

Date of Incident	12-20-2024
Prepared By	Mecca Holloway
Reviewed By	Incident Report was reviewed by Brian Kroker on 12-20-2024 at 09:32 PM.
Property	251 Dekalb
Time of Incident	10:36:00
Location of Incident	S0406 kitchen

Report Last Updated By	Update Date
Brian Kroker	12-20-2024
Mecca Holloway	12-20-2024

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
<p>On December 20th, Jennifer attempted to open her refrigerator, but the door would not open. She noticed two washers on the ground and attempted to close the refrigerator door back into place. As she began to close it, the refrigerator door detached and fell onto her right foot, specifically on to her big toe. Jennifer reported that she is currently experiencing bruising on her toenail and is unsure if the nail may eventually detach. She stated that she does not feel the need to seek medical attention at this time but will discuss the matter with her husband to decide if medical care is necessary. Actions Taken: After being informed of the incident, maintenance staff assessed the refrigerator. They determined that it was unrepairable and replaced it with a new unit. Additional Notes: Jennifer has been informed to monitor her condition and to seek medical attention if necessary. She will provide an update if she decides to pursue medical care. Follow-Up Required:</p> <ul style="list-style-type: none"> Monitor Jennifer's status and confirm if medical attention is sought. Ensure the replaced refrigerator is functioning properly.
Corrective action taken at the time of the incident
After being informed of the incident, maintenance staff, Kenny, assessed the refrigerator. He determined that it was unrepairable and replaced the refrigerator.
What we have done related to Customer Service and helping the resident, if anything?
Jennifer has been informed to monitor her condition and to seek medical attention if necessary. She will provide and update if she decides to pursue medical care.
Witnesses names and phone number
There was no witness.
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Unit
S0406
Resident Name
Jennifer Pryde
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

