

Boil Water Advisory Instructions



Why should I implement a “Boil Water Advisory”?

A boil water advisory recommended by the Medical Officer of Health or an Environmental Health Officer must be acted upon immediately. A boil water advisory is necessary because of the potential for disease-causing microbes to be present in the drinking water you are supplying to the public.

What should I 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 the water without first boiling it!

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 and apartments)
- workplaces
- public buildings such as hospitals, personal care homes, schools, child care centres, clinics, food premises, hotels and tourism establishments

It is extremely important to remember to contact the operators of all public facilities (schools, child care centres, 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. 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.

Boil Water Advisories lasting longer than a month - remind residents monthly

What should consumers be told during an advisory?

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 and 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 Authority
3. Department of Environment and Conservation
4. Department of Municipal Affairs

Where can I find out more?

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



Department of Health and Community Services
Department of Environment and Conservation
Department of Government Services
Regional Health Authorities

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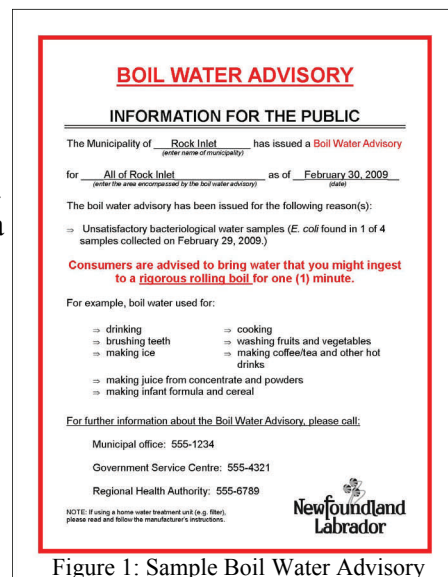


Figure 1: Sample Boil Water Advisory