**Agency/Facility Name**

**PREA REFRESHER: Juvenile Detention**

**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:

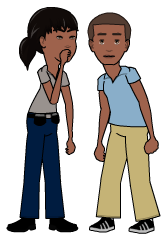
* Avoid slang
* Always use respectful language when speaking with residents and to one another
* Model the language and behaviors you want residents to use
* Address all residents using their last name or preferred first name to avoid misusing pronouns
* Never use offensive terms when referring to LGBTQ residents

**Intervene and Redirect**

Step in when peers aren’t maintaining boundaries. Crossing a boundary can include:

* Gossiping with residents about others in the facility or sharing personal information
* Using inappropriate language or discussing inappropriate topics with residents
* Providing certain residents special privileges or unearned incentives

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**When Staff Fail to Show Professionalism**

Interacting inappropriately with residents leads to:

* Increased distrust among staff
* Diminished facility safety, including more abuse and harassment
* More power for favored residents