



EMERGENCY RESPONSE WATER SYS-



Water Systems

Emergency Response Plan



EMERGENCY RESPONSE

WATER SYSTEMS





EMERGENCY RESPONSE PLAN

**REGIONAL DISTRICT
OF
NANAIMO**

WATER SYSTEMS

REVISION DATE - NOVEMBER 2010



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Prime Responsibilities

- Provide safe drinking water.
- Provide potable water for sanitation purposes.
- Provide water for fire suppression.
- Prevent unnecessary loss of stored water.
- Restore the integrity of the entire water system as soon as possible.
- Maintain integrity and quality of supply.

Emergency Response and Recovery Actions

- Analyze the type and severity of the emergency.
- Provide emergency assistance to save lives.
- Reduce the probabilities of additional injuries or damage.
- Provide situational reporting to appropriate agencies as required.
- Perform emergency repairs based on priority demand.
- Return system to normal levels. (recovery)
- Evaluate response and preparedness plan.
- Revise plan as necessary.
- Provide maps, notices, and direction necessary for water recovery.

Communication Check List

In an emergency it will be important to contact the key people shown below. This will help reduce confusion and assist in ensuring any important messaging is done so correctly and quickly.

IF REQUIRED, CONTACT P.E.P or V.I.H.A. BEFORE MAKING THE FOLLOWING CONTACTS AS PER THE EMERGENCY PLANS

RDN Priority Contacts

**MANAGER OF WATER SERVICES..... MIKE DONNELLY
(250) 390-6560**

**G.M. REGIONAL & COMMUNITY UTILITIES..... JOHN FINNIE
(250) 390-6560**

**COMMUNICATIONS COORDINATOR MATT O'HALLORAN
(250) 390-4111**

**EMERGENCY COORDINATOR JANI THOMAS
(250) 713-2057(cell)**

Key Communication Options

Management Support

- Contact Electoral Area Director
- Contact the local radio station and provide a brief message if public health and safety are at risk. Follow up with a press release.

Field Staff Support

- Post notices on household front doors.
- Attach warning signs to existing Water Sprinkling Regulation signs in each community.
- Put up roadside signage at the entrance to the community.

Administrative Support

- Provide information message on the RDN web site.
- Review after hours office and voice mail messaging.
- Provide notification to other RDN staff.

Emergency Contact Numbers

Personnel Contacts

<i>Name</i>	<i>Position</i>	<i>Phone</i>
Dave	A/Chief Operator	(250) 248-4914
Randy	Operator II	(250) 248-4914
Heather	Operator III	(250) 248-4914
Brad	Operator II	(250) 248-4914
Lyndon	Operator II	(250) 248-4914
Mike Donnelly	Manager of Water Services	(250) 390-6560
Deb Churko	Engineering Technologist	(250) 390-6560
Jack Eubank	Bylaw Officer	(250) 390-6560
John Finnie	General Manager	(250) 390-6560

Electoral Area Directors

<i>Electoral Area</i>	<i>Director</i>	<i>Phone</i>	<i>Cell</i>	<i>email address</i>
A	Joe Burnett	722-2656		quailing@shaw.ca
B	Gisele Rudischer	247-8795		giserudischer@gmail.com
C	Maureen Young	754-5896		Maureen_young@shaw.ca
E	George Holme	468-7237		gholme@shaw.ca
F	Lou Biggemann	248-9078		lwb@shaw.ca
G	Joe Stanhope	248-6401		jstanhope@shaw.ca
H	Dave Bartram	757-9737		dwarbartram@shaw.ca

Government Agency Contacts

Ministry of Environment	Nanaimo	(250) 751-3100
Department of Fisheries and Oceans	Nanaimo	754-0230
Provincial Emergency Preparedness (PEP) and Dangerous Goods Spills	Victoria	1-800-663-3456
Environmental Health Office	Parksville	947-8222
Bill Wrathall, Env. Health Officer	Parksville	947-8222
Environmental Health Office	Nanaimo	755-6215
Murray Sexton, Public Health Engineer	Nanaimo	755-6293
Medical Health Officer	Nanaimo	740-6988
		<i>or after hours</i> 1-800-204-6166
City of Parksville Public Works	Parksville	248-5412
Town of Qualicum Beach Public Works	Qualicum Beach	752-6921
District of Lantzville	Lantzville	390-4006

Emergency

Hospital	- Nanaimo	754-2141
	- Parksville phone number (Nanaimo hospital)	248-2332
Ambulance	- Parksville	911 or 248-3511
	- Nanaimo	911 or 758-8181
Police	- Parksville	911 or 248-6111
	- Nanaimo	911 or 754-2345
Fire Department	- Parksville	911 or 248-3242
	- Nanoose Bay	911 or 468-7141
	- Qualicum Beach	911 or 752-6921
	- Cedar	911 or 722-3122

Priority Services

BC Hydro (Qualicum Beach number)	(250) 752-8012 <i>or</i>
BC Hydro– Brian Knights 752-8020	1-888-769-3766
Telus	811-2323 <i>or</i>
Telus- Paul McGrath cell 248-0983	741-7713 <i>or</i> 741-7716
Teresen Gas	248-4880
Shaw Cable (Nanaimo)	754-5571
CP Rail	1-800-716-9132
French Creek Pollution Control Centre	248-5794
Chlorine Manufacturer (Brentagg)	1-800-661-1830

Community Contacts

District 69 School Board Office	248-4241
Nanoose Bay School	468-7414
Nanoose Children's Centre	468-1784
Nanoose Place	468-5339
Nanoose Post Office	468-7722
Naval Base (Department of National Defense)	756-5021 <i>or</i> 468-5004

Excavation Services

Shoreline Equipment (Doug Penny)	468-7759 <i>or</i> 755-9502 (<i>cell</i>)
Lundine Backhoe Service (Jim Lundine)	752-6808 <i>or</i> 951-1508 (<i>cell</i>)

Electrical Contractors

Canem Electric	468-1887
East Isle Power (Harvey Sommerfeld)	821-0415 <i>or</i> 954-7463 (<i>cell</i>)
TC Trades (Tom Frenette)	756-0077 <i>or</i> 250-668-0078

Other Services

Plumbing Services (Maci Motor – Pump Repair)	(250) 248-4423
Bulk water supply (BC Water Service)	954-3628
Bottled water supply (Water Pure & Simple)	752-1373
EPCOR (Parksville)	951-2460
Sand and Gravel (Ozero)	752-1482
Sand and Gravel (Luissier & Sons)	468-9994
Pump Trucks (Action Tank Service)	248-3833
Pump Trucks and Toilet Rentals (A-1 Septic)	248-4438
Portable Washrooms (Coast Toilet Rentals)	753-7552
Running Water Enterprises (Water Hauling Service)	947-5197
Fyfe's Well and Water Services	752-4986 or 248-0830 (cell)

Suppliers

Four Star Waterworks (piping)	954-3546
CAT Rentals (equipment & pumps)	248-1100
Iritex Pumps and Irrigation – (pumps)	248-7028
Windsor Plywood (miscellaneous building supplies)	752-3122
Albertsons Hardware (miscellaneous building supplies)	248-6888
Robinson Rentals	753-2465
United Rentals	758-3911

Media Services

Matt O'Halloran, RDN Communications Coordinator	1-877-607-4111 or 713-1075 (cell)
Radio Station (CKWV) Nanaimo and Parksville	758-1131
TV Station (CHEK)	383-2435
Newspaper (PQ News and The Weekender)	248-4341
The Oceanside Star	954-0600
Nanaimo Daily News / Harbour City Star	729-4212

Emergency Response Plans

Contamination of Source (Spills, Accidents, Vandalism)

Actions: Shut down pump
Notify Provincial Emergency Program (PEP)
Notify Health Unit
Notify all users if necessary under direction of Health Unit
Contact government agencies for advice and assistance
Contact local media for public service announcements
Post signs and deliver notices to homes and businesses. (See attached samples)
Arrange alternate source if necessary – i.e., bottled or bulk water
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Department)
Provincial Emergency Preparedness, Police, Ministry of Environment
All schools and community centres – see *“Priority Contacts” List*
RCMP if there has been vandalism

Loss of Source – Loss Of Reservoir or Supply Lines

Actions: Ensure pumps are shut off. (To protect pump)
Notify all users
Contact government agencies for advice and assistance
Arrange alternate source – i.e., bottled water, bulk water, storage tank
Advise RDN supervisory personnel if necessary

Contacts: Local Health Unit (Environmental Health Department) and Ministry of Environment

Flood Conditions

Actions: Notify all users regarding the potential for water contamination, loss of pump, power, etc. Users should be advised to store some drinking water in advance, and to boil any suspect water for two minutes or disinfect with chlorine when flood conditions exist
Phone government contacts
Contact local media for public service announcement when customers can not be reached by phone
Post signs or deliver notices if necessary. (See attached samples)
Arrange alternate source if possible – i.e. bottled water, bulk hauler or storage tank
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environment Health Department), Provincial Emergency Preparedness, and Ministry of Environment

Broken Water Main

Actions: Shut pump off when backflow conditions have been prevented
Call for repairs as required – i.e. excavator, backhoe
Notify all users of interruption of service
Advise local Public Health office
Arrange alternate source if necessary
Advise RDN supervisory personnel

Contacts: Advise local Public Health office. (Environmental Health Department)

Chlorination Failure

Actions: Advise local Public Health Office
Shut off well pumps. Monitor reservoir levels.
Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendations of local health officials
Post signs or deliver notices if necessary. (See attached samples)
Arrange chlorinator repairs
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Officer)
Chlorinator manufacturer

Pump Failure

Actions: Notify all users of interruption of service
Call for repairs: pump manufacturer if necessary
Advise local Public Health office (if interruption not short term)
Arrange alternate source if necessary – bottled or bulk water, etc.
Advise RDN supervisory personnel if necessary

Contacts: Local Health Unit (Environmental Health Department)

Power Failure

Actions: Call BC Hydro. Find out when power will be restored
Start back-up generator or arrange to get one
Notify all users about interruption of service if backup not capable of maintaining supply
Post signs or deliver notices if necessary. (See attached samples)
Advise local Public Health Office
Arrange alternate source if necessary – bottled or bulk water, etc.
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Department)

Backflow or Back Siphonage

Actions: Advise Medical Health Officer at local Health unit
Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendations of local health officials
Purge and disinfect lines as directed, after corrections have been made
Post signs or deliver notices if necessary. (See attached samples)
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Department)

Bacteria Count (RDN Lab)

Actions: Advise Medical Health Officer at local Health unit
Follow procedures in accordance with recommendations of local health officials
Post signs or deliver notices if necessary. (See attached samples)
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environment Health Department)

APPENDICES

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Unfit for Drinking Notice	12
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Sample

NOTICE

Boil Water Advisory

Effective date: _____

Please note that all water used for domestic purposes (drinking, cooking, etc.) should be boiled before consumption. The boiling should be at a rolling boil and for a minimum of one minute.

RDN Water Services staff are continually monitoring the water supply system and will provide updates as they become available.

Watch for information updates at www.rdn.bc.ca (WaterSmart) and listen to your local radio station for more information.

This advisory will be in effect until further notice.

For further information contact the

**Regional District of Nanaimo at:
1-877-607-4111 or 1-250-390-4111
Water Services Field Office: 1-250-248-4914**

Sample

NOTICE

Boil Water Order

Effective date: _____

Please note that all water used for domestic purposes (drinking, cooking, etc.) should be boiled before consumption. The boiling should be at a rolling boil and for a minimum of two minutes.

RDN Water Services staff are continually monitoring the water supply system and will provide updates as they become available.

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WARNING

Sample

**This Water is
Considered
Unfit for Drinking
or Domestic Use**

Effective date: _____

For further information contact the

Regional District of Nanaimo at:

1-877-607-4111 or 1-250-390-4111

Water Services Field Office: 1-250-248-4914

Sample

NOTICE

Water Supply Service Interruption

Effective date: _____

Please be advised that your water service may be interrupted or off for periods during the day.

When service is resumed, the water may be discoloured. This is due to disturbed deposits in the pipes and is not harmful.

This advisory will be in effect until further notice.

For further information contact the

**Regional District of Nanaimo at:
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MAPS

Water Service Areas

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