

Date of Incident	01-23-2021
Prepared By	Felicia Howell
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 01-25-2021 at 01:06 PM.
Property	Bromley House
Time of Incident	07:45:00
Location of Incident	D Building Laundry Room

Description of Incident
<p>On Sat, January 23rd at 8:45A Francine McGarrah emailed Dawn regarding falling in the laundry room. The email said " Also there was a lot of water in laundry room, I did not notice it and I slipped and failed. My neighbor was down there and able to assist in getting me up. I will be going to the doctor on Monday and I'll ask if they can check my leg and back. I am in pain but I am not trying to go to emergency with all this other stuff going on in the hospitals. I need this to be on record." Dawn sent David over to the D bldg laundry room to check and clean up any water. David unplugged the washer and cleaned up the floor. Dawn called Francine after receiving the email and asked what happened and she said that at approximately 7:30 am she was in the laundry room to do her laundry. She was going to wipe down the dryer before using and as walking to dryer she slipped and fell on water that was coming from washing machine #3 and pooled up on the mat and floor. Her neighbor, Mr. Fowler was in the laundry room and helped her up. She said that her right side shoulder and leg are sore but that she is ok. She will follow up with her doctor on Monday. On Monday, January 25th I called Mr. Fowler and he gave the same details as Ms. McGarrah. He said he saw water but was just being careful as he was washing. I explained he could always call the office even if we are not open to report a leak and maintenance will respond after hours. He understood. I then called Ms. McGarrah to see how she was doing she said she was fine, a little sore. She had her doctor that was giving her chemo check out her arm and leg. The doctor reported she will just be sore but she is fine. Nate, the maintenance super was told of the incident this morning. He snaked the drain but needed the plumbers who will be out by 2:00p today. The washer is unplugged while we wait on the plumbers to clear the drain.</p>
Corrective action taken at the time of the incident
Maintenance contacted. Washer unplugged and water cleaned up off the floor. Contacted the Resident to follow up on what occurred.
What we have done related to Customer Service and helping the resident, if anything?
Dawn contacted the Resident to follow up on what occurred the same day. I called her today to check on how she was feeling. Spoke with the witness and informed him what to do if he ever saw management attention needed.
Witnesses names and phone number
Franklin Fowler: Bromley D311: (267) 978-1320
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
Francine McGarrah
Did this incident involve a Lindy team member?
Yes
Team Member Name
David Williams. Dawn Buck
Did this incident involve a vendor?
Yes
Vendor Name
Ben Manis Plumbing

