

Date of Incident	09-04-2020
Prepared By	Frank Baer
Property	Towers at Wyncote
Time of Incident	07:30:00
Location of Incident	Tower 2, hallway off lobby by cart hallway towards garage

Description of Incident
Dannielle Vanhinkle (416-2) slipped on greasy wet tile Concierge Frank Manley states that at 730 Dannielle Vanhinkle came to the desk to talk to him, she was planning to go to Walmart. After talking, she turned around to go to package room, she slipped and caught herself, then walked towards the garage door and slipped again, and fell. Frank heard a noise. Frank believes the floors had just been mopped with a greasy mop causing it to be slippery. Frank found her laying on floor. She said she couldn't get up, her shoulder hurt, she contacted her husband (Nyeem Haynes) who came down to help. Frank related that she had previous hip issues which she has complained to him about, so he didn't want to physically help her into the chair, in case she would be further harmed. The husband helped her get into the wheelchair provided by Frank. They both requested the EMT be contacted, who arrived within 10 minutes and took her to Abington hospital . Dannielle came back from the hospital and told Frank she had chipped bones in her shoulder ,and a bruise above her eye.
Corrective action taken at the time of the incident
Frank Manley had Erica from TRC re-mop the floors with a clean mop, to remove the greasy product. Frank called myself and Mark Peale, Mark called the EMT.
What we have done related to Customer Service and helping the resident, if anything?
Linda Barder contacted Dannielle, she is home from the hospital. She said pieces of bone broke off in her shoulder. she has a follow up with Orthopedic on Thursday 9/10
Witnesses names and phone number
Frank Manley (concierge) 267-581-0161 Mark Bredell (PH14-2) 267-228-2381
Is criminal activity involved
No

