



# COMMONWEALTH of VIRGINIA

C.M.G. BUTTERY, M.D., M.P.H.  
State Health Commissioner

*Department of Health*

P. O. BOX 2448  
RICHMOND, VA 23218

August.22, 1991

## MEMORANDUM

TO: Regional Directors  
Regional Sanitarians District Directors  
District Sanitarian 24anagers Local Health  
Departments

FROM: Robert B. Stroube, M.D., M.P.H.  
Deputy Commissioner for Community Health Services

SUBJECT: Boil Water Notice Policy and Procedures

All local health departments are to immediately implemment the following policy and procedures for health department regulated establishments under a BOIL WATER NOTICE.

- I. Develop a list of regulated establishments under a BOIL WATER NOTICE, including restaurants, hotels, campgrounds, summer camps, migrant labor camps, etc. Hospitals and nursing homes should be referred to the Division of Licensure and Certification, (804) 367-2100, unless there are areas that serve food to the public.
- 2-. Send a certified letter to each regulated establishment under a BOIL WATER NOTICE (sample letter attached).
3. Enforcement procedures should be utilized if the establishment is not following the procedures outlined in the certified letter. This may include the immediate suspension of the health permit under the section of SUBSTANTIAL AND IMMINENT HEALTH HAZARD of the Food Service Enforcement Procedures, July 24, 1990 for restaurants. Establishments other than restaurants should follow enforcement procedures according to the specific regulation they fall under.

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4. Enforcement of this policy should take place on the next routine establishment inspection. Any establishment under a BOIL WATER NOTICE should be debited or marked on the establishment inspection sheet as an unsafe water source by the local sanitarian.
  
5. Any establishment that wants to install a non-community well system in lieu of following the policy and procedures, should make application to the local health department and follow the implementation manual procedures. In the interim, the establishment should follow the procedures outlined below and in the certified letter.

IMPLEMENTATION PROCEDURES FOR ESTABLISHMENTS  
UNDER A BOIL WATER NOTICE

A. DRINKING WATER

All drinking water should be boiled or as otherwise approved below.

Disconnect all drinking water fountains.

Provide bottled water from an approved source. Packaging, handling, storage and dispensing of bottled water should be protected from contamination.

Any bulk water transported to the establishment should be transported in approved bulk water transport and should be delivered to an approved closed-water system. This bulk water should be from an approved supply that is not under a BOIL WATER NOTICE. Additional chlorine should be added to the transported water at a dosing rate of 1 to 2 mg/l and the chlorine residual should be tested at the point of delivery before the transported water is put into service.

Fountain drinks that are connected to any water lines are prohibited. Only pre-mix canisters or similar bag-in-a-box syrup containers should be connected to fountain drink dispensing.

Post BOIL WATER NOTICE (See attachment) in all areas of the establishment where a water faucet is made available to the public.

B. ICE MANUFACTURING AND USE

Disconnect all ice manufacturing machines in the affected establishment.

All ice used during the BOIL WATER NOTICE should be from approved sources. These sources should be approved by the Virginia Department of Agriculture and Consumer Services, which regulates ice manufacturing in the Commonwealth.

All ice should be packaged, transported-, handled, stored, dispensed, and protected to prevent contamination.

C. HANDWASHING

Establishments under a BOIL WATER NOTICE may use water for handwashing. Before handling food, single use plastic gloves may be utilized.

Employees of a food service establishment should regularly wash their hands as required in the Rules and Regulations Governing Restaurants. Hands should be thoroughly dried by single use towels or air-drying.

Where handwashing facilities are provided for the public, hand soap and single use towels should be provided. Handwashing signs are available from the Division of Sanitarian Services for posting..

D. BATHING AND PERSONAL HYGIENE

Establishments under a BOIL WATER NOTICE may use water to flush toilets.

There is no need to boil bath or shaver water. Instructions should be posted that care should be taken to make sure that children do not drink the water or get the water in their mouths during bathing.

There is no need to boil water to launder clothing or linens.

Only boiled water or bottled water should be used to brush teeth.

E. FOOD PREPARATION AND COOKING

All water used in cooking should be boiled for 10 minutes, unless the cooking process involves boiling for 10 minutes or more. The use of approved bottled water may be substituted for boiling the water.

Boiled water or approved bottled water should be used to wash vegetables that will be eaten raw.

F. UTENSIL WASHING AND CLEANING

The use of single service utensils should be recommended for use where possible.

Where three-compartment sinks are utilized for washing, rinsing and sanitizing utensils and equipment, hot water sanitizing with a heating element installed in the third or sanitizing compartment that maintains water temperature of at least 170 degrees Fahrenheit is recommended and preferred. All utensils should be thoroughly air-dried before put into use.

Mechanical dishwashing that maintains a final rinse temperature of 180 degrees Fahrenheit at the manifold or 160 degrees Fahrenheit contact temperature on the utensils is recommended and preferred. All utensils should be thoroughly air-dried before put into use.

Where chemical three compartment sinks or mechanical dishwashing is utilized, sanitized utensils should be thoroughly dried. The drying procedures are outlined in Section 13.22 of the Rules and Regulations Governing Restaurants. This procedure includes air drying for five minutes and if any sanitizing solution remains, thoroughly drying with a clean paper towel.

Utensils or equipment too large to sanitize by immersion should be rinsed, sprayed, or swabbed with an approved chemical sanitizer solution, at least twice the strength required. All these utensils and equipment should be thoroughly dried, following the drying procedures in Section 13.22 (See above paragraph).

G . COUNTER FREEZER AND FROZEN DESSERTS

Because of the extensive daily cleaning and sanitizing required to maintain frozen dessert equipment, the use of this equipment is prohibited while the establishment is under a BOIL WATER NOTICE.

SAMPLE LETTER

BOIL WATER NOTICE

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name of establishment)

\_\_\_\_\_  
(Address)  
\_\_\_\_\_  
\_\_\_\_\_

Dear (Name of permit holder and person in charge if different)

The Department of Health has required your water supply owner to issue a BOIL WATER NOTICE to consumers, one of which is you, because of high levels of bacteria found in the drinking water source.

A contaminated water supply is a violation at the Rules and Regulations Governing..... and is an imminent health hazard. The continued operation of your establishment utilizing this supply without corrective action as listed in this letter, may result in the suspension of your health permit.

The (name of local health department) has been advised that the water from the supply serving you establishment should be boiled for at least 10 minutes before it is used or consumed. Due to practical considerations you may not be able to boil for 10 minutes all water that is used or consumed in your establishment. Therefore, the following corrective actions should be taken to provide sale, potable water to your employees and patrons:

USE APPROPRIATE NUIIBERED PARAGRAPHS FROM POLICY AND PROCEDURE DOCUMENT i.e., restaurants----A., B.,C.,D.,E.,F. and G.

Your health department sanitarian will be checking to see that a plan for correction has been completed at your establishment. If you have any questions concerning any of the above listed procedures, you may telephone (name of sanitarian supervisor or manager) at (telephone number).

Signed \_\_\_\_\_  
(Sanitarian)

\_\_\_\_\_  
(Sanitarian Supervisor/Manager)

\_\_\_\_\_  
(Date)