

hmannel@collingswood.com

From: hmannel@collingswood.com
Sent: Wednesday, November 28, 2018 2:31 PM
To: serrao.patricia@gmail.com
Subject: RE: Insurance Claim Paperwork

Robert Hunt
Senior Claim Adjuster
Amerihealth Casualty Services
1700 Market Street Suite 700
Philadelphia, PA 19103
P 856-380-6524 | F 856-380-6558
Robert.Hunt@ahcasualty.com

-----Original Message-----

From: serrao.patricia@gmail.com [<mailto:serrao.patricia@gmail.com>]
Sent: Monday, November 12, 2018 11:00 AM
To: hmannel@collingswood.com
Subject: Re: Insurance Claim Paperwork

Hi Holly,

I wanted to reach out to see if there is any update on this claim or if you can send me information for me to contact the insurance company. The medical bills have pulled up and we need to pay them so that our credit doesn't get effected. Thanks.

Patricia Serrao



Sent from my iPhone

> On Sep 12, 2018, at 10:42 AM, "hmannel@collingswood.com" <hmannel@collingswood.com> wrote:

>

> Thank you. I will forward your claim to the adjuster.

>

> K. Holly Mannel, RMC,CMR

> Borough of Collingswood

> 678 Haddon Avenue

> Collingswood, NJ 08108

> 856-854-0720 ext 127

> 856-854-0632 Fax

>

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> To: hmannel@collingswood.com

> Subject: Re: Insurance Claim Paperwork

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> I dropped by yesterday to drop off the paperwork and supporting information. Please let me know if I missed anything or if you have any questions. Thank you.

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> Sent from my iPhone

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>> On Sep 5, 2018, at 9:21 AM, "hmannel@collingswood.com" <hmannel@collingswood.com> wrote:

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>> Hello,

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>> Thank you for checking though.

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>> ~~-----Original Message-----~~

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>> -----Original Message-----

>> From: serrao.patricia@gmail.com [mailto:serrao.patricia@gmail.com]

>> Sent: Tuesday, September 04, 2018 10:49 PM

>> To: hmannel@collingswood.com

>> Subject: Re: Insurance Claim Paperwork

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>> Hi Holly,

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>> Patricia

>>

>> Sent from my iPhone

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>>> On Aug 30, 2018, at 4:19 PM, "hmannel@collingswood.com" <hmannel@collingswood.com> wrote:

>>>

>>> Please see the attached per your request.

>>>

>>> K. Holly Mannel, RMC,CMR

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>>> -----Original Message-----

>>> From: serrao.patricia@gmail.com [mailto:serrao.patricia@gmail.com]

>>> Sent: Thursday, August 30, 2018 3:20 PM

>>> To: hmannel@collingswood.com

>>> Subject: Insurance Claim Paperwork

>>>

>>> Hi Holly

>>>

>>> Can you please send me the insurance claim paperwork. Thank you.

>>>

>>> Patricia Serrao

>>> 1020 Collings Avenue

>>> Collingswood NJ 08107

>>> [REDACTED]

>>>

>>> Sent from my iPhone

>>> <Accord General Liability Form.pdf>

>>> <Collingswood Tort Claim.pdf>

hmannel@collingswood.com

From: hmannel@collingswood.com
Sent: Monday, November 12, 2018 11:05 AM
To: Hunt, Robert (Robert.Hunt@ahcasualty.com)
Subject: FW: Insurance Claim Paperwork
Attachments: 6-24-18 Serro- Claim .pdf; 6-24-18 Serro- Pool Incident Report.pdf

Bob,
Please see the email from Ms. Serra about her claim from an incident this summer at Robert's pool. Can you reach out and advise her of the status of her claim?

K. Holly Mannel, RMC,CMR
Borough of Collingswood
678 Haddon Avenue
Collingswood, NJ 08108
856-854-0720 ext 127
856-854-0632 Fax

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>>> <Collingswood Tort Claim.pdf>

hmannel@collingswood.com

From: hmannel@collingswood.com
Sent: Monday, November 12, 2018 11:03 AM
To: 'serrao.patricia@gmail.com'
Subject: RE: Insurance Claim Paperwork

Hello Patricia,

Our adjuster is not in his office today. I will forward your message to him and ask him to reach out to you. His name is Robert Hunt and he is with Ameri-Casualty.

K. Holly Mannel, RMC,CMR
Borough of Collingswood
678 Haddon Avenue
Collingswood, NJ 08108
856-854-0720 ext 127
856-854-0632 Fax

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>> Sent: Tuesday, September 04, 2018 10:49 PM

hmannel@collingswood.com

From: Karen Twisler <karen.twisler@rve.com>
Sent: Thursday, October 11, 2018 12:41 PM
To: hmannel@collingswood.com
Subject: FW: Sway Bench Warranty

I am still waiting for the detailed warranty on the Sway Bench. This link shows the overall warranty for Gametime.

<https://www.gametime.com/warranty>

Karen Twisler, LLA, RLA, LEED BD+C, CPRP
Landscape Architect
Remington & Vernick Engineers, Inc.
232 Kings Highway East
Haddonfield, NJ 08033
856-216-1890 ext. 1096
karen.twisler@rve.com



REMINGTON
& VERNICK
ENGINEERS

RVE.com | [LinkedIn](#)

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- No. 8/10/2018

hmannel@collingswood.com

From: Kevin J. Carey
Sent: Thursday, September 13, 2018 11:15 AM
To: hmannel@collingswood.com
Cc: khastings@collingswood.com; epigliacelli@collingswood.com; amarker@collingswood.com; collsrar@yahoo.com; mdeets@collingswood.com; sdiorio@collingswood.com
Subject: Re: Insurance Claim Paperwork

I believe this was at the pool. I will meet you at borough hall to speak further in person.

Regards,

Chief Kevin J. Carey
Collingswood Police Department
735 N. Atlantic Avenue
Collingswood, NJ 08108
Office: 856-854-1901, Ext. 224
Fax: 856-854-1867
Email: kcarey@collingswood.com

On Sep 13, 2018, at 11:09 AM, "hmannel@collingswood.com" <hmannel@collingswood.com> wrote:

Hello,

The attachment and email below is from a resident. Her son's leg was broken when he was pinned under the swing at Knight Park. I think we should take a look and see if there is something that can be done to make it safer.

K. Holly Mannel, RMC,CMR
Borough of Collingswood
678 Haddon Avenue
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From: Patricia Serrao [<mailto:serrao.patricia@gmail.com>]
Sent: Thursday, September 13, 2018 10:35 AM
To: hmannel@collingswood.com
Subject: Re: Insurance Claim Paperwork

Hi Holly,

Thank you for following up with me yesterday on the paperwork I filled this week for the accident my son, Tomas, had at Roberts Pool this summer.

As I mentioned on the call, since that accident we have had a chance to talk to other parents who also attend the pool both in person (parents from our children's schools) and via social media (such as Facebook) and we have found that when we have explained how Tomas was injured the reaction more often than not has been "I hate that swing!" and "I know another child that was hurt on that swing as well".

Since the accident we have hear a number of stories about concussions, broken noses, knocked out teeth and cut lips by that swing. In an effort to get more information from other Collingswood parents and understand how other families feel about the safety of that sing I posed a survey on the Collingswood Moms Facebook Group Page "Collingswood Mommy Group" (a private group (<https://m.facebook.com/groups/167556879971729>) I took a poll to see what parents thought of taking action to make that swing safer. Below are the results of the poll with the largest majority wanting it removed but many being satisfied with just chaining down the swing so that it does not swing far enough to injure a child. (Poll stats as of Sept 13, 2018)

- **Remove Swing** – 75 votes
- **Keep Swing** (chain down to prevent swinging) – 26 votes
- **Do Nothing** – 11 votes
- **Add Sign** (place sign stating "Do Not Push") – 6 votes

One mother *Cara Anderson-Boiler* (see picture in FB thread attached) shared details and a picture of her child who suffered a concussion in 2017 due to the child being on the swing and having the swing move back and the child fell off and landed on the hard pavement, bruising her forehead, cheekbone and suffering a concussion. While others verbally at the pool told me of other children that suffered broken teeth, cut lips, and broken nose from the swing coming back and hitting them on the face. I was also told that in the Crystal Lake Pool Complex (located in a neighboring town in Haddon Heights, NJ on W Park Blvd & W Crystal Lake) there is a similar swing to the one at Roberts Pool which injured my son, however that swing is chained down to the floor to limit its ability to swing.

We understand that children can be injured anywhere, and we can't prevent all injuries in a playground, but given the size and weight of that swing and its location in the playground and the frequency of injuries from this swing many parents feel it should be addressed. Either by removal or by limiting its ability to swing.

Thank you for your attention and please let me know if you would like me to take further action such as soliciting signatures from parents in a petition.

Patricia Santos-Serrao


On Wed, Sep 12, 2018 at 10:42 AM hmannel@collingswood.com
<hmannel@collingswood.com> wrote:

Thank you. I will forward your claim to the adjuster.

K. Holly Mannel, RMC,CMR
Borough of Collingswood
678 Haddon Avenue
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856-854-0720 ext 127

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Comments

[Delete](#)

Patricia Santos-Serrao created a poll in Collingswood Mommy Group.

Hello Collingswood (and surrounding area moms),

Some of you may recall at the beginning of summer (June 24th) I posted about my son's injury at Roberts Pool where he broke his right femur while pushing the large yellow metal bench swing at the pool playground. Now that summer is over, and I have had some time to focus on my #1 priority to get my son back on his feet (literally - he is recovering well and beginning physical therapy next week), now that the dust has settled I am circling back to proactively keep this from happening to another child ever again. Since my son's injury I have heard numerous stories about other children who have suffered broken teeth, split lips and a broken nose due to the swing coming back and hitting the child behind the swing. Before another accident like the one that occurred with my son happens I want to take a poll on how others feel the Borough should handle this. Also, if you have any stores to share about any incidents that may have occurred on this swing this past summer or in previous summers please feel free to share.

EDIT: I am adding below a picture of my sons surgery scars for those that feel I am over reacting. My son has suffered through surgery and will have to go through it all over again next year to have the metal rod removed from his leg because he is 9 and growing and the rod can not stay permanently and even then there is no telling if this will have an effect on his growth on his right leg potentially being short than his left in the future. So I will not apologize for wanting to protect other families from going through what we have and continue to go through because of the effect of his injury.

Should the Borough:

- | | | |
|-------------------------------------|---|----------|
| ☐ | Remove The Swing – It's too Dangerous | 75 Votes |
| ☒ | Keep the Swing but chain to the ground to prevent swinging it hard. | 26 Votes |
| ☐ | Do Nothing – Its fine as it is | 11 Votes |
| ☐ | Keep the Swing – Place a sign DO NOT PUSH THIS SWING | 6 Votes |

September 5 at 3:34 PM · Collingswood Momm...
[Save](#)

[Like](#)[React](#)[Comment](#)

Alison Fein Smith and 4 others

[View previous comments...](#)

Kate Royds

It's pretty heavy duty..not necessary. Take it away.

[Like](#) · [React](#) · [Reply](#) · [Report](#) · Sep 5

Patricia Santos-Serrao



2 · Like · React · Reply · Edit · Sep 5

Kate Royds replied · 6 replies

Miranda Leah

Sending good vibes for healing!!!

1 · Like · Reply · Report · Sep 5

Kristyn Souder

There a similar swings at Crystal Lake pool but IIRC are chained to the ground as well so that you can't swing them very far (just a small rock back and forth). Would that be a reasonable middle ground?

Edited · 15 · Like · Reply · Report · Sep 5

You replied · 6 replies

Angela Piper Patterson

I'm for getting rid of the swing- I think it's too dangerous for the age of children playing at that playground. The chain mentioned above is also a good solution in my opinion.

Edited · 3 · Like · Reply · Report · Sep 5

Amanda Powell-O'Neill

Ugh I hate this swing. My son was playing with his little buddies (aged 3-5) and he was pushing his friend and the swing came back and knocked him in the face. It wasn't super hard and I think he was more embarrassed and shocked that he got hurt, but he wasn't doing anything mischievous or being "extra".... he knows now that he is not allowed anywhere near that swing. Especially after reading your story!

1 · Like · Reply · Report · Sep 5

Amanda Jurczykowski Kircher

That is not a piece of playground equipment. It is likely meant for parents / guardians to use but of course kids are going to play on it given its proximity to the playground. I say at least tether it so it doesn't swing too far.

Glad to hear your son is doing better!

1 · Like · Reply · Report · Sep 5

Kimberly Marie

I first want to send my sympathies for your son, Patricia Santos-Serrao. I hope the surgery goes smoothly and he continues to recover. Secondly, thank you for being thoughtful and alerting others to this danger. I may not have noticed until too late as I can't imagine what the full momentum of a swing like this could do to another child (my girl is three years old and my guess is it could do serious life threatening damage).

Lastly, I agree. Tether it or remove it. Yes, this is a dangerous world. We can as parents try to remove all the dangers so our kids are safe... but to what degree? I teach my 3 year old to cut with a dull-ish knife, to chew grapes slowly and carefully and all sorts of other precautions. However, some dangers do not seem worth it for the risk and plenty of people cannot anticipate this danger (and it is a serious one!). Even a sign does not sound like enough to me. By chaining it you reduce the risk tremendously and I see no good reason not to.

👤 1 · Like · React · Reply · Report · Sep 5

You replied · 4 replies

Cara Anderson-Boiler

I agree that tethering might be a reasonable option. I generally am in the camp of letting kids be kids, and learning from navigating the world around them even if it sometimes results in injury, but this installation lacks in foresight. The swing should not be on that hard paved surface. I was taking a picture of my 2 year old, her siblings and some friends on the playground when she decided to climb down off of that swing. It swung back and then came back up behind her cutting in at her legs and propelled her forward across the pavement. I was a stones throw away and couldn't do anything in that moment to get there fast enough to stop what was happening. I heard the crack as her skull hit the pavement. Still, we were lucky it wasn't worse than a concussion.



👤 2 · Like · React · Reply · Report · Sep 6 at 12:06 PM

You replied · 6 replies

Meg Angelino

I have been there and saw this swing. It does seem unnecessarily dangerous. I think a tether is a sound option. Kids will be kids, but when something is a hazard that we can control, we should.

👤 1 · Like · Reply · Report · Sep 6 at 8:39 PM

Write a comment...

Comment

Attach a Photo · Mention Friends