice and advise of improvements after each event.

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