## 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

**Misappropriating a resident’s property**

- 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

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

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

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

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Resource Center for CareerTech Advancement
a division of Oklahoma CareerTech
resourcecenter@careertech.ok.gov