Policy: It is the policy of Messiah University to provide potable water in the event of a water emergency.

Objectives: To define available resources assuring an adequate supply of potable water in the event normal water supply is disrupted or contaminated.

Equipment:
Attachment A: Boil Water Advisory Notice (To be copied on bright paper)
Attachment B: Sample Campus Mass E-mail (Revise and add info as needed)
Attachment C: Do Not Drink Posting for Water Fountains and other Outlets (To be copied on bright paper)
Attachment D: Bottled Water Distribution List
Attachment E: Water Fountain, Bottle Fill Stations, Ice machine, Coffee makers, etc. Locations

Definition: Coordinating Manager is a Crisis Team Member, any person who signs this policy, or any supervisor, manager, Director, or VP that is on-site to coordinate the implementation of this policy.

Procedure:

Responsibility

Dispatch

Action

Unless a County or Water Authority Official has notified the campus of the emergency issue, contact SUEZ Water 24-hour number at 717-564-3662 to confirm the water related emergency.

If it is determined that the emergency is substantiated by the water company or the local authorities, the Vice President of Operations or the Director of Facility Services are to be notified.

Coordinating Manager

If instructed that boil water advisory is necessary and confirmed by SUEZ Water, post a “Boil Water Advisory” notice (Attachment A) to the exterior door of each building. Assign 5 employees to post the signs. Attachment A should only be used if SUEZ Water is unable to provide an updated notice at the time of the advisory. If SUEZ Water is able to fax a specific notice relevant to the current emergency use that posting.

Notify all Residence Life staff (specifically the RD on call at 717-979-5993) and Dining Service Management to terminate the use of water for drinking and cooking purposes. Inform Residence Life and Dining Services to inform students and visitors and post signs (Attachment A and C) at each water cooler, each entry door (Attachment A and C) to every building and other common areas within the buildings informing the public not to drink the water. Have at least 8 employees or students assigned to this responsibility.

Campus communication is essential. The following is to be followed to assure proper campus wide notification and will come through the university’s crisis team. They will complete the steps listed:

- Text message through the Text Message Alert System. It will be sent out to all registered employees and students.
- Notify the University Webmaster for posting information on the University Website. Attachment A and B can be used but will need revision to make the correspondence relevant to the current emergency.
- Use Attachment A and B to develop a notice for the University Emergency Hotline.
- When the emergency is over, or advisories are lifted send out a campus wide e-mail, an update to the University Emergency Hotline and updated information on the university website. Contact the above mention staff to make the proper notifications.

Arrange at least 15 employees (Facilities staff, Residence Life staff, or Dining Service staff) to assist with water distribution and sign posting. If after hours call at least 10 employees at home to notify them that they need to come in to assist, assign employees as outlined below.

Coordinate procurement of potable water if determined necessary. Dining Services has in stock at all times over 100 cases of bottled water. Distribution of potable water should be directed to the apartments, dorms and Dining Services. If deemed necessary water may also be needed for academic and other campus buildings.

Send 2 Employees with a Box Truck to the local Wal-Mart or Giant Food Stores in Camp Hill (for larger quantities of bottled water). Employees should be instructed to pick up at least 139 cases of bottled water. The above mentioned stores are open 6 am to 11 pm.
Arrange for 8 employees with hand trucks (hand truck locations: ECC115, Boyer 011, Frey 056, CFA 038, Larsen 116, Bowmansdale 019, Miller 052, Mountain View 041) to be available to distribute the bottled water to areas listed on Attachment D.

Keep in mind that after hours procurement of water may only be available through Walmart and Giant Food Store. The Giant in Camp Hill maintains an inventory of at least 300 cases of bottled water. Walmart should have at least 40 cases available at all times. During regular business hours Feeser’s can deliver water to campus if asked to do so.

A. Dining Services has in stock at all times over 100 cases of bottled water.

B. Approximately 20 cases of bottled water are in stock at all times in the basement (public side storage room) at Orchard Hill.

C. Tank trucks from H&H Water Hauling can provide water for whatever length of time is necessary.

D. 5 gallon jugs of bottled water or smaller are available from Dining purchasing this product from their current bulk water supplier.

E. One gallon jugs Feeser’s (Harrisburg) at 1-800-326-2828.

F. One gallon jug or smaller, open 6am to 11 pm, Walmart 717-691-3150.

G. Bottled water by the case, open 6am to 11 pm, Giant Food Camp Hill 717-724-1166.

H. Bowmansdale is on a well separate from SUEZ Water. If needed water can be used from Bowmansdale.


J. If needed due to a prolonged water emergency, portable toilets can be arranged through Walters Company 1-800-690-5756.

Facility Service Management

After it is determined from the county or water authority that it is safe to drink the public water, a mass email notification is sent to inform the campus. This mass email notification needs to be reviewed by the VP for Operations or the Executive Director of Marketing and Communication.

Key Telephone Numbers

SUEZ Water 24 hr emergency number 717-564-3662

Feeser’s (Harrisburg) 1-800-326-2828

SUEZ Water Administration Office 717-737-1475

Cumberland County Emergency Preparedness 717-240-6400

Cumberland County non-emergency 911 Center 717-243-4121

Upper Allen Fire Department 717-697-9595

Upper Allen Township Office 717-766-0756

Upper Allen Township Police 911

Walmart Mechanicsburg 717-691-3150, 6 am to 11 pm 7 days/wk

MicroBac Biological Services (Emergency Water Sampling) 717-763-0582
Coordinating Manager

When emergency is over, or advisories are lifted, send 8 employees to remove all of the signs that were posted. When the emergency is over, or advisories are lifted send out a campus wide e-mail, an update to the University Emergency Hotline and updated information on the university website. Contact the above mentioned staff to make the proper notifications.

Department of Safety

Complete a summary incident report and involve input from all staff that participated in the activities.

Facility Service Manager

A follow up meeting is to be scheduled to discuss the incident to determine what improvements should be made to this policy. Members from Dining Services, Facility Services, and Safety should be included in this meeting. Feedback should include what education may be necessary for employees.

Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards.
Dear Customer,
This notice is being provided to you as a result of a water service disruption in the vicinity of your home/business. In accordance with PA DEP regulations, SUEZ Water Pennsylvania has issued precautionary boil water advisory that affects your drinking water supply.

**EFFECTIVE IMMEDIATELY**

All water used for drinking and cooking purposes should be boiled, or brought in from an approved source. Boiling may be done effectively by bringing the water to a boil (212 degrees Fahrenheit) and holding the water at a rolling boil for one full minute.

Water does not have to be boiled for the following activities: showering, washing dishes, washing clothes or other non-consumptive uses. We apologize for any inconvenience this may cause and greatly appreciate your cooperation during this time.

If you have any questions or concerns, please contact our offices at 717-564-3662.

**THIS BOIL WATER ADVISORY WILL BE IN EFFECT UNTIL FURTHER NOTICE**

Regulations require that in order to lift a boil advisory samples must be analyzed and the results must be good for two consecutive days. We will advise you when that requirement has been met.
Any questions concerning this mass email should be directed to Dispatch at Ext. 6005.

TO ALL GRANTHAM STUDENTS AND TO ALL EMPLOYEES:
DAY AND DATE at approximately time a water leak was discovered. SUEZ Water of Pennsylvania was called in and has repaired the leak that was in a water line affected. The campus was without water until time and date. The water company does not expect another interruption in water service. However, they have issued the attached advisory. Please read it carefully.

For all resident students, the facility staff is providing bottled water to residence halls. This water is to be used for brushing your teeth and taking medicine. Water is available in the following locations:

Naugle: Main Lounge
Witmer: Main Lounge
South Complex: Lounge in Mt. View Basement, next to Commuter Lounge
North Complex: Main Lounge
Apartment buildings: Laundry Rooms
Satellite homes: Eisenhower Campus Center, Dispatch
Homestead
Phipps Welcome Center

If you have questions, please contact Dispatch Services at 6005.
Water Advisory
ADD DATE HERE

DO NOT DRINK
Attachment D

Witmer: 20 Cases. Main Lobby
Naugle: 20 Cases. Main Lobby
North Complex: 20 Cases. Main Lobby
South Complex: 20 Cases. Main Lobby
Fry: 6 Cases. Laundry Rooms
Mellinger: 6 Cases. Laundry Rooms
Kelly: 6 Cases. Laundry Rooms
Smith: 6 Cases. Laundry Rooms
Phipps Welcome Center: 3 Cases. Welcome Desk
Satellite Homes: 5 Cases made available at Dispatch
Hitchcock/ Brubaker: 10 Cases (Only if sporting events are planned)
Homestead: 2 Cases. In Kitchen Area
Extra Cases in Dispatch: 15

Based on campus events scheduled for specific times and days, additional water may be necessary. Check scheduled of planned events to make that determination.
Attachment E
Water Fountains, Bottle Fill Stations, Ice machines, Coffee makers, etc. Locations By Building

Boyer
16 Water fountains

Chapel
3 Water fountains

Eisenhower Campus Center
004
1 Water fountain

006
1 Ice machine

152
1 Soda machine
1 Coffee maker
1 Ice machine

157
1 Ice machine
1 Coffee maker

166
1 Water fountain/Bottle fill station

201
1 Water fountain
1 Coffee maker

224
1 Water fountain

237
1 Coffee maker
1 Cappuccino maker
2 Soda machines
1 Iced tea machine

238B
2 Water fountains

238C
2 Coffee makers
2 Hot water heaters for tea
2 Ice machines

Fine Arts
3 Water fountains
1 Bottle fill station near 114 near loading dock.

Frey Hall
3 Water fountains
2 Bottle fill stations (basement hallway, near Alexander Auditorium - F110)

Fry
1 Water fountain

High Center
13 Water fountains

Jordan
10 Water fountains

Kelly
1 Water fountain
Attachment E (continued)

Water Fountains, Bottle fill stations, Ice machines, Coffee makers, etc. Locations By Building

**Kline**
5 Water fountains/1 Bottle fill station (first floor hallway)

**Sollenberger Sports Center**
124
1 Bottle fill station

132
1 Water fountain/Bottle fill station

157
1 Water fountain

171
1 Water fountain

204
4 Water fountains
2 Bottle fill stations

**Larsen**
1 Coffee maker
1 Espresso machine
2 Soda machines
2 Ice/soda machines
1 Ice coffee
1 Ice machine kitchen
1 Steamer

**Lenhert**
1 Water/Ice and Coffee machine in breakroom
3 Water fountains (Hall near HVAC Shop, Carpenter Shop, Fleet Garage)

**Library**
4 Water fountains
2 Coffee makers

**Mellinger**
1 Water fountain

**Naugle**
2 water fountains

**North Complex**
24 Water fountains

**Old Main**
3 Water fountains
Refrigerator water and Ice Machine in Breakroom
Coffee Machine in Breakroom

**Phipps Welcome Center**
3 Water fountain/Bottle fill stations (each floor lobby area)

**South Complex**
1 Coffee maker in commuter lounge
29 Water fountains

**Witmer**
19 Water fountains
9 Bottle fill stations (near each lounge on levels 1 thru 4 both A and B sides, near the elevator on level 1)