



Date of Incident	11-25-2020
Prepared By	Marva Brown
Property	Gateway Towers
Time of Incident	09:00:00
Location of Incident	3600 Gateway Drive, Apt. 404, Philadelphia, PA 19145

Description of Incident
Joanne Confalone of A404 called the office to report her granddaughter, Jacquelyn Staunton, who lives in the apartment with her tested positive for COVID-19 in the ER on the evening of November 24, 2020. Ms. Confalone said her granddaughter is quarantining in the apartment and will not leave.
Corrective action taken at the time of the incident
John Samuel and Brian Kroker were immediately notified. The resident was contacted. Brian Kroker contacted RestoreCore to have the building sanitized. RestorCore will disinfect the building November 25, 2020 between 4pm and 6pm. The residents of the 3600 building were notified of the COVID case and the sanitizing treatment being completed.
What we have done related to Customer Service and helping the resident, if anything?
I spoke with the resident and offered assistance in helping them to quarantine.
Witnesses names and phone number
Joanne Confalone--(267) 236-3704
Is criminal activity involved
No