

Ministry of Long-Term Care

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

Central West District

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Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: November 6, 2025

Inspection Number: 2025-1495-0007

Inspection Type:

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): November 5 and 6, 2025.

The following intake(s) were inspected:

- Intake: #00159492, related to falls prevention.

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

Falls Prevention and Management

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.