

System Loss or Failure Disruption of Water Supply

Section

6

Page

8

POLICY

The Home shall have plan in place in the event of disruption to the water supply. This event may be occur for several reasons such as a water advisory from Public Health, a plumbing related shut down within the building or the city's water works department is performing maintenance on the supply system.

Procedure

Water advisory from Public Health

- Public Health may notify the Home of a water advisory for numerous reasons that they feel may have compromised the safety of the Home's water supply and to not use until further notice. A possible scenario may be to have boil water advisory prior to consumption.
- In this event it is still safe to use toilets for flushing but all other use of water for resident care such as washing or cooking shall be halted and conveyed to all persons in the building at the time. Memos and warning signs shall be posted at the front entrance for visitors and incoming staff as well as managers ensuring this message is conveyed to everyone.
- Kitchen use of water during this event with the advice from Public Health may be able to boil water prior to use if this practice will make safe the compromised water. Steam cooking equipment also falls under this directive if the steam generated used to cook food will make safe the compromised water.
- Once Public Health has communicated to the Home that the water advisory has been lifted, they may advise that the water lines be flushed out prior to using normally. Flushing can simply be done by opening up as many faucets
- (hot and cold) throughout the building for approximately 5 minutes.

Water supply disruption by Municipal Waterworks Department

- The city waterworks department will typically schedule maintenance work on the city's water mains which may interrupt the home's water supply. This event may be scheduled or it may be an emergency repair that could result in an unexpected immediate shut down of the home's water supply.
- In this event staff shall perform the following task;
 - Fill both bath tubs (first and second floor) with water.
 - Fill laundry bin located in the boiler room with water.
 - Kitchen may fill all available containers and sinks with water.
 - Pails with handles are available in both tub rooms to transport water to toilets for flushing.
 - Housekeepers shall fill containers with cleaning solutions for mopping during disruption of water supply.

- Once it is communicated to the home by the city waterworks that service has been restored it may be necessary to flush out the system via open faucets in basement area only (recommended utility sink in housekeeping supply room in basement across from elevator)
- In this event the laundry machines both washers and dryers will be inoperable. Laundry staff may continue to work on other aspects of the department until service is restored. If it has been conveyed by the city waterworks that service will down for a prolonged period, it may be necessary to reschedule the laundry workers hours and create a later shift for that period to catch up on the accumulated laundry. The supervisor shall ensure that the on duty worker remain working for minimum 4 hours before sending home in this scenario.

Potable Hot Water Supply Too Hot (above 120F)

- The hot water supplied to all resident use areas such as washrooms and shower rooms is regulated to maintain a temperature between 104F and 120F. This is done utilizing a thermostatic mixing valve located in the south boiler room in the basement.
- In the event that this valve fails and causes the temperature to become too hot and exceeding the 120F parameter, this water supply shall be turned off until the fault is repaired.
- To shut off this hot water supply, there are 2 valves labeled "**Emergency Hot Water Shut off**" in the south boiler room in the basement. They are located around the same areas as the thermostatic mixing valve. This task will typically be performed by the Maintenance Manager or designate.
- A replacement thermostatic mixing valve shall be maintained onsite as back up in the event of its failure.
- A temporary solution to providing safe hot water can be to lower the thermostat setting on the boiler to below 120F and let the hot water holding tanks cool down below 120F. At which time the 3 valves may be opened to allow supply to the building.
- Note ; there are two boilers utilized in the building, one in the west boiler room and the other in the south boiler room. The west boiler supplies utility areas such as the kitchen, laundry and housekeeping areas whereas the south boiler supplies all resident use areas.

Potable Hot Water Supply Not Hot Enough (below 104F)

- This event may occur if the boiler system is malfunctioning or loses its power supply.
- Contact Maintenance Manager if not available contact HVAC company listed on the Emergency call list for building repairs posted in the second floor medication room.
- In this event every effort shall be taken to restore supply. The home maintains a service agreement with professional HVAC company to supply service 24/7 365 days per year as required.
- Hot water production shall be done to heat the water to 140F and thermostatically tempered down to between 104F and 120F. This is done to prevent the growth of legionella in the water supply. To further this safeguard, the system must be on a recirculating pump to prevent stagnant water in the supply lines.

In Either Event of Disruption of supply

- If disruption exceeds or expected to exceed 6 hours, MOHLTC must be contacted and informed of the situation.

Management Authorization <i>Shana Outridge</i>		Effective Date: December 14, 2009	
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