



Date of Incident	05-27-2020
Prepared By	Frank Baer
Property	Towers at Wyncote
Time of Incident	14:16:00
Location of Incident	Leasing office parking lot

Description of Incident
Resident, Harriet Sommer (512-1) was walking/exercising around the leasing parking lot with Harriet Greenberg (906-3), and Ms. Sommer tripped on a tent pole. Resident fell forward on knees and hit her face on the curb cutting her nose and under her eye. Joyce drove her home as she didn't want to go to the hospital. she later called 911 as her nose didn't stop bleeding.
Corrective action taken at the time of the incident
resident was given, water, ice packs, new mask and gloves, wipes, and wet cloths. Resident was also driven home
What we have done related to Customer Service and helping the resident, if anything?
took care of resident and took them home. Joyce Z, Chis B, and Katelyn R, all helped the resident and her friend. Joyce called 5/29 to follow up , Harriet says she is still in pain, and has balance issues. resident just spoke to EMT's the day of incident , but never went to the hospital.
Witnesses names and phone number
Harriet Greenburg witness 215-886-7187 Joyce, Chris, and Katelyn all saw her after she fell
Is criminal activity involved
No