

# PREVENT RESIDENT ABUSE & NEGLECT

## Physical abuse of a resident

Pushing a resident  
Shoving a resident

Grabbing a resident  
Abusing a resident sexually

## Verbal abuse of a resident

Shouting at a resident  
Showing anger toward a resident  
Insulting a resident  
Swearing at a resident  
Threatening a resident

## Ignoring or neglecting a resident

Focusing on yourself instead of on residents—  
anytime while on duty (using your phone, talking  
with co-workers, taking an unauthorized break, etc.)

Knowing a resident needs assistance—and ignoring  
the resident's need

## Exploiting a resident

Using a resident's cell phone

Taking money in any amount, with or without the  
resident's knowledge

Using a resident's credit card, debit card, or  
checkbook

Signing a resident's name, or deceiving a resident  
into signing any document

Opening a resident's mail

Borrowing any property of a resident, with or without  
permission



## What should you do about abuse and neglect of a resident?

**Recognize it.  
Always report it.  
Never let yourself do it.**

*Never break a resident's  
trust in you.*

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