



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

Manual of Administration

TOPIC: Administration	SUBJECT: Cash Boxes in Individual's Homes	Code: AD121
		Date of Issue: April 1996
		Revised: February 2026
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PURPOSE: This policy will clarify support workers' responsibility and accountability for accurately recording the amount of money that is kept in an individual's cash box or shared cash box.

THE BOARD AND MANAGEMENT OF AVENUE II CONSIDER THE UNLAWFUL TAKING OF CASH AS AN UNACCEPTABLE STANDARD OF CONDUCT AND SUPPORT WORKERS WILL BE DISCIPLINED ACCORDINGLY, WHICH MAY INCLUDE TERMINATION.

Staff Responsibility:

1. Each shift shall perform a count of the contents of every cash box to ensure all money, gift card or taxi scrips are accounted for.
2. Ensuring that any use of client money during the shift from individual or shared cash boxes are recorded. Where two staff are on shift only one needs to do a shift count.
3. Report any discrepancies over \$5.00 as per the policy.
4. Obtain receipts or bank slips to support purchases, banking and money being added to or removed from the cash box.
5. Advise manager when cash exceeds \$400 in one of the cash boxes.

Manager Responsibility:

1. Ensure staff are properly trained to:
 - a. Follow policy.
 - b. Understand the cash box procedure.
 - c. Report errors or discrepancies in the cash box.
2. Monitor the cash box and perform random checks for accuracy.
3. Investigate any errors or discrepancies noted.
4. Offer additional training where needed.
5. Follow progressive discipline when required.
6. Advise family, Director of Support Services and/or Executive Director of suspected theft or misuse of funds.
7. Ensure the amount of money going to a client's wallet weekly is appropriate.
8. Review or reconcile cash box documentation at minimum 4 times per year and report any concerns via incident reporting system. Action will be taken as required. A record will be kept and reviewed by their supervisor.

TOTAL INCLUSION THROUGH PEOPLE

Live, Learn, Succeed

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Agency Responsibility:

1. An independent third party review will be performed as per O.Reg.299/10, 6(3) for the calendar year. An annual report will be provided to the Board of Directors.
2. Avenue II does not offer Financial Management Services beyond day to day spending money as described within the legislation.

Forms and items used with Cash Box:

AIMS – Personal Financial – Record Management of Transactions

Receipts/Invoices– Records of purchases.

Bank Slips - Money going into or out of bank account.

Banks Statements – Documents to support Bank Slips obtained from banking

Monthly Receipt Envelope – Where receipts and supporting documentation from purchases and banking are stored. Note: If family members collect receipts or documentation please note that on the envelope. Copy receipts if able before giving to family.

PROCEDURE:

Shift count at start of each staff shift (except overnights)

1. On AIMS → a shift count is completed for each account (except debit account). Select **Transaction Date**, **Identify Shift Count (S/C)** under **Type**. When saved, the balance automatically appears on the entry.
2. Contact Manager/On-call if there is a discrepancy of over \$5.00 in the actual amount of money in the cash box and the last recorded amount. An incident report will be completed as per AD082.

Independent spending money:

Client money used by them for independent spending and kept in their wallet: This money is not counted but staff should ensure clients are not carrying a large amount of cash.

1. Clients may choose to have money in their wallet that is for an activity or event where the client spends and may not always obtain receipts (a trip to the corner store for snacks, coffee or light snack). On the **AIMS – Personal Financial** record the activity as a **Withdrawal** under **Cash on Hand** and “**To wallet**” under **Description**. Receipts are not required but where possible encouraged if available.
2. Clients may also choose to keep remaining change from a purchase in their wallet. Staff should record the amount not returned to the cash box as “**To wallet**” and the amount under **Receipt** amount.

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Banking:

When a support worker accompanies a client to the bank they will:

1. Obtain a receipt for any money deposited or withdrawn from the bank account of the client.
2. Record money taken out as **Withdrawal** or added to as **Deposit** on the individual's cash box **AIMS – Financial Transaction**
3. Number the receipt/slip from the bank and note the number on the **Financial Transaction** under **Description**.
4. Record the number on the outside of the **Monthly Receipt Envelope** along with the amount and place the receipt/slip from the bank in the envelope.

Purchases:

When a support worker assists a client to make purchases they will:

1. Record in **AIMS – Personal Financial - Account** all money removed from the cash box to make the purchases.
2. Obtain receipts for all purchases where possible. Where receipts are not possible please note that as Receipt → N/A under **Description**
3. Record cash returned(change) to the cash box or left in the clients wallet in **AIMS**. Number the receipt and record the amount with the receipt number under **Description**.
4. The Receipt Number and amount is recorded on the outside of the **Monthly Receipt Envelope**.
5. When the purchase relates to an item that has a warranty the original receipt is stored with the instruction manual for the item with a copy in the **Monthly Receipt Envelope**.

Gift cards purchased:

1. If the client stores the gift cards in the individual Cash Box.
 - a. Record any gift cards purchased with money being show as "**Out**" under **Cash on Hand** and "**In**" under **Cheques/Gift Cards & Taxi Scrips**. Ensure the name of the gift card is noted and the starting balance noted under **Balance** in the **Cheques/Gift Cards & Taxi Scrip**.
 - b. Number the receipt and file in the monthly receipt envelope.
2. If the client keeps the gift cards in their wallet or personally they don't need to be counted or have their use tracked.

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Gift cards/Cheques given to the client that are kept in the cash box:

1. Record the gift card name in the **Description** section and the amount of the gift card as a **Deposit** under **Cheques/Gift Cards & Taxi Scrips** on **AIMS**.
2. Record the name of who the cheque is from under **Description** and the amount of the cheques as a **Deposit** under **Cheques/Gift Cards & Taxi Scrip**.
 - a. When the cheque is cashed record it as a **Withdrawal** under **Cheques/Gift Cards and Taxi Scrip**.
 - b. If cash is kept out to be spent record it as a **Deposit** under **Cash on Hand** and indicate the amount under **Amount**. Balance will automatically update when saved.
3. If the client keeps the gift cards in their wallet or personally they don't need to be counted or use tracked.

Gift cards used for a purchase when kept in the cash box:

1. Record the purchases made with the gift card by entering the purchase location and type of items purchased as a **Withdrawal** and record type of purchase in the description and the balance of the gift card as a **Deposit** under **Cheques/Gift Cards & Taxi Scrips**.
2. Number the receipt and record that number under **Description** and on the outside of the **Monthly Receipt Envelope** along with the amount.
3. File the receipt in the **Monthly Receipt Envelope**.

Purchases made on a staff credit or debit card and reimbursed through the cash box:

1. Purchases of this nature must be approved by a manager in advance.
2. Staff receiving reimbursement through the cash box must provide a receipt of the purchase and have any cash given to them from a client cash box recorded as **Withdrawal** in cash on Hand acknowledged by another staff or manager in the **Comments** section.
3. The **Description** section will be completed.
4. The receipt will be numbered and placed in the **Monthly Receipt Envelope** with the number on the outside of the envelope.

Family/PGT/Trustee involvement:

1. If Family/PGT/Trustee require receipts please note on the **Daily Log** that when it goes to them. Where possible make a copy to be retained with the monthly receipt and note this on the envelope.

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At the end of each month:

- 1 Start a new envelope for the next month's receipts.
- 2 Store previous month's **receipts** in the designated area of the home.