**Section 370.3040 Abuse and Neglect**

a) An owner, licensee, program coordinator, house manager, employee or agent of a facility shall not abuse or neglect a resident.

b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the facility program coordinator or house manager.

c) A facility program coordinator or house manager who becomes aware of abuse or neglect of a resident shall immediately report the matter by telephone and in writing to the resident's representative, or if he or she is not available then to the Department.