



## Incident Report

**Prepared By:** Nancy Benner

**Property:** Joshua House

**Date of Incident:** 10-22-2019

**Time of Incident:** 11:20:00

**Location of Incident:** Joshua House 2607 Welsh Road Apartment H308

**Description of Incident:** Mr. Sion Resident of Apartment H308 at Joshua House Apartments was showering around 11:20am when his shower head ejected itself from the wall. The shower head hit his hand and caused a cut that removed some of his skin and caused bleeding. Mr. Sion went to the emergency room where they applied a foam that sealed the area. He relayed he was ok just shaken by the incident. He relayed he?? not had issues with the shower head in the past and thought maybe it was just old.

**Corrective action taken at the time of the incident:** Mr. Sion called to put in a work order for the shower head and maintenance was made aware. We had no shower heads in stock however they were already ordered and arrived the next day. Maintenance replaced the head with a new shower head.

**What we have done related to Customer Service and helping the resident, if anything?:** We spoke with the resident and apologized that he had this issue, we let him know that maintenance replaced out the shower head and wished-him a swift recovery.

**Witnesses names and phone number:** N/A

**Is criminal activity involved?:** No