Drinking Water Advisory Project

Moving Public Notification from Current Practice to "Best" Practice

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Aqua Vitae

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Drinking Water Advisory Project

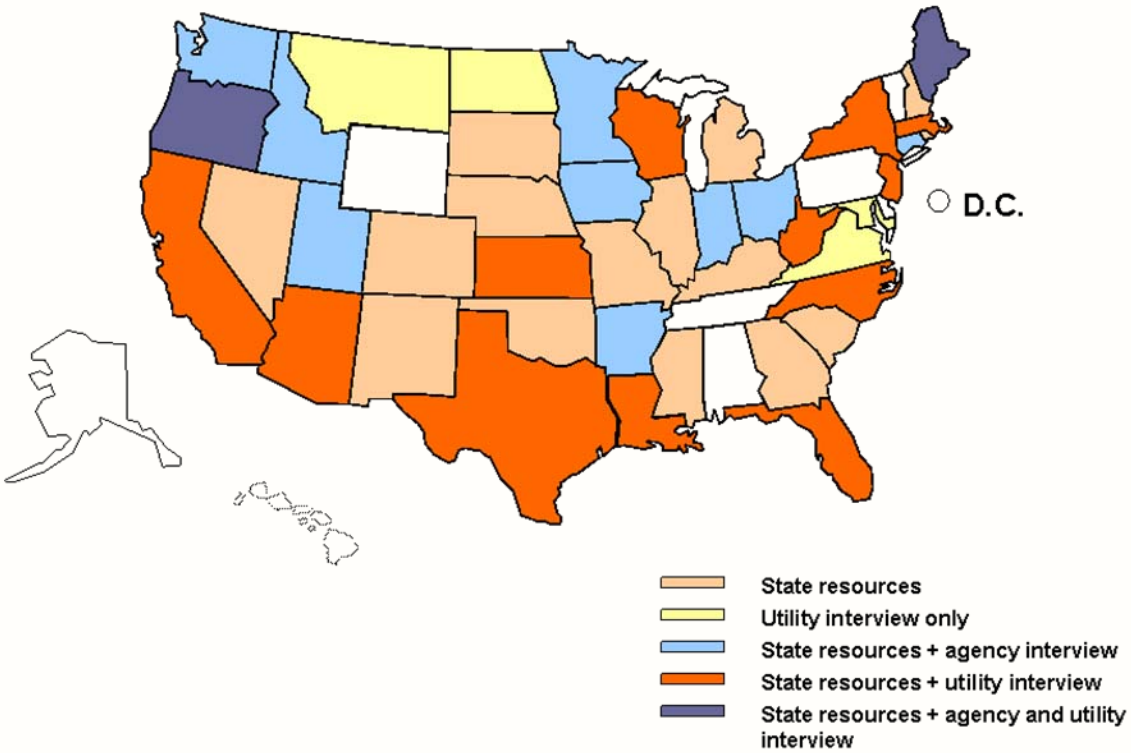
- Collaboration with CDC, AWWA and EPA
- “How to Build a Better Boil Water Advisory”
- Protocol and Tools
- Began December 2008 - Close August 2009

Drinking Water Advisory Project

Goal

To provide a protocol and practical toolkit based upon identified key practices. The project will focus on community water systems and will address the spectrum of situations that generate drinking water advisories.

Project Participation



The DWA will assist Utilities in Deciding

- What do you do?
- Who do you call?
- What do you bring to the table?

For a range of drinking water advisories

Project Components

- Research
  - Interviews with utilities, local public health and primacy agencies
  - Review of primacy agency, public health and utility materials and protocols
- Development
  - Identify “best” materials
  - Revise, combine and supplement
- Review
  - Project Review Committee
  - Technical Expert Work Group

Project Components

- Evaluation
  - In-depth reviews
  - Tabletop exercises
  - Application of protocols and tools
  - Interviews
  - Small systems and large
  - Completed June 2010

Table 1. Primacy Agency Interviews

State Agency Interview Profile				
Region	Responses per Region	State Interviewed	Materials Submitted	Primacy Agency
NE	7	Connecticut Maine	Massachusetts New Jersey New York Rhode Island Vermont	CT DOH NJ DEQ MA DEQ NY DOH ME DOH VT DEQ
SE	9	Arkansas Florida Louisiana North Carolina	Alabama Georgia Kentucky South Carolina West Virginia	AR DEQ LA DHHOPH AL ADEM NC DEH FL DEP/DOH GA EPD SC DHEC KY DEP
MW	12	Indiana Oklahoma Ohio Kansas	Illinois Kansas Michigan Missouri Nebraska South Dakota Texas Wisconsin	IL EPA ND DOH IN DOH TX TCEQ KS DHE WI DNR OH EPA OK DASNR
W	9	Idaho Oregon Utah Washington	Arizona California Colorado Nevada New Mexico	AZ DEQ NV DEP CA DOH OR DOH CO DOH UT DEQ ID DEQ WA DOH MT DEQ

Research Findings

- Variability
- Triggers
- Capacity
- Collaboration
- Utility Needs

FAQs

Cooking

What should I do about cooking and preparing food?

- Bring **water** to a rolling boil for 1 minute before adding food.
- Wash fruits and vegetables in boiled, bottled or disinfected water.

Ice

What about ice?

- Ice is not safe. Freezing doesn't kill bacteria. You should
- Throw out ice made with tap water.
- Make ice with boiled, bottled or disinfected water.
- Do not use ice from the dispenser in your freezer.

Use **Tap Water** For:	Use **Boiled Water** for:	**Caution**
Washing clothes	Drinking	Filters do not remove bacteria
Dishwasher with sanitizer	Washing Fruits and Vegetables	Water from ice, coffee and vending machines directly feeding from water supply
Showers (adults & children)	Cooking food	
Flushing Toilets	Making ice cubes	Bathing infants/toddlers
	Mixing Infant Formula	Pets
	Brushing teeth	

Tools

- Templates for press releases
- FAQs and consistent “Advice”
  - Maximum 8th Grade Reading Level
  - High Readability Score
- Planning and tracking worksheets
- Media and messaging how-to

Hospital Project

- CDC, AWWA and EPA Partnership
- Both Preparedness and Public Notification Elements
- Focus on protocol, planning and establishing communications
- Under CDC Review

Hospital Project

1. Assemble the team and background documentation
2. Conduct a water audit
3. Analyze your alternatives
4. Develop your EWSP and test it and revise it appropriate

Case Studies

- Maps as essential tool for communication
  - MVWA and DC WASA
- Customer Service Involvement in planning and response
  - Focus Groups and multiple utilities
- Over-reliance on Reverse 911
  - Fairfax County Water Authority

Public Health Partnerships

- Improved Response
- Expertise in reaching specific groups
  - Hospitals and Health Care Providers
  - Restaurants
  - Specific Populations
- Utilities need to initiate
- Support and MOUs

How will you contact

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Hotels?

Hospitals?

Restaurants?

Utica College?

What will you say?

Utility Management Role

- Public Notification is a priority
- Resources for planning, response and evaluation
- Integrate into business practice

Next Steps

- Field Evaluation
- Final Review
- Submitted to CDC in August
- Website
- Then what?

Thank you so much for your time!

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Special Thanks to PNWS Participants

Public Health

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  - Brad Harp
- Clark County Health Department Health
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- Multnomah County
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