Water Systems

Emergency Response Plan
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.
EMERGENCY RESPONSE
WATER SYSTEMS

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

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

Electoral Area Directors

<table>
<thead>
<tr>
<th>Electoral Area</th>
<th>Director</th>
<th>Phone</th>
<th>Cell</th>
<th>email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Joe Burnett</td>
<td>722-2656</td>
<td></td>
<td><a href="mailto:quaiilling@shaw.ca">quaiilling@shaw.ca</a></td>
</tr>
<tr>
<td>B</td>
<td>Gisele Rudischer</td>
<td>247-8795</td>
<td></td>
<td><a href="mailto:giselerudischer@gmail.com">giselerudischer@gmail.com</a></td>
</tr>
<tr>
<td>C</td>
<td>Maureen Young</td>
<td>754-5896</td>
<td></td>
<td><a href="mailto:Maureen_young@shaw.ca">Maureen_young@shaw.ca</a></td>
</tr>
<tr>
<td>E</td>
<td>George Holme</td>
<td>468-7237</td>
<td></td>
<td><a href="mailto:gholme@shaw.ca">gholme@shaw.ca</a></td>
</tr>
<tr>
<td>F</td>
<td>Lou Biggemann</td>
<td>248-9078</td>
<td></td>
<td><a href="mailto:lwb@shaw.ca">lwb@shaw.ca</a></td>
</tr>
<tr>
<td>G</td>
<td>Joe Stanhope</td>
<td>248-6401</td>
<td></td>
<td><a href="mailto:jstanhope@shaw.ca">jstanhope@shaw.ca</a></td>
</tr>
<tr>
<td>H</td>
<td>Dave Bartram</td>
<td>757-9737</td>
<td></td>
<td><a href="mailto:dwbartram@shaw.ca">dwbartram@shaw.ca</a></td>
</tr>
</tbody>
</table>

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
  or after hours  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  Nanaimo  911 or 248-3511
- Parksville  911 or 758-8181
- Police  Nanaimo  911 or 248-6111
- Parksville  911 or 754-2345
- Fire Department  Nanaimo  911 or 468-7141
- Parksville  911 or 752-6921
  - Nanoose Bay  911 or 752-6921
  - Qualicum Beach  911 or 722-3122
  - Cedar  911 or 722-3122
Priority Services

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

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>District 69 School Board Office</td>
<td>248-4241</td>
</tr>
<tr>
<td>Nanoose Bay School</td>
<td>468-7414</td>
</tr>
<tr>
<td>Nanoose Children’s Centre</td>
<td>468-1784</td>
</tr>
<tr>
<td>Nanoose Place</td>
<td>468-5339</td>
</tr>
<tr>
<td>Nanoose Post Office</td>
<td>468-7722</td>
</tr>
<tr>
<td>Naval Base (Department of National Defense)</td>
<td>756-5021 or 468-5004</td>
</tr>
</tbody>
</table>

Excavation Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shoreline Equipment (Doug Penny)</td>
<td>468-7759 or 755-9502 (cell)</td>
</tr>
<tr>
<td>Lundine Backhoe Service (Jim Lundine)</td>
<td>752-6808 or 951-1508 (cell)</td>
</tr>
</tbody>
</table>

Electrical Contractors

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canem Electric</td>
<td>468-1887</td>
</tr>
<tr>
<td>East Isle Power (Harvey Sommerfeld)</td>
<td>821-0415 or 954-7463 (cell)</td>
</tr>
<tr>
<td>TC Trades (Tom Frenette)</td>
<td>756-0077 or 250-668-0078</td>
</tr>
</tbody>
</table>
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

Boil Water Advisory Notice 10
Boil Water Order Notice 11
Unfit for Drinking Notice 12
Service Interruption Notice 13
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
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.

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

This order 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
WARNING

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
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:
1-877-607-4111 or 1-250-390-4111
Water Services Field Office: 1-250-248-4914
MAPS
Water Service Areas

NanOOSE Bay Peninsula Water Service Area       Map 1
Neighbourhoods:  Madrona/Wall Beach             Map 2
                 Fairwinds                   Map 3
                 Arbutus Park                 Map 4
                 West Bay                    Map 5
                 Driftwood                   Map 6

French Creek Water Service Area                 Map 7
Surfside Water Service Area                     Map 8
San Pareil Water Service Area                   Map 9
Englishman River Water Service Area             Map 10
Melrose Water Service Area                      Map 11
Decourcey Water Service Area                    Map 12