



Food Safety Emergency: Boil Water Order/Advisory and Menu Options

Introduction

A Boil Water Order/Advisory is issued when local or state agencies have concerns about potential water contamination. Under these advisories, **all** water sourced from the municipality for consumption or cleaning should be boiled, or bottled water must be used.



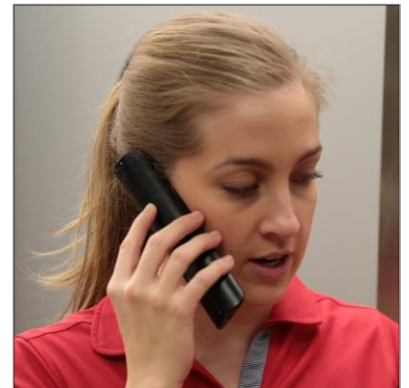
Important

Boiling water is not an option when community water is unavailable due to chemical contaminants or physical particulates. Restaurants must cease operations if bottled water is not available. In cases where water pressure is insufficient or when water is no longer available for use, the Restaurant must cease operations.

Boil Water Order/Advisory Event

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.

1. **Contact local and/or state Health Department to determine requirements in place during a Boil Water Order/Advisory.**
2. **Obtain the following details prior to making decision on how to proceed.**
 - Reason for Boil Water Order/Advisory
 - Time of issuance
 - Estimated time of restoration



3. **Contact Operations Lead to discuss continuing or discontinuing Restaurant operations.**

Limited Menu Options

There are two menu scenarios that occur when a Restaurant has usable water or limited usable water:



- **Scenario 1:** – Restaurant has sufficient boiled or bottled water available for cleaning and sanitizing, **but not food prep.**
- **Scenario 2:** – Restaurant has sufficient boiled or bottled water available for cleaning, sanitizing, and food prep.
 - Food preparation allowed during a boil water advisory includes use of bottled water or cooled boiled water for milk and egg wash and biscuits.
 - **Bottled water or boiled filtered water may be used to prepare lemonade. Filtered water can be boiled on a hot plate or eye burner.**
 - Produce washing is not allowed.



Digital Operations Portal (DOP) support for these limited menu options is available and may be toggled on and off in the event of an emergency.

Critical Menu Reminders

- Activate a Boil-Water Order/Advisory Limited Menu in the DOP to avoid serving unsafe food products.
- Discard all products prepared with contaminated water. This includes milk and egg wash, coffee, tea, and lemonade.
- Substitute canned or bottled beverages for soda or water.
- Produce wash should not be used during a Boil Water Order/Advisory. There is no approved procedure for using boiled water to create a produce wash solution at a safe temperature. Bulk romaine, tomatoes and strawberries should not be served.
- Do not use ice from ice machines. Discard ice from ice machines and ice bins.
- **Additional resources for alternate water and ice supply are available in Pathway.**

