

## BOIL WATER ADVISORY

A boil water advisory recommended by the Medical Officer of Health or an official of the Government Service Centre must be acted upon immediately.

**A boil water advisory is necessary because of the potential for disease causing bacteria to be present in the drinking water you are supplying to the public.**

### WHAT MUST YOU DO FIRST?

As the owner or operator of the drinking water supply, you must **immediately alert all users of your water supply** that drinking water must be boiled before being consumed.

**ALERT USERS NOT TO DRINK WATER WITHOUT BOILING!**

### WHO SHOULD BE ALERTED?

You must notify everyone receiving water from your drinking water supply.

Your drinking water supply may be providing water to:

- ⇒ the general public (those living in homes & apartments)
- ⇒ work places
- ⇒ public buildings such as

hospitals, personal care homes, schools, day care centres, clinics, food premises, hotels and tourism establishments

**It is extremely important to remember to contact the operators of all public facilities (schools, day cares, hospitals, personal care homes, etc.) to notify them of the Boil Water Advisory!**

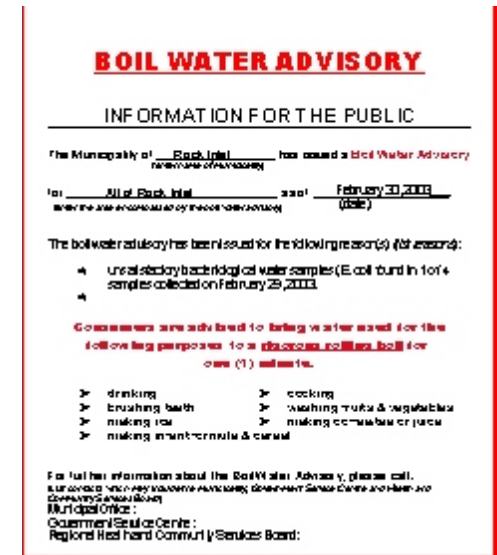
### HOW CAN CONSUMERS BE ALERTED?

Consumers can be alerted in a number of ways. A few are listed below. A combination of these may be necessary to inform all consumers.

- ✧ use local media outlets (e.g., radio, television and newspapers)
- ✧ deposit boil water advisory notices in peoples' mailboxes.
- ✧ place warning signs on water taps at places where water is made available to consumers (e.g., gas stations, restaurants, campgrounds, schools).
- ✧ knock on individual doors and inform people verbally

## HOW SHOULD I FOLLOW-UP ON THE ADVISORY?

Inform consumers at regular intervals about the boil water advisory.



The form is titled "BOIL WATER ADVISORY" in red. Below the title is "INFORMATION FOR THE PUBLIC". The text reads: "The Municipality of [Blank Line] has issued a Boil Water Advisory [Blank Line]". It then says "for [Blank Line] All of [Blank Line] until [Blank Line] February 23, 2013 [Blank Line]". Below this, it states "The boil water advisory has been issued for the following reason(s) (if reason):" followed by a bulleted list: "• Une satisfactory bacteriological water samples (E. coli found in 1 of 4 samples collected on February 23, 2013)". Then, "Consumers are advised to bring water used for the following purposes to a boil before drinking for one (1) minute." followed by a list of activities: "drinking, brushing teeth, cooking, bathing, washing fruits & vegetables, making ice, making coffee/tea/juice, making infant formula & cereal". At the bottom, it provides contact information: "For further information about the Boil Water Advisory, please call: [Blank Line] Municipal Office: [Blank Line] Government Service Centre: [Blank Line] Regional Health Community Services Board: [Blank Line]"

Figure 1 Sample Boil Water Advisory

For advisories that remain in effect for more than one month, a **monthly reminder** to continue to boil drinking water should be forwarded to water consumers.

**BWA Greater Than a Month-Remind Residents Monthly**

## WHAT SHOULD CONSUMERS BE TOLD AFTER AN ADVISORY IS IMPLEMENTED?

Following the initial alert notification, consumers should be kept informed of the progress of a boil water advisory. You should develop a communication plan to ensure that consumers are given accurate information about the boil water advisory in a timely fashion.

**Develop a Communications Plan  
& Keep Consumers Informed**

## WHO IS AVAILABLE TO HELP?

Don't forget that help is available from Government officials.

A technical support team should be formed to work on solutions to the problem(s) which led to the Advisory.

Regional staff from the following departments/agencies should be consulted.

1. Government Service Centre
2. Regional Health and Community Services Boards
3. Department of Environment & Labour
4. Department of Municipal and Provincial Affairs

## ADDITIONAL INFORMATION

If you have any questions about drinking water safety, please do not hesitate to contact the Government Service Centre or Health and Community Services Board nearest you.

### Government Service Centres:

Happy Valley - Goose Bay  
Corner Brook  
Grand Falls-Windsor  
Gander  
Clareville  
Harbour Grace  
St. John's

### Health and Community Services Boards:

Corner Brook  
Gander  
Holyrood  
St. John's  
Happy Valley-Goose Bay  
St. Anthony

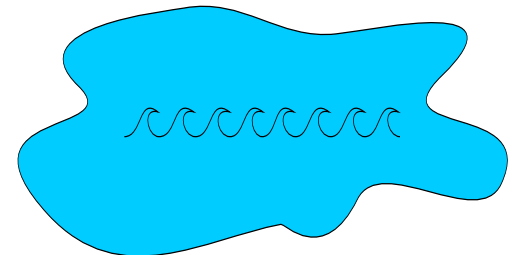


Department of Health and Community Services  
Health and Community Services Boards  
Department of Government Services and Lands

# BOIL WATER ADVISORIES



**INSTRUCTIONS ON HOW TO EFFECTIVELY IMPLEMENT A BOIL WATER ADVISORY**



**DRINKING WATER AWARENESS**