



# 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**

Revised December 2008

**Drinking Water Awareness**

<b>BOIL WATER ADVISORY</b>	
INFORMATION FOR THE PUBLIC	
The Municipality of <u>Rock Inlet</u> (enter name of municipality) has issued a <b>Boil Water Advisory</b>	
for <u>All of Rock Inlet</u> (enter the area encompassed by the boil water advisory) as of <u>February 30, 2009</u> (date)	
The boil water advisory has been issued for the following reason(s):	
⇒ Unsatisfactory bacteriological water samples ( <i>E. coli</i> found in 1 of 4 samples collected on February 29, 2009).	
Consumers are advised to bring water that you might ingest to a <b>rigorous rolling boil</b> for one (1) minute.	
For example, boil water used for:	
⇒ drinking ⇒ brushing teeth ⇒ making ice ⇒ making juice from concentrate and powders ⇒ making infant formula and cereal	⇒ cooking ⇒ washing fruits and vegetables ⇒ making coffee/tea and other hot drinks
For further information about the Boil Water Advisory, please call:	
Municipal office: 555-1234	
Government Service Centre: 555-4321	
Regional Health Authority: 555-6789	
NOTE: If using a home water treatment unit (e.g. filter), please read and follow the manufacturer's instructions.	

Figure 1: Sample Boil Water Advisory