

Date of Incident	02-20-2021
Prepared By	Marva Brown
Reviewed By	Incident Report was reviewed by John Samuel on 02-23-2021 at 11:34 AM.
Property	Gateway Towers
Time of Incident	12:00:00
Location of Incident	Side entrance of 3800 Building (nearest Clubhouse)

Description of Incident
At approximately 12 pm on Saturday, 2/20/21 Elaine Marcowicz, who resides at C 205 slipped on a thin layer of black ice on the step at the side entrance of the 3800 Building. See attached report prepared by Andrea Reusser who was on the scene.
Corrective action taken at the time of the incident
George Daehling, shoveled snow further away from step which have previously been cleared and treated the area with salt.
What we have done related to Customer Service and helping the resident, if anything?
Andrea stayed on the scene speaking with and trying to comfort the resident until the paramedics arrived. Marva reached out the to resident to follow up to see how she was doing. Mr. Markowicz said her leg was badly broken with some bones shattered. He said she had surgery on Sunday and will need to have a second surgery within the next week or so. She will then go to physical therapy and is not expected to able to return home until April.
Witnesses names and phone number
Jennie Marcowicz--215-715-7155
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
Elaine Marcowicz
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

