**Position Assignments**

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| **Position/Team** | **Staff Assignments** | **Job Action Sheet Page** |
| All Department Response/Recover Information and Tasks | All Staff of All Areas | Pg 3 |
| Incident Commander | RN Supervisor Identified on each shift | Pg 5 |
| Maintenance Person | Onsite Maintenance Person | Pg 6 |
| Nursing Unit Team | RN, 2 LPNs, 2 RCWs – 1 RCW may be used as a runner | Pg 7 |
| Nutrition Services Team | 2 Cooks (6am – 2pm and 10am – 6 pm overlapping), 1 Nutrition Service worker, | Pg 8 |
| Environmental Services Team | 1-2 House Keeping (6am – 2pm and 10am – 6 pm overlapping), 1 Laundry (Monday - Friday) | Pg 9 |
| Runner | **Any staff member may be assigned as a runner** | Pg 10 |
| Critical Contacts | | Pg 11 |

**Basic Response Information**

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| **Plan Name:** | **“Water Loss and Boil Water Order”** |
| **Plan Purpose:** | * To respond to and recover from a boil water order or * To respond to and recover from a complete loss of water access |
| **Reason for Activation:** | * Boil water order issued by Environmental Health * Complete loss of water access at the facility |
| **Position(s) Responsible for Activation:** | RN Supervisor designated as Incident Commander |
| **Incident Commander** | RN Supervisor designated at the beginning of each shift |
| **Safety Message** | * Do not consume anything made with water or potentially contaminated by water. * Do not wash with untreated water. * Loss of generator power will lead to a loss of water supply |
| **Method of Activation:** | This plan will be activated through phone calls, e-mails or through the assignment of runners |
| **Deactivation:** | This plan will be deactivated through phone calls, e-mails or through the assignment of runners |
| **Objectives:** | * To ensure that Sample Healthcare Centre continues to provide services and provision of care in a safe and efficient manner in the event of a boil water order. * To ensure that Sample Healthcare Centre continues to provide services and provision of care in a safe and efficient manner in the event of a complete loss of water to the facility. * To ensure that all information related to the Boil Water Order/Water Loss is released in a timely, open and accurate manner. |

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| **Water System Information** | |
| **Water Supplier:** | 2 wells |
| **Well Access:** | One is in the boiler room and one in the laundry room |
| **Estimated Daily Water Demand** | Approximately 3500 Gallons Per Day |
| **Master Shutoff Location and Shut off Instructions if Applicable:** | Each has its own shut off located at the well access |
| **Bottled Water Supply is available at:** | 6 - 18.5L Jugs of bottled water and pumps are stored in the main stores room |

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| **All Departments Response Information and Tasks** |
| **During Water Loss or Boil Water Order**   * Ensure Incident Commander is made aware of water loss or a boil water order * Staff will follow directions provided by their Department Leaders and the Incident Commander * Follow water conservation instructions when they are issued * **Department Leads will** –   + Perform or delegate tasks assigned to their departments   + Oversee the implementation of plans in their departments   + Attend or send a representative to all staff meetings regarding water loss or boil water orders a   + Hold department team huddles are scheduled on a regular basis   + Track usage of supplies and order additional supplies as necessary   + Inform the Incident Commander of any additional required resources (e.g. staff, supplies, equipment)   + Track additional expenditures and forwarded them to the facility Administrator at the end of the event * 6 - 18.5L bottles of water and pumps are stocked in the main stores room for distribution to each Household and department * Only bottled water will be used for tooth brushing, mouth rinsing and drinking. * Environmental Services will disperse water supplies with the assistance of Maintenance   **Boil Water Order Response:**  **Hand Washing – for resident caregivers, residents, visitors and all staff**:   * Wash hands with soap and tap water and follow with alcohol – based hand sanitizer o * If hands are not soiled use the alcohol hand sanitizer alone.   **Do Not Use**   * Do not use ice machines, coffee machines, juice machines, electric kettles or hot water dispensers * Destroy all ice made by ice machines or any means when a boil water order is issued * Do not make ice from tap water during the water boil order   **Total Water Loss Response**  **General-**   * Staff may be asked to bring their own lunches to the Centre * Porta Potties and Hand Washing Stations will be made available if necessary * Residents requiring toilets will use commodes using Hyge Bags, which will be set up in the resident’s bathroom and other room as required * **Do not use** bottled water to flush toilets   **Hand Washing** – **for resident caregivers, patients, visitors and all staff**:   * Hand washing will be done with hand sanitizer when possible * If hands are soiled use bottled water and soap |
| **All Department Recovery Information and Tasks** |
| * Before any tap water is used as normal, water must be tested by Environmental Health and all water supplies must be flushed for two (2) minutes (after plan deactivation) * **Do not begin any recovery tasks until the plan is deactivated by the Incident Commander** * Return to normal operations under the direction of your Department Lead * Reactivate facility systems and machines as directed by your Department Lead * Ensure machines that use water are cleaned as necessary * Remove all boil water order and/or water loss signage throughout the facility * Ensure any equipment removed from storage or brought into the facility is returned * Ensure all supplies are replenished * Ensure all documentation is returned to the Incident Commander |

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| **Water loss and Boil Water Order Job Action Sheets** |
| **Position:** **Incident Commander** |
| **Assignment:** RN Supervisor assigned at the beginning of each shift |
| **All Situations Tasks:**   * Activate this plan and ensure all staff are notified by phone, e-mail or by runners * Activate fan-out as necessary * Ensure water access sites (i.e. sinks, water fountains, coffee dispensers etc.) have appropriate signs posted (total water loss or Boil Water Order signs located at back of this plan.) * Ensure communication with Environmental Health officials (as necessary) * Call a staff meeting with all department leads to assess the situation and consider required steps * Schedule regular meetings with department leads * Continue to assess the situation in conjunction with facility staff and administration to determine other necessary actions   **Boil Water Order Response Tasks:**   * **See above**   **Total Water Loss Response Tasks:**   * Contact or assign staff to contact the following agencies to inform of the situation: * Montague Fire Department * Town of Montague (if loss is isolated to the facility) * Plumbing Service Contractor (as necessary) * Additional external partners (as necessary) * Consider notifying residents’ families (as necessary) * Consider and approve accessing of external services and providers as necessary (Porta-potties, food services, town water etc.) |

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| **Water loss and Boil Water Order Job Action Sheets** |
| **Position:** **Maintenance** |
| **Position Assignment:** 1 Maintenance staff person |
| **Reports to:** Incident Commander |
| **All Situation Tasks**   * Coordinate with Environmental Health staff as appropriate * Contact any contractors who may be necessary to asses or respond to the situation (in conjunction with other teams/departments) * Pick up water supplies from supply room and distribute in conjunction with Environmental Services * Pick up and deliver additional water supplies (as necessary)   **Boil Water Order Response Tasks:**   * Shut off water supply to ice machines and empty ice * Shut off water supply to juice machines, coffee machines and hot water dispensers * Shut off sinks in resident care areas if necessary   **Total Water Loss Response Tasks:**   * When alerted of a total water loss, assess the situation by checking facility systems and contact external partners/contractors as necessary * Contact Montague Fire Department and inform them of the total water loss situation and remind them of the impact this has on facility sprinkler systems * Arrange for and assist with the hook up of external water supplies to support facility sprinkler system (as necessary) * Arrange for and assist with the hook up of external water supplies if possible (Coordinate with the municipality) * Arrange for pick up and drop off of laundry at alternate sites in conjunction with Environmental Services (as necessary) * Contact external suppliers to access porta-potties (two likely required) and mobile hand washing stations (two likely required) at the request of the Incident Commander |

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| **Water loss and Boil Water Order Job Action Sheets** |
| **Team:** **Nursing Unit** |
| **Unit Lead:** RN Supervisor not assigned as Incident Commander |
| **Team Assignments:** All staff on the Unit (1 RN, 2 LPN, 2 RCW) 24/7 |
| **Reports to:** Incident Commander |
| **All Situations Tasks:**   * Keep residents and visitors informed on the situation * Only bottled water will be used for tooth brushing, mouth rinsing and drinking   **Boil Water Order Response Tasks:**   * Remove all existing water from use, i.e. water jugs and glasses in resident rooms, pitchers in fridge on Households   *Bathing of Residents:*   * Bathing and showering of residents is acceptable as long as there is no risk that the resident will drink the water * Showering and tub bathing are NOT allowable if the person is immune-compromised * If the resident is at risk for drinking bath water, sponge baths will be used   **Total Water Loss Response Tasks:**  *General:*   * Inform residents’ families of incident if directed by the Incident Commander * Retrieve and set up commodes along with garbage bags and absorbent in main bathrooms and other rooms as required for resident use   *Bathing of Residents:*   * Discontinue the use of tub baths and showers for resident bathing * Bathing schedules will be altered/discontinued at the discretion of Nursing staff in conjunction with RN Supervisor * If necessary wipes will be accessed from stores and used for bathing residents |

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| **Water loss and Boil Water Order Job Action Sheets** |
| **Department:** **Nutrition Services** |
| **Department Lead (if applicable):** Centre Manager |
| **Team Assignments:** 2 Cooks (6am – 2pm and 10am – 6 pm overlapping), 1 Nutrition Service worker |
| **Reports to:** Incident Commander |
| **All situations tasks:**   * Post signs at water access sites in kitchen area * **Track and Order additional water supplies if necessary**   **Boil Water Order Response Tasks:**  *General*   * Dispose of all food that is potentially contaminated * Dispose of all drinking water that is potentially contaminated   *Food and drink preparation*   * All steam kettles or pots should be filled and turned on to allow water to come to a full rolling boil for two minutes. This water would then be used for all food preparation. * All produce must be washed with water that has been previously boiled for two minutes. * All soup must be prepared with water that has been previously boiled. * All vegetables must be steamed or boiled for a minimum of two minutes. * Any recipes requiring water must be prepared with water that has been previously boiled. * All residents will receive bottled water at each meal.   *Dish Washing*   * All dishes will go to main kitchen and be washed Manually * Use boiled water in main kitchen pot sinks (3 sink method) third sink will use sanitizer and quat strips   **Total Water Loss Response Tasks:**  *Food and drink preparation*   * All food and drinks will be made with bottled water * Conserve use of cooking dishes (pots, pans etc.) if preparing food * Modify meal plan as required * In conjunction with the Incident Commander coordinate the ordering and distribution of food from external sources (caterers, other facilities etc.) if possible/required   *Dish Washing*   * Begin use of disposable dishes when possible (supply on hand in stores) |

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| **Water loss and Boil Water Order Job Action Sheets** |
| **Department:** **Environmental Services** |
| **Department Lead:** Centre Manager |
| **Team Assignments:** 1-2 House Keeping (6am – 2pm and 10am – 6 pm overlapping), 1 Laundry (Monday - Friday) |
| **Reports to:** Incident Commander |
| **All Situations Tasks:**   * Post signs at water access sites throughout the facility * Assist Maintenance staff with delivery of water supplies throughout the facility * Place alcohol-based hand sanitizers at all sinks within the facility as necessary   **Boil Water Order Response Tasks:**   * Remove all existing water for use, i.e. water jugs and glasses in resident rooms, pitchers in fridge on Households * Use cleaning chemicals as usual and always wear gloves   **Total Water Loss Response Tasks:**   * Discontinue laundry services * Contact other facilities throughout the province and arrange for laundry services in conjunction with Maintenance and the Incident Commander(If necessary) * Coordinate laundry drop off, pick up and potential staffing with alternate facility, facility staff and maintenance * Alter cleaning schedules to conserve use of bottled water * Consider accessing and using disinfectants which do not require water (accelerated hydrogen peroxide wipes) * Ensure all commodes, porta-potties and washing stations remain stocked and clean * Distribute, collect and dispose of garbage bags and absorbent as necessary * Alter trash pickup as necessary to manage additional human waste in conjunction with Maintenance |

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| **Water loss and Boil Water Order Job Action Sheets** |
| **Department:** **Runners** |
| **Reports to:** Individual who assigned them |
| **All Situations Tasks:**   * Deliver verbal or written messages as required * Deliver any return message * ALWAYS return to the individual who assigned you as a runner and provided the initial message whether a return message was given or not |

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| **Critical Facility and Health PEI Contacts** | | |
| **Position Contact Number Alternate Contact Number** | | |
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| **Critical External Contacts** | | |
| **Contact Name** | **Contact Number** | **Alternate** |
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