

SECTION: Joint Health & Safety		GUIDELINE #: JHS-016
Date Approved: June 21, 2018		Handling Cash and Payments
Revision Date: July 15, 2020	Review Date: July 14, 2020	
Authority: Joint Health and Safety Committee		

PURPOSE

To provide guidelines and procedures to minimize the risks when employees are handling cash and other payment transactions.

SCOPE

This guideline applies to:

- All Town Employees
- Hanover Public Library Employees
- Launch Pad Youth Activity and Technology Centre Employees

DEFINITIONS

A “cash register” is a mechanical or electronic device used to register and calculate transactions during a sale.

A “debit machine” is an electronic device used to process payments by means of debit cards or credit cards. Some debit machines support the use of touchless / tap payment.

A “tray” is a component of a cash register which is used to hold paper bills, coins, or other valuables. It is often wooden or plastic and can be removed from the cash register.

RESPONSIBILITIES

Supervisors

- a) Ensure workers who handle cash and other payment transactions receive appropriate training.
- b) Provide support to workers and initiate debriefing as required during any robbery or attempted robbery.

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- a) Assist with the assessment of risks and hazards of employees involved in cash handling and implementing controls to reduce or eliminate exposure to hazards.

Employees

- a) Use safe cash handling practices.
- b) Participate in training.
- c) Report all incidents involving cash handling issues.

GUIDELINES

Daily Transactions

- a) All transactions, including making change, must go through the cash register.
- b) A receipt with the amount clearly shown must be provided to the customer, except where a Department Head deems an amount is too low to require a receipt (eg. \$0.25 for a photocopy) or the customer indicates they do not want a receipt.
- c) A cash register or tray-containing cash must not be left unattended-unless it is properly secured.
- d) Counting cash and other payments is to take place out of view or in obstructed view of the public.

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- e) Cash and payments are to be balanced according to the frequency specified by the Department Head or designate.
- f) Safes or areas designated for safely storing cash and other payments must be secure at all times and locked when not monitored by staff.
- g) Large bills (\$50 and over) must be scrutinized for the possibility of counterfeiting. Any suspicious bills are to be referred to a supervisor / manager.
- h) Deposits are to be kept in a safe or area designated for safely storing cash.

Banking

- a) Bank deposit timing should be non-routine where possible, varying day and time of day, to limit chance of a planned robbery. Where a sporadic and non-routine deposit frequency can be maintained, one staff member is permitted to complete the deposit.
- b) Where deposits are completed in a routine or potentially predictable manner, two staff must be present when transporting bank deposits, whether by vehicle or by foot.
- c) A different route to the bank should be taken on a random selection basis, if possible.
- d) Deposits should be carried in different containers or bags that are not obvious as deposit holders.
- e) Staff are encouraged to wear personal alert devices, where possible.

Infection Control

- a) Encourage use of non-cash payments wherever possible (pre-authorized payments, online payments, use of tap functions on debit/credit machines, e-transfer, internet/telephone banking etc.)
- b) Accept payments from behind barriers, where possible. Staff must wear a mask when serving customers from behind a barrier. Where it is not possible to stay behind a barrier, staff must wear a face shield and mask.
- c) Sanitize hands before and after serving each customer or wash hands with soap & water for minimum 20 seconds
- d) Avoid removing your mask or touching your face or any unnecessary surfaces until hands have been washed or sanitized.
- e) Gloves may be worn when handling cash and payments. Hands must be washed prior to donning gloves and after taking them off. Gloves must be disposed of safely.
- f) Sanitize all items and areas touched by the customer after they leave (debit machine, pens, counters etc.)
- g) Sanitize all items used by staff regularly (eg. keyboard, cash register, debit machine, counter, pen, stamp, mouse, as applicable).
 - I. Where multiple staff may accept payments using the same equipment, all equipment touched must be sanitized after each use.
 - II. Where only one staff member is accepting payments and using equipment, all equipment touched must be sanitized mid-shift and end of shift at minimum.
- h) Wash/sanitize hands and sanitize the work area and all touch-points after doing deposits.

Donation Boxes

A Department Head or designate may approve an organization to have a donation box present at a Town facility. (eg. poppy or daffodil campaigns).

- a) Organizations should be notified that the Town is not responsible for the security of the donation box or for any theft of donated funds which may occur.

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- b) Town staff should refrain from handling the donation boxes and their contents as much as possible. Where contact must occur, staff must wash or sanitize hands before and after handling the box or its contents.

Robbery

Any premise or vehicle that handles or carries cash are potential robbery targets. During a robbery, an employee's first priority must be for their own safety and the safety of their co-workers.

- a) Keep calm and obey the robber's instructions.
- b) Be honest about any and all monies or possible surprises (such as someone working in a back office).
- c) Do not resist or take action to jeopardize your personal safety.
- d) Do not argue, try to talk the robber out of their intentions or anger the robber.
- e) Make no quick movements with your hands or body.
- f) Keep your hands in plain view.
- g) Do not chase or follow a robber under any circumstances.
- h) Attempt to get a good mental picture of the robber's appearance and mannerisms, scars, colour of hair, height, right / left handed, complexion, tattoos, clothing, vehicle, etc.
- i) Do not attempt to take photos or videos using a cell phone or other device in the presence of the robber.

If Theft has Occurred or is Discovered

1. Contact Police by calling 911. Provide the location of the incident and other information as requested by the dispatcher.
2. Secure the crime scene and all evidence by blocking off the area of incident as much as possible. Do not alter materials or objects in the area. Keep the area secured until Police have completed their investigation and have provided clearance to reopen.
3. Inform the Department Head, who will attend the location to provide assistance and support. A Department Head may arrange for an alternative designate to attend if necessary.
4. Inform any witnesses that they need to remain on scene. Have them write down a description of the suspect, vehicle information and details of incident, providing as much detail as possible.
5. Write down your own description of the suspect, vehicle information and details of incident, providing as much detail as possible.
6. Complete an Accident / Incident Form in consultation with the Department Head or designate, attaching the suspect description and any other relevant information.
7. All staff must cooperate with Police investigation efforts.
8. If video footage is available and requested, proceed as per provisions in ADM-020 Video Surveillance Policy.
9. Do not discuss the incident with media or other individuals, unless authorized by the CAO/Clerk to do so.
10. Contact the Employee Assistance Program or seek other supports as required.