



<b>Date of Incident</b>	07-15-2023
<b>Prepared By</b>	Laura Reed
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 07-20-2023 at 02:08 PM.
<b>Property</b>	York House (South)
<b>Time of Incident</b>	07:00:00
<b>Location of Incident</b>	York House South elevator #9

<b>Incident Type</b>
Misc.
<b>Description of Incident</b>
On Monday, July 17th, I was told that a resident's aide was stuck in an elevator on Saturday evening. No one knew who the aide was. The staff began asking residents for the woman's name so we could call and check on her and determine facts regarding the incident. On Tuesday evening, July 18th, the evening concierge identified the aide and brought her back to my office. On Saturday, July 15, 2023 at 6:59pm, Kera William, a resident aide used elevator #9. Kera said the elevator was stuck on the 4th floor. Kera used the elevator phone to call for help. The elevator phone calls the front desk. There was no answer. Kera said she tried a couple of times, for approximately 20 minutes and never received an answer. Kera said she started making noise and yelling for help. Someone answered her and said they were going for help. The front desk concierge arrived. He told Kera that he could not call 911 for help for her. Kera called 911 from her cell phone. The police arrived and freed Kera from the elevator cab.
<b>Corrective action taken at the time of the incident</b>
There were no employees present at the time.
<b>What we have done related to Customer Service and helping the resident, if anything?</b>
I met with Kara and asked if she was OK. She said yes. I took all pertinent information to complete a report.
<b>Witnesses names and phone number</b>
Kera William 267-825-5219
<b>Was there security camera footage of this incident?</b>
No
<b>Link to security footage video in Box</b>
http://
<b>Did this incident involve a resident?</b>
No
<b>Did this incident involve a Lindy team member?</b>
No
<b>Did this incident involve a vendor?</b>
Yes
<b>Vendor Name</b>
Kera William, Aide to resident