

Date of Incident	07-22-2024
Prepared By	Linda Barder
Reviewed By	Incident Report was reviewed by Brian Kroker on 09-18-2024 at 05:26 PM.
Property	Towers at Wyncote
Time of Incident	00:14:30
Location of Incident	8440 Limekiln Pike, Fitness Center

Report Last Updated By	Update Date
Brian Kroker	09-18-2024
Brian Kroker	09-18-2024

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
<p>We received notification from an attorney on September 10, 2024, of an incident which occurred previously on July 22, 2024. Leonela Torres, Receptionist, recently described the incident as having occurred around 2 pm on July 22, 2024, when a little girl, Hailey Chery, unit 0205-3, entered the Management Office crying about an injury to her finger, caused by one of the Fitness Center exercise machines. Leonella was not able to examine the finger, since it was covered. Hailey was accompanied by another young girl, and they were attempting to contact someone for a ride to their apartment building, Tower 3. One of the girls called her mother, but the mother was unable to pick her up, so Leonela gave them a ride in her personal vehicle to their apartment building lobby. After Leonela dropped the two girls off at the lobby, one of the girls returned to Tower 3 lobby, to indicate to Leonela she left her purse in Leonela's car. The purse was not found in the car, but later found in the Management Office on the shelf in the office which holds the property trophies. Kye Bennett, Receptionist, contacted the girl's mother (she can't recall which mother) and the purse was picked up and returned to the girl (she can't recall with one). Upon reviewing the camera footage, it was observed that two young girls were playing on the treadmill together. At one point, one of the girls removed her sneakers (we can't see her face in the video), and while the machine was moving, she slipped off and fell to the floor. It appears this is when the injury occurred.</p>
Corrective action taken at the time of the incident
What we have done related to Customer Service and helping the resident, if anything?
<p>Our management personnel were first made aware of this incident on September 10th, when we received a letter from an attorney. A day or two later, we received an email from Hailey's mother, Marcella Best, who is our resident. In this email, she brought up several concerns, including details about the incident. See attached.</p>
Witnesses names and phone number
<p>We do not have any information on the other girl with Hailey.</p>
Was there security camera footage of this incident?
<p>Yes</p>
Link to security footage video in Box
<p>http://Will send separately</p>
Did this incident involve a resident?
<p>Yes</p>
Unit
<p>0205-3</p>
Resident Name
<p>Marcella Best; daughter Hailey Chery</p>
Did this incident involve a Lindy team member?
<p>No</p>
Did this incident involve a vendor?
<p>No</p>
Should this incident be reported to the residents renters insurance policy?
<p>No</p>

