



LONG-TERM CARE DIVISION POLICY MANUAL

Manual 11 – Emergency Procedures	Policy: 11-01-02
Boil Water Advisory	
Effective Date: March 1, 2024	
Reviewed Date: May 9, 2025	

POLICY

To respond to and manage a boil water advisory at the Homes and ensure the safety and security of residents, staff members, volunteers and visitors in the Homes.

PROCEDURE

The Administrator/delegate (during business hours) or the Supervisor-on-Call (after hours) will:

- Notify all affected users regarding the boil water advisory.
- Inform and consult with the General Manager (GM), Long-Term Care Division on whether to activate the Incident Management System (IMS).
- Delegate staff members to access supplies, as needed, from the Dietary general stock room.
- Consult with Lambton Public Health and follow their guidelines.
- Consult the Home's municipal water operators.
- Take command of the emergency and delegate a staff member to announce the following statement three times over the paging system (ie, Phones, speaker system etc):

“BOIL WATER ADVISORY”

Water Supply

In the event of a major water shortage for a significant period of time where resident health is in jeopardy, the municipal water department is to be called by the Administrator/designate in consultation with the General Manager of Long-Term Care Department to notify them that the Home is to be considered a priority.

Should safe water not be available from the Municipality, water should be requested from a private supplier:

Follow-Up

Once **ALL CLEAR** is announced:

1. Communicate with staff, residents and visitors that emergency is over and assist as needed.
2. Document Boil Water Advisory on the Emergency Code Report form and submit to the Administrator.
3. Document and debrief with staff.