



Date of Incident	06-19-2021
Prepared By	Linda Barder
Reviewed By	The Incident Report was Not reviewed.
Property	Towers at Wyncote
Time of Incident	00:00:10
Location of Incident	8470 Limekiln Pike Leaving the building of Tower (2)

Description of Incident
Barbara Sowell resident of 0319-2 was leaving the building when she tripped over the outside carpet and fell. She was helped up and brought back into the lobby where she sat for approx 5 - 10 minutes. She told Vernell, our concierge that she was okay, no injuries and that she was going back to her apartment for aspirin. She came back down, left the building and got into a car with her sister
Corrective action taken at the time of the incident
Vernell checked the outside carpet and it was fine. Vernell mentioned the resident was wearing sandals and drags her feet when she walks.
What we have done related to Customer Service and helping the resident, if anything?
Vernell made sure the resident was okay.
Witnesses names and phone number
Yes. Vernell will try to gather the information. It was a nurse of a resident she believes.
Is criminal activity involved
No
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://I will enter the footage on Tuesday when Lauren is available to help.
Did this incident involve a resident?
Yes
Resident Name
Barbara Sowell
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No