

**COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK**

GENERAL ORDER JAIL BUREAU	DATE OF ISSUE October 22, 2021	EFFECTIVE DATE October 22, 2021	NO. 040-21
SUBJECT: GENERAL ORDER Commissary Sales Operations		DISTRIBUTION Jail Bureau Personnel	AMENDS
REFERENCE: PART 7016 OF TITLE 9 OF THE OFFICIAL COMPILATION OF CODES, RULES & REGULATIONS OF THE STATE OF NEW YORK (9NYCRR PART 7016)			RESCINDS 040-11

Purpose: To establish and institute procedures that ensures proper maintenance and control over commissary operations at the Monroe County Jail (MCJ) and Andrew P. Meloni STAR Academy (MSA) by the Commissary Contract Provider.

Policy: It is the policy of the Monroe County Sheriff's Office (MCSO) to ensure that the Commissary Contract Provider operates, manages, and provides commissary services to the inmates at the MCJ and MSA in accordance with the provisions stipulated in the agreement between the County of Monroe and the Commissary Contract Provider.

I. Commissary Contract Provider and MCSO Responsibilities

A. Commissary Contract Provider

1. The Commissary Contract Provider shall be responsible for the management (to include the provision of, and operation of an inmate booking system, product purchasing, ordering and distribution system) of an operation to sell merchandise (i.e., food, candy, non-alcoholic beverages, health and drug items, clothing and general merchandise) and or services to inmates incarcerated at the MCJ/MSA. This management includes but is not limited to:
 - a. Daily reconciliation of all deposits and withdrawal transactions posted to inmate accounts;
 - b. Collection, processing, scanning, delivery, corrections, and reconciliation of inmate commissary orders;
 - c. Order/accounts problem resolution;
 - d. Daily preparation of bank deposits and maintenance and balancing of overall commissary accounts. Prisoner Transport Deputies, at the direction of Jail Administration shall transport all deposits to the bank;
 - e. Provide a large selection of food, candy, non-alcoholic beverages, health and drug items, clothing and general merchandise, including quality brand name products. All products shall be approved by the MCSO. Any product changes to include substitutions, additions, or deletions will also be subject to approval;

- f. Maintain, or have available, sufficient inventory to fill every item on all orders on the scheduled delivery date. There will be no substitutions or backorders;
 - g. Adherence to policies and procedures relating to the commissary operation as set forth by the MCSO;
 - h. Detailed manual and automated accounting and report generation for all aspects of the operation;
 - i. Hiring and maintaining sufficient personnel for the efficient management of the commissary operation. Contractors' employees will be subject to the MCSO rules and regulations and guidelines while on the Sheriff's premises; and
 - j. Preparation of the commissary annual report, as well as other reports as requested.
2. The Commissary Contract provider shall report directly to Jail Administration.
- B. Jail Administration
1. The Commissary Contract Provider will submit to Jail Administration a monthly reconciliation report and all related financial reports, to include all assets and liabilities of the operation. The Contract Administrator is responsible for reviewing all balance reports.
 2. The Commissary Contract Provider will submit a detailed invoice and related reports to Jail Administration weekly. A Jail Administration clerk shall be responsible for processing the invoice for payment.

II. Commissary Merchandising Operations

- A. Processing Commissary Orders at the MCJ/MSA
1. Inmates in each housing area at the MCJ/MSA shall have the opportunity to receive commissary one day each week.
 2. To receive commissary on their scheduled delivery day, inmates must ensure that deposits are received for posting to their accounts before ordering.
 3. Inmates may place orders with the commissary with a maximum \$100.00 in food items and maximum \$100.00 in clothing/hygiene items.
- B. Packing Commissary Orders
1. Each inmate(s) order will be packed in a clear plastic bag for delivery.
 2. A two-part, carbon-less receipt detailing each inmate's order, order total and account balance will be placed in the bag.

C. Delivering Commissary Orders

1. Jail Bureau staff members will accompany Commissary Contract Provider employees making commissary deliveries to each housing area in the MCJ/MSA. In the event the Corporal/Deputy is called away during deliveries, commissary activity in the housing area will cease until the Corporal/Deputy is once again available or replaced.
2. The process used to deliver commissary orders at the MCJ/MSA shall be as follows:
 - a. The Commissary Contract Provider staff will establish a housing area schedule to receive orders and arrange a delivery time.
 - b. Prior to the arrival of commissary, the Corporal/Deputy will lock down the floor or restrict inmates to their bunks, if the area is a dormitory setting. Absolutely no inmates will be allowed out of the cell/bunk area during commissary delivery time, including trustees. Inmates will be called up individually to receive their commissary items.
 - c. The Corporal/Deputy and Commissary Contract Provider staff shall carry the orders to each individual inmate. The Corporal/Deputy will verify the identity of the inmate and the Commissary Contract Provider staff will count out the items included in the order. The Commissary Contract Provider staff member will retrieve the signed receipt from the inmate.
 - d. All inmates residing in a direct supervision unit (Tower Housing) will be secured within their respective cell, until they are individually released to inventory and sign for their respective commissary order.
 - e. Any commissary account problems or errors with an inmate's order will be written on the individual's order receipt by the Commissary Contract Provider staff.
 - f. Under no circumstance shall Commissary Contract Provider staff leave an order for an inmate who is not in his /her housing area to accept the delivery.

D. Problem Resolution

1. It shall be the responsibility of the Commissary Contract Provider to coordinate and/or process the resolution of any problems/questions received regarding inmate accounts and orders.
2. To the greatest extent possible, the Commissary Contract Provider shall resolve inquiries made via inmate communication forms within 48 hours of their receipt in commissary. The response shall be documented on the form, notification sent to the inmate about the disposition and signature of staff completing the inquiry. Once the problem has been resolved, staff will send the communication form to Jail Administration for logging. There may be occasions when Commissary Contract Provider staff may have to meet with inmates in their housing area to resolve issues.
3. To the greatest extent possible, the Commissary Contract Provider will resolve complaints received via the telephone within 48 hours of receipt of the complaint.
4. The Commissary Contract Provider will contact Jail Administration immediately during business hours, or as soon thereafter as possible, regarding any discrepancies with money.

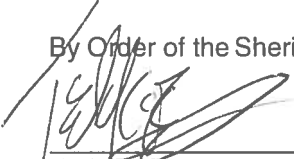
III. Record Keeping

- A. A complete record of all transactions for each day of business shall be maintained in the commissary.
- B. This daily file shall include, but not be limited to, the following:
 - 1. Daily drawer reports
 - 2. Printed check reports
 - 3. General Ledger Summer Reports
 - 4. All check stubs
 - 5. All deposit receipts
 - 6. All completed order receipts
 - 7. Inmate Internal Communication Forms addressed/resolved that day

IV. Key Control

- A. The Commissary Contract Provider has key sets to access all commissary safes and Kiosks in the MCJ/MSA. They must ensure that proper key control is maintained.
- B. MCJ/MSA Administration maintains a current list of all key sets as well as duplicate key sets for all commissary safes.

By Order of the Sheriff,



Todd K. Baxter