**SAFETY boil water order/**

**FOOD & PRODUCT**

**advisory procedures**

You should be alerted by either the local Health Department and/or the news media when a Boil Water Order/Advisory has been put into effect and/or lifted. **You should verify any notice made by the local news media directly with the local Health Department.**

during a boil water order/advisory

During a Boil Water Order/Advisory, as well as other water emergencies, water may become a source of

contamination for food, equipment, utensils and hands.

Contact your local and/or state Health Department to determine what requirements are in force during a Boil

Water Order/Advisory.

Some health departments require that you cease operations during a Boil Water Order/Advisory and/or if the municipal water supply has been shut off, and these and any other public health orders supersede any Chick-fil-A procedure. You have two options during a Boil Water Order/Advisory if you are allowed to continue operations:

**continue operations discontinue operations**

**Follow the recommended steps outlined below** to ensure water is obtained from sources regulated by law (called potable water) and is handled, transported and dispensed in a sanitary manner so that water is safe for cleaning and food prep.

Discontinue operations until the Boil Water Order/Advisory is lifted. Complete the steps outlined in “Procedures Following Lift of Boil Water Order/Advisory” beginning on page 3.

use safe water and ice

**Obtain an Alternative Potable Water Supply (for handwashing, food prep, equipment cleaning and sanitation)**

**and Ice**

A. Alternative Water Supply

• Do not use water from any faucets for food prep or cleaning dishware until local authorities advise the water is safe for consumption

• Use only bottled or bulk potable (e.g., gallon containers) water from an approved source to serve customers. You may want to identify a source for bottled water before a Boil Water Order/Advisory.

• You can also use boiled water (made from a rolling boil for five minutes before use) if bottled or bulk potable

(e.g., gallon containers) water can’t be sourced

– Boil water on stove to use for any food prep

– Boil water in a Henny Penny after all oil is drained and the fryer is thoroughly cleaned. Do not use boiled water from Henny Penny for any food prep (use for handwashing and cleaning sanitation only)

• Always use cleaned and sanitized containers and lids to store boiled tap water for food prep (label “for food prep only”)

– Be sure boiled water has cooled to a comfortable temperature before use

use safe water and ice (continued)

B. Obtain an alternative Ice Supply

• Do not use ice from ice machines; remove and discard any ice

• Turn off all power and water lines to the ice machines

• Source ice made from potable water from a supplier

• You may want to identify a source for potable ice and delivery in advance of a Boil Water Order/Advisory

• Discontinue ice service and do not refresh produce if a safe source cannot be found

• After Boil Water Order/Advisory is lifted, complete the instructions in Procedures Following Lift of Boil Water

Order/Advisory (pages 3–4) before restarting and using your ice machines

food prep and service

Do not cook with or use tap water in food or produce preparation until cleared by local authorities and procedures on pages 3–4 are completed.

A. Produce

• Use only alternative potable water source (bottled water, boiled water from stove) to wash fresh produce

B. Foods requiring water as an ingredient

• Use only potable water sources (bottled water, boiled water from stove) for these menu items OR

• Discontinue any new food prep until Boil Water Order/Advisory is lifted and the procedures on pages 3–4 are completed

C. Beverages

• All coffee, tea and lemonade may be sold if prepared BEFORE the Boil Water Order/Advisory. All other drinks may not be sold.

• Turn off the water line(s) and power to all beverage dispensers, including unplugging the carbonator pumps.

• Discard coffee, tea and lemonade if prepared after the Boil Water Order/Advisory was implemented

• Fresh coffee, tea and lemonade must be prepared from bottled or boiled water

• Substitute canned or bottled beverages for sodas or water

• After Water Boil Order/Advisory is lifted, complete the Procedures Following Lift of Boil Water Order/Advisory on pages 3–4 before reusing beverage dispensers

handwashing

**Maintain Handwashing Compliance**

• Do not use tap water for handwashing; only use bottled and/or boiled water stored in cleaned and sanitized containers that have reached a comfortable temperature (100°F)

• Post signage at your kitchen, restrooms and handwashing sinks to prohibit use of tap water

• Provide bottles of clean water at each handwashing sink and restroom

• Ensure that adequate soap, hand sanitizer and towels are available at all handwashing sinks and restrooms

• If water for handwashing is not available and/or cannot be maintained to ensure compliance, provide Purell® Sanitizing Hand Wipes at each handwashing sink including restrooms

cleaning

**Cleaning and Sanitizing All Food Contact Surfaces, Equipment, Dishware and Utensils**

• Use only single-service tableware and kitchenware if possible

• Use bottled or boiled water for making sanitizer in buckets and spray bottles. Verify sanitizer in buckets, spray bottles and sink sanitizer solution is 50–200 ppm chlorine

• Wash, rinse and sanitize food preparation utensils and pots/pans with bottled or boiled water in all compartments of the 3-compartment sink

order new filters and o-rings for your water filtration system

Order replacement filter cartridges from Strategic Equipment at 866-324-4253 EXT. 5. Filter bowl O-rings must be included in the order. The replacement cartridge ID for bowl-type filters from Selecto and Everpure is identified with a label on the “head” of the filter housing or on the body of the bowl. The cartridge ID for filters without bowls is printed directly onto the cartridge. Note: For Restaurants with Scalemaster systems, 10" post filter must also be replaced.

See Step 1 below for photos of examples of cartridge identifications and of a Scalemaster system.