



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 2.8

DEPARTMENT: *Maintenance*

SUBJECT: *Maintenance*

Procedures – Hot Water Monitoring

APPROVAL DATE: June 2015

REVISION DATE: November 2022

REVIEW DATE: Dec. 2016; July 2018; Oct. 2019; March 2022

PURPOSE:

A regular routine will be developed and maintained to monitor hot water temperatures at the source and in resident areas on each shift.

PROCEDURE:

1. If the Home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order. If the Home is not using a computerized system to monitor the water temperature, the water temperature is monitored once/shift in random locations where residents have access to hot water. The temperature of the hot water will be taken daily at the source and once per 8 hour shift in random locations where residents have access to hot water. Source (boiler temperatures) will be monitored by maintenance.
2. The temperature of the water serving all bathtubs and showers used by residents shall be between (104 - 120 deg. F/ 40 - 49 deg. C).
3. In the event the temperature is above (120 deg. F/ 49 deg. C), the following immediate action will be taken by registered staff:
 - a. Contact Manager of Resident Care/designate immediately, to ensure resident safety.
 - b. Inform staff and residents of temperature issue through the overhead paging system:
“Attention all Residents and Staff, please do not use the hot water until further notice”.
 - c. Immediately contact maintenance staff on duty or refer to Maintenance Policy 2.3 Emergency Calls, Maintenance Department.
 - d. Where possible, shut off immediate water supply at sink/tub to ensure resident safety.
 - e. Ensure that residents at risk (non-cognitive/ambulatory) are monitored every 15 – 30 minutes or until temperature issue is corrected.
 - f. Record on back of the “Water Temperature Record” the location/area of concern, what corrective action was taken and verify that residents are being monitored.
4. Administrator/Director and/or designee will complete Critical Incident Report, if applicable.