

Town of Eaton Statement of Policy and Procedure			
Subject:	Waterworks Emergency Plan	Policy No:	15
Date of Council Approval:	April 13, 2021	Resolution No.	18/4/21

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Section 1 – Introduction and Policy Statement

The intent of this emergency plan is to ensure the safety of consumers and the protection of life, property and the environment in the most efficient way possible in the event of an unexpected incident. In particular, this plan deals with events that may affect water quality. The performance goals and acceptable levels of service are outlined below.

Goal 1: Life safety

The primary goal of the water system is to ensure the safety of its users. At all times, safe, clean water should be provided to the public. Examples of conditions that should never occur are the failure of the distribution system; the distribution of contaminated water; the release of hazardous materials and the collapse of structures.

Goal 2: Fire suppression

Water for fire suppression should be made available as soon as possible after a disaster or emergency.

Goal 3: Public health needs

Water is essential to life and health however some needs are more immediate than others. For instance, hospitals, care homes and emergency shelters require a continuous supply of potable water.

Section 2 - Emergency Response Contact List

Community/Waterworks Name	Town of Eatonia
Waterworks owner	Town of Eatonia
Source water	Wells
Water treatment plant location	507 – 1 st Street West

Personnel contact - Telephone / Fax Numbers

Contact Name	Home	Cell	Fax
Operator's name	306-460-7198		306-967-2267
Alternate operator 1	306-460-5285		306-967-2267

Emergency Contact Numbers

Contact Name	Work	Cell	Fax
Public Health Inspector	306-463-1000 Ext 2535		306-463-4550
Medical Health Officer	Saskatchewan Health Authority	306-835-7631	
Environmental Project Officer		306-741-7718	306-778-8271
WSA Upset Reporting Line	1-844-536-9494		
Water Security Agency EPO Office	306-778-8257		306-778-8271
SE Spill Emergency Number	1-800-667-7525		
Police	306-953-2980		
Ambulance	306-463-4642	911	
Fire department		911	
Municipal engineer	306-244-1710		
Chemical supplier	1-800-387-7503		1-888-281-8109
Chemical Supplier	306-244-7727		306-244-7772
Excavation services	306-965-9996	306-460-5613	

Emergency Contact Numbers

Contact Name	Telephone		
	Work	Cell	Fax
Call Before You Dig #	1-866-828-4888		
Electrician	306-967-2970	306-460-8915	
Plumbing services	306-962-3333		
Bulk water hauler	306-967-2977		
Bottled water supplier	306-460-7198		

Water Quality Crisis Cell Members and Waterworks Emergency Planning Task Force Members

Contact Name	Telephone		
	Work	Cell	Fax
Emergency Coordinator			
Spokesperson			
Spokesperson			
Crew Foreman			

Priority Contacts

Contact Name	Telephone		
	Work	Cell	Fax
Hospital	306-463-1000		
Dentist	306-463-2600		
Dentist	306-463-4661		
Childcare facilities	306-967-2600		
Senior citizen home	306-967-2447		
Restaurant	306-967-2258		
Restaurant	306-967-2227		
Restaurant	306-967-2491		
Restaurant -- Take Out	306-967-2241		
Water Companies	306-460-7198		

Priority Contacts

School Division	Sun West School Division	306-882-2677	1-866-375-2677	306-882-3366
School	Eaton School	306-967-2536		306-967-2580

Utility Contact Numbers

Contact Name	Telephone		
	Work	Cell	Fax
Sask Power	1-888-757-6937		
Sask Tel	1-800-727-5838		
Sask Water			
Sask Energy	1-800-567-8899		
CP Railways	1-888-333-8111		
CN Railways	1-800-465-9239		

Section 3 - Organizational Responsibilities

Waterworks Emergency Planning Task Force Members

Mayor:

Darcy Scott
Box 153
Eatonia, SK
S0L 0Y0

Phone # - Cell – 306-460-7434
Email – dscott.eatonia@sasktel.net

Waterworks manager:

Rob Assmus
Box 161
Eatonia, SK
S0L 0Y0

Phone # - Cell – 306-460-7198
Email – floater@sasktel.net

Town Administrator:

Cheryl Bailey
Box 505
Eatonia, SK
S0L 0Y0

Phone # - Cell – 306-460-8370
Email – eatonia@sasktel.net (Work)
Email – jcbailey@sasktel.net (Home)

Environmental Project Officer:

Scott Klippenstein
350 Cheadle St. West
Swift Current, SK
S9H 4G3

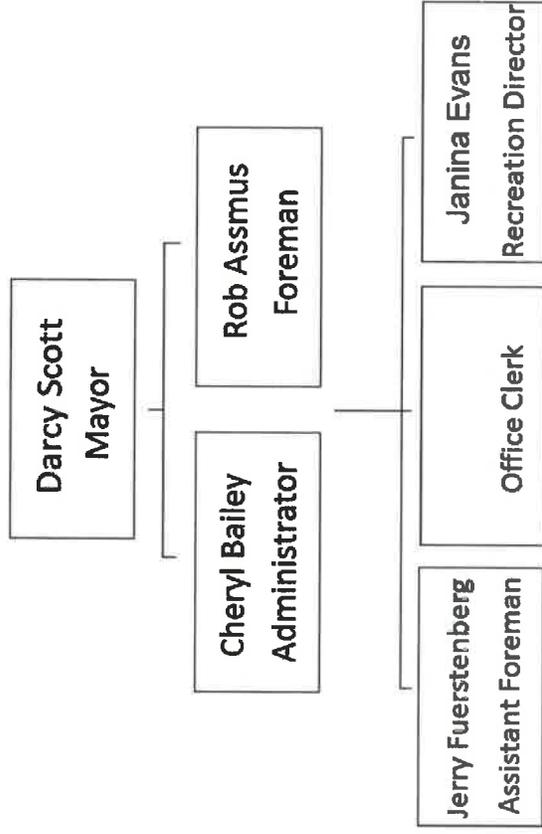
Phone # - Cell – 306-741-7718
Email – scott.klippenstein@wsask.ca

Medical Health Officer:

Dr. David Torr
Sask. Health Authority

Phone # - Cell – 306-835-7631
Email – david.torr@saskhealthauthority.ca

Organizational Chart



Water Quality Crisis Management Cell

Water Quality Crisis Coordinator:

Cheryl Bailey
Box 505
Eatonia, SK
S0L 0Y0
Phone # - Cell – 306-460-8370
Email – eatonia@sasktel.net (Work)
Email – jcbailey@sasktel.net (Home)

Public Relations Coordinator:

Mayor Darcy Scott
Box 153
Eatonia, SK
S0L 0Y0
Phone # - Cell – 306-460-7434
Email – dscott.eatonia@sasktel.net

Crew Foreman:

Rob Assmus
Box 161
Eatonia, SK
S0L 0Y0
Phone # - Cell – 306-460-7198
Email – floater@sasktel.net

Advisor:

Scott Klippenstein
Water Security Agency
350 Cheadle St. West
Swift Current, SK
S9H 4G3
Phone # - 306-741-7718
Fax # – 306-778-8271
E-mail – scott.klippenstein@wsask.ca

Advisor:

Sask. Health Authority
301 Centennial Drive
Rosetown, SK
S0L 2V0
Phone # - 306-882-4111
Fax # - 306-882-1389
E-mail – heartland@hrha.sk.ca

Advisor:

Cheryl Bailey
Box 505
Eatonia, SK
S0L 0Y0

Phone # - Cell – 306-460-8370
Email – eatonia@sasktel.net (Work)
Email – jcbailey@sasktel.net (Home)

General emergency procedures

In general, a waterworks incident should follow these steps:

1. the waterworks owner/operator(s) monitor the distribution system and treatment plant for trigger events. The local Health District monitors the public for a public health trigger;
2. all incidents are reported to the Water Quality Crisis Coordinator;
3. the Water Quality Crisis Coordinator evaluates the event, determines if a trigger has been met and classifies all events, even those without a Technical Action Plan (TAP);
4. the Water Quality Crisis Coordinator activates the Water Quality Crisis Management Center (CMC), if called for;
5. the CMC directs the implementation of the TAP and recommends further actions, if required. This may require the notification of the Emergency Measures Organization for the municipality or corporation;
6. the CMC utilizes the Communication Plan to advise the public;
7. when the emergency is over, CMC is deactivated; and
8. the Water Quality Crisis Coordinator prepares a report on the incident and presents it to the Waterworks Emergency Planning Task Force for evaluation.

Section 4 - Notification and Communication

Emergency notification to customer

The system notifies all system users via the following manner in case of an emergency:

Telephone calls – phone list located at town office
Door to door
Sask Alert
All-Net Connect

Emergency numbers distribution

System users are provided the names and phone numbers of the system personnel to contact in case of emergency via the following manner:
Monthly Newsletter
Town Website – www.eatonia.ca
Town Facebook Page – Town of Eatonia

Media communications

In any crisis situation, the media will receive information only from the designated spokesperson(s). The spokesperson(s) will call a media conference, give information over the phone or release a written statement.

The website (www.eatonia.ca) will be updated as information becomes available. In the case of a major emergency or disaster, the emergency hotline will be manned 24 hours a day until the CMC determines that the crisis has ended. The phone at the office (306-967-2251) will be utilized for this purpose.

Media contacts

<p>Radio Radio Station-CFYM 1210 Golden West Radio 404 – 12th Avenue NE Kindersley, SK S0L 1S0 Front Desk – 306-463-2692</p> <p>Newspaper Your Southwest Media Group 603 Main Street P.O. Box 727 Kindersley, SK S0L 1S0 O: 306-463-2211 C: 306-671-0242 www.yourwestcentral.com</p>	<p>Radio Radio Station-Country 104.9 FM Golden West Radio 404 – 12th Avenue NE Kindersley, SK S0L 1S0 Front Desk – 306-463-2692</p>
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- **Emergency Boil Water Order Has Been Rescinded Media Release**

EMERGENCY BOIL WATER ORDER LIFTED

The Sask. Health Authority and the Swift Current Field Office of Water Security Agency has lifted the Emergency Boil Water Order for the Town of Eatonia.

The factors that caused the issuance of the Order have been rectified. Residents no longer need to boil their water before drinking or using the water in other ways.

For more information, please contact:

Town of Eatonia Office	306-967-2251
Sask. Health Authority	306-882-4111
WSA Swift Current Office	306-741-7718

- Precautionary Drinking Water Advisory Has Been Issued Media Release

PRECAUTIONARY DRINKING WATER ISSUED

Precautionary Drinking Water Advisory Issued for Town of Eatonia

Water Security Agency, in consultation with the Sask. Health Authority, has issued a Precautionary Drinking Water Advisory for the Town of Eatonia due to _____.

All residents and users of water from the Town of Eatonia system are ordered to:

- Boil water used for drinking purposes for at least one minute at a rolling boil prior to use;
- Not drink from any public drinking fountains supplied with water from the public water supply;
- Use an alternative water source known to be safe, if they do not wish to boil the water;
- Boil water for at least one minute at a rolling boil when it is to be used for other activities where it may be ingested, including
 - vi. Brushing teeth or soaking false teeth;
 - vii. Using water in food or drink which will not be subsequently heated;
 - viii. Dishwashing unless sanitized in another fashion;
 - ix. Making ice cubes; and
 - x. Washing fruit and vegetables.

Under most circumstances, residents do not need to boil water used for other household purposes. Adults, adolescents and other children may shower, bathe or wash using tap water but should avoid swallowing the water. Younger children and infants should be sponge-bathed. Residents should also consult with a physician before using the water if they have severe cuts or rashes. Laundry may be washed in tap water, either by hand or by machine.

This Advisory is effective immediately ??? or enter date, time and or location it takes effect ???, and will not be lifted until the water supply is determined to be completely safe.

Water Security Agency, Town of Eatonia and the Sask. Health Authority are working together to resolve the problem as quickly as possible, and will continue to keep residents advised.

For more information, please contact:

Town of Eatonia Office	306-967-2251
Sask. Health Authority	306-882-4111
WSA Swift Current Office	306-741-7718

- **Precautionary Drinking Water Advisory Has Been Rescinded Media Release**

PRECAUTIONARY DRINKING WATER ADVISORY LIFTED

The Sask. Health Authority and the Swift Current Field Office of Water Security Agency has lifted the Precautionary Drinking Water Advisory for the Town of Eatonia.

The factors that caused the issuance of the Advisory have been rectified. Residents no longer need to boil their water before drinking or using the water in other ways.

For more information, please contact:

Town of Eatonia Office	306-967-2251
Sask. Health Authority	306-882-4111
WSA Swift Current Office	306-741-7718
WSA Policy & Communications Division	306-787-6595 (Media Inquiries)

• Sample of a Precautionary Drinking Water Advisory, Emergency Boil Water Order and an Emergency Boil Water Notice

PRECAUTIONARY DRINKING WATER ADVISORY

This Advisory applies to all residents and users in the Town of Eatonia and is effective _____:00 am/pm _____ day, Month Date, Year.

Pursuant to clause 36(1)(a) of *The Environmental Management and Protection Act, 2010* this Precautionary Drinking water Advisory is issued due to _____ and therefore the safety of Town of Eatonia drinking water supply cannot be ensured at all times. Therefore, pursuant to clause 36(1)(b) of *The Environmental Management and Protection Act, 2010*, consumers must be notified to:

- a) Boil all water, used for drinking purposes, for at least one (1) minute, at a rolling boil, prior to use;
- b) Boil water to be used for other activities where it may be ingested, including:
 - i. Brushing teeth or soaking false teeth;
 - ii. Washing fruits or vegetables;
 - iii. Food or drink which will not be subsequently heated; and
 - iv. Ice cubes;
- c) Not use the water for washing dishes, unless the water has been boiled or the dishes are sanitized in another fashion. Washed dishes and utensils can be soaked in a bleach water solution (approximately 2 tablespoons of bleach per gallon or 10 ml of bleach per liter of water) for at least two minutes after being washed to kill any bacteria which may be present.
Note: Do not mix bleach with soaps or detergents.
- d) Not drink from any public drinking fountains supplied with water from the public water supply;
- e) Ensure that younger children and infants are sponge bathed;
- f) Use an alternate water source known to be safe, if they do not wish to boil the water; and
- g) Consult with your physician if you have cuts or rashes that are severe before using the water.

Under most circumstances, there is no need to boil water used for other household purposes. Adults, adolescents and older children may shower, bathe or wash using tap water but should avoid swallowing the water. Laundry may be washed in tap water, either by hand or by machine.

This Advisory is effective immediately, and will not be lifted until the water supply is determined to be completely safe.

If you require any additional information, please contact the following:

Town of Eatonia Office	306-967-2251
Sask. Health Authority	306-882-4111
WSA Swift Current Office	306-741-7718
WSA – Communications Manager	306-694-8914 (Media Inquiries)

Signs

All example signs (Precautionary Drinking Water Advisory & Emergency Boil Water Order) are available from WSA’s document entitled “Bacteriological Follow-up Protocol for Waterworks Regulated by Saskatchewan Environment and the Water Security Agency, November 2012, EPB 505”.

Section 5 - Technical Action Plans

Many emergency situations can lead to water quality degradation, for example, a main break, a power outage, pumping equipment failure or a natural disaster. Other emergency situations are a direct result of a water quality problem such as a waterborne disease outbreak, bacterial contamination of the distribution system or contamination of the source of supply. Water service can be disrupted by these events and water quality can be threatened if not degraded.

The technical action plans included in this document are only examples and may not apply to your water system. TAPs are not typically included in your Municipal/Corporate Emergency Plan and therefore must be contained in the Water Quality Contingency Plan. The TAPs included in this document are only examples and may not apply to your water system

	Actions	Contact
<p>1) Flood conditions Trigger events: widespread flooding occurs. (Disaster)</p>	<ul style="list-style-type: none"> • notify WSA – Environmental Project Officer (EPO); • notify users of 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 at least one minute; • notify priority customers; • contact local media for public service announcement (where all customers can not be notified by phone); and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary.</p>
<p>2) Outbreak of a waterborne disease Trigger events: local Health District notifies the water system of a confirmed outbreak. (Major emergency to disaster)</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; • notify priority customers; • contact local media for public service announcement (where all customers can not be notified by phone); and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary</p>

<p>3) Contamination of source Trigger event: gross deterioration of source water due to a spill, vehicle accident or natural causes. (Major emergency)</p>	<ul style="list-style-type: none"> • shut down pump; • notify WSA – Environmental Project Officer; • notify users; • notify priority customers; • contact government agencies for advice and assistance; and • contact local media for public service announcement (where all customers can not be notified by phone). 	<p>Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary.</p>
<p>4) Loss of source Trigger event: Access to source water is lost due to intake problems or natural causes (Major emergency)</p>	<ul style="list-style-type: none"> • shut down pump; • notify WSA – EPO; • notify users; • notify priority customers; and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA (Local Environmental Project Officer) and others as necessary.</p>
<p>5) Treatment process failure a) Loss of chlorine residual leaving plant Trigger events: chlorine level leaving the plant is less than 0.1 mg/l free chlorine. (Minor emergency)</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; • notify priority customers; and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA (Local EPO), Chlorinator and chlorine suppliers</p>
<p>b) Loss of chlorine residual in distribution system Trigger events: chlorine levels at any place in the distribution system is less than 0.1 mg/l free chlorine or 0.5 mg/l total chlorine. (Major emergency)</p>	<ul style="list-style-type: none"> • notify WSA– EPO; • notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; • notify priority customers; and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA(Local Environmental Project Officer), Chlorinator and chlorine suppliers</p>
<p>c) Increased turbidity in filter effluent Trigger event: the effluent turbidity of a filter is greater than 0.3 N.T.U. (Minor emergency) Sudden increases generally indicate a system disturbance or treatment failure</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; • notify priority customers; and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA (Local EPO)</p>
<p>d) Microbial contamination detected Trigger event: a positive microbial test result is received for the treated water. (Routine incident to major emergency)</p>	<p>Follow Saskatchewan's Bacteriological Protocol for Waterworks Regulated by Water Security Agency and Saskatchewan Environment EPB 505 procedures document</p>	<p>As per Saskatchewan's Bacteriological Follow-up procedures document.</p>
<p>e) Pump system failure Trigger events: all pumps fail and unable to supply water or distribution system pressure drops (Minor Emergency)</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • notify users of interruption of service; and • notify priority customers. 	<p>Owners of water system, WSA(Local EPO), Pump supplier</p>

<p>f) Other treatment process failure Trigger events: loss of coagulation, or other significant process failures. (Routine incident to major emergency)</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; • notify priority customers; and • contact government agencies for advice and assistance. 	<p>Owners of water system, WSA (Local EPO)</p>
<p>6) Power failure Trigger events: power outage. (Minor emergency)</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • start backup generator, if possible; • notify users of interruption of service if backup pump not capable of maintaining supply; • notify priority customers; and • call SaskPower. 	<p>Owners of water system, WSA (Local EPO)</p>
<p>7) Distribution system problems a) Backflow or back siphonage/ significant loss of pressure in the system Trigger events: backflow or contamination is widespread throughout the distribution system (Major emergency)</p>	<ul style="list-style-type: none"> • notify WSA – EPO; • notify users of to boil their water for at least one minute or take other disinfection procedures or as instructed by SE ; • notify priority customers; and • purge and disinfect lines as directed. 	<p>Owners of water system, WSA (Local EPO)</p>

<p>b) Water breaks - sanitary repair procedures Trigger event: main line breaks (Major emergency)</p> <p>Repairing a main break is the most common type of emergency maintenance in a distribution system. Depending on site-specific conditions, a main break may be a source of contamination. For example, if the damaged pipe is below the water table or in contact with a sewage or storm water main, contamination may occur. As noted, maintenance procedures differ for main breaks between those breaks likely and unlikely to cause contamination. Contact your local EPO if you are unsure about whether contamination is expected for a particular break.</p>	<p>If contamination is not expected: Notify-WSA-EPO on all water breaks</p> <ul style="list-style-type: none"> • call excavation contractor; • treat the replacement pipe and fittings with a chlorine solution; and • notify downstream users of interruption of water service, if required. <p>If the existing main is partially or wholly dewatered, some of the following steps may be necessary to repair the main: Actons (AWWA C651-99):</p> <ul style="list-style-type: none"> • control water loss by completely or partially shutting down the main. • flushing may be used to minimize flow toward the damaged main, thus reducing the extent of possible contamination; • water should be reduced to a level below the break as quickly as possible. Groundwater may be treated with hypochlorite while repairs are underway. If the water appears to be clear, a 25 to 50 ppm dose may be sufficient. If sewage is present, a dose greater than 100 ppm is suggested; • customers at higher elevations than the break should be notified to shut off the inlet valve at their meter to prevent siphoning of hot-water tanks or water softeners; • extensive flushing may be used to purge possible contaminants and to bring clear water to the point of damage; • chlorine residuals should be checked hourly to evaluate the effectiveness of pumping and flushing procedures; • mains which have been repaired after a break or leak need to be cleaned, disinfected and monitored before being returned to service; and • monitoring that follows a main disinfection or the addition of a new facility usually entails a check for microbial activity, pH, turbidity, color, disinfectant residual, odor and an analysis for volatile organic compounds that may be associated with the application of coatings. <ul style="list-style-type: none"> • temporarily plug hole or other penetration in storage facility wall, if required • notify WSA – EPO; • flush the water from the storage facility; • notify users if an interruption in service is expected; • contact government agencies for advice and assistance; and • contact contractor to permanently repair puncture. (ie. welded patch on a steel reservoir). 	<p>Owners of the water system, excavation contractor and others as necessary</p> <p>Owners of water system, WSA (Local EPO), excavation contractor and others as necessary.</p> <p>Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary</p>
<p>Trigger event: storage facility break (Major emergency)</p> <p>Emergency repair of finished water storage facilities is warranted by conditions such as:</p> <ul style="list-style-type: none"> • penetration due to localized corrosion; • penetration or splits due to extensive metal loss; • high turbidity and/or bacteria from excessive sediment; or • animal contamination due to screen failure. <p>Generally, emergency maintenance on steel or concrete storage facilities involves temporarily plugging a hole or other penetration in the facility wall. Ultimately, however, the temporary repair should be replaced with a welded patch.</p>		

<p>8) Customer complaints Trigger event: consumer complaint (Routine incident)</p> <p>Water quality complaints should be logged in a retrievable format for tracking and reporting purposes. Tracking the complaints can help identify problem areas of the system. Temporary fixes (such as flushing) should not be used to address chronic water quality problems (such as excessive chlorine demand, turbidity, sediment, corrosive water, etc.).</p>	<ul style="list-style-type: none"> • log the water quality complaint; • investigate the water quality complaint; 	<p>None</p>
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