

BO BUTTERFIELD

LEARNING POINTS

- ☑ Recognize signs of possible caregiver misconduct
- ☑ Review duty to report abuse by other caregivers
- ☑ Recognize ways to practice effective communication with a co-worker
- ☑ Identify strategies for working with residents with challenging behaviors

caregivers

PREVENT  PROTECT  PROMOTE
abuse/neglect *clients* *dignity*