 <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 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:		
<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

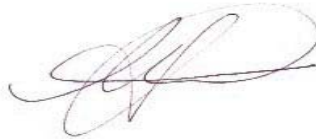
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1. The Contract Manager shall:
 - a. Co-Chair the Canteen Committee.
 - b. Contact the vendor to make Canteen menu changes.
 - c. Notify the facility when a product is being added to the contract or deleted from the contract by sending out the revised 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: Wisconsin Secure Program Facility		
Original Effective Date: 02/01/94, 02/13/14	DAI Policy Number: 309.52.01	Page 5 of 7
New Effective Date: 08/21/20	Supersedes Number: 309.52.01	Dated: 11/16/18
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 Gary Boughton		

FACILITY PROCEDURE**I. Canteen Process**

- A. Inmates are allowed one canteen order per week.

- B. WSPF utilizes a contracted canteen vendor. Canteen orders are filled weekly, packaged into bags, and delivered to inmates.

- C. Each inmate shall receive a canteen menu for their current status.
 1. A new menu shall be provided if necessary when an inmate is moved to a different status.
 2. If the inmate loses or destroys the canteen menu, the inmate shall complete a disbursement payable to the business office for \$.15 if they wish to obtain another copy of the menu.
 3. Unit staff shall print a menu for the inmate once the disbursement request is completed and it is verified the inmate has the funds available.
 4. The unit staff printing the menu shall sign the disbursement verifying the inmate received the copy.

- D. Trust account statements shall be processed by the Business Office and shall be delivered to the housing units by support staff on Friday.
 1. If a trust account statement is not sent for an inmate the unit staff shall notify the Business Office.
 2. If Friday falls on a holiday statements shall be distributed on Thursday.

- E. The Business Office shall supply each unit with the appropriate number of scan sheets.
 1. Scan sheets are sent to the unit with the canteen orders and only inmates who ordered canteen shall be given a new scan sheet.
 2. If an inmate loses or destroys a canteen scan sheet the inmate shall be required to purchase a new scan sheet from the Business Office for \$0.10 if they wish to order canteen.

- F. Unit staff shall distribute the trust account statements and canteen scan sheets the same day they are sent to the unit.
 1. Unit staff on the restrictive housing unit shall collect the order forms during mail pick up.
 2. General population inmates are required to turn in their completed order forms to the designated box on each unit.

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- G. Trust account statements are delivered to the housing unit designated on the statement.
 - 1. Officers shall deliver statements to inmates who have changed housing units after trust account statements were printed.
 - 2. If an inmate was transferred out of the institution the trust account statement shall be returned to the Business Office.
- H. Trust account statements which are lost or damaged by the inmate shall require a disbursement request for \$0.15 per page copy fee if the inmate wants a replacement.
- I. Officers shall collect the completed canteen scan sheets checking for accuracy (inmate name, DOC number, signature, item number bubbles filled in and correct items ordered per their status). Support staff shall deliver the scan sheets to the Business Office no later than 9:00 a.m. Monday.
- J. Inmates are responsible for accurately completing the canteen order form based on the most current canteen price list and on the funds available in the inmate's account. Inmates are prohibited from ordering items not allowed in their current status.
- K. The inmate's canteen order receipt shall be in the canteen bag.
- L. Upon arrival of the canteen orders, warehouse staff shall notify the property officer/security staff. Security staff shall be responsible for x-raying the canteen orders in the receiving area prior to delivering the orders to the housing units.
- ~~M.~~ Store staff shall deliver razors and nail clippers to the business office.
 - ~~1.~~ Business office staff shall count and verify all razors and clippers are received from the vendor.
 - ~~2.~~ All nail clippers shall be engraved with the inmate number by the property officer and a property disposition form completed.
 - ~~3.~~ Once engraved, the nail clippers and razors shall be delivered to the housing unit staff by the property officer.
- N. Officers shall be responsible for the distribution of canteen orders.
 - 1. Inmates shall not be allowed to possess the canteen order prior to the officer obtaining the inmate's signature indicating all items have been received or stating the discrepancies found.
 - 2. Unit staff shall mark all greeting cards and envelopes with the inmate's number prior to delivery.

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3. Inmates shall be required to verify and sign their canteen order slip in the presence of an officer signifying the order was correct and delivered.
 4. The officer delivering the canteen shall sign the order slip after the inmate has signed it.
 5. Discrepancies shall be verified by the officer, noted legibly on the order slip, and signed by the officer. Discrepancies shall be clearly identified to include reason for requested credit, number of items and product name.
 6. Damaged and incorrect items shall be returned to the Business Office for credit to be given.
 7. All order slips are to be returned to the Business Office the same day orders are distributed.
- O. It is the responsibility of the inmate to verify he has received all items ordered. If an inmate believes a mistake has been made, he shall bring it to the attention of the unit officer at the time the order is being delivered.
- P. If a canteen order is sent to the wrong housing unit staff shall deliver the order to the correct housing unit during the same shift the order was received.
- Q. If an inmate changes status after ordering canteen and prior to delivery, the inmate shall only be allowed items approved for the status at the time of delivery. All other items shall be returned to the business office for credit. The returned canteen items shall be returned to the vendor.
- R. If an inmate leaves the institution or is not able to accept the entire canteen order on the day it is distributed the officer shall mark the order RETURNED, stating the reason for non-delivery and the order shall be sent to the business office for credit.
- S. Canteen items may be purchased for the inmate's individual use and consumption only.
- T. Canteen items in the possession of an inmate at the time of parole, mandatory release, or discharge may be taken with him at the time of release.
- U. The Correctional Management Services Director shall evaluate all canteen items on a quarterly basis.
- V. When canteen prices change the units shall be notified in order for new canteen menus to be distributed to all inmates. Old canteen menus shall be disposed of once the new menus are distributed.