
Policy: 302.010
Title: Canteen
Effective Date: 12/26/2024~~2/20/18~~

PURPOSE: To provide guidelines for the operation of canteens at department of corrections facilities.

APPLICABILITY: Minnesota Department of Corrections (DOC); all facilities

DIRECTIVE: ~~MINNCOR provides a centralized canteen operation where incarcerated person(s) (IP)/residents from each facility can order/purchase approved items which in turn are distributed through the commissary department at the IP's respective facility. MINNCOR operates a canteen at each facility where offendersincarcerated person(s) (IP)/residents can purchase approved items. The canteen's operation is an integral part of the DOC and plays an important role with respect to offenderIP/resident welfare and morale. Operating costs directly involved with the canteen are charged to and paid for by MINNCOR. Based on legitimate correctional reasons, a facility may impose limitations on the amount and types of canteen purchases. Based on legitimate security reasons, MINNCOR may inactivate any canteen item until the security concern is resolved.~~

DEFINITIONS:

Operating costs – includes breakage, theft, spoilage, delivery, supplies, equipment depreciation, inventory, equipment, software purchases, rentals, adult ~~offender-incarcerated person/youthful residents~~IP and staff wages, transition services, and the facility and general administrative expenses allocated to the canteen.

Physical sScrip/coin – purchased through ~~c~~Canteen to enable ~~offendersincarcerated personsIP/s/youthful~~ residents to purchase items through the vending machines available at certain facilities.

PROCEDURES:

A. Operations

1. ~~MINNCOR provides a centralized canteen operation where incarcerated persons/residents from each facility can order/purchase approved items which in turn are distributed through the commissary department at the incarcerated person's/resident's respective facility. The canteen's operation is an integral part of the DOC and contributes to incarcerated persons'/residents' welfare and morale. Operating costs directly involved with the canteen are charged to and paid for by MINNCOR. Based on correctional reasons and/or individual medical concerns, a facility may impose limitations on the amount and types of canteen purchases~~
2. The DOC canteen committee, comprised of staff from each facility and MINNCOR, regularly reviews canteen operations to ensure the choice of inventory is appropriate and reflects ~~incarcerated person/residentIP~~offender and/or resident needs.
3. The committee ensures a reasonable number of items are offered; if an item is added another must be deleted.

- 53. Any proposed changes, excluding brand or minor style changes, to the centralized canteen list must be sent to the canteen committee for approval/disapproval.
- 64. The DOC canteen committee and the DOC director of health services/designee must give joint approval for any nonprescription medications available to offenders incarcerated persons/residentsIPs at the canteen.
- 75. Facility canteen committee meeting minutes must be taken and available for review by staff and offenders incarcerated persons/residentsIPs.
- 86. DOC canteen committee meeting minutes are taken, but, for security purposes, the minutes are not posted.

B. Sales

- 1. The canteen spending limit for each offender incarcerated personIP/resident at all facilities is:
 - a) \$140.00 per week for incarcerated personIPs at adult facilities;
 - b) \$40.00 per week for residents at juvenile facilities.
 - c) This limit does not include purchase of ~~telephone time~~, televisions, electric typewriters, ~~or pPhoto tickets media~~, or ~~payment of~~ restitution surcharges.
 - d) EXCEPTION: Segregation offenders' Spending limits for incarcerated persons/residentsIPs in rRestrictive hHousing are different. See Division Directive Policy 301.083, "Segregation Unit Restrictive Housing Management" and attached form 301.083D, "Segregation Restrictive Housing Status Grid."
 - e) Reduction in spending limits can be implemented based on the needs of the facility and MINNCORinnCor.
- 2. Centralized canteen, the DOC canteen committee, or the warden/designee may temporarily adjust the spending limit or item quantity limits.
- 3. Maximum possession of scrip and coin combined is \$40.00.
- 4. Purchase amounts are automatically deducted from offender incarcerated personIP/resident spending accounts.
- 5. If an offender incarcerated personIP/resident owes court-ordered restitution and/or fines, a five percent non-refundable surcharge is assessed on all canteen purchases, excluding designated health and hygiene items.
- 6. Feminine hygiene products are available free of charge at the facilities by request, but additional products may be ordered through the canteen. See Policy 303.020, "Incarcerated Person/Resident Dress/Linen Exchange/Hygiene/Hair Care."
- 76. The ordering system is automated so spending limits ~~cannot~~may not be exceeded.

C. Financial records

- 1. Records are maintained for canteen operations providing an adequate audit trail to support all financial transactions.
- 2. A double entry accounting system is used.

3. Inventory controls and physical counts comply with generally accepted accounting principles (GAAP), including periodic cycle counts and annual physical inventories.
4. The financial statement format is established by the MINNCOR finance unit.
5. Operations must comply with state purchasing and GAAP guidelines.
6. Financial records are maintained according to the records retention schedule.

D. MINNCOR centralized canteen staff responsibilities:

1. All items in the canteen must be free of contraband.;
2. The canteen must be secured when not in use.;
3. ~~Offenders~~ Incarcerated persons who work in the canteen must:
 - a) Be searched when leaving the canteen; and
 - b) Be under the supervision and direction of the canteen staff.
4. Canteen computer terminals directly connected to the ~~admin~~ administrative network must only be operated by staff who are properly trained.;
5. Canteen staff must ensure computer terminals, for example, i.e., check-out stations, connected to the incarcerated person ~~IP~~ network are only operated by staff and incarcerated ~~IP~~ workers who are properly trained.;
56. Canteen staff make decisions concerning processing an ~~offender's~~ incarcerated person ~~IP's~~ /resident's order. (For example, how to fill an incarcerated individual's order who ordered an item while in the general population and went to restrictive housing, where that item is not allowed.)
67. Canteen order forms/price and availability lists are available to ~~offenders~~ incarcerated persons ~~IPs~~ /residents.;
78. Price and brands may change without notice, but when ~~possible~~ possible, changes are communicated to ~~offenders~~ incarcerated persons ~~IPs~~ /residents through postings and/or in the ~~sales~~ receipts comment section.;
89. Canteen orders are processed, packaged, and delivered according to the established schedule.;
910. Purchases must not exceed available funds. Incarcerated persons'/residents' fill out an order form and feed it into a ~~A computerized~~ computerized system. The system will determine -and/or staff determine how to process an order when funds are insufficient for the entire order.;
101. Staff must process returns within five working days of receipt (excluding weekends and holidays). Returns are processed within five working days of receipt (excluding weekends and holidays);
142. Facilities are notified of any changes in the MINNCOR schedule or availability of products due to holidays, lockups, etc.

123. Both indigent items/orders and non-indigent items/orders are processed.;
134. Delivery trucks are secured after loading/unloading prior to leaving.;
145. All canteen paperwork, which must include reports, including orders processed, rejected orders, and property items purchased, sales-receipts, and blank order forms for the next week, must be sent to the receiving facility with canteen orders in a bin labeled “Paperworkpaperwork.”
- a) ~~Reports must include orders processed, rejected orders, and property items purchased; and~~
- b) ~~Phone time and mMedia receipts must be included. Staff must distribute these to offendersIPs/residents; and~~
- e) ~~Blank order forms for the next canteen week must be included.~~
156. Canteen orders are retained according to the applicable retention schedule.

E. Facility distribution canteen staff responsibilities:

1. Canteen distribution:
- a) The canteen distribution area and/or orders must be secured when not in use;
- b) Offendersincarcerated personsIPs who work in the canteen must:
- (1) Be searched when leaving the canteen; and
- (2) Be under the supervision and direction of the canteen staff.
- c) Canteen staff process incarnated individuals/residents orders. make decisions concerning processing an offenderIP's/resident's order;
- d) Canteen computer terminals directly connected to the Adminadministrative network must only be operated by staff who are properly trained;
- e) Canteen orders are submitted to a centralized canteen by the preferred order of the facility on/or before the day and time required;
- f) Offenderincarcerated personIP/resident vouchers are scanned to centralized canteen;
- g) Offendersincarcerated personIP/residents may visit the canteen only during the assigned time or when called;
- h) Staff must verify:
- (1) The offender identification number (OID) with the name and OID on the canteen receipt; and
- (2) Order accuracy during distribution and ensure orders are free of contraband.
- i) Offendersincarcerated personIPs/residents must sign for their canteen items or; indigent orders, and receive a copy of the receipt.
- (1) Offendersincarcerated personsIPs/residents must review the accuracy of the order with the canteen workers before signing the receipt.
- (2) Signed sales receipts are maintained according to the records retention schedule.
- (3) At no time must offendersincarcerated personsIPs/residents have access to signed sales signed receipts.
- j) If an offenderincarcerated personIP/resident only orders phone time and/or media, a copy of the receipt must be sent to the offenderincarcerated personIP/resident;
- k) Product change notifications must be made available to offendersincarcerated personPs/residents;
- l) Property/electronic items are not engraved with offenderincarcerated personIP/resident information until the offenderincarcerated personIP/resident has signed the sales-receipt;

- m) Centralized canteen is notified of any and all returns owed to the ~~offenders incarcerated person~~IPs/residents and must verify and maintain a list of those returns;
- n) All totes and plastic pallets are returned to centralized canteen;
- o) The delivery truck must be secured prior to it leaving the facility; and
- p) ~~Offenders incarcerated persons~~IPs/residents must be notified of any changes in the schedule or availability of products due to holidays, lockups, etc.

2. Property

- a) Property items are shipped from MINNCOR in a bin labeled “pPproperty.” A property list is included with the items which is inventoried on the ~~offender’s incarcerated persons~~IP’s/resident’s property list.
- b) Property items purchased through MINNCOR are distributed in the canteen according to the posted schedule.
 - (1) Each item must have a receipt for the incarcerated personIP~~offender~~/resident to sign.
 - (2) The ~~property r~~receipt must be returned to the property staff and retained in the ~~offender incarcerated person’s~~IP/resident’s property file.
- c) Order rejections, errors, ~~and~~ discrepancies, and returns
 - (1) Staff must verify issues arising at the time of distribution by reviewing the order form and ~~sales~~ receipt;:
 - (2) The receipt states the reason for any item ordered, but not received;:
 - (3) Staff retain a copy of the ~~sales~~ receipt at the facility;:
 - (4) Orders rejected by the ~~offender incarcerated~~IP/resident or rejected because the ~~offender incarcerated person~~IP/resident has been transferred must be returned to MINNCOR and credited;
 - (5) Items not listed on ~~the~~ ~~sales~~ receipt must be returned to MINNCOR;:-
 - (6) If ~~the an~~ item is returned due to the ~~offender incarcerated person~~IP/resident/~~client~~ refusing it or never picking it up, the item must be returned to MINNCOR in the original packaging;:-
 - (7) The property returns form must be completed with the reason for return.
 - (a) Items with reported defects must be verified prior to issuing credit.
 - (b) Items must not be engraved.
 - (8) The procedures for returns include
 - (a) The property return form and the ~~sales~~ receipt must be attached to the item.
 - (b) Complete the credit log.
 - (c) Attach the “pPproperty rRreturns” sign to the top of the black bin(s).
 - (d) Staff must return all damaged items, items sent in error, and/or rejected orders, in separate labeled bins.
 - (9) Items returned without the proper paperwork may not be credited back to the incarcerated personIP/resident.
- d) Clothing and electronic item warranties
 - (1) Clothing
 - (a) Sizes are comparable to state issue clothing.
 - (b) Sales are final on all clothing ~~with no returns allowed, unless allowed unless~~ there is a defect in the workmanship.
 - (2) Electronic items
 - (a) ~~Warranties~~—If electronic items are not working properly, ~~offenders incarcerated persons~~IPs/residents have 30 days from the date on the signed receipt to return the item to property staff for refund.

~~(3) — (b) After 30 days on electronic items If electronic items are not working properly after more than 30 days from the date on the signed sales receipt: Offenders~~

~~(i) Incarcerated persons/Residents must work with the facility property staff for repairs.~~

~~(ii)(b) If the items must be returned to the manufacturer or vendor for repair, it is at the offender's/incarcerated person's/IP's/resident's expense.~~

3. Consumable Canteen Returns/Credits

a) If a consumable item is missing or damaged, and verified by staff as compared to what is on the sales receipt, staff must write the problem on the sales receipt and scan it back to MINNCOR to credit the offender's/incarcerated person's/IP's/resident's account.

(1) Damaged items are not replaced with the next week's delivery.

(2) Damaged items must be returned to MINNCOR.

(3) The offender's/incarcerated person's/IP's/resident's account is credited.

b) Items sent by mistake

(1) Staff must verify the item was in error as compared to the sales receipt;

(2) Staff must write on the sales receipt the problem and scan it to MINNCOR;

(3) Staff must return the item to MINNCOR; and

(4) The offender's/incarcerated person's/IP's/resident's account is credited.

F. ~~Offender~~ Incarcerated person/IP/Resident Responsibilities. Incarcerated persons/residents must:

1. Maintain and update their personal pricing guides;
2. Complete canteen order forms accurately and submit ~~them~~ for processing as specified at each facility;
3. Verify the order for accuracy and notify staff of any discrepancies before stepping away from the distribution area;
4. Pick up the canteen order when called. Failure to do so may result in loss of canteen privileges for a period of time;
5. Sign for canteen items and receive a copy of the receipt;
6. Order and have in possession only the limits established by the property allowable items list (link attached). An ~~offender~~ incarcerated person/IP/resident is responsible to send out any items over the allotted amount; and
7. Do not transfer, give, trade, loan, or sell property/canteen to other incarcerated persons/IPs/offenders/residents. Violations may result in discipline.

G. Violations and Sanctions — (also see ~~Policy Division Directive~~ 303.015, "Informal Sanctions"):

1. ~~Offenders~~ incarcerated persons/IPs/residents may lose canteen privileges for:
 - a) Possession of unauthorized canteen goods in their cell/residence;
 - b) Refusing orders related to canteen;
 - c) No-show at canteen to pick up orders;
 - d) Coming to canteen at an unauthorized time;
 - e) Talking during canteen time;
 - f) Passing canteen items;

- g) Fraudulent claims about canteen; or
 - h) Other formal reports related to canteen.
2. ~~Such v~~ Violations as listed above may result in sanctions, including the loss of canteen privileges as follows:
 - a) First violation: suspension of canteen ordering privileges for seven days;
 - b) Second violation (within the past 90 days): suspension of canteen ordering privileges for 14 days;
 - c) Third violation (within the past 90 days): suspension of canteen ordering privileges for 21 days; and
 - d) Fourth violation (within 90 days): results in loss of canteen ordering privileges for up to one year.
 3. After the first week of suspension of canteen ordering privileges, ~~offenders-incarcerated persons~~IPs/residents may order phase one items such as hygiene, dental, hair, and stationary, and phone by utilizing the restricted order form.
 4. Appeals of the suspension of canteen ordering privileges must follow the chain of command in writing, ending with the associate warden of ~~administration~~administration (AWA) or designee. Canteen suspensions are non-grieveable. Decisions made by the AWA or designee are final and not grieveable.

INTERNAL CONTROLS:

- A. ~~Offenders~~Incarcerated personsIPs/residents view orders and sign receipts for their orders.
- B. The ordering system is automated so spending limits may not be exceeded.
- C. Signed sales receipts are retained according to the applicable retention schedule.

~~ACA STANDARDS: 2-CO-1B-13, 1-ABC-1B-16, 4-4042, 4-4043, 4-4166 and 4-4379~~

REFERENCES: Minn. Stat. §§ 241.08, subd. 2; 16A.72, (6)
 Governmental Accounting Auditing, and Financial Reporting (GAAFR)
~~Division Directive 301.083, "Segregation Unit Management"~~Policy 301.083, "Restrictive Housing Management"
Policy 303.102, "Incarcerated Person/Offender Representative Group"
Policy 300.100, "Incarcerated Person/Offender/Resident Accounts"
~~Policy 303.015, "Informal Sanctions"~~
Policy 303.020, "Offender/Resident Dress/Linen Exchange/Hygiene/Hair Care"
Policy 303.100, "Grievance Procedure"
Policy 302.250, "Property"

REPLACES: ~~Division Directive~~Policy 302.010, "Canteen," 8/2/16/20/2018.
 All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: Property Returns form (302.010A)
Property Items Returned for Credit log (302.010B)
Property Returns sign (302.010C)
Allowable Property List (302.250C)

APPROVED BY:

Commissioner of Corrections

~~Deputy Commissioner, Facility Services~~

~~Deputy Commissioner, Community Services~~

~~Assistant Commissioner, Facility Services~~

~~Assistant Commissioner, Operations Support~~