**Section 385.1900 Abuse and Neglect**

a) A licensee, facility manager, employee, volunteer or agent of a facility shall not abuse or neglect a client.

b) A facility employee, agent, or volunteer who becomes aware of abuse or neglect of a client shall immediately report the matter to the facility management.

c) Upon becoming aware of abuse or neglect, facility management shall immediately report the matter by telephone and in writing to the client's representative and the Department.