



<b>Date of Incident</b>	01-14-2022
<b>Prepared By</b>	Linda Barder
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 01-16-2022 at 12:52 PM.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	12:34:00
<b>Location of Incident</b>	Entrance of the Leasing Office Parking Lot

Description of Incident
Ann Weigel resident of 1118-3 was walking to the Leasing Office using a cane when she fell and banged her head and hurt her back.
Corrective action taken at the time of the incident
Ann was brought into the leasing office where we saw a big bruise on her forehead, we provided her with an ice pack and gave her a bottle of water, 911 was called. Ms. Weigel is deaf and communication was handled through writing, mainly with Liz and Andre. Her sister who is her emergency contact was contacted as well. Ambulance came and took her to Chestnut Hill Hospital. I (Linda) took pictures of the area of the fall, everything is clear. The incident is on video
What we have done related to Customer Service and helping the resident, if anything?
There were people driving by that saw Ms. Weigel on the ground who stopped, helped her up and brought her into the Leasing Office. There was a big bruise on her forehead, we provided her with an ice pack and gave her a bottle of water, 911 was called. Ms. Weigel is deaf and communication was handled through writing, mainly with Liz and Andre. Her sister who is her emergency contact was contacted as well. Ambulance came and took her to Chestnut Hill Hospital
Witnesses names and phone number
N/A
Is criminal activity involved
No
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Ann Weigel; 1118-3
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

**Linda Barder**  
 From: Linda Barder  
 Sent: Friday, January 14, 2022 2:01 PM  
 To: Brian Kroker  
 Subject: FW: [REDACTED]

From: Linda Barder  
 Sent: Friday, January 14, 2022 3:57 PM  
 To: Brian Kroker  
 Subject: [REDACTED]

