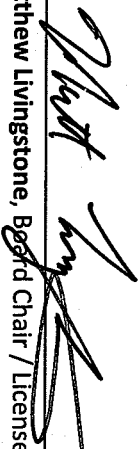


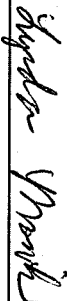
SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan on
April 7, 2026



Matthew Livingstone, Board Chair / Licensee or delegate



Lynda Monik, Administrator /Executive Director



Lynda Monik, Quality Committee Chair or delegate



Angela Hartill, Other leadership as appropriate

EQUITY AND INDIGENOUS HEALTH

Knollcrest Lodge has a visibly diverse staff. The Home continues to support the pursuit of 100% staff compliance with Equity, Inclusion, Diversity and Anti-racism education.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The annual Resident and Family/Caregiver Experience Survey for 2025 was completed. The response rate was over 30% of the residents/POA's. The response rate met the threshold to offer validation of the results. The results have been reviewed with the Leadership Team. Although the survey is confidential, some POA's did suggest that follow-up would be appreciated. Leaders did circle back to address concerns with POA's/residents, especially as they relate to the resident food and pleasurable dining experience. An article with the survey results and opportunities for improvement will be shared with the Board of Directors (March 26, 2026), Resident's Council (March 25, 2026) and Family Council (March 17, 2026). The results and opportunities for improvement will be shared with staff at departmental meetings and published in the April 2026 Resident Newsletter.

PROVIDER EXPERIENCE

The Home has been able to recruit a full Leadership Team. Leadership Team meetings are being held regularly. Departmental staff meetings are being encouraged.

SAFETY

While fulfilling the obligations of the Fixing Long Term Care Act to offer a safe and secure Home environment to residents, the Home is also working to support a safe work environment for staff. The Home is educating staff on Critical Injuries. The home is in the process of refreshing the Incident/Injury Investigation process. Trending of the Incident/Injury Reports is compiled, with opportunities for education identified to prevent further workplace incidents/injuries. The opportunity to offer on-site Supervisory education to all registered staff, management and union stewards, and Joint Health & Safety Committee is being explored. The Joint Health & Safety Committee is meeting as per the legislative requirements and as needed.

PALLIATIVE CARE

Knollcrest Lodge continues to support a palliative care philosophy. Literature written by Deborah Bakti is being shared with staff and families, at not cost.

POPULATION HEALTH MANAGEMENT

Knollcrest Lodge has embraced the community it lives in. The Home has nurtured relationships with a broad base of community partners, locally and in the surrounding areas. The relationships have offered the Home's residents many different experiences, as well as the staff experiences.

CONTACT INFORMATION/DESIGNATED LEAD

Lynda Monik, Administrator

OVERVIEW

Knollcrest Lodge is a charitable, not-for-profit long-term care home, located in Milverton On. Milverton, ON is a town situated in a rural, isolated area of Perth East. Knollcrest Lodge is committed to partnering with the local community, local and tertiary health care facilities and educational institutions to provide person-centered care.

The Board of Directors at the Home have embarked on a journey to refresh the Mission, Vision and Values of the Home. The goal in refreshing the Mission, Vision and Values is to champion a "Wellness Campus" that is inclusive, offering care across a continuum.

ACCESS AND FLOW

Knollcrest Lodge is exploring the opportunity to bring additional services to the remote location to offer on-site access, care and treatment. For example the Home is pursuing the opportunity to bring an Optometrist on-site to complete resident eye exams. To improve access and flow, the Home currently supports on-site dental appointments (Multigen), x-ray (Stl Diagnostic Imaging - X-Ray and Ultrasound), hearing aid cleaning and battery changes (Hear Well Be Well) and palliative care/MAID (Dr. Thomas). The Home is collaborating with the Nurse Practitioner and Assistant Director of Care and stakeholders to improve resident oral health. Resident enrolment in the Canada Dental Care Plan is also being encouraged, to improve access to paid dental care as part of the oral health strategy.

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

June 25, 2026