

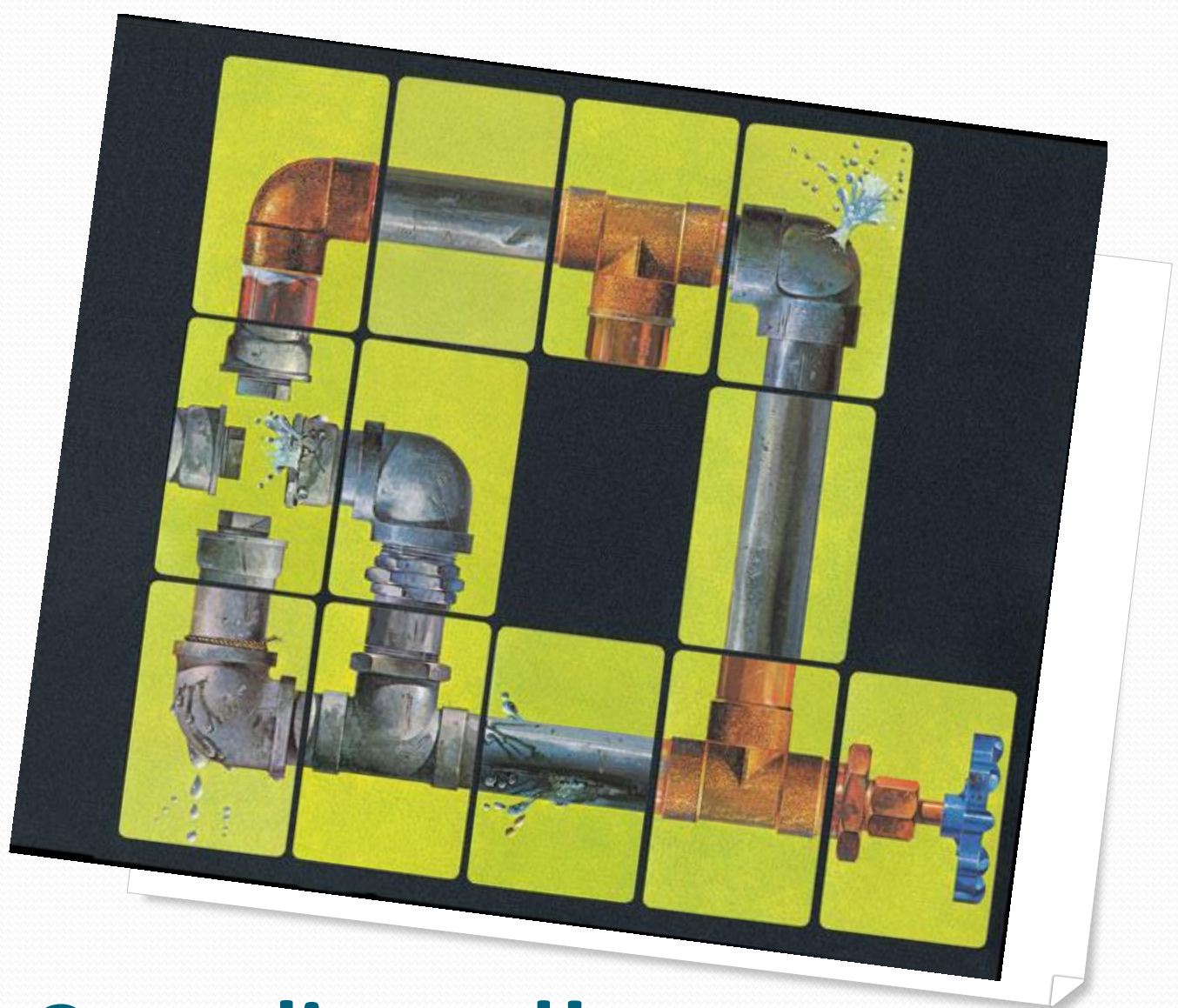
Water, Water Everywhere...

And not a drop to drink

Sue Mohnkern, MPH, RN
Washington County PH

Objectives

- Identify some of the challenges that may be faced in dealing with water events.
- Have tested procedures and algorithms to adapt for use in your own jurisdictions.
- Identify future steps



Water is Complicated!

Washington County:

- 10 large water providers
- Over 100 providers in total
- Water is bought and sold routinely via different connections on a daily basis

The background.

- BWN issued July 21, 2012
- Portland Water Bureau water—but affected water providers in Washington County

The screenshot shows the Portland Water Bureau website. The header includes the City of Portland logo and navigation links for City Home, Government, and Bureaus & Offices of the City of Portland. The main navigation bar contains links for About Us, What We Do, Programs & Services, Library, and Water Blog. A search bar is located in the top right corner. The main content area features a 'Recent Articles' section with several links, including 'Portland Water Bureau at Tillam Crossing Sunday Pathways Event', 'MEETING NOTICE: Public Invited to Attend City Council Work Session on Seismic Resilience Projects', 'Water Bureau's First Women Chief Engineer', 'Be Water Wise: Water Pipe Insurance Policies not Affiliated with Portland Water Bureau', 'Join Our Team: Emergency Program Coordinator & Customer Service Supervisor', 'TRAFFIC ADVISORY 09/11/15: Valve Repair at SE 147th Avenue & SE Powell Boulevard Scheduled September 14-18, 2015; Traffic Slowing Around Work Zone Expected', 'Washington Park Reservoir Project: Historic Landmarks Commission Meeting Rescheduled for October 20', and 'Washington Park Reservoir Project:'. The featured article is a 'NEWS RELEASE 07/21/12: Boil Water Notice Issued for Portland Water Bureau Customers West of the Willamette River', dated July 21, 2012, at 12:47 PM, by Lindsay Woelnick, with 105 comments. The article text reads: 'The Portland Water Bureau issued a 'Boil Water Notice' on Saturday, July 21, 2012. Customers of the Portland Water Bureau west of the Willamette River are affected. Customers of Burlington Water District, Valley View Water District, Palatine Hills Water District, City of Tigard, Lake Grove Water District, and West Slope Water District are also affected. Customers of Tualatin Valley Water District, Southwood Water District, and Raleigh Hills Water District are not affected. A routine sample was collected July 19, 2012, at the outlet of Reservoir 3 in Washington Park. Results received early Friday July 20 showed possible bacterial contamination. The reservoir was shut-off and follow-up samples were collected immediately. Results of these samples were available this morning. One of the follow-up samples tested positive for bacteria, the presence of which indicates that the water may be contaminated with human or animal wastes. All tap water within the defined area used for drinking, food preparation, and ice should be boiled at a full rolling boil for at least one minute. Ice or any beverages prepared with tap water after Thursday, July 19 should be discarded. The bacteria found were total coliforms and E. coli. These bacteria are found in the human digestive system and very few strains cause serious disease and illness. Although the specific strain of E. coli is not known, generally the worst strains that are associated with serious illness are rarely found in water supplies.'

Key Partners

- ALL water providers
- Public Health: EH/HO/PHEP
- Emergency Management
- PIOs
- Late comer—our “Clean Water Services”

Next Event

...any guess what day Nov. 21, 2012 was?



Washington County Water Table Workshop

- 50+ participants
- 30+ different agencies
- Included water providers, EM, PH, PIOs, Cities, OHA water program, law enforcement, fire

Thursday, April 11, 9:00-11:00 a.m.
Tualatin Valley Water District Boardroom
1850 SW 170th Avenue
Beaverton, Oregon 97006

AGENDA		
I.	<p>Welcome</p> <ul style="list-style-type: none"> ▪ Housekeeping ▪ Project Background 	<p>Neil Kennedy Tualatin Valley Water District</p>
II.	<p>Introductions</p> <ul style="list-style-type: none"> ▪ Name, Affiliation, Position 	<p>All</p>
III.	<p>Purpose and Objectives</p> <ul style="list-style-type: none"> ▪ Awareness ▪ Solicit input/feedback ▪ Consensus for work ▪ Identify connections regionally ▪ Next steps in county/region ▪ Networking 	<p>Neil Kennedy</p>
IV.	<p>A Tale of Three Cities, Part 1</p> <ul style="list-style-type: none"> ▪ Portland, July 2012 	<p>Scott Porter (OCEM), Al Knapp (WC), Dean Fritzsche (TVWD), Wendy Gordon (WC)</p>
V.	<p>Overview of procedures developed by working group</p> <ul style="list-style-type: none"> ▪ Basic water ▪ Public Information Officer (PIO) ▪ Public health 	<p>Bernie Monahan, Hillsboro Water Dept. Frank Reed, TVWD Sue Mohnkern, WC Public Health</p>
VI.	<p>A Tale of Three Cities, Part 2</p> <ul style="list-style-type: none"> ▪ Tigard, November 2012 ▪ Hillsboro, February 2013 	<p>John Goodrich (Tigard), Al Knapp (WC), Wendy Gordon (WC), Scott Porter (OCEM)</p> <p>Tacy Steele (HWD), Sue Mohnkern (WC), Scott Porter (OCEM)</p>
VII.	<p>Discussion and feedback</p>	<p>All</p>
VIII.	<p>Next Steps</p> <ul style="list-style-type: none"> ▪ Templates/FAQ sharing and possible standardization 	<p>Sue Mohnkern</p>

DRINKING WATER: PUBLIC NOTICE

GOALS:

1. Provision of safe drinking water supply.
2. Assure the appropriate procedure is followed when determining if a public drinking water supply meets regulatory compliance. Water Providers are responsible for determining if water supplies do not meet regulatory standards and for taking immediate corrective action as identified in OAR 333-061-0025.
3. In the event the public drinking water supply is determined to not meet regulator compliance, assure the correct public notification procedures are followed. Water Providers have the authority and responsibility to issue "Boil Water", "Do Not Use", or other appropriate notices as outlined in OAR 333-061-0042 and ORS 448.175.
4. Coordinate distribution of Water Provider's notices to the public as required for the situation.

PROCEDURE:

County Public Health Responsibilities:

1. When aware of the potential contamination of a public drinking water supply, contact the appropriate Water Provider(s) to report the suspected contamination and notify the County Emergency Manager (or County EOC Community Services Branch, if activated). *All water contamination-related communications between Public Health, the Emergency Manager/County EOC, or the Water Provider shall be copied among the three entities to ensure full coordination. See attached contact information for current list of all names and contact information.*
 - a. The following should be contacted for County Emergency Management:
 - Primary – Director of OCEM; secondary –County Emergency Manager
 - County EOC (when activated)
 - WCCCA (non-emergency line 24/7)
 - b. The appropriate Water Provider should be contacted. Below is a list of the larger providers located in Washington County:
 - Joint Water Commission (JWC)
 - Tualatin Valley Water District (TVWD)
 - Hillsboro Water Department (HWD)
 - City of Tigard
 - City of Beaverton
 - City of Tualatin
 - City of Sherwood
 - City of Forest Grove
 - West Slope Water District
 - City of Cornelius
 - Raleigh Water District
 - c. If unable to identify the Water Provider, contact the Washington County representative at the Drinking Water Program (DWP) for assistance.
 - d. Contact information for other Water Providers is available on the DWP website.

1. Obtain appropriate public notice from the Water Provider(s).
2. When appropriate, coordinate distribution of public notice with Water Provider using community notification/reverse 9-1-1 message, media release, etc., as appropriate.
3. As needed, work with the Water Provider(s) to notify the public when the drinking water has returned to compliance.

Water Provider Responsibilities:

1. Water Providers will contact the Washington County Health Officer and Public Health Emergency Manager to give a 'heads up' when a routine (first) sample indicating fecal coliform or *E. coli* contamination is obtained.
2. If the Water Provider is the first entity aware of the potential contamination of a public drinking water supply, contact Washington County Public Health and notify the County Emergency Manager (or EOC Community Services Branch, if activated). *All water contamination-related communications between the Water Provider, Public Health, or the Emergency Manager/County EOC shall be copied among the three entities to ensure full coordination.*
3. Determine if the water supply issue requires a "Boil Water" or "Do Not Use" Notice and create needed notices.
4. Notify Public Health, the Emergency Manager/County EOC, and the Washington County Consolidated Communications Agency (WCCCA, the County 9-1-1 center) of issuance of public notice.
5. Coordinate distribution of public notice with Washington County Public Health using community notification/reverse 9-1-1 message, media release, etc., as appropriate.
6. Follow appropriate procedures to test the public water supply until regulatory compliance is met.
7. Notify Public Health, Emergency Manager/County EOC, and WCCCA of water supply returning to compliance and lifting of public notice.
8. Work with Public Health to notify the public when the drinking water has returned to compliance.
9. If the water supply issue occurs as part of a larger incident and the County EOC is activated, the JWC will send a representative to the EOC as liaison with the Community Services Branch.

Washington County Emergency Manager/County EOC Responsibilities:

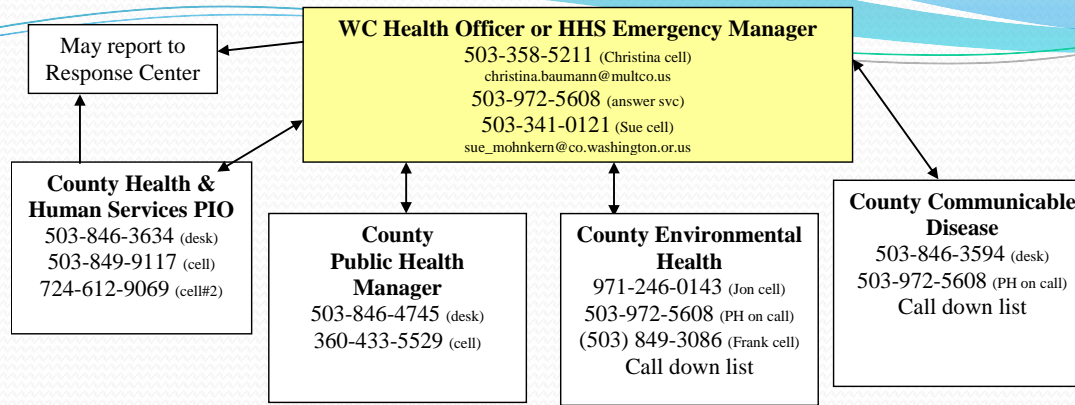
1. Establish and maintain contact with the Water Provider and Public Health until the incident has been resolved.
2. Assist in outreach and distribution of the Water Provider's message.
3. Where applicable, notify the emergency managers of affected cities/districts (or city/district EOCs/DOCs, when activated).

Drinking Water Public Notice Procedure Contact Information

- A. Contact information for County:**
County Emergency Managers —
County EOC (when activated) – 503-846-6311
WCCCA (non-emergency line 24/7) – 503-629-0111
- B. Contact information for select water providers located in Washington County:**
Joint Water Commission (JWC) – Chuck Kingston (24/7)
Banks Water Department –City Manager 503-324-5112
City of Beaverton – Rick Weaver (24/7 Emergency Dispatch 503-629-0111)
City of Cornelius – Mark Crowell (24/7 Emergency Dispatch 503-629-0111)
City of Forest Grove – Randy Smith (24/7 Emergency Dispatch 503-629-0111)
City of Sherwood – Rich Sattler (24/7 Emergency Dispatch 503-625-5722)
City of Tigard – John Goodrich (24/7 Emergency Dispatch 503-639-1554)
City of Tualatin – Mick Wilson (24/7 Emergency Dispatch 503-629-0111)
Hillsboro Water Department (HWD) – Niki Iverson (24/7 Emergency Dispatch 503-629-0111)
LA Water Co-Op – Chuck Scholz
North Plains Water Department – Blake Boyles
Portland Water Bureau – Water Quality On-Call phone 503-823-6609; 503-823-4874 (24/7)
Raleigh Water District – Matt Steidler (24/7 Emergency Dispatch 503-292-4894)
Timber Water Assoc. – Hal Jensen
Tualatin Valley Water District (TVWD) – Dean Fritzke (24/7 Emergency Dispatch 503-642-1511)
West Slope Water District – Jerry Arnold (24/7)
- C. Contact information for Washington County Public Health:**
Emergency Manager – Sue Mohnkern (503-341-0121)
Health Officer – Dr. Christina Baumann (24/7 answering service 503-972-5608)
Environmental Health – 503-846-4402 (24/7 Emergency Service 503-972-5608; ask for the supervisor on call)

If unable to identify the Water Provider, contact the Washington County representative at the Drinking Water Program for assistance (Gregg Baird (971- 673 0410). Contact information for other Water Providers is available on the DWP website: <http://170.104.63.9/inventorylist.php>.

Washington County Communication/PIO Procedure During Water Event



1. If Water Provider is initiating a confirmatory round of testing following a routine sample positive for fecal coliform or *E. coli*: WC Health Officer and HHS Emergency Manager to be notified via e-mail as the sample is being sent to the lab. HO or EM to ensure HHS PIO, PH Manager, EH and CD are aware.

If confirmatory sample is positive: Depending on the complexity of the response, the PIO and Health Officer may report to Water Provider’s response center (with laptops, phones, etc.) and work with Water Providers(s) and other PIOs to craft messages using various communication tools. Coordination may also be handled remotely.

2. HHS PIO to make contact with Oregon Health Authority PIO on duty (PHD.Communications@state.or.us) and share initial plan for outreach.
3. Upon approval of Water Provider and Health Officer, Water PIO and Health PIO to ensure that messages are disseminated, updated and monitored to/through:

	Tool	How	Comments
<input type="checkbox"/>	Water Provider web site	Water Provider to publish.	Content to include: <ul style="list-style-type: none"> a. basic guidance to affected public, b. phone number for inquiries and c. map showing affected area.
<input type="checkbox"/>	Community notification/ “reverse 9-1-1” message	Water Provider or County to initiate. If Water Provider has no such system, contact WCCCA Floor Supervisor through Non-Emergency number: (503) 629-0111.	Response templates are archived in the Washington County area of WebEOC.

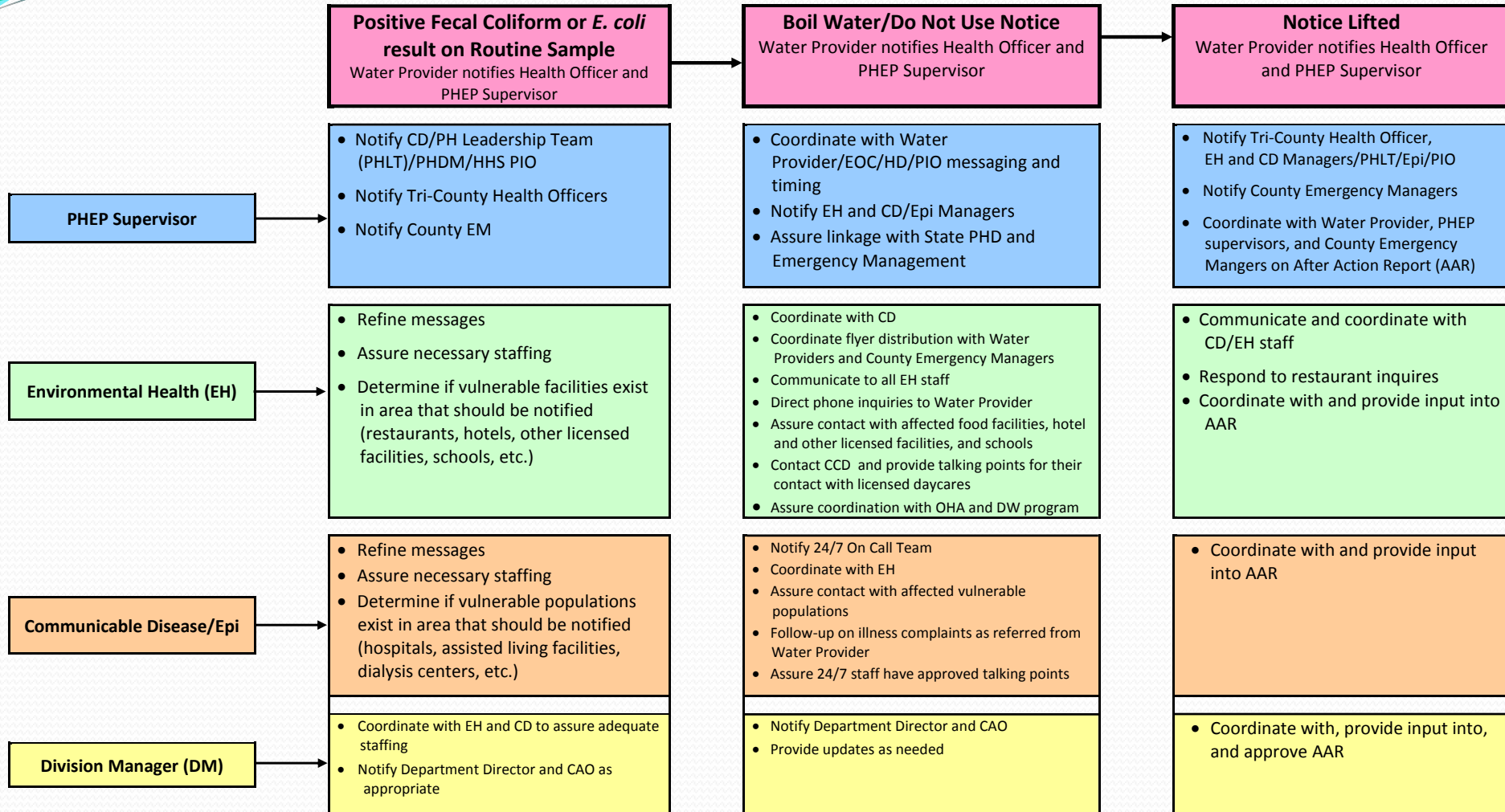
<input type="checkbox"/>	Email list of Water Providers operating in Washington County.	Water Provider to disseminate this notification.	
<input type="checkbox"/>	JIS email list with courtesy copy to regional lead PIOs	Obtain current list from WebEOC https://portcior.webeocasp.com/portcior/	Monitor replies from these partner PIOs for corrections/adjustments.
<input type="checkbox"/>	Water Provider media release	Water Provider to disseminate using standard procedure.	In some cases, Water Provider will use Flash Alert.
<input type="checkbox"/>	WC website with potential alert sent via “Media – Core”	Post media release so headline appears on home page. Include: <ul style="list-style-type: none"> a. link to approved map of affected area b. agency phone numbers for public inquiries 	Consider NOT pursuing media release if Water Provider is prepared to serve as lead agency with respect to media relations. If County media release to be sent, include County Communicators in “BCC” field. If lead agency is issuing media releases, web posting can be a general news item for the County website.
<input type="checkbox"/>	Flash Alert	FALogin.net	Consider NOT pursuing this option if Water Provider is prepared to serve as the lead agency with respect to media relations.
<input type="checkbox"/>	Facebook and Twitter		

4. With approval of Water Provider and Health Officer or HHS Emergency Manager, establish cycle for updating.

5. Alert JIS email list of dissemination/update cycle identified above. Consider drafting a multi-day outreach strategy for Water Provider/Health Officer review. Consider the need for resource help from additional Washington County EOC PIO responders.

6. If the situation appears to be regional in impact with on-going PIO coordination needs, consider initiating a Portland Regional PIO ConOps conference call.

Washington County Public Health Boil/Do Not Use Water Notice Algorithm



Challenges

- Water IS complicated!
- Water providers are VERY sensitive about their water quality and testing
- Our public frequently has no idea where their water comes from

Any Questions?

