



Date of Incident	05-15-2022
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 05-18-2022 at 04:23 PM.
Property	251 Dekalb
Time of Incident	12:18:00
Location of Incident	South building stairwell

Description of Incident
Resident said that both elevators were down in the South building on Sunday, 5/15/22. The resident had to take the stairs with a grade 3 sprain (severe) on crutches in order to take his dog outside. The resident said while he was climbing the stairs with his dog on the leash, he slipped on the stairs which put him in even greater pain. He said it potentially injured his ankle further. We were able to confirm that the elevators were down on Sunday. 1 was returned to service by Sunday at 3:00 PM and the other at 10:00 AM on Monday. There were no reports to the answering service regarding the elevators being down.
Corrective action taken at the time of the incident
I, Stephen Cicala, was made aware of the incident on Monday, 5/16/22. I was told the incident happened on Monday, but it actually happened on early Sunday, morning at 12:18 a.m. I went to both stairwells in South building and walked the stairs from the lobby to the 7th floor. I didn't find any evidence of water or slippery substances.
What we have done related to Customer Service and helping the resident, if anything?
I emailed the resident to apologize for his slip and asked if he's okay. I haven't heard back from the resident with any additional information.
Witnesses names and phone number
N/a
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
Tucker Pratt- S710
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

