



Date of Incident	11-06-2020
Prepared By	Nancy Benner
Property	Fountain Gardens
Time of Incident	12:30:00
Location of Incident	2901 Welsh Road Apartment B-207 Philadelphia Pa 19152

Description of Incident
<p>We received a call from resident Eira Manzano in B-207 at Fountain Gardens stating she received results today that she has tested positive for Covid-19. I spoke with the resident and she is now in quarantine. She always enters the B Building and uses the B Building elevator or the B- Building fire tower going from the lobby to the second floor. She also used the laundry room in A building closest to B building. Ms. Manzano was in good spirits and thanked me for contacting her to be sure se was ok. I let her know we all are wishing her a speedy recovery and told her to please contact me if there was anything I could do.</p>
Corrective action taken at the time of the incident
<p>I contacted Brian Kroker and reported the information provided all the resident information reported. Brian contacted restore core and scheduled sanitation of the areas Ms. Manzano reported. Restore Core completed sanitation on Friday 11/6/2020 at 4:00pm</p>
What we have done related to Customer Service and helping the resident, if anything?
<p>I spoke with Ms. Manzano and she was in good spirits. I let her know I wished her a speedy recovery and told her not to hesitate to contact me if there was anything I could do. She expressed her gratitude and explained she would be in quarantine and had enough supplies . She was very Thankful for all we were doing.</p>
Witnesses names and phone number
<p>Eira Manzano (215) 888-3265 Nancy Benner (215) 669-8922</p>
Is criminal activity involved
<p>No</p>