

	Boil Water Advisory Procedure	Policy Stat ID: 17695227 Procedure	Number:	Page 1
Subject: Boil Water Advisory Procedure			Date Issued: Date Reviewed: Date Revised: March, 2025	

Boil Water Advisory Procedure-Norfolk Hospital Nursing Home & Norfolk General Hospital

Purpose:

To ensure the safety of residents, staff, and patients during a boil water advisory by outlining the necessary actions to be taken regarding water use, food preparation, and communication.

A boil water advisory is a notification that the drinking water supply may be contaminated with pathogenic microorganisms, and that drinking the tap water can make residents, team members, and visitors sick. Boiling the tap water destroys pathogens and makes the water safe to drink and use.

In the event of a boil water advisory, the Home will use boiled water, bottled water, or water from another safe public supply not affected by the advisory, and will follow procedures as indicated for personal hygiene, cleaning and sanitizing, and preparing food, including ensuring handwashing is followed by use of alcohol-based hand rub. The Home will contact the Public Health Unit that issued the boil water advisory for more information as needed.

Do not use tap water to:

- Drink
- Prepare foods
- Make juice
- Make ice
- Wash fruits or vegetables
- Brush teeth
- Give to pets or animals in pet therapy programs

Procedure:

Communication of Advisory

Maintenance Department:

Post clear and visible signs on each floor/unit, indicating that the facility is under a **Boil Water**

Advisory Notice

These signs must clearly state that water from taps is NOT to be consumed. Additionally, it is mandatory to wash hands thoroughly with soap and water, followed by the application of hand sanitizer after washing. Signs should be posted at key locations such as:

- Hallways
- Kitchens
- Elevator corridors
- Bathrooms and near sink areas
- Any common areas with high foot traffic

Staff Notifications:

Ensure all staff are notified immediately of the advisory, including those in nursing, kitchen, and maintenance. Communication will be delivered via internal memos, email and verbal instructions during shift changes.

Resident and Patient Notifications:

The nursing home and hospital will notify all residents and patients about the boil water advisory. This can be done through in-person communication, handouts, and signs in common areas.

Water Usage Guidelines

- **Bottled Water:** For drinking water, all residents and patients will be provided with bottled water.
 - **Nursing Home:** Residents will have access to bottled water in their rooms, and additional bottled water will be available upon request.
 - **Hospital:** Patients will receive bottled water in their rooms, and extra bottled water will be provided upon request.
- **Water for Food and Drink Preparation:** If the tap water is deemed unsafe for food or drink preparation, the kitchen staff will take the following actions:
 - Use bottled water or other safe sources of water for food and beverage preparation.
 - All beverages, including coffee, tea, and other drinks, will be made with bottled water.
 - Food that requires washing (e.g., fruits, vegetables) will be washed using bottled water.
 - Ensure that all kitchen staff are trained on these practices to prevent cross-contamination.
- **Washing and Cleaning Broken Skin/Wounds:** For residents with broken skin or wounds, it is essential to follow the proper hygiene procedures. The following steps should be taken:
 - **Boiled Water:** Use water that has been boiled and cooled to room temperature to clean wounds.
 - **Wound Care:** Ensure that all wounds are cleaned gently to prevent infection. If necessary, use antiseptic solutions in addition to the water.
 - **Staff Training:** Ensure all staff are trained on how to handle wound cleaning safely, including the use of boiled water for cleaning.
 - **Resident Instructions:** Provide clear instructions for residents on how to clean their wounds if they are capable, or ensure proper assistance from staff.

Wastewater and Cleaning Protocols

- **Cleaning and Sanitizing:**
An alternate source of either boiled water or purchased water for cleaning (such as mop buckets, laundry, etc.) should use alternative safe water sources or disinfecting solutions as needed.
- **Handwashing Protocol:**
Ensure that all staff have access to bottled water for handwashing or provide hand sanitizers where possible to minimize the need for tap water.

Coordination and Monitoring

- **Food and Beverage Supervisor** (or designated staff member):
 - The Food and Beverage Supervisor will be the point of contact for residents in the nursing home to order bottled water. They will track requests and ensure that all residents have adequate water available at all times.

For the hospital, a designated staff member will fulfill requests as necessary.

- **Ongoing Monitoring:** The Advisory will remain in effect until the water supply is declared safe by local health authorities. Maintenance will keep a close eye on any updates from the water department or local authorities and will inform staff immediately once the advisory has been lifted

Emergency Contacts

- **Local Water Authority/Health Department:**

Contact information for the local water department, (Norfolk County) or health authority should be kept on hand for inquiries regarding the status of the advisory and to monitor progress on the resolution.

Lifting of the Advisory

- **Notification of Lifting:**

Once the advisory is lifted, maintenance will update all signage, and a new communication will be sent to staff, residents, and patients to inform them that it is safe to use tap water again. Bottled water will no longer be required for consumption unless otherwise specified.

References:

Approval Signatures

Step Description	Approver	Date
Chief Financial Officer Approval	Daniel Hill: VP of Finance and Chief Financial Officer	03/2025
Director of Facilities & Capital Projects	Belinda Marowah: Manager of Employee Health Safety and Wellbeing	02/2025