

**COBBLE HILL IMPROVEMENT DISTRICT
PO Box 27 – 1486 Fisher Road
Cobble Hill, BC V0R 1L0**

EMERGENCY RESPONSE PLAN



Cobble Hill Improvement District - 200,000 Gallon Reservoir

Revised November 18, 2019

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INTRODUCTION:

This Emergency Response Plan is prepared in compliance with the 1992 Safe Drinking Water Regulations that were passed pursuant to the *Health Act*, by the Government of the Province of British Columbia. This Emergency Response Plan is to be implemented in the event of an emergency that affects the water system owned and operated by Cobble Hill Improvement District.

PURPOSE:

This Emergency Response Plan is prepared to provide information and guidelines to Trustees that will enable them to respond quickly and effectively to any foreseeable event that may affect the continuous supply of safe water from the Cobble Hill Improvement District water system.

Depending on the nature of the emergency, the applicable plan will be activated. The objective is to ensure a safe supply of domestic water to the residents of Cobble Hill Improvement District.

DISTRICT CONTACT PERSONS:

If an emergency in either source or supply of water occurs, the following people are to be contacted:

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Don Herriott	250-743-5437	dherriott4@shaw.ca
Trustee	Jens Liebgott	250-743-2530	jliebgott@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Financial & Corporate Administrator	Karen Berezcki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

TITLE/DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
Environmental Health Officer	Mark Hall	250-737-2010	Cell: 250-715-7000
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	

LOCATION AND ACCESS OF SERVICES:

1. Holland Road Well
Location: South Side of Galliers Road near Holland Avenue



2. Hutchinson Road Well
Location: North side of Hutchinson Road between Dougan Drive and TCH



3. Reservoir
Location: Off Empress Avenue in Quarry Park (vehicles enter from Thain Road and then along frontage road beside railway line then follow the north service road to the reservoir)



4. System Control Building
Location: West side of Holland Avenue 2 doors up from Fairfield Road



CHAIN OF COMMAND:

The following is the chain of command during an emergency situation:

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Berezcki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

In an emergency, action to contact those in the chain of command will be initiated by the first person to have knowledge of the situation. Depending on the nature of the emergency, the first person aware of the situation can delegate any other person to contact people in the chain of command. The most senior person who is notified will take command and will be responsible for delegating tasks to others as the situation warrants. If not at the site or available, the Chairman and other Trustees must be notified with details of the event as soon as possible. The Chairman and Trustees will inform the authorities, if required, of the actions taken and will make recommendations to prevent reoccurrence.

AUTHORIZATION FOR ACTION:

Should an emergency occur in either source or supply of water, any two of the above persons so contacted shall be charged with and shall take the appropriate steps necessary to immediately rectify the situation. In undertaking any action to rectify an emergency situation, due regard shall be paid to the following guidelines.

EMERGENCY PROCEDURES:

All Trustees hold a copy of this Emergency Response Plan and keys to the System Control Building, all padlocks, and the control box at the Hutchinson Road Well. A customer list is included in this plan which will be updated from time to time. In the event that an emergency is of a lasting or unsafe nature, the District shall notify by telephone or hand delivered notices, all residents within its boundaries of the emergency situation. If possible, such notice should state actions, which can be taken by the residents and expected time frame for rectifying the emergency situation. Blank copies of the notices are in the office at 1486 Fisher Road, Cobble Hill.

ALTERNATE SOURCES OF WATER:

If the situation involves a contamination of the water source that cannot immediately be rectified to meet safe drinking water standards, the following shall be considered as alternative potable water sources:

Other Water Purveyors:

DISTRICT	CONTACT	PHONE NUMBER
Braithwaite Estates Improvement District	Karen Bereczki	250-743-7211
Cowichan Bay Improvement District	Caroline Stillinger	250-748-1687
CVRD (for Arbutus Ridge Water System)	Brian Dennison	250-746-2500 or 746-2530
Mill Bay Water Works	Kim Vanderkooy	250-743-9023
Keparo Water System	Wolfgang Lehwald	250-743-5249

Water Suppliers:

NAMES	CONTACT	PHONE NUMBER
Drillwell Enterprises Ltd.	David Slade	250-746-5268
Black Coffee and Other Delights		250-746-9973
Water on Wheels	Brent Winnitoy	250-748-8881
South Island Water Ltd.	Jerry	250-732-0061 or 250-664-6264
Water Works Bulk Delivery		250-474-7912 or 250-388-2712
Old Victoria Water Company		250-748-7482
Canadian Springs		1-877-442-7873
Columbia Ice		250-748-7309

Hauling Emergency Water:

- Clean and disinfect all water containers and other equipment with a solution of bleach that is 10 times stronger than the solution used to treat water. In other words, the solution to disinfect water containers is 20 drops of bleach for each L of water. Shake and let stand 30 minutes. Double the bleach if the water is cloudy. For cold water double the bleach again.
- Do not use containers that have held oil, sewage, pesticides or other chemicals.
- Disinfect the supply of hauled water to counteract possible contamination from handling or transporting

Disinfecting Water

Disinfect all water that will be used for:

- Drinking
- Cooking
- Brushing teeth
- Washing dishes and
- Washing fruit and vegetables to be eaten raw

It is especially important to make sure that any water used to make infant formula is disinfected.

Let muddy or cloudy water settle before disinfecting (or, preferably, use a different source of water). Pour off clear water into a separate container before disinfecting. It sometimes helps to filter the water through a clean cloth, after which the following procedures to disinfect should be applied:

Disinfecting Small Quantities of Water

Boiling:

Boiling effectively kills bacteria, viruses and parasites. A two minute full boil is recommended and will provide adequate protection except at very high elevations. At elevations over 200 m (6500 feet), boiling for three minutes will provide protection.

Remove the flat taste by standing the boiled water in a covered container for a few hours, or by pouring the water back and forth from one clean container to another.

Disinfecting with chemical methods:

Household bleach (5% chlorine)

An effective disinfectant which works best with warm water (where water is colder than 15 degrees Centigrade use longer disinfection times)

Add 2 drops (0.1 mL) of bleach to 1 L of water; shake and allow to stand for 30 minutes before drinking

Double the bleach for cloudy water

For cold water double the bleach again

A slight chlorine odour should be noticeable if you have added enough bleach

Chlorine Tablets

Follow manufacturers' directions

Iodine:

Whenever possible use warm water (20degrees C) and a minimum of 20 minutes mixing time before drinking

For cold water (5 – 15 degrees Centigrade) increase the mixing time to 40 minutes

Use 10 drops (0.5 mL) of 2% tincture of iodine for 1 L of water

For iodine tablets follow manufacturers' directions

Pregnant women should not use iodine drops to purify water as it may have an effect on the fetus.

The following scenarios are various potential emergencies including the people to be contacted, the action to be taken and the final action:

PUBLIC HEALTH RISK:

Contact:

1. Call Chairman and Trustees
2. Call Financial and Corporate Administrator
3. Call Maintenance Operator
4. Contact Drinking Water Officer (DWO) or DWO Delegate

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox	250-743-3511	brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com
Drinking Water Officer (DWO)	Dr. Paul Hasselback, Medical Health Officer	250-755-6215	
Drinking Water Officer Delegate	Mark Hall, Environmental Health Officer	250-737-2010	mark.hall@viha.ca

Immediate Action:

1. Post “Boil Water” signs throughout the community
2. Phone residents or hand deliver notices and advise to boil water
3. Search for source of contamination

Final Action:

1. Take the appropriate steps to ensure the situation is rectified
2. Flush all affected lines
3. Chlorinate if necessary
4. Have water tested

TITLE/DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
Environmental Health Officer	Mark Hall	250-737-2010	Cell: 250-715-7000 Fax: 250-737-2008 Email: mark.hall@viha.ca
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	

SOURCE CONTAMINATION – SPILLS, VEHICLE ACCIDENT:

If an emergency occurs where the supply or source of water is at risk of contamination or has been contaminated, the District shall undertake whatever steps are necessary to provide safe drinking water to the residents of the District. Emergency Test Kits, with instructions, are available in the System Control Building and Operator’s Vehicle.

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator
4. Call Fire Department **911** (for spill containment measures)

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Remedial action will be taken upon consultation with the following offices:

TITLE/DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
Environmental Health Officer	Mark Hall	250-737-2010	Cell: 250-715-7000 Fax: 250-737-2008 Email: mark.hall@viha.ca
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	
Poison Control Centre		1-800-567-8911	
Cowichan District Hospital		250-746-4141	

Depending on the type of accident, the following companies may need to be contacted:

COMPANY		PHONE NUMBER
BC Hydro	Emergencies	1-888-769-3766
Fortis Gas Emergencies	Gas Leaks & Odors	1-800-663-9111
Telus	Call before you dig	1-800-474-6886
BC One Call		1-800-474-6886

BROKEN WATER LINE OR OTHER RUPTURE:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Isolate leakage
2. Shut off main valves or area involved
3. Reduce pressure (but maintain enough to prevent backflow)
4. Determine size and time of outage if possible
5. Call for repairs (plumber, excavator)
6. Notify residents if major time is involved
7. Arrange alternate source of water if necessary

In the case of a line break the following companies can be contacted:

CERTIFIED OPERATORS		PHONE NUMBER	CELLULAR
Independent Pump & Mechanical Ltd.	Shane Black	250-743-3075	250-715-6108
Don Mann Excavating		250-479-8283	

EXCAVATING COMPANY	PHONE NUMBER	NIGHT CALLS	CELLULAR
Heritage Ridge Holdings	250-710-5340		
Greg's Backhoe			250-715-6142
James' Excavating			250-812-0266
Van Isle Water Services	250-383-7145	250-474-4346	
BC Aquifer	250-748-4041		
Sarb's Contracting	250-743-2723		
Sid's Backhoe (Andy)	250-746-7946	250-246-7546	250-701-3950
Stone Excavating	250-710-4520		250-710-5418
Superior Excavating	250-715-0454 (Brent)		

Also contact before digging:

COMPANY		PHONE NUMBER
BC Hydro	Emergencies	1-888-769-3766
Fortis Gas Emergencies	Gas Leaks & Odors	1-800-663-9111
Telus	Call before you dig	1-800-474-6886
BC One Call		1-800-474-6886

Final Action:

1. Take the appropriate steps to ensure the situation is rectified
2. Flush all affected lines
3. Have water tested for contamination
4. If contamination is found, notify residents and chlorinate the system to appropriate levels
5. If a lengthy outage is anticipated, hook up a hose at the well and advise residents of times when water will be available

BACKFLOW OR BACK SIPHONAGE:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Isolate source of contamination.
2. Remedial action will be taken upon consultation with the following offices:

TITLE/DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
			Cell: 250-715-7000 Fax: 250-737-2008 Email: mark.hall@viha.ca
Environmental Health Officer	Mark Hall	250-737-2010	
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	

FLOOD CONDITIONS:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Contact local Health Unit, Ministry of Environment and Provincial Emergency Preparedness

TITLE/DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
Environmental Health Officer	Mark Hall	250-737-2010	Cell: 250-715-7000 Fax: 250-737-2008 Email: mark.hall@viha.ca
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	

2. Notify all users regarding the potential for water contamination, loss of pump, power, etc.
3. Users should be advised to store some drinking water in advance, and to boil any suspect water for two minutes or disinfect with chlorine until notified that the water is safe to drink
4. Contact local media for public service announcements if all customers cannot be notified by phone
5. Arrange for alternate source of water if possible

LOSS OF SOURCE:

Contact:

1. Call Chairman and Trustees
2. Call Financial and Corporate Administrator
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Ensure pump is shut off to protect it
2. Notify all users
3. Contact local Health Unit, Ministry of Environment and CVRD for advice and assistance
4. Arrange alternate source of water

In the case of a loss of source the following companies can be contacted:

COMPANY	PHONE NUMBER	NIGHT CALLS	CELLULAR
Van Isle Water Services	250-383-7145	250-474-4346	
BC Aquifer	250-748-4041		
Independent Pump & Mechanical Ltd	250-743-3075	250-746-5268	250-715-6108
Drillwell Enterprises	250-743-5268		
Twin Maple Industrial Tanks	1-800-663-8898	1-604-854-6776	

Final Action:

1. Notify residents to restrict water usage if major time is involved. If there is a major emergency (such as an earthquake) and a lengthy outage is anticipated, hook up a hose at the well and advise residents of times when water will be available.

MECHANICAL FAILURES:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Pumping Failure:

Immediate Action:

1. Isolate location
2. Call for repairs
3. Advise local Health Dept if interruption is not short term
4. Arrange alternate source of water if necessary

In the case of a pumping failure the following companies can be contacted

COMPANY	PHONE NUMBER	NIGHT CALLS	CELLULAR
Van Isle Water Services	250-383-7145	250-474-4346	
BC Aquifer	250-748-4041		
Independent Pump (Shane)	250-743-3075		250-715-6108
Geoff Doran (Plumber)	250-743-5493	250-715-4422	250-709-4600

Electrical Failure:

Ensure that all residents are periodically notified via newsletters, that in the event of a power outage, water usage should be kept to a minimum.

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Berezcki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Contact BC Hydro 1-888-769-3766 to notify them
2. Notify users about the interruption of service
3. Advise local Health Dept if interruption is not short term
4. Arrange alternate source of water if necessary

In the case of an electrical failure the following companies can be contacted

COMPANY	PHONE NUMBER	NIGHT CALLS	CELLULAR
HB Electric (Howard)	250-748-9245		250-710-3024
Generous Electric (Darwin)	250-701-3610		250-597-0584
Dave Shaw	250-743-5449		
BC Hydro		1-888-769-3766 (24 Hour)	

LOW WATER LEVELS IN RESERVIOR:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Contact Fire Department to notify them of low fire flow levels

Mill Bay Fire Dept.	250-743-5563 or 250-480-9415	
	Chief	
	Deputy Chief	
Cowichan Bay Fire Dept.	250-743-7111 or 250-701-2948	
	Chief Charles Brown	
	Deputy Chief Darin Forrest	

2. Check for supply line rupture
3. Check that all wells are operating
4. Re-start pumps if required
5. Notify residents to restrict water usage while tanks fill

Final Action:

1. Monitor reservoir level until satisfactory water level has been obtained

LOSS OF PRESSURE:

Loss of pressure in certain areas can indicate a water line break.

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Follow instructions on pages 11 and 12 of this plan.

RESERVOIR CONTAMINATION:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Bereczki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Phone residents or hand deliver notices and advise to boil water
2. If chemical contamination contact Medical Health Officer for remedial action and instructions

TITLE/DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
Environmental Health Officer	Mark Hall	250-737-2010	Cell: 250-715-7000 Fax: 250-737-2008 Email: mark.hall@viha.ca
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	

Final Action:

1. Test water from wells and reservoir
2. Drain and clean reservoir, purge all pipes
3. Flush supply lines
4. Test water at the end of lines
5. Inform health authorities (as noted above)

FIRE IN THE COMMUNITY:

Ensure that residents are periodically advised via newsletters that in the event of a fire in the community, water usage should be kept to a minimum. Fire Departments in rural areas bring water tanks and drop bags because they are often unable to rely on a small water system's pumping capacity.

Immediate Action:

1. Call 911

DEPARTMENT	EMERGENCY PHONE NUMBER	NON EMERGENCY PHONE NUMBER
Mill Bay Fire Department	911	250-743-5563 or 250-480-9415
Cowichan Bay Fire Department	911	250-743-7111 or 250-701-2948

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reids@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Berezcki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdcotours@hotmail.com

Final Action:

1. Ensure that all wells are operating to fill tanks

EARTHQUAKE:

Contact:

1. Call Chairman and Trustees
2. Call Finance and Corporate Administrators
3. Call Maintenance Operator

TITLE	NAME	PHONE #	EMAIL
Chairman	Rob Reid	250-743-4636	reidrs@shaw.ca
Trustee	Harry Benson	250-743-1759	bennyup@shaw.ca
Trustee	Bill Motherwell	250-733-0777	southcowichanstorage@shaw.ca
Trustee	Brian Fox		brianfox@shaw.ca
Trustee	Jens Liebgott	250-743-2530	Jliebgott@shaw.ca
Financial & Corporate Administrator	Karen Berezcki	250-701-5193 250-743-1118	1979CHID@gmail.com
Maintenance Operator	Alan Seal	250-701-1093	freebirdecotours@hotmail.com

Immediate Action:

1. Check reservoir
2. Notify residents to restrict water until further notice
3. Inspect wells and check for pumping
4. Shut down any leaking areas

Final Action:

1. If necessary, shut down distribution system and hook up a hose at well. Set up times and notify residents when water is available

EMERGENCY EQUIPMENT ON HAND:

Located in the System Control Building on Holland Avenue two doors up from Fairfield:

Generator and fuel

IPS Backup

Rechargeable Flashlight

Valve Keys

6 and 8 inch Repair Clamps

(4, 6, and 8 inch clamps are also available from Braithwaite Estates Improvement District.

2 inch expansion joint

2 inch pipe

EMERGENCY NOTIFICATION:

The District shall notify the following if a failure in supply or source occurs that will affect the District's ability to supply water to emergency response teams who rely upon the District as a water source:

DEPARTMENT	EMERGENCY PHONE NUMBER	NON EMERGENCY PHONE NUMBER
Mill Bay Fire Department	911	250-743-5563 or 250-480-9415
Cowichan Bay Fire Dept.	911	250-743-7111 or 250-701-2948

OTHER EMERGENCY CONTACTS:

SUPPLIES	PHONE NUMBER	
Wolseley Mechanical (Duncan)	250-715-0823	250-709-3760 (Cell for Verlyn)
Wolseley Mechanical (Victoria)	250-475-1111	
Wolseley Mechanical (Nanaimo)	250-758-9196	
Western Supplies (Victoria)	250-475-6272	
Corix Water Products	250-746-8877	250-510-6747 (Cell for Branch Mgr.)
EMCO Corp. (Victoria)	1-888-545-6111	
BC Aquifer (Duncan)	250-748-4041	
Van Isle Water Services (Victoria)	250-383-7145	250-474-4346 (evenings)

ELECTRICIANS	PHONE NUMBER	
HB Electric (Harold)	250-748-9245	250-710-3024 (Cell)
Double L Electric	250-748-0381	

LABORATORIES	PHONE NUMBER	
Maxxam	250-385-6112	1104-4464 Markham St . Victoria
after hours emergencies	250-415-2350	David Nadler
MB Laboratories	250-656-1334	PO Box 2103, Sidney, BC
after hours emergencies	250-656-9798	Wendy

WATER SUPPLIERS	PHONE NUMBER	
Black Coffee & Other Delights	250-746-9973	
Water on Wheels	250-748-8881	Brent Winnitoy
	250-516-5066	
South Island Water Ltd.	1-778-977-5066	Jerry
Water Works Bulk Delivery	250-474-7912	
Old Victoria Water Co.	250-748-7482	
Canadian Springs	1-877-442-7873	
Columbia Ice	250-748-7309	

STORAGE TANKS	PHONE NUMBER	
Highway Rentals	250-746-7404	

ENGINEER	PHONE NUMBER	
Genivar (Harry Verstraaten)	250-384-5510	250-920-6247 (Cellular)
EXCAVATING	PHONE NUMBER	
Heritage Ridge Holdings	250-710-5340	

Sarb's Contracting	250-743-2723		
Sid's Backhoe (Andy)	250-746-7946	250-246-7546	250-701-3950
Stone Excavating	250-748-2095		250-710-4520
Ed Gait (for road boring)	250-818-7878		
Greg's Backhoe Services	250-715-6142		
Dave Martin Backhoe	250-709-1447		

FIRE HYDRANTS	PHONE NUMBER		
Edwards Fire Hydrants	250-475-1076		

OPERATORS	PHONE NUMBER		
GR Martin Contracting Ltd	250-709-1447		

PUBLIC SERVICE RADIO	PHONE NUMBER		
JUICE FM	250-746-0897		
C-FAX	250-386-1070		
CBC	250-360-2227		
JACK FM	250-382-0900		
KOOL FM	250-382-1073		
OCEAN FM	250-382-0900		
TELEVISION			
Shaw TV	250-701-4077		
A-Channel	250-381-2484		
CHEK News	250-480-3700		
CTV	250-382-2480		
CBC	250-360-2227		
NEWSPAPERS			
The Citizen	250-748-2666		
Times Colonist	250-380-5211	Nights, weekends, holidays	250-380-5335

GENERAL NOTIFICATION OF EMERGENCY:

Where applicable the District shall also notify the following departments or agencies:

DEPARTMENT	NAME	PHONE NUMBER	ALTERNATE
Environmental Health Officer	Mark Hall	250-737-2010	Fax: 250-737-2008 Email: mark.hall@viha.ca
Medical Health Office (MHO)	Dr Paul Hasselback	250-755-6215	Fax: 250-755-3372
VIHA – After Hours MHO Emergency Contact		1-800-204-6166	
Public Health Engineer	Murray Sexton	250-755-6215	Fax: 250-755-3372
Ministry of Environment (MOE)		1-800-663-3456	
Provincial Emergency Preparedness (PEP)		1-800-663-3456	

SYSTEM START UP FROM A SUPPLY FAILURE:

If an emergency occurs which interrupts the supply of water to the District’s distribution system that results in the District running out of water, the following procedures shall be followed upon system start up to ensure that the system is not damaged due to air/water pressure build up:

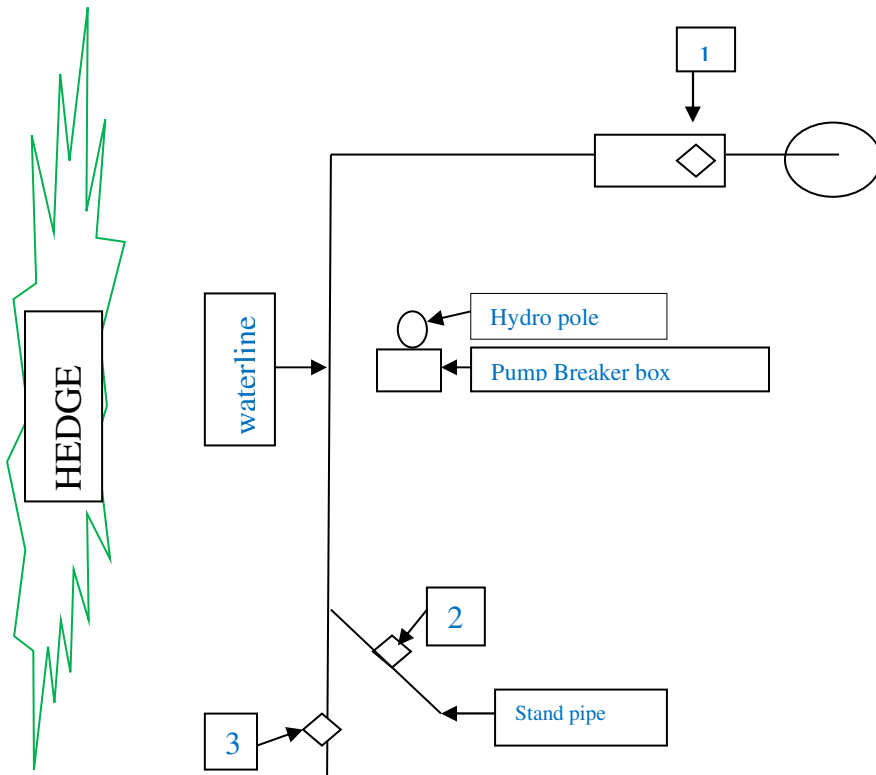
1. System start up should be a coordinated effort between a number of individuals and shall not be attempted by one person
2. Before water is reintroduced into the system, the standpipes in the lowest portion of the system shall be opened to release air from the system
3. Once the lowest line is free of air and closed, the system will back fill with water and air will be systematically released from the various standpipes. This should be a coordinated effort to ensure that no end of the system experiences a build up in air pressure

PROCEDURE TO START HUTCHINSON ROAD WELL:

When turning on the Hutchinson Road well for the first time after winter break the following procedures should be followed:

1. With all valves closed, open # 1 and #2 valves
2. Switch pump breaker to on position
3. Using valve key slowly open #3 valve. This will increase flow out of #2 and backflush #3 valve out standpipe.
4. Working back and forth close #2 and open #3 fully
5. Pump can now be operated when needed

Note: Take a water sample and make sure results are satisfactory before putting well back on line after winter layoff.



SAMPLE FORMS:

Refer to the following pages for sample forms to be used in case of an emergency

BOIL WATER NOTICE

The Cobble Hill Improvement District, in consultation with the Vancouver Island Health Authority, has issued a **Boil Water Notice** for the Cobble Hill Improvement District. This Notice is effective immediately and covers all Cobble Hill Improvement District customers in Cobble Hill and those who obtain water from any secondary distributors that receive water from the water system.

Until further notice, water from Cobble Hill Improvement District should be held at a rolling boil for one minute and cooled before it is consumed. For your safety, only boiled or bottled water should be used for drinking, making ice or fountain drinks, washing dishes, brushing teeth, or preparing foods that will not be cooked.

Recent water tests show the presence of unacceptable level of bacteria. Boiling the water will make it safe to drink.
Turbidity in the water system has risen to unacceptable levels. High turbidity can interfere with disinfection and may signal the presence of disease causing organisms. Boiling the water will make it safe to drink.
The water system recently experienced a
line break
possible source contamination

which may have made the water unsafe to drink. Boiling the water will make it safe to drink.

The Cobble Hill Improvement District and the Vancouver Island Health Authority are working together to resolve the situation. Once the water is safe to drink, the Boil Water Notice will be rescinded.

Updates will be available through Cobble Hill Improvement District, by calling 250-701-5193 or at Cobble Hill Improvement District’s office at 1486 Fisher Road, Cobble Hill, BC

The Vancouver Island Health authority has additional information about boil water notices at http://www.viha.ca/mho/environment/water_quality_boil_water/

Thank you for your patience and cooperation. For further information, please contact:

Cobble Hill Improvement District

Date: _____

Phone: 250-701-5193

Fax: 250-743-8821

E-mail: 1979CHID@gmail.com

BOIL WATER NOTICE

Recent bacteriological water quality testing has indicated that potentially contaminated water may have entered the water system. The testing of the water has indicated that the drinking water may contain organisms that can cause intestinal illness. Boiling the water kills these organisms.

Water users are advised to bring all water to a rolling boil for at least one minute and let it cool before using. Until further notice, boiled or bottled water should be used for drinking, making ice or fountain drinks, washing dishes, brushing teeth, and for preparing foods that will not be cooked. We will inform you when you no longer need to boil your water. Please contact the District at 250-701-5193 or listen to SUN FM 89.7 for the most up-to-date information. Vancouver Island Health Authority has additional information regarding boil water notices at http://www.viha.ca/mho/environment/water_quality/boil_water/

THIS BOIL WATER NOTICE

IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES? Please call Cobble Hill Improvement District at 250-701-5193.
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PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example: people in apartments, rental units, nursing homes, schools, preschools, churches, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:
COBBLE HILL IMPROVEMENT DISTRICT

HIGH TURBIDITY NOTICE

High turbidity levels have been detected in the drinking water supply. High turbidity (cloudiness) may occur in surface water sources due to seasonal weather changes from excessive surface runoff, flooding or lake turnover. High turbidity has been associated with higher occurrences of intestinal illness.

Water users are advised to bring all water to a rolling boil for at least one minute and to let it cool before using it or use bottled water. Until further notice, boiled or bottled water should be used for drinking, making ice or fountain drinks, brushing teeth and for preparing foods that will not be cooked. We will inform you when you no longer need to boil your water. Please contact the District at 250-701-5193 or listen to SUN FM 89.7 for the most up-to-date information. Vancouver Island Health Authority has additional information regarding boil water notices at http://www.viha.ca/mho/environment/water_quality/boil_water/

THIS HIGH TURBIDITY NOTICE
IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES? Please call Cobble Hill Improvement District at 250-701-5193.
--

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example: people in apartments, rental units, nursing homes, schools, preschools, churches, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

COBBLE HILL IMPROVEMENT DISTRICT

DO NOT USE THE WATER NOTICE

We have recently discovered that a chemical contaminant may have entered the water supply system. Water samples are being collected for testing. The chemical contaminant may be at a level that makes our water supply toxic and unfit for drinking or bathing.

Customers are advised to use bottled water or an alternate water source for drinking, making ice or fountain drinks, washing dishes, brushing teeth, bathing and for food preparation until further notice. **BOILING THE WATER WILL NOT MAKE IT SAFE.** If alternate water sources are used, ensure the water is from Health Authority approved sources. The water in your hot water tank, icemaker, etc. may also be unsafe.

We will inform you when the water can be safely used for domestic purposes again. Please contact the District at 250-701-5193 or listen to SUN FM 89.7 for the most up-to-date information.

THIS DO NOT USE WATER NOTICE
IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES? Please call Cobble Hill Improvement District at 250-701-5193.
--

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example: people in apartments, rental units, nursing homes, schools, preschools, churches, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:
COBBLE HILL IMPROVEMENT DISTRICT

WATERBORNE ILLNESS NOTICE

Contaminated water has entered the water supply system and we have received reports of people with symptoms typical of waterborne illness. These organisms can cause symptoms such as diarrhea, abdominal cramps, nausea, vomiting or other symptoms. Boiling the water kills these organisms.

Water users are advised to bring all water to a rolling boil for at least one minute and let it cool before using it or to use bottled water. Until further notice, boiled or bottled water should be used for drinking, making ice or fountain drinks, brushing teeth and for preparing foods that will not be cooked.

We will inform you when you no longer need to boil your water. Please contact the District at 250-701-5193 or listen to SUN FM 89.7 for the most up-to-date information.

THIS NOTICE IS EFFECTIVE _____ UNTIL
FURTHER NOTICE.

ENQUIRIES? Please call Cobble Hill Improvement District at 250-701-5193.

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example: people in apartments, rental units, nursing homes, schools, preschools, churches, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:
COBBLE HILL IMPROVEMENT DISTRICT

WATER QUALITY ADVISORY NOTICE

Laboratory tests indicate the presence of total coliform bacteria in the drinking water. The total coliforms may be due to inadequate disinfection treatment or distribution pipes that are in need of maintenance. Total coliform bacteria are naturally present in the environment and they are generally not harmful themselves but they indicate an increased chance that organisms causing intestinal illness may be present in the drinking water. People with weakened or developing immune systems, pregnant women and their unborn, children under 2, people with AIDS, cancer, diabetes or kidney disease, etc. may be at increased risk.

Due to the above concerns and as a precautionary measure those individuals mentioned above are advised to bring all water to a rolling boil for at least one minute and let it cool before using it or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth and for preparing foods that will not be cooked. We will inform you when the Water Quality Notice is removed. Please contact the District at 250-701-5193 or listen to SUN FM 89.7 for the most up-to-date information.

THIS NOTICE IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES? Please call Cobble Hill Improvement District at 250-701-5193.
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PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example: people in apartments, rental units, nursing homes, schools, preschools, churches, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:
COBBLE HILL IMPROVEMENT DISTRICT