

## Incident Statement

Date of Report: 6.20.2025

Reported By: Mindy Neria

Location: Happiness Senior Center- 563 N Carolina Dr, 79915

Individuals Involved: Dora Trillo, Enrique Valadez, Mindy Neria

Date/Time of Incident: 6.20.2025 at 12:30 PM

Type of Incident: Participant Conflict Allegation

### Incident Summary:

On 6.20.2025, I was called into the office by Enrique to discuss an incident that had occurred earlier in the week involving Dora and another participant, Irene.

Before the discussion could formally begin, Dora entered the office independently, stating she had a complaint regarding participant Irene. Enrique proceeded to read a written complaint Dora had previously submitted to me earlier that day. In her complaint, Dora alleged that Irene nearly struck her in the left eye and brushed against her left breast—where she has had a mastectomy—while retrieving arts and crafts supplies.

To clarify the severity of the physical contact, Enrique asked Dora whether the contact was an intentional hit with the elbow or more of an incidental touch. Dora responded that it felt more like a brush as Irene retracted her arm, but emphasized that it was still painful.

At that point, I asked Dora for confirmation, stating, "Just to make sure, you're saying this happened on your left-hand side?" Dora confirmed again, stating that it was indeed her left side that was affected.

Enrique then informed both of us that he would investigate the incident further and asked if there were any witnesses. I responded that the incident had been captured on our surveillance cameras and that footage could be reviewed. Enrique requested that I inform Lluvia to send him the video footage on Monday upon her return. He also advised Dora that if the investigation finds her complaint to be false, she would face appropriate consequences.

Dora then backtracked that her primary concern was not the physical contact but that Irene should not have taken the supplies, as she was not finished using them. Enrique asked me whether the supplies provided by Aliviane were

communal. I confirmed that they were, as per standard procedure during every monthly visit from Aliviane.

Dora claimed she had not been informed that the supplies were communal. I asked her whether she had attended previous Aliviane arts and crafts sessions, to which she replied yes. Both Enrique and I explained that Aliviane's procedures had not changed and that the supplies have always been communal. Dora reiterated that she did not know they were communal and maintained that Irene should be reprimanded for taking them. Enrique clarified that since the supplies were communal, there would be no grounds for disciplinary action against Irene, but he would still review the incident involving potential physical contact.

Enrique then brought up another incident from the same day when Dora was initially brought in to discuss the interaction with Irene. He informed Dora that it was inappropriate for her to tell staff to "shut up" and that she must treat all center staff with respect. Dora asked who had she said that to, and Enrique turned in my direction, stating that she had directed the remark at me during our earlier meeting.

Dora responded loudly, denying the accusation. She stated that all she said was, "Can you stop shaking your head." Enrique asked me if there were witnesses present. I replied that both Lluvia and I were in the office at the time.

At that point, Dora turned to me, pointed her finger, and raised her voice, yelling, "You are a liar!" I calmly responded, "You are welcome to feel like that, but that is what we both understood." Dora continued to raise her voice and repeatedly called me a liar.

Enrique concluded the meeting by stating that he would investigate both incidents and determine the appropriate course of action.

*Mindy Neria*