DEPARTMENT OF CORRECTIONS

Policy:	**302.010**
Title:	**Canteen**
Effective Date:	**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 operates a canteen at each facility where offenders/residents can purchase approved items. The canteen's operation is an integral part of the DOC and plays an important role with respect to offender/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 in 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 and staff wages, transition services, and the facility and general administrative expenses allocated to the canteen.

Scrip – purchased through Canteen to enable offenders/residents to purchase items through the vending machines available at certain facilities.

PROCEDURES:

A. Operations

1. 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 offender and/or resident needs.

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

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

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

5. Facility canteen committee meeting minutes must be taken and available for review by staff and offenders.

6. 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/resident at all facilities is:
   a) $140.00 per week for 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, media, or the restitution surcharge.

d) EXCEPTION: Segregation offenders' spending limits are different. See Division Directive 301.083, "Segregation Unit Management" and attached form 301.083D, "Segregation Status Grid."

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/resident spending accounts.

5. If an offender 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. The ordering system is automated so spending limits 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 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 network must only be operated by staff who are properly trained;

5. Canteen staff make decisions concerning processing an offender's/resident's order;

6. Canteen order forms/price and availability lists are available to offenders/residents.

7. Price and brands may change without notice, but when possible are communicated to offenders/residents through postings and/or in the sales receipt comment section;

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

9. Purchases must not exceed available funds. A computerized system and/or staff determine how to process an order when funds are insufficient for the entire order;

10. Returns are processed within five working days of receipt (excluding weekends and holidays);

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

12. Indigent items/orders are processed;

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

14. All canteen paperwork must be sent in a bin labeled paperwork.
    a) Reports must include orders processed, rejected orders, and property items purchased;
    b) Phone time and media receipts must be included. Staff must distribute these to offenders/residents; and
    c) Blank order forms for the next canteen week must be included.

15. Canteen orders are retained according to the 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) Offenders 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 make decisions concerning processing an offender's/resident's order;
    d) Canteen computer terminals directly connected to the 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) Offender/resident vouchers are scanned to centralized canteen;
    g) Offenders/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) Offenders/residents must sign for the canteen items, indigent orders, and receive a copy of the receipt.
        (1) Offenders/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 offenders/residents have access to signed sales receipts.

j) If an offender/resident only orders phone time and/or media, a copy of the receipt must be sent to the offender/resident;
k) Product change notifications must be made available to offenders/residents;
l) Property/electronic items are not engraved with offender/resident information until the offender/resident has signed the sales receipt;
m) Centralized canteen is notified of any and all returns owed to the offenders/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/residents must be notified of any changes in the schedule or 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 offender'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 offender/resident to sign.
      (2) The receipt must be returned to the property staff and retained in the offender/resident property file.
   c) Order rejections, errors, and discrepancies
      (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/resident or rejected because the offender/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 item is returned due to the offender/resident/client refusing it or never picking it up, the item must be returned 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 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.
   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) Warranties - if electronic items are not working properly, offenders/residents have 30 days from the date on the signed receipt to return the item to property staff for refund.
      (3) After 30 days on electronic items

(a) Offenders/residents must work with the facility property staff for repairs.
(b) If the items must be returned to the manufacturer or vendor for repair, it is at the offender'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/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/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/resident's account is credited.

F. Offender/resident responsibilities:
1. Maintain and update their personal pricing guides;

2. Complete canteen order forms accurately and submit it 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. An offender/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 offenders/residents. Violations may result in discipline.

G. <u>Sanctions</u> (also see Division Directive 303.015, "Informal Sanctions"):
1. Offenders/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 violations as listed above may result in 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 privileges for up to one year.

3. After the first week of suspension of canteen, offenders may order phase one items such as hygiene, dental, hair, stationary, and phone by utilizing the restricted order form.

4. Appeals of the suspension of canteen must follow the chain of command in writing, ending with the associate warden of administration or designee.

INTERNAL CONTROLS:

A. Offenders/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 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 303.102, "Offender Representative Group"
Policy 300.100, "Offender/Resident Accounts"
Division Directive 303.015, "Informal Sanctions"

REPLACES: Division Directive 302.010, "Canteen," 8/2/16.
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)

APPROVED BY:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
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