

**ARIZONA DEPARTMENT OF HEALTH SERVICES**  
**DIVISION OF LICENSING SERVICES**  
**Office of Long-Term Care**  
**150 N. 18th Ave, Ste. 440 Phoenix, AZ 85007 602/364-2690**  
**400 W. Congress, Tucson, AZ 85700 520/628-6965**

**ABUSE IN NURSING HOMES - WHAT TO DO**

All residents have the right to be free from abuse by anyone in their nursing home. This includes any kind of abuse from staff members, other residents, volunteers, family, friends, or any other individual. There are different kinds of abuse.

**PHYSICAL ABUSE** includes hitting, striking, pinching, slapping, shaking, pushing, grabbing, handling in a rough manner, or injuring someone in another way. It also includes prolonged, excessive, inappropriate, or unauthorized use of physical restraints or drugs used to control your behavior.

**VERBAL ABUSE** includes name calling, yelling, swearing, frightening, belittling, intimidating, or threatening someone.

**SEXUAL ABUSE** includes sexual contact, sexual harassment, sexual coercion, and sexual assault. There should NEVER be sexual contact between a staff member and residents.

**EMOTIONAL ABUSE** includes belittling, causing fear or shame, threatening to punish residents for their behavior, threat of eviction, or encouraging a resident to pay for favors or attention. It may also include encouraging you to purchase gifts that you do not want to buy.

**FINANCIAL ABUSE** includes theft of property or money and misappropriation of personal funds, such as charging for items of service included in the daily rate or for items or services you did not request.

**NEGLECT** includes being ignored or being treated with indifference, not receiving basic medical or personal care (such as assistance with personal hygiene, adequate food, liquids, shelter, and clothing) and protection from health and safety hazards.

**ISOLATION** includes involuntary seclusion, being prevented from meeting with visitors, or not having privacy with regard to telephone calls or mail.

