



Date of Incident	06-07-2025
Prepared By	Linda Barder
Property	Towers at Wyncote
Time of Incident	00:03:45
Location of Incident	Tower One, 8460 Limekiln Pike, Wyncote PA

Incident Type
Slip and Falls
Description of Incident
On June 7th, at approximately 4:00 AM, Dr. Palmer exited the main elevator and entered the corridor leading to the freight elevator, vending machines, and trash room. Upon entering, she encountered a thick oil-like substance on the floor that had seeped out from beneath the trash room door and was not immediately visible. As a result, she slipped, lost her balance, and fell.
Corrective action taken at the time of the incident
Ms. Carolyn from Rejuvenate Concierge heard someone scream and promptly responded to assist Dr. Palmer following her fall. Although efforts were made to offer help, Dr. Palmer declined assistance and left the area before her information could be obtained. The incident was immediately reported to the on-call maintenance staff member, Matt, upon discovery.
What we have done related to Customer Service and helping the resident, if anything?
Frank and I were only made aware of the incident on Friday, August 8th. We immediately reached out to Dr. Palmer to express our sincere apologies for the delayed response. During our conversation, she shared that she sustained injuries and will require surgery in the near future.
Witnesses names and phone number
n/a
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