 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 309.52.01	Page 1 of 9
	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:		
<input checked="" type="checkbox"/> Inmate <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted		
Chapter: 309 Resources for Inmates		
Subject: Inmate Canteen		
Guidance Document	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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


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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: Columbia Correctional Institution		
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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: <i>Larry Fuchs</i>		

REFERENCES**DEFINITIONS, ACRONYMS, AND FORMS**CCI – Columbia Correctional InstitutionPIOC – Persons in our care**FACILITY PROCEDURE**

- I. Vendor Canteen
 - A. Institution Canteen privileges are provided bi-weekly. Canteen order forms will be provided on the Friday prior to the assigned order week. Canteen order forms must be completed and returned to housing unit staff no later than the following Monday evening. Unit staff will deliver order forms to the business office Monday evening, allowing for the business office to process Tuesday morning.
 - B. New arrivals to CCI will receive the menu for the housing unit they are assigned to. Menus will not be given with each order. Additional copies of the menu can be requested through the Business Office for \$0.15 per page.
 - C. Orders will not exceed \$100.00 bi-weekly, \$50.00 weekly, or the amount in the Canteen statement, whichever is less. If the maximum spending limit is exceeded, or there is insufficient funds, items will be removed at the discretion of the contracted canteen vendor.
- II. Canteen Ordering
 - A. Each inmate will be given one Canteen item/price list, which must be kept.
 - B. Allowable Canteen items are based on institution, housing unit, availability by vendor, and inmate status.
 - C. Housing unit staff will pass out a Canteen scan sheet along with account statements.
 - D. Completed scan sheets will be picked up by housing unit staff on Monday prior to the end of second shift.

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- E. Sheets must remain flat, with no tears, fold, creases, etc., so the scanner can read the order.
- F. Black pen must be used, when possible. Do not use both pen and pencil on the same order sheet.
- G. DOC number must be written in the upper left hand corner, one digit per box. If the DOC number is less than six (6) digits, do not put zeros in the front; simply write the four (4) or five (5) digits.
- H. Completely darken the corresponding circles below each number.
- I. To the right of the number box, fill in the date, housing location, print name, and sign.
- J. Each Canteen item has a four (4) digit item number.
- K. Go to the first grid box labeled "1" and handwrite the item number in the top row.
- L. Completely darken the corresponding circles below each number.
- M. Write the quantity in the last column and darken the corresponding circle.
- N. Repeat steps F-M for all items being ordered.
- O. Ensure the correct item number is used from the price list.
- P. If circle in quantity column is not darkened, the system will only send one item.
- Q. If more than one circle in quantity column is darkened, item will be voided.
- R. If you order a quantity not listed, such as 18: enter the item number and quantity of 10; darken the circle. Move to the next box and enter the item number again and quantity of 8; darken the circle.
- S. If you make a mistake, fill the circles at the bottom of that item with the number 9999, quantity 9. The scanner will cancel this item, but still read the remainder of the order.
- T. If you go over your account statement balance or spending limit, the vendor will take items off at their discretion. Refusal of orders due to items removed will not be allowed.

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- U. If your order contains an item not allowed on your housing unit, it will not be allowed.
- V. Late orders will not be accepted.
- III. Canteen Delivery
 - A. Canteen will be delivered on designated days depending on housing unit and Canteen scheduled delivery.
 - B. Only Staff will hand out Canteen.
 - C. Canteen cart will contain a list of inmates who have Canteen orders.
 - D. Each inmate must sign to acknowledge receipt of order.
 - E. All orders will be in sealed bags with original and duplicate receipt inside the bag.
 - F. Inmates must verify with staff orders are complete prior to leaving the dayroom.
 - G. Signed sheets and receipts with discrepancies are to be placed back in the locked Canteen cart.
- IV. Verification of Order
 - A. Check the contents of the bag against the receipt to ensure items charged were received.
 - B. If the bag needs to be opened to verify, staff must be present.
 - 1. If there is a discrepancy, staff must be notified and staff must unseal the bag to verify.
 - 2. If the bag is opened prior to staff being notified, no adjustments will be made.
 - 3. Staff will take one copy of the receipt, note the error under "List Shortages and/or Damage", number of items, and name/description of item. Staff and inmate must legibly sign and date, and return receipt to the Canteen cart.
 - C. Adjustments to an inmate's account will be made by canteen staff within seven (7) working days of receiving the receipt.
 - D. If an inmate receives an item that is spoiled, it must be noted on the Canteen receipt form with a legible signature of both inmate and staff involved. The spoiled item and sheet with the signatures must be returned to the Canteen cart. Items must be returned the same week it was received to receive a refund, no exceptions.

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- E. Any Canteen for an inmate that has been transferred, is at outside court/hospital, or on a Loss of Canteen disposition must be noted on the sign off roster, and the order put back on the Canteen cart.
- F. Inmates may not refuse an order.
- G. If an inmate placed an order, but did not receive the order, the inmate must notify staff after all canteen has been distributed on that unit.
- H. Stamped envelopes, greeting card envelopes, and razor cards will not be in the bag with other Canteen items; they will be delivered by staff.
- I. Inmates released from restrictive housing will not get an emergency/special Canteen. They must wait until they are released to schedule a Canteen order.

RESPONSIBILITY

- I. Staff
 - A. Canteen Officer
 - 1. Scantrons will be delivered to the housing units on Friday.
 - 2. Collect file folder from units if not in Lobby on Monday morning.
 - 3. Sort and scan all received canteen orders.
 - 4. Orders are secured in a cart for delivery.
 - 5. Deliver and review processed orders to the housing units.
 - 6. Box and return orders for PIOC's that have gone to restrictive housing or have been released since the order was placed.
 - 7. Collect signed receipts after delivery.
 - 8. Forward receipts for shorts and damages to Business Office for crediting.
 - B. Unit Sergeant/Officer
 - 1. Distribute and collect canteen order forms.
 - 2. Forms are placed into a green file folder for pickup and delivery to Lobby.
 - C. Business Office Staff
 - 1. Collect completed forms from Lobby.
 - 2. Required to scan order to vendor and enter credits when items are confirmed short or damaged.
- II. Inmate
 - A. Required to fill out scantrons accurately.
 - B. Responsible to ensure adequate funds are available.

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- C. Verify orders are accurate and undamaged, and sign receipt before returning to room.