

## COMMISSARY GUIDELINES

<b>AUTHORITY:</b>	Welfare and Institutions Code, Section 873 Administrative Directive
<b>RESCINDS:</b>	Procedure Manual Items 3-3-031, dated 11/27/19 and 3-8-031, dated 11/27/19
<b>FORMS:</b>	None
<b>PURPOSE:</b>	To describe a standardized procedure for the maintenance and operation of the commissary program machines located at Juvenile Facilities.

### I. GENERAL INFORMATION

**The County approved vendor** is responsible for the operation and maintenance of the vending machines located at Juvenile Facilities.

The point of contact at Juvenile Hall (**JH**) and the Youth Leadership Academy (YLA) is the Assistant Division Director (ADD) and/or Division Director (DD), who oversee all contract services. The point of contact at Youth Guidance Center (YGC) is AM Center One or Office Supervisor. AM Center One is responsible for providing access to service and re-stocking of vending machines. **Access to the vendor for restocking the machines will be on a pre-arranged schedule to minimize disruption in the living units.**

**Commissary machines are for the use of the youth and their visitors. No staff will be allowed to purchase and/or use the cash cards at any time.**

### II. PROCEDURE

- A. **The County approved vendor** is responsible for the operation and maintenance of the commissary vending machines located at Juvenile Facilities.
- B. Parents/visitors will be permitted to purchase a cash card at the time of registration for visiting. Parents/guardians **will always retain control of the cash cards**. Staff will monitor the purchase of the cash cards.
- C. Juvenile Hall cash cards: Whenever a youth is transferred to YGC or YLA from Juvenile Hall, staff will check the youth's file for a cash card. If there is a cash card, it will be given to the parents at visiting and shall remain in the possession of the parent.
- D. Use of the Commissary Vending Machines
  1. Center One, D.O. designee, or assigned visiting staff will open and monitor the commissary vending machines during the visiting hours.
  2. Usage is on a first come, first served basis.

- a. Assigned Visiting staff will call out two youth at a time. Youth called out will enter the commissary area and use the vending machines.
- b. Youth will enter the commissary area and use the vending machines.
- c. Purchases of food items must be consumed during visiting.
- d. Hygiene items and other non-food items will be bagged and placed in a bin located next to the commissary. These bags will be distributed to the units after visiting.
- e. Unit staff will be responsible for distributing the bags to the youth.
- f. Excess purchases of hygiene and other non-food items will not be permitted.

E. Commissary Refund Juvenile Hall/YLA/YGC:

1. **If** a vending machine malfunctions, assigned staff will provide a refund request form to the parent. Staff will collect the card involved (if it is a problem with the debit card) and attach it to the refund request form. Problems with stuck or non-dispensed items will require a claim form to be filled out by the youth's parent. Completed forms will be left for the vendor in an agreed-upon location. The vendor will be solely responsible for rectifying the matter noted on each claim form. If a commissary investigation warrants, refunds will be added to the parent's card directly and returned to the parent at the next visiting session by staff on duty. Refunds of products shall be marked with the youth's name and delivered to that youth as soon as the vendor makes the product available.
2. Parents may use the cards to purchase extra items the weekend before the youth's release date for the purpose of "zeroing out" their cash card. The parents will take those items home the same day they are purchased. No cash refunds will be given for the remaining balances. Cards with a balance that are abandoned or donated to **JH/YLA/YGC** will be forwarded to the ADD/DD, who will maintain them in a secure location. As needed, these cards may be used by youth without visitors and/or resources.

**REFERENCES:**

Procedures:	3-8-004	Daily Schedule- Juvenile Hall
	3-8-005	Daily Schedule – Youth Leadership Academy
	3-8-006	Daily Schedule – Youth Guidance Center
	3-8-012	Visiting/Video Conferencing

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**APPROVED BY:**