

Side entrance of Gateway Towers Building C, closest to Clubhouse

At approximately 12:00 pm, 2/20/2021, I heard a frantic pounding and pulling on the front door to the leasing office. I then heard a female voice on the phone, very excited, saying "I just ran to the leasing office". I went to the door, but Michael Daugherty was already there. He opened the door and I heard a woman say in an agitated manner, "someone just fell on the ice and I think she's hurt."

I asked if she had called 911, to which she responded, "No, I just ran over here to see if you could help." I asked her where the person had fallen, and she responded, "in front of the C building." I instructed her to call 911 and then asked Michael to go with her to see what was happening, that I would be right over as soon as possible.

I got my coat, phone, business card, and set of latex gloves, found my keys and hurried over to the C building.

As I approached the C building, I looked to my left and saw Michael standing on the sidewalk, with the young woman who had come to the office crouching on the ground near the step, but on the sidewalk. There was what appeared to be a coat on the ground as well. I couldn't tell if there was someone else on the ground or what. As I approached, it became clear that there was an individual laying on the ground, partially on the concrete and partially on the snow. The coat I had seen was wadded up and being used to support the person's head and keep it out of the snow. I thought the individual had been placed in the recovery position, on his/her side, but she was on her back, with her leg crossed over her other leg, almost as if she were sitting with her legs crossed.

I approached the group and acknowledged everyone. I introduced myself to the person laying on the ground, told her my position, and asked if she had hit her head or lost consciousness, that she was aware of. She responded she did not hit her head, it was her leg.

I asked if she could tell me what happened, and she replied, "I was walking up to the door, started to step up and suddenly I felt my leg go out from under me and I just collapsed onto this leg (pointing to her right leg). She cried out as she pointed, saying oh no, I must have hit my finger too, this one it really hurts! I must have slipped on the ice right here." She sort of motioned to her left, where there was a large patch of ice directly in front of the step leading to the door. It appeared to be just wet concrete, but when I touched it with my foot, it was very slippery and obviously ice. She also told me that she thought her leg was starting to swell and she couldn't feel her toes on her left foot. I noticed her phone was laying on the ground, sort of under her leg, so I retrieved it and returned it to her. At that time I also gave her my card and let her know she could always contact the office if she lost it.

The young lady, how she happened to find the person on the ground. She stated she was getting out of her car at the time and saw her go crashing to the ground. She made sure she was conscious and then ran to get help. I asked her name, Jennie, and then I asked the name of the person on the ground, Elaine. Elaine Marcowicz is a resident of C209. Jennie is her daughter in law.

I made small talk with Elaine, on the ground, for a few minutes. She was able to answer all the questions with minimal effort or trouble and it seemed she was pretty comfortable given the situation. I told her I was going to take a few pictures for my report I had to write, if that was ok. She said sure, do what you need. I took a few pictures and then I told Michael he could return to the office if he wanted, but he could also stay. Michael said his goodbyes and left the scene.

While waiting for the ambulance we talked a little more, just small talk. I called the office to have George Daehling, who was working, to bring some salt over to treat the ice. About 5 - ten minutes later, approx 12:15 pm, George arrived and put some salt on the icy area. He also scraped some of the snow back and put more salt on the other steps, even though they were dry.

At approximately 12:25 pm the ambulance arrived and the EMT's assessed Elaine. She repeated what she had told me, and after some maneuvering, they were able to get her on the gurney and into the ambulance. I confirmed my name with Jennie, told her to be sure to contact the office or have Elaine contact the office if she had any questions or if they needed anything. I also asked Jennie to let us know how Elaine was doing.

Jennie got in her car and I went with George into the C building to check the cameras. I was unsure of how to use the system in the shop so I came back to the office to view the camera footage. Unfortunately, the cameras to the C building seem to be down, potentially due to the storm and ice of the last two days. I alerted Marva Brown and John Samuel to the issue.

I contacted my manager, Marva Brown, to let her know of the incident and to let her know an incident report would be coming through.

George Daehling applied more salt to the area and scraped snow off the sidewalk to help stop any potential melt from accumulating there again.

I identified myself, gave the individual my business card, and asked that they call us if they needed anything. I also asked that they give us an update, as we certainly hope she is ok.

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Michael Daugherty, Leasing Agent