



# Water Supply Emergency Response Plan

Revised April 2022 (next review Mar 2023)

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## EMERGENCY RESPONSE PLAN

# OVERVIEW

## Introduction and Instructions

The following plan is intended to meet regulatory requirements and provide Van Anda Improvement District staff and trustees with ready information to enable them to respond quickly to events that may affect the continuous supply of safe water. The plan also provides details regarding officials and authorities to be notified in the event of such an emergency.

The Emergency Response Plan is updated annually. Copies of all editions of the Emergency Response Plan will be in hard copy and kept by the Administrator in the Van Anda Improvement District office.

## Assignment and Responsibilities

The Chairperson of the Van Anda Improvement District will be the normal coordinator for emergency situations.

In the event the Chairperson is not available, the Senior Water Operator will assume the Coordinator's position. If the Senior Water Operator is not available, the Trustee Delegate #1 will assume the Coordinator's position. In the event Trustee Delegate #1 is not available, the Trustee Delegate #2 will assume the Coordinator's position.

The Emergency Coordinator shall draw upon all available resources to, in the most efficient and expeditious manner, resolve the emergency.

In the event of an emergency the Van Anda Improvement District office at 1400 Marble Bay Road, Van Anda, British Columbia, shall become the Emergency Coordination Center.

# CONTACT LISTS

The contact lists are not all inclusive, nor is there any requirement for all telephone numbers (contacts) to be notified for every emergency. It is the responsibility of the Emergency Coordinator to assess which persons and agencies are to be notified. The list should be used in conjunction with the instructions for dealing with specified emergencies.

## Water Consumer Notification

If there is a real, immediate threat to the safety of the District's water supply and the Emergency Coordinator is unable to contact the local Environmental Health Officer, Medical Health Officer, or other Ministry of Health Officials for instruction, the following steps should be taken to alert water consumers to the danger:

## EMERGENCY RESPONSE PLAN

1. If the risk is imminent, the Coordinator should contact local media and local places of business or instruct personnel at the Coordination Center to contact the local media and places of business. The message given to local media and places of business for broadcast/posting should include a request that consumers notify their immediate neighbours who may not be aware of the danger. Two samples of media announcements are included in the plan.
  
2. Also, if the risk is imminent, the coordinator should contact the water users directly or instruct personnel at the coordination center to contact the water users directly, using the Emergency Contact List which is kept on file in the VAID office. The message given to the water users should include a request that consumers notify their immediate neighbours who may not be aware of the danger.
  
3. An alternate method of customer notification would be the hand delivery of notices indicating the potential danger. Samples of "Advisory Notice" are included in this plan.

## PERSONNEL CONTACT LIST

CHAIRPERSON	Ron Smith	604- 578-1989
WATER MAINTENANCE OFFICER	Ken Soles, Senior Water Operator	604- 414-7634, 604-486-7526
Water Operator	Austin Rycroft	604- 413-1402
TRUSTEE Delegate #1	John Colongard	250-638-1409
TRUSTEE Delegate #2	Jane Waterman	604-413-0940
TRUSTEE Delegate #3	George Childress	604-486-7080
TRUSTEE Delegate #4	Neale Berjer	604- 344-0122

## VANCOUVER COASTAL HEALTH AUTHORITY CONTACT LIST

Position	Name	Office	Cell/home	email
PRIMARY CONTACT	Michael Nguyen, Drinking Water Officer (DWO)	604-485-3324	604-414-5545 778-317-8567	michael.nguyen@vch.ca
Backup Health Contact	Darren Molder, SEHO	1-604-885-8711	1-604-989-1357	darren.molder@vch.ca
Backup Health Contact	Jack Davidson, EHO	604-485-3335	604-483-1981 604-314-0596	jack.davidson@vch.ca
Medical Health Officer	Dr. John Harding, MHO	1-604-675-3900	1-604-892-7528	john.harding@vch.ca
Backup Health Contact	Mark Ritson, DWO, Manager, Health Protection	1-604-983-6751	1-604-219-7359 604-988-6516	mark.ritson@vch.ca

## EMERGENCY RESPONSE PLAN

### EMERGENCY CONTACT LIST

AMBULANCE	<b>9 1 1</b>		
	Mike Craggs	Acting Unit Chief	604-414-3601
ATV ACCESS	Mark Robert	Fire Captain	604-414-9662
BOTTLED WATER SUPPLIERS	Texada Food Market	Van Anda	604-486-7418
	Gillies Bay General Store	Gillies Bay	604-486-7208
	Aaron Service and Supplies	Powell River	604-485-5611
BULK WATER HAULERS	Rick Jones	604-486-7207	604-483-8308
	Texada Quarrying Limited	604-486-7627	604-486-7312
	T & R Construction, Powell River - Dan Robinson	3,000-gallon potable water tank	604-485-2234 604-483-6878
	Ecoterra Developers Ltd., Powell River - Dave Sugar	1,500-gallon potable water tank	604-483-9560 604-483-9530
DIVER	Roger Gillen	Powell River	604-483-1804
ELECTRICAL	David Vanzella	Van Anda	604-223-3333
	Aaron Rairie	Gillies Bay	604-486-7363
	Mark Rousseau	Gillies Bay	604-414-7180
EMERGENCY COORDINATION CENTRE		1-800-663-3456 or 9-1-1 connects you to Environmental Emergency Response Officer	
EXCAVATION SERVICES	JMG Logging	Rick Jones	604-486-7207 604-483-8308
	Davis Ventures	Al Davis	604-414-9827 604-414-9817
	Fudge Contracting,	Dan Fudge	604-486-7364
	Shelter Point Enterprises	Glen Walker	604-483-1425
FACEBOOK: TEXADA MESSAGE BOARD	Debra Gill	604-578-1989	If Admin not available
FIRE DEPARTMENTS  <b>Emergency: 911</b>	Van Anda Volunteer Fire Dept	Mike Craggs, Fire Chief	Cell: 604-414-3601
	Gillies Bay Volunteer Fire Dept	Rob McWilliam, Fire Chief chief@gilliesbayvfd.ca	Cell: 604-414-5121

## EMERGENCY RESPONSE PLAN

FIRE HYDRANTS	Terasen Waterworks	Courtenay	1-250-334-3200
FUEL RESOURCES	Sunshine Coast Fuel	Van Anda Gas Station	604-486-7739
	Texada Quarrying, Ltd. (Lafarge)	Office: 604-486-7627	Shop: 604-486-7312
GATE VALVES & PARTS	Fred Surridge	Vancouver	1-800-663-5857
	Corix/BG Controls	Vancouver	1-604-942-0288
	Andrew Sheret Ltd.	Courtenay	1-888-287-9571
	Andrew Sheret Ltd.	Nanaimo	1-250-758-7383
	Clear Tech Industries Inc.	Vancouver	1-800-387-7503
GENERATORS	@ Priest Lake Pump House 604-486-7068 (Plant)	1500-Watt Generator 30 kw, 240 volt, 3-Phase, 60 Hz, 1800 rpm	
	Texada Quarrying Ltd	604-486-7627	
	Economy Rentals	Powell River	604-485-2707
HAM RADIO COMMUNICATIONS	Jim Johnson	Gillies Bay	604-486-7466
HOSPITAL	Powell River General Hospital	Powell River	604-485-3211
MECHANICAL SERVICES	Brian Thompson Heavy Duty Mechanic	Van Anda, by Boat Club	604-483-8393 604-486-7429
	Richard Shawcross Monster Garage	Next to Van Anda Gas Station	604-413-1606
	Rene Ayotte, Mechanic	Gillies Bay	604-486-0202 604-413-4341
MEDICAL CLINIC	Texada Health Center	604-486-7525	Pager: 604-483-6353
MINISTRY OF WATER, LAND & AIR PROTECTION	Surrey	604-582-5200	
NEWSPAPERS	Powell River Peak	Powell River	604-485-5313
	Texada Express Lines Elayne Boloten	Texada Island	604-486-7457 604-483-6201
PLUMBING PARTS	Pete's Plumbing & Heating	Powell River	604-485-9761
PLUMBING SERVICES	Kube Mechanical – Heating & Plumbing	Matt Hallam-Eames Gillies Bay	604-716-8890
POLICE Emergency: <b>9 1 1</b>	RCMP, Texada Island	Gillies Bay	604-486-7717

## EMERGENCY RESPONSE PLAN

PROVINCIAL EMERGENCY PREPAREDNESS PROGRAM	Ken Becotte	Texada	604-997-2250
PUMP MANUFACTURER	Smith Cameron	Surrey	1-800-663-5841
QATHET REGIONAL DISTRICT	Ryan Thoms	Emergency Coordinator, qRD	604-414-4553
	Al Radke	Administrative Officer	604-483-3231
	Sandy McCormick	qRD Area Representative	604-223-0171
RADIO STATIONS	SUN FM	Powell River	604-485-4207
	The Eagle, 97.3 FM	Vancouver Island	1-250-703-0199
	Jet FM	Vancouver Island	1-250-334-2421
	CBC Radio, 92.5 FM		1-604-662-6900
READER BOARD, GILLIES BAY	Larry Newman	Gillies Bay	604-223-4530
READER BOARD, VAN ANDA	Debbie Gill	Van Anda	604-578-1989
SPILL KIT SOURCES	Van Anda Fire Department	604-414-3601	
	Gillies Bay Fire Department	604-486-7757	
	Lafarge – Texada Quarrying	604-486-7627	
	Imperial Limestone	604-486-7623	
	Sunshine Coast Fuel	604-486-7739	
TELEVISION STATIONS	CBC TV News	1-604-662-6000	

# FORMS & TEMPLATES

## EMERGENCY LOG SHEET



2036 Marble Bay Road  
 Box 115 Van Anda, BC V0N 3K0  
 contact@vananda-id.ca  
 604-486-7035

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Type of Emergency:

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Actions Taken:

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Contacts:

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Name:

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Signature:

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Date:



EMERGENCY RESPONSE PLAN

SAMPLE MEDIA ANNOUNCEMENT



2036 Marble Bay Road  
 Box 115 Van Anda BC V0N 3K0  
 contact@vananda-id.ca  
 604-486-7035

MEDIA ANNOUNCEMENT

*Pre-Alert*

Due to problems with the water system of the Van Anda Improvement District, we are in the process of contacting the Environmental Health Officer.

The water could be unfit for drinking or domestic use and, as a precaution, should be boiled for two minutes prior to consumption.

All residents are requested to notify their immediate neighbours who may be unaware of the potential danger. More information will follow as soon as it is available.

Any questions may be directed to the Chairperson, Ron Smith, at 604-578-1989.

Signature, Emergency Coordinator:

Date:

Copies to:

- SUN FM Radio, 604-485-4207
- Debbie Gill, 604-578-1989 - Van Anda Reader Board
- Larry Newman 604-223-4530 - Gillies Bay Reader Board
- Powell River Peak Newspaper, 604-485-5313
- Texada Health Center, 604-486-7525
- Facebook - Texada Message Board
- VAID website

Notices Posted:

- Sunshine Coast Fuel Gas Station
- First Credit Union, Texada Branch
- Gillies Bay General Store
- Mary Mary's Café
- North Island Princess, BC Ferries
- Texada Elementary School
- Texada Food Market
- Texada Island Inn
- Texada Legion Texada
- Old School Van Anda
- Boat Club
- Van Anda Ball Field
- Van Anda Post Office

EMERGENCY RESPONSE PLAN

SAMPLE MEDIA ANNOUNCEMENT



2036 Marble Bay Road  
Box 115 Van Anda BC V0N 3K0  
contact@vananda-id.ca  
604-486-7035

MEDIA ANNOUNCEMENT

*Full Alert*

# BOIL WATER ADVISORY

This is to advise that the Environmental Health Officer has issued a boil water advisory to all residents within the Van Anda Improvement District.

The water is presently considered unfit for drinking or domestic use and should be boiled for two minutes prior to consumption.

All residents are requested to notify their immediate neighbours who may be unaware of the potential danger. Any questions may be directed to the Chairperson, Ron Smith, at 604-578-1989.

Signature, Emergency Coordinator:

Date:

Copies to:

- SUN FM Radio, 604-485-4207
- Debbie Gill, 604-578-1989 - Van Anda Reader Board
- Larry Newman, 604-223-4530 -Gillies Bay Reader Board
- Powell River Peak Newspaper, 604-485-5313
- Texada Health Center, 604-486-7525
- Facebook - Texada Message Board
- VAID website

Notices Posted:

- Sunshine Coast Fuel Gas Station
- First Credit Union, Texada Branch
- Gillies Bay General Store
- Mary Mary's Café
- Texada Ferry, BC Ferries
- Texada Elementary School
- Texada Food Market
- Texada Island Inn
- Texada Legion
- Texada Old School
- Van Anda Boat Club
- Van Anda Ball Field
- Van Anda Post Office

## EMERGENCY RESPONSE PLAN

### ACTION LISTS

#### CONTAMINATION OF SOURCE

- Actions:
- Clarify with Vancouver Coastal Health Authority (primary contact: Michael Nguyen) if system should be shut down or a “Boil Water Advisory” be issued
  - Notify all users
  - Display “Boil Water Advisory” at the Sunshine Coast Fuel Service Station, First Credit Union, Gillies Bay Store, Mary Mary’s Café, North Island Princess, BC Ferries, Texada Elementary School, Texada Food Market, Texada Island Inn, Texada Legion, Old School in Gillies Bay, Texada Boat Club, Van Anda Ball Field, Van Anda Post Office
  - Contact local media for public service announcement
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler

- Contacts:  
(See pages 4&5)
- Vancouver Coastal Health Authority
  - Local places of business where notices to be posted
  - Texada Health Center
  - Newspaper, community message boards and radio station

## EMERGENCY RESPONSE PLAN

### LOSS OF SUPPLY (DAMAGE TO SYSTEM)

Actions:

- Ensure system (pump and generator) are shut down.
- Display “Boil Water Advisory” at the Sunshine Coast Fuel Service Station, First Credit Union, Gillies Bay Store, Mary Mary’s Café, North Island Princess, BC Ferries, Texada Elementary School, Texada Food Market, Texada Island Inn, Texada Legion, Old School in Gillies Bay, Texada Boat Club, Van Anda Ball Field, Van Anda Post Office
- In case of vandalism, notify RCMP
- Analyze and repair system
- Notify all users
- Contact Vancouver Coastal Health Authority (primary contact: Michael Nguyen)
- Arrange alternate source, if necessary, i.e., bottled water and bulk hauler
- If necessary, disinfect system with chlorine (ask Health Office for instructions)

Contacts:

(See pages 4&5)

- Vancouver Coastal Health Authority
- Texada Health Center
- Bottle water supplies and bulk hauler

## EMERGENCY RESPONSE PLAN

### CHLORINATION FAILURE

Actions:

- Notify Water Operators
- Display “Boil Water Advisory” at Sunshine Coast Fuel Service Station, First Credit Union, Gillies Bay Store, Mary Mary’s Café, North Island Princess, BC Ferries, Texada Elementary School, Texada Food Market, Texada Island Inn, Texada Legion, Old School in Gillies Bay, Texada Boat Club, Van Anda Ball Field, Van Anda Post Office
- In case of vandalism, notify RCMP
- Analyze and repair system. (A complete set of spares is on hand at the chlorination facility)
- A direct application to the tank of 1.8 Litres 5% bleach will increase the chlorine by 0.5 ppm max. This can be tested after 30 minutes and re-applied if necessary
- If untreated water has entered the system, issue Boil Advisory.
- Notify Trustees and Drinking Water Officer
- Flush system until suitable disinfection levels are achieved
- Notify all users

Contacts:

(See pages 4&5)

- Vancouver Coastal Health Authority
- Texada Health Center
- Bottled water supplies and bulk hauler

## EMERGENCY RESPONSE PLAN

### POWER FAILURE

- Actions:
- Contact Water Operators
  - Display “Boil Water Advisory” at Sunshine Coast Fuel Service Station, First Credit Union, Gillies Bay Store, Mary Mary’s Café, North Island Princess, BC Ferries, Texada Elementary School, Texada Food Market, Texada Island Inn, Texada Legion, Old School in Gillies Bay, Texada Boat Club, Van Anda Ball Field, Van Anda Post Office
  - Analyze and repair electrical source. Arrange generator back-up if necessary
  - Notify all users about interruption
  - Advise Vancouver Coastal Health Authority (primary contact Michael Nguyen)
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler

- Contacts:
- Vancouver Coastal Health Authority
  - Texada Health Center

## EMERGENCY RESPONSE PLAN

### BROKEN WATER MAIN

- Actions:
- Reduce pressure to broken section (but maintain enough pressure to backflow) by closing the gate-valves. (See the Map and Water Line binder located in the second drawer of the left file cabinet. File cabinet drawer labeled “Information Books
  - Display “Boil Water Advisory” at Sunshine Coast Fuel Service Station, First Credit Union, Gillies Bay Store, Mary Mary’s Café, North Island Princess, BC Ferries, Texada Elementary School, Texada Food Market, Texada Island Inn, Texada Legion, Old School in Gillies Bay, Texada Boat Club, Van Anda Ball Field, Van Anda Post Office
  - Notify all users of interruption of service
  - Call for repairs, i.e., plumber, excavator
  - Advise Vancouver Coastal Health Authority (primary contact: Michael Nguyen)
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler
- Contacts:  
(See pages 4&5)
- Vancouver Coastal Health Authority

## EMERGENCY RESPONSE PLAN

### STORAGE TANK FAILURE

- Actions:
- Switch the bypass over to divert the water passed the storage tank in order to ensure that the village would still have water to their households
  - Clarify with Vancouver Coastal Health Authority (primary contact: Michael Nguyen) if system should be shut down or a “Boil Water Advisory” be issued
  - Notify all users
  - Display “Boil Water Advisory” at the Sunshine Coast Fuel Service Station, Texada Island Inn, First Credit Union - Texada Branch, Texada Elementary School, Van Anda Post Office, Texada Food Market, Texada Boat Club, Texada Legion and the North Island Princess, BC Ferries
  - Contact local media for public service announcement
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.

- Contacts:  
(See pages 4&5)
- Vancouver Coastal Health Authority
  - Local places of business where notices to be posted
  - Texada Health Center
  - Newspaper, community message boards and radio station.



## EMERGENCY RESPONSE PLAN

### MOTOR VEHICLE ACCIDENT – FUEL SPILL INTO THE LAKE

- Actions:
- Contact Van Anda Volunteer Fire Department and Gillies Bay Volunteer Fire Department to deploy spill kits
  - Contact Water Operator to deploy spill kit from chlorination building
  - Contact Emergency Coordination Centre which will forward call to Environmental Emergency Response Office – or call 911
  - Clarify with Vancouver Coastal Health Authority (primary contact: Michael Nguyen if system should be shut down or a “Boil Water Advisory” be issued
  - Notify all users.
  - Display “Boil Water Advisory” at the Sunshine Coast Fuel Service Station, First Credit Union, Gillies Bay Store, Mary Mary’s Café, North Island Princess, BC Ferries, Texada Elementary School, Texada Food Market, Texada Island Inn, Texada Legion, Old School in Gillies Bay, Texada Boat Club, Van Anda Ball Field, Van Anda Post Office
  - Assess if more spill kits are needed and if so, contact sources of spill kits for deployment to accident scene
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.

- Contacts:  
(See pages 4&5)
- Vancouver Coastal Health Authority
  - Texada Health Center

## EMERGENCY RESPONSE PLAN

# SUPPLIERS FOR THE VAN ANDA FIRE DEPARTMENT

Rock Mountain Fire & Safety	1-604-420-8111	Vancouver
Wholesale Fire & Rescue Ltd.	1-800-561-0400	Calgary
Wick's Fire & Safety	604-485-5494	Powell River
H & A Supplies (SCBA's)	1-403-346-7646	Red Deer
Justice Institute of BC (Training)	1-604-528-5680	Vancouver
Flecks Brothers (Fire Fighting Equipment)	1-250-287-2186	Campbell River
Levitt Safety (Fire Fighting Equipment)	1-604-278-3328	Vancouver
Hub Fire Engines (Pump Service)	1-604-522-7251	Vancouver
Aero Powell River Services (Truck Service)	604-485-2711	Powell River