

Date of Incident	10-19-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 10-19-2023 at 07:50 PM.
Property	York North (YONO)
Time of Incident	01:32:00
Location of Incident	Yono parking lot

Report Last Updated By	Update Date
John Samuel	10-19-2023
Amber Johnson	10-19-2023

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other

Description of Incident
<p>Around 1:32pm, Robert Lyons, apt 111, was attempting to go to his car in the lot. He can be seen on camera experiencing a medical emergency at the lot entrance, which caused him to stumble and fall into the gate, grabbing hold to keep from falling in the grass. After he gained strength, he stood and continued to try to make it to his car, where he told us he lost consciousness and fell to the ground. Around that time, an unknown resident was driving into the lot and saw him on the ground. They stopped their car and ran to him to try to help him up. Another unknown resident leaving the lot also stopped and together, then helped him turn over to sit up and get on his feet. Both residents left. About 5 minutes later, Tyreek McCoy and Shawn Hargett were exiting the building to walk to the Lindy truck, parked in the circle to the right of the lot exit. Mr. Lyons saw Tyreek and called out to him, flagging him down, as he was attempting to make it back to the building. Tyreek ran to him and assisted him from the lot back to the lobby. Tyreek noted Mr. Lyons was still unstable and confused. When they entered, Lorraine saw them through the office window and gave him an office wheeled chair and Tyreek went to the apt to notify his wife he had fallen. Tyreek and Willie wheeled Mr. Lyons back to the apartment and Charlesity called 911. As they passed the desk, I saw Mr. Lyons in the chair and I went to the unit find out what happened. Charlesity came to the unit to let us know Ems and fire dept were on the way, and relayed medical instructions to Mrs. Lyons. Tyreek filled me in on what he knew and showed me where Mr. Lyons said he had fallen in the lot. We walked the area to see if there were any deficiencies in the paving that could cause a fall,. I then waited in front of the building for the fire dept and escorted them once they arrived. I relayed the information Mr. Lyons told us about how he fell to the fire dept, and EMS arrived shortly afterwards to take him to the hospital.</p>

Corrective action taken at the time of the incident
We called 911. We assistant the resident into a chair and helped him back to the apartment. We waited for fire department and escorted them and Ems to the resident. I called John Samuel to inform him of the incident

What we have done related to Customer Service and helping the resident, if anything?
We helped the resident get back to the apartment safely and spoke with the resident and his wife. We called 911. Additional videos of the incident: https://lindyproperties.box.com/s/zdk0xbrunpf947tdcbt85nio0kfrlj4y https://lindyproperties.box.com/s/xnpl8wel544uk23b6niv92v51n1djz69

Witnesses names and phone number
Tyreek McCoy- 267-979-1746 2 unknown residents in the lot who helped, but who did not come in to report

Was there security camera footage of this incident?
Yes

Link to security footage video in Box
https://lindyproperties.box.com/s/t3vc097949l83v03528v8ncixinq6n2

Did this incident involve a resident?
Yes

Unit
0111

Resident Name
Robert Lyons

Did this incident involve a Lindy team member?
No

Did this incident involve a vendor?
No

