**Agency/Facility Name**

**PREA REFRESHER: Prisons and Jails**

**Professional Communication and Boundaries**



**Professional Communication**

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

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

**Appropriate Interactions**

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

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



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**Compromised Professionalism**

Developing personal relationships with certain inmates leads to:

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