



WHY IS THIS ADVISORY ISSUED?

The City of Red Deer issues precautionary boil water advisories when there's a disruption in the water distribution system, like a water leak or a loss of pressure. We issue precautionary advisories so we can test the water to ensure no harmful germs (e.g., E.coli bacteria, Giardia parasite), which can make humans and animals sick, have entered the system as a result of the disruption.



The water can be made safe by boiling it for at least one minute at a rolling boil. Boiled water should be stored in a clean container in the refrigerator.



Alternatively, bottled water can be used.



For more information about your water or the boil water advisory, visit: reddeer.ca/boilwater

Or contact Environmental Services at 403-342-8750, Monday through Friday from 7:30 a.m. to 4:30 p.m.

For health concerns, please call Health Link to speak to a registered nurse 24 hours a day, seven days a week, toll-free at 811.

Or call the Red Deer Environmental Public Health office at 403-356-6366, or visit: www.albertahealthservices.ca/eph.asp

PRECAUTIONARY

BOIL WATER ADVISORY

ISSUED FOR THIS PROPERTY



You are advised to boil your water before using it for drinking, cooking, washing food or brushing your teeth until further notice. Please read this information for further instruction.



Boil Water Advisory: How to Use Water Safely in Your Home

WHEN A BOIL WATER ADVISORY HAS BEEN ISSUED, DON'T USE THE WATER TO:

During a boil water advisory use boiled water, bottled water, or water from another safe public supply not affected by the advisory. Throw away any ice in your freezer made with the water and sanitize the ice cube trays (see below). Make ice with boiled water that's been cooled.

- drink
- cook
- make juice
- make ice
- make baby formula
- brush teeth
- fill a wading pool
- wash fruits and vegetables
- give to your pet



What's the right way to boil water?

To boil water, bring it to a rolling boil for at least 1 minute. Only boil as much water as you can safely lift without spilling. Put the pot on the back burner. Be careful not to burn yourself or your child. Allow to cool.

What if I have a weak immune system?

If you have a weak immune system (immunocompromised), ask your doctor what to do during a boil water advisory.



PERSONAL HYGIENE

Can I use the water to wash my hands?

Yes. Wash your hands with tap water and soap, making sure to lather for at least 20 seconds. Rinse and dry them with a paper towel, then use an alcohol-based hand sanitizer that contains more than 60% alcohol.

Can I take a bath or shower?

Yes, healthy adults can take a bath or shower. Don't swallow any water. An older child can take a shower with a hand-held showerhead, but don't spray any water near the face. Give your baby or young child a sponge bath to make sure he or she doesn't swallow water. If you have an open wound, cut, blister, or a recent wound from surgery, use boiled, that has been cooled, or bottled water so you don't get an infection.

Can I brush my teeth?

During a boil water advisory, don't use water to brush your teeth. Use boiled water that's been cooled, bottled water, or water from another safe source.

Can I wash my laundry?

During a boil water advisory, you can keep doing your laundry like normal.

COOKING AND CLEANING

If I have a water filtration device, is the water safe to drink or cook with?

If you have a water filtration device, don't use the water during a boil water advisory. Many filtration devices don't remove harmful germs. Check with the manufacturer to find out what your filtration device removes.

Can I drink coffee made with untreated water?

You can use your coffeemaker if it heats water to 70°C or hotter for five minutes because most germs are killed at this temperature. Test the water temperature with a thermometer; use bottled water if your coffeemaker doesn't heat the water to 70°C.

Can I wash dishes by hand?

Wash and rinse dishes with hot water like normal. After dishes are rinsed, you need to sanitize (reduce germs to a safe level) them. To do this, soak your dishes for at least 2 minutes in a bleach solution. To make a bleach solution, add 10 mL (2 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite) to 5 litres (20 cups) of warm water. Let the dishes air dry completely.

Can I use my dishwasher?

You can use your dishwasher if it works well and has a hot temperature setting or sanitizer cycle. If your dishwasher doesn't have a hot temperature setting:

- stop the dishwasher at the rinse cycle
- add 20 mL (4 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite)
- restart the dishwasher
- let the dishes dry completely on the heated dry cycle

How do I sanitize my countertop, cutting board, or other kitchen surfaces?

Wash kitchen surfaces with soap or rinse and sanitize with a bleach solution. Make a new bleach solution every day so it works well to kill germs. You need to do this because bleach breaks down quickly once it's mixed with water. To make a bleach solution, add 5 mL (1 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite) to 1 litre of room temperature water (must have been boiled, bottled, or hauled). Spray or pour the solution on surfaces that food will touch and let it sit for at least 2 minutes. Don't use vinegar to sanitize because it doesn't kill germs.

WHEN THE ADVISORY IS OVER

How long will the advisory be in place?

The boil water advisory will be in place until water tests confirm that there is no contamination. Testing can take anywhere from 24-72 hours (it may take longer over weekends and holidays); this allows for two sets of samples to be analyzed by a provincial laboratory.

How will I know when the advisory is lifted?

In most cases we will deliver notices door-to-door when the advisory is lifted. If the affected area is too large and door-to-door notification is not feasible, electronic sign boards will be used to alert residents. Active boil water advisories are also posted at www.reddeer.ca/boilwater.

Should I do anything before using the water after the advisory has been lifted?

If the tests come back negative, you can resume regular water use; you may want to run your taps for a few minutes to help flush the system. If tests indicate there was contamination, we will provide further instruction on how to clean and flush your water system and appliances.