



<b>Date of Incident</b>	09-15-2020
<b>Prepared By</b>	Laura Reed
<b>Property</b>	York House (South)
<b>Time of Incident</b>	11:00:00
<b>Location of Incident</b>	The Yorkhouse.

Description of Incident
Philip Clement, a friend of Fatima Valli apt 1106, came to the apartment building wanting to bring a crisis team to Fatima's apartment. Mr. Clement believes Ms. Valli is not taking her medications. Ms. Valli is not answering her door or her telephone. The manager, Laura Reed, m tech Shawn and MR. Clement did a welfare check on Ms. Valli. She answered her door through a chain lock. Mr. Clement asked if she was OK, she said yes. Then she became very angry and began a five minute rant about religion and our doom. Then she shut the door. Ms. Valli is consistently ordering food, looked fine and there was nothing apparently wrong. We had no indication of Ms. Valli being a danger to herself or others. Ms Valli is well known for not wanting anyone at her door and she seldoms answers her phone. The Manager, Laura Reed, consulted with Brian Kroker, COO. He agreed that there was no reason to allow the Crisis Team up to Ms. Valli apartment without her permission. The Crisis Team arrived and attempted to contact Ms. Valli on the phone. There was no answer. The Crisis Team concurred that there was no sign that Ms. Valli was a danger to herself or others.
Corrective action taken at the time of the incident
Denied access to Crisis Team.
What we have done related to Customer Service and helping the resident, if anything?
Told Mr. Clement that we are very sympathetic and admire his concerns for his friend. We will keep an eye out for any signs of changes if we see Ms. Valli.
Witnesses names and phone number
Laura Reed 215-329-3595 Philip Clement 215-248-4872
Is criminal activity involved
No