**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
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| **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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