



Manual of Administration

TOPIC: Administration	SUBJECT: Cash Boxes in Individual's Homes	Code: AD121
		Date of Issue: April 1996
		Revised: October 2019
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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 procedure.
4. Obtain receipts or bank slips to support purchases, banking and money being added to or removed from the cash box.
5. Record both first and last initials for each transaction recorded on the Balance sheets in the Initials column.
6. Advise manager when cash exceeds \$300 in one of the cash boxes.

Manager Responsibility:

1. Ensure staff are properly trained:
 - a. To follow policy.
 - b. Are properly trained and 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. Progressive discipline where 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. Managers will 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.

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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:

Balance Sheet – Used to record all activity ‘In” (added to) and “Out” (removed from) the respective cash box.

Cash Box reconciliation (optional- at the discretion of the staff or team) – Form to assist staff with counting cash and items in the respective cash box.

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 Balance Sheet. Copy if able before giving to family.

PROCEDURE:

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

1. Count each cash box including all cash on hand, cheques/ gift cards on hand and taxi scrips on hand. A cash box exists for each individual client's spending money and one for shared expenses of the home. (max. 3 boxes per home).
2. On the **Balance Sheet** form of the box you are counting note the **date** and **shift** (i.e. 3 – 10). Then under **Description** record “Shift Count” and the amount of the cash on hand under the balance column of **Cash on Hand**. This amount must match the last recorded amount for the shift prior (the amount above it) in the Balance column or there is a discrepancy in the cash box.
3. 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.

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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 **Balance Sheet** record the activity as an "out" under **Cash on Hand** and "to wallet" under description and initial. 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 and initial on the **Balance Sheet**.

Banking:

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

1. Obtain a receipt for any money deposited or removed from the bank account of the client.
2. Record money taken from (out) or added to (in) the individual's cash box **Balance Sheet**.
3. Number the receipt/slip from the bank and note the number on the **Balance Sheet under Ref #** and initial.
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 on **Balance Sheet** 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 N/A under **Receipt amount**.
3. Record cash returned(change) to the cash box or left in the clients wallet on the **Balance Sheet** .Number the receipt and record the amount under **Receipt amount** with the receipt number under **Ref #**.
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**.

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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 an “In” under Cheques/Gift Cards & Taxi Scrip**. Ensure the name of the gift card is noted and the starting balance noted under **Balance** in the **Cheques/Gift Cards & Taxi Scrip**. Initial the entry.
 - 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.

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 an “in” under **Cheques/Gift Cards & Taxi Scrip**.
2. Record the name of who the cheque is from under description and the amount of the cheques as an “in” under **Cheques/Gift Cards & Taxi Scrip**.
 - a. When the cheque is cashed record it as an “out” under **Cheques/Gift Cards and Taxi Scrip**.
 - b. If cash is kept out to be spent record it as an “in” under **Cash on Hand** and add it to the **Balance**.
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 an “out” and record type of purchase in the description and the balance of the gift card as an “in” under **Cheques/Gift Cards & Taxi Scrip**.
2. Number the receipt and record that number on **Balance Sheet** and on the outside of the **Monthly Receipt Envelope** along with the amount.
3. File the receipt in the **Monthly Receipt Envelope**.

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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 an "out" on cash on hand initialled by another staff or manager on the **Balance Sheet**.
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 **Balance sheet** that when it goes to them. Where possible make a copy to go with the monthly receipts.

At the end of each month:

- 1 Take the **Balance sheets** and place into the **Monthly Receipt Envelope**.
- 2 Start a new sheet for the next month with the balance forward from the previous month.
- 3 Start a new envelope for the next month's receipts
- 4 Store previous month's **Balance Sheets/receipts** in the designated area of the home.

WHILE THE ABOVE POLICY APPLIES SPECIFICALLY TO HOMES OF PEOPLE THAT ARE SUPPORTED TWENTY-FOUR (24) HOURS A DAY, AVENUE II EXPECTS ALL SUPPORT WORKERS TO BE HONEST AND TRUSTWORTHY WHEN SUPPORTING PEOPLE WITH THEIR FINANCES.