



Date of Incident	12-20-2022
Prepared By	Stephen Cicala
Reviewed By	Incident Report was reviewed by Lori Kolinchak on 12-22-2022 at 03:19 PM.
Property	251 Dekalb
Time of Incident	12:35:00
Location of Incident	West Building mailroom

Incident Type
Injury-other
Incident Type Category
Residents or guests
Incident Type Sub-Category
other
Description of Incident
<p>On 12/20/22 at 12:35 p.m. the postal worker waived Natalie Dixon down as if something was wrong. Natalie grabbed my phone and ran out to the mailroom in West building. Natalie saw a lady laying on the floor on her back. Natalie tried to wake her up and dialed 911. The postal worker filled Natalie in that the resident said she was feeling lightheaded and then she fell (fainted). She also told Natalie that her mother was sitting in her car outside so Natalie ran to get her mother and let her know of her daughter's situation. Natalie was still on the phone with 911 by the time she got back to the mailroom the young lady was alert but still laying down. The resident said she was too dizzy to sit up. Natalie then handed the resident her phone and the resident spoke to 911 refusing service. The ambulance showed up maybe 7 minutes later and checked the resident's vitals, got her to her feet and offered to take her to the hospital but she refused to go. They then told her that it wasn't a good idea because it could happen again. The resident said she has suffered with this for years and can manage and will follow up with her neurologist once she get back to her apartment.</p>
Corrective action taken at the time of the incident
Natalie called 911.
What we have done related to Customer Service and helping the resident, if anything?
Natalie walked the resident o her car where the resident's mother drove over to the South building.
Witnesses names and phone number
The mail carrier (not our regular carrier). No phone number.
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
Yes
Resident Name
S207- Rashida Nannette
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

