



# Water Supply Emergency Response Plan

Revised Apr 2026 (next review May 2027)

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2036 Marble Bay Road - Box 115 - Van Anda BC V0N 3K0

604.486.7035 - [contact@vananda-id.ca](mailto:contact@vananda-id.ca) - [vananda-id.ca](http://vananda-id.ca)

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# 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

### **Emergency Coordinator – EC**

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 Operations Coordinator will assume the Emergency Coordinator's position (EC). If the Senior Water Operator is not available, the Trustee Delegate #1 will assume the EC position. In the event Trustee Delegate #1 is not available, the Trustee Delegate #2 will assume the EC 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 2036 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 contacts to be notified for every emergency. It is the responsibility of the Emergency Coordinator to assess which people 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:

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. 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 alternative method of customer notification would be the hand delivery of notices indicating the potential risk. Samples of "Boil Water Notice" and "Water Quality Advisory" are included in this plan.

PERSONNEL CONTACT LIST

<b>CHAIRPERSON</b>	<b>Ron Smith</b>	<b>604-578-1989</b>
<b>OPERATIONS MANAGER</b>	<b>Joseph Scott</b>	<b>604-818-5667</b>
<b>Senior Water Operator</b>	<b>Marianne Segers</b>	<b>604-315-1363</b>
<b>Water Operator</b>	<b>Bernardo Reyes</b>	<b>672-513-3375</b>
Backup Water Operator #1	George Kapetanakis	604-208-3965
Backup Water Operator #2	Ken Soles	604-414-7634
TRUSTEE Delegate #1	John Colongard	250-638-1409
TRUSTEE Delegate #2	Jane Waterman	604-413-0940
TRUSTEE Delegate #3	Jennifer Moore	250-218-6253
TRUSTEE Delegate #4	Gary Friars	604-414-4596

VANCOUVER COASTAL HEALTH AUTHORITY CONTACT LIST

<b>PUBLIC HEALTH CONTACT INFORMATION</b>			
<b>PRIMARY CONTACT</b>			
1. Michael Nguyen <b>DWO</b>	604-485-3324	604-414-5545 778-317-8567	michael.nguyen@vch.ca
<b>BACK-UP HEALTH CONTACTS</b>			
1. Jack Davidson <b>DWO</b>	604-485-3335	604-483-1981 604-314-0596	jack.davidson@vch.ca
2. Laura Matthewson <b>EHO</b>	604-485-3358	n.a.	Laura.matthewson@vch.ca
3. Phil Muirhead <b>DWO</b>	604-983-6756	604-306-2717	phil.muirhead@vch.ca
4. Moliehi Khaketla <b>MHO*</b>	604-984-5070	604-612-9433	moliehi.khaketla1@vch.ca
5. Darren Molder <b>DWO/MGR</b>	604-885-8711	604-989-1357 604-989-7678	darren.molder@vch.ca

**\*Note: For the purpose of the Drinking Water Protection Act and Regulation, Dr. Moliehi Khaketla is both a Medical Health Officer and a Drinking Water Officer.**

**DWO; Drinking Water Officer**

**MHO; Medical Health Officer**

SCHOOL DISTRICT	Leave message	604-208-7183
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EMERGENCY CONTACT LIST

AMBULANCE	<b>EMERGENCY: 9 1 1</b>		
ATV ACCESS	Mark Robert	Fire Chief	604-414-9662
BOAT RENTAL	Al Davis Davis Ventures	Texada Boat Yard	604-414-9817
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	Davis Ventures	Van Anda	604-414-9827 604-414-9817
	Coastal Firewood	CJ 778-323-3247	Devin 778-882-9939
	T & R Contracting, Powell River – Brian Palmquist	3,000-gallon potable water tank	604-485-2234 604-612-0946
	Lafarge Texada Quarrying	604-486-7627	604-486-7312
DIVER	Roger Gillen	Powell River	604-483-1804
ELECTRICAL	Dylan Gable Newport Electric	Van Anda	604-578-8760
	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	
EMERGENCY COORDINATOR FOR TEXADA (QATHET REGIONAL DISTRICT)		Ken Becotte (Texada)	604-997-2250

Emergency Response Plan

EXCAVATION SERVICES	Rick Jones JMG	Van Anda	604-486-7207 604-483-8308
	Al Davis Davis Ventures	Van Anda/First Lake	604-414-9827 604-414-9817
	Dennis Premack	Gillies Bay (GBID contractor)	604-486-7278
	Dan Fudge Fudge Contracting	Van Anda	604-486-7364 604-483-1063
	Deryk Texada Contracting	Construction, Excavation & Aggregate Delivery	250-580-3428
FACEBOOK: TEXADA MESSAGE BOARD	VAID Administration	Debra Gill (if admin not available)	604-578-1989
FIRE DEPARTMENTS	Van Anda Volunteer Fire Dept	Mark Robert Fire Chief firechief@vananda.ca	604-414-9662
<b>EMERGENCY: 911</b>	Gillies Bay Volunteer Fire Dept	Fire Chief chief@gilliesbayvfd.ca	604-414-5121
FIRE HYDRANTS	Iconix Waterworks	Courtenay	250-334-3200
	Terminal City Iron Works	Langley	604-513-380
FUEL RESOURCES	Sunshine Coast Fuel	Van Anda Gas Station	604-486-7739
	Lafarge Texada Quarrying	Office: 604-486-7627	Shop: 604-486-7312
	Clear Tech Industries Inc.	Vancouver	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	
	Repair – Curtis Best	Powell River	604-483-6925
	Mark Isaac, Zyrox Mine	Van Anda	416-809-4578
	Lafarge Texada Quarrying	Texada	604-486-7627
	Economy Rentals	Powell River	604-485-2707

Emergency Response Plan

HAM RADIO COMMUNICATIONS	Sid Boloten	Gillies Bay	250-203-2499
HOSPITAL	qathet General Hospital	Powell River	604-485-3211
MECHANICAL SERVICES	Brian Thompson	Heavy Duty Mechanic Texada	604-483-8393 604-486-7429
	Richard Shawcross	Spragge Rd	604-413-1606
	Rene Ayotte	Gillies Bay	604-486-0202 604-413-4341
MEDICAL CLINIC	Texada Health Centre	604-486-7525	Pager: 604-483-6353
MINISTRY OF WATER, LAND & RESOURCE STEWARDSHIP		Surrey	604-582-5200
NEWSPAPERS	Powell River Peak	Powell River	604-485-5313
	Texada Express Lines	Texada Island	ticsv0n3k0@gmail.com
PARTS	Andrew Sheret Ltd.	Courtenay	888-287-9571
	Iconix	Courtenay	250-334-3200
	Andrew Sheret Ltd.	Nanaimo	250-758-7383
	Clear Tech Industries Inc.	Vancouver	800-387-7503
	Fred Surridge	Vancouver	800-663-5857
	Pete's Plumbing	Powell River	604-485-9761
PLUMBING SERVICES	Lloyd Grayson	Van Anda	604-486-7448
	Marianne Segers	Van Anda	604-315-1363
	Target Installations	Powell River	604-483-5192
POLICE Emergency: <b>9 1 1</b>	RCMP, Texada Island	Gillies Bay	604-486-7717

Emergency Response Plan

PUMPS	Aggressive Pump	Surrey	604-574-4110
	Smith Cameron	Surrey	800-663-5841
	Van Anda Fire Department	Mark Robert 604-414-9662	Paul Nilsen 604-905-8191
QATHET REGIONAL DISTRICT (Powell River)	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	95.7 Coast FM	Powell River	604-485-4207
	The Eagle, 97.3 FM	Courtenay	250-703-0199
	Jet FM	Comox Valley	250-334-2421
	CBC Radio, 92.5 FM		604-662-6900
SAND & GRAVEL SUPPLY	Amrize (prev. Lafarge Texada Quarrying)	Airport Rd	604-486-7627
	Imperial Limestone Quarry (Arcosa Specialty Materials)	Wall St	604-486 7623
SIGN BOARD - VAN ANDA		Gas Station (Sunshine Coast Fuel)	604-486-7739
SIGN BOARD - GILLIES BAY		Larry Newman	604-223-4530
SPILL KIT SOURCES	Van Anda Fire Department	Van Anda	604-414-3601
	Gillies Bay Fire Department	Gillies Bay	604-486-7757
	Lafarge Texada Quarrying	Gillies Bay	604-486-7627
	Imperial Limestone (Arcosa)	Van Anda	604-486-7623
	Sunshine Coast Fuel	Van Anda	604-486-7739

Emergency Response Plan

SCHOOL DISTRICT		Leave message	604-208-7183
TELEVISION STATIONS	CBC TV News		604-662-6000
TRANSPORTATION	Texada Transfer (freight)	Powell River	604-485-7683
	BC Ferries	bcterries.com	888-223-3779
	BC Air	flybcair.com	250-895-9979
WATER TREATMENT PLANT	Grant Robertson	Kamloops	250-374-2690 Ext 100
	BiPure Water Inc	Surrey	604-882-6650
	Bi Pure contacts and email addresses:		
	Steven Tucknott - Inside sales Bryan Davies - Service Manager Jim Tam – engineer	stevent@bipurewater.com bryand@bipurewater.com jimt@bipurewater.com	

# 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:

Date:

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SAMPLE MEDIA ANNOUNCEMENT – Initial Advisory



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

MEDIA ANNOUNCEMENT

*Water Advisory*

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:

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Copies to:

95.7 COAST FM Radio, 604-485-4207  
Gas Station, 604-486-7739 - Van Anda Sign Board  
Larry Newman 604-223-4530 - Gillies Bay Sign Board  
Powell River Peak Newspaper, 604-485-5313  
Texada Health Center, 604-486-7525  
Facebook - Texada Message Board  
VAID website

Notices Posted:

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

SAMPLE MEDIA ANNOUNCEMENT – Boil Water Notice



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

## BOIL WATER NOTICE

This is to advise that the Environmental Health Officer has issued a Boil Water Notice 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:

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Copies to:

95.7 COAST FM Radio, 604-485-4207  
Gas Station, 604-486-7739 - Van Anda Sign Board  
Larry Newman, 604-223-4530 - Gillies Bay Sign Board  
Powell River Peak Newspaper, 604-485-5313  
Texada Health Center, 604-486-7525  
Facebook - Texada Message Board  
VAID website

Notices Posted:

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

SAMPLE MEDIA ANNOUNCEMENT – Water Quality Advisory



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

## WATER QUALITY ADVISORY

This is to advise that the Environmental Health Officer has issued a Water Quality Advisory to all residents within the Van Anda Improvement District. This advises a lower level of threat to public health than the Boil Water Notice.

The water may be considered unfit for drinking or domestic use for some individuals and should be boiled for two minutes prior to consumption for people with weakened immune systems.

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:

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Copies to:

95.7 COAST FM Radio, 604-485-4207  
Gas Station, 604-486-7739 - Van Anda Sign Board  
Larry Newman, 604-223-4530 - Gillies Bay Sign Board  
Powell River Peak Newspaper, 604-485-5313  
Texada Health Center, 604-486-7525  
Facebook - Texada Message Board  
VAID website

Notices Posted:

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

## ACTION LISTS

### CONTAMINATION OF SOURCE

- Actions:
- Clarify with Vancouver Coastal Health Authority if system should be shut down or a “Boil Water Notice” or “Water Quality Advisory” be issued.
  - Display Notice or Advisory at the locations listed below.
  - Notify all users.
  - Contact local media for public service announcement.
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.

- Contacts:  
(See page 4)
- Vancouver Coastal Health Authority
  - Texada Health Center
  - Newspaper, community message boards and radio station
  - Local places of business where notices are to be posted:
    - Van Anda Post Office
    - Texada Food Market
    - Texada Elementary School
    - Sunshine Coast Fuel Gas Station
    - First Credit Union, Texada Branch
    - Texada Legion
    - Mary Mary Café
    - Texada Island Inn
    - Van Anda Boat Club
    - Van Anda Ball Field
    - Gillies Bay General Store
    - Gillies Bay Old School
    - Texada Ferry, BC Ferries

## LOSS OF SUPPLY (DAMAGE TO SYSTEM)

- Actions:
- Ensure system (pump and generator) are shut down.
  - In case of vandalism, notify RCMP.
  - Analyze and repair system.
  - Display “Water Quality Advisory” at the locations listed below.
  - Notify all users.
  - Contact Vancouver Coastal Health Authority.
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.
  - If necessary, disinfect the system with chlorine (ask Health Office for instructions).

- Contacts:  
(See page 4)
- Vancouver Coastal Health Authority
  - Texada Health Center
  - Bottled water supplies and bulk haulers
  - Local places of business where notices are to be posted:
    - Van Anda Post Office
    - Texada Food Market
    - Texada Elementary School
    - Sunshine Coast Fuel Gas Station
    - First Credit Union, Texada Branch
    - Texada Legion
    - Mary Mary Café
    - Texada Island Inn
    - Van Anda Boat Club
    - Van Anda Ball Field
    - Gillies Bay General Store
    - Gillies Bay Old School
    - Texada Ferry, BC Ferries

## CHLORINATION FAILURE

Actions:

- Notify Water Operators.
- In case of vandalism, notify RCMP.
- Analyze and repair system. (A complete set of spares is on hand at the chlorination facility.)
- Display “Water Quality Advisory” at the locations listed below.
- If untreated water has entered the system, issue “Boil Water Notice” and display at locations listed below.
- Notify all users.
- A direct application to the tank of 1.8 Liters 5% bleach will increase the chlorine by 0.5 ppm max. This can be tested after 30 minutes and re-applied if necessary.
- Notify Trustees and Drinking Water Officer.
- Flush system until suitable disinfection levels are achieved.

Contacts:

(See page 4)

- Vancouver Coastal Health Authority
- Texada Health Center
- Bottled water supplies and bulk haulers
- Local places of business where notices are to be posted:
  - Van Anda Post Office
  - Texada Food Market
  - Texada Elementary School
  - Sunshine Coast Fuel Gas Station
  - First Credit Union, Texada Branch
  - Texada Legion
  - Mary Mary Café
  - Texada Island Inn
  - Van Anda Boat Club
  - Van Anda Ball Field
  - Gillies Bay General Store
  - Gillies Bay Old School
  - Texada Ferry, BC Ferries

## POWER FAILURE

- Actions:
- Contact Water Operators.
  - Display “Water Quality Advisory” at the locations listed below.
  - Notify all users about interruption.
  - Analyze and repair electrical source. Arrange generator back-up if necessary.
  - Advise Vancouver Coastal Health Authority.
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.

- Contacts:  
(See page 4)
- Vancouver Coastal Health Authority
  - Texada Health Center
  - Local places of business where notices are to be posted:
    - Van Anda Post Office
    - Texada Food Market
    - Texada Elementary School
    - Sunshine Coast Fuel Gas Station
    - First Credit Union, Texada Branch
    - Texada Legion
    - Mary Mary Café
    - Texada Island Inn
    - Van Anda Boat Club
    - Van Anda Ball Field
    - Gillies Bay General Store
    - Gillies Bay Old School
    - Texada Ferry, BC Ferries

## BROKEN WATER MAIN

- Actions:
- Reduce pressure to broken section (but maintain enough pressure to prevent backflow) by closing the gate-valves. For valve locations, see Diamond Maps app or Maps and Water Lines in purple binder above Admin desk.
  - Display “Water Quality Advisory” at the locations listed below.
  - Notify all users of interruption of service.
  - Call for repairs, i.e., plumber, excavator.
  - Advise Vancouver Coastal Health Authority.
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.

- Contacts:  
(See page 4)
- Vancouver Coastal Health Authority
  - Local places of business where notices are to be posted:
    - Van Anda Post Office
    - Texada Food Market
    - Texada Elementary School
    - Sunshine Coast Fuel Gas Station
    - First Credit Union, Texada Branch
    - Texada Legion
    - Mary Mary Café
    - Texada Island Inn
    - Van Anda Boat Club
    - Van Anda Ball Field
    - Gillies Bay General Store
    - Gillies Bay Old School
    - Texada Ferry, BC Ferries

## STORAGE TANK FAILURE

- Actions:
- Switch the bypass over to divert the water past the storage tank to ensure that the community would still have water for their households.
  - Clarify with Vancouver Coastal Health Authority if system should be shut down or a “Boil Water Notice” or “Water Quality Advisory” be issued.
  - Display Notice or Advisory at the locations below.
  - Notify all users.
  - Contact local media for public service announcement.
  - Arrange alternate source, if necessary, i.e., bottled water and bulk hauler.

- Contacts:  
(See page 4)
- Vancouver Coastal Health Authority
  - Texada Health Center
  - Newspaper, community message boards and radio station.
  - Local places of business where notices are to be posted:
    - Van Anda Post Office
    - Texada Food Market
    - Texada Elementary School
    - Sunshine Coast Fuel Gas Station
    - First Credit Union, Texada Branch
    - Texada Legion
    - Mary Mary Café
    - Texada Island Inn
    - Van Anda Boat Club
    - Van Anda Ball Field
    - Gillies Bay General Store
    - Gillies Bay Old School
    - Texada Ferry, BC Ferries

## 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 the Emergency Coordination Centre which will forward call to Environmental Emergency Response Office – or call 911.
  - Clarify with Vancouver Coastal Health Authority if system should be shut down or a “Boil Water Notice” or “Water Quality Advisory” be issued.
  - Display Notice or Advisory at the locations listed below.
  - Notify all users.
  - 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 page 4)
- Vancouver Coastal Health Authority
  - Texada Health Center
  - Local places of business where notices are to be posted:
    - Van Anda Post Office
    - Texada Food Market
    - Texada Elementary School
    - Sunshine Coast Fuel Gas Station
    - First Credit Union, Texada Branch
    - Texada Legion
    - Mary Mary Café
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    - Van Anda Boat Club
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    - Gillies Bay Old School
    - Texada Ferry, BC Ferries

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