



# FRANKLIN COUNTY JAIL

Chambersburg, PA

## Standard Operating Procedure

|                 |     |                                 |                        |        |               |   |
|-----------------|-----|---------------------------------|------------------------|--------|---------------|---|
| <b>Chapter:</b> | 400 | Activities and Support Services | <b>Number:</b>         | 400.06 | <b>Pages:</b> | 6 |
| <b>Title:</b>   | 06  | Commissary                      | <b>Effective Date:</b> |        |               |   |

### POLICY

It is the policy of the Franklin County Jail (FCJ) to provide inmates with the opportunity to purchase items for hygiene and personal use or consumption that are not issued by the jail, and are consistent with FCJ safety and security requirements.

### PURPOSE

To establish the procedures that will be used to provide commissary services to the inmates of the FCJ.

### REFERENCES

ACA 4-ALDF-5C-25-26  
 ACA 4-ALDF-2A-66  
 PA Title 37 95.239

### DEFINITIONS

Commissary: A service provided by the jail that allows inmates the opportunity to purchase limited amounts of certain approved items for personal use.

Free Commissary: Commissary available by request, for inmates that meet the criteria for being indigent. Free commissary provides basic necessary hygiene items.

Purchase Limit: The greatest amount of money that can be spent on a single commissary order each week. The limitation on spending will be specified by the warden.

Inmate Kiosk: Automated commissary ordering system. Secure touch screen device that allows an inmate to order commissary and verify account information. Each housing unit will utilize an inmate kiosk when ordering commissary.

Lobby Kiosk: Automated touch screen system that allows family and friends of inmates to deposit money in an inmate's account.

## PROCEDURES

1. General Information
  - 1.1 The schedule for the submission of commissary orders and distribution will be posted in each housing unit. Exceptions to the normal schedule may be adjusted to work around holidays, or unusual events or circumstances. In most instances, changes will be announced in advance.
  - 1.2 All commissary sales will be made against money actually recorded on an inmate's account. No credit or advance of funds will be permitted. Inmates will be responsible for keeping track of their available funds; orders will be placed based upon the current available amount in the inmates account.
  - 1.3 Inmates may submit suggestions regarding items for the commissary. Any suggestions must be submitted by use of an Inmate Request Slip (FCJ Form 300.19-1). Approval is subject to the security considerations and the availability of the item from the vendor. The Warden will approve all new items for the commissary.
  - 1.4 Staff shall be knowledgeable in the use of the commissary system and the different methods of ordering commissary. Staff will be available to assist inmates with the use of the kiosks.
  - 1.5 Staff will inspect the kiosks on a daily basis for damage or any other problems. Problems should be noted in the maintenance log (FCJ Form 100.28-1) and should be referred to the provider of the kiosks (Canteen).
    - 1.5.1 In the event that a kiosk or the system is not working properly for extended period of time and paper system will be utilized for ordering commissary.
  - 1.6 All profits from the commissary service will be deposited in the Inmate Welfare Fund account. All funds from this account will be used for the purchasing of items for the benefit of inmates.
2. Methods of Ordering
  - 2.1 Inmate Kiosk
    - 2.1.1 Each housing unit will have an inmate kiosk available for use. The kiosk will only be used during authorized scheduled out of cell time. Commissary orders can be placed any day of the week but will only be delivered during the scheduled time.

2.1.2 The inmate kiosk permits the following activities:

- Ordering of commissary items
- Verification of inmate accounts

## 2.2 Lobby Kiosk

2.2.1 The lobby kiosk system may be utilized by visitors to the facility. The use of the lobby system is permissible anytime the lobby is open.

2.2.2 The lobby kiosk permits the following activities:

- Depositing of money into an inmate's account via credit/debit card or cash

## 2.3 Internet ([www.mycarepack.com](http://www.mycarepack.com))

2.3.1 Family and friends have the ability to purchase limited amounts of commissary items on behalf of the inmate, by using the Internet.

2.3.2 The website is directly linked to FCJ's commissary service, with the ability to track all orders and enforce any restrictions.

## 3. Limits/Restrictions

3.1 Commissary is a privilege offered by the FCJ, which can be revoked at any time for failure to abide by the rules and regulations or abuse of the privilege. Commissary privileges may be restricted by Medical or Treatment staff for health or behavioral reasons. In addition, commissary privileges may be suspended or restricted by action of the hearing examiner (Disciplinary Hearing) or shift supervisor (Informal Resolution) for violations of FCJ rules and regulations.

3.2 No commissary order may exceed the purchase limit or the inmate's available funds. When the order exceeds the weekly purchase limit or the inmate's funds, the automated system will produce a notice of this occurrence.

3.3 The purchase limit for all inmates will be set at sixty (60) dollars per week. This includes orders made by the inmate, and orders from family and friends through the Internet. As long as the inmate has available funds and is allowed to purchase the items, commissary orders will be filled completely. In the event that the inmate has ordered more items than they have funds, the order will be filled by jail staff in any order they wish.

3.4 The weekly spending limit and any restrictions imposed will be enforced on all orders regardless of how the order was placed (i.e. internet or inmate kiosk). All systems will interact together to ensure the restrictions imposed by FCJ are not circumvented.

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- 3.5 Restrictions may be imposed on the quantity of an individual item an inmate can purchase at one time and restrictions may be imposed over a set number of days (i.e. inmates may only be able to order certain items every 30 days).
- 3.6 General Population
  - 3.6.1 General population inmates will be permitted to order commissary items up to the set purchase limit. All items approved for purchase are available to general population inmates. On a case-by-case basis, certain general population inmates may have restrictions placed on their ability to order certain items (i.e. no sugar/diabetic).
- 3.7 Disciplinary Segregation and Pre-Hearing Disciplinary Segregation
  - 3.7.1 Inmates will be restricted to purchasing hygiene items and writing material. Further restrictions (loss of privilege or restricted purchase limit) may be imposed on disciplinary segregation inmates for repeat violations and abuse of the commissary privilege.
- 3.8 Administrative Segregation
  - 3.8.1 Restrictions will be placed depending upon the type of Administrative Segregation status an inmate is on (Administrative Segregation Mental Health, Administrative Segregation Medical, Administrative Segregation Protective Custody, Administrative Segregation Security) and any special conditions/restrictions (i.e. no sharps, limited property) applied to that inmate.

**Note: Officers should pay careful attention to the items any AS or DS inmate orders and should check the Administrative Segregation Record or confer with the shift supervisor in regards to restrictions placed on individual inmates.**

- 4. Delivery and Distribution
  - 4.1 Commissary orders must be placed before lockdown on Wednesday. Orders will be placed on Thursday morning. Orders placed after the cutoff will be processed the following week.
  - 4.2 Commissary will be delivered to the facility on Fridays. Delivery of commissary items will be done via the lobby of the facility. All orders will be placed in the storage room located in the lobby. The lobby officer will be responsible for verification of the orders.
    - 4.2.1 Any returns from the prior week will be given to the delivery person at this time.

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- 4.3 A master list will be given to correctional staff by the records staff in charge of the commissary. The master list will be utilized to verify that all orders have been delivered. Any missing orders will be noted on the master sheet and the staff member in charge of commissary will be notified.
- 4.4 All bags will be sorted according to housing unit in preparation for delivery. Carts will be utilized to deliver the bags to each housing unit. Commissary will be distributed to each housing unit Friday night, on 3<sup>rd</sup> shift, in preparation for delivery on Saturday morning.
  - 4.4.1 Commissary items will be secured in either the interview room or multipurpose room in each housing unit. These rooms will be off limits to inmates until all bags are distributed. The officers delivering the bags to the housing units should make sure that the proper paperwork is also given to the Housing Unit Officer.
- 4.5 Commissary orders will be delivered on Saturday mornings after the meal and unit cleanup (provided no other activities are going on). 1<sup>st</sup> shift Housing Unit Officers will be responsible for the distribution of commissary on their respective units.
  - 4.5.1 Inmates will be locked down and called individually to the day space for receipt of their commissary. When distributing commissary the officer must verify the inmate's ID against the name on the order forms before issuing the items.
  - 4.5.2 Any errors discovered in an inmate's order will be verified by the officer. If an error is present, the officer will fill out a Commissary Credit Sheet (FCJ Form 400.06-1) and attach a copy of the receipt to the credit sheet. Damaged, unrequested, or excessive items will be collected and turned in with the commissary credit sheet.
  - 4.5.3 The inmate will be required to sign two (2) different pieces of paper work:
    - **Master commissary sheet** – signed by the inmate upon receipt of commissary. This is used to verify that the inmate received his/her order.
    - **Commissary receipt** – The vendor provides two copies of this receipt. This receipt will list the inmate's name, the items purchased with their prices, and the total amount of the order.
      - By signing the commissary receipt the inmate acknowledges that his/her order is complete and no items are missing, damaged, unrequested, or in excess of what was ordered. This also indicates that any discrepancies have been noted and he/she has received a copy of the completed credit sheet (FCJ Form 400.06-1)

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4.5.4 All orders will be held in a secure area until all items are delivered. The Housing Unit Officer, upon completion, will verify that all paperwork is properly completed, collected, and returned to records office.

5. Discharged Inmates

5.1 Orders received for inmates who have been discharged will be placed in the secure storage room located in the booking area. Discharged inmates have five (5) business days to pick up their orders. Orders not picked up within the allotted time may be donated or disposed of.

5.2 Orders received for inmates who have been transferred or placed on ATA status will be returned to the vendor and credit for the order added to the inmate's account.

6. Free Commissary

6.1 Free commissary is available to those inmates whose account balance is ten (10) dollars or less for one (1) week. Free Commissary Forms (FCJ Form 400.06-2) can be requested on Wednesdays. All forms will be collected by the second shift Housing Unit Officer and delivered to the records department by Thursday morning.

6.2 Free commissary kits will provide inmates with basic hygiene items and writing material. Indigent inmates are limited to one (1) kit per week. Free commissary will be delivered with regular commissary.

6.3 Inmates caught hoarding and/or giving other inmates free commissary items may be subject to disciplinary action. Inmates ordering regular commissary will not be permitted to request free commissary.

**ATTACHMENTS**

FCJ Form 400.06-1 Commissary Credit Sheet  
FCJ Form 400.06-2 Free Commissary Request