

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: April 2, 2026
Inspection Number: 2026-1495-0002
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 27 and 31, 2026 and April 1 and 2, 2026

The following intake(s) were inspected:

-Intake: #00173972 - Proactive Compliance Inspection

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

Housekeeping, Laundry and Maintenance Services
Staffing, Training and Care Standards

INSPECTION RESULTS

WRITTEN NOTIFICATION: General requirements

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

Non-compliance with: O. Reg. 246/22, s. 34 (1) 4.

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

4. The licensee shall keep a written record relating to each evaluation under paragraph

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3 that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented.

The home did not have a written description for the maintenance program evaluation that included the date of the evaluation, the name of those that participated in the evaluation, dates changes had been made based on evidence-based practices or prevailing practices. or when these changes were implemented.

Sources: interview with the Building Services Manager, review of the home's maintenance program evaluation for 2025.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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