

Topic: Workplace Health & Safety

7.7 Cash Handling

Board Motion Number:	20.113
Date of Original Board Motion Number:	June 18, 2012
Date of Current Issue:	November 24, 2020
Date of Next Review:	2021
Attachments:	

Signature of Board Chairperson (and Date): _____

Cash Handling

(To address the requirements of Bill 168 (Violence and Harassment) in the Workplace.)

Hazards:

Handling cash in a public area at the front counter with potential for robbery and threat to personal safety.

Hazard Control:

Front Counter Cash Handling

1. Cash containers are located in the drawers of the circulation desk and Tech desk and counter and separated from the public. Cash containers are locked in separate areas at night.
2. Front counter faces main entry with clear sight to main door.
3. Keep front counter clear of sharp, heavy or dangerous objects.
4. Keep cash containers in the care and control of front counter staff and Tech staff.
5. Cash container balancing shall take place in offices and not at the front counter or Tech Desk.
6. Maximum amount of cash in each cash container not to exceed \$200.00.
7. Excess cash to be locked in secure location out of public view.

8. Access to cash drawers limited to Library staff only.
9. Do not admit the public outside of office hours, and prior to locking the door at the end of the day check the parking area in order to prevent the opportunity for any person in the area to enter the office prior to the door being locked. If a senior staff member has arranged an appointment with someone outside of office hours they are required to notify staff in advance so arrangements can be made to admit the person to the office.
10. Have good lighting inside and outside of Library.

In Case of Robbery

11. Always assume there is a weapon even if not seen.
12. Be polite and accommodating. Do not upset or antagonize the robber but do exactly as the robber asks.
13. Explain your every movement and avoid quick movements that may alarm the robber.
14. Discretely observe the robber and note any distinguishing features as you may be asked to provide a description to Police. (ie. height, weight, eye colour, scars, clothing, voice, way of speaking, type of vehicle etc...)
15. Do not leave the premises or call 911 until safe to do so. When calling 911 assess the situation to determine if the call should be made from a phone removed from the scene so as not to further aggravate the situation.
16. Notify your supervisor but do not talk to anyone else until you have talked to the Police and completed Police Reports.
17. Do not allow anyone into the facility after the robbery except Police.
18. Protect any evidence for Police.

Confidential Code Word

To alert other staff to a potential threat to personal safety a code word will be established and provided by the CEO/Librarian to staff under separate cover.

Training

Staff shall be familiar with Direct Contact with Clients/Volatile Clients Policy and participate in available training.

Consequences of Non-Compliance:

Failure to comply with this policy may result in violence or harassment to Library staff. Staff who do not follow this policy are subject to the provisions of the disciplinary policy.