


Strathmere Lodge

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|  | Manual | Fire & Emergency |
| | Policy Number | FEW001 |
| | Original Date | January 25, 2023 |
| | Revised/Reviewed Date | April 16, 2026 |
| | Issued By | Environmental Service Manager |
| | Approved By | Administrator |

WATER SHUT OFF

PROCEDURE:

- 1 Advise Maintenance if not already in the building
- 2 Call Strathroy Caradoc Environmental Services at 245-2010 ext. 825 (or after hours at 245-2019) to advise of loss of water
- 3 If possible, determine expected duration of loss
- 4 Advise staff and residents/families(Use OneCallNow broadcast messaging as necessary)
- 5 Notify Dietary and Environmental Services Managers (or alternates) and confirm that contingency measures are adopted
- 6 Obtain emergency water supply from Morgue (bottled water)
- 7 Notify Administrator if duration is expected to be prolonged and seriously affect care and service. He/she will contact the Ministry of Long Term Care and County CAO and the Fire Department.
- 8 Complete Unusual Incident form
- 9 Alert staff and residents/families when water service is restored

CONTINGENCY MEASURES:

- Major water outage contact Brad Carruthers at: Carruthers Water Delivery @ 519-289-5837
- Assess supply of bottled water and arrange for additional and repeat purchases daily for all essential services
- Ensure that registered nursing staff have adequate supply of bottled water for administering medications
- Dietary to utilize disposable utensils/products for meal service
- Distribute additional hand sanitizer throughout the home as required
- Equipment requiring water should be turned off to avoid damage to internal parts (and as expected duration of water shut off becomes known)
- If outage is longer than 2 days, contact Brite Linen & Laundry Service for emergency services 1-519-337-1134