

<b>Date of Incident</b>	09-17-2025
<b>Prepared By</b>	Sharon Waples
<b>Reviewed By</b>	Incident Report was reviewed by John Samuel on 09-17-2025 at 06:40 PM.
<b>Property</b>	Haverford Court
<b>Time of Incident</b>	14:00:00
<b>Location of Incident</b>	East Building 1st floor laundry room

Report Last Updated By	Update Date
John Samuel	09-17-2025
Sharon Waples	09-17-2025

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
At approximately 2:00 PM, Renee, the building monitor, was walking through the East building lobby when she heard screaming from down the hall. Renee went to investigate and found Mrs. McNeil (Unit E123) in the 1st floor laundry room. Upon asking what had occurred, Mrs. McNeil explained that she entered the laundry room to move her clothing from the washing machine to the dryer. While removing her laundry from Washer #25, the washer door detached and fell, striking her right leg. In attempting to catch the falling door, Mrs. McNeil also injured her right hand. Renee immediately contacted her mother, Ms. Kay, also a building monitor for the property, to report the situation. At 2:06 PM, Ms. Kay called Caleco, the property's laundry vendor, and left a message regarding the broken washer door. Ms. Kay then checked on Mrs. McNeil, who had visible scratches on her right leg and swelling in her right hand. Mrs. McNeil indicated she would treat the scratches herself but planned to have her hand examined by a medical professional. Following the report, Caleco was also notified via email. The washer was taken out of service, and the detached door was removed and placed in the office until repairs can be completed. At 2:22 PM, I was contacted regarding the incident. I spoke directly with Mrs. McNeil to confirm her condition and advised that I will follow up tomorrow to check on her hand and determine if she requires any further assistance.
Corrective action taken at the time of the incident
Pulled plug on washing machine #25 and removed door from laundry room. Also, contacted Caleco via phone and email.
What we have done related to Customer Service and helping the resident, if anything?
The building cleaner and the building monitor checked on the resident to make sure they were ok. I also spoke to the resident to see if they were ok and if they needed anything. Will follow up with the resident tomorrow.
Witnesses names and phone number
Renee Blount-(267)602-6662 Kay mitchell-(267)210-5393
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
E123
Resident Name
Dorcine McNeil
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

