



Board Guide: Resident Mental or Health Decline

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What to Do — Step-by-Step

1. **Focus on Behavior, Not Diagnosis.** Only act on observable safety or rule violations. Do not try to diagnose conditions like Dementia, Hoarding Disorder or other mental illness.
2. **Document Specific Incidents.** Keep a dated log of behaviors (e.g., wandering, leaving stove on, aggression). Stick to facts only.
3. **Act if There's Immediate Danger.** If the resident poses a risk to self or others, **call 911**. Emergency responders are trained to help.
4. **Report to Adult Protective Services (APS).** If there's concern about neglect, vulnerability, or self-harm, contact APS: ☎ 1-800-962-2873 or reportabuse.dcf.state.fl.us
5. **Contact Family or Emergency Contact — If Known.** If the association has a listed emergency contact, you may notify them of safety-related incidents.
 - ✓ Focus on facts, not assumptions.
 - ✗ Do not share confidential records or discuss medical conditions.
 - ✗ Do not contact unlisted relatives unless there is an immediate safety concern **and** you've consulted legal counsel.
6. **Consult Association Legal Counsel.** Before taking steps like restricting access or suggesting removal, seek legal advice to avoid liability or discrimination claims.

What Not to Do

- Don't **diagnose** or discuss possible health conditions.
- Don't **contact doctors or outside parties** unless legally authorized.
- Don't **treat the resident differently** based on health concerns.
- Don't attempt **eviction or removal** without proper legal process.

Legal Notes

- **Fair Housing Act:** Protects residents with disabilities from discrimination.
- **Florida Statute §415.1034:** Allows voluntary reporting of vulnerable adults.

REMEMBER: Your role is to protect the community, not to intervene medically. When in doubt, document facts, report danger, and call your attorney.