

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:** May 14, 2026

**Inspection Number:** 2026-1495-0003

**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): May 12-14, 2026.

The following intake(s) were inspected:

- Intakes: #00172916 and #00174874, related to prevention of abuse and neglect,
- Intake: #00178898, related to resident care.

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

Resident Care and Support Services  
Prevention of Abuse and Neglect

## 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.



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

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