

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: July 17, 2025

Inspection Number: 2025-1495-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Knollcrest Lodge

Long Term Care Home and City: Knollcrest Lodge, Milverton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 9, 10, 15, 16, 17, 2025.

The following intake(s) were inspected:

- Intake: #00150737 (CIS 2996-000006-25)- related to a malfunction of the air conditioning system
- Intake: #00151993 (CIS 2996-000007-25)- related to hot temperatures in the home
- Intake: #00151937 -complainant related to air conditioning and heat in the home

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

Resident Care and Support Services
Safe and Secure Home

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INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Air conditioning requirements

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 23.1 (3) 1.

Air conditioning requirements

s. 23.1 (3) The licensee shall ensure air conditioning is operating, and is used in accordance with the manufacturer's instructions, in each area of the long-term care home described in subsection (1) in either of the following circumstances:

1. When needed to maintain the temperature at a comfortable level for residents during the period and on the days described in subsections (1) and (2).

The inspector is ordering the licensee to comply with a Compliance Order

[FLTCA, 2021, s. 155 (1) (a)]:

A. The ambient air temperatures of all resident rooms serviced by central air, will be measured at least once daily between the hours of 12pm and 5pm by a Registered Nursing Staff. A documented record will be kept including the room number, the time and date of the measurement, the value that was measured, the name of the person performing the measurement, any concerns from the resident(s) of each room related to temperature, and any actions taken in response to the temperature measured or resident concerns. This will continue until an inspector has complied the order.

B. Ensure each resident bedroom is served by means of an air conditioning system that has the capacity and cools the room to consistently maintain a temperature between 22 and 26 degrees Celsius, needed for cooling and the comfort of the resident.

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C. The home's Heat Related Illness Prevention and Management Plan (HRIPMP) will be revised to include a process for offering air conditioning equipment for individual resident rooms when and where needed for cooling and comfort.

The revised HRIPMP shall be shared with all staff, substitute decision makers, volunteers, residents and the Resident's Council

Grounds

The licensee has failed to ensure that air conditioning was operating in resident rooms when needed to maintain the temperature at a comfortable level for residents between May 15 and September 15, on any day when the outside temperature (as forecasted by Environment and Climate Change Canada) or the indoor air temperatures measured by the licensee reached 26 degrees Celsius (°C) or above at any point during the day, remainder of the day and the following day.

The licensee's central air system, was unable to maintain comfortable indoor air temperatures for residents during June 2025 and July 2025, when peak summer conditions had begun (when outdoor air temperatures reached or exceeded 26°C). Residents and their family described uncomfortable conditions and symptoms they experienced due to the heat.

The central air system had experienced malfunctions which the home repaired and additionally put in place two portable air conditioning units on affected hallways of resident rooms. However, areas of the home served by central air, continued to at times have ambient air temperatures measured by the licensee at 26 degrees Celsius or above.

Failure to ensure that air conditioning was sufficiently operating in resident rooms

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when needed affected the quality of life of residents throughout the home areas served by central air, and placed them at increased risk of heat related illness.

Sources: Critical Incident System (CIS) Reports, Staff interviews with the Director of Care, Building Manager and Medical Director. Interviews with residents and their family members, Historical weather data from Environment Canada, Temperature Logs recorded by the home, observations of resident rooms.

This order must be complied with by August 1, 2025

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.