



Date of Incident	12-23-2020
Prepared By	Linda Barder
Property	Towers at Wyncote
Time of Incident	08:07:00
Location of Incident	REVISED TO INCLUDE RESIDENT NAME In front of the EXIT ramp of Tower 1 parking lot

Description of Incident
Bria Bailey; 0926-1 Leaving out for work, came across the black ice that was not visible enough for me to see. Slipped and fell, waited a couple of seconds before attempting to get up to make sure I was okay enough to stand and not injured anywhere. Once I got up I stood up and bent over to stretch my back. Proceeded to walk to my car and turned back around contemplating on if I should still go to work. Picked up my phone to call my mom
Corrective action taken at the time of the incident
We had Rob salt the area. This is the 2nd incident report from the same resident on two different days. Her original email is different from her answers she responded to me regarding specifics; See attached.
What we have done related to Customer Service and helping the resident, if anything?
Communicated through email asking if she was okay. I asked if she want to the hospital her response was No, I work at the hospital. Had a doctor check my back for me. Additional information resident was wearing Black are max sneakers, royal blue scrubs, black coat, white hat, black and white bag
Witnesses names and phone number
Yes, she was in the dog park walking her dog. She approached me seconds later and asked was I okay because she had seen me fall
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://

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We value this feedback. We are currently experiencing a number of issues that are affecting the service we provide to our residents. We are working to resolve these issues as quickly as possible. We are sorry for the inconvenience and appreciate your patience. We will continue to work on improving our service and will contact you again once we have a solution. Thank you for your feedback.

Wyncote
 Tower 1 Apt. 105
 Wyncote, PA 19086

