

Section: Emergency Planning Manual	Subsection: Code Grey Internal Disaster	Policy Number: EPP-1055
Subject Loss of Hot Water		Review Date: June 2022, Nov 2015
Standard:	Authority: CEO	Supercedes: May 2007, Dec 2008 Mar 2013
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Policy

Belvedere Heights shall have a plan of action for loss of hot water in order to ensure the resident needs and safety are maintained.

Procedure:

1. Report hot water loss to:
 - a) the Environmental Services Manager. During non business hours, report to the RN, who will contact the Environmental Services Manager/designate.
 - b) The Environmental Services Manager who will be responsible for implementing emergency measures for the dietary and laundry departments.
 - c) the DONA who will oversee the resident requirements for use of hot water.
2. The Maintenance Department will contact service personnel and determine the extend of the problem. The maintenance manger will advise the CEO if the situation can not be resolved within 4 hours.
- 3.. If hot water is to remains off for an extended length of time, the CEO/designate shall assess the situation for alternate services or relocation to another part of the building or to an off site location.

Authorized Signing Authority

Date