

Union Bay Improvement District  
5579 B Island Highway  
Union Bay, BC V0R 3B0  
Office: 250-335-2511

Updated December 2019

# Emergency Response & Contingency Plan

*for UBID's Water Source and Supply System*

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WATERWOMAN CONSULTING LTD.

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## Introduction

Under the Drinking Water Protection Act, Section 10 (1) states that the water supplier, the Union Bay Improvement District (UBID), must have a written emergency and contingency plan. This plan must be in accordance with current regulations and is to be implemented in the event of an emergency or abnormal operational circumstance that affects the water source and / or supply. The water supplier must ensure that all staff are familiar with the plan and is responsible for the preparation and annual updating of the plan.

The following pages provide protocols and contact information in the case of an unexpected event that could affect the supply or source of drinking water for the UBID and their mandate to provide water.

The water system mandate is to:

- Provide safe (potable) drinking water
- Provide water for fire suppression
- Prevent unnecessary loss of water
- Repair system failures
- Monitor and maintain the quantity and quality of supply

The Emergency Response and Contingency Plan (ERCP) has been premised on the 2016 ERCP and took direction from the template for Small Water Systems provided by Island Health. ERCPs from the Regional District of Nanaimo, the Villages of Tofino and Ucluelet, and the Comox Valley Regional District were also reviewed as part of the development of this plan.

## Staff and Board Responsibilities

The following key staff, elected representatives and community volunteers have responsibility in an emergency pertaining to the supply and / or distribution of potable water or water for fire suppression.

- Fire Chief and volunteer fire department, governed by bylaw 209 Fire Department Establishment and Operations Bylaws, 2007, and bylaw 246 Comox Valley Fire and Rescue Services Mutual Aid Agreement, 2013.
- Chair and Trustees, governed by policy 1 B-01 Responsibilities of the Board Chair and Trustees.
- Staff of the UBID, governed by the Local Government Act, Community Charter and Drinking Water Protection Act and regulations.

## System Overview (locations)

### Physical addresses

1. Main reservoir and treatment facility: 451 McLeod Road, Union Bay
2. Secondary reservoir: eastern end of McKay Road
3. Administration building: 5579 B Island Highway, Union Bay

## Description of source

Langley Lake, surface water, 78 acres plus 20 acres of set-back. Main pipeline and access road at the north end over the overpass on Highway 19A, inland.



## Contingency Plan

UBID is connected to the Royston Water System at the north end of Kilmarnock. This is a water source from the Village of Cumberland, Allan Lake, with the maintenance of the distribution network being the responsibility of the Comox Valley Regional District. An agreement to connect UBID to this system is in place.

## Bylaw No. 233 Interconnection Agreement, 2011

States that this "bylaw to authorize the execution of an agreement with CVRD" and an agreement was signed in 2011 between UBID and the CVRD.

In the event of an extended water supply or source failure, UBID can connect to this system for an emergency water supply.

The Superintendent of Waterworks, Dan McGill, is responsible for the hook-up and the communications with the CVRD.

If water quality is compromised, water system users will need to be notified using the appropriate communication channels.

Key contact list

<b>Job Title</b>	<b>Contact Person</b>	<b>Phone Number(s)</b>	<b>Email</b>
<b>Superintendent of Waterworks</b>	Dan McGill	250-218-5127 250-703-8078 (Pager)	h2oguy@union-bay.ca
<b>Operator</b>	Keith McKay	250-703-1719 250-703-8078 (Pager)	
<b>CVRD, Water Services Manager</b>	Mike Herschmiller	250-334-6023	mherschmiller@comoxvalleyrd.ca
<b>Fire Chief</b>	Ian Ham	250-335-2345 (Fire hall)	
<b>Chief Administrative Officer</b>	Gord Mason	250-335-2511	gmason@union-bay.ca

### **Provision of bottled water**

In the event of a temporary water supply loss to a single-family home, UBID provides a case of bottled water for basic household consumption. If water supply is lost to multiple households, there is the possibility to provide water directly from the treated water reservoir on McLeod Road.

The Superintendent of Waterworks, Dan McGill, would be responsible for providing access to the reservoir via a side faucet.

If water quality is compromised, water system users will need to be notified using the appropriate communication channels.

### **Public Notice Protocols**

Immediate reporting is required if water quality standards are not met<sup>1</sup>. Should this occur, the following protocols with respect to public notice are:

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<sup>1</sup> No detectable fecal coliform bacteria per 100 ml; No detectable Escherichia coli per 100 ml; No detectable Total coliform bacteria per 100 ml (1 sample in 30 days); Min. 90% of samples have no detectable total coliform bacteria per 100 ml and no sample has more than 10 total coliform bacteria per 100 ml (1+ sample in 30 days).

1. Immediately re-test, Superintendent of Waterworks, Dan McGill (DM)
2. Contact the Drinking Water Officer, John Hillis / Dr. Charmaine Enns
3. Assess the potential threat to the water source and supply. Is this long-term? What is the risk to the water users?
4. Communicate the risk to the water system users:
  - a. Decide the appropriate template: water quality, boil water and do not use. Refer to the Decision Tree for Responding to a Turbidity Event in Unfiltered Drinking Water, which states that when issuing a public notice regarding turbidity, the underlying risk event(s) should be communicated as well as the scientific basis for the notice. The public notice needs to clearly specify if the risk is due to aesthetic, chemical, microbiological, physical or unknown reasons.
  - b. Assign outreach tasks to appropriate staff – update website with notice, post notices on mailboxes, set up large signs at the north and south ends of distribution system, and media outreach.
  - c. Monitor the water quality (DM) and remaining in communication with Island Health.
  - d. Update the public of any changes.

### Key communication contacts

Job Title	Contact Person	Phone Number(s)	Email
<b>Superintendent of Waterworks</b>	Dan McGill	250-218-5127 250-703-8078 (Pager)	h2oguy@union-bay.ca
<b>Operator</b>	Keith McKay	250-703-1719 250-703-8078 (Pager)	
<b>Chief Administrative Officer</b>	Gordon Mason	250-335-2511	<a href="mailto:gmason@union-bay.ca">gmason@union-bay.ca</a>
<b>Drinking Water Officers</b>	John Hillis	250-331-8518	<a href="mailto:John.hillis@viha.ca">John.hillis@viha.ca</a>
	Dr. Charmaine Enns	Emergency after hours 1-800-204-6166	Enns.charmaine@viha.ca
<b>Board Chair</b>			

### Summary of ERCP

Under the Drinking Water Protection regulation, a water supplier must:

1. make the Emergency Response and Contingency Plan accessible to the staff of the water supplier; and
2. provide a summary of the plan accessible to users served by the water system.

Summary of Emergency Response and Contingency Plan
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The plan was updated in the fall of 2016 and will be updated on an annual, or per need, basis. The plan defines the roles and responsibilities of the key staff, Board and other agencies as outlined with a task list and steps for how to proceed should one of the following emergencies occur:

- Advisory, Boil Water or Do Not Use notice
- Broken water main
- Chlorination leak
- Contamination
- Earthquake
- Loss of source
- Flood
- Power failure

Additionally, the turbidity response flow chart has been developed.

**Should an emergency arise, the Superintendent of Waterworks will be the response coordinator.**



# Emergency Contact Checklist

## UBID Priority Contacts

<b>Job Title</b>	<b>Contact Person</b>	<b>Phone Number(s)</b>	<b>Email</b>
<b>Superintendent of Waterworks</b>	Dan McGill	250-218-5127 250-703-8078 Pager	h2oguy@union-bay.ca
<b>Operator</b>	Keith McKay	250-703-1719 250-703-8078 (Pager)	
<b>Chief Administrative Officer</b>	Gordon Mason	250-335-2511	<a href="mailto:gmason@union-bay.ca">gmason@union-bay.ca</a>
<b>Fire Chief</b>	Ian Ham	250-335-2345 (Fire hall)	
<b>Board Chair</b>			

## UBID Board of Trustees

<b>Trustee</b>	<b>Phone Number</b>	<b>Term Expiry</b>
<b>Ian Munro</b>		2022
<b>Hein Vandenberg</b>	250-335-3088	2022
<b>Susana Kaljur</b>	250-335-3154	2020
<b>Rick Bitten</b>	250-335-0567	2020
<b>Ted Haraldson</b>	250-335-2671	2021

## UBID Fire Department

<b>Rank</b>	<b>Contact Person</b>	<b>Phone Number</b>
<b>Fire Chief</b>	Ian Ham	250-335-2345 (hall)
<b>Deputy Chief</b>	Kevin MacGregor	250-335-2594 / 250-218-2595 (cell)

**Emergency Response Support Services**

<b>Service</b>	<b>Name</b>	<b>Contact</b>
<b>Ambulance</b>		911
<b>Police</b>		911, non-emergency 250-338-1321
<b>Comox Valley Emergency Program</b>		250-334-8890
<b>North Island Critical Incident</b>		250-339-0999
<b>Chlorine provider</b>	Brenntag	1-604-685-5036, Emergency
<b>Chlorine response</b>	CFB Comox	250-339-8211
<b>Search and rescue</b>	CV Ground Search and Rescue	250-338-7377
<b>Crisis Centre</b>		250-334-2455
<b>Dangerous Goods - spills</b>		1-800-663-9456

**Other Fire Departments**

<b>Location</b>	<b>Service</b>	<b>Phone Number</b>
<b>CFB Comox</b>	Emergency chlorine response	250-339-8211
<b>Fire commissioner Comox</b>		250-356-9000 250-339-2432
<b>Courtenay</b>		250-334-2513
<b>Cumberland</b>		250-336-2531
<b>Fanny Bay</b>		250-335-1011
<b>Ships Point</b>		250-335-3032

**Government Agencies**

<b>Agency</b>	<b>Contact Person</b>	<b>Phone Number</b>	<b>Email</b>
<b>Island Health</b>	Drinking Water Officers	General office 250-331-8518	General office:
	John Hillis and Dr. Charmaine Enns	Emergency After hours 1-800-204-6166	hpes.courtenay@viha.ca
<b>Comox Valley Regional District</b>	Electoral Area A Director, Daniel Arbour	250-650-8480	reachme@danielarbour.ca
<b>Ministry of Environment</b>	Emergency Contact	1-800-663-3456	
<b>Provincial Emergency Preparedness</b>		1-800-663-3456	

**Support Services**

<b>Service</b>	<b>Name</b>	<b>Contact</b>
<b>Water quality testing</b>	Bureau Veritas	250-338-7786
<b>Power</b>	BC Hydro	1-800-769-3766
<b>Buried lines</b>	BC One Call	1-800-474-6886 UBID # 6216
<b>Chlorine provider</b>	Brenntag	1-604-685-5036, Emergency
<b>Chlorine response</b>	CFB Comox	250-339-8211
<b>Highway maintenance</b>	Emcon	250-336-8897
<b>Tool rental</b>	Pilon Tools	250-338-5361
<b>Plumbing</b>	4-Star	250-954-3546
<b>Plumbing</b>	Iconix Waterworks	250-334-3200
<b>Plumbing</b>	Andrew Sheret	250-334-3353
<b>Cleaning</b>	Planet Clean	250-338-5361
<b>Telephone</b>	Telus	611
<b>Natural gas</b>	Fortis	1-800-663-9911

**Sub-Contractors**

<b>Service</b>	<b>Name</b>	<b>Contact</b>
<b>Excavating</b>	JR Edgett	250-339-6100
<b>Excavating, septic maintenance, trucking</b>	Ken Land	250-335-1494 / 250-792-3806 (cell)
<b>Excavating, construction</b>	Dig Dug	250-334-7207

**Call-out**

<b>Business</b>	<b>Contact Person</b>	<b>Phone Number</b>
<b>Post office</b>		250-335-0655
<b>Union Bay garage</b>		250-335-0312
<b>Two Eagles Lodge</b>		250-218-4208
<b>Pearl Point</b>		250-335-9068

**Hand-deliver notification letter**

<b>Business</b>	<b>Contact Person</b>	<b>Phone Number</b>
<b>Baynes Sound Oysters</b>	Joe Tarnowski	250-335-2111
<b>Petro Canada – Buckley Bay</b>	Billie Lewis Brown	250-335-2266 778-250-8395 (Cell)
<b>Seaview Village</b>	Travis Mepham	250-335-0441 250-465-0646 (Cell)
<b>Union Bay Market</b>	Diana Hay	250-335-2622
<b>Union Bay Credit Union</b>	Alexis Royer	250-335-2122
<b>Highway Man Pub</b>	Murray Le Sage	250-335-0256
<b>Weinberg’s Good Food</b>		250-335-1534
<b>Buckley Bay store</b>		250-335-2266
<b>Subway</b>		250-335-1950
<b>Just like Mom’s Bakery</b>		250-335-0239
<b>As You Like It catering</b>	Laura Agnew	250-335-2625
<b>Union Bay Church</b>		250-334-2972
<b>Union Bay museum</b>		
<b>Union Bay Community Hall</b>	Dave Davidson	250-2500 (hall) 250-335-2317 (home)
<b>Buckley Bay rest stops – inland highway and turn-off</b>		

## Media

Name	Phone Number	Email
<b>Comox Valley Record</b>	250-338-5811	editor@comoxvalleyrecord.com
<b>97.3 the Eagle</b>	250-703-2200	info@973theeagle.com
<b>98.8 Jet FM</b>	250-703-2538	
<b>MyComoxValleyNow.com</b>		

## Water Quality Communications

UBID is required to notify the public of changes to water quality. Under the Drinking Water Protection Act, water suppliers must:

- Give immediate notice to the drinking water officer advising that the water supplier has been notified by the laboratory that a monitored parameter fails to meet the established criteria.
- Provide public notice of threats to drinking water if requested by the drinking water officer or when notified by the laboratory that an immediate reporting requirement exists.
- Make information public in accordance with the regulations and/or requirements of the drinking water officer. This includes information regarding emergency response plans and contingency plans, an annual report of monitoring, and information concerning assessments.

There are three levels of public notice, based on the possible threat to public safety, and how the water users of that system may be affected. There are different communication requirements for each stage.

### **Water Quality Advisory**

Threat may be minimal for the average user but considerable for vulnerable populations. Aesthetics of the water may be impacted without associated health hazard. For example, with an elevated level of sodium a water quality advisory may be issued for those who are on sodium restricted diets or related medical conditions.

### **Boil Water Notice**

Boil Water Notices are specific to microbiological threats, germs, and are not issued with threats from chemical contamination.

When conditions exist that make it impossible to ensure the safety of the water without boiling it first then boiling water prior to consumption is recommended.

Boiling water for one minute rapidly destroys pathogenic microbes such as, Salmonella, Cryptosporidium, Hepatitis A and Norovirus.

### **Do Not Use Water Notice**

Threat is associated with chemical or physical parameters, or is of an unknown nature, such as, evidence of chemical spill or vandalism/terrorism.

**Type of Emergency: Advisory, Boil Water or Do Not Use**

In the occurrence of a Water Advisory, Boil Water Notice or Do Not Consume event the following procedures and task list has been established. If the water quality issue stems from turbidity, please refer to the Water Quality Action Plan and Turbidity Response Flow Chart.

**Response coordinator**

Dan McGill, Superintendent of Waterworks, 250-218-5127

**Procedure for responding to an Advisory, Boil Water or Do Not Use**

1. Notify the Drinking Water Officer, John Hillis or Dr. Charmaine Enns, 250-331-8518. If after hours, call Emergency nr.: 1-800-204-6166.
2. Immediately re-test [Dan McGill, Superintendent of Waterworks].
3. Receive test results and assess necessary action and who needs to be notified i.e. entire community, vulnerable population, specific area [Dan McGill and Drinking Water Officer].
4. Inform the UBID CAO and Board Chair, see below [Dan McGill and CAO].

List of key contacts

Job Title	Contact Person	Phone Number(s)
Drinking Water Officers	John Hillis or Dr. Charmaine Enns	250-331-8518  Emergency after hours:  1-800-204-6166
Superintendent of Waterworks	Dan McGill	250-218-5127  250-703-8078 Pager
Operator	Keith McKay	250-703-1719 250-703-8078 (Pager)
Chief Administrative Officer	Gordon Mason	250-335-2511
Board Chair (to inform the Board)		

5. If necessary, notify affected users in the UBID and the media by issuing the appropriate notice. Tasks outlined below.



**Communications task list**

<b>Task</b>	<b>Who</b>	<b>Contact</b>
Contact CAO and Chair	Superintendent of Waterworks	250-218-5127
Contact commercial and tourism "sensitive" end users	Superintendent of Waterworks	250-218-5127
Create information package that includes notice, signs, FAQs	CAO	250-335-2511
Post public notice and updates on website	CAO	250-335-2511
Post on mailboxes at key locations: Buckley Bay store bulletin board, Union Bay market bulletin board, mailboxes on Spindrift, Glover, Mystery Beach, Evergreen	Superintendent of Waterworks or Operator	250-218-5127 250-703-1719 250-703-8078 (Pager)
Post signs on highway at north end of system at Kilmarnock and at south end of system at Buckley Bay ferry terminal / store	Superintendent of Waterworks or Operator	250-218-5127 250-703-1719 250-703-8078 (Pager)
Contact media	CAO	250-335-2511
Key spokesperson	Board Chair	

**Phone or email messaging**

Thank you for your inquiry. The Union Bay Water System is currently on a Boil Water Notice due to elevated turbidity. Turbidity levels are \_\_\_\_\_.

The best way to get the most up to date information is to sign up for email notifications on our website: [www.union-bay.ca](http://www.union-bay.ca)

There are no further updates and if anything changes customers will be informed as promptly as possible.

Thank you for checking in.

## - Water Quality Advisory -

*For immediate release*

*Insert date*

The Union Bay Improvement District (UBID) in consultation with Island Health has issued a Water Quality Advisory for all users of the UBID water system. Affected users are those connected to the water system, which extends from the north end of Kilmarnock to the south end at the Buckley Bay rest stop.

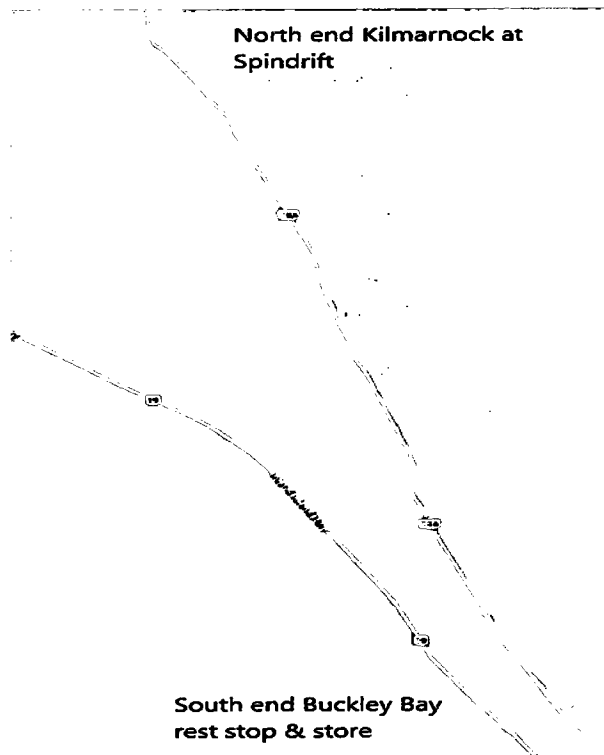
The advisory has been issued due to \_\_\_\_\_. The regulatory health guideline for \_\_\_\_\_.

*This poses a minimal threat but vulnerable populations, i.e. \_\_\_\_\_ are advised to boil water for one minute prior to consumption or prior to washing vegetables, teeth brushing or food preparation*

UBID is continually monitoring the water quality and will provide updates as they become available. Watch for updates at [www.union-bay.ca](http://www.union-bay.ca) and listen to your local radio stations for more information.

This advisory is effective until further notice.

*Map of distribution area*



Media contact: Chair

# **-Boil Water Notice -**

*For immediate release*

*Insert date*

The Union Bay Improvement District (UBID) in consultation with Island Health has issued a Boil Water Notice for all users of the UBID water system. Affected users are those connected to the water system, which extends from the north end of Kilmarnock to the south end at the Buckley Bay rest stop.

The boil water notice has been issued due to unacceptable levels of turbidity. The regulatory health standard for turbidity is 1 NTU or less.

*It is advised to boil water for one minute prior to consumption or prior to washing vegetables, teeth brushing or food preparation*

UBID is continually monitoring the water quality and will provide updates as they become available. Watch for updates at [www.union-bay.ca](http://www.union-bay.ca) and listen to your local radio stations for more information.

This notice is effective until further notice.

*Map of distribution area*



Media contact: Chair

**-DO NOT USE NOTICE -**

*For immediate release*

*Insert date*

The Union Bay Improvement District, as per the Drinking Water Protection Act, has issued a **Do Not Use Water Notice**. Unacceptable levels of \_\_\_\_\_ have been detected in the drinking water system.

*The threat is associated with chemical or physical parameters, or is of an unknown nature, such as, evidence of chemical spill or vandalism/terrorism. Boiling water will not be sufficient for this threat. Please, do NOT consume the water or let your pets and farm animals consume the water.*

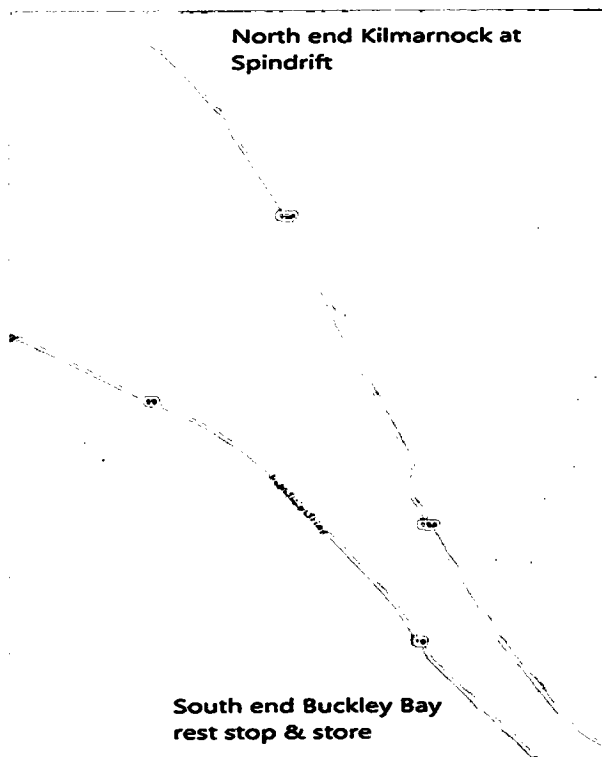
UBID will provide bottled water to residents or help to provide water from an emergency back up supply.

UBID is continually monitoring the water quality and will provide updates as they become available. Watch for updates at [www.union-bay.ca](http://www.union-bay.ca) and listen to your local radio stations for more information.

This order is effective until further notice.

Media contact: Chair

*Map of distribution area*



## Type of Emergency: Broken Water Main

In the occurrence of a Broken Water Main the following procedures and task list has been established.

### Response coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a Broken Water Main

1. Isolate break in the system by closing adjacent valves [Dan McGill].
2. Contact Fire Chief if assistance is needed; notify if the water pressure is affected [Dan McGill].
3. Ensure repair of broken main – contact contractors and suppliers [Dan McGill].
4. If there is a service interruption, assess which users to notify [Dan McGill].
5. Notify users – tasks outlined below.

### Task list

Task	Who	Contact
Post public notice and updates on website	CAO, Gordon Mason	250-335-2511
Contact affected commercial and industrial operations, if necessary	Superintendent of Waterworks, Dan McGill	250-218-5127
Post on mailboxes at key locations, if necessary: Buckley Bay store bulletin board, Union Bay market bulletin board, mailboxes on Spindrift, Glover, Mystery Beach, Evergreen	Superintendent of Waterworks, Dan McGill, or Operator, Keith McKay	250-218-5127 250-703-1719 250-703-8078 (Pager)
Contact media, if necessary	CAO, Gordon Mason	250-335-2511

6. Monitor water quality - test water if necessary [Dan McGill].
7. Arrange for alternate water source(s) for effected area if disruption will be unreasonably long in duration [Dan McGill].
8. Notify Drinking Water Officer if water quality appears to be compromised and assess next steps (same procedure as boil water) [Dan McGill and John Hillis or Dr. Charmaine Enns].

## Type of Emergency: Chlorination Gas Leak

In the occurrence of a Chlorine Gas Leak the following procedures and task list has been established.

### Response coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a Chlorine Gas Leak

1. Ensure all responders are safe – isolate area from the public and meet away from the leak outside of the fence perimeter of the chlorine building.
2. Notify Chlorine provider, Brenntag emergency #: 1-604-685-5036 [Dan McGill].
3. Contact CFB Comox for assistance, if necessary, 250-339-8211.

### List of key contacts

Job Title	Contact Person	Phone Number(s)
Superintendent of Waterworks	Dan McGill	250-218-5127 250-703-8078 Pager
Operator	Keith McKay	250-703-1719 250-703-8078 (Pager)
Fire Chief	Ian Ham	250-335-2345 (hall)
Chlorine provider	Brenntag	Emergency number: 1-604-685-5036
Chlorine response	CFB Comox	250-339-8211
Drinking Water Officers	John Hillis or Dr. Charmaine Enns	250-331-8518 Emergency after hours: 1-800-204-6166
WorkSafe BC		250-334-8701

4. Establish the cause of the leak.
5. Ensure repair of the chlorination gas leak [Dan McGill].
6. Arrange for alternate water source for effected area if disruption will be unreasonably long in duration [Dan McGill].
7. Test water quality [Dan McGill].

- o. Notify Drinking Water Officer if water quality is compromised, John Hillis or Dr. Charmaine Enns, 250-331-8518. After hours, contact Island Health's Emergency Contact: 1-800-204-6166.
9. Re-test water [Dan McGill].
- 10 Assess whether to issue a Boil Water Notice [see task list in previous section – CAO].
- 11 A leak would require a report to be filed with WorkSafe BC outlining the cause and what procedures to repair the leak were followed<sup>2</sup>.
- 12 A post incident investigation would need to be arranged to ensure the appropriate actions were followed.
- 13 Implement any changes in the procedure for responding to a chlorine gas leak.

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<sup>2</sup> Form 52E40: <https://www.worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en>

## Type of Emergency: Contamination of source

Suspected or know contamination of the source or supply network will follow the same steps as a water advisory / boil water notice.

### Response coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a contamination incident

1. Notify Drinking Water Officer, John Hillis or Dr. Charmaine Enns, 250-331-8518.
2. Assess the source and extent of the contamination.
3. Assess whether to issue a Boil Water or Do Not Consume Notice [see task list in previous section – CAO].
4. Isolate the contamination and shut off the necessary valves between lake and reservoir and / or along the distribution system.
5. Test water quality.
6. Assess if it is necessary to flush any parts of the system.
7. Arrange for alternate water source for effected area if disruption will be unreasonably long in duration.

### List of key contacts

Job Title	Contact Person	Phone Number(s)
Superintendent of Waterworks	Dan McGill	250-218-5127 250-703-8078 Pager
Operator	Keith McKay	250-703-1719 250-703-8078 (Pager)
Fire Chief	Ian Ham	250-335-2345 (hall)
Chlorine provider	Brenntag	Emergency number: 1-855-273-6824
Drinking Water Officers	John Hillis or Dr. Charmaine Enns	250-331-8518 Emergency after hours: 1-800-204-6166



## Type of Emergency: Earthquake

Depending on the severity of the earthquake and if damage to the water system occurred enough to prevent the provision of an adequate, potable water supply. The objective in this type of emergency is to preserve the treated stored water for use as potable water.

### Response coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a contamination incident

1. Inspect reservoir for structural damage as soon as possible.
2. Check entire system for leaks.
3. Notify Fire Chief, Brenntag, and Drinking Water Officer of severity of damage.
4. Implement water restrictions to preserve water supply.
5. Test water quality.
6. Assess whether to issue a Boil Water Notice [see task list in previous section – CAO].
7. Implement Contingency Plan if disruption will be unreasonably long in duration and contact the CVRD if UBID plans to connect to the Royston supply.

### List of key contacts

Job Title	Contact Person	Phone Number(s)
Superintendent of Waterworks	Dan McGill	250-218-5127 250-703-8078 Pager
Operator	Keith McKay	250-703-1719 250-703-8078 (Pager)
Fire Chief	Ian Ham	250-335-2345 (hall)
Chlorine provider	Brenntag	Emergency number: 1-855-273-6824
Drinking Water Officers	John Hillis or Dr. Charmaine Enns	250-331-8518 Emergency after hours: 1-800-204-6166
CVRD, Water Services Manager	Mike Herschmiller	250-334-6023

## Type of Emergency: Loss of Source

If Langley Lake is too low to provide enough flow to the reservoirs. Loss of source could be due to dam breach, broken transmission line, etc.

### Response coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a loss of source incident

1. Shut down intake (inlet and outlet valves) from lake and to reservoir.
2. Notify Fire Chief and Drinking Water Officer.
3. Implement Contingency Plan if disruption will be unreasonably long in duration and contact the CVRD if UBID plans to connect to the Royston supply.

### List of key contacts

Job Title	Contact Person	Phone Number(s)
Superintendent of Waterworks	Dan McGill	250-218-5127 250-703-8078 Pager
Operator	Keith McKay	250-703-1719 250-703-8078 (Pager)
Fire Chief	Ian Ham	250-335-2345 (hall)
Drinking Water Officers	John Hillis or Dr. Charmaine Enns	250-331-8518
CVRD Water Services Manager	Mike Herschmiller	250-334-6023

4. Implement water restrictions. See bylaw #194, 2005 Water Conservation and Drought Management Bylaw.
5. Notify the public of water restrictions via media channels, signs and when possible door- to-door and phone calls/email notifications.

**TASK LIST**

<b>Task</b>	<b>Who</b>	<b>Contact</b>
Post public notice and updates on website	CAO, Gordon Mason	250-335-2511
Contact affected commercial and industrial operations	Superintendent of Waterworks, Dan McGill	250-335-2511
Post on mailboxes at key locations, if necessary: Buckley Bay store bulletin board, Union Bay market bulletin board, mailboxes on Spindrift, Glover, Mystery Beach, Evergreen	Superintendent of Waterworks, Dan McGill, or Operator, Keith McKay	250-218-5127 250-703-1719 250-703-8078 (Pager)
Contact media, if necessary	CAO, Gordon Mason	250-335-2511

Template for water restrictions – see next page

**Water Use Restrictions**  
**Union Bay Improvement District**  
**5578 B Island Highway South**  
**Phone: 250-335-2511**

*For immediate release*

Effective date: \_\_\_\_\_

Affected areas: \_\_\_\_\_

Please note that the Union Bay Improvement District is implementing water restrictions, stage \_\_\_\_, due to \_\_\_\_\_.

No person shall use water or cause water to be used contrary to the Water Use Restrictions outlined in Bylaw #194.

**Stage 2 restrictions:**

Residential Properties may only be watered for a maximum of four (4) hours per day, two (2) days per week, as follows: (i) Properties with even numbered addressed may only be watered on even numbered days; (ii) Properties with odd numbered addressed may only be watered on odd numbered days; (b) No Residential Property may exceed 50 m3 of water usage per monthly period, including as calculated as a projection of daily average usage during Stage 2; (c) No Commercial Property may exceed 300 m3 of water usage per monthly period, including as calculated as a projection of daily average usage during Stage 2.

**Stage 3 restrictions:**

Residential Properties may not be watered; (b) No Residential Property may exceed 25 m3 of water usage per monthly period, including as calculated as a projection of daily average usage during Stage 3; (c) No Commercial Property may exceed 250 m3 of water usage per monthly period, including as calculated as a projection of daily average usage during Stage 3.

UBID will provide updates as they become available. Watch for updates at [www.union-bay.ca](http://www.union-bay.ca) and listen to your local radio stations for more information.

Union Bay Improvement District; phone 250-335-2511.

Media contact: \_\_\_\_\_

**Type of Emergency: Flood**

In the event of a flood that hampers the ability for UBID to operate, access or monitor the water supply and source, the following steps will be followed.

## Response Coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a flood incident

1. Assess situation and analyze which operations will be affected.
2. Flooding of the source will limit staff access and ability to monitor. If possible, turn off intake valve to reservoir to prevent contaminated water from entering the chlorine station and reservoir.
3. Place appropriate signage nearby flooded area.
4. Test water quality.
5. Assess whether to issue a Boil Water Notice [see task list in previous section – CAO].
6. Implement Contingency Plan if disruption will be unreasonably long in duration and contact the CVRD if UBID plans to connect to the Royston supply.

### List of key contacts

Job Title	Contact Person	Phone Number(s)
Superintendent of Waterworks	Dan McGill	250-218-5127 250-703-8078 Pager
Operator	Keith McKay	250-703-1719 250-703-8078 (Pager)
Fire Chief	Ian Ham	250-335-2345 (hall)
Chlorine provider	Brenntag	Emergency number: 1-855-273-6824
Drinking Water Officers	John Hillis or Dr. Charmaine Enns	250-331-8518 Emergency after hours: 1-800-204-6166

## Type or Emergency: Power Failure

A power failure could result in minor consequences, but, if long-term could lead to equipment failure and a reliance on a generator.

### Response coordinator

Dan McGill, Superintendent of Waterworks, 250-218-5127

### Procedure for responding to a power failure

1. Respond to alarm and assess the situation.
2. Contact BC Hydro and notify them of the situation. Request an estimate of the duration of the power outage. BC Hydro 1-888-769-3766
3. Ensure that the generator is running properly.
4. Ensure that the chlorination equipment is operating properly.
5. Refuel standby generator if the outage is expected to last for an extended period.
6. Once BC Hydro power is back in service check equipment and refuel the generator.
7. If there is a long-term power failure, implement water use restrictions, see bylaw # 194
8. Notify the public of water restrictions via media channels, signs and the website.

### Task list

Task	Who	Contact
Post public notice and updates on website	CAO, Gordon Mason	250-335-2511
Contact affected commercial and industrial operations, if necessary	Superintendent of Waterworks, Dan McGill	250-335-2511
Post on mailboxes at key locations, if necessary: Buckley Bay store bulletin board, Union Bay market bulletin board, mailboxes on Spindrift, Glover, Mystery Beach, Evergreen	Superintendent of Waterworks, Dan McGill, or Operator, Keith McKay	250-218-5127 250-703-1719 250-703-8078 (Pager)
Contact media, if necessary	CAO, Gordon Mason	250-335-2511

## Emergency Response Assembly Station

The Emergency Operations Centre for the Union Bay Improvement District is the Union Bay fire hall at 5471 Island Highway.

The Union Bay Community Hall at 5401 Island Highway is designated as the emergency shelter for Union Bay residents and four Emergency Social Services containers are stored in the basement of the hall. Due to potential for the hall to flood, it is recommended that another emergency shelter and container storage location be considered, for example, the former elementary school building which sits on higher ground and way from Washer Creek.

Bottled water is available at the Fire Hall, Community Hall and the operations building on McLeod Road.

Sandbags are available during periods of potential flooding and are available 24 hours a day. The CVRD and EMCON require you to fill your own bags and filled bags may not be available. Please come prepared to fill your own.

- EMCON 3190 Royston Road, Cumberland, BC, 250-336-8897
- Comox Valley Regional District Sports Centre (west side), 3001 Vanier Drive, Courtenay - for information call CVRD main office: 250-334-6000
- Fanny Bay Fire Department, 7512A Cougar Smith Road, Fanny Bay 250-335-1011
- Central Builders 610 Anderton Ave, Courtenay, BC, 250-334-4416.
- City of Courtenay Phone for details and location: 250-334-4441

Emergency Response Plan has been updated August 31st, 2018, January 15<sup>th</sup>, 2019, December 1<sup>st</sup>. 2019. Annual updates are recommended.

Signed by,



G. Mason ASct, MBA  
Chief Administrative Officer