



POLICY DIRECTIVE

Policy:	DOC 1.2.10 CANTEEN	
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Signature/Title:	/s/ Eric Strauss, Director	

I. POLICY

The establishment, administration, and operation of canteen within the Department and Department-contracted facilities.

II. APPLICABILITY

Department and Department-contracted secure facilities with canteen operations.

III. DEFINITIONS (see Glossary)

IV. REQUIREMENTS

A. Canteen Operations

1. Canteen operations will be conducted by Department facilities or contracted facilities in accordance with § 53-1-203, MCA, generally accepted accounting principles Department policies, facility operational procedures, and a purchasing authority agreement between the Department of Corrections and the Department of Administration.
2. Department and contracted facility canteen operations will be consistent and uniform with respect to the individual needs of each facility.

B. General Requirements

1. The canteen is operated as a business and has established the following goals for the most efficient and effective operation possible:
 - a. Maintain fiscal health by setting a sustainable profit margin that provides sufficient inventory, covers the cost of all applicable overheads, and ensures a positive cash flow;
 - b. Provide the inmate population with access to personal hygiene items and other products at fair, competitive pricing as directed and approved by the security representative or designee from each of the respective facilities and a medical services representative;
 - c. Ensure strict accountability for inventory and fixed assets; and
 - d. Uphold a high standard of accountability and transparency using policies, procedures, and standard reporting formats.
2. The inmates' state-issued tablets will contain the list of available canteen items and current pricing:
 - a. Digital price adjustments appear in real time on the tablets, whereas physical price lists will be updated quarterly; and
 - b. Price lists will display item limits based on inmate facility and security level.
3. Facility delivery schedules are subject to approval by the Warden.
4. When canteen items arrive at the respective facilities, they will be verified, sorted by housing unit, and delivered to the inmate by designated facility staff members in accordance with facility guidelines and practices.

5. Orders delayed by lockdowns or emergency situations will be prioritized for delivery once service safely resumes.
6. Inmate canteen worker assignments must be established pursuant to *MCE 5.1.2 Inmate Pay Plan*.
7. Net canteen proceeds shall be deposited in the appropriate facility inmate welfare account.
8. Consistent with MCE practice, quarterly financial statements will be compiled and distributed to the appropriate parties.
9. Inventory control must include the following:
 - a. Any inventory shortages must be reflected in the profit and loss statement and may affect price increases and decreases.
 - b. Overages and shortages shall be documented for possible review. Significant losses, such as those totaling \$100 or more, must be brought to the immediate attention of MCE Administration for review.

C. Canteen Administration

1. Canteen purchases are paid in advance, with funds deducted from the inmate's account before the order is filled.
 - a. Credit will only be granted if an item is returned with prior approval.
 - b. Inmate money transfers will not be honored.
2. All canteen orders are to be placed through tablets issued and administered by the respective facilities on behalf of the Department.
 - a. In the event that tablets are unavailable or out of service due to unplanned incidents, such as an electrical outage, inmates will complete their canteen orders using a bubble sheet.
3. General population inmates have a \$100 weekly limit for canteen purchases. This limit does not include electronics, digital music, hobby materials, religious items, or athletic shoes. See *DOC 4.1.3 Inmate Personal Property* for more information about inmate personal property limits.
4. Electronics, shoes, and hobby materials will be delivered to facilities upon receipt, or as soon as possible with due consideration for extenuating circumstances. All hobby materials are to be submitted directly to the hobby director for inventory and distribution.
5. Ordering Electronics
 - a. Televisions, radios, and MP3 players will be clear-cased and delivered to the inmate per facility guidelines.
 - b. 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.
 - c. When the items are received from the supplier, canteen staff will engrave them with the inmate's name, DOC ID #, and serial number before delivery to the inmate.
 - d. Electronics are handled separately from regular canteen orders and will be delivered at the earliest opportunity.
6. Ordering Athletic Shoes
 - a. Athletic shoes 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.
 - c. Athletic shoes will be delivered as soon as they become available.
 - d. The inmate must try the shoes on in front of a staff member to ensure proper sizing.
 - 1) If the shoes fit, the inmate must sign for them.
 - 2) If the inmate refuses the shoes because they are the incorrect size, staff will return them to the canteen for a one-time reorder in the inmate's correct size.

7. Ordering Hobby Items
 - a. Hobby items must be ordered on a separate canteen special order form.
 - b. In-stock and non-stock hobby items must be ordered separately. All orders must be approved by the hobby director before they can be processed.
 - c. The cost of in-stock hobby items will be deducted from the inmate's account at time of purchase and will not be charged against the inmate's authorized order limit.
 - d. Non-stock hobby orders will be ordered through the inmate's Department-approved vendor of choice. The cost of the non-stock hobby orders 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.
 - e. When the hobby items are received, they will be delivered to the hobby director for distribution in accordance with facility guidelines.
 - f. Non-stock hobby orders cannot be returned to canteen or to the vendor for credit at any time.
 - g. If an inmate loses their hobby privileges, it is still their responsibility to pay for any pending hobby orders.
8. Ordering Religious Items
 - a. Religious items must be ordered on a separate canteen special order form.
 - b. Inmates may only order religious items for the religion for which they are currently registered.
 - c. Inmates must kite canteen for the current price sheet. Canteen will verify the religion for which they are listed and provide current price sheets for allowable 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.
9. Weekly spending limits are subject to unit and facility rules and restrictions.
 - a. Canteen spending limits for inmates are determined in accordance with their housing unit and classification.
10. Canteen orders must be received one working day prior to the established delivery dates (see monthly schedules), or two working days if submitting a bubble sheet form.
11. If an inmate orders more items than the available funds in the inmate's account can pay for, they will receive only the items that can be paid with the available balance. For example, if an inmate orders \$30 in canteen, and their balance shows only \$20, they will only receive up to \$20 in canteen product(s).
12. If an inmate orders more than the allowable amount of items, either in quantity or monetary value, they 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, they will receive only \$50 in items.
 - b. If the **quantity** limit for an item is set at two, and an inmate orders three of that item, they will receive only two.
13. If an inmate places multiple orders that exceed the overall spending limit (for example, if the inmate simultaneously submits a tablet order and a bubble sheet order), all orders will be credited back to the inmate's account, and the inmate will not receive canteen that week.
14. If an inmate places an order for canteen products and receives the exact items ordered, then they may not return any of those items for a credit.
 - a. If an inmate receives an item that they did not order, or if the cost of the item that they received is substantially higher than the one that they ordered, that item can be returned unopened for credit.
 - b. If clothing items are ordered and are not the correct size, those items may be returned for credit.

15. Ordering of Medically Indigent Canteen:
 - a. To be considered “indigent,” the inmate must apply every month by filling out an Indigent Status Request form sent to Inmate Accounting.
 - b. Should the inmate be classified as indigent, they are to be limited to \$15.00 per month at no cost to the inmate.
 - c. Martz Diagnostic Intake Unit (MDIU) inmates qualify for indigent status as long as they are below the threshold of \$15.00 in income or spending in the preceding month.
 - d. Items must be ordered on a separate indigent special order form.
 - e. Medically indigent inmates are only allowed to order approved medical and dental items. These orders are also contingent on security level and housing location.
 - f. If the inmate exceeds the \$15.00 limit when an order is processed, regardless of whether they qualified as indigent at the start of the month, they will not receive “Medically Indigent” items.
16. Items identified as out-of-stock at the time the order is placed will be deemed unavailable. The Department will not fulfill these items via backorder or subsequent shipment.
17. Department staff are authorized to make canteen purchases solely for the benefit and use of inmates. Use of the canteen to acquire items for personal use or for department business, including but not limited to office supplies, is prohibited.
18. All facility supply purchases must go through the warehouse.

D. Montana Women’s Prison (MWP) Canteen Administration

1. MWP canteen orders are to be submitted one week prior to the expected delivery date. For example, canteen orders are collected/pulled on Wednesday and delivered the following Wednesday.
2. MWP canteen spending limits are not restricted based on inmate custody level unless they are in Pre-Hearing Confinement Disciplinary Detention (PHC/DD).
 - a. Inmates placed in PHC/DD may only order hygiene and writing materials from the MAX 0 list provided by canteen.
 - 1) Exceptions are possible with appropriate staff approval.

E. Pine Hills Correctional Facility (PHCF) Canteen Administration

1. Youth inmates at PHCF may order canteen items up to \$15.00 per week.
2. Canteen orders will be completed on the tablet by Wednesday at 5:00 PM.
 - a. If the tablet is not available, inmates may complete a canteen order form, which is then routed to the Business Office on the Monday of each week.
 - b. The accounting technician will confirm that the inmate has the appropriate funds available for the items on their canteen order form.
 - c. The accounting technician will scan and email the canteen order forms to MSP canteen by Thursday of each week.
 - d. MSP canteen will tentatively fill the orders and deliver them the following week.
 - e. Canteen will not be processed for the week of Christmas.
 - f. The appropriate Department accounting staff will deduct the funds from the inmate’s account.
3. An adult inmate worker housed at PHCF will abide by their home facility’s canteen policies.

F. Requirements for Canteen Deliveries

1. A staff member must pass out the canteen items in the unit.
 - a. Staff must not allow inmates to pass out canteen items.

2. The inmates must open, check, and verify their delivery in the presence of staff at the time of receipt.
3. The inmate must report discrepancies to staff immediately upon receipt.
4. 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.
5. Canteen staff must receive notice of any discrepancies within 48 hours of the delivery, excluding weekends and holidays. Any discrepancies must be clearly noted with a legible staff signature on the pick slip.
 - a. All discrepancies must be returned to the canteen in order to receive credit only.
 - b. No credit will occur if the items are not returned to the canteen.
 - c. Upon verification of their order, a signed pick slip must be returned to the canteen.
6. Corrections, if any, will be made and documented by the canteen staff the following workday.
7. Unit staff must send an email to canteen to note what the expected returns are. If the returned contents vary from the email, canteen staff must contact the unit manager.

V. CLOSING

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

VI. REFERENCES

- A. § 53-1-203, MCA
- B. DOC 4.1.3 *Inmate Personal Property*; MCE 5.1.2 *Inmate Pay Plan*