

Date of Incident	06-28-2025
Prepared By	Linda Barder
Reviewed By	Incident Report was reviewed by Ryan Baker on 07-31-2025 at 04:30 PM.
Property	Towers at Wyncote
Time of Incident	00:18:35
Location of Incident	The Towers at Wyncote, Pool

Report Last Updated By	Update Date
Ryan Baker	07-31-2025
Linda Barder	07-30-2025

Incident Type
Misc.
Description of Incident
At approximately 6:35 p.m., a young boy appeared to be struggling in the pool. A woman nearby attempted to alert staff by shouting for help, but there was no immediate response from the lifeguard on duty. The child's father, hearing the woman's call, quickly intervened and removed his son from the water. The lifeguard did not approach the child or guardian afterward, nor did they appear to assess the situation. Approximately 20 minutes later, the lifeguard walked over to the pool area briefly before returning to their seat. A similar check was conducted on the opposite side of the pool about five minutes later.
Corrective action taken at the time of the incident
Parent removed child from the water, Parent spoke with child about pool safety, No action observed from lifeguard regarding the incident
What we have done related to Customer Service and helping the resident, if anything?
No staff member was approached for assistance, and no formal report or complaint was made by the individuals involved. As of this writing, the child and guardian remain unidentified. We don't know if the boy is a resident or a guest. Both Frank and I looked at the camera footage and did not see any boy who need assistance in the pool. At that time there were approx 18 - 20 people at the pool area.
Witnesses names and phone number
Email was sent to Frank Baer from, Sally Schuster; 0203-1. 610-737-1857
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No