

# Wintergreen Woods Water Utility

## Emergency Procedure Policy

### The Emergency Policy for Board Members

#### 1.0 Purpose

To develop a timely and professional process for acting and reacting to interruptions in water supply services to the members of the Wintergreen Water Co-op within the mandate of the mission and value statements. This document should be open for amendments as may be required from time to time. This policy as written in 1998 was developed as a starting point.

#### 2.0 Decisions

Through the course of an interruption there will be a series of decisions that will be required to rectify the situation. These decisions will be viewed as three types:

2.1 **Priority Decision-** is a decision that should require the involvement of at least two board members. These decisions should directly involve the operations committee and may be;

- 2.1.1 -call operations committee (if by other board members)
- 2.1.2 -call operator of record
- 2.1.3 -initiate solution to the situation
- 2.1.4 -initiate alternate water source procedure
- 2.1.5 -notify all other board members
- 2.1.6 -contact phone captain to make member contact
- 2.1.7 -notify members of start up procedure

2.2 **.Low Priority Decision** - Decisions that can be performed by 1 director with out the involvement of other directors, but if at all possible these decisions should be made by

the operations committee. These decisions may be; -progress reports to members -calling of a special meeting to review the situation (operation committee)

**2.3 Other decisions** - These are decisions that have not been thought of or may be special situations that may arise from time to time. These decisions must be made by at least 2 members of the board. Other decisions should be implemented into Mandatory or Optional categories at the 1st available board meeting.

### **3.0 Notifying Members**

All notification to members should be handled through the Members Contact System and under the direct control of the Phone Captain. This system is used for contacting members in a timely fashion for advisement of interruptions in service and subsequent updates in progress. Each Member of the Co-op will be notified by one or more of the following procedures;

1. Direct Phone Contact
2. Answering Machine Contact
3. Door to door contact
4. Phone Message System
5. Other means that the board has approved

#### **. 1 Direct Phone Contact**

This will be done through the use of a fan out. Five persons will need to be involved. One Captain and 4 callers. Each caller

will have a substitute caller that will be contacted by the Captain in the event that primary caller is not available. One of the 4 callers will act as the substitute Captain.

The Captain will call each of the callers and provide complete instructions on what to say and what questions to answer. The callers should be encouraged to not answer questions.

Each caller and substitute caller will be provided with a phone list. This list should be complete with names and phone numbers of the primary persons residing within the residence over the age of 18. Also included could be work numbers, for easier and faster contact. A series of check boxes should be included to allow the caller to track the number of attempts, time(s) and date(s) of attempts and what kind of contact was made. An area should also be included for notes on any comments made during the call.

## **.2 Answering Machine Contact**

This form of contact will be in conjunction with the fan out system. Should the caller contact the members answering machine they should leave a specific message to return a call to the caller A.S.A.P.. This contact is not considered sufficient on the 1st attempt. Subsequent attempts should be made to the member and all attempts should be noted with time and date on the phone list.

## **.3 Door to Door Contact**

This form of contact could be used for two reasons. As a stand alone method of contact or as a subsequent method should phoning the member prove unsuccessful.

Use of the phone out list during door to door contact is mandatory. All policy requirements of the phone out list should be followed with door to door contact.

#### **.4 Phone Message Contact**

The board should review the possibility of using an automatic phone system to contact all the members of the water co-op. The benefit of this system could be better tracking and less demands on a volunteer group.

The Captain must retrieve, file and summarize the phone lists from the callers, for each situation. The Captain should be prepared at the first board meeting following the situation to provide a report to the board.

#### **.5 Other Methods**

The board should adapt the policy to include new methods for contact as technology allows.

### **4.0 Notify Operations Committee**

As soon as possible the operations committee should be notified of any situation that may cause an interruption in service to the members of the water co-op.

### **5.0 Operations Committee Response**

Once the operations committee has been notified, they are the body responsible for developing the steps towards rectifying

the situation. The chairman of the committee is the person in charge and the vice-chairman shall be kept knowledgeable of the situation.

.1 The Operations Committee must first decide if the situation is defined as an emergency or an interruption. Emergency situations trigger the automatic availability of moneys as described below. Interruptions suggest that immediate moneys and response are not required.

.2 Every attempt should be made to ensure that at least two members of the board are involved in all decision making processes. In an emergency situation the operations committee will have the automatic availability of \$3,000.00 towards initiating repairs. This money shall be required to have a complete accounting immediately following the emergency.

.3 Defining an emergency or situation is at the discretion of the operations committee. However, a review of each emergency and situation will take place by the board at its next meeting to help define emergency.

.4 Should the situation be an interruption, the operations committee should report the situation to the board complete with a budget prior to rectifying the situation.

The President should also be kept informed of all developments during any interruption of service.

Once the situation has been resolved the operations committee will develop a complete accounting of the situation and its resolution.

## **6.0 Conflict of Interest**

Should any board member become directly involved with a potential cost situation (emergency or interruption) on their property that person shall have NO involvement with that situation.

## **7.0 Operator of Record**

. 1 The operator of record is the company or person charged with the responsibility of monitoring the system. The operator of record is also responsible for advising the board of any foreseen interruptions of service.

.2 The operator of record should be notified as soon as is reasonably possible of a situation that is or may cause an interruption of service to the members. The operator of record will then be required to make a service call and work with the operations committee to develop a plan.

.3 Once the situation has been resolved the operator of record will develop a complete accounting of the situation and its resolution independent of the Operations Committee.