

<b>Date of Incident</b>	08-18-2024
<b>Prepared By</b>	Linda Barder
<b>Reviewed By</b>	The Incident Report was Not reviewed.
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	21:45:00
<b>Location of Incident</b>	Tower (1) apartment 0501-1

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
Per Tanya Dixon, resident. This Sunday afternoon, I was cleaning the shower floor in the hall bathroom. The shower door came off the track and shattered, My daughter came to see what happened. She saw that I was bleeding on my back and on my left arm. She came into the bathroom and began to remove glass from my neck and from my hair. Once the largest pieces were removed, I left the bathroom, carefully removed my clothes, and got into the Master bathroom shower. After my shower I called the office to report the incident. Rain notified me that she would call maintenance and that I should email you.
Corrective action taken at the time of the incident
A work order was entered Silas went to measure a new door and also cleaned up the shattered glass. The door was taken down today and the bathroom floor was swept. Would it be possible to have someone vacuum the bathroom and hallway? I am a nurse and a diabetic and I know the dangers of not properly cleaning up broken glass.
What we have done related to Customer Service and helping the resident, if anything?
I reached out to Ms Dixon to see how she was, and was told it was a distressing event. I also contacted Cleantech to see if they will vacuum the bathroom and hallway as requested by the resident. She also mentioned I had put in 2 work orders to have something done with this same door prior to this incident. Both times there was a temporary fix, but the issue was never properly corrected.
Witnesses names and phone number
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
0501-1
Resident Name
Tanya Dixon
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

