



<b>Date of Incident</b>	08-24-2023
<b>Prepared By</b>	Shana Simon
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 08-29-2023 at 01:34 PM.
<b>Property</b>	Haverford Court
<b>Time of Incident</b>	09:54:00
<b>Location of Incident</b>	Back Court yard Entrance East Building

Incident Type
Slip and Falls
Description of Incident
Resident was walking to the east building to pick up her package. The resident walked into the building and dragged her left foot on the Lindy door mat causing her to trip. The Lindy door mat was flat to the ground. The resident caught herself and went back to fix the door mat that her foot dragged and picked up her keys. The resident continued to walk down the steps and went to the package room to get her package and walked down the hall to the leasing office to report she tripped on the door mat and wanted to know what Lindy is going to do about it.
Corrective action taken at the time of the incident
I asked the resident was she alright and if she needed medical assistance. She stated she was going to go to the ER because she is due to have hip surgery in January. I asked her to keep me posted.
What we have done related to Customer Service and helping the resident, if anything?
When the resident came back from the ER she gave us her discharge papers and she stated she strained the muscles in her lower left leg. I asked her if she needed anything. She said no she was going to go lay down and ask her supervisor could she work from home the next day. I told her I would call her on Monday.
Witnesses names and phone number
N/A
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
<a href="https://lindyproperties.box.com/s/n0lg0p79pw5g4b4g52s2uq4807xg pz52">https://lindyproperties.box.com/s/n0lg0p79pw5g4b4g52s2uq4807xg pz52</a>
Did this incident involve a resident?
Yes
Unit
W412
Resident Name
Niya Morrison
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

