

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 27, 2026
Inspection Number: 2026-1495-0001
Inspection Type: Proactive Compliance Inspection
Licensee: Knollcrest Lodge
Long Term Care Home and City: Knollcrest Lodge, Milverton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 26-27, 2026

The following intake(s) were inspected:

- Intake: #00173970 -Proactive Compliance Inspection - Generator Initiative

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Accommodation services programs

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

Non-compliance with: O. Reg. 246/22, s. 92 (2)

Accommodation services programs

s. 92 (2) Where services under any of the programs are provided by a service provider who is not an employee of the licensee, the licensee shall ensure that there is in place a written agreement with the service provider that sets out the service expectations.

The home did not have a written agreement with a service provider who was not an employee of the licensee that set out the service expectations.



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Fixing Long-Term Care Act, 2021**

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Sources: interview with Building Services Manager



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