

Date of Incident	08-31-2021
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 09-01-2021 at 03:50 PM.
Property	York House (South)
Time of Incident	07:00:00
Location of Incident	The lobby of York House South

Description of Incident
Cornell, the midnight to 8am concierge reported as follows- Cornell walked resident Wilma Leevy to the elevator. Ms. Leevy got in the elevator. When the doors closed, Cornell turned to walk away. Cornell heard "boom" boom "boom" and Ms. Leevy yelling. At the time the elevator began to make its ascent, the interior door came loose and dangled into the elevator cab. When the elevator began to ascend, the door caught and the elevator was banged to a stop. Cornell said he continued to talk to Ms. Leevy because she was very upset. The elevator stopped a couple of feet off the ground. The doctor from Einstein and Mr. boykin, a resident came over to assist Cornell. Cornell managed to get doors opened while the other two men helped Ms. Leevy jump down.
Corrective action taken at the time of the incident
Pincus was called for repairs. The tech arrived and said he he worked on the assembly roller, adjusted the door lock, two esentry and replaced two door guides. He suggest getting another two door guides that he did not have on his truck.
What we have done related to Customer Service and helping the resident, if anything?
The Community manager has called Ms. Leevy. No answer will call again before she leaves this evening.
Witnesses names and phone number
Cornell, Lindy employee 215-329-3595 Mr. Boykin York South resident Ms. Leevy York South resident
Is criminal activity involved
No
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://will update
Did this incident involve a resident?
Yes
Resident Name
Wilma Leevy
Did this incident involve a Lindy team member?
Yes
Team Member Name
Cornell
Did this incident involve a vendor?
No

