

BOIL WATER ORDER RESOURCE GUIDE



Background

A Boil Water Advisory (BWA) or a Boil Water Order is a public health notice given by government, health authorities or local municipalities, as a result of situations that impact the potability or drinkability of a water supply. These advisories may be made during a natural disaster, such as a flood or hurricane, but can also be caused by physical failures, or treatment failures within the municipal water treatment facility or water distribution system. The contamination could be bacterial, viral, chemical, or a combination of those.

When the water supply is disrupted, it's important to have procedures in place to minimize any public health concerns.

Responsibilities

Person in Charge in the Store: The person in charge in the store is responsible for contacting the Health Department for jurisdiction requirements, along with training and monitoring employees on proper boil water procedures.

Store Personnel: Employees are responsible for following the proper boil water procedures.

How to Prep

- Proper equipment and tools should be available to continue store operations during a Boil Water Order.
- Identify a supplier of bottled water or a licensed drinking water and an ice supplier that will provide assurance that you will have an alternative source of water available during an emergency.
- Maintain current contact information for people that can help you such as your plumber, water well drilling contractor, utility company, ice supplier, water supplier, fire department, local health department, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses water in your establishment and develop a contingency plan that describes what you would do if the water is either interrupted or contaminated.

The following procedures are food safety suggestions compiled by EcoSure, covering most questions food service/retail establishments have during a boil water order. Local health or regulatory authorities should be contacted for the information relevant to each boil water incident.

Procedure

- Identify a supplier of bottled water or a licensed drinking water and an ice supplier that will provide assurance that you will have an alternative source of water available during an emergency.

- Maintain current contact information for people who can help you, such as your plumber, water well drilling contractor, utility company, ice supplier, water supplier, fire department, local health department, emergency broadcast station frequency numbers, etc.
- Develop a list of equipment that uses water in your establishment and develop a contingency plan that describes what you would do if the water is either interrupted or contaminated.
- Follow local public health recommendations.
- Stop using unsafe water for drinking, ice making, food/beverage preparation cooking, hand washing, cleaning and laundering.
- Discard any food that potentially came into contact with unsafe water.
- Discard any existing ice.
- Discontinue use of any equipment connected to water lines, such as coffee machines and post-mix carbonated beverage machines.
- Supply and use water from approved water sources for drinking, ice making, food/beverage prep and cooking. Approved water sources may include:
 - Commercially bottled water.
 - Water from an approved water supplier delivered in a sanitized container.
 - Water that has been boiled for at least one minute.
- Dilute chemical cleaning and sanitation liquids using the approved water sources above, following the directions on the product label.
- Using water from approved sources, wash, rinse and sanitize all food contact surfaces and any other surfaces which could have been in contact with contaminated water.
- Reinforce the importance of good personal hygiene and continue to require employees to follow handwashing and no bare hand contact procedures:
 - Use water from approved sources for handwashing and cleaning.
 - Have an adequate supply of hand soap and hand sanitizer.
 - Have an adequate supply of single-use, disposable gloves available.
 - Do not allow bare hands to come in contact with ready-to-eat food; use tongs, deli paper or single-use disposable gloves.
- Use single-use utensils, tableware, towels.
- Launder uniforms and other non-disposable items in facilities not affected by the boil order

After a Boil Water Order

- Confirm the Boil Water Order has been lifted.
- Remove and discard all water filter cartridges.
- Flush all water lines for a minimum of five minutes at all prep, handwashing and mop sinks.
- Equipment connected to water lines – such as dispensers for detergents and sanitizers, ice machines, dishwashers, post-mix beverage machines, and other equipment with water connection – should be flushed for a minimum of five minutes, cleaned and sanitized in accordance with manufacturer’s instructions.
- Wash, rinse and sanitize all food contact surfaces and any other surfaces which could have been in contact with contaminated water.
- Clean and sanitize interior surfaces of ice machine and run through three cycles, discarding ice after each cycle.
- Clean and sanitize sumps and water-softening systems according to manufacturer’s instructions.
- Ensure that any rodents or pests that may have entered the facility during a natural disaster are no longer present.
- Discard all food and packaging materials that were in contact with contaminated water.

Additional Information

Sample Temporary Water Plan

Boil Water Order Checklist

DURING A BOIL WATER ORDER:

- Turn off water supply to the following equipment and put a note on them that says “Do Not Use”:
 - Water Dispensers
 - Hand sinks in entire store including restrooms
- Turn off water supply and circuit breakers to ice machine (if applicable)
- Make sanitizer according to the manufacturer’s label
- If water is purchased locally, make sure the source of water is safe
- Be sure to use only bottled or canned sodas
- Do not allow any contaminated water to come in contact with food
- Begin a refrigerated thaw of products as early as possible – think 48 hours ahead

- You should use a limited menu until you can safely thaw, prepare and serve all of your regular menu items (For sauce concentrate, use ONLY potable water)
- Contact approved chemical company and have pumps installed to deliver a chlorinated final rinse. Until this has been done, you will be able to use your dish machine (if applicable) to wash dishes, but the racks of dishes/silverware will need to be taken to the three-compartment sink and SANITIZED afterward.

AFTER THE BOIL WATER ORDER HAS BEEN LIFTED BY LOCAL REGULATORY AUTHORITIES:

- Open ALL faucets and water outlets throughout the building and flush for **at least** 30 minutes.
- Flush soda machines, if applicable.
- Replace any water filters.
- Follow any requirements or regulations of local regulatory authorities.

References

- www.fda.gov
- www.ecolab.com/PublicHealth
- <http://www.foodprotect.org>
- http://cdc.gov/crypto/gen_info/filters.html
- <http://www.nsf.org/certified/DWTU/>
- 2014 Conference for Food Protection - Emergency Action Plan for Retail Food Establishments, Second Edition

NOTICE TO FRANCHISEES AND THEIR EMPLOYEES: These materials were prepared solely for use in corporate stores owned and operated by Domino's Pizza LLC. Franchisees may use or not use these materials at their discretion. As independent business owners, franchisees are solely responsible for the operation of their stores including, without limitation, employment and pay practices, safety and security matters, and compliance with all applicable federal, state, and local laws. The persons who work in stores owned and operated by a franchisee are employees of the franchisee, and not employees of Domino's Pizza LLC or its affiliated entities. These materials are for general informational purposes only and do not, and are not intended to, constitute legal advice. By providing these materials, Domino's Pizza LLC and its affiliated entities do not assume any responsibilities or duties of franchisees or any responsibility to update the materials for subsequent developments. The use of and/or reliance on these materials is not a guarantee that accidents or losses will not occur or that franchisees will be in compliance with applicable legal requirements. Franchisees should consult their own legal counsel concerning their particular facts and circumstances and any specific legal questions they may have regarding the issues addressed in these materials. Franchisees must determine the policies, procedures, and settings to be implemented in their stores regarding the use of these materials and must ensure that the materials and their use are compliant with all applicable legal requirements.