

Date of Incident	09-26-2024
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Stephen Cicala on 10-12-2024 at 09:36 PM.
Property	251 Dekalb
Time of Incident	06:00:00
Location of Incident	East tower exterior main stairs

Report Last Updated By	Update Date
Stephen Cicala	10-12-2024

Incident Type
Slip and Falls
Description of Incident
Teyanna McCoy, who slipped and fell, on the stairs outside the East tower entrance on Thursday, 9/26/24 at 6 p.m. She noted there was water on the stairs and that it had rained previously that day. She said it wasn't raining when she fell. A wet floor sign was posted at the entrance of East tower main doors. Teyanna said later in the morning hours of 9/27, around 1 a.m. her knee was achy. She took Motrin and went to Urgent Care. Urgent Care X-rayed her leg and said her knee is sprained. Teyanna was given a knee brace and crutches.
Corrective action taken at the time of the incident
Teyanna McCoy contacted our management office and Domenech Plaza took the call. Teyanna communicated that she slipped on the stairs. Dom got her name and phone number so the management team was able to contact Teyanna and follow up on the incident.
What we have done related to Customer Service and helping the resident, if anything?
I, Stephen Cicala, called Teyanna and expressed my empathy towards her slip and fall. I asked her to call me if she needed anything or had any questions.
Witnesses names and phone number
N/a
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
http://No link, video has been uploaded to this report.
Did this incident involve a resident?
No
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
View Video

