



<b>Date of Incident</b>	11-30--0001
<b>Prepared By</b>	Linda Barder
<b>Property</b>	Towers at Wyncote
<b>Time of Incident</b>	04:26:00
<b>Location of Incident</b>	Lower-level garage parking lot near the grass, Building 2

Incident Type
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Slip and Falls

Description of Incident
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Description by Concierge Ursula Young. At approximately 4:30 PM, a resident entered the building to inform me that a visitor had fallen outside near the lower-level garage parking lot of Building 2, close to the grassy area. I immediately went outside and found Ms. Loretta Thompson sitting upright on the ground. I asked if she was okay, and she initially responded yes, but then stated she needed to go to the hospital. I observed a visible cut above her right eye, and she mentioned experiencing back pain, which she said caused her to fall. Ms. Thompson had already asked one of the nearby residents to contact the person she was visiting — Mrs. Rev. Harriet Jackson, resident of Apartment 802. While waiting for Mrs. Jackson to arrive, I asked Ms. Thompson if she felt able to get up and walk. She initially declined, so I encouraged her to take her time and let me know when she was ready. Ms. Thompson did not have a cane or walker. After a few moments, she attempted to get up. I assisted her and walked her into the building, where she was able to sit comfortably in a chair. Mrs. Jackson arrived shortly afterward and checked in on her guest. She then called an ambulance, and Ms. Thompson was transported to the hospital.

Corrective action taken at the time of the incident
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- Immediate response to the scene • Assisted the visitor into the building • Ensured she was seated comfortably • Emergency services were contacted by the resident she was visiting • Visitor was transported to the hospital

What we have done related to Customer Service and helping the resident, if anything?
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n/a

Witnesses names and phone number
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n/a

Was there security camera footage of this incident?
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Yes

Link to security footage video in Box
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<http://very blurry>

Did this incident involve a resident?
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No

Did this incident involve a Lindy team member?
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No

Did this incident involve a vendor?
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No

Should this incident be reported to the residents renters insurance policy?
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No