
 State of Connecticut Department of Correction ADMINISTRATIVE DIRECTIVE	Directive Number	Effective Date	Page 1 of 4
	3.8	02/13/2018	
	Supersedes Commissary, 8/1/2014		
Approved By  Commissioner Scott Semple	Title Commissary		

1. **Policy.** The Department of Correction shall provide commissary services through the Correctional Revolving Fund for each of its correctional facilities.
2. **Authority and Reference.**
 - a. Connecticut General Statutes, Sections 4-52 through 4-56a and 18-81.
 - b. State of Connecticut, Office of the State Comptroller, Accounting Division, Institutional Activity and Institutional Welfare Funds, October 1996.
 - c. Administrative Directives 3.4, Inventory Control; 4.6, Use of Computers and Related Technologies; 6.6, Reporting of Incidents; 6.7, Searches Conducted in Correctional Facilities; 6.10, Inmate Property; 7.1, Key and Tool Control; and 9.4, Special Management.
3. **Definitions.** For the purposes stated herein, the following definitions apply:
 - a. **Commissary Order Form.** The list or lists of products authorized for purchase by inmates in a facility or unit, used by inmates to place an order.
 - b. **District Commissary.** A commissary within a specific geographic area (District) responsible for serving all facilities with its assigned area, with staffing assigned to service each district.
 - c. **Standard Commissary List.** The list of items that have been approved for sale within the Department's commissaries. Items shall be categorized by security level and gender. All items shall be made available in all facilities of a common security level and with a common inmate gender.
 - d. **Substantial Inventory Loss.** Any loss of an individual item or group of items with a retail value of .25 percent (1/4 of 1%) or greater of gross monthly sales within an inventory period.
4. **General Principles.**
 - a. The Commissary shall only sell items on the Standard Commissary List.
 - b. All products or services sold to inmates shall be through the commissary, except as specifically approved by the Deputy Commissioner of Operations for any inmate service organization/club.
 - c. No employee shall sell items to an inmate or benefit from any sales to an inmate.
 - d. Commissary product is for purchase by inmates only. Staff may not give, loan or convey commissary product, to any inmate or staff member, in any way that is not directly authorized by the Commissary Manager. Such conveyance shall be deemed as theft of goods.
5. **Commissary Operations.** The Director of Fiscal Services or designee shall:
 - a. promulgate and update as necessary a standardized list of authorized commissary items;
 - b. monitor inventory control and required fiscal procedures;
 - c. ensure compliance with the Standard Commissary List;
 - d. prepare a business plan for commissary services on an annual basis; and,
 - e. ensure system compliance with this Directive.
 - i. Items may be added to the Standard Commissary List by the Director of Fiscal Services in consultation with the Deputy Commissioner of Operations and the Director of Security. The Director of Fiscal Services may delete items from the Standard Commissary List when appropriate. The Director of Religious Services shall be consulted prior to the addition or deletion of any religious items. The Director of Facilities Management and Engineering Services shall be consulted regarding the maintenance impact of new items.

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- ii. The Manager of Commissary Services under the direction of the Director of Fiscal Services or designee shall be responsible for all areas of commissary operation. Commissary management shall coordinate with the District and Unit Administrator as appropriate to ensure efficient operation within necessary security constraints.
- 6. Commissary Storage and Distribution. The District Administrator shall ensure adequate and secure space is provided to store commissary inventory and/or to distribute individual commissary orders. Storage and distribution areas shall be maintained in a clean and organized manner, and commissary staff shall be allowed reasonable and timely access to loading dock areas.
- 7. Commissary Security. The commissary area shall be secured at all times. Access shall be limited to commissary staff assigned to pick up and deliver bagged commissary, persons within the fiscal services chain-of-command, the Unit Administrator or higher authority, and assigned inmates under direct staff supervision.
 - a. Commissary keys shall be designated as "Restricted Keys" in accordance with Administrative Directive 7.1, Key and Tool Control.
- 8. Inmate Workers. Inmate workers may be utilized only to stock shelves, fill and verify orders, load and unload trucks, maintain sanitation, organize product for inventory purposes and perform required maintenance under the direct supervision of authorized personnel. The Manager of Commissary Services shall provide and maintain a training program that enables inmates to develop marketable skills for use upon re-entry to the community.
 - a. Inmate workers shall not be left unattended in the commissary and shall not be allowed access to any other inmate's financial data or commissary inventory records. An inmate worker shall be pat searched by commissary staff upon entering and exiting the secured commissary area in accordance with Administrative Directive 6.7, Searches Conducted in Correctional Facilities.
- 9. Commissary Order Form. The Manager of Commissary Services shall make available a Commissary Order Form for each inmate. The Unit Administrator and the commissary staff shall be responsible for proper distribution of the Commissary Order Form to the inmate population. Only properly completed order forms shall be processed.
- 10. Commissary Purchases. Commissary purchases shall normally be made through the use of the Commissary Order Form. Employees shall not be permitted to make purchases from the commissary or otherwise consume or use any commissary merchandise.
- 11. Disbursements. An inmate may not make purchases in excess of the current available balance. All funds shall be deducted automatically through the computerized system at the time of sale in accordance with Administrative Directive 4.6, Use of Computers and Related Technologies.
- 12. Weekly Spending Limit. The spending limit allowed per inmate shall not exceed \$100.00 per week. This amount does not include major purchase items such as televisions, radios and other electronic items, clothing, watches, footwear, religious items, audio cassette tapes, compact discs or holiday packages. For inmates classified to Special Management, spending limits shall be in accordance with Administrative Directive 9.4, Special Management. Under no circumstances shall credit be extended to an inmate. The spending limit amount shall be set by the Director of Fiscal Services in consultation with the Commissioner.
- 13. Holiday Packages. Commissary Services shall administer an annual holiday program during the Fall/Winter holiday season which shall permit the purchase of commissary items not offered for sale throughout the year. An inmate, not on Special Management in accordance with Administrative Directive 9.4, Special Management, may be allowed to purchase such holiday items through Commissary Services.

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- a. The Deputy Commissioner of Operations shall review any variation from established Commissary limits or practices proposed for each annual holiday program.

14. Merchandise Quantity Limits. Commissary management shall set maximum allowable purchase quantities per order in accordance with Administrative Directive 6.10, Inmate Property.

15. Audit of Funds. Commissary funds shall be audited independently following standard accounting procedures, and annual financial status report is available as a public document. The Department's Central Business Office shall reconcile commissary accounts on a monthly basis.

16. Inventory Control. Each commissary shall maintain an active inventory of each item listed on the Commissary Order Form. Inventory, other than major purchase items, shall be in sufficient quantities to meet routine commissary orders. Major purchase items may be purchased on an anticipated need basis or upon order by an inmate.

- a. Commissary staff shall conduct a full physical inventory of the commissary each month and report the results to the Accounting Unit.
- b. All inventory items shall be safeguarded and accounted for from receipt to sale and delivery. All stock merchandise received from a vendor shall be inspected, counted and signed for. No damaged goods shall be accepted from the vendor and shortages shall be documented and reported.

17. Inventory Loss. When the physical inventory of the commissary reflects a substantial inventory loss, CN 6601, Incident Report, specifying the missing items and amounts, shall be submitted in accordance with Administrative Directive 6.6, Reporting of Incidents. When a substantial inventory loss occurs, a second inventory shall be conducted within three (3) business days.

- a. Commissary management shall coordinate with the District Administrator and Unit Administrator to ensure proper compliance with all aspects of inventory control to prevent further losses. Commissary management shall prepare and submit a copy of Attachment A, Report of Adjustment to State-Owned Real and Personal Property Form (CO-853) to the Director of Fiscal Services in accordance with Administrative Directive 3.4, Inventory Control.

18. Inmate Merchandise Return Policy. All merchandise accepted for return from an inmate shall meet the following criteria:

- a. The merchandise was delivered in error;
- b. The merchandise was damaged upon receipt;
- c. The inmate has been relocated; or,
- d. The inmate has refused the entire delivery.
 - i. Credits and/or exchanges shall not be granted after an inmate has reviewed and signed for receipt of the merchandise. Returned merchandise is annotated on the sales receipt by the Commissary Officer attempting delivery.
 - ii. All electronic appliances that malfunction within seven (7) days after delivery shall be replaced without additional charge. After seven (7) days appliances shall be repaired under warranty, as applicable, in accordance with the manufacturer's warranty instructions. Each Consolidated Commissary shall have a written, published policy for electronic appliance repair that is consistent with this section of the Directive.
 - iii. In the case of known product defects, commissary staff shall follow the vendor's return policy for the defective product. The defective item(s) shall be replaced by the vendor with an acceptable substitute within a reasonable time, as determined by the Manager of Commissary Services.

19. Pricing. Most merchandise sold in the commissary shall be marked up a percentage not to exceed 35 percent (35%). Some items may be marked up at a reduced percentage to increase availability to the inmate population. The mark up shall be calculated by multiplying the purchase cost of each item by the set percentage or by the appropriate value. Fractions shall be rounded to the next highest cent level. Sales tax shall be applied

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to all taxable items, as determined by the Department of Revenue Services, after the mark-up has been determined. The markup percentage shall be set by the Director of Fiscal Services in consultation with the Commissioner.

20. Clothing Items. All clothing items sold in the commissary shall be in accordance with Administrative Directive 6.10 Inmate Property.
21. Permanent Marking. Commissary items which require permanent marking shall be in accordance with Administrative Directive 6.10, Inmate Property.
22. Reports. Monthly financial status reports shall be prepared by the Accounting Section and reviewed for necessary action by the Director of Fiscal Services and commissary management.
23. Applicability to Inmates Under 18 Years of Age. The provisions of this Administrative Directive may be changed on a facility basis to accommodate the management of inmates under 18 years of age as requested by the Unit Administrators of Manson Youth Institution and York Correctional Institution.
24. Forms and Attachments. The following attachment is applicable to this Administrative Directive and shall be utilized for the intended function:
 - a. Attachment A, Report of Adjustment to State-Owned Real and Personal Property Form (CO-853).
25. Exceptions. Any exceptions to the procedures in this Administrative Directive shall require prior written approval from the Commissioner.