

 <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 8
	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

- 1. The Contract Manager shall:
 - a. Co-Chair the Canteen Committee.

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- 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: Prairie du Chien Correctional Institution		
Original Effective Date: 07/01/14	DAI Policy Number: 309.52.01	Page 5 of 8
New Effective Date: 08/13/20	Supersedes Number: 309.52.01	Dated: 10/08/14
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 Peter J. Jaeger		

REFERENCES**DEFINITIONS, ACRONYMS, AND FORMS**DOC-237 – Property Receipt/DispositionRH – Restrictive Housing**FACILITY PROCEDURE**

- I. Canteen orders are filled weekly by a contract vendor, packaged into individual bags, and distributed to inmates on unit by assigned staff.
- II. Account statements are printed by the business office at the end of each month. Inmates will utilize the inmate phone system to order their weekly canteen.
- III. Inmate canteen orders must be placed by midnight each Wednesday. Distribution of that order will be on Saturday morning.
- IV. **Canteen Distribution**
 - A. A copy of the receipt will be inside the canteen bag. Orders in more than one bag will be attached to each other.
 - B. The orders will arrive via vendor truck and are processed by the assigned staff and inmate workers.
 - C. Canteen for inmates in general population will be distributed on their assigned living unit on Saturday mornings.
 - D. Inmate ID tags must be checked prior to distribution of the order.
 - E. Each inmate will be required to verify the order and sign the canteen receipt and an acknowledgment of receipt form in the presence of staff. This signature will provide documentation on the number of bags delivered and the accuracy of the order.
 - F. Each inmate is responsible for verifying all items received. If an inmate believes a mistake has been made, the inmate must bring it to the attention of staff prior to signing for the order. Once an inmate accepts the canteen order

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and leaves the immediate distribution area, the canteen vendor will not be held liable as there is no way to verify the claim after the fact.

- G. Any discrepancy (damaged or incorrect items) must be verified by staff and should be noted in red ink on the inmate receipt and master copy. The inmate must sign the receipt, and staff must sign both the receipt and the master copy.
- H. Inmates may not refuse to accept items indicated on the order form unless there is obvious damage or it is clearly not the item ordered. Inmates will receive credit for items determined to be unacceptable.
- I. Credits will not be issued for items ordered in error by the inmate.
 - 1. Disputed items should be returned to the business office. Staff must clearly identify the disputed items on the receipt in red ink.
 - 2. Business office staff will investigate all disputes.
 - a. When apparent an item was ordered, it will be charged and returned to the inmate.
 - b. Items received due to scanner error will be returned to the vendor and a credit issued to the inmate's account.
- J. Any damaged or incorrect items and returned orders should be repacked and sent to the Gatehouse where they will be collected and audited by the business office on Monday morning.
- K. PDCI will not store canteen orders. If an inmate is not able to accept canteen on the day of distribution, the inmate will not receive his order. The canteen officer must mark the order as **RETURNED**, stating the reason for non-delivery.
- L. Some items (e.g. surge protectors, calculators) must be delivered directly to the Property Department prior to distribution to the inmate. These items are included in the maximum weekly spending limit of \$50.00.
 - 1. The items are shipped separately and will be taken to Property. Staff must ensure the correct number of items is received.
 - 2. If the inmate receives other canteen, the receipt will show the item to be engraved even though it may be held in Property for several days.
 - 3. The Property Sergeant will call the inmate to pick up the item after it is correctly engraved.
 - 4. The Property Sergeant will prepare a DOC-237 for the engraved item(s).
 - 5. The Property Sergeant will add the engraved items to the Property Inventory – Male Sheet maintained on file in Property.
 - 6. The inmate will sign a separate receipt. A copy will go to the inmate and the original will be forwarded to the business office.

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M. All paperwork must be placed into the canteen bag and kept with returns for delivery to the Gatehouse.

V. Restrictive Housing

- A. The only items available to inmates in RH will be those on the RH canteen list.
- B. Canteen will be delivered to RH on Saturday morning. Staff will facilitate the distribution.
- C. A canteen order containing any item which is not on the RH canteen list may not be distributed and the order must be returned to the vendor in its entirety.
- D. Duplicate items (e.g. hygiene products) must be stored with the inmate's property in the Property Department (may not be left in RH). Staff should deliver the items to the Property Sergeant as soon as possible.

RESPONSIBILITY**I. Business Office**

- A. Prices are subject to change without notice. However, whenever possible, price changes will be announced along with a new canteen menu.
- B. Business office staff will process orders on Monday mornings. If the business office is closed on a Monday due to a holiday, arrangements will be made with the vendor to place orders on an alternate day.
- C. Business office staff will retrieve canteen paperwork and any items/orders that must be returned to the vendor on Thursday mornings.
- D. Review any discrepancies and notify each inmate of any resolution. Issue credit to inmate accounts when appropriate.

II. Unit Officer

- A. Hand out account statements to each inmate on the unit, verifying that each inmate receives a statement. Contact business office if statement was not sent.
- B. The unit officer will distribute inmate canteen on unit Saturday morning after breakfast.
- C. Ensure delivery of account statements to inmates who change housing units after statements are printed; statements must be delivered that same night. If an inmate is transferred out of the institution, the statement can be destroyed.

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III. Inmate Responsibilities

- A. Inmates are responsible for accurately completing the canteen order form based on the most current canteen price list and on the monies available in the inmate's account per the inmate's account statement (each inmate is responsible for noting any disbursements not deducted from his statement and spending accordingly).
- B. Inmate will sign the canteen receipt and acknowledgement form verifying all items have been received. Discrepancies must be reported immediately, prior to signing the forms.
- C. An inmate should not leave the distribution area or return to unit/cell with the canteen until signing an acknowledgement that all items were received and/or noting any discrepancies. Any inmate leaving the area prior to signing the receipt or acknowledgement form is acknowledging the order is correct as delivered.
- D. Any inmate serving a disposition of "Loss of Canteen" may order only hygiene items and writing materials. If food items appear in a canteen order while an inmate is serving this disposition, the entire order will be returned to the vendor.