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.

________________________________________
Jason Benzel
Name of Individual Certifying this Document / Proposed Document

________________________________________
[Signature]
Warden of Dodge Correctional Institution
Title

6/11/2020
Date Signed
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
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.
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 shall 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 to 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: __________________________
Date Signed: 02/28/20
DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Dodge Correctional Institution

Original Effective Date: 2/13/14  DAI Policy Number: 309.52.01  Page 5 of 9
New Effective Date: 6/22/2020  Supersedes Number: N/A  Dated: N/A

Chapter: 309 Resources for Inmates

Subject: Inmate Canteen

Shall Implement: X  As written: 
With below procedures for facility implementation

Warden's/Center Superintendent's Approval: [Signature]

DEFINITIONS, ACRONYMS, AND FORMS

DCI – Dodge Correctional Institution

GP – General Population

IC – Initial Classification

OCO – Out Court Order

OWO – Out Warden's Order

WICS – Wisconsin Integrated Corrections System

FACILITY PROCEDURE

I. General Guidelines
   A. Inmates are allowed one canteen order per week, based on the schedule of the unit where they are housed.

   B. Inmate canteen orders shall not exceed funds available, as shown on the inmate's canteen trust account statement.
      1. GP inmate purchases are limited to $50.00 per order, per week.
      2. IC inmate purchases are limited to $20.00 per order, per week.

II. Canteen Trust Account Statement Generation
    A. The Canteen shall generate inmate canteen trust account statements from WICS each week listing the inmate’s regular trust account balance.

    B. These statements and the canteen order forms shall be delivered to the housing units the day before the orders are due back to Canteen.

    C. These statements and the canteen order forms shall be placed in a locked canteen bag and shall be given to the Unit Officer.

    D. The Unit Officers are responsible for delivering the inmate canteen trust account statements and canteen order forms to inmates that same day.

III. Order Form Completion and Processing
     A. Inmates are responsible for accurately completing the canteen order form.
        1. Canteen order forms which are not legible and/or filled out correctly shall be returned to the inmate unfilled.
2. Canteen order forms that are creased, folded or damaged in any way are unable to be scanned and therefore the order cannot be filled.

B. Inmates are responsible for knowing the possession limits for canteen items and to not order more than the number allowed. Items over the possession limit shall be considered contraband and may result in discipline.

C. The completed canteen order forms shall be picked up by the Unit Officer and locked in the Canteen bag by 6:00 a.m. on the day the orders are due.

D. An inmate Canteen worker shall pick up the locked canteen bag from the housing unit as soon as the 6:00 a.m. count clears and take it to Canteen dock.

E. The bags shall be stacked in the canteen cart along with the red canteen bag and the cart shall be locked.

F. All units shall have their canteen packed in clear plastic bags, with the exception of Unit 11 and Unit 18, and shall be closed with tape seal.

IV. Delivery
A. Canteen cart delivery times
   1. West Dodge housing units – after 12:15 p.m. count.
   2. Barracks units – after 2:00 p.m. Barracks Escort shall escort inmates who pick up carts from elevator vestibule area.
   3. East Dodge housing units – after 2:00 p.m.

B. Maintenance/Canteen Officer shall:
   1. Deliver carts from the Canteen dock to the main corridor elevator vestibule for Canteen inmate workers to pick up. No inmates are permitted on the elevator.
   2. Notify the East Control Sergeant to open the main corridor sliding door once the carts are removed from the elevator to the elevator vestibule.
   3. Retrieve empty Canteen carts from the elevator vestibule area and return them to the Canteen loading dock.
   4. Provide the staff in East Control with an up-to-date list of Canteen inmate workers for identification purposes.

C. Canteen inmate workers shall:
   1. Remove canteen carts from elevator vestibule and deliver to appropriate housing units.
   2. Upon completion of deliveries, the inmate workers shall return carts to the elevator vestibule area.
   3. Upon completion of assigned duties, return to housing unit.
D. If any unforeseen problems arise or if a legal holiday falls on a scheduled Canteen delivery day, the delivery of Canteen orders shall be rescheduled to another day. Canteen staff shall notify the housing units, Business Office and the Shift Supervisor of the change.

V. **Unit Distribution**

A. Canteen orders shall be distributed by staff only. Inmates are not to assist in the distribution of canteen orders.

B. The Unit Officers shall distribute the filled canteen orders to the inmates on their units. The Unit staff shall verify the canteen order is received by the correct inmate.

C. Each inmate is responsible to inspect their order in full view of the Unit Officer without breaking the seal on the bag. The inmate shall acknowledge acceptance of their order by signing the bottom of the receipt.

D. If the inmate believes a mistake has been made, they shall notify the Unit Officer immediately before opening the sealed bag.

E. The Unit Officer shall also sign the bottom of the receipt.

F. The signatures indicate the inmate has accepted the order.
   1. The inmate accepts their order by signing the receipt and/or by leaving the immediate area.
   2. The inmate cannot claim a mistake has been made after he has signed the receipt.
   3. The signed copy of the receipt shall be put into the red Canteen bag and returned to the Canteen.
   4. The inmates shall retain a copy of the receipt as documentation of the items they have been charged for.

G. Plastic canteen bags are to be collected and recycled with unit recycling.
   1. Do not return the plastic bags to canteen.
   2. Inmates are not allowed to keep the bags.

VI. **Canteen Returns**

A. Canteen errors
   1. If an inmate believes a mistake has been made, the inmate shall show the error to the Unit Officer at the time they are inspecting the canteen order in the sealed bag.
   2. The Unit Officer shall verify mistakes or omissions by documenting it on the receipt and signing the receipt.
   3. Orders returned to Canteen shall be reviewed and credited, if necessary.
   4. Inmates on Unit 11 and 18 shall have the Unit Officer open their paper canteen bag in their presence.
a. The inmate shall then inspect their order for accuracy.
b. If the inmate believes a mistake or omission has occurred, the inmate shall have the Unit Officer verify this mistake by documenting it on the receipt and the Unit Officer shall sign the receipt.
c. The items in error shall be sent back to Canteen in the locked canteen cart, along with the signed receipt for correction and/or credit.

5. If the inmate accepts the order and later claims a mistake has been made, it cannot be returned to the Canteen for correction and/or credit.

6. If an inmate’s canteen bag is unsealed, torn in any manner, or opened by the inmate, discrepancies shall not be honored.

7. Inmate Canteen workers shall pick up the canteen carts from the housing units along with the locked canteen bags containing the receipt and discrepancies and return them to the elevator vestibule to be returned Canteen.

8. Canteen staff shall attempt to resolve discrepancies within two working days.

B. Inmate transfers

1. If an inmate is no longer on the unit because the inmate is OCO, OWO or transferred to another unit or facility, the Unit Officer shall indicate that on the bag and return it to Canteen in the locked canteen cart.

2. Inmates scheduled for same or next day transfers to another facility shall not be issued their Canteen order. The Unit Officer shall send their orders back to the Canteen the next working day and the inmate’s account shall be credited.

3. Inmates shall not be allowed to re-route canteen orders to other units.

4. Any canteen orders held in Canteen due to an inmate being OCO, OWO or in an UNK bed assignment shall be reviewed on Friday mornings.
   a. If the inmate has an assigned unit location, the canteen order shall be re-routed to that location on Friday afternoons.
   b. All other orders shall be returned to the vendor for credit.

VII. Envelopes, Razor Cards and Soda

A. Canteen staff shall bundle the envelopes together and label for each inmate prior to sending out to the housing units.

B. Canteen staff shall fill out the razor cards with the inmate’s name and DOC number and indicate the number of razors ordered prior to sending out to the housing units.

C. Envelopes and razor cards shall be placed in the locked, red bags and sent in with the canteen orders in the locked, black carts.

D. Soda shall be bagged separately by Canteen staff. The inmate’s name and DOC number shall be written in black marker on the outside of each soda bag.
E. A roster shall be included in the red bag that lists the inmates who ordered soda, envelopes or razors.
   1. Inmates shall initial the roster when the Unit Officer hands out these items.
   2. The Unit Officer shall sign and date the roster and return it to Canteen.

F. If an inmate has transferred out or transferred to a different unit, the envelopes, razor cards and or soda shall be returned to Canteen.

VIII. Changes Made to Canteen Menu Items and/or Prices
A. Canteen Menus shall be updated to reflect current products and prices.
   1. Items may be added or deleted at the discretion of the Financial Program Supervisor after consultation with the Security Director.
   2. Only items that are on the master menu from the vendor can be added.
   3. When Canteen Order Menus are updated, a copy shall be given to each inmate.
   4. If an inmate needs a new copy after he is given the free copy, he shall submit a completed DOC-184 Disbursement Request to the Business Office.

B. Prices are subject to change without notice. However, whenever possible, price changes shall be announced in the Weekly Bulletin or on the canteen order form.

C. There are abbreviated Canteen Order Menus for inmates in RH status.