

(For Residential Care Facilities in San Mateo County)

When a Resident in Your House Reports He/She Was Physically or Sexually Assaulted

- **Always believe the resident if he/she reports sexual or physical assault.**
- **Call 911 if the resident is in need of emergency medical or police attention regardless of the time of day.**
- **If resident chooses to report to police the physical or sexual assault, assist the resident in making the police report.**
- **Stay with the resident or have another staff member stay with the resident until further help is obtained.**
- **If the resident is conserved, call the resident's conservator immediately.**
- **During office hours, call the resident's therapist or case manager and report the incident immediately. If therapist or case manager is not available ask to speak to the person in charge.**
- **Call Psychiatric Emergency Services (PES) if needed or if clinics are closed.**

PES (650) 573-2662