5-12/005.00 Treatment of Inmates

Inmates are entitled to fair and impartial treatment. At the same time Department members must be firm and resolute in requiring compliance with rules and regulations. Members shall treat all persons in custody with respect and dignity and shall not humiliate them, use slurs regarding race, gender, ethnicity, sexual orientation, or use any obscenities. Department member's relationships and communications with inmates shall remain professional at all times.

Department members shall not harass or verbally provoke an inmate into a confrontation for the purposes of justifying a use of force. Department members also shall not cause or facilitate inmate-on-inmate violence, or subject inmates to unreasonable risk of being assaulted by other inmates.

Members shall consider inmate inquiries as potentially legitimate. When appropriate, refer an inmate to personnel who can address the inquiry, or to the inmate complaint procedure. Members are prohibited from discouraging inmates from voicing complaints or concerns about their incarceration. Retaliation is defined per Custody Division Manual section 5-12/005.05, Anti-Retaliation Policy.