

**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:** August 18, 2025

**Inspection Number:** 2025-1495-0006

**Inspection Type:**

Follow up

**Licensee:** Knollcrest Lodge

**Long Term Care Home and City:** Knollcrest Lodge, Milverton

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): August 14, 2025

The inspection occurred offsite on the following date(s): August 18, 2025

The following intake was inspected:

- Intake: #00153008 - Follow-up to Compliance Order #001 related to warm indoor air temperatures and breakdown of air conditioning equipment.

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1495-0005 related to O. Reg. 246/22, s. 23.1 (3)  
1.

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

Safe and Secure Home

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## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.