



Date of Incident	02-18-2021
Prepared By	Linda Barder
Reviewed By	Incident Report was reviewed by Brian Kroker on 02-19-2021 at 05:02 PM.
Property	Towers at Wyncote
Time of Incident	09:45:00
Location of Incident	Tower One outside parking lot.

Description of Incident
Resident was walking from her car into the building and fell (she did not slip) and banged the back of her head on the asphalt / black ice. Resident is going to Urgent Care now due to the pain she has in her head, neck and back. Felt dizzy after she fell. She said she hit the ground so hard her hat come off.
Corrective action taken at the time of the incident
Nothing at the time, the incident happened yesterday morning and we were not notified about it until the following day. I will contact maintenance to check out the area.
What we have done related to Customer Service and helping the resident, if anything?
I asked if she said anything to Andre (Concierge) when she entered the building, she said he was not at the desk at that time. I asked her to let me know how she makes out at Urgent Care. She did not go yesterday because of the storm
Witnesses names and phone number
No
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
Cierra Parks
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No