



Date of Incident	05-29-2022
Prepared By	Adrinne Rose
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 06-14-2022 at 06:06 PM.
Property	Meadowbrook
Time of Incident	04:30:00
Location of Incident	Meadowbrook Pool

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
Yuku Hayata of apartment 834 came into the office on Tuesday, May 31, 2022 and reported that her son nearly drowned in the pool. She mentioned that it happened in front of the Lifeguard and they did nothing to assist. Resident stated that she pulled her son out of the pool. There was a message from the answering service from another resident AKH Shakhboz of apartment 324 reporting the incident as well. Adrinne reached out to the witness who stated they just wanted to bring the matter to our attention. Matt Frey, owner of Fox Pools, said the lifeguards indicated the child was running and jumped into the pool. The child never went under the water or was in distress, so there was no reason to rescue the child. Matt will be submitting an incident report confirming the same. Lori has followed up with Matt to obtain and will submit upon receipt.
Corrective action taken at the time of the incident
Informed resident that I will discuss the matter with the Pool company. Emailed Lori Kolinchak Supervisor and informed her. Reviewed the pool camera video was not captured - camera was not recording. Paul Oneto called Emergency Response and the camera was repaired and is now working..
What we have done related to Customer Service and helping the resident, if anything?
Apologized to the resident and informed her that we will discuss the matter with the pool company.
Witnesses names and phone number
Yuku Hayata - apartment 834 - (445) 529-1938 Akh Shakhboz apartment 324 (646) 744-4474
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
Yuka Hayata (mother) son's name Kento Hayaka
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
Yes
Vendor Name
Fox Pool Management