

Canteen Procedures  
(revised February 26, 2014)

- 1) Offenders are scheduled access to the canteen weekly by housing units on a rotating basis, with the exception of segregation offenders who are allowed access to canteen on a monthly basis. A monthly canteen schedule will be posted in the housing units.
- 2) Offenders wanting to purchase electrical appliances will notify classification staff members who will verify the appliance is within the offender's allowable property limits. Upon approval by the case management staff, an IOC listing the approved appliance will be forwarded to canteen staff. When the offender enters the order into the kiosk system for purchase, canteen staff will verify case management's approval, prior to ringing up and/or engraving the appliance during the offender's regularly scheduled spend day. Offenders wanting to order clothing items complete an MVE clothing order form (SOP Attachment E) and submit to case management staff who will verify the items are within the offender's allowable property limits and forward the approved MVE clothing order form to canteen. If the order is for clothing items from the MVE catalog, the MVE clothing order form will then be forwarded to the institutional business office for processing. Once the business office processes the order through MVE, a copy of the MVE clothing order form will be sent to property. Orders will be sent directly to property staff. Upon receipt of the item(s), property staff will compare the order with the order form and notify the business office of the received order. Property staff will then update the offender's personal property list in the department computer system, mark the clothing item with the offender's DOC number and issue the item to the offender.
- 3) Only those offenders who placed a canteen order will be allowed in the canteen issue area. All other offenders in the canteen issue area will be considered out of bounds and are subject to receive a conduct violation. Offenders should stay seated on the designated bench and only cross the yellow line when their name is called for canteen issue. Offenders must bring a canteen bag and tie for exchange when they pick up their canteen order. All offenders will need to present their identification card to the canteen staff at the issue window prior to their canteen order being issued.
- 4) You will not be allowed to loiter or open your canteen bag until you return to your assigned cell. Your receipt will be attached to the pre-packed canteen bag. If you are on outcount on issue/pick up day, special arrangements will be made for you to pick up your canteen.
- 5) Offenders on living area and/or activity restriction must write their case management staff a minimum of three (3) days prior to the date/time the canteen order must be submitted, as scheduled on the monthly canteen schedule if they wish to place a canteen order. Case management staff will schedule a date/time for the offender to operate the kiosk machine to complete their canteen order. Offenders on living area restriction must be escorted to and from the canteen by staff when they pick up their canteen order. A conduct violation may be written if an offender is not in compliance with this procedure. If an offender receives any unauthorized item(s) due to their failure to follow procedures, the item(s) will be confiscated as unauthorized property and handled in accordance with this procedure (perishable items, i.e. frozen items and items subject to spoilage will be disposed of due to sanitation concerns). Offenders may not purchase appliances or shoes if they are on living area restriction at the time of delivery.
- 6) The monthly spend limit remains \$350.00. The weekly spend limit is \$87.50 (excluding select appliance purchases, MVE clothing items, tennis shoes, and stamps that are allowed from special purchase funds).
- 7) Applicable Sales taxes will be charged on most canteen purchases.
- 8) All prices are subject to change without notice and CRCC reserves the right to limit quantities based on availability of items.
- 9) No engraved appliances sold during draw week.
- 10) If you have a need for legal materials in addition to what limits allow, you will be allowed to purchase the additional materials with prior written approval from your caseworker and/or administration.
- 11) All canteen items are sold "as-is". The canteen does not warrant any items sold. All warranties are with the vendor/manufacturer, not with canteen.
- 12) ALL SALES ARE FINAL- NO EXCHANGES- NO REFUNDS