

5-13-080 Vending Services

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for vending services.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

Vending machine snack and beverage sales are available to the inmates in their housing areas through the purchase of vending cards from the commissary provider. Vending services at PDC, North Facility are provided by First Class Vending.

Vending machines will be stocked as needed by First Class Vending personnel. First Class Vending personnel shall be escorted into the dorms when possible. If an escort is unavailable, First Class Vending personnel may service the dorm machines with visual security provided by the dormitory control officer (DCO) personnel, as long as the dorm is clear of all inmates. First Class Vending personnel shall not have any contact with the inmates.

In the event of a vending machine malfunction, a notice shall be placed on the machine and an email notification shall be made to Inmate Services and the maintenance deputy.

All inmate complaints regarding vending shall be handled by Inmate Services. Inmates shall be required to fill out an inmate request or vending machine refund form identifying their problem. Inmate Services shall initiate contact with First Class Vending to correct the problem.

Vending machines shall be routinely inspected by module personnel for vandalism. In the event of vandalism, line supervisors shall be notified, investigations conducted, and appropriate report(s) completed. All issues of this nature shall be logged in the electronic Uniform Daily Activity Log (e-UDAL).
