**Agency/Facility Name**

**PREA REFRESHER: Community Confinement**

**Professional Communication and Boundaries**

**Professional Communication**

When staff treat residents respectfully, residents will ask for help when needed. Staff should aim to communicate with residents in a manner that is open, honest, and professional. Here are some tips to achieve an appropriate balance:

* Avoid slang and nicknames
* Always use respectful language when speaking with residents and to one another
* Address all residents as by their last name to avoid misusing pronouns
* Never use offensive terms when referring to LGBTI residents

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**Compromised Professionalism**

Developing personal relationships with certain residents leads to:

* A lack of trust among staff
* Diminished facility safety, including more abuse and harassment
* Increased power for favored residents

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**Appropriate Interactions**

Staff can avoid inappropriate behavior while still maintaining open communication with residents by:

* Allowing small talk but stopping it if it becomes personal
* Enforcing policies in a way that conveys respect and compassion
* Actively listening to residents but letting them know you have duties to fulfill