

Date of Incident	07-25-2025
Prepared By	Sharon Waples
Reviewed By	Incident Report was reviewed by John Samuel on 07-31-2025 at 09:39 PM.
Property	Haverford Court
Time of Incident	21:00:00
Location of Incident	West Building Elevator

Report Last Updated By	Update Date
John Samuel	07-31-2025
Sharon Waples	07-31-2025

Incident Type

Slip and Falls

Description of Incident

On Friday, July 25th at approximately 9:00 PM, I received a phone call from Ron, the Maintenance Supervisor. He informed me that he had received a report indicating that a resident had slipped and fallen in the elevator of the West building. Upon responding to the call, Ron arrived at the West building and found resident Shanta Trice (Unit W202) lying on the elevator floor. The resident stated that she had slipped on an unknown liquid, which appeared to be urine. Ron asked the resident if she was alright and whether she needed assistance getting up. Ms. Trice responded that she could not feel her legs. Out of concern for the resident's condition, Ron made the decision not to move her and waited for emergency medical services (EMS) to arrive. Paramedics arrived a few minutes later and assessed the resident on-site. Ms. Trice informed them that she had slipped and fallen in the elevator and was unable to feel her legs. After conducting an initial evaluation, the EMS team transported the resident to the hospital for further medical attention. Following the departure of the EMS, Ron proceeded to clean and remove the liquid from the elevator floor to prevent any further incidents. The following day, I attempted to follow up with Ms. Trice to check on her condition but was unable to reach her. I was finally able to speak with her on Monday. She confirmed that she was still at Ardmore hospital. I expressed my concern and conveyed my apologies for the incident. I also asked if there was anything she needed or if there was anything I could do for her. Ms. Trice responded that there was nothing she needed at that time but thanked me for reaching out. I spoke to her again on 7/31 and she was still in hospital.

Corrective action taken at the time of the incident
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Ron cleaned up the liquid that was in the elevator

What we have done related to Customer Service and helping the resident, if anything?

Ron stayed with the resident until the ambulance came and made sure that the resident was ok. I called the resident after the incident to make sure she was ok and to offer any assistance.

Witnesses names and phone number

Ronald Francis-(267)673-5393

Was there security camera footage of this incident?
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No

Link to security footage video in Box
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http://

Did this incident involve a resident?
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Yes

Unit

W202

Resident Name

Shanta Trice

Did this incident involve a Lindy team member?

No

Did this incident involve a vendor?
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No

Should this incident be reported to the residents renters insurance policy?
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No