

# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

## GUIDANCE DOCUMENT CERTIFICATION

I have reviewed this guidance document or proposed guidance document and I certify that it complies with sections §227.10 and §227.11 of the Wisconsin Statutes.

I further certify that the guidance document or proposed guidance document contains no standard, requirement, or threshold that is not explicitly required or explicitly permitted by a statute or a rule that has been lawfully promulgated.

I further certify that the guidance document or proposed guidance document contains no standard, requirement, or threshold that is more restrictive than a standard, requirement, or threshold contained in the Wisconsin Statutes.

\_\_\_\_\_  
Timothy A. Nelson

Name of Individual Certifying this Document / Proposed Document

\_\_\_\_\_  
Warden

Title


\_\_\_\_\_  
*Timothy A. Nelson*

Signature

\_\_\_\_\_  
05/29/2020

Date Signed

Department of Corrections – Wisconsin  
Office of the Secretary  
Wis. Stat. § 227.112(6)  
DOC-2910 (Rev. 12/2019)

 <p style="text-align: center;"><b>DIVISION OF ADULT INSTITUTIONS</b></p> <p style="text-align: center;"><b>POLICY AND PROCEDURES</b></p>	<b>DAI Policy #:</b> 309.52.01	<b>Page</b> 1 of 6
	<b>Original Effective Date:</b> 02/01/94, 02/13/14	<b>New Effective Date:</b> 03/16/20
	<b>Supersedes:</b> 309.52.01	<b>Dated:</b> 08/20/18
	<b>Administrator's Approval:</b> Makda Fessahaye, Administrator	
<b>Required Posting or Restricted:</b>		
<input checked="" type="checkbox"/> <b>Inmate</b> <input checked="" type="checkbox"/> <b>All Staff</b> <input type="checkbox"/> <b>Restricted</b>		
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Inmate Canteen		
<b>Guidance Document</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	<b>Posting date</b> 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

<b>DAI Policy #:</b> 309.52.01	<b>New Effective Date:</b> 03/16/20	<b>Page</b> 2 of 6
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Inmate Canteen		

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.

<b>DAI Policy #:</b> 309.52.01	<b>New Effective Date:</b> 03/16/20	<b>Page</b> 3 of 6
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Inmate Canteen		

- 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**


<b>DAI Policy #:</b> 309.52.01	<b>New Effective Date:</b> 03/16/20	<b>Page</b> 4 of 6
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Inmate Canteen		

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**

<b>Facility:</b> Chippewa Valley Correctional Treatment Facility		
<b>Original Effective Date:</b> 08/27/10	<b>DAI Policy Number:</b> 309.52.01	<b>Page</b> 5 of 6
<b>New Effective Date:</b> 06/26/20	<b>Supersedes Number:</b> 309.52.01	<b>Dated:</b> 08/14/15
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Inmate Canteen		
<b>Will Implement</b> <input type="checkbox"/> As written <input checked="" type="checkbox"/> With below procedures for facility implementation		
<b>Warden's/Center Superintendent's Approval:</b> Timothy A. Nelson, Warden		

**FACILITY PROCEDURE**

- I. Canteen Items
  - A. Inmates may not possess non-food canteen items in excess of the allowed maximum quantity listed in DAI 309.20.03.
  - B. Edible canteen items shall be consumed within two canteen periods.
  - C. Inmates may possess one replacement item for expendable hygiene products.
  - D. Items purchased at a previous facility canteen but not sold by the current canteen shall be used or discarded within 30 days of arrival or the items are contraband.
  - E. Food items must be purchased through canteen or through facility sponsored sales only.
- II. Contract Canteen Operation
  - A. Canteen Ordering
    1. Each inmate shall be given one Canteen Menu to retain.
    2. Inmate Trust Account Statements shall be distributed bi-weekly.
    3. Orders shall be placed via the inmate phone system.
    4. Orders may be placed through the Business Office if an inmate is physically unable to place their own order.
    5. Orders may be placed during the posted bi-weekly ordering cycle which concludes on the last day at 10:59 p.m.
    6. Funds are deducted from the inmate's account following the conclusion of the ordering cycle.
  - B. Canteen Distribution
    1. Canteen shall be distributed following the posted Canteen Calendar.
    2. Orders shall be in sealed bags with a receipt inside the bag.
    3. A listing of inmates by floor and wing shall be signed as each inmate receives their canteen. Forward completed information to the Business Office.
    4. Prior to leaving the canteen distribution area or opening the bag, each inmate shall:
      - a. Check the contents of their bag against their receipt to ensure they have received the items they were charged for.

**DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES**

<b>Facility:</b> Chippewa Valley Correctional Treatment Facility		
<b>New Effective Date:</b> 06/26/20	<b>DAI Policy Number:</b> 309.52.01	<b>Page</b> 6 of 6
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> Inmate Canteen		

- b. If there is a discrepancy, notify staff who shall unseal the bag.
- c. Staff shall be notified of potential errors or discrepancies before leaving the canteen distribution area and before the bag is unsealed. No adjustments for potential errors or discrepancies shall be made after leaving the canteen distribution area or unsealing the bag.
5. Staff shall take one copy of the receipt, note the error on the receipt to include number of items, name and description of the item, legibly sign and date, and return the receipt to the Business Office.
6. Adjustments to an inmate's account shall be made by the Business Office.
7. Damaged items shall be returned to the Business Office within three days of distribution for refund. Include receipt with staff signature.
8. Orders for inmates moved to another floor or wing shall be forwarded to the new location.
9. Canteen for an inmate that has transferred, is Out to Court Order, Out on Warden's Order, or on loss of canteen must be noted and the order returned to the Business Office. A refund shall be issued.

**RESPONSIBILITY**

- I. Staff
  - A. Uniformed Staff
    1. Distribute inmate Trust Account Statements bi-weekly.
    2. Ensure inmates verify contents of canteen bags before leaving canteen distribution area.
    3. Verify discrepancies as needed.
    4. Return canteen items and paperwork to the designated areas.
  - B. Business Office Staff
    1. Place order for inmate when appropriate
    2. Process inmate refunds and adjustments bi-weekly.
    3. Provide updated canteen menu for inmates when received from contracted vendor.
    4. Prepare inmate Trust Account Statements.
    5. Prepare and maintain Canteen Calendar.
- II. Inmate
  - A. Follow posted canteen phone ordering instructions.
  - B. Contact Business Office for PIN resets.
  - C. Notify staff of any order discrepancies.