

Date of Incident	09-24-2025
Prepared By	Natalie Dixon
Reviewed By	Incident Report was reviewed by John Samuel on 09-26-2025 at 06:17 PM.
Property	Enclaves
Time of Incident	08:55:00
Location of Incident	Clubhouse at Gateway Enclaves

Report Last Updated By	Update Date
John Samuel	09-26-2025

Incident Type
Misc.
Description of Incident
As we were wrapping up the resident event of the Paint party on Wednesday, September 24, 2025, we noticed a resident asleep in her chair. I went over to wake the resident who I realize was Kelly born from apartment, 3922C4. I touched her hand. She opened her eyes briefly and then bowed her head back down. I continue to clean up and then as everyone left, Tiffany Mendez my team member went over and tried to wake her up. When Tiffany could not wake her, she then called 911 who took Kelly to Methodist Hospital in Philadelphia. I then called her emergency contact Frank born her father that was on file to make him aware that she's being taken to the hospital.
Corrective action taken at the time of the incident
Call 911 after trying to awake the resident who took her to Methodist Hospital.
What we have done related to Customer Service and helping the resident, if anything?
We called the resident to check on her this morning. We received voicemail and no return call. We then called her father to see if there was any update. He said that she was sent home. That's all he knows.
Witnesses names and phone number
Natalie Dixon 609-605-4035 Tiffany Mendez
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
3922C4
Resident Name
Kelly Bourne
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

