



**DEPARTMENT OF CORRECTIONS  
MONTANA STATE PRISON  
OPERATIONAL PROCEDURE**

Procedure:	<b>MSP 1.2.10 CANTEEN</b>	
Effective Date:	August 18, 1997	Page 1 of 4 and no Attachments
Revision Date(s):	June 1, 2019, September 30, 2021	
Reference(s):	DOC Policy 1.2.10	
Signature:	/s/ Jim Salmonsens / Warden	
Signature:	/s/ Gayle Butler / MCE Administrator	

**I. PURPOSE**

To provide the framework under which the Montana Correctional Enterprises Canteen operation will function, and the methods used to coordinate the activities of the management and inmate workers.

**II. DEFINITIONS**

**Canteen** –The outlet for inmate purchase of approved products.

**III. PROCEDURES**

**A. General Requirements**

1. The canteen is to be managed as a business and has established the following goals for the most efficient and effective operation possible. The goals are as follows:
  - a. operate in a cost-effective operation possible;
  - b. maintain a profit margin sufficient enough to provide adequate inventory, cover the cost of all applicable overheads, and provide adequate positive cash flow;
  - c. provide the inmate population with access to personal hygiene items and other products at a reasonable cost as directed and approved by the Prison Issue Board and Montana Correctional Enterprises administration;
  - d. maintain strict accountability for inventory and fixed assets; and
  - e. maintain a high level of accountability and transparency using policies, procedures, and standard reporting formats.
2. Canteen lists will be published and distributed to all housing units on a monthly basis. The lists will include price, limits and descriptions for all products.
3. The delivery schedules are subject to approval of the Warden or designee.
4. Delivery delays due to lockdowns or emergency situations will be made up as soon as possible.
5. Inmate Canteen worker assignments must be established pursuant to *MCE Procedure 5.1.2, MCE Inmate Pay Plan*.
6. Net Canteen proceeds shall be deposited in the prison inmate welfare account.

7. Consistent with MCE practice, quarterly financial statements will be compiled and distributed to the appropriate parties.
8. Inventory control procedures must include the following:
  - a. all inventory shortages must be reflected in the profit and loss statement and may affect price increases and decreases; and
  - b. overages and shortages shall be documented for possible review. Significant losses (\$100) must be brought to the immediate attention of MCE Administration for review.

## **B. Canteen Products**

1. Canteen sales are cash sales only. Inmate monies will be removed from their accounts prior to inmates receiving canteen products ordered. The following applies to inmate accounts:
  - a. credit will only be granted if an item is returned with prior approval; and
  - b. inmate Money Transfers will not be honored.
2. General population inmates are authorized to purchase a maximum of \$60.00 of canteen per week. The \$60.00 per week maximum does not include the purchase of electronics, digital music, hobby, religious and athletic shoes. Approved electronics are televisions, clock radios, razors, handheld game devices and MP3 players or AM/FM radios. Inmates are allowed only one of each of the items included in the electronics list and two pairs of athletic shoes or one pair athletic shoes and one pair of boots. Prior to a subsequent purchase of electronic items and athletic shoes, the old item must be discarded or sent out at the inmate's expense. The respective unit rules set forth the Canteen spending limit for inmates housed in the locked housing units and MDIU.
3. Canteen orders must be received one day prior to the established delivery dates (see monthly schedules).
4. If an inmate orders more items than he has eligible funds in his inmate account to pay for, he will receive only the items that can be paid with the available balance (i.e. if an inmate orders \$30 in canteen, and his balance shows he has \$20, he will only receive up to \$20 in canteen product).
5. If an inmate orders more than the allowable limit of items (either in quantity or dollar amount), he shall receive canteen items up to the limit. This includes the following:
  - a. if the monetary limit is set at \$50 per order, and an inmate orders \$60 in items, he will receive only \$50 in items; and
  - b. if the number limit for an item is set at two, and an inmate orders three of that item, he will only receive two of that item.
6. If an inmate places multiple orders that exceed the overall spending limit all orders will be credited back to his account and he will not receive canteen that week.
7. If an inmate places an order for canteen products, and received the exact items he ordered, he may not return any item for a credit. If an inmate receives an item that he did not order, or if the cost of the item that he received is substantially higher than the one that he ordered, that item can be returned unopened for credit. If clothing items are ordered and are not the correct size, those items can be returned for credit as long as the packaging is unopened and/or tags are still attached.
8. The ordering of televisions, clock radios, handheld game devices, razors and MP3 players or AM/FM radios is as follows:

- a. the cost will be deducted from the inmate's account at the time of purchase and will not be charged against the inmate's authorized order limit;
  - b. when the items are received from the supplier canteen staff will engrave them with the inmate's name, DOC#, and serial number before delivery to the inmate.
  - c. The electronics will be delivered to the inmate separately from the regular canteen order. It is the goal of the Canteen staff to deliver these products within one day of receipt from the supplier; and
9. The ordering of athletic shoes is as follows:
- a. the items must be ordered on a separate canteen special order form;
  - b. the cost of athletic shoes will be deducted from the inmate's account at the time of purchase and will not be charged against the inmate's authorized order limit. When the athletic shoes are received, they will be delivered on the same day as the electronics; and
  - c. the inmate must try the shoes on in front of a staff member. If they fit, the inmate must sign for them. If the inmate refuses the shoes for being the wrong size, the staff will return them to the Canteen for a one-time reorder in the correct size.
10. The ordering of hobby items is as follows:
- a. The items must be ordered on a separate canteen special order form; in stock hobby and Non-stock hobby must be ordered separately. All orders must be approved by hobby director before they can be processed.
  - b. Cost of in stock hobby will be deducted from the inmate's account at time of purchase and will not be charged against the inmate's authorized order limit.
  - c. Non-stock hobby orders will be ordered through vendor of inmate's choice and once the order arrives the cost of the order including shipping and handling as well as MCE fee will be deducted from inmates account and will not be charged against the inmates authorized order limit.
  - d. Non-stock hobby orders cannot be returned to canteen or to the vendor for credit at any time. If an inmate loses his hobby privilege it is still his responsibility to pay for any pending hobby orders.
11. The ordering of Medical Indigent is as follows:
- a. The items must be ordered on a separate Indigent Special-order form.
  - b. You are only allowed to order from the Health and Medical Section of the current price sheet for the current housing and level at which you are located at.
  - c. For you to qualify to order you must be approved for that month's indigent status. If you are an approved "indigent inmate" then you qualify to order 10.00 worth of medical indigent items at no charge per the infirmary for that current month. MDIU inmates automatically qualify as indigent as long as they do not exceed the 15.00 indigent threshold.
  - d. If at the time that the order is processed, you have over the 15.00, regardless of whether you qualified as indigent at the beginning of the month, you will not receive "Medical Indigent Items".
12. The ordering of Religious items is as follows:
- a. The items must be ordered on a separate canteen Special order form.
  - b. You are only allowed to order religious items for the designated religion that you are listed at.
  - c. You must kite canteen for the current price sheet, and they will verify which religious designation you are listed at and provide current price sheets for allowed religious items.

- d. The cost will be deducted from the inmate's account at the time of purchase and will not be charged against the inmate's authorized order limit;

13. Canteen deliveries must follow the following procedures:

- a. a staff member must pass the canteen items in the unit. Staff must not allow inmates to pass out canteen items;
- b. the inmates must open, check, and verify his delivery in the presence of staff at the time of receipt;
- c. the inmate must report discrepancies to staff immediately upon receipt;
- d. if an inmate fails to open and check canteen orders in the presence of staff, and then later claims a discrepancy, no action will be taken;
- e. canteen staff must receive notice of any discrepancies within 48 hours of the delivery, excluding weekends and holidays and those discrepancies need to be clearly noted with a legible staff signature on the picking slip; and
- f. corrections if any, will be made and documented by the canteen staff the following workday. If the discrepancy does not have a staff signature that is legible no action will be taken.

14. Department staff may not purchase items from the Canteen.

#### **IV. CLOSING**

Questions concerning this procedure will be directed to the MCE Administrator.

#### **V. ATTACHMENTS**

None