



Food Safety Emergency: Alternative Water and Ice Supply During a Boil Water Order/Advisory



Important

Boil Water Order/Advisory recommended operation period is 24 hours **OR** as long as the Restaurant can prepare food safely according to Boil Water Order/Advisory procedures.

Alternative Water Supply

During Boil Water Order/Advisory, **do not** use water from any faucets for food prep, cleaning dishware, or handwashing until local authorities advise water is safe for consumption.

- Post signage at produce sink and compartment sinks to prohibit use until Boil Water Order/Advisory is lifted.





- Turn off waterline(s) to all beverage dispensers and ice machines at the equipment's designated location, and unplug the carburetor pumps.
- Keep water used for food preparation separate from water used for cleaning and handwashing. Maintain water temperature as follows:
 - Handwashing: 100°F/43°C
 - Washing dishes: 110°F/44°C

Water Resources

1. Bottled Water From an Approved Source

- Use bottled or bulk potable (e.g., gallon containers) water from an approved source for milk and egg wash, chilled biscuit water, and lemonade preparation.
- Store all bottled or bulk water at least 6 inches off the floor in dry storage area.

2. Boiled Water

Use boiled water (made from a rolling boil for **5 minutes** before use) if bottled or bulk potable (e.g., gallon containers) water cannot be sourced.

- **Option 1 - Use eye burners or hot plates/kettles to boil water for food prep, handwashing, or cleaning.**
 - Boil water on eye burners using clean and sanitized large stock pots.
 - Electric hot plates and kettles can be purchased and submitted as an FCR expense, if additional resources are needed.



- **Option 2 - Use soup rethermalizer to boil water for handwashing and cleaning ONLY.**



Important

Water boiled in the Pitco Rethermalizer cannot be used for food preparation because water could contain physical contaminants. It can only be used for cleaning, sanitizing, and handwashing.

Soup cannot be prepared when using Rethermalizer for boiling water. Equipment must be changed back to original programming before preparing soup.

A programming change must be made to boil water in the Rethermalizer. Reach out to Facilities Management for reprogramming (Chick-fil-A HELP @1-800-232-2677, Opt. 2 Facilities).





Using Pitco Rethermalizer



Age Restricted

Pitco Rethermalizer may not be used by anyone less than 18 years of age.

1. **Wear burn-resistant apron and long burn-resistant gloves.**



2. **Obtain 12-qt container with lid.**





3. Install drain hose with quick disconnect.



4. Position hose end in 12-qt container.



5. Open drain by pulling handle (behind front door). **CAUTION: STAND CLEAR** as water drains from Rethermalizer. Water will be **HOT!**





6. Fill water **ONLY** $\frac{3}{4}$ full and shut off drain.
7. Place lid on 12-qt container and secure into place by turning to lock.



8. Ensure there are no items such as boxes on floor in walkway path that can cause a trip and fall.
9. Carry hot water in a container with closed and secured lid.
10. Place on countertop away from edge.
11. Allow boiled water to cool to 120°F or less.
12. Pour boiled hot water from Pitco Rethermalizer carefully into clean and sanitized:
 - Tea urns labeled for handwashing.
 - Containers with lids, labeled for food prep or cleaning.
 - Compartment sinks at the dish area for cleaning.





Alternative Ice Supply

- **Do not use ice from ice machines.** Remove and discard all ice from ice machine(s) and all ice bins made with contaminated water.
- Turn off all power and water lines to ice machines.
- Source ice made with potable water from a supplier such as a local grocery store chain to prepare milk and egg wash and chilled biscuit water. Transport ice in a clean and sanitized cooler.
- Consider identifying a vendor that may provide potable ice for delivery in the event of a Boil Water Order/Advisory.
- Discontinue ice service for beverages and serve bottled or canned beverages only.
- After Boil Water Order/Advisory is lifted, complete **Lifting of a Boil Water Advisory** instructions before restarting and using ice machines.

