

REGIONAL DISTRICT OF NANAIMO

Water Service Area Annual Report 2016



Descanso Bay Regional Park

Water System

June 2017

REGIONAL DISTRICT OF NANAIMO
Water & Utility Services Department

6300 Hammond Bay Rd, Nanaimo, BC Canada V9T 6N2 | Ph 250-390-6560 | Fax 250-390-1542



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1. Introduction

The following annual report describes the Descanso Bay Regional Park Water System and summarizes the water quality, the completed and proposed maintenance activities, Operator Certification, the Emergency Response Plan, and the Cross Connection Control Program for 2016. This report is to be submitted to Island Health by the Spring of 2017.

2. Descanso Bay Regional Park Water System

The Regional District acquired the Descanso Bay Regional Park property in 2002 from the Coastal Community Credit Union. The park is accessed from Taylor Bay Road and comprises an area of 16 hectares (40 acres) on the west side of Gabriola Island. There are 5 standpipes (taps) for drinking water supply at the campground, including one at the Park Office (caretaker's residence). The water source comes from one groundwater well located within the park. The water is filtered, disinfected with ultraviolet radiation, and stored in one cistern. The on-site water treatment system was installed in 2010. A portable generator is available for emergency power outages. A map of the Descanso Bay Regional Park Water System is provided in Appendix A for reference.

2.1 Groundwater Well

The Descanso Bay Regional Park well is 54.8 metres deep and located approximately 50 metres east of the caretaker's residence. The well water is filtered with a 5 and 10 micron filter, and then disinfected with UV (ultraviolet) radiation.

2.2 Reservoir

One polyethylene cistern is located behind the pumphouse next to the caretaker's residence. The cistern has a capacity of 9.0 m³ (2,000 imperial gallons).

2.3 Distribution System

The water distribution system is comprised of 675 metres of 3-inch PVC (poly-vinylchloride) pipe. There are no fire hydrants in this water system. There are five standpipes from which to draw drinking water in the campground (also known as yard hydrants).

**Descanso Bay Regional
Park Pumphouse
(cistern is located behind
the pumphouse)**



3. Water Sampling and Testing Program

Water sampling and testing is carried out monthly from a standpipe in the water system. The following table includes a summary of all testing:

Timing	Location	Tests
Monthly (from May to Sept)	BC Centre for Disease Control	Total coliforms, E.Coli
Quarterly (from Oct to April)	BC Centre for Disease Control	Total coliforms, E.Coli
Annually (October)	Maxxam Labs	Complete potability testing of raw well water at wellhead, including UV Transmittance
Annually (May)	Maxxam Labs	Complete potability testing of treated water

4. Water Quality - Source Water and Distribution System

Water quality testing results for both the source water and distribution system (for the period January 2016 to March 2017) are provided at the end of this report under Appendix B. Bacteriological results are posted on the Island Health website at:

http://www.healthspace.ca/Clients/VIHA/VIHA_Website.nsf/Water-Samples-Frameset?OpenPage, then click on [Gabriola Island](#), then click [Descanso Bay Regional Park](#).

5. Water Quality Inquiries and Complaints

No complaints were received from the Descanso Bay Regional Park Water System in 2016. Inquiries were limited to seasonal campground hours.

Standpipe for water supply in Descanso Bay Regional Park



6. Groundwater Production and Consumption

The volume of groundwater pumped from the Descanso Bay Regional Park well is not metered, but the water consumption at the standpipes is estimated to be 450 cubic metres per year. The campground is only used seasonally, but the caretaker lives on-site year round.

7. Maintenance Program

A daily pump station inspection is carried out to reduce or eliminate the risk of contamination and system failure. Watermains are flushed once annually in the Spring.

The water storage cistern is drained every Fall and then cleaned in the Spring before it is put back into service. The campsite and caretaker’s residence run off a smaller pressure tank in the winter.

Twenty-four hour on-call coverage is in place to respond to water system emergencies and alarms.

8. Operator Certification

The Regional District Water & Utility Services staff are comprised of one Manager, one Project Engineer, one Engineering Technologist, one Chief Operator, and seven certified Level 2 Water Distribution System Operators. The Park Operator has the Small Water Systems Operator certification. The operators receive ongoing training and certification in:

- | | | |
|----------------------------|---|----------------------------|
| ✓ Water Treatment | ✓ Chlorine Handling | ✓ Confined Space Awareness |
| ✓ Water Distribution | ✓ WHMIS (Workplace Hazardous Material Information System) | ✓ Traffic Control |
| ✓ Wastewater Collection | ✓ TDG (Transportation of Dangerous Goods) | ✓ Fall Protection |
| ✓ Cross Connection Control | | ✓ First Aid |
| ✓ Asbestos Awareness | | |

9. Water System Projects

9.1 2016 Completed Studies & Projects

- Updated the Emergency Response Plan;
- Reviewed the options available for measuring groundwater production;
- Drained the water storage cistern for the winter;
- Completed an “Existing Use Groundwater Application” to Ministry of Forests, Lands and Natural Resource Operations (FLNRO);
- Achieved two Operators’ Backflow Assembly Tester re-certification; and
- Updated the Standard Operating Procedures.

9.2 2017 Proposed Projects & Upgrades

- Clean and fill the water storage cistern for the summer;
- Update the Emergency Response Plan; and
- Continue quality control through regular testing and monitoring of water system.

10. Emergency Response Plan

The Regional District Emergency Response Plan (ERP) contains procedures and contact information to efficiently respond to water system emergencies such as contamination of water supply, loss of supply, and pump failure. The ERP was reviewed and updated in 2016, and copies are available on our website, at each RDN office, in each pumphouse, and in each Water Services vehicle. A copy of the ERP is also attached to this report in Appendix C.

11. Cross Connection Control

In 2012, *Regional District of Nanaimo Water Use Regulation Bylaw No. 1654* was adopted which includes enhanced cross connection control and backflow protection wording. A separate Cross Connection Control bylaw was deemed not to be required. Two RDN Operators achieved their Backflow Prevention Tester re-certification in 2016. The RDN Chief Operator has been designated as the Cross Connection Control Manager.

12. Closing

An annual report for the year 2017 will be prepared and submitted to Island Health in the Spring of 2018. The Descanso Bay Regional Park Water System Annual Reports are also available on our website at www.rdn.bc.ca in the SERVICES section, under “Parks” then “Regional Parks and Trails”.

North
Cove



APPENDIX A

**MAP OF DESCANSO BAY REGIONAL PARK
WATER SYSTEM**

DESCANSO BAY REGIONAL PARK
WATER SYSTEM

Descanso Bay Regional Park



APPENDIX B

WATER QUALITY TESTING RESULTS

DESCANSO BAY REGIONAL PARK WATER SYSTEM



Facility Location:

595 Taylor Bay Road
Gabriola Island

Facility Information:

Facility Type: DWS

Facility Sampling History:

<u>Location</u>	<u>Date</u>	<u>Total Coliform</u>	<u>E. Coli</u>
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	3-May-2017	L1	L1
Standpipe #4, 595 Taylor Bay Road	3-May-2017	L1	L1
Standpipe #4, 595 Taylor Bay Road	3-May-2017	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	24-Apr-2017	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	19-Apr-2017	L1	L1
Standpipe #4, 595 Taylor Bay Road	19-Apr-2017	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	21-Oct-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	21-Oct-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	21-Oct-2016	L1	L1
AUDIT Descanso Bay Regional Park (Manager's Cabin), 595 Taylor Bay Road	14-Sep-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	8-Sep-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	8-Sep-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	8-Sep-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	3-Aug-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	3-Aug-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	3-Aug-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	6-Jul-2016	L1	L1

Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	6-Jul-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	6-Jul-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	11-May-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	11-May-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	11-May-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	6-Apr-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	6-Apr-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	6-Apr-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	3-Feb-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	3-Feb-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	3-Feb-2016	L1	L1
Descanso Bay - Stand pipe #5, 595 Taylor Bay Road	21-Jan-2016	L1	L1
Standpipe #3 - Descanso Bay , 595 Taylor Bay Road	21-Jan-2016	L1	L1
Standpipe #4, 595 Taylor Bay Road	21-Jan-2016	L1	L1

Interpreting Sample Reports

In VIHA, the results of drinking water sampling are reported using the following coding system:

L1 Less than 1 (no detectable bacteria) - Meaning: No bacteria present

OG Overgrown - Meaning: Too many background bacteria to give an accurate count

EST Estimated Count

A Sample not tested; Too long in transit

C Sample leaked/broken in transit

D Sample not tested; No collection date given

T Sample submitted unsatisfactory. Exceeded 30 hours holding time, please resample.

NS No sample received with requisition

CDWG=Canadian Drinking Water Guidelines
OG= Operational Guidance Value

MAC=Maximum Acceptable Concentration
AO= Aesthetic Objective.



Red font indicates non-compliance with Canadian Drinking Water Guidelines

	Units	CDWG		Nov. 14 2012	Dec. 3 2013	April 8 2014	Nov. 12 2014	May 16 2016	October 4 2016
Miscellaneous Inorganics									
Fluoride	mg/L	1.5	MAC	0.34	0.22	0.26	0.58	0.032	0.28
Alkalinity (total as CaCO ₃)	mg/L			140	140	140	150	148	144
Anions									
Dissolved Sulphate	mg/L	500	AO	6.5	5.9	5.5	6.8	6.13	5.9
Dissolved Chloride	mg/L	250	AO	13.4	14.8	14	13.6	14	14
Nitrite	mg/L	1	MAC	<0.05	<0.05	<0.05	<0.05	<0.0050	<0.0050
Miscellaneous									
Apparent Colour	Colour Unit			3	<5	5	6	10	5
Nutrients									
Total Ammonia	mg/L			<0.01	<0.020	<0.02	<0.02	0.0067	0.015
Physical Properties									
Conductivity	µS/cm			322	314	312	338	322	323
pH	pH	6.5:8.5	AO	8.1	8	8	8.1	8.34	8.25
TDS	mg/L	500	AO	188	192	190	196	184	190
Turbidity	NTU			<0.5	<0.5	0.5	<0.5	0.4	0.18
Microbiological Parameters									
E.coli	MPN/100mL	1	MAC	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Total Coliforms	MPN/100mL	1	MAC	12.4	<1.0	<1.0	<1.0	53.1	1
Calculated Parameters									
Total Hardness (CaCO ₃)	mg/L			53	56	60	46	55.2	52.4
Nitrate	mg/L	10	MAC	<0.05	<0.05	<0.05	<0.05	<0.020	<0.020
Elements									
Total Mercury	mg/L	0.001	MAC	<0.0001	<0.00001	<0.00001	<0.00001	<0.00001	<0.00001
Total Metals									
Total Aluminum	mg/L	0.1	OG	0.004	<0.010	0.028	0.013	0.0036	0.0073
Total Antimony	mg/L	0.006	MAC	<0.0001	<0.0002	<0.0005	<0.0001	<0.0005	<0.0005
Total Arsenic	mg/L	0.01	MAC	0.00113	0.00121	0.00151	0.00113	0.00139	0.00123
Total Barium	mg/L	1	MAC	0.00037	0.00041	0.00042	0.00079	<0.001	<0.001
Total Beryllium	mg/L			<0.00005	<0.00010	<0.00025	<0.00005	<0.0001	<0.0001
Total Bismuth	mg/L			<0.0001	<0.0002	<0.0005	<0.0001	<0.001	<0.001
Total Boron	mg/L	5	MAC	0.193	0.134	0.159	0.282	0.21	0.161
Total Cadmium	mg/L	0.005	MAC	<0.00001	<0.00002	<0.00005	<0.00001	<0.00001	<0.00001
Total Chromium	mg/L	0.05	MAC	<0.0005	<0.0010	<0.0025	<0.0005	<0.001	<0.001
Total Cobalt	mg/L			<0.0001	<0.0002	<0.0005	<0.0001	<0.0005	<0.0005
Total Copper	mg/L	1	AO	0.0104	0.0029	0.0011	0.0017	0.00627	0.00448
Total Iron	mg/L	0.3	AO	0.006	0.008	0.028	0.013	0.0313	0.0145
Total Lead	mg/L	0.01	MAC	0.0004	0.0004	0.0005	0.0002	0.00044	0.00045
Total Manganese	mg/L	0.05	AO	0.0004	0.0044	0.034	0.0022	0.0033	0.0059
Total Molybdenum	mg/L			0.00242	0.0013	0.00161	0.00486	0.002	0.0019
Total Nickel	mg/L			<0.0002	<0.0004	<0.0010	<0.0002	<0.001	<0.001
Total Selenium	mg/L	0.05	MAC	<0.0001	<0.0002	<0.0005	<0.0001	<0.0001	<0.0001
Total Silicon	mg/L			9.7	9.6	10.3	8.28	10.8	10.1
Total Silver	mg/L			<0.00001	<0.00010	<0.00025	<0.00005	<0.00002	<0.00002
Total Strontium	mg/L			0.0588	0.0603	0.0638	0.0507	0.0591	0.0575
Total Thallium	mg/L			<0.00001	<0.00002	<0.00005	<0.00001	<0.00005	<0.00005
Total Tin	mg/L			0.0001	<0.0002	<0.0005	0.0008	<0.005	<0.005
Total Titanium	mg/L			<0.0005	<0.0010	<0.0025	0.0006	<0.005	<0.005
Total Uranium	mg/L	0.02	MAC	0.00001	<0.00002	<0.00005	0.00002	<0.0001	<0.0001
Total Vanadium	mg/L			0.0002	0.0002	<0.0005	0.0005	<0.005	<0.005
Total Zinc	mg/L	5	AO	0.0074	0.0048	0.0113	0.0054	0.0092	0.006
Total Zirconium	mg/L							<0.0005	<0.0005
Total Calcium	mg/L			16.9	17.6	19	15	17.4	16.4
Total Magnesium	mg/L			2.75	2.93	3.11	2.04	2.85	2.76
Total Potassium	mg/L			0.2	<0.2	<0.5	<0.1	0.14	0.133
Total Sodium	mg/L	200	AO	60.4	53.2	59.6	63.9	57.3	53.4
Total Sulphur	mg/L							<3.0	<3.0
UV Transmittance	%/cm			94.9		95.4	95.8	94.9	

CDWG=Canadian Drinking Water Guidelines
OG= Operational Guidance Value

MAC=Maximum Acceptable Concentration
AO= Asthetic Objective.

Red font indicates non-compliance with Canadian Drinking Water Guidelines

	Units	CDWG		Nov 14 2012	June 10 2013	April 8 2014	Nov 12 2014	May 16 2016	October 4 2016
Miscellaneous Inorganics									
Fluoride	mg/L	1.5	MAC	0.35	0.29	0.21	0.39	0.29	0.29
Alkalinity (total as CaCO ₃)	mg/L			140	150	140	150	147	141
Anions									
Dissolved Sulphate	mg/L	500	AO	6	5.7	5.6	6.4	5.79	6.1
Dissolved Chloride	mg/L	250	AO	13.5	13	14.5	14.2	14	14
Nitrite	mg/L	1	MAC	<0.05	<0.05	<0.05	<0.05	<0.0050	<0.0050
Miscellaneous									
Apparent Colour	Colour Unit			3	5	5	5	10	5
Nutrients									
Total Ammonia	mg/L			<0.01	0.03	<0.02	<0.02	0.0055	0.01
Physical Properties									
Conductivity	µS/cm			320	302	312	335	322	323
pH	pH	6.5:8.5	AO	8.1	8	8	8.1	8.34	8.24
TDS	mg/L	500	AO	182	194	186	196	170	200
Turbidity	NTU			<0.5	<0.5	<0.5	<0.5	<0.10	0.16
Microbiological Parameters									
E.coli	MPN/100mL	1	MAC	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Total Coliforms	MPN/100mL	1	MAC	<1.0	<1.0	<1.0	<1.0	<1.0	<1.0
Calculated Parameters									
Total Hardness (CaCO ₃)	mg/L			<1.0	52	57	51	56	52.2
Nitrate	mg/L	10	MAC	<0.05	<0.05	<0.05	<0.05	<0.020	<0.020
Elements									
Total Mercury	mg/L	0.001	MAC	<0.0001	<0.00001	<0.00001	<0.00001	<0.00001	<0.00001
Total Metals									
Total Aluminum	mg/L	0.1	OG	0.004	<0.005	<0.025	0.009	0.0037	0.0048
Total Antimony	mg/L	0.006	MAC	<0.0001	<0.0002	<0.0005	<0.0001	<0.0005	<0.0005
Total Arsenic	mg/L	0.01	MAC	0.00111	0.0012	0.00125	0.00116	0.00144	0.00119
Total Barium	mg/L	1	MAC	0.00046	<0.001	<0.00025	0.00065	<0.001	<0.001
Total Beryllium	mg/L			<0.00005	0.00008	<0.00025	<0.00005	<0.0001	<0.0001
Total Bismuth	mg/L			<0.0001	<0.001	<0.0005	<0.0001	<0.001	<0.001
Total Boron	mg/L	5	MAC	0.19	0.202	0.142	0.226	0.208	0.151
Total Cadmium	mg/L	0.005	MAC	<0.00001	<0.00001	<0.00005	<0.00001	<0.00001	<0.00001
Total Chromium	mg/L	0.05	MAC	<0.0005	0.0013	<0.0025	<0.0005	<0.001	<0.001
Total Cobalt	mg/L			<0.0001	<0.00002	<0.0005	<0.0001	<0.0005	<0.0005
Total Copper	mg/L	1	AO	0.0119	0.012	0.0023	0.003	0.0105	0.00445
Total Iron	mg/L	0.3	AO	0.008	<0.010	<0.010	0.019	0.0121	0.0071
Total Lead	mg/L	0.01	MAC	0.0003	0.0002	<0.0005	<0.0001	0.00025	<0.0002
Total Manganese	mg/L	0.05	AO	0.0004	<0.0050	0.025	<0.0010	<0.001	0.0045
Total Molybdenum	mg/L			0.00246	0.0025	0.00135	0.00363	<0.002	0.0018
Total Nickel	mg/L			<0.0002	<0.001	<0.0010	<0.0002	<0.001	<0.001
Total Selenium	mg/L	0.05	MAC	<0.0001	<0.0006	<0.0005	<0.0001	<0.0001	<0.0001
Total Silicon	mg/L			<0.02	8.33	9.52	8.97	11.1	9.82
Total Silver	mg/L			<0.00001	<0.00001	<0.00025	<0.00005	<0.00002	<0.00002
Total Strontium	mg/L			0.0597	0.057	0.0589	0.0555	0.0588	0.0576
Total Thallium	mg/L			<0.00001	<0.00001	<0.00005	<0.00001	<0.00005	<0.00005
Total Tin	mg/L			<0.0001	<0.0001	<0.0005	0.0005	<0.005	<0.005
Total Titanium	mg/L			<0.0005	<0.0010	<0.0025	<0.0005	<0.0005	<0.005
Total Uranium	mg/L	0.02	MAC	0.00002	<0.0004	<0.00005	0.00001	<0.0001	<0.0001
Total Vanadium	mg/L			0.0003	0.0004	<0.0005	0.0005	<0.005	<0.005
Total Zinc	mg/L	5	AO	0.0121	0.011	0.0137	0.0071	0.0114	0.0072
Total Zirconium	mg/L							<0.0005	<0.0005
Total Calcium	mg/L			<0.05	16.2	17.9	16.4	17.7	16.4
Total Magnesium	mg/L			<0.04	2.7	2.87	2.4	2.86	2.71
Total Potassium	mg/L			<0.1	0.11	<0.5	<0.1	0.146	0.13
Total Sodium	mg/L	200	AO	<0.1	54.3	54.5	62.1	58.2	52.2
Total Sulphur	mg/L							<3.0	<3.0

APPENDIX C

EMERGENCY RESPONSE PLAN

EMERGENCY RESPONSE PLAN

REGIONAL DISTRICT
OF NANAIMO

WATER SYSTEMS



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Prime Responsibilities

- Provide safe drinking water.
- Provide potable water for sanitation purposes.
- Provide water for fire suppression.
- Prevent unnecessary loss of stored water.
- Restore the integrity of the entire water system as soon as possible.
- Maintain integrity and quality of supply.

Emergency Response and Recovery Actions

- Analyze the type and severity of the emergency.
- Provide emergency assistance to save lives.
- Reduce the probabilities of additional injuries or damage.
- Provide situational reporting to appropriate agencies as required.
- Perform emergency repairs based on priority demand.
- Return system to normal levels. (recovery)
- Evaluate response and preparedness plan.
- Revise plan as necessary.
- Provide maps, notices, and direction necessary for water recovery.

Communication Checklist

In an emergency it will be important to contact the key people shown below. This will help reduce confusion and assist in ensuring any important messaging is done so correctly and quickly.

IF REQUIRED, CONTACT EMBC or Island Health BEFORE
MAKING THE FOLLOWING CONTACTS AS PER THE EMERGENCY PLANS

RDN Priority Contacts

MANAGER OF WATER SERVICES	CHRIS MIDGLEY (250) 729-5173
WATER SERVICES PROJECT ENGINEER	GERALD ST. PIERRE (250) 713-6957
MGR. REGIONAL & COMMUNITY UTILITIES	RANDY ALEXANDER (250) 729-5073
COMMUNICATIONS COORDINATOR	CHRISTINA GRAY (250) 390-4111
EMERGENCY COORDINATOR (or alternate)	ERICA BEAUCHAMP (250) 668-2167

Key Communication Options

Management Support

- Contact Electoral Area Director
- Contact the local radio station and provide a brief message if public health and safety are at risk. Follow up with a press release.

Field Staff Support

- Post notices on household front doors.
- Attach warning signs to existing Watering Restriction signs in each community.
- Put up roadside signage at the entrance to the community.

Administrative Support

- Provide information message on the RDN web site & social media.
- Review after hours office and voice mail messaging.
- Provide notification to other RDN staff.

Emergency Contact Numbers

Personnel Contacts

<i>Name</i>	<i>Position</i>	<i>Phone / Cell</i>
Dave Welz	Chief Operator	(250) 927-0295
Heather Dorken	Utilities Technician III	(250) 927-1452
Brian Hale	Utilities Technician III	(250) 951-8354
Randy Stearman	Utilities Technician II	(250) 927-1178
Brad Lancaster	Utilities Technician II	(250) 927-1849
Lyndon Jaworski	Utilities Technician II	(250) 954-8351
Greg Roberts	Utilities Technician II	(250) 927-1902
Shane Phillips	Utilities Technician II	(250) 927-4318
Chris Midgley	Manager of Water Services	(250) 729-5173
Gerald St. Pierre	Project Engineer, Water Services	(250) 713-6957
Deb Churko	Engineering Technologist	(250) 619-8851
Jack Eubank	Bylaw Officer <i>(Emerg. Coord. Alternate- 24hrs)</i>	(250) 713-4872
Brian Brack	Bylaw Officer <i>(Emerg. Coord. Alternate- 24hrs)</i>	(250) 714-3987

Electoral Area Directors

Electoral Area	Director	Phone	E-mail Address
A	Alec McPherson	250-722-9472	alecmcpherson@shaw.ca
B	Howard Houle	250-247-8250	howard.houle@rdn.bc.ca
C	Maureen Young	250-754-5896	maureen_young@shaw.ca
E	Bob Rogers	250-468-9986	bob.rogers@rdn.bc.ca
F	Julian Fell	250-248-4296	fjfell.at.rdn@gmail.com
G	Joe Stanhope	250-248-6401	jstanhope@shaw.ca
H (Chair)	Bill Veenhof	778-424-2810	bill.veenhof@shaw.ca

Government Agency Contacts

Ministry of Environment	Nanaimo	(250) 751-3100
Department of Fisheries and Oceans	Nanaimo	(250) 754-0230
Emergency Management BC (EMBC) and Dangerous Goods Spills (formerly PEP)	Victoria	1-800-663-3456
Island Health (Environmental Health Officer)	Parksville	(250) 947-8222
<ul style="list-style-type: none"> • Bill Wrathall- French Creek and San Pareil Water Systems • Elizabeth Thomson- Surfside, Melrose, Whiskey Creek, Westurne Heights, and Horne Lake Water Systems 		
Island Health (Environmental Health Officer)	Nanaimo	(250) 755-6215
<ul style="list-style-type: none"> • Tim Bilyk- Decourcey Water System • Anthony Griffin- Englishman River Community Water System and Nanoose Bay Peninsula Water System • Jill Lucko- Descanso Bay and Rollo McClay Water Systems • Murray Sexton, Public Health Engineer • Dr. Paul Hasselback, Medical Health Officer 		(250) 755-6293 (250) 739-6304 or after hours 1-800-204-6166
City of Parksville		(250) 248-5412
<ul style="list-style-type: none"> • Chief Operator, Scott Churko 		(250) 927-1856 (cell)
Town of Qualicum Beach		(250) 752-6921
<ul style="list-style-type: none"> • Foreman, Cam Purdon 		(250) 927-1144 (cell)
District of Lantzville		(250) 390-4006
<ul style="list-style-type: none"> • Superintendent, Fred Spears 		(250) 713-0980 (cell)
North Cedar Improvement District		(250) 722-3711

Government Agency Contacts Cont'd

Islands Trust Organization (Main office)	Gabriola Isl	(250) 247-2063
<ul style="list-style-type: none"> Trustee Melanie Mamoser Trustee Heather O'Sullivan 	Gabriola Isl	(250) 247-2008
	Gabriola Isl	(250) 247-9574

Emergency Services

Hospital	Nanaimo	(250) 754-2141
	Parksville ph.	(250) 248-2332 (Nan hospital)
	Oceanside Ctr	(250) 951-9550
	Gabriola Clinic	(250) 247-9922
Ambulance	Nanaimo	911 or (250) 758-8181
	Parksville	911 or (250) 248-3511
Police	Nanaimo	911 or (250) 754-2345
	Parksville	911 or (250) 248-6111
	Gabriola Isl	911 or (250) 247-8333
Fire Department	Parksville	911 or (250) 248-3242
	Coombs-Hilliers	911 or (250) 752-2144
	Nanoose Bay	911 or (250) 468-7141
	Qualicum Beach	911 or (250) 752-6921
	Cedar	911 or (250) 722-3122
	Gabriola Isl	911 or (250) 247-5601

Priority Services

BC Hydro (Qualicum Beach number)	(250) 752-8012 or
BC Hydro (Power Outages & Electrical Emergencies)	1-888-769-3766
Telus	(250) 811-2323 or
<ul style="list-style-type: none"> Paul McGrath cell 248-0983 	(250) 741-7713 or 741-7716
FortisBC (Teresen Gas)	(250) 248-4880
Shaw Cable (Nanaimo)	(250) 754-5571
CP Rail	1-800-716-9132
French Creek Pollution Control Centre	(250) 248-5794
Chlorine Manufacturer (Brentagg)	1-800-661-1830

Community Contacts

District 69 School Board Office	(250) 248-4241
Nanoose Bay School	(250) 468-7414
Nanoose Children's Centre	(250) 468-1784
Nanoose Place	(250) 468-5339
Nanoose Post Office	(250) 468-7722
Canadian Forces Base Nanoose	(250) 756-5021 or 468-5004
	or (250) 468-2260 (MP Stn-24hr)
Descanso Bay Reg Park Operator(1)- Calvin Nguyen	(250) 713-4571
Descanso Bay Reg Park Operator(2)- Jessica Sedlock	(778) 806-0897
Horne Lake Reg Park Operator- Bill Woodhouse	(250) 927-4790

Excavation Services

Shoreline Equipment (Doug Penny)	(250) 468-7759 or 755-9502
Rite on Time Excavation & Trucking (Cody)	(250) 927-1645
Degnen Excavators (Gabriola Isl)	(250) 247-8817

Electrical Contractors

Canem Electric	(250) 468-1887
HPS Power Ltd. (Harvey Sommerfeld)	(250) 954-7463
TC Trades (Tom Frenette)	(250) 756-0077 or 668-0078
Ron Ruckman (Descanso Bay/Gabriola Isl)	(250) 247-0050

Other Services

Plumbing Services (Maci Motor - Pump Repair)	(250) 248-4423
JC Plumbing (Descanso Bay/Gabriola Isl)	(250) 247-7574 or 713-6700
EPCOR (Parksville)	(250) 951-2460
Sand and Gravel (Ozero)	(250) 752-1482
Sand and Gravel (Lussier & Sons)	(250) 468-9994
Sand and Gravel (DBL)	(250) 248-3693
EMCON Road Maintenance (Gabriola Isl)	(250) 247-9420
EMCON (Parksville) After Hours Emerg 1-866-353-3136 or	(250) 248-6212
EMCON (Nanaimo/Cedar)	(250) 722-9494

Other Services

Pump Truck (Action Tank Service)	(250) 248-3833
Pump Truck (Coast Environmental)	(250) 390-5080
Pump Truck and Toilet Rentals (A-1 Septic)	(250) 248-4438
Portable Washrooms (Coast Toilet Rentals)	(250) 753-7552
Bulk water supply (BC Water Service)	(250) 954-3628
Running Water Enterprises (Red Williams)	(250) 947-5197
Bottled water supply (Water Pure & Simple)	(250) 752-1373
Island H2O Services	(250) 754-4721
Summer Rain Water Delivery (Gabriola Isl)	(250) 247-9136
Kalicum Drilling	(250) 245-1220
RDN- Use our own water hauling tank and truck	(250) 248-4914

Suppliers

Four Star Waterworks (piping)	(250) 954-3546
EMCO Water Works	(250) 756-3344
Corix Water Products	(250) 746-8877
Andrew Sheret (Parksville)	(250) 954-9997
Andrew Sheret (Nanaimo)	(250) 758-7383
Hwy Four Rentals (equipment & pumps)	(250) 248-1100
Irritex Pumps and Irrigation – (pumps)	(250) 248-7028
Windsor Plywood (miscellaneous building supplies)	(250) 752-3122
Albertsons Hardware (miscellaneous building supplies)	(250) 248-6888
Robinson Rentals	(250) 753-2465
United Rentals	(250) 758-3911

Media Services

Christina Gray, RDN Communications Coordinator	1-877-607-4111 or 713-1075
Radio Station (CKWV) Nanaimo and Parksville	(250) 758-1131
TV Station (CHEK)	(250) 383-2435
Newspaper (PQ News and The Weekender)	(250) 248-4341
Gabriola Sounder	(250) 247-9337

Emergency Response Plans

Contamination of Source (Turbidity Events over 1 NTU, Spills, Accidents, Vandalism)

Actions:

- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Shut down pump
- Notify EMBC (Emergency Management BC)
- Notify all users if necessary under direction of Health Unit
- Contact government agencies for advice and assistance
- Contact local media for public service announcements
- Post signs and deliver notices to homes and businesses. (See attached samples)
- Arrange alternate source if necessary – i.e., bottled or bulk water
- Advise RDN supervisory personnel
- Advise local fire dept not to use fire hydrants

Contacts:

- Island Health
- EMBC (Emergency Management BC), and RCMP
- Ministry of Environment
- All schools and community centers – see “*Priority Contacts*” List
- RCMP if there has been vandalism

Loss of Source (Loss Of Reservoir or Supply Lines)

Actions:

- Ensure pumps are shut off. (To protect pump)
- Notify all users
- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Arrange alternate source – i.e., bottled water, bulk water, storage tank
- Advise RDN supervisory personnel if necessary

Contacts:

- Island Health
- Ministry of Environment

Emergency Response Plans Cont'd

Broken Water Main

Actions:

- Shut pump off when backflow conditions have been prevented
- Call for repairs as required – i.e. excavator, backhoe
- Notify all users of interruption of service
- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Arrange alternate source if necessary
- Advise RDN supervisory personnel

Contacts:

- Island Health

Chlorination Failure

Actions:

- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Shut off well pumps. Monitor reservoir levels.
- Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendations of local health officials
- Post signs or deliver notices if necessary. (See attached samples)
- Arrange chlorinator repairs
- Arrange for alternate disinfection if necessary
- Advise RDN supervisory personnel

Contacts:

- Island Health
- Chlorinator manufacturer

Pump Failure

Actions:

- Notify all users of interruption of service
- Call for repairs: pump manufacturer if necessary
- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166) (if interruption is not short term)
- Arrange alternate source if necessary – bottled or bulk water, etc.
- Advise RDN supervisory personnel if necessary

Contacts:

- Island Health

Emergency Response Plans Cont'd

Power Failure

Actions:

- Call BC Hydro. Find out when power will be restored
- Start back-up generator or arrange to get one
- Notify all users about interruption of service if backup not capable of maintaining supply
- Post signs or deliver notices if necessary. (See attached samples)
- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Arrange alternate source if necessary – bottled or bulk water, etc.
- Advise RDN supervisory personnel

Contacts:

- Island Health

Backflow or Back Siphonage

Actions:

- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendations of local health officials. (See attached samples)
- Purge and disinfect lines as directed, after corrections have been made
- Post signs or deliver notices if necessary. (See attached samples)
- Advise RDN supervisory personnel

Contacts:

- Island Health

Bacteria Count (RDN Lab)

Actions:

- Notify Medical Health Officer Ph. 250-739-6304 (or after-hours 1-800-204-6166)
- Follow procedures in accordance with recommendations of local health officials
- Post signs or deliver notices if necessary. (See attached samples)
- Check if UV unit is working at Descanso Bay Reg Park, clean the UV bulb
- Arrange for alternate disinfection at Descanso Bay Reg Park if the UV unit is not working
- Advise RDN supervisory personnel

Contacts:

- Island Health

Emergency Response Plans Cont'd

Flood Conditions:

Actions:

- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Notify all users regarding the potential for water contamination, loss of pump, power, etc, Users should be advised to store some drinking water in advance, and to boil any suspect water for two minutes or disinfect with chlorine when flood conditions exist
- Phone government contacts
- Contact local media for public service announcement when customers can not be reached by phone
- Post signs or deliver notices if necessary. (See attached samples)
- Arrange alternate source if possible – i.e. bottled water, bulk hauler or storage tank
- Advise RDN supervisory personnel

Contacts:

- Island Health
- EMBC (Emergency Management BC)
- Ministry of Environment

Drought Management Plan:

Actions:

- Monitor local well levels, streamflow, provincial drought rating, and provincial wildfire danger class rating
- Review historical water usage patterns to predict potential shortages
- Notify users early in the Spring/Summer about conservation strategies
- Manage water supply and maintain storage for fire flows
- Implement Stage 3 or Stage 4 watering restrictions, as required
- Reduce flows from all wells and from the Craig Bay Pump Station, if required
- Adjust chlorine dosing levels accordingly
- Notify Environmental Health Officer Ph. 250-947-8222 (or after-hours Medical Health Officer at 1-800-204-6166)
- Notify users in each affected water service area via roadside signage, hand-delivered notices, website alerts, e-messages, newspaper ads, radio/tv ads, and other means necessary

Contacts:

- Island Health
- EMBC (Emergency Management BC)

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SAMPLE



BOIL WATER NOTICE

_____ Water Service Area
Effective Date: _____

Please note that all water used for domestic purposes (drinking, cooking, etc.) should be boiled before consumption. The boiling should be at a rolling boil and for a minimum of two (2) minutes.

RDN Water Services staff are continually monitoring the water supply system and will provide updates as they become available.

Watch for information updates at www.rdn.bc.ca (Water Services) and listen to your local radio station for more information.

This order will be in effect until further notice.

WATER SERVICES DEPT. CONTACT INFO:
Administration ph. (250) 954-3792 or
Field Office ph. (250) 248-4914 or
E-mail: rcu@rdn.bc.ca



**BOIL WATER NOTICE INFORMATION FOR THE GENERAL PUBLIC
DURING A BOIL WATER NOTICE CAUSED BY:
INADEQUATE DISINFECTION**

This information is provided as a guide to help individuals reduce the risk of becoming ill from ingesting non-potable water. Individuals who follow these guidelines will greatly reduce their chance of becoming ill.

What is a Boil Water Notice?

A Boil Water Notice is a public announcement advising water system users that they should boil their tap water for drinking and other domestic purposes. It is a notice intended to protect the Publics' health from waterborne infectious agents that could be present or are known to be present in the community's drinking water supply.

What is the difference between a Boil Water Notice and a Boil Water Order?

A Boil Water Notice is a notice issued to the public as a health warning. In most cases it is the water supplier who notifies the public.

A Boil Water Order is legal document issued to the water supplier by the Health Authority requiring the water supplier to notify the public of a boil water notice.

What are the health risks during a Boil Water Notice?

The health risks are associated with ingesting water that contains microbiological agents that can cause disease. These pathogenic (disease causing) agents could include *Giardia*, *Cryptosporidia*, *E. coli*, *Campylobacter*, *Salmonella* and *Hepatitis A*. Boiling tap water for one minute is sufficient to destroy pathogens that could be present in the water.

There are numerous factors that influence whether a person becomes ill. First, there must be pathogens present in the water you consume. Not every glass of water is likely to contain pathogens. Even if the water you consume contains pathogens, those pathogens that are present must be viable. That is, they must be in a state where they can cause an illness and they must be present in large enough numbers to cause an illness. The number of pathogens needed to cause illness depends on the type of pathogen present, a person's size, age, and immune status.

The incubation period (time for symptoms to develop) will vary depending on the type of pathogen. For example, Giardia (beaver fever) could take up to four weeks to develop symptoms whereas E. coli could take up to ten days and as little as two days. For more information on waterborne diseases go to the following BC Health File;

<http://www.bchealthguide.org/healthfiles/hfile49a.stm>

Any persons believing that they are ill should see their doctor. Patients are sometimes requested to submit samples for laboratory analysis to assist in waterborne outbreak investigations.

It is important to note that Boil Water Notices are specific to microbiological threats. They are not appropriate to address threats from chemical contamination. Boiling chemically contaminated water will only result in the chemical becoming more concentrated or release the chemical into the air where it could be inhaled.

When there is a threat to a water supply from a chemical contaminated a more appropriate public health notice of "Do Not Drink the Water" would be issued.

What am I trying to kill when I'm boiling the water?

Boiling water is recommended to kill pathogenic microbes that may be present in contaminated water. Bacteria such as *E. coli* and *Salmonella* are killed rapidly at temperatures over 60°C and a temperature of 72.4°C for 1 minute is needed to inactivate cryptosporidium. *Hepatitis A* and *Norovirus* are rapidly inactivated at temperatures above 65°C.

Based on the above information there is no need to boil water for prolonged periods of time. Although heating water to boiling is not needed it is the only end point easily recognized by the public without the use of thermometers. It is therefore recommended that the public bring the water to a rolling boil for one minute to ensure that all pathogens have been inactivated.

One minute should be added to the above boiling times if the water is cloudy or highly colored to ensure proper mixing and that all pathogens have been exposed to the high temperature. When boiling water at altitudes above 2000m (6,500 ft), water should be boiled for 2 minutes.

How can the water become contaminated?

The water can become contaminated in a variety of ways. Some of these include:

- Heavy rainfall can wash contaminants into the water source
- Accidental spills in the water supply
- Breakdown of the disinfection process
- Break in water supply mains
- Vandalism
- Connections within the water system between potable and non-potable piping.

Is it necessary to boil all the water in the home during a boil water notice?

No, it is not necessary to boil all your water. Water used for bathing, showering, laundry, toilet flushing and mopping of floors does not need to be boiled. During bathing, young children should be cautioned against swallowing the bath water or alternatively young children could be sponge bathed.

All other water should be boiled. Simply put, any water that has a chance of being ingested should be boiled. This would include water used for drinking, beverage concentrates, ice cubes, washing fruits and vegetables, or brushing teeth.

Severely immune-compromised individuals should always boil their tap water for the purposes above. See the link to BC Health Files number 56, December 2003.

<http://www.bchealthguide.org/healthfiles/hfile56.stm>.

Infant formulas should always be prepared by using boiled tap water or bottled water that is boiled. See the link to BC Health Files number 69b, May 2006.

<http://www.bchealthguide.org/healthfiles/hfile69b.stm>.

Drinking water for pets including dogs, cats, birds and reptiles should also be boiled.

How should tap water be boiled properly?

Tap water should be boiled for at least one minute. Use any clean pot or kettle. Kettles that have automatic shut offs are acceptable.

How should tap water be boiled properly? *(continued)*

Health Canada suggests that microwave ovens can also be used using microwave-safe containers but cautions against forming superheated water (water heated above its boiling point without the formation of steam). When using microwaves, Health Canada suggests inserting a glass rod, wooden or plastic spoon in the container to prevent forming superheated water.

After boiling, let the water cool by leaving it on the counter or in the refrigerator in covered containers. Once the water is boiled, it can be stored in food grade containers at room temperature or in the refrigerator.

Shaking the water in the container or pouring the water between two containers and/or adding a pinch of salt can bring back flavor after boiling.

Are there alternatives to boiling water?

Yes, there are. Although there are alternatives, not all of them will be feasible or practical in all situations. In part, it will depend on how much water you need and what you need it for. Safe alternatives to boiling water include:

- Using commercially prepared bottled water
- Obtaining water from an approved source that is not on a boil water notice, or
- Using bleach to disinfect small quantities of tap water. See the following chart or website for a guide to using bleach.

<http://www.bchealthguide.org/healthfiles/hfile49b.stm>

Disinfection using unscented household bleach (5% chlorine) works best with warm water. Add bleach to the water, shake or stir for thorough mixing and then let it stand for at least 30 minutes before drinking.

Gallons of water to disinfect (equivalent shown in brackets)	Amount of Household bleach (5%) to add*
1 gal. (4.5 litres)	2 drops (0.18 mL)
2 ½ gal. (10 litres)	5 drops (0.4 mL)
5 gal. (23 litres)	11 drops (0.9 mL)
10 gal. (45 litres)	22 drops (1.8 mL)
22 gal. (100 litres)	¾ teaspoon (4 mL)
45 gal. (205 litres)	1 ½ teaspoons (8 mL)
50 gal. (230 litres)	1 ¾ teaspoons (9 mL)
100 gal. (450 litres)	3 ½ teaspoons (18 mL)
220 gal. (1000 litres)	8 teaspoons (40 mL)
500 gal. (2200 litres)	6 tablespoons (90 mL)
1000 gal. (4550 litres)	6 ½ ounces or 12 tablespoons (180 mL)

A slight chlorine odour should still be noticeable at the end of the 30-minute waiting period if you have added enough bleach. If not, repeat the dosage and allow the water to stand an additional 15 minutes. If the water has too strong a chlorine taste, allow the water to stand exposed to the air for a few hours or pour it from one clean container to another several times.

The disinfection action of bleach depends as much on the waiting time after mixing as to the amount used. The longer the water is left to stand after adding bleach, the more effective the disinfection process will be.

NOTE: Bleach does not work well in killing off *Cryptosporidium* parasites.

The amount of bleach needed to kill *Cryptosporidium* makes the water almost impossible to drink. If *Cryptosporidium* is in the water, boiling is the best way to ensure that the water is safe to drink.

I have my own water treatment device do I still need to boil my water?

If the device is designed to improve taste or reduce odour such as an activated carbon filter the answer is **YES** you should still boil your water.

If the device is designed to improve the chemical quality of the water such as reducing the iron content then the answer is **YES** you should still boil your water.

If the device is designed to improve water that is already potable the answer again is **YES** you should still boil your water.

There are numerous filters on the market designed to remove microorganisms and particulates. Most of these filters are not capable of removing viruses. Therefore, you should boil your water if you have a unit that cannot remove viruses.

If the device is designed to disinfect (destroy pathogens) water such as in an ultraviolet light (UV) disinfection unit you **might not** need to boil your water. There are numerous ultraviolet units; some are designed to disinfect raw water and some are designed to disinfect water that has already been disinfected at a central facility. For example, if the unit is classified by the National Sanitation Foundation (NSF) as meeting NSF Standard 55 Class A, it is designed to disinfect raw water. However, if the water within the distribution system is too turbid or cloudy, even a UV unit meeting NSF Standard 55 Class A may not work properly and you should still boil your water.

Reverse osmosis (RO) units are designed to filter water at the molecular level and should provide water that is free of pathogens. Thus, you **do not** have to boil your water if you have a reverse osmosis water treatment device.

There are many types of units on the market each designed to address specific water quality issues. It is recommended that you check with the unit's manufacturer to know exactly what your unit can do.

Can I purchase water from vending machines?

It depends on how the water is treated. Local vending machines that use local water would only be acceptable if the vending machine can kill pathogens that might be present in the water. Check with the store or manufacturer to see if the unit is capable of providing water that is safe to drink.

Warning signs should be posted on vending units that are not capable of providing safe water. Alternatively, the machine should be turned off.

Are there any people or groups of people at higher risk?

Yes. These people include any individual whose immune system is not fully developed or whose immune system is under stress such as infants, the elderly, immune compromised individuals and individuals already suffering from an illness. For more information go to the following BC Ministry of Health websites:

BC Health File: weakened immune systems

<http://www.bchealthguide.org/healthfiles/hfile56.stm>.

BC Health File: preparing infant formula

<http://www.bchealthguide.org/healthfiles/hfile69b.stm>.

Boil water or provide an alternative safe supply of water that is used for:

- Drinking purposes- This includes all beverage concentrates such as fruit juice and iced tea
- Food preparation- This includes washing of fruits and vegetables
- Food contact surfaces

Boil water or provide an alternative safe supply of water that is used for:
(continued)

Food contact surfaces are all those surfaces that food comes into contact with during the food preparation process. These surfaces include counter tops, cutting boards and chopping blocks. Food contact surfaces should be washed with clean water and then sanitized using an acceptable sanitizing agent. Sanitizing agents for food contact surfaces include bleach (12-15 mL of 5% bleach per litre of water), iodophors, quaternary ammonia compounds or hydrogen peroxide (3% solution).

- Oral hygiene (brushing teeth)
- Infant formula; see BC Health File; preparing infant formula at <http://www.bchealthguide.org/healthfiles/hfile69b.stm>.
- Ice making

It is important to note that freezing does not destroy most pathogens. Bacteria and viruses can survive in frozen products for long periods of time. Discard any ice made from contaminated or potentially contaminated water.

Hand washing

Using warm water and soap should be sufficient. Applying a hand sanitizer after washing with tap water would add an extra barrier of protection.

Dishwashing by hand

Dishes washed by hand should be sanitized for two minutes in a separate sink using a bleach solution (2 mL of bleach per litre of water) after the dishes have been washed and rinsed. The dishes should then be left to **air dry** prior to being used. Attempting to wash and sanitize dishes in the same sink at the same time is not recommended because soap, grease and food particles interfere with the sanitizing process.

Mechanical dishwashers

Most residential home-style dishwashers do not provide a high enough temperature to kill all pathogens. Dishwashing units that reach 82 degrees Celsius (180 Fahrenheit) for twelve seconds (or an equivalent time-temperature relationship) during the final rinse cycle will destroy pathogens.

To optimize the disinfection process while using a residential dishwasher you should consider:

1. Using the highest temperature setting possible.
2. Running dishes through the dishwasher twice.
3. Sanitizing dishes afterwards in a sink containing a weak bleach solution (see dishes washed by hand above).
4. Letting the dishes air dry prior to use

Fruit and vegetable washing

Thoroughly wash all produce with potable water especially those that are going to be eaten raw. This is a common sense practice that should be applied even when there is no public boil water notice.

Coffee Machines

Coffee machines usually produce water around 70 to 80 degrees Celsius, which is sufficient to destroy pathogens. However, a sufficient amount of time is needed to ensure that all harmful organisms are destroyed. Therefore, let the coffee stand for at least five minutes before drinking.

Home canning

To be safe, postpone home canning until the boil water notice has been rescinded.

Beer and wine making

To be safe, postpone beer and wine making until the boil water notice has been rescinded.

When will the Boil Water Notice be rescinded?

Only when the water supplier can provide potable water will the Health Authority rescind the Boil Water Notice. Once or more of the following usually achieves confirmation that the water is once again safe to drink.

These include:

- Identifying and fixing the source or sources of the problem,
- Implementing procedures to eliminate or reduce the chance for reoccurrence
- Performing water quality tests
- Flushing and disinfecting distribution lines and water storage facilities

Precautions to consider when the Boil Water Notice is lifted

- Flush all water-using fixtures for 1 minute
- Run cold-water faucets and drinking fountains for 1 minute before using water
- Drain and flush all ice-making machines in your refrigerator
- Run water softeners through a regeneration cycle
- Drain and refill hot water heaters set below 45 deg C (normal setting is 60 deg C)
- Change any pre-treatment filters (under sink style and refrigerator water filters, carbon block, activated carbon, sediment filters, etc.)

Can I speak to a person in Public Health if I have a question about the Boil Water Notice?

Yes you can. For further information contact Island Health Officers at the following locations:

- Victoria ph. 250-519-3401
- Nanaimo ph. 250-755-6215
- Parksville ph. 250-947-8222
- Courtenay ph. 250-331-8518
- Island Health Office 6475 Metral Drive, Nanaimo, BC
- Island Health Office 489 Alberni Hwy, Parksville BC

After hours Medical Health Officer on call is 1-800-204-6166.

Additional information can be found at the following BC, Canadian and US websites. These are:

BC Health File; how to disinfect drinking water

<http://www.bchealthguide.org/healthfiles/hfile49b.stm>

BC Health File; weekend immune systems and water-borne infections

<http://www.bchealthguide.org/healthfiles/hfile56.stm>

BC Health File; waterborne disease in BC

<http://www.bchealthguide.org/healthfiles/hfile49a.stm>

BC Health File; cryptosporidiosis

<http://www.bchealthguide.org/healthfiles/hfile48.stm>

BC Health File; giardiasis

<http://www.bchealthguide.org/healthfiles/hfile10.stm>

BC Health File; safely preparing and storing baby formula

<http://www.bchealthguide.org/healthfiles/hfile69b.stm>

US EPA how to boil water and use bleach

<http://www.epa.gov/ogwdw000/faq/emerg.html>

US Centre for Disease Control; preventing cryptosporidiosis infection

<http://www.cdc.gov/ncidod/dpd/parasites/cryptosporidiosis/default.htm>

US Centre for Disease Control; Giardia fact sheet

http://www.cdc.gov/ncidod/dpd/parasites/giardiasis/factsht_giardiasis.htm#prevention

US Centre for Disease Control; Preventing Cryptosporidium; a guide to water filters & bottled water

http://www.cdc.gov/ncidod/dpd/parasites/cryptosporidiosis/factsht_crypto_prevent_water.htm

Information sources for developing this package includes

- BC Ministry of Health
- Health Canada
- Alberta Environmental Health
- Washington State Department of Health
- BC Centre for Disease Control
- US EPA (Environmental Protection Agency)
- US Center for Disease Control
- NSF (National Sanitation Foundation)
- DWO (Drinking Water Officer's) Guide



SAMPLE



NOTICE

BOIL WATER ORDER

_____ Water Service Area
Effective Date: _____

Please note that all water used for domestic purposes (drinking, cooking, etc.) should be boiled before consumption. The boiling should be at a rolling boil and for a minimum of two (2) minutes.

RDN Water Services staff are continually monitoring the water supply system and will provide updates as they become available.

Watch for information updates at www.rdn.bc.ca (Water Services) and listen to your local radio station for more information.

This order will be in effect until further notice.

For further information, please contact us at the numbers below.

WATER SERVICES DEPT. CONTACT INFO:
Administration ph. (250) 954-3792 or
Field Office ph. (250) 248-4918 or
E-mail: rcu@rdn.bc.ca





REGIONAL
DISTRICT
OF NANAIMO

SAMPLE



WARNING

This water is
considered **UNFIT**
for drinking or
domestic use

EFFECTIVE _____

For further information, please contact us at the numbers below.

WATER SERVICES DEPT. CONTACT INFO:
Administration ph. (250) 954-3792 or
Field Office ph. (250) 248-4914 or
E-mail: rou@rdn.bc.ca

Printed: June 10, 2016





SAMPLE



NOTICE WATER SUPPLY SERVICE INTERRUPTION

_____ Service Area

Date: _____

Location: _____

Hours: _____

The Regional District of Nanaimo wishes to notify you that while improvements to the water system are in progress, water service will be interrupted.

The above time period is not definite, as the RDN will endeavor to keep you in service for as long as possible and have the water back in service as quickly as possible after the initial shutdown occurs.

When service is resumed, the water may be discoloured. This is due to disturbed deposits in the pipes and is not harmful. The RDN is not responsible for any damage resulting from interrupted service.

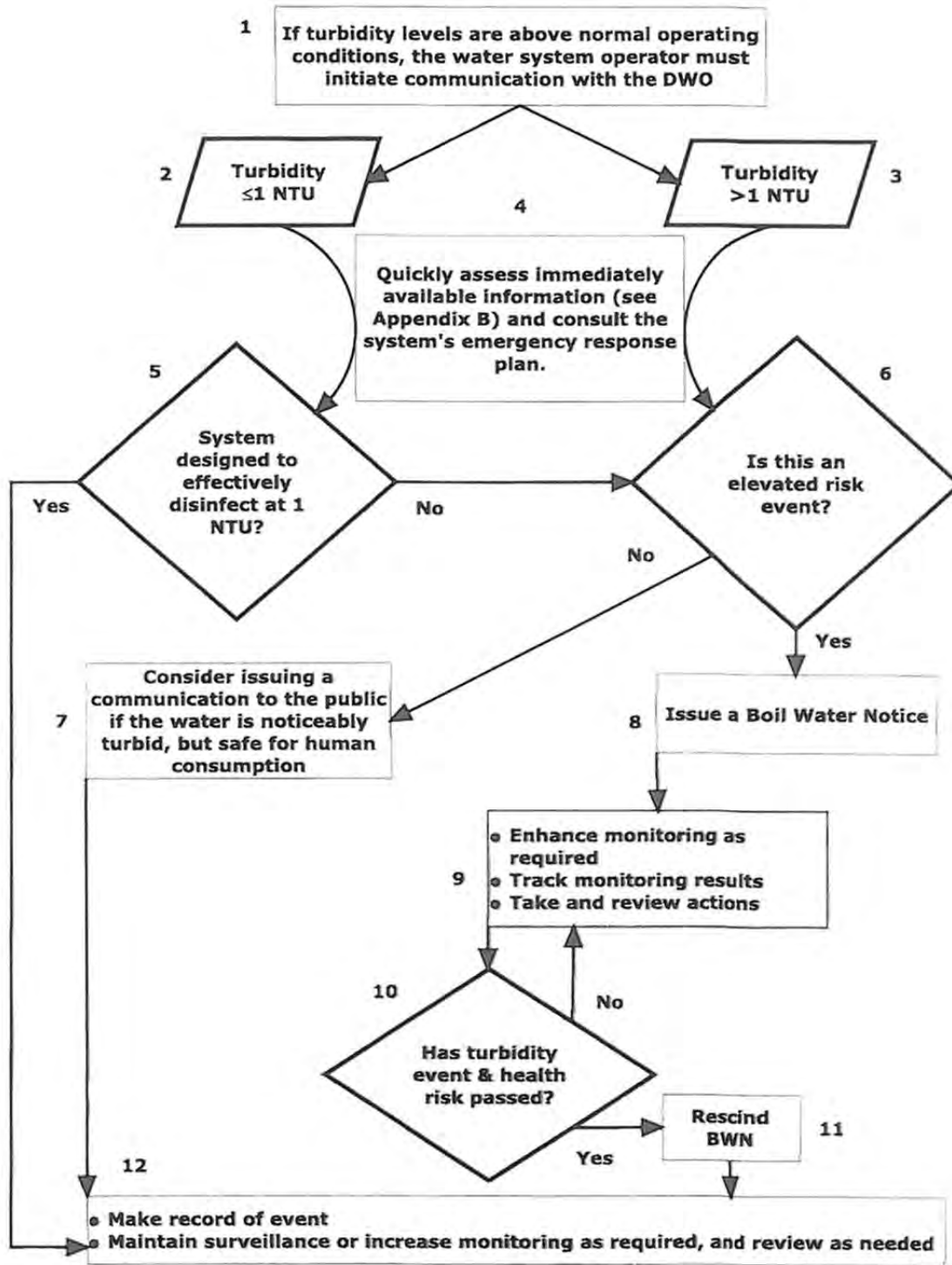
If you have any questions or require further information, please contact us at the numbers provided below.

WATER SERVICES DEPT. CONTACT INFO:
Administration ph. (250) 954-3792 or
Field Office ph. (250) 248-4914 or
E-mail: rcu@rdn.bc.ca

Printed: June 10, 2016



Decision Tree for Responding to a Turbidity Event in Unfiltered Drinking Water

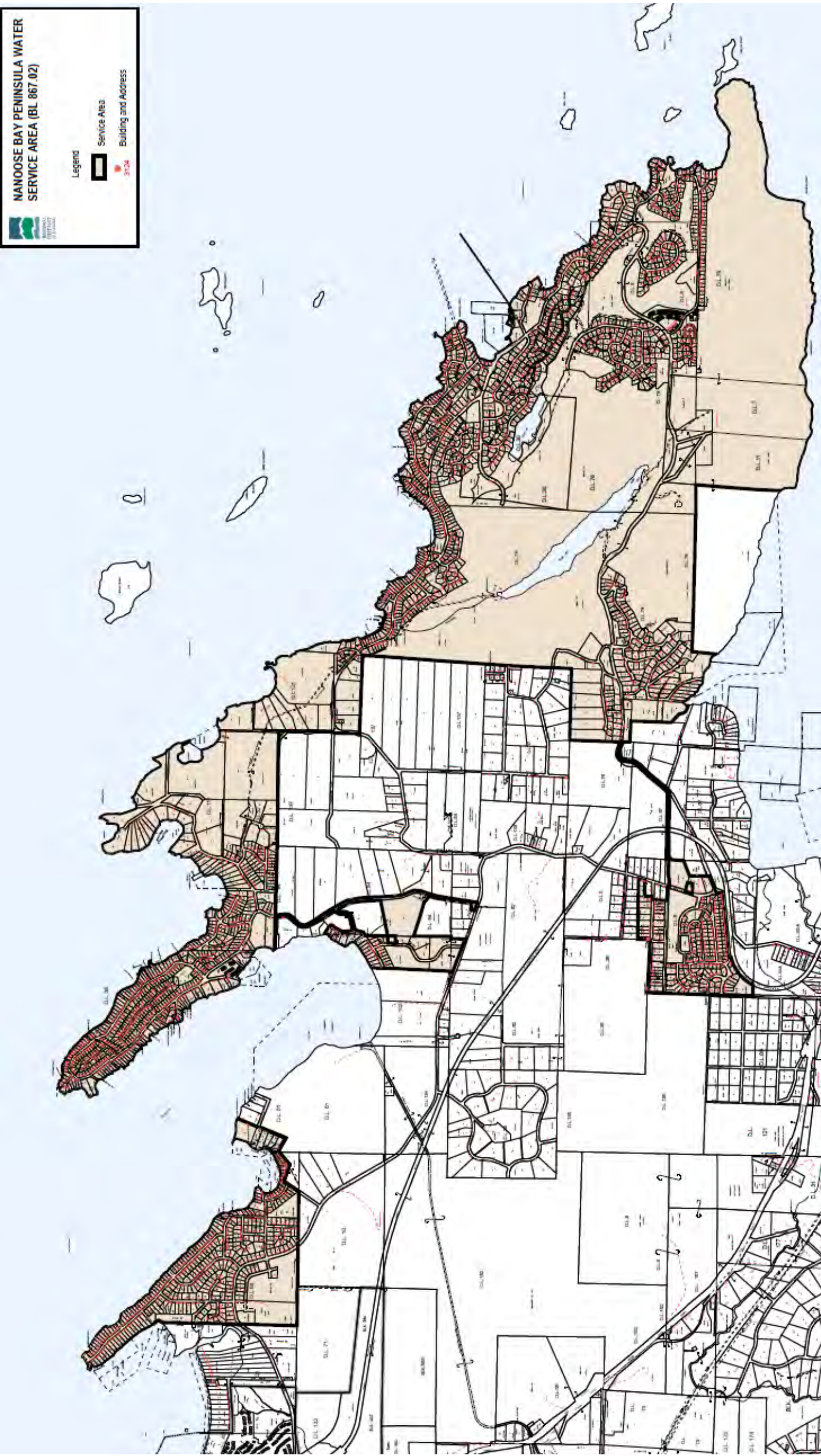


MAPS

Water Service Areas

Nanoose Bay Peninsula Water Service Area	Map 1
Madrona Pt/Wall Beach Neighbourhood	Map 2
Fairwinds Neighbourhood	Map 3
Arbutus Park Neighbourhood	Map 4
West Bay Neighbourhood	Map 5
Driftwood Neighbourhood	Map 6
French Creek Water Service Area	Map 7
Surfside Water Service Area	Map 8
San Pareil Water Service Area	Map 9
Englishman River Water Service Area	Map 10
Melrose Water Service Area	Map 11
Decourcey Water Service Area	Map 12
Whiskey Creek Water Service Area	Map 13
Descanso Bay Reg. Park Water System	Map 14
Horne Lake Reg. Park Water System	Map 15
Rollo McClay Community Park Water System	Map 16
Westurne Heights Water System	Map 17

MAP 1 NANOOSE BAY PENINSULA





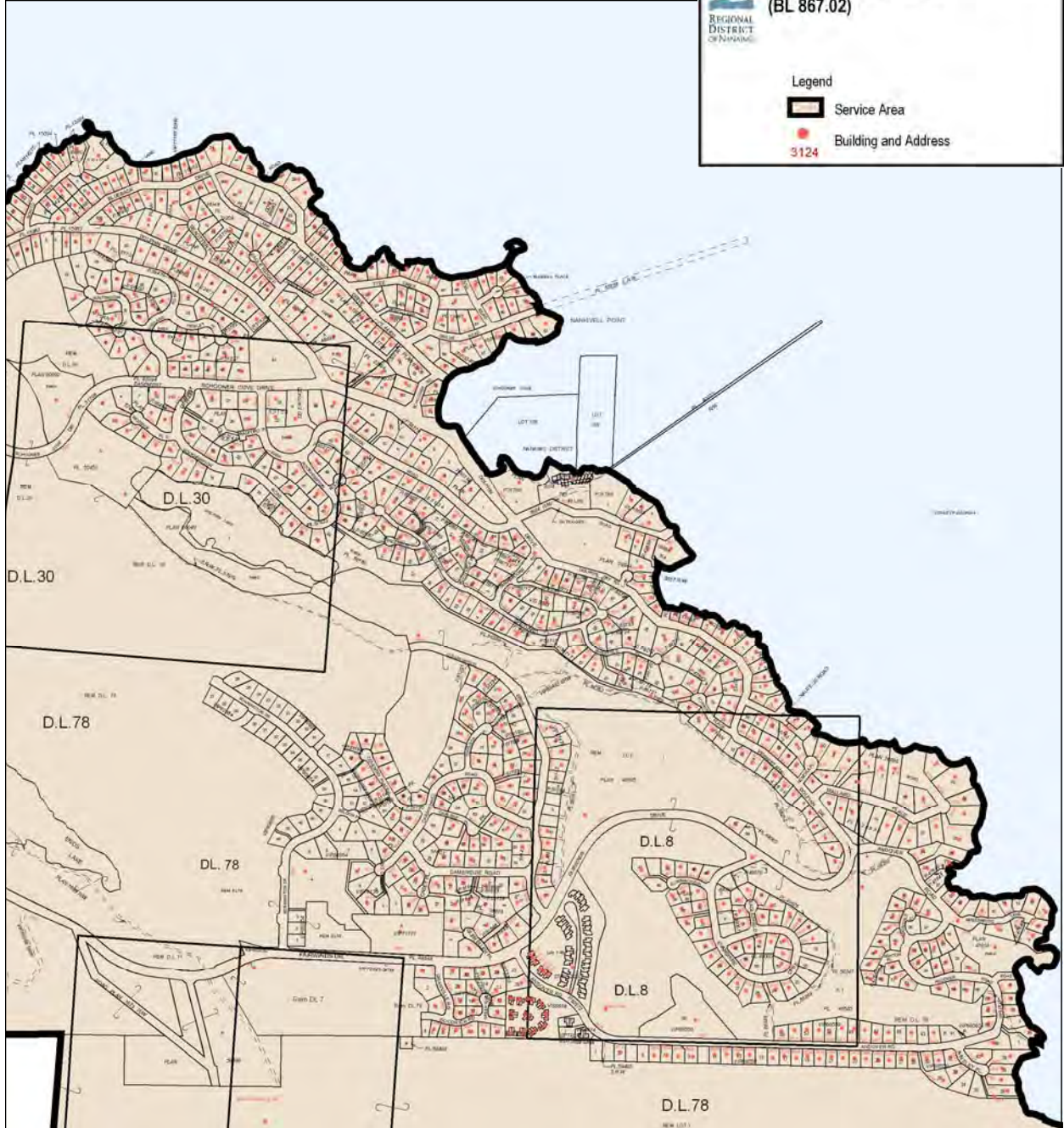
MAP 2 MADRONA/WALL BEACH

REGIONAL DISTRICT OF NANAIMO
FAIRWINDS AREA OF NANOOSE BAY
WATER SERVICE AREA
(BL 867.02)

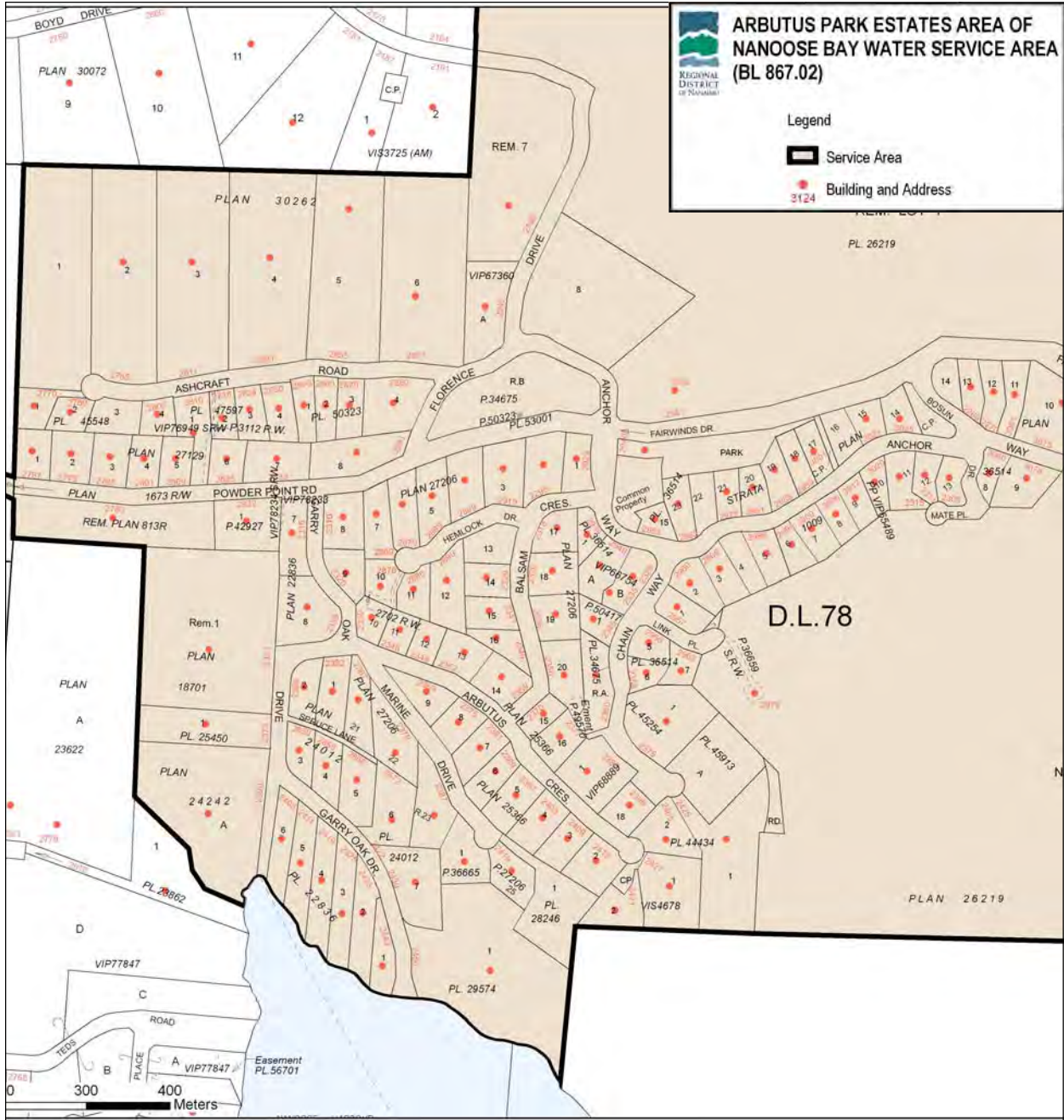
Legend

- Service Area
- Building and Address

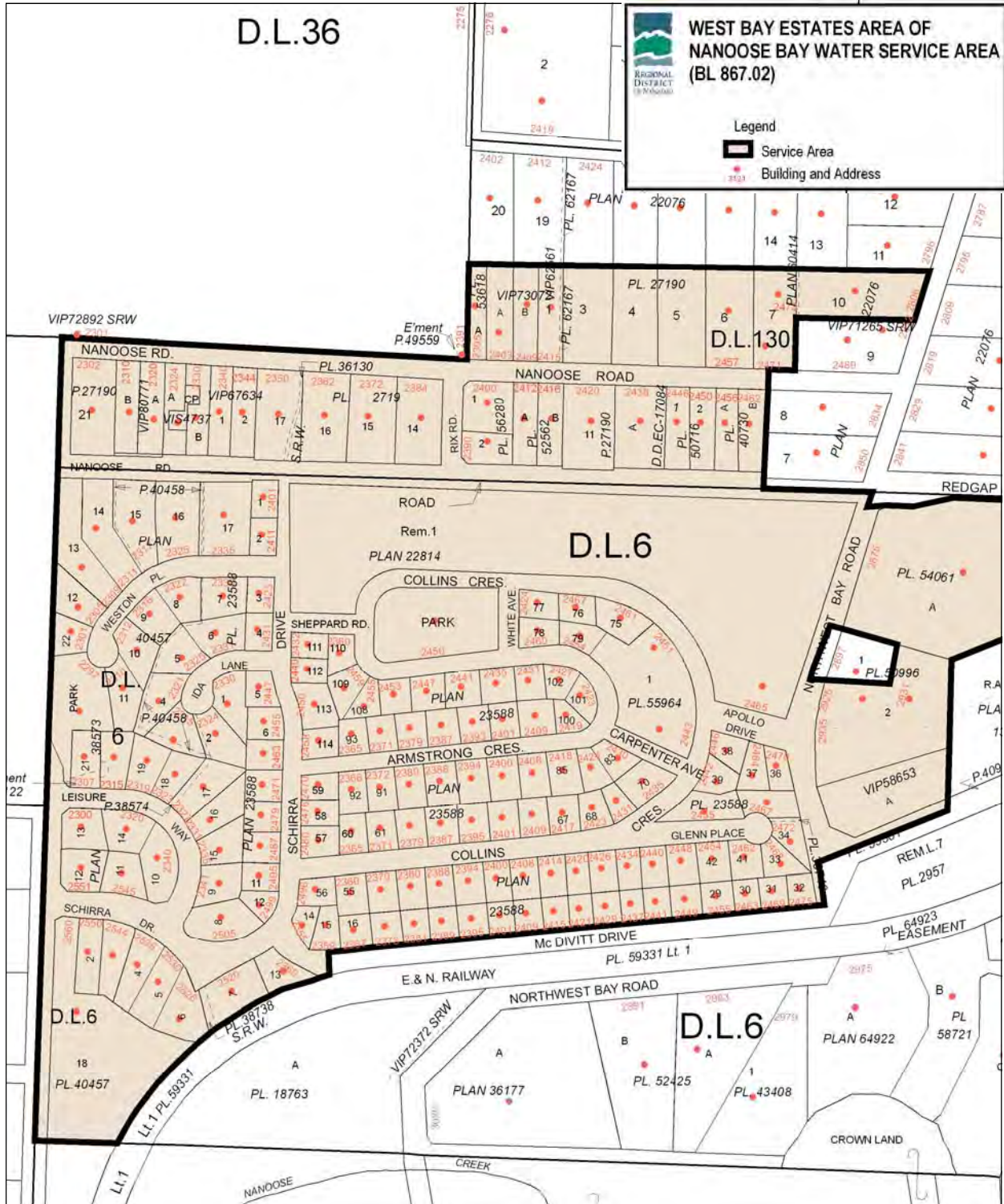
3124

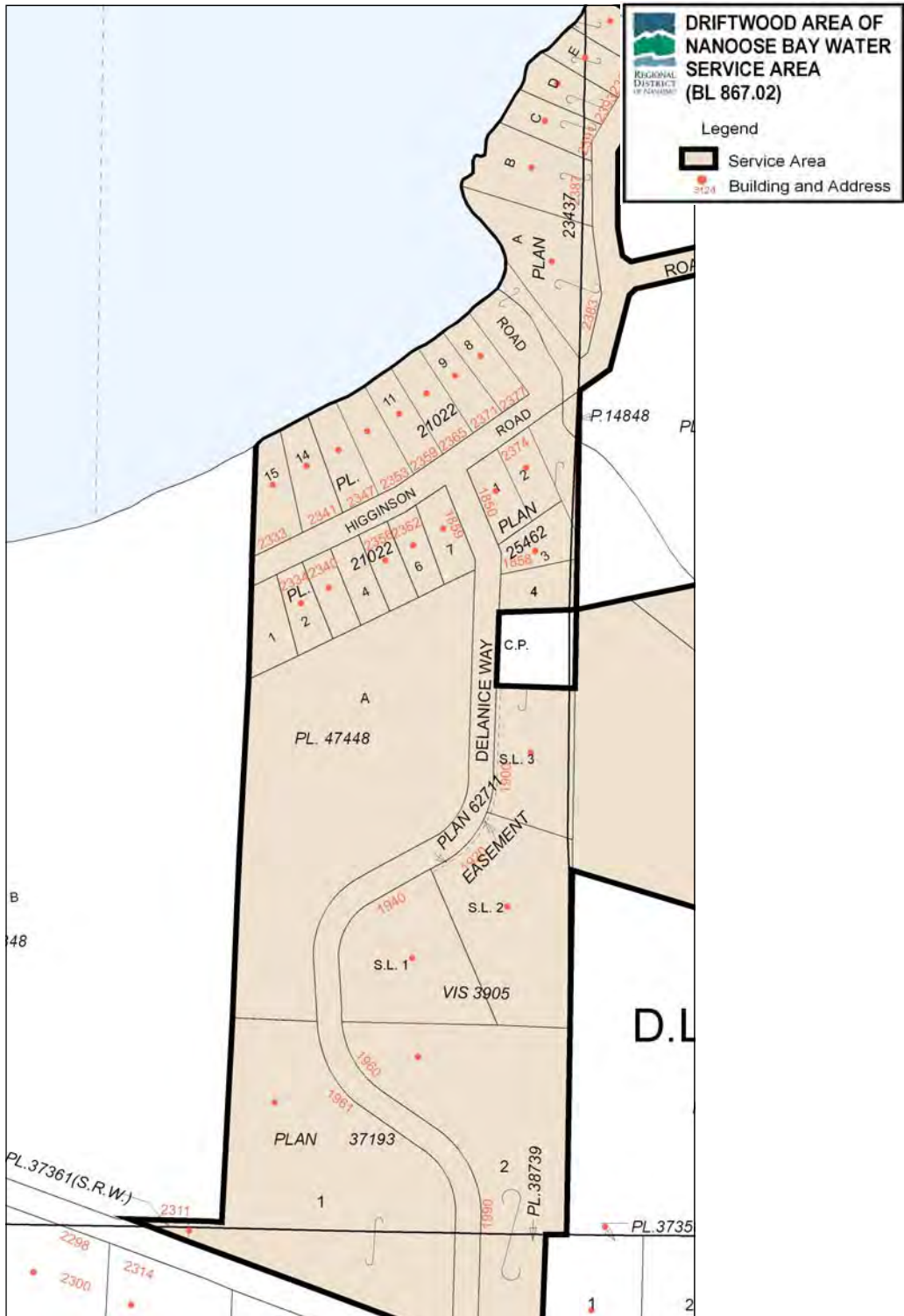


MAP 3 FAIRWINDS

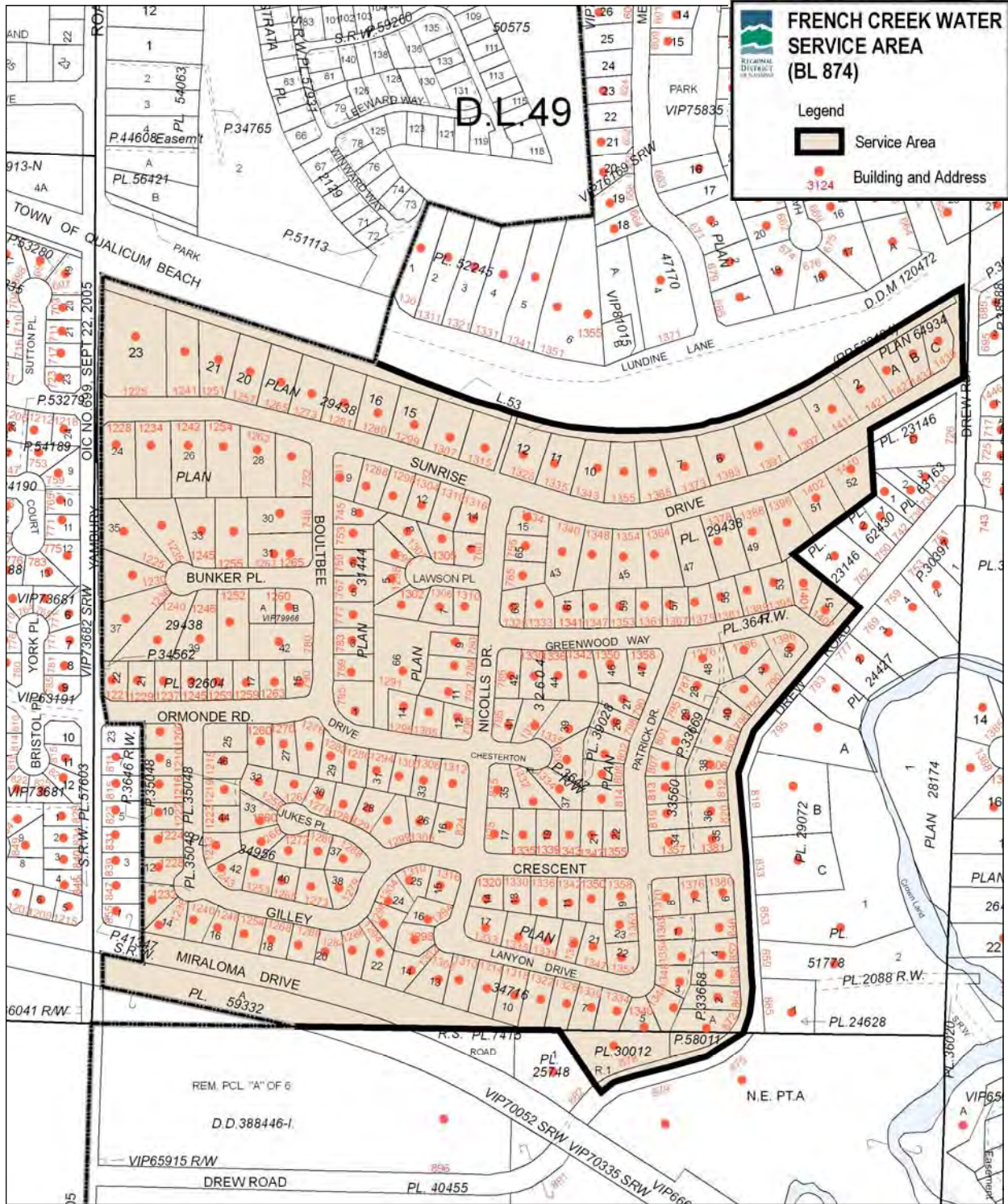


MAP 4 ARBUS PAK





MAP 6 DRIFTWOOD



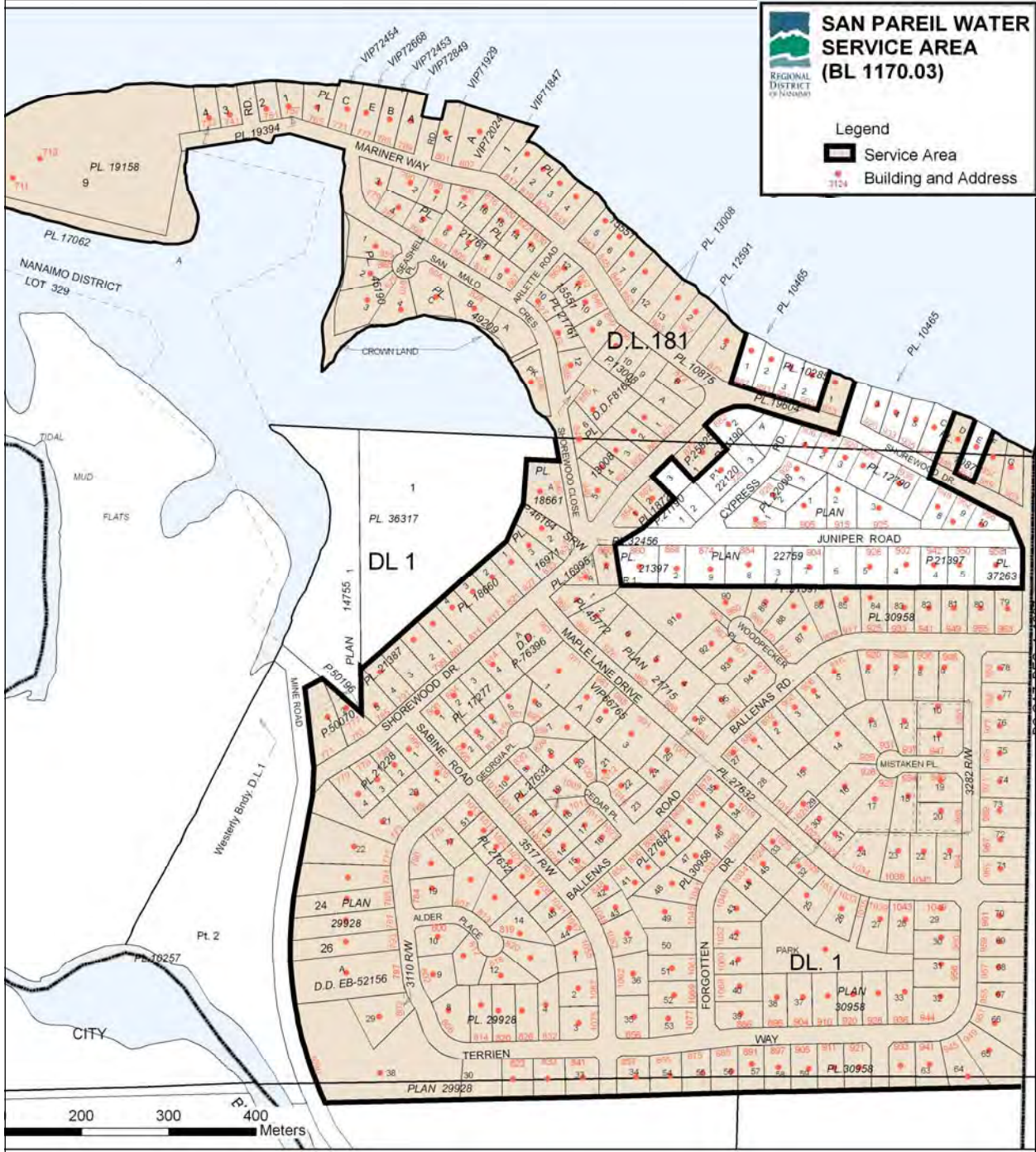
SURFSIDE PROPERTIES WATER SERVICE AREA (BL 694)

Legend

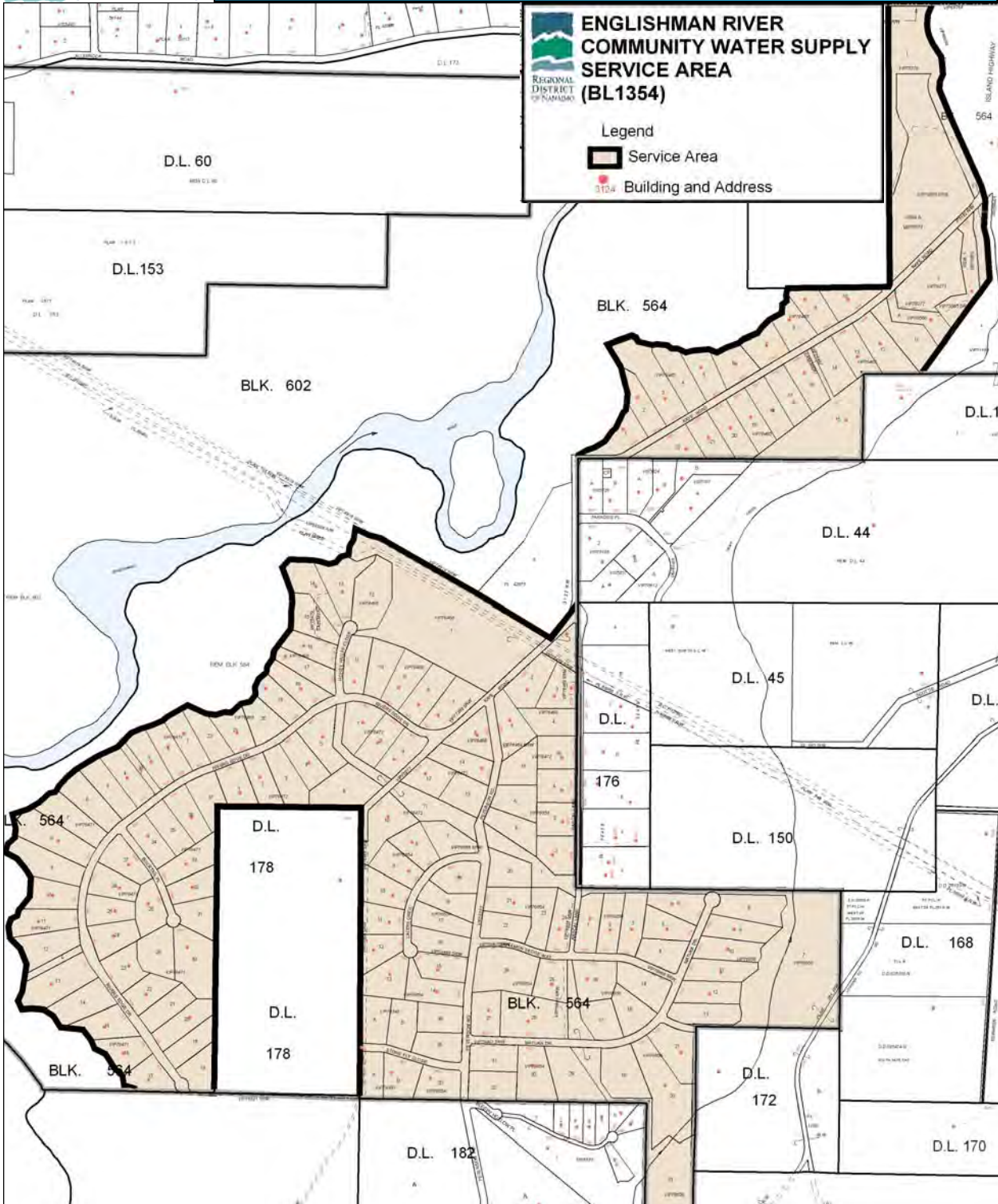
- Service Area
- Building and Address

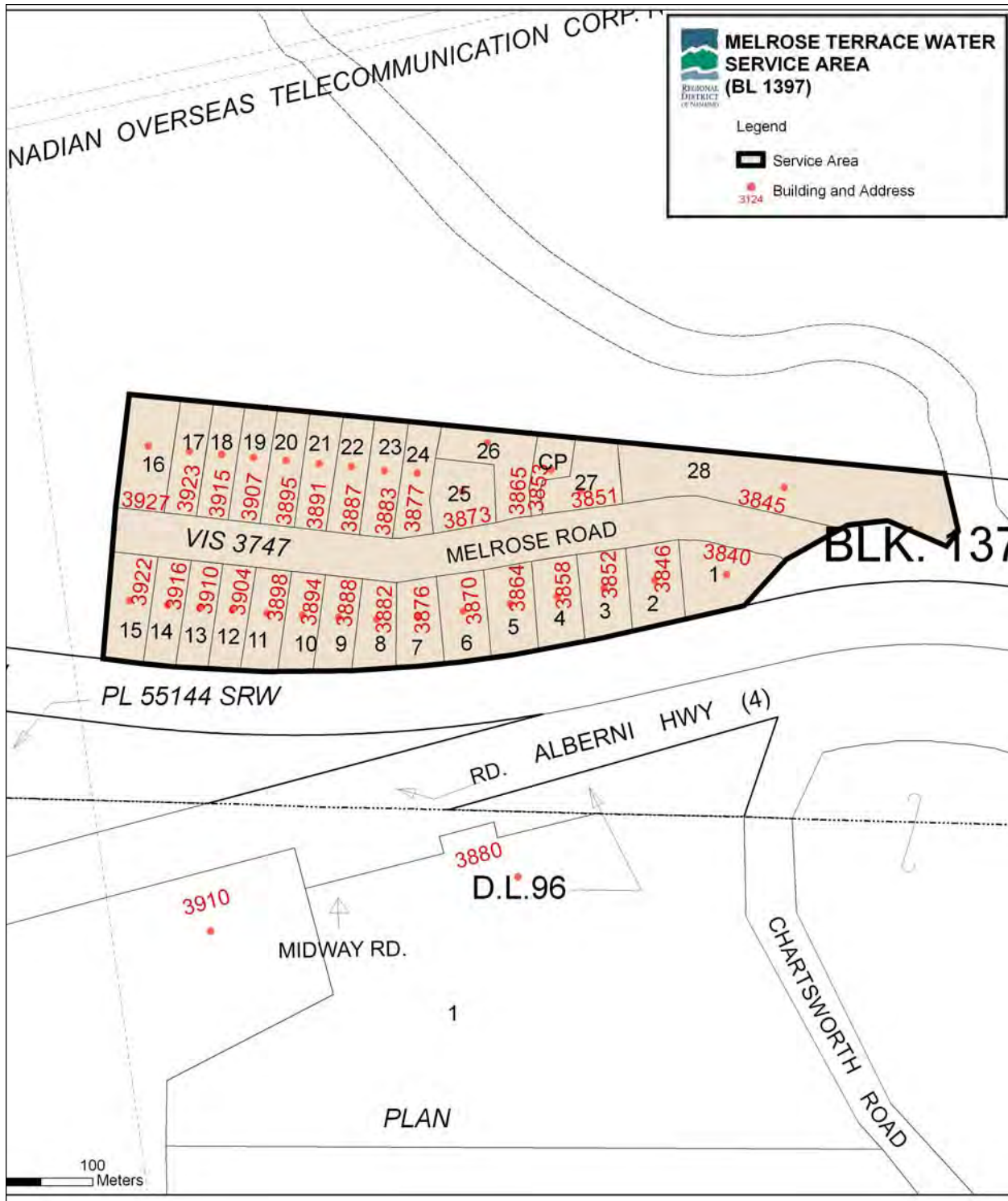


MAP 8 SURFSIDE

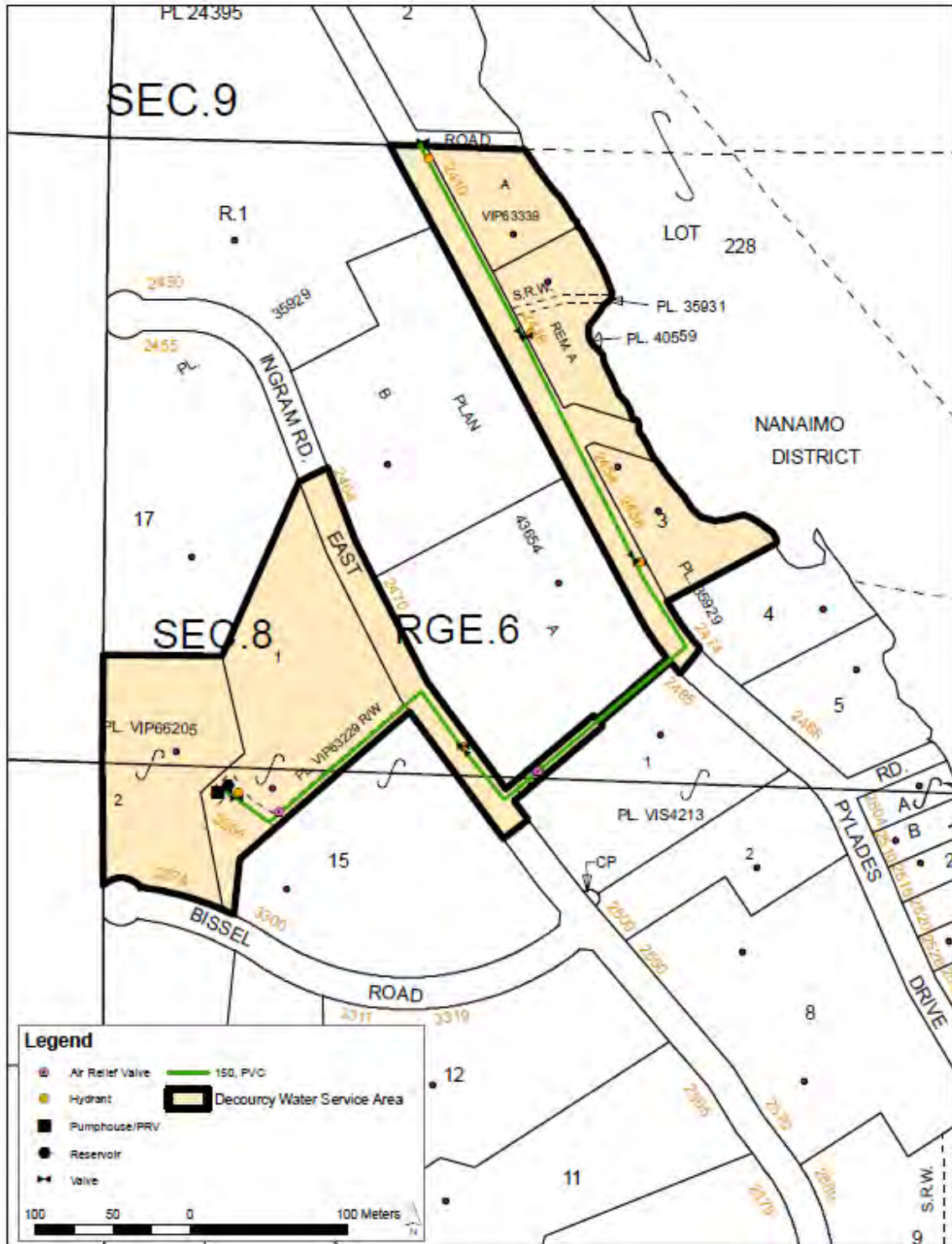


MAP 9 SAN PAREIL

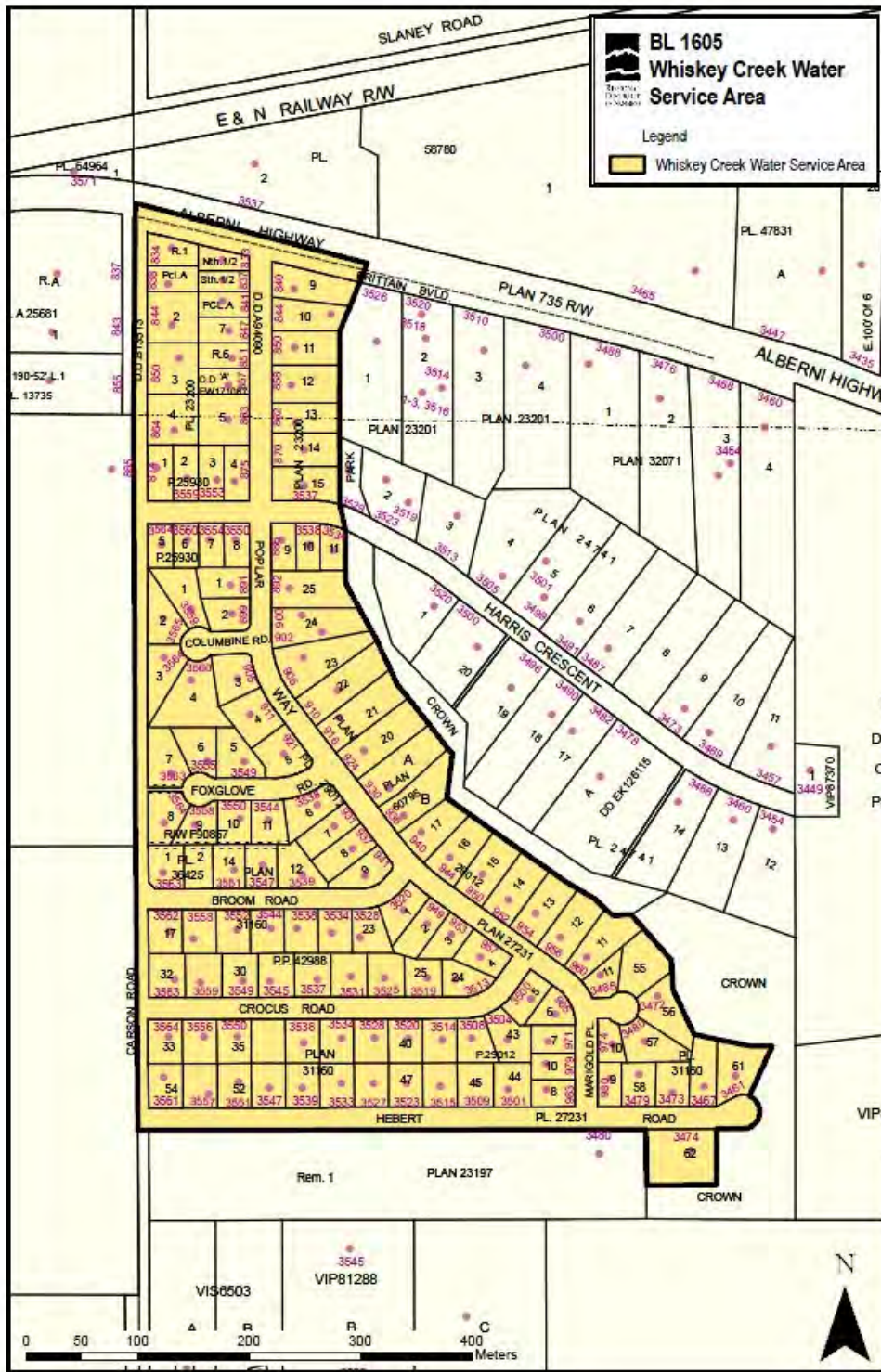




MAP 11 MELROSE

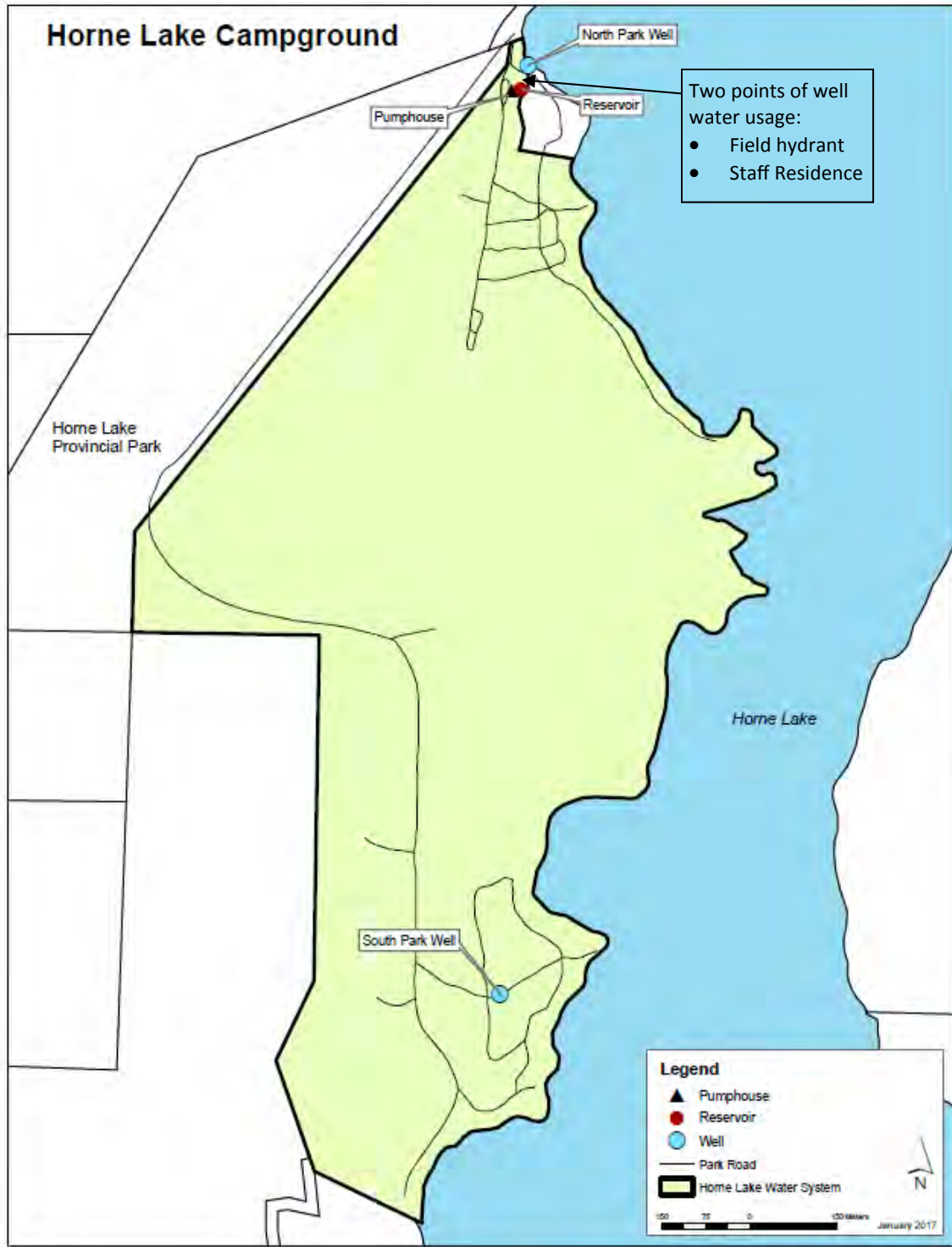


MAP 12 DECOURCEY

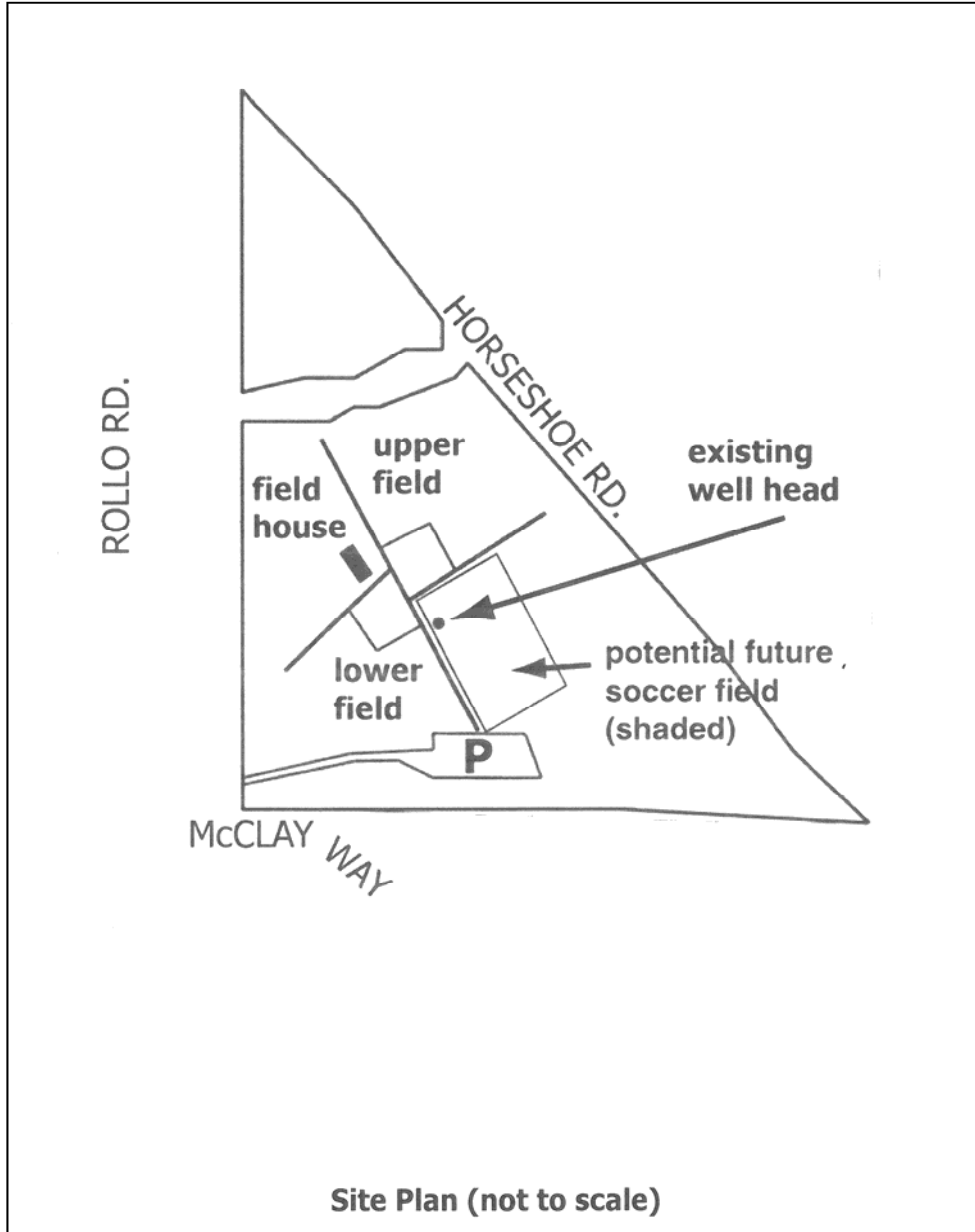


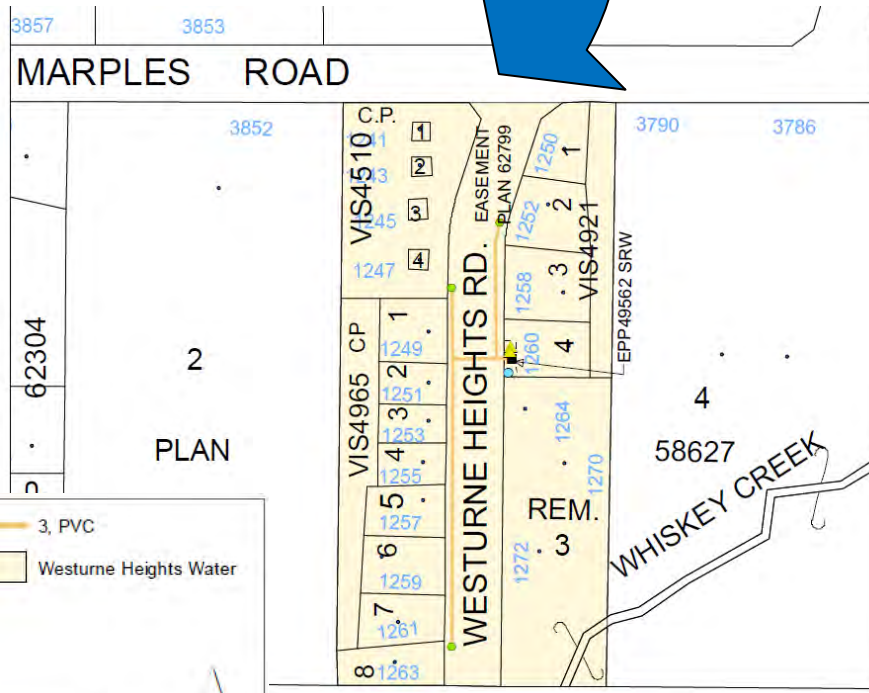
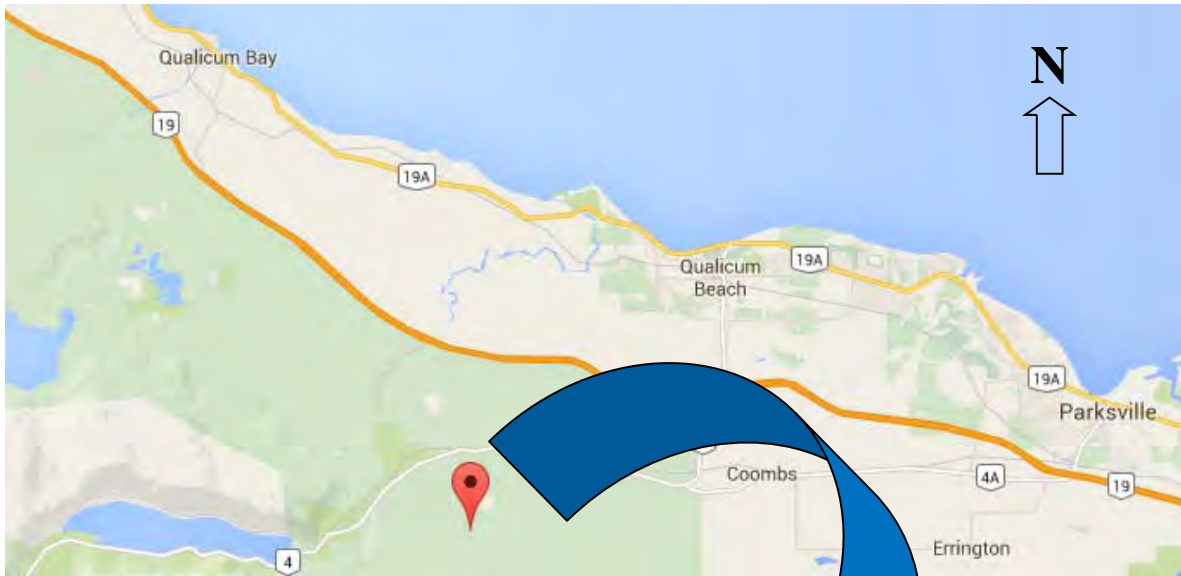
MAP 13 WHISKEY CREEK





MAP 15 HORNE LAKE REG. PARK





Legend

	Cistern		3, PVC
	Flush Out		Westurne Heights Water
	Pumphouse		
	Well		

MAP 17 WESTURNE HEIGHTS