



Incident Report

Prepared By: Frank Baer

Property: Towers at Wyncote

Date of Incident: 06-22-2019

Time of Incident: 03:11:00

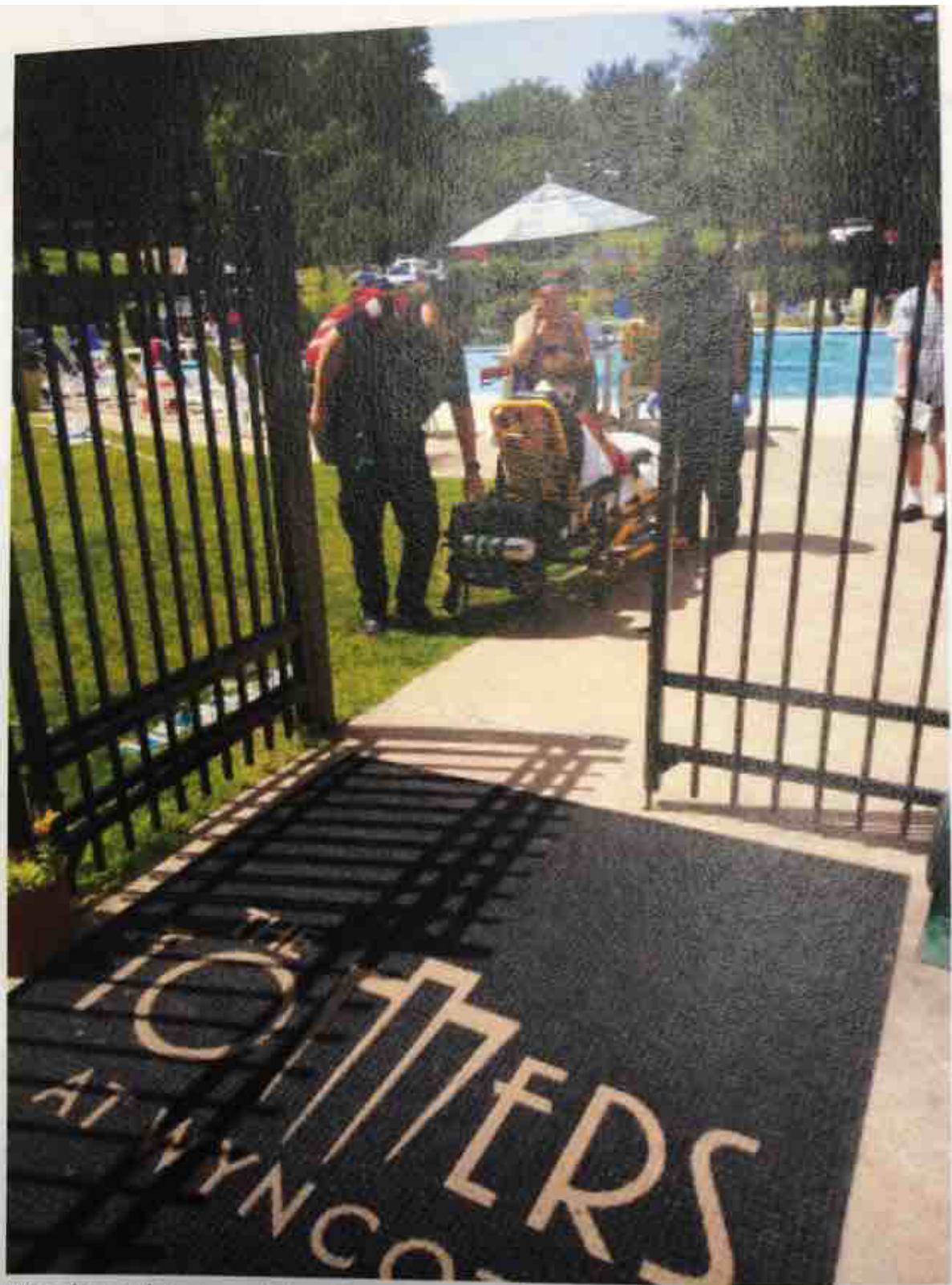
Location of Incident: Pool area at Tower 1

Description of Incident: Resident Carolyn Withers #634-1 was sitting under pool umbrella, it became windy and the umbrella fell, hitting resident in the head, there was no blood but small bump. Lifeguard with Fox pools ran over and addressed, and officer Dashon Jones with cardinal was involved. Resident initially declined medical, but later agreed to ambulance and stated blood pressure issues. Medic ambulance #35812

Corrective action taken at the time of the incident: Emergency rescue /Ambulance contacted .

What we have done related to Customer Service and helping the resident, if anything?: I met with resident Monday 6/24 for update , after first sending follow up email. Mark has all umbrellas checked

Witnesses names and phone number: Heidi Morein # 318-1. 215-565-5377



Medic taking resident out cause her pressure is up.