

# Staff/Inmate Communications

## 1102.1 STAFF/INMATE COMMUNICATIONS

- (a) Communications between staff and inmates is essential to efficient operation of each facility. Staff shall respect the dignity of each person and refrain from profane, callous, or degrading remarks. Staff shall be firm, impartial, and resolute in demanding compliance with jail rules and regulations. No employee has the right to inflict verbal abuse on any inmate, nor can any such action be condoned. Each employee will attempt to respond to inquiries of inmates or direct the inmate to the appropriate staff member best suited to respond to the inmate.
- (b) The Module and Housing Staff will manage routine communication between staff and inmates.
- (c) Inmates are permitted to send Inmate Message Slips to Custody personnel, Sheriff's Department personnel, or other persons in agencies located in the Civic Center areas where messenger service is available. Housing Staff may answer routine inquiries addressed to the Facility Administration, but all other inquiries will be forwarded promptly to the intended receiver.
- (d) Envelopes addressed to legislators, the Grand Jury, members of the Board of Supervisors, judges, attorneys, or the chaplain shall be opened and checked for contraband but not be read. Unsealed message slips will not be censored if addressed to the above-intended recipients.
- (e) Unauthorized communication between inmates and Custody Operations employees may be a criminal violation. Each such instance shall be brought to the attention of the employee's supervisor for review and appropriate action.