

i. OUTLINE

LOSS OF POTABLE WATER

In the Event of a Loss of Potable Water

Maintenance

Notify Switchboard to announce level of response required
(Phase 1, 2 or 3)
Refer to Page 7

Security

During times when Maintenance is not on site Security will notify Switchboard to announce level of response required
Refer to Page 11

Switchboard

Announce Potable Water Loss Phase 1, 2 or 3, (as directed)
Notify:

- Nutrition Services
- Security Control Centre **4142**
- President & CEO / On-Call Program Manager / Delegate

Refer to Page 5

Upon Hearing a Loss of Potable Water Announced

All Staff

Do not call Switchboard
(Unless it is urgent)
Initiate potable water conservation measures
Refer to Page 3

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Appendices

Appendix A – Water Assessment Form

1.0 General Overview

1.1 Plan to Be Used In Case Of A Loss of Potable / Municipal Water

The loss of potable / municipal water via a disruption of water service to a portion of, or the entire, facility represents a major hazard to the patients, staff and visitors to the hospital. Many hospital services may be impacted. As a result, the plan is in place to effectively and efficiently manage the effects of a loss of potable / municipal water to the facility.

1.2 Potable Water

The hospital potable water is supplied by the municipal water source via six primary inlet feeds that supply domestic water to the following wings: Connell, Kidd, Dietary, Watkins, Victory and Burr. A network of internal pipes distributes that water within the facility. A failure of the municipal water mains or any part of the internal network of pipes could represent a loss of potable / municipal water to a portion of, or the entire facility.

1.3 Conservation Measures

Conservation measures should be taken any time there is a loss of potable / municipal water to the facility to ensure a continuous supply to as many essential areas of the facility as possible. This includes limiting the use of non-essential water use (washing hands when hand sanitizer is available, use of ice machines, etc.).

1.4 Notification

All areas will be notified whenever potable or municipal water service is disrupted. In emergency cases notification will be made via overhead announcements, all users email, Vocera, and/or by phone. In non-emergency cases, or during testing, this will be done in advance by e-mail or hard copy and by phone to affected areas. Prior to and upon completion of non-emergency shut downs, or testing, Maintenance will notify the affected areas to verify that potable water service will resume.

1.5 Resumption of Water Service

In the event of a loss of potable / municipal water, precautionary steps may need to occur before transitioning back to normal water service. There will be notification to staff when potable water service resumes.

1.6 Incident Command Centre

In the event of a complete loss of potable / municipal water to the facility, the Incident Commander is the Director of Emergency Management Security & Life Safety / Delegate. The Incident Command Centre will be set-up in the Security Office Conference Room in Dietary 1. The Incident Commander is the direct contact for the Kingston General Hospital Emergency Operations Centre.

1.7 On-Hand Potable Water

There are approximately 1100 -1500 litres of sterile water stored in a tank for use by the Core Lab at Kingston General Hospital on Douglas 4 between the Immunology and DNA Labs. The lab would remain unaffected by a loss of water for up to 4 days.

The KGH Cafeteria stores approximately 50 cases (1200 bottles) of water on-hand for patient use. Nutrition has the capability to order emergency water stock via two separate food suppliers (i.e Sysco, etc.) should it be required.

1.8 Auxiliary Systems Requiring Water

In the event municipal water service is interrupted, auxiliary systems such as, fire suppression, waste water and cooling will be unavailable.

1.9 Laboratory Water Usage

A water storage unit (room 8-402) for clinical labs is on Douglas 4 which contains approximately 300-400 US gallons, which would last about 4 days in the event municipal water was unavailable. However, it is not ideal to have the water storage sit for that length of time as the quality will deteriorate the longer it is stored. Water in the unit would have to be monitored closely for deterioration after 24 hours of water loss to ensure chemistry analyzers in the labs are not damaged from its use.

1.10 COGEN Power Plant

In the event of a municipal loss of water, the Cogen steam power plant does not have the capability to pump lake water for steam use. However, it does have the capability to utilize water from portable water trucks, which can connect to the plant if their line losses are such that they need to provide make-up water to the system.

1.11 Definitions

Phase 1 – Partial Loss of Potable Water

In this phase, loss of potable water is due to the failure of internal water transportation infrastructure which only affects a specific area of the facility. There is no interruption of municipal potable water to the facility.

Phase 2 – Complete Loss of Potable Water Service

In this phase, loss of potable water is due to a complete loss of potable water service to the facility.

Phase 3 – Loss of Municipal Water Service

In this phase, there is no supply of water from the municipality. A decision will be made by Senior Administration as to whether the hospital can defend in place, or conduct a staged evacuation (Code Green).

2.0 Response & Recovery – All Staff

Response

2.1 Phase 1 – Partial Loss of Potable Water

DO NOT CALL SWITCHBOARD, UNLESS IT IS URGENT

A Phase 1 potable water loss is due to the failure of any internal water handling systems and / or water distribution equipment, such as pipes

NOTIFICATION – Monday to Friday (0800 – 1600)

- ☐ Notify Maintenance **(4030)** of any areas critical to functionality that are impacted by the potable water loss
- ☐ Ensure patients and visitors are aware of the loss of potable water
- ☐ Ration water, as appropriate
- ☐ Contact Nutrition Services for access to drinking water

NOTIFICATION – In absence of Managers and Directors

- ☐ Notify the Security Control Centre **(4142)**

2.2 Phase 2 – Complete Loss of Potable Water Service

All patient care staff are asked to report back to their units, all ancillary staff (Environmental Services, Nutrition, etc.) are to report to their departments

NOTIFICATION – Monday to Friday (0800 – 1600)

- ☐ All Managers / Charge Staff will evaluate the impact of potable water loss on their area using the Loss of Potable / Municipal Water Assessment Form in the Appendix
- ☐ Notify Maintenance **(4030)** of any areas critical to functionality that are impacted by the potable water loss
- ☐ Ration water, as appropriate
- ☐ Await further instructions from Facilities/Maintenance/Incident Command Centre
- ☐ Contact Nutrition Services for access to drinking water

NOTIFICATION – In absence of Managers and Directors

- ☐ Charge Staff will evaluate the impact of potable water loss on their area using the Loss of Potable / Municipal Water Assessment Form in the Appendix
- ☐ Security will contact, through the hospital Switchboard:
 - ☐ Maintenance On-Call
 - ☐ Duty Administrator
- ☐ Duty Administrator will assess staffing levels and notify Incident Commander at ext. 6393

- ☐ Duty Administrator will notify Public Affairs to determine if public messaging/internal messaging required

2.3 Phase 3 – Loss of Municipal Water Service

Do Not Call Switchboard, Unless It Is Urgent

A Phase 1 potable water loss is due to the failure of any internal water handling systems and / or water distribution equipment, such as pipes

- ☐ All patient care staff are asked to report back to their units, all ancillary staff (Environmental Services, Nutrition, etc.) are to report to their departments
- ☐ Commence preparations for the possibility of evacuation of the facility (Code Green).

Notification – Monday to Friday (0800 – 1600)

- ☐ All Managers / Charge Staff will evaluate the impact of potable water loss on their area using the Loss of Potable / Municipal Water Assessment Form in the Appendix
- ☐ Notify Maintenance **(4030)** of any areas critical to functionality that are impacted by the potable water loss
- ☐ Ensure patients and visitors are aware of the loss of potable / municipal water
- ☐ Ration water, as appropriate
- ☐ Await further instructions from Facilities/Maintenance/Incident Command Centre
- ☐ Contact Nutrition Services for access to drinking water

Notification – In absence of Managers and Directors

- ☐ Notify the Security Control Centre **(4142)**

Recovery

2.4 Upon Notification That the Crisis Has Concluded

- ☐ Advise patients and visitors that the water service has resumed
- ☐ Refer any media inquiries to the Public Affairs department
- ☐ Participate in a debriefing session
- ☐ Resume normal duties

3.0 Response & Recovery – Switchboard

Switchboard will be notified of a loss of water by Facilities/Maintenance/Security.

Response

3.1 Phase 1 – Partial Loss of Potable Water

- ☐ Notify, if not already aware:
 - ☐ Maintenance
 - ☐ Security Control Centre (4142)
 - ☐ Nutrition Services
 - ☐ Affected Area Manager / Delegate

3.2 Phase 2 - Complete Loss of Potable Water Service

- ☐ Announce overhead three times **“Phase 2 Potable Water Loss”**
- ☐ Notify, if not already aware:
 - ☐ Maintenance
 - ☐ Security Control Centre (4142)
 - ☐ Nutrition Services
 - ☐ President & CEO / Duty Administrator
 - ☐ *Make public announcement

*0700 - 2100 Announce the following: **“Your attention please – the facility is experiencing difficulties with its main water supply. We ask all patients and visitors to not drink or use water from any taps within the facility. Safe drinking water will be distributed, as required, by hospital staff. ”**

3.3 Phase 3 – Loss Of Municipal Water Service

- ☐ Announce overhead three times **“Phase 3 Municipal Water Loss”**
- ☐ Notify, if not already aware:
 - ☐ Maintenance
 - ☐ Security Control Centre (4142)
 - ☐ Nutrition Services
 - ☐ President & CEO / Duty Administrator
 - ☐ *Make public announcement (next page)

*0700 - 2100 Announce the following: **“Your attention please – the facility is experiencing difficulties with its main water supply. We ask all patients and visitors to not drink or use water from any taps within the facility. Safe drinking water will be distributed, as required, by hospital staff. ”**

Recovery**3.4 Upon Notification That the Crisis Has Concluded**

- ☐ Announce over the public address system three times, **“Water Loss, All Clear”**
- ☐ Notify, if not already aware:
 - ☐ Director, Facility Engineering and Maintenance Service
 - ☐ Security Control Centre
 - ☐ Nutrition Services
 - ☐ President & CEO / Duty Administrator

4.0 Response & Recovery – Maintenance

Response

4.1 All Phases

Director, Facility Engineering and Maintenance Service / Delegate

- ☐ Upon notification that an area in the facility is without potable water, report to that area and assess the cause of the potable water outage and determine the level of response required

4.2 Phase 1 – Partial Loss of Potable Water

Director, Facility Engineering and Maintenance Service / Delegate

- ☐ Notify affected Area Manager of locations affected
- ☐ Take necessary steps to rectify potable water loss

Maintenance Staff

- ☐ Receive direction on appropriate steps to rectify potable water loss

4.3 Phase 2 – Complete Loss of Potable Water Service

Director, Facility Engineering and Maintenance Service / Delegate

- ☐ Notify Switchboard of Phase 2 Potable water loss
- ☐ Assume the role of Planning Officer in the Incident Management System and report to the Dietary 1 Security Conference Room (**6393**) to provide / receive initial update to / from the Incident Commander
- ☐ Notify any additional available Maintenance staff to assist
- ☐ Notify the President & CEO / Delegate
- ☐ Monitor and adjust building systems, loads, plant equipment, infection control systems, life safety systems as required and advise Incident Command on status of systems
- ☐ Provide regular reports to the President & CEO / Delegate
- ☐ Refer to Incident Command Centre section of plan for further instructions – Page 17

Maintenance Manager / Delegate

- ☐ Assume the role of Operations Officer in the Incident Management System and report to the Dietary 1 Security Conference Room
- ☐ Update the Director of Emergency Management, Security & Life Safety / Delegate on the status of the incident
- ☐ Prepare for response:
 - ☐ Liaise with Security Services in the Incident Command Centre to prioritize areas affected by the loss of potable water and dispatch Maintenance response

- ☐ Determine the expected length of municipal P.U.C. potable water loss
- ☐ Refer to Incident Command Centre section of plan for further instructions – Page 17

Maintenance Staff

- ☐ Report to the Maintenance department for required response to potable water loss
- ☐ Respond to affected areas based on priority need as designated by Manager of Plant Operations & Maintenance / Delegate

4.4 Phase 3 – Loss of Municipal Water Service**Director, Facility Engineering and Maintenance Service / Delegate**

- ☐ Notify Switchboard of Phase 3 Potable water loss
- ☐ Assume the role of Planning Officer in the Incident Management System and report to the Dietary 1 Security Conference Room (**6393**) to provide / receive initial update to / from the Incident Commander
- ☐ Prepare for the possibility of evacuation of the facility (Code Green)
- ☐ Notify any additional available Maintenance staff to assist
- ☐ Notify the President & CEO / Delegate
- ☐ Monitor and adjust building systems, loads, plant equipment, infection control systems, life safety systems as required, and advise Incident Command on status of systems
- ☐ Provide regular reports to the President & CEO / Delegate
- ☐ Refer to Incident Command Centre section of plan for further instructions – Page 17

Manager, Plant Operations & Maintenance / Delegate

- ☐ Assume the role of Operations Officer in the Incident Management System and report to the Dietary 1 Security Conference Room
- ☐ Update the Director of Emergency Management, Security & Life Safety / Delegate on the status of the incident
- ☐ Prepare for response:
 - ☐ An evacuation of the facility (Code Green) may be required
 - ☐ Liaise with Security Services in the Incident Command Centre to prioritize areas affected by the loss of potable / municipal water and dispatch Maintenance response
 - ☐ Determine the expected length of municipal P.U.C. water loss
 - ☐ Refer to Incident Command Centre section of plan for further instructions – Page 17

Maintenance Staff

- ☐ Report to the Maintenance department for required response to the water loss

- ☐ Respond to affected areas based on priority need as designated by Manager of Plant Operations & Maintenance / Delegate

Recovery

4.5 Return to Normal Operations

Phase 1

Manager, Plant Operations & Maintenance/ Delegate

- ☐ Notify Switchboard to announce an All Clear
- ☐ Prepare for a debriefing with Maintenance staff

Maintenance Staff

- ☐ Participate in a team debriefing

Phase 2

Manager, Plant Operations & Maintenance / Delegate

- ☐ Ensure transfer back to potable water service has occurred
- ☐ Ensure all facility areas have potable water service

Phase 3

Manager, Plant Operations & Maintenance/ Delegate

- ☐ Ensure transfer back to municipal water service has occurred
- ☐ Ensure all facility areas have potable water service

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5.0 Response & Recovery – Emergency Management, Security & Life Safety

Response

5.1 Phase 1 – Partial Loss of Potable Water

Kingston Hospitals' Security Control Centre Operator

- ☐ Notify, if not already aware
 - ☐ Security Shift Supervisor of Phase 1 potable water loss and location
 - ☐ Mobile Patrol Supervisor
 - ☐ Document all activity related to internal potable water loss response

Security Shift Supervisor

At all times

- ☐ Upon notification that an area(s) in the facility is without potable water, report to that area and assess the cause of the potable water service outage and determine the level of response required (e.g. providing emergency water, etc.)
- ☐ Notify, if not already aware:
 - ☐ Maintenance / Maintenance On-call via Switchboard, immediately
 - ☐ Security Control Centre **4142**
- ☐ Liaise with Director / Manager of Affected Area / Delegate
- ☐ Liaise with the Duty Administrator during the absence of the Director and Managers
- ☐ Prepare to transfer command to a higher authority and respond as directed

Security Officers

- ☐ Receive direction from Shift Supervisor

Mobile Patrol Supervisor

- ☐ Liaise with Security Shift Supervisor and respond if required

5.2 Phase 2 – Complete Loss of Potable Water Service

Kingston Hospitals' Security Control Centre Operator

- ☐ Receive notification from Kingston Public Utilities that there is a loss of municipal potable water
- ☐ Upon notification of Phase 2 potable water loss, immediately notify Manager, Plant Operations & Maintenance / Maintenance On-call via Switchboard.

Notify, if not already aware:

- ☐ Director Emergency Management, Security & Life Safety / Delegate
- ☐ Security Shift Supervisor
- ☐ Mobile Patrol Supervisor

- ☐ If you are contacted with ongoing information concerning the loss of potable water, notify the Incident Commander at **6393** when the Incident Command Centre is established
- ☐ **If authorized by the Incident Commander:**
 - ☐ Activate the Emergency Operations Centre (EOC) Call Back. Advise EOC members to report to the Watkins 3 Boardroom with identification

Security Shift Supervisor

- ☐ Assist with searching risk areas, which may have been impacted by the potable water loss
- ☐ If you are contacted with information pertinent to any risk issues notify the Incident Command Centre immediately
- ☐ As soon as possible, survey all sites to determine the extent of the potable water loss at each site and any updates regarding the incident
- ☐ If the EOC is established, delegate a Security Officer to provide access control

Security Officer

- ☐ Await instruction from Security Shift Supervisor / Delegate

Mobile Patrol Supervisor

- ☐ Liaise with Security Shift Supervisor and respond if required

Director of Emergency Management, Security & Life Safety / Delegate

- ☐ Report to Dietary 1 Security Conference Room and set up Incident Command Centre
- ☐ Receive status report / discuss initial action plan with required positions
- ☐ Refer to Incident Command Centre Section of Plan on page 17 for further instructions

Manager, Emergency Management, Parking & Security Control Centre / Delegate

- ☐ Report to the Dietary 1 Security Conference Room
- ☐ Refer to Incident Command Centre Section of Plan on page 17 for further instructions

Manager Security, Life Safety, Access Control & Special Projects / Delegate

- ☐ Ensure the continuation of Security Mobile Patrol functions for all sites
- ☐ Call in extra staff as required
- ☐ Ensure Mobile Patrol Supervisor surveys all sites to determine the extent of the potable water loss at each site and any changes regarding potable water loss

- ☐ Report all sites level of potable water loss to the Incident Commander and provide site updates regarding changes in potable water loss

5.3 Phase 3 – Loss of Municipal Water Service Kingston Hospitals' Security Control Centre Operator

- ☐ Receive notification from Kingston Public Utilities that there is a loss of municipal potable water
- ☐ Upon notification of Phase 3 municipal water loss, immediately notify Manager, Plant Operations & Maintenance.

Notify, if not already aware:

- ☐ Director Emergency Management, Security & Life Safety / Delegate
- ☐ Mobile Patrol Supervisor
- ☐ If you are contacted with ongoing information concerning the loss of potable / municipal water, notify the Incident Commander at **6393** when the Incident Command Centre is established
- ☐ **If authorized by the Incident Commander:**
 - ☐ Activate the Emergency Operations Centre (EOC) Call Back. Advise EOC members to report to the Watkins 3 Boardroom with identification

Security Shift Supervisor

- ☐ Assist with searching risk areas, which may have been impacted by the potable water loss
- ☐ If you are contacted with information pertinent to any risk issues notify the Incident Command Centre immediately
- ☐ As soon as possible, survey all sites to determine the extent of the potable water loss at each site and any updates regarding the incident

Security Officer

- ☐ Await instruction from Security Shift Supervisor / Delegate

Mobile Patrol Supervisor

- ☐ Be prepared to respond if required

Director of Emergency Management, Security & Life Safety / Delegate

- ☐ Report to Dietary 1 Security Conference Room and set up Incident Command Centre
- ☐ Receive status report / discuss initial action plan with required positions
- ☐ Refer to Incident Command Centre Section of Plan on page 17 for further instructions

Manager, Emergency Management, Parking & Security Control Centre / Delegate

- ☐ Report to the Dietary 1 Security Conference Room
- ☐ Refer to Incident Command Centre Section of Plan on page 17 for further instructions

Manager Security, Life Safety, Access Control & Special Projects / Delegate

- ☐ Ensure the continuation of Security Mobile Patrol functions for all sites
- ☐ Call in extra staff as required
- ☐ Ensure Mobile Patrol Supervisor surveys all sites to determine the extent of the potable water loss at each site and any changes regarding potable water loss
- ☐ Report all sites level of potable water loss to the Incident Commander and provide site updates regarding changes in potable water loss

RECOVERY**5.4 Upon Notification That the Crisis Has Concluded****Director of Emergency Management, Security & Life Safety / Delegate**

- ☐ Prepare for team debriefing

Manager, Emergency Management, Parking & Security Control Centre / Delegate

- ☐ Ensure that all documentation is collected for debrief preparation
- ☐ Ensure the return and proper storage of all search kits
- ☐ Update maps, checklists and supplies in each search kit, if necessary
- ☐ Ensure that a comprehensive occurrence report is filed immediately
- ☐ Dismantle the EOC / ICC and update supplies as needed
- ☐ Participate in a team debriefing

Manager Security, Life Safety, Access Control & Special Projects / Delegate

- ☐ Participate in a team debriefing
- ☐ Provide direction to Security Shift Supervisor / Delegate

Mobile Patrol Supervisor

- ☐ Participate in a team debriefing

Security Control Centre

- ☐ Prepare documentation for debriefing
- ☐ Participate in a team debriefing

Security Officers

- ☐ Await direction from the Security Shift Supervisor / Delegate
- ☐ Participate in a team debriefing

6.0 Response & Recovery – Nutrition Services

Response

6.1 Phase 1 – Partial Loss of Potable Water

Director of Nutrition Services / Delegate

- ☐ Liaise with affected area Manager / Delegate on the potable water requirements for the area
- ☐ Assess the severity of the impact on the affected unit
- ☐ Distribute potable water, as required
- ☐ Determine the need for further response

6.2 Phase 2 – Complete Loss of Potable Water Service

Manager of Nutrition Services / Delegate

- ☐ Contact the Logistics Officer in the Incident Command Centre (6393) to determine the amount of on-hand potable water to be distributed
- ☐ Assess impact to the Nutrition department and determine required actions to maintain department functions
- ☐ Evaluate capability of boiling mass quantities of water
- ☐ Distribute potable water, as required
- ☐ Contact service company (i.e. Sysco) to provide emergency water supplies, as necessary.

6.3 Phase 3 – Loss of Municipal Water Service

- ☐ Contact the Logistics Officer in the Incident Command Centre (6393) to determine the amount of on-hand potable water to be distributed
- ☐ Assess impact to the Nutrition department and determine required actions to maintain department functions
- ☐ Evaluate capability of boiling mass quantities of water
- ☐ Distribute potable water, as required
- ☐ Contact service company (i.e. Sysco) to provide emergency water supplies, as necessary.

Recovery

6.4 Upon Notification That the Crisis Has Concluded

Manager of Nutrition Services / Delegate

- ☐ Resupply any portion of distributed potable water
- ☐ Conduct a debriefing with involved staff
- ☐ Participate in a debriefing with Incident Command

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7.0 Response & Recovery – Incident Command Centre

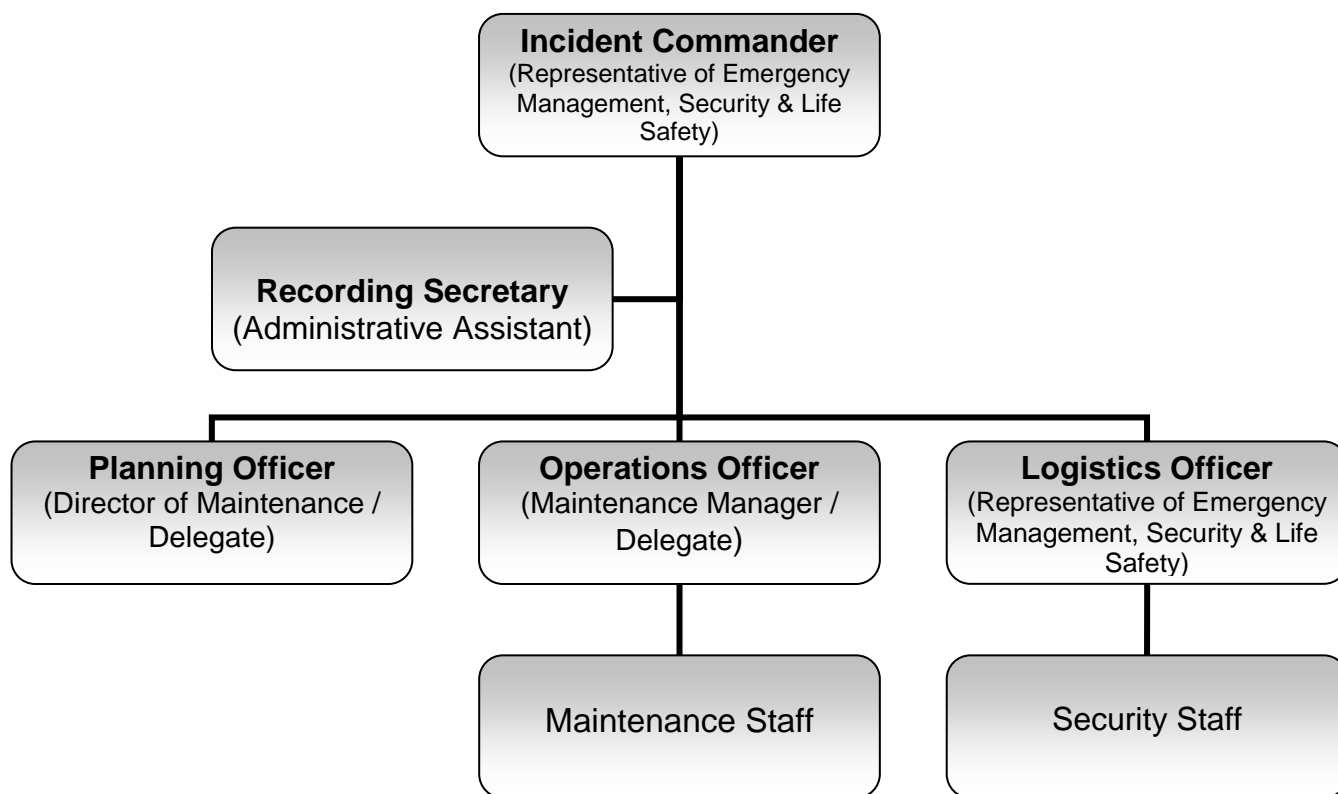
Response

7.1 Phase 1 – Partial Loss of Potable Water

During Phase 1 Loss of potable water, normally, there is no need to establish an Incident Command Centre. The Manager of Plant Operations & Maintenance / Delegate will act as Incident Commander of the incident. If a critical area of the facility is affected the decision to establish the Incident Command Centre rests with the Incident Commander.

7.2 Phase 2 & 3 – Complete Loss of Potable Water or Municipal Service

Incident Management System



Incident Commander – Representative of Emergency Management, Security & Life Safety¹

- ☐ Establish the Incident Command Centre (Dietary 1 Security Conference Room)
- ☐ Appoint the following positions, only if the regular assigned persons are not available:

Planning _____**Logistics** _____**Operations** _____**Recording Secretary** _____

- ☐ Receive status report / discuss initial action plan with required positions
- ☐ In the case of a Phase 3 water loss, preparations may be required for a facility evacuation (Code Green)
- ☐ Liaise with President & CEO / Delegate and assess the need to activate the Corporate Emergency Operations Center (EOC) and call back of Program Directors
- ☐ Notify Kingston Hospitals' Security Control Centre Operator to call Corporate EOC members if required, and have them report to the EOC at Watkins 3 Boardroom
- ☐ Request Kingston Hospitals' Security Control Centre Operator to initiate a fan-out for Program Directors
- ☐ Notify Public Affairs on call via Switchboard
- ☐ Authorize staff fan-out lists as required in consultation with Program Directors / Managers
- ☐ Consider the need to inventory potable water sources by conducting a comprehensive search of the facility.
- ☐ Ensure the EOC is set-up, if required
- ☐ Prepare to provide a situational report to the President & CEO / Delegate
- ☐ Ensure the EOC is appropriately informed of any identified risk issues
- ☐ Brief Program Directors on the status of the incident
- ☐ Be prepared to transfer command to a higher authority (i.e. President & CEO)
- ☐ When the EOC is activated assume role of Emergency Management / Liaison Officer and delegate role of Incident Commander

¹ The Representative may be, but is not limited to the Director of Emergency Management, Security & Life Safety, Manager of Emergency Planning, Manager of Security Parking & Access Control, or the Security Shift Supervisor.

- ☐ When the EOC is activated, liaise with the Director, Facility Engineering and Maintenance Service to keep Maintenance aware of any critical incidents occurring during potable water loss

Planning Officer – Director, Facility Engineering and Maintenance Service

- ☐ Initiate the recall of off-duty Maintenance personnel, as required
- ☐ Ensure the continuation of Maintenance functions in the remainder of the facility
- ☐ Continue liaising with the municipal P.U.C.
- ☐ Regularly assess risk and make recommendations on length of potable water loss and any special needs including the shutting down of specific equipment as part of water conservation
- ☐ Ensure the Maintenance Manager / Delegate is aware of any emergency medical procedures occurring during potable water loss
- ☐ Ensure Clinical Labs are aware of the loss of water and are taking necessary precautions with their water supply on Douglas 4
- ☐ Provide regular reports to the Incident Commander

Operations Officer – Maintenance Manager / Delegate

- ☐ Provide communication as necessary to Incident Command Centre
- ☐ Initiate the reduction of services
- ☐ Allocate and deploy staff as necessary to manage loss of potable / municipal water and to assist with the resumption of potable water service
- ☐ Assess impact of potable water loss

Logistics Officer – Representative of Emergency Management, Security & Life Safety

- ☐ Liaise with Nutrition department to discuss availability of on-hand potable water and to establish route of water delivery
- ☐ Prepare for the search of the facility to identify areas affected by the loss of potable / municipal water
- ☐ Notify the Manager of Plant Operations & Maintenance of the areas affected by the loss of potable / municipal water for Maintenance response
- ☐ Gather and prepare search team kits, if required
- ☐ Contact Housekeeping Supervisor to prepare to assist in the comprehensive search of the facility, if required
- ☐ Be prepared to coordinate search teams, including appointing search team leaders and Security staff actions

- ☐ Be prepared to provide provisions for the Incident Command Centre in the event of an extended emergency (i.e. food, water, etc.)
- ☐ Be prepared to assume role of Incident Commander of the Incident Command Centre when the Emergency Operations Centre is activated
- ☐ Prepare for the termination of the emergency and any debriefing requirements

Recording Secretary

- ☐ Answer phone in the Dietary 1 Security Conference Room (6393)
- ☐ Document all actions within the Incident Command Centre
- ☐ Prepare for the termination of the emergency and any debriefing requirements (i.e. stationery, location, etc.)

Recovery**7.3 Return to Normal Operations****Phase 1****Director, Facility Engineering and Maintenance Service / Delegate**

- ☐ Prepare for a debriefing with Maintenance staff and the President & CEO / Delegate

Phase 2 & Phase 3**Incident Commander**

- ☐ Upon notification from the municipal P.U.C. that the municipal water has been restored, authorize Switchboard to announce an All Clear
- ☐ Prepare for a debriefing with the Incident Command Centre
- ☐ Prepare for a debriefing with the EOC, if it was established
- ☐ Instruct staff to resume normal duties

Planning Officer

- ☐ Prepare for a debriefing with the Incident Command Centre
- ☐ Prepare for a debriefing with Maintenance staff
- ☐ As needs decrease in the response, deactivate positions and return Maintenance staff to their usual functions in a phased manner

Operations Officer

- ☐ Debrief staff on lessons learned and procedural / equipment changes needed
- ☐ Instruct staff to resume normal duties

Logistics Officer

- ☐ Ensure replacement of search kit supplies if utilized
- ☐ Compile any reports for debriefing

8.0 Response & Recovery - Affected Area Manager / Delegate²

Response

8.1 Phase 1 – Partial Loss of Potable Water

- ☐ Liaise with the Director of Nutrition Services to determine the potable water requirements of the area
- ☐ Determine the need for further response, if necessary

8.2 Phase 2 – Complete Loss of Potable Water Service

- ☐ Evaluate impact of potable water loss on their area using the Loss of Potable / Municipal Water Assessment Form in the Appendix
- ☐ Notify Maintenance (4030) of any areas critical to functionality that are impacted by the potable water loss

8.3 Phase 3 – Loss of Municipal Water Service

- ☐ Prepare for the possibility of an evacuation of the facility (Code Green)
- ☐ Evaluate impact of municipal water loss on their area using the Loss of Potable / Municipal Water Assessment Form in the Appendix
- ☐ Notify Maintenance (4030) of any areas critical to functionality that are impacted by the potable water loss

Recovery

8.4 Upon Notification That the Crisis Has Concluded

- ☐ Advise patients and visitors that the water service has resumed
- ☐ Refer any media inquiries to the Public Affairs department
- ☐ Participate in a debriefing session
- ☐ Resume normal duties

² Delegate refers to the next level of appointed authority. In this case, the Administrator On-call.

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9.0 Response & Recovery – President & CEO / Delegate³

Response

9.1 Phase 1 – Partial Loss of Potable Water

- ☐ Determine the need for further response, if necessary

9.2 Phase 2 – Complete Loss of Potable Water Service

- ☐ Prepare to receive situational report / briefing from the Incident Commander
- ☐ Determine the need to activate the Emergency Operations Centre
- ☐ Consider cancelling nonessential services (i.e. meetings, conferences, gift shop, etc.)
- ☐ Consult with Public Affairs on releasing a statement to the media

9.3 Phase 3 – Loss of Municipal Water Service

- ☐ Prepare to receive situational report / briefing from the Incident Commander
- ☐ Determine the need to activate the Emergency Operations Centre
- ☐ In consultation with the Emergency Operations Centre / Incident Command Centre, assess the need for an evacuation of the facility (Code Green)
- ☐ Determine the need to cancel nonessential services (i.e. meetings, conferences, gift shop, etc.)
- ☐ Consult with Public Affairs on releasing a statement to staff and/or the media

Recovery

9.4 Upon Notification That the Crisis Has Concluded

- ☐ Implement a course of action to manage a major disruption of facility routine and return to normal business as quickly as possible
- ☐ Arrange for a debrief session between Incident Command and the Emergency Operations Centre
- ☐ Arrange for a debrief session with involved staff

³ Delegate Refers to the next level of appointed authority, in this case, the Administrator On-call

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Appendix A – Water Assessment Form

Date: _____ Department: _____

Inspected by: _____ Signature: _____
(Print)

Contact #: _____

Forwarded to Emergency Operations Centre for
Review ☐

Date: _____

Time: _____

Assessment Details:
Staffing Level Assessment:

Received by Emergency Operations Centre ☐

Date: _____

Time: _____

Received by: _____ Signature: _____
(Print)**Except for Phase 1, forward this form to the Incident Command Centre once completed.**

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