EMERGENCY RESPONSE PLAN

REGIONAL DISTRICT OF NANAIMO

WATER SYSTEMS

REVISION DATE - JUNE 2011
Contents

- Overview 1
  - Prime Responsibilities
  - Emergency Response and Recovery Actions

- Communication Checklist 2
  - RDN Priority Contacts
  - Key Communication Options

- Emergency Contacts 3-6

- Emergency Response Plans 7-9
  - Contamination of Source
  - Loss of Source
  - Flood Conditions
  - Broken Water Main
  - Chlorination Failure
  - Pump Failure
  - Power Failure
  - Backflow or Back Siphonage
  - Bacteria Count (RDN Lab)

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

- Maps-Water Service Areas
  - Nanoose Bay Peninsula Map 1
    Neighbourhoods: Madrona/Wall Beach Map 2
    Fairwinds Map 3
    Arbutus Park Map 4
    West Bay Map 5
    Driftwood Map 6
  - French Creek Map 7
  - Surfside Map 8
  - San Pareil Map 9
  - Englishman River Map 10
  - Melrose Map 11
  - Decourcey Map 12
  - Whiskey Creek Map 13
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**.................ADRIENNE MERCER  
(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>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>Brian</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>
Electoral Area Directors

<table>
<thead>
<tr>
<th>Electoral Area</th>
<th>Director</th>
<th>Phone</th>
<th>email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Joe Burnett</td>
<td>722-2656</td>
<td><a href="mailto:quaillanding@shaw.ca">quaillanding@shaw.ca</a></td>
</tr>
<tr>
<td>B</td>
<td>Gisele Rudischer</td>
<td>247-8795</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><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><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><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><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><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**
  - 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 or 1-888-769-3766
BC Hydro– Derek Leik 755-4734
Telus                      811-2323 or 741-7713 or 741-7716
Telus- Paul McGrath cell 248-0983
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 or 468-5004

Excavation Services

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

Electrical Contractors

Canem Electric             468-1887
East Isle Power (Harvey Sommerfeld) 821-0415 or 954-7463 (cell)
TC Trades (Tom Frenette)    756-0077 or 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 (Luiissier & 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  
Woods Water Hauling  758-2677  
Fyfe’s Well and Water Services  752-4986 or 248-0830 (cell)  

**Suppliers**

Four Star Waterworks (piping)  954-3546  
Hwy Four 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**

Adrienne Mercer, 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
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
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.

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
EMERGENCY RESPONSE PLAN
WATER SYSTEMS

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
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Whiskey Creek Water Service Area  Map 13
EMERGENCY RESPONSE PLAN
WATER SYSTEMS

SAN PAREIL WATER SERVICE AREA
(BL 1170.03)

Legend
- Service Area
- Building and Address

MAP 9
SAN PAREIL