

	TOWN OF CARMAN	POLICY NO. 010
	ADOPTED BY: Resolution No.007/24	Last Updated: Jan 2024
	DATE: January 2nd 2024	Page: 1 of 2
	TITLE: Boil Water Advisory	Department: Administration & Utility

PURPOSE: The purpose of this policy shall be to develop a response mechanism should the Town of Carman be required to notify its customers of action taken in the water reservoir/pump station or water lines that might cause disruption of service, such as a Boil Water Advisory (BWA).

POLICY STATEMENT: The Town of Carman currently operates a water reservoir/pump station that services the residents of the Town. The Town of Carman focuses on providing safe, clean drinking water to its customers, following the guidelines structured by the Office of Drinking Water department in the Provincial Government.

ADMINISTRATION AND PROCEDURES:

DELIVERY OF NOTIFICATION PLAN:

Should the Town of Carman need to enact an Advisory Notification plan, the following process will take place. A notice will be prepared (Schedule A) outlining the advisory. This notice will be delivered to customers of the Town of Carman water service by the following methods:

1. **All-Connect Notice** – Residents have been encouraged to sign up for notifications through this system that sends notices out via email, text messages and/or phone calls. A push has been made to have residents sign up using their preference for receiving notifications.
2. **Radio Notice** – The local radio stations (Golden West stations, CFRY – Portage) will be contacted to use air notification to customers within the Town of Carman.
3. **Town of Carman Facebook, Instagram & Twitter Accounts** – Notice will be sent to customers via social media. This has been a strong network for other notifications and it is felt that it would be a quick method of notification in the event of an advisory.
4. **Local Paper** – Notice will still be given to the *Carman Dufferin Standard* immediately because they will ensure that it is included in their online version of the paper and its social media. A notice will be placed in the local paper should the advisory last for an extended period of time. The paper is published weekly

and this avenue is sometimes not as beneficial depending upon the timing of the Advisory.

5. **Website** – All notices will be posted on the Town of Carman’s website (www.carmanmanitoba.ca).
6. **Verbal or Direct Delivery (door to door)**– should the issue be localized to only a small area.
7. **Posting signs in a conspicuous locations**

**Schedule “A”
TOWN OF CARMAN NOTIFICATION
“EXAMPLE OF BOIL WATER ADVISORY”**

Customers being affected: Town of Carman water customers.

Location: The Geographical area affected by the Notification or the Boundaries of Town of Carman and water line south of Carman servicing to Carman Coop Cardlock; and CPS line.

Date & Time: “*Date of Order*” until further notice

Reason: Public Health Order

Other:

- The Type of water advisory being lifted;
- Boil Water advisory;
- Do not drink water advisory; or
- Do not use water advisory.
- The date the water advisory is being lifted
- Where to go for more information (phone number, email address or mailing address or website)

A Boil Water Advisory has been issued by the Medical Officer of Health because the local water supply is at risk of microbial contamination. Boiling your drinking water will kill microorganisms (bacteria, viruses, protozoa) that could cause illness. You are advised to boil your drinking water until receiving further notification from the Town of Carman.

Incident Response Team:

Carman Water Treatment Operator – Darcy Hayward

Phone Number – 204-745-2481

Or Town Office – 204-745-2443

All water should be brought to a rolling boil for at least one minute before it is used for: drinking and ice making; preparing beverages such as infant formula; preparing food (washing fruits and vegetables) and brushing teeth; feeding pets.

It is NOT necessary to boil tap water used for household purposes, such as laundry or washing dishes. Adults and older children that are able to avoid swallowing the water can wash, bathe, or shower. Younger children should be sponge bathed. If boiling water

is not feasible, an alternate and safe supply of water should be used (bottled water or water suppliers not using this water supply).

When boiling water, care must be taken to avoid burns and scalding. Place kettles and pots on back burners and away from counter edges. Also, kettles with automatic shut-off feature may not boil the water for one full minute. If you are boiling water in a microwave, place a glass rod, wooden, or plastic stick in the container so you do not super heat the water.

Once the Boil Water Advisory has been lifted, the Town of Carman will immediately contact you by email, social media, radio announcements, and/or telephone. If you have questions or concerns, please contact the Town office at 204-745-2443.