



MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES LICENSING AND CERTIFICATION  
ASSISTED HOUSING PROGRAM

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION  
Biennial Survey

DATE COMPLETED  
9/26/2025

NAME OF FACILITY: THE CHAPMAN HOUSE  
ADMINISTRATOR: Bonnie J Iwans  
LICENSE NUMBER: PND1770  
LICENSED PERSONS: 25 TOTAL CAPACITY: 30

ADDRESS:  
41 PLEASANT ST  
AUBURN, ME 04210-5936

THE CHAPMAN HOUSE, a PNMI LEVEL IV RESIDENTIAL CARE FACILITY, is not in compliance with part of 10-144 C.M.R. Chapter 113, Assisted Housing Program Licensing Rule; Residential Care Facilities.

The following requirements were not met:

FILE

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SUMMARY STATEMENT OF DEFICIENCIES

**11.D. Hot water.** The hot water temperature for residents use must be between 105°F. and 120°F. and in adequate supply. [Class II, III].

Based on observation and interview, the facility failed to ensure hot water temperatures in resident areas did not exceed 120°F (Fahrenheit).

Findings:

On 9/23/2025 at approximately 10:00 a.m. the hot water temperature located in the downstairs public bathroom by the elevator room was observed.

Hot water temperature measured 125°F.

Additionally, at approximately 10:30 a.m. hot water temperature was observed in bedroom bathroom 212 and measured 126°F

This finding was confirmed with Maintenance Director at the time of observation and reviewed with Maintenance Director, Kitchen Manager, Business Manager and Administrator at exit interview on 9/23/2025.

AGENCY PLAN OF CORRECTION:

To ensure the hot water temperature for residents' use is between 105°F and 120°F and in adequate supply, on 09/23/2025, the Maintenance Director adjusted the mixing valve to the appropriate setting. The Maintenance Director, and his designee, are checking water temperatures every other day and logging the results. This audit is part of a standard of practice for maintenance wherein mixing valve adjustments occur as needed. Outside vendors are consulted if temperatures cannot hold between 105°F and 120°F. The Maintenance Director is responsible for 2-3 times a week monitoring of water temperature and deciding if a vendor consult is required.

DATE COMPLETED:

10/20/2025

RESPONSIBLE:

*Bonnie Iwans* 10/20/25

*Bonnie Iwans*  
CLS (Rev 9/2025)

10/20/2025