

Date of Incident	02-23-2021
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 02-23-2021 at 06:14 PM.
Property	Joshua House
Time of Incident	06:30:00
Location of Incident	2607 Welsh Road Philadelphia Pa 19114- G-South Building front steps

Description of Incident
Ms. Boone resident of G101 contacted the leasing office around 1:00pm on Tuesday 2/23/21 she told Silphy (leasing Staff) that her son had fallen down the front steps at around 6:50am. Silphy let Ms. Boone know she would let the community director know. I received a message from Silphy that Ms. Boone reported a fall and I contacted her by phone to follow up. I asked Ms. Boone what happened and she explained that she and her son Austin Boone were leaving the building between 6:00am and 6:30am as they normally do. Ms. Boone said her son was walking ahead of her and slipped and fell down the steps. Ms. Boone said that her son was sore on his side and buttocks. I asked is she had taken him to the emergency room or the doctors and she expressed she had not due to Covid and stated she was giving him Tylenol and that he was wearing a backpack with his lap top inside which helped to cushion the fall.
Corrective action taken at the time of the incident
I contacted Dudlow Blake Maintenance Supervisor and reported that we received a call from a resident that stated her son had fallen down the steps and asked him to inspect them. Dudlow went to the building and checked the steps and provided a photo of them.
What we have done related to Customer Service and helping the resident, if anything?
I expressed my concern and how sorry I was that her son had fallen, I let her know I would have maintenance check the area and I asked her to contact me if she needed anything or had any questions or concerns. Ms. Boone was very pleasant and thanked me for calling.
Witnesses names and phone number
Silphy Sajan 215-677-1766 Nancy Benner 215-669-8922 Dudlow Blake 267-264-7180
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
Ms. Dakita Boone- Austin Boone
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

