

May 2018

**MEMORANDUM TO:** [Name of service agency]  
[Executive Director/Director]  
Agency / [insert region] Region

**FROM:** [Name of Regional Office Director]  
Director of [Name of Region] Region

**SUBJECT:** Consistent Hot Water Testing – New Method

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This memo provides notification to all developmental service (DS) sector agencies of a new and consistent hot water testing method that will be implemented during residential site visits during compliance inspections.

The Ministry has identified that hot water testing is inconsistent and remains one of the top 5 non-compliances across the province. The Compliance Unit, policy branch and DS sector agencies have been collaborating to identify the root cause of “why” the non-compliance is happening and what we can do to mitigate this, especially given that is considered an “immediate risk”.

After evaluating and assessing the current methods, including some industry standards as set out by the Canada Safety Council and Parachute Canada, MCSS is implementing the following process for Program Advisors:

Program Advisors will test the water upon arrival to the residence or perhaps by the end of the inspection if an excessive amount of hot water has been used just prior to the inspection (bathing/showering), and will:

1. Allow water to run for 1 ½ – 2 minutes uninterrupted at the hottest setting
2. Program Advisors will fill a cup or glass with the hot water and test the temperature while allowing the water to continuously flow from the cup/glass.

MCSS recommends (as a start) that all ministry-funded DS agencies providing residential supports perform the same hot water testing method moving forward to be consistent. Regulation 299/10, Quality Assurance Measures requires service agencies develop policies and procedures on temperature control, monitoring and documentation to ensure that in each residence, water from a faucet, is not hotter than 49 degrees Celsius. MCSS also recommends the water temperature be tested daily to detect changes and anomalies in water temperature that can occur over time or because of faulty mixing valves. These daily checks prevent scalding and protect the health and safety of the individuals it serves. MCSS will monitor whether the consistent approach has an effect on the number of non-compliances identified over the next year.

We also recommend that agencies use a digital thermometer for more accurate temperature readings.

## **CONTACT**

If you have any questions concerns, please email [DSCompliance@ontario.ca](mailto:DSCompliance@ontario.ca) and someone on the DS Compliance Unit will contact you back.

Thank you for your ongoing support.

Sincerely,

[Name of Regional Office Director]