DEPARTMENT OF CORRECTIONS

Policy:	**302.010**
Title:	**Canteen**
Effective Date:	**7/23/25**

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

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

DEFINITIONS:

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

Physical scrip/coin – purchased through canteen to enable incarcerated persons/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/resident needs.

3. The committee ensures a reasonable number of items are offered; if an item is added another must be deleted.

4. Any proposed changes, excluding brand or minor style changes, to the centralized canteen list must be sent to the canteen committee for approval/disapproval.

5. The DOC canteen committee and the DOC director of health services/designee must give joint approval for any nonprescription medications available to incarcerated persons/residents at the canteen.

6. Facility canteen committee meeting minutes must be taken and available for review by staff and incarcerated persons/residents.

7. 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 incarcerated person/resident at all facilities is:
   a) $170.00 per week for incarcerated persons at adult facilities;
   b) $50.00 per week for residents at juvenile facilities.
   c) This limit does not include purchase of televisions, electric typewriters, or photo tickets or payment of restitution surcharges.
   d) EXCEPTION: Spending limits for incarcerated persons/residents in restrictive housing are different. See Policy 301.083, “Restrictive Housing Management” and attached form 301.083D, “Restrictive Housing Status Grid.”
   e) Reduction in spending limits can be implemented based on the needs of the facility and MINNCOR.

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 incarcerated person/resident spending accounts.

5. If an incarcerated person/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."

7. The ordering system is automated so spending limits cannot 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. 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 administrative network must only be operated by staff who are properly trained.

5. Canteen staff must ensure computer terminals, for example, check-out stations, connected to the incarcerated person network are only operated by staff and incarcerated workers who are properly trained.

6. Canteen staff make decisions concerning processing an incarcerated person/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.)

7. Canteen order forms/price and availability lists are available to incarcerated persons/residents.

8. Price and brands may change without notice, but when possible, changes are communicated to incarcerated persons/residents through postings and/or in the receipts comment section.

9. Canteen orders are processed, packaged, and delivered according to the established schedule.

10. Purchases must not exceed available funds. Incarcerated persons'/residents' fill out an order form and feed it into a computerized system. The system will determine how to process an order when funds are insufficient for the entire order.

11. Staff must process returns within five working days of receipt (excluding weekends and holidays).

12. Facilities are notified of any changes in the MINNCOR schedule or availability of products due to holidays, lockups, etc.

13. Both indigent items/orders and non-indigent items/orders are processed.

14. Delivery trucks are secured after loading/unloading prior to leaving.

15. All canteen paperwork, which must include reports, including orders processed, rejected orders, and property items purchased, receipts, and blank order forms for the next week, must be sent to the receiving facility with canteen orders in a bin labeled "paperwork."

16. 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) incarcerated persons 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 incarcerated individuals'/residents' orders.
   d) Canteen computer terminals directly connected to the administrative network must only be operated by staff who are properly trained;
   e) Canteen orders are submitted to centralized canteen by the preferred order of the facility on/or before the day and time required;
   f) incarcerated person/resident vouchers are scanned to centralized canteen;
   g) incarcerated person/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 receipt; and
      (2) Order accuracy during distribution and ensure orders are free of contraband.
   i) incarcerated persons/residents must sign for their canteen items or indigent orders, and receive a copy of the receipt.
      (1) incarcerated persons/residents must review the accuracy of the order with the canteen workers before signing the receipt.
      (2) receipts are maintained according to the records retention schedule.
      (3) At no time must incarcerated persons/residents have access to signed receipts.
   j) If an incarcerated person/resident only orders media, a copy of the receipt must be sent to the incarcerated person/resident;
   k) Product change notifications must be made available to incarcerated person/resident;
   l) Property/electronic items are not engraved with incarcerated person/resident information until the incarcerated person/resident has signed the receipt;
   m) Centralized canteen is notified of any and all returns owed to the incarcerated person/resident 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) Incarcerated persons/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 "property." A property list is included with the items which is inventoried on the incarcerated persons/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 person/resident to sign.
(2) The receipt must be returned to the property staff and retained in the incarcerated person's/resident's property file.

c) Order rejections, errors, discrepancies, and returns
(1) Staff must verify issues arising at the time of distribution by reviewing the order form and receipt;
(2) The receipt states the reason for any item ordered, but not received;
(3) Staff retain a copy of the receipt at the facility;
(4) Orders rejected by the incarcerated/resident or rejected because the incarcerated person/resident has been transferred must be returned to MINNCOR and credited;
(5) Items not listed on the receipt must be returned to MINNCOR;
(6) If an item is returned due to the incarcerated person/resident 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 receipt must be attached to the item.
(b) Complete the credit log.
(c) Attach the "property returns" 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 person/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 there is a defect in the workmanship.
(2) Electronic items
(a) If electronic items are not working properly, incarcerated persons/residents have 30 days from the date on the signed receipt to return the item to property staff for refund.
(b) If electronic items are not working properly after more than 30 days from the date on the signed receipt:
(i) Incarcerated persons/residents must work with the facility property staff for repairs.
(ii) If the items must be returned to the manufacturer or vendor for repair, it is at the incarcerated person'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 receipt, staff must write the problem on the receipt and scan it back to MINNCOR to credit the incarcerated person'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 incarcerated person's/resident's account is credited.

b) Items sent by mistake
   (1) Staff must verify the item was in error as compared to the receipt;
   (2) Staff must write on the receipt the problem and scan it to MINNCOR;
   (3) Staff must return the item to MINNCOR; and
   (4) The incarcerated person's/resident's account is credited.

F. Incarcerated person/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 incarcerated person/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/residents. Violations may result in discipline.

G. Violations and Sanctions also see Policy 303.015, "Informal Sanctions":

1. incarcerated persons/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. Violations 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, incarcerated persons/residents may order phase one items such as hygiene, dental, hair, and stationary 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 (AWA) or designee. Canteen suspensions are non-grievable.

INTERNAL CONTROLS:

A. Incarcerated persons/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.

REFERENCES: Minn. Stat. §§ 241.08, subd. 2; 16A.72, (6)
Governmental Accounting Auditing, and Financial Reporting (GAAFR)
Policy 301.083, “Restrictive Housing Management”
Policy 303.102, "Incarcerated Person Representative Group"
Policy 300.100, “Incarcerated Person/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: Policy 302.010, "Canteen,"12/28/24.
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