

Procedure to Respond to Emergency Boil Orders Issued by Public Water Supplies

In an effort to prevent the potential spread of waterborne illness, the Lake County Health Department (LCHD) has established the following procedure to provide information and guidelines to commercial and residential users of water in cases of a precautionary or emergency boil order.

After a boil order has been issued by a Public Water Supplier, or if an extended interruption of water service occurs:

- A. **LCHD staff shall make site visits to all affected Food Service Facilities and shall restrict water use as outlined in Article III.** LCHD will also act as a resource for the Public Water Suppliers, as well as commercial/residential users of water. Fact sheets, listing guidelines for restricted water use can be found in the U:\EH\EH Office\Sanitarian Tablet Forms\Boil Order Guidelines. LCHD staff shall also answer phone inquiries, providing the information from the fact sheets or other reference information as requested.
- B. **Commercial users of water** who inquire by phone about what actions should be taken at their facility shall be informed of the "Boil Order Guidelines for Food Service and Health Care Facilities" fact sheet and e-mail or fax an additional copy of the guidelines if needed.
- C. **Residential users of water** who inquire by phone about how they should restrict water use in their residences shall be informed of the "Guidelines for Residential Water Use during Boil Orders" fact sheet. A copy of this fact sheet may be e-mailed or faxed to the resident.

If severe contamination of a public water supply is the reason for the issuance of a boil order or if waterborne disease transmission from a public water supply has been confirmed or is suspected:

- A. **Suspension of all Food Service Facility Permits in the affected area.** This action may occur in situations where the LCHD has determined that an imminent health threat exists due to the contamination of a public water supply (when a facility is unable to operate using an alternative approved source of water). Site visits to the facilities will be conducted, and written reports issued.
- B. **Public notification via press release.** In cases of extensive restriction of food operations or suspension of Food Service Facility Permits, LCHD shall issue a press release to local media sources which explain the action, the reason for the action and in the case of restriction of food operation, and the specific restrictions that have been placed on water use.

If you have any questions or concerns, please call (847) 377-8020.