



Date of Incident	10-27-2020
Prepared By	Stephen Cicala
Property	450 Green Apartments
Time of Incident	05:00:00
Location of Incident	N building lobby, in front of the leasing office.

Description of Incident
Bernice Hamilton, from N205, entered the lobby on her walker with wheels. When she entered the building, she lost her balance and fell on the floor.
Corrective action taken at the time of the incident
Christine Jones and Stephen Cicala went to the scene to provide assistance. Bernice was helped up by her daughter Rebecca and Stephen. The walker has a seat so Bernice could sit. At the time of the fall, Bernice activated an emergency on-call button and 911 was called. Bernice and us all recommended that an ambulance be sent. The paramedics checked Bernice's blood pressure and found it to be high and took her to the hospital as a precaution.
What we have done related to Customer Service and helping the resident, if anything?
Christine Jones drove Bernice's daughter to the hospital.
Witnesses names and phone number
Christine Jones and there is video of the fall.
Is criminal activity involved
No

