



DIVISION OF ADULT INSTITUTIONS

POLICY AND PROCEDURES

DAI Policy #: 309.52.01	Page 1 of 7
Original Effective Date: 02/01/94, 02/13/14	New Effective Date: 03/16/20
Supersedes: 309.52.01	Dated: 08/20/18
Administrator's Approval: Makda Fessahaye, Administrator	
Required Posting or Restricted:	
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Chapter: 309 Resources for Inmates

Subject: Inmate Canteen

Guidance Document ☒ Yes ☐ No **Posting date** 03/09/20

POLICY

The Division of Adult Institutions shall maintain guidelines for the management of contracted canteen (vendor or BCE) and a uniform canteen menu for inmates to purchase approved goods and over the counter medications for the individual inmate's use and consumption.

REFERENCES

Wisconsin Statutes s. 301.27(2) – Vending Stands

Wisconsin Statutes s. 302.386(3) (b) – Medical and Dental Services for Prisoners and Forensic Patients

Wisconsin Administrative Code s. 309.20 – Personal Property

Wisconsin Administrative Code s. 309.45 – Inmate Funds and Canteen – Purpose

Wisconsin Administrative Code s. 309.52 – Canteen

Wisconsin Administrative Code s. 316.04 – Copayment

DAI Policy 309.20.03 – Inmate Personal Property and Clothing

Health Services P&P 300-07-Appendix 2 – Standard Medical Canteen List

Health Services P&P 300-07-Appendix 3 – Standard Dental Canteen List and Ordering Information

DEFINITIONS, ACRONYMS AND FORMS

BHS – Bureau of Health Services

BCE – Bureau of Correctional Enterprises

Canteen Menu – Itemized list of available products for inmate purchase.

CMSD – Correctional Management Services Director

Contract Administrator – DAI Financial Manager/designee

Contract Manager – DOC Purchasing Section Chief/designee

DAI – Division of Adult Institutions

DOC – Department of Corrections

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DOC Canteen Committee – Consists of the Contract Manager, Correctional Management Services Director(s), Security staff, Financial Program Supervisor(s), DOC Purchasing, BHS and others as identified to review the addition and/or deletion of product offerings.

DOC DL Canteen – The email distribution list for the Canteen Committee.

FPS – Financial Program Supervisor

HSU – Health Services Unit

Over the Counter (OTC) Medications – Medications which can be obtained without a prescription.

RH – Restrictive Housing

TLU – Temporary Lock Up

PROCEDURE

I. General Guidelines

- A. Inmates may spend a maximum of \$50.00 per week or \$100.00 bi-weekly for canteen purchases.
- B. With the exception of correspondence/cards with attached postage, inmates are prohibited from sending canteen purchases out of the facility. Note: Inmates must purchase postage via the canteen or an approved inmate personal property vendor.
- C. All goods, except stamped and embossed envelopes, shall include a 10% mark-up over the cost of the good as sold to the DOC. This 10% is the DOC commission.
 1. The mark-up applies to canteen whether operated by the facility or contracted vendor.
 2. The mark up is calculated using the cost the contracted vendor charges the DOC for the products delivered to institution as the base cost.
 3. The revenue from the mark up is used to fund the related canteen Inventory Control Coordinator position, canteen operations, education, recreation and other activities that directly benefit the inmate.
 4. Canteen provided by BCE shall be priced the same as canteen provided by another vendor.
- D. Canteen menus and prices shall be updated at least every six months.
 1. Vendors may request a price increase during the contract period.
 2. Discontinued items may be replaced at the time of the outage based on the discretion of the Canteen Committee.
 3. Prices may change without notice.

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- E. Facilities shall ensure wages for inmates working in canteen are not charged to the canteen fund.
- F. Facilities shall maintain a positive cash balance not to exceed \$100,000 at any one time in each facility. Any surplus in excess of \$100,000 shall be deposited into the state general fund no later than June 30 of the current year.

II. Standard Contracted Canteen Menu

- A. DAI shall use a standard canteen menu for all facilities with standard pricing and availability.
 - 1. Menus may be restricted for inmates housed in restrictive housing.
 - 2. Menus may be restricted for certain products based on a facility's security recommendation, medical needs or special diet restrictions.
 - 3. Menus may be inclusive of specific facility items such as laundry tokens.
 - 4. Special Menus may be used for fund raiser sales.
- B. **Requests for Additions and Deletions of Canteen Products**
 - 1. The CMSD/FPS shall request products to be added to or deleted from the standardized canteen list by sending the request electronically to the DOC Canteen Committee at DOC DL Canteen.
 - 2. The request for change(s) shall include:
 - a. Description of the item.
 - b. Reason for request (e.g., inmate request, religious product such as halal, kosher, plant based, health food, sugar-free, gluten-free, dairy-free options).
- C. **Canteen Issues/Complaints**
 - 1. Inmates shall only be issued a refund for an item if a wrong item, damaged item, or no item is sent which is noted on the receipt by the staff at the time of delivery.
 - 2. No additional refunds will be issued unless the inmate is no longer housed at the receiving facility.
 - 3. Complaints regarding canteen items, the vendor or the canteen process including product quality and delivery shall first be addressed at the facility level. Facilities shall contact the vendor directly to resolve issues.
 - 4. Issues involving accuracy in canteen order fulfillment, invoicing, delivery or technology related issues shall be communicated to the Canteen Committee.
 - 5. If a complaint cannot be resolved at the facility level, it shall be brought to the attention of the Contract Manager.
 - 6. Inmates shall receive a refund on orders if there is a verified error upon acceptance of the order.
- D. **DOC Canteen Committee**
 - 1. The Contract Manager shall:
 - a. Co-Chair the Canteen Committee.

- b. Contact the vendor to make Canteen menu changes.
- c. Notify the facility when a product is being added to the contract or deleted from the contract by sending out the revised Canteen menu to the CMSD/FPS.
- 2. The Canteen Committee shall:
 - a. Review issues, concerns, complaints brought to the committee or Contract Manager.
 - b. Review product addition and deletion requests, and approve or deny the requests.

III. Medical and Dental Canteen Items

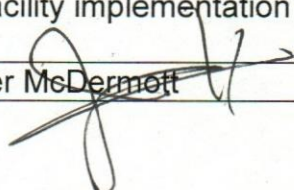
- A. Items from the standard dental and medical lists shall be available through canteen.
- B. Health care providers shall not delay medically necessary OTC medications by directing inmates to purchase them from canteen.
- C. Facilities may control canteen OTC medications in restricted settings.

Administrator's Approval: _____
Mak



Date Signed: 02/28/20

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Kettle Moraine Correctional Institution		
Original Effective Date: 09/07/10	DAI Policy Number: 309.52.01	Page 5 of 7
New Effective Date: 9/4/20	Supersedes Number: 309.52.01	Dated: 12/14/18
Chapter: 309 Resources for Inmates		
Subject: Inmate Canteen		
Will Implement <input type="checkbox"/> As written <input checked="" type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval: Warden Jennifer McDermott 		

DEFINITIONS, ACRONYMS, AND FORMSOBS - Clinical Observation StatusOCO – Out Court OrderOWO – Out Warden's OrderWICS – Wisconsin Integrated Computer SystemTLU – Temporary Lock Up**FACILITY PROCEDURE****I. General Guidelines****A. Canteen orders**

1. The Business Office shall print and distribute a WICS account statement monthly.
2. Inmates are responsible for monitoring their accounts for transactions that may have been posted since the statement was printed.
3. Canteen orders shall be filled out completely and clearly. Inaccurate or illegible orders may result in order not being filled.
4. Canteen orders that exceed the canteen limit or available funds shall be processed to the limit of funds available without going over the canteen limit.

B. Canteen order processing

1. Canteen shall be processed bi-weekly; even numbered units one week, odd numbered units the other week.
2. Canteen order/delivery schedule may be modified due to holidays or operational needs.
3. Changes in order/delivery dates shall be posted with as much notice as possible.

C. Canteen order distribution

1. Canteen shall be delivered to the housing units by the Warehouse staff.
2. Canteen shall be distributed by Security staff/designee in the housing units.
3. Inmates shall not be permitted to pass out canteen.

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5. Canteen orders shall be handed out and inmates shall sign the signature sheet verifying delivery.
 - a. Inmates housed in RHU shall be given the opportunity to review and accept/refuse their canteen order. If an inmate refuses their canteen order, the order will be returned and will not receive a refund.
 - b. If the inmate is in OBS status and is unable to sign, staff shall note on the receipt "unable to sign" with their initials and the receipt shall be forwarded to warehouse and the order shall be stored in RHU.
6. Disputed orders shall be reported to Security staff prior to opening the bag. Security staff shall verify the bag has not been tampered with and shall open the bag and verify the contents.
- D. Inmates who are off grounds during canteen delivery
 1. If an inmate is off grounds when canteen is ready to be delivered to the unit, the order shall be held for one week from delivery day.
 2. The inmate's account shall be credited back the funds for returned items.

II. RESPONSIBILITIES**A. Security staff shall:**

1. Ensure completed canteen orders are collected and delivered to the canteen mailbox located in the Officer Mailroom in the Administration Building by 6:00 a.m., Monday morning.
2. Canteen orders for inmates who have changed housing units shall be delivered to their previous unit for the inmate to sign and pick up.
3. Notify the Warehouse Staff if an inmate is OCO/OWO.

B. Warehouse staff shall:

1. Receive and process inmate canteen orders.
2. Ensure the receipt is clearly visible and sealed inside of the plastic bag with the order.
3. Verify the inmate's status and location prior to the canteen delivery.
4. Notify housing unit Security staff when orders are ready for delivery.
5. Deliver canteen to housing units.
6. Pick up canteen signature sheets.
7. Resolve disputed orders.
8. Notify the Financial Program Supervisor of unresolved issues.

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C. Inmates shall:

1. Complete canteen order forms and submit them to the unit Security staff prior to 9:00 p.m. on the same day.
2. Once received your canteen order, verify contents of order prior to opening the sealed bag.
3. Sign signature sheet in the presence of Security staff if the order is correct.
4. If the order is incorrect or damaged, return sealed bag(s) to unit Security staff. Do not open the bag or no credit shall be given.
5. Retain a copy of the canteen receipt.
6. Appropriately dispose of plastic bag.