

Date of Incident	07-12-2023
Prepared By	Frank Baer
Reviewed By	Incident Report was reviewed by Frank Baer on 07-20-2023 at 01:27 PM.
Property	Towers at Wyncote
Time of Incident	08:10:00
Location of Incident	mezzanine level of Tower 1 , elevator landing

Incident Type
Slip and Falls
Description of Incident
Cleantech employee, Martina Colon was wet mopping the elevator landing tile floor at 8:10AM,,when Resident Alexandra Miller (1205-1)came out of the center elevator on the wet floor and slipped and fell. Martina said she would get her supervisor to help Alexandra get up, however Alexandra waited about 5 minutes and got up herself. Resident stated there were wet floor signs to the right and left of the elevator landing, however not in the front visible as she exited. Resident did not file a report until Monday 7/17, as the pain was getting worse.
Corrective action taken at the time of the incident
signs were already present, they were moved closer to center of lobby area . Martina went to get her supervisor Carlos. to help, but by the time he came to the building, she was already gone.
What we have done related to Customer Service and helping the resident, if anything?
spoke to the resident on Monday when she filed report. she was concerned that she did not have health insurance for Xrays or Dr. appointment.
Witnesses names and phone number
Martina Colon (Cleantech (215-913-3512)
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
1205-1
Resident Name
Alexandra Miller
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
Yes
Vendor Name
Cleantech (Martina Colon)

