

Date of Incident	11-10-2023
Prepared By	Amber Johnson
Reviewed By	Incident Report was reviewed by John Samuel on 11-10-2023 at 08:26 PM.
Property	York North (YONO)
Time of Incident	11:20:00
Location of Incident	York North Leasing Office

Report Last Updated By	Update Date
John Samuel	11-10-2023
Amber Johnson	11-10-2023

Incident Type
Slip and Falls
Description of Incident
Around 11:20 am, Thomas walked Cathy Downs over from the York House to tour at YoNo. They walked into the office where I was sitting with Brittany going over LRO. He told her we would tour her for YoNo and to have seat while so we can assist her. When she went to sit down, she fell back in front of the chair , rolling back into the wall. She climbed back into the chair, saying that she was not aware that the chair had rollers on the bottom. Thomas asked if she was ok and she said she would be ok. Thomas left and Brittany and I toured her around . She said she was more interested in the York House and that she would go back over to tour with Thomas. I showed her how to walk over back to the York House. Once she arrived over, she sat down with Thomas holding her back. She told Thomas her back was hurting and that she wanted an incident report.
Corrective action taken at the time of the incident
Prospect reseated herself in the chair and Thomas asked her several times if she was ok.
What we have done related to Customer Service and helping the resident, if anything?
Asked resident if she was ok. When she moved to another chair, I held the chair steady for her.
Witnesses names and phone number
Amber Johnson Thomas Neal Brittany Fowler
Was there security camera footage of this incident?
Yes
Link to security footage video in Box
https://lindyproperties.box.com/s/fmdmtay906z58usoqppqo0gzea8e7zhy
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

