

Safety Protocol for Food Establishments Under Boil Water Notice or Advisory

According to the FDA Food Code (2022) adopted by Connecticut in 2023, in the presence of an imminent health hazard such as an interruption in water or electricity or possible contamination of the public water source, a Food Service Establishment shall discontinue operations. The Local Health Department may approve operations in the event of an extended interruption of electrical or water service if a Food Service Establishment has:

1. Submitted a written Emergency Operations Plan to the Health Department and it has been approved
2. Immediate corrective actions are taken to prevent food safety risk associated with the outage and these actions are communicated to the Health Department
3. The Health Department is informed that the written Emergency Operations Plan is being implemented.

Remember that a contaminated water incident impacts all uses of potable water including water for consumption, food preparation, thawing food, warewashing, handwashing, and cleaning/sanitizing food contact equipment and surfaces. During a boil water advisory, water may serve as a source of contamination for food, food equipment, utensils and hands. Where “boiled” water is indicated for use as potable water, the water must remain at a rolling boil for at least one minute.

The following document “Emergency Action Plan for Retail Food Establishments” from the Conference for Food Protection can be used to guide emergency operations (MS Word and pdf versions):

[Emergency Action Plan for Retail food Est.docx - Google Docs](#)

[Emergency Action Plan for Retail food Est.pdf - Google Drive](#)

Name of Establishment: _____

Risk Category: ☐ Class 1 ☐ Class 2 ☐ Class 3 ☐ Class 4

Please select one or more options under each Safety Protocol or you can provide other safety protocol options for review and approval.

Safety Protocol 1: Adopt a Limited Menu

Proposed Plan	Safety Protocol Options
☐ Adopt	Switch to a limited menu for foods that only use prewashed, pre-packaged produce and/or frozen or canned produce. Please submit the limited menu with your Emergency Operations Plan.
☐ Adopt	Switch to Take-out only operation with a limited menu for foods that only use prewashed, pre-packaged produce and/or frozen or canned produce. Please provide the limited menu with your Emergency Operations Plan.

Safety Protocol 2: Alternative Water Source for Drinking and Food Preparation

Proposed Plan	Safety Protocol Options
☐ Adopt	Use boiled water – water must remain at a rolling boil for at least 1 minute.
☐ Adopt	Use bottled water from a commercially approved source. Company Name: _____
☐ Adopt	Haul water from an approved public water supply in a covered, food-grade container that has been cleaned and sanitized. Water Source: _____
☐ Adopt	Use water from a licensed tanker truck company. Company Name: _____

Safety Protocol 3: Handwashing – for Food Handlers and the Public

Proposed Plan	Safety Protocol Options
☐ Adopt	Use boiled water – water must remain at a rolling boil for at least 1 minute and provide soap and disposable towels.
☐ Adopt	Use bottled water from a commercially approved source and provide soap and disposable towels. Company Name: _____
☐ Adopt	Haul water from an approved public water supply in a covered, food-grade container that has been cleaned and sanitized and provide soap and disposable towels. Water Source: _____
☐ Adopt	Use water tanker truck from a licensed company and provide soap and disposable towels. Company Name: _____
☐ Adopt	If tap water is clear, customers and employees can wash their hands with tap water and soap, and apply hand sanitizer afterward. Disposable towels are provided.

Safety Protocol 4: Toilets

Proposed Plan	Safety Protocol Options
☐ Adopt	No change, if water pressure is sufficient and provide soap and disposable towels.
☐ Adopt	Use water tanker truck from a licensed company and provide soap and disposable towels. Company Name: _____

Safety Protocol 5: Ice Machine

Proposed Plan	Safety Protocol Options
☐ Adopt	Discard existing ice, discontinue ice making and do not use ice from ice machine.
☐ Adopt	Use commercially manufactured ice made from a safe water source.

Safety Protocol 6: Auto-fill Water Appliances and Equipment

Proposed Plan	Safety Protocol Options
☐ Adopt	Discontinue use of auto-fill appliances and equipment, including: post-mix carbonated beverage machines, auto-fill coffee makers, instant hot water dispensers, juice and tea dispensers, etc.

Safety Protocol 7: Utensils and Food Contact Equipment

Proposed Plan	Safety Protocol Options
☐ Adopt	Use single service disposable utensils and tableware.

Safety Protocol 8: Warewashing: Utensils, Tableware, and Cooking Equipment

Proposed Plan	Safety Protocol Options
☐ Adopt	Use high temperature dishwashing machines with water temperature at a minimum of 160 °F and a sanitizing cycle.
☐ Adopt	Use three-bay sink only filled with water from an alternative source (under Safety Protocol 2) with proper concentration of sanitizer in the 3 rd compartment.

Safety Protocol 9: Spray Misting Units

Proposed Plan	Safety Protocol Options
☐ Adopt	Discontinue use of misters until boil water advisory is lifted.

Safety Protocol 10: Thawing Frozen Foods

Proposed Plan	Safety Protocol Options
☐ Adopt	Thaw food only in the refrigerator or as part of the cooking process, not under running tap water.

Person in Charge: (Signature): _____ Date: _____

Person in Charge: (Print): _____ Date: _____

Phone Number to reach Person in Charge in the case of emergency:

Email Address to reach Person in Charge in the case of emergency:

Phone Number to reach on-site personnel in the case of emergency:

If operations are discontinued the Food Service Establishment shall obtain approval from the Health Department before resuming operations. This may be through the Health Department's notification to the public that the Boil Water Notice or Advisory has been lifted if the water or electricity outage included a large portion of the city. However, for localized outages, the Food Service Establishment should contact the Health Department for individual guidance.