

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District
609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: March 13, 2026
Inspection Number: 2026-1203-0001
Inspection Type: Complaint
Licensee: Golden Dawn Senior Citizen Home
Long Term Care Home and City: Golden Dawn Nursing Home, Lions Head

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 11-13, 2026

The following intake(s) were inspected in this complaint inspection:

- Intake #00168059: was related to hot water temperatures in the home; and
- Intake #00169053: was related to cool temperatures in the home.

The following **Inspection Protocols** were used during this inspection:

- Safe and Secure Home
- Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Maintenance of Equipment

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 96 (2) (f)

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;

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The home did not ensure that the hot water boiler was serviced annually, resulting in a decreased temperature in the home when it malfunctioned on a specific date.

Sources: Hot water boiler inspection, Inspection and Maintenance Policy Number 03.110, and interviews with staff.

WRITTEN NOTIFICATION: Hot Water Temperatures

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 96 (2) (i)

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;

The home did not ensure that the water temperature in the shower used by residents was maintained at a temperature of at least 40 degrees Celsius.

Sources: Hot Water Temperature Recordings, observation of shower temperature, and interviews with staff and residents.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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