


Standard Operating Procedures		[Section]
	Title: Cash Handling During COVID-19	
	Originating Department: Operations- Conservation Areas	Original Issue Date: June 2, 2020
	Approval Authority:	Last Revision Date: June 9, 2020

PURPOSE:

To protect GRCA staff that will be handling cash and processing payments during the COVID-19 pandemic.

REQUIREMENTS:

Training and or Qualifications

- Health and Safety Online power point presentation (students).
- COVID-19 training presentation.
- GRCA COVID-19 policies, fact sheets, protocols and procedures.
- Training on the required PPE needed to safely accomplish this procedure. Training shall include how to safely “don” and “doff” all required PPE.
- On site training of this operational procedure.
- Site specific enhanced cleaning & disinfecting procedures
- All training must be documented

Equipment

- GRCA COVID policies & safety fact sheets
- Physical distancing, respiratory etiquette, handwashing signs
- PPE – nitrile gloves, masks, face shields
- Physical barriers – Plexi-glass barriers
- Disinfectant cleaners, wipes, hand sanitizer, spray bottles
- POS terminal cord extension / Clover wireless POS
- Extension POS Poles – extension for cash transactions

Cash Handling Situations:

- (1) Accepting cash from customers, providing customers with change
- (2) Start of day cash handling (organizing till/float)
- (3) Closing Off Procedures (counting cash and preparing bank deposit)
- (4) Honour Box handling
- (5) Mid-day withdrawals from till
- (6) Handling of deposit bags (going in/out of safe, taking deposits to bank)
- (7) Membership Sales

Cash Handling During the COVID-19 Pandemic:

While it may be possible for a person to acquire the COVID-19 virus by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes, the Centres for Disease Control and Prevention (CDC) has indicated that this is not the main way the virus spreads. The CDC has determined that the virus spreads largely through person-to-person contact and that the chance of being infected after handling cash is low.

Despite a low transmission risk when handling cash, GRCA employees shall strictly adhere to the following safety protocol, both during the COVID-19 pandemic, and subsequently following a return to normal business operations.

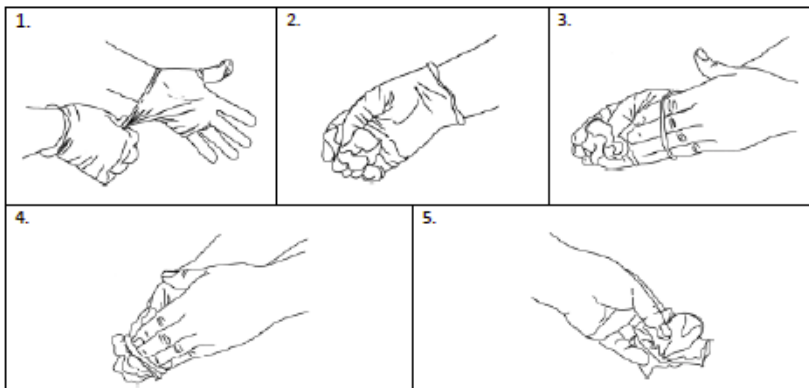
- When processing payments and handling cash, all GRCA staff shall wear latex/nitrile gloves.
- While wearing latex/nitrile gloves, employees shall treat these gloves like a “second skin” and avoid touching their face and eyes throughout the duration of their shift.
- To help reduce the spread of the COVID-19 virus, the GRCA is encouraging patrons to pay via cashless methods (i.e. credit/debit cards).
- While debit/credit will be the preferred method of payment, cash will still be accepted.
- Staff shall treat all forms of payment (i.e. credit cards, cash) as if they are potentially contaminated and adhere to sanitization procedures between each transaction.
- After handling cash, staff must sanitize gloved hands using the provided hand sanitizers.
- Staff shall also sanitize the POS machine using disinfectant wipe/spray, after each customer transaction.
- Other areas to sanitize regularly include: all high contact areas of the computer (i.e. the mouse/ keyboard) and the till, including the drawer.
- Latex/nitrile gloves shall be changed and disposed of safely if they become visibly dirty, as well as after the employee has used the washroom, or prior to/returning from breaks/lunch.
- When interacting with the public and processing payments, GRCA staff shall maintain physical distancing requirements of 6ft (or 2 metres) at all times.
- Where physical distancing measures cannot be maintained, the GRCA will install Plexi-glass barriers to protect workers.
- In situations where physical distancing measures cannot be established, GRCA staff will also be provided with personal protective equipment that includes a face mask/ shield.
- Prior to donning the face mask/face shield, employees shall thoroughly wash their hands with soap and water for a minimum of 20 seconds or sanitize using a disinfectant wipe/spray that will be provided. If a face mask is worn, it shall fit over the face to cover the nose and mouth and shall be secured to not hinder breathing or vision.
 - At no time should the wearer touch the face mask or face shield with soiled hands.
 - If soiling happens to occur, face shields shall be immediately disinfected.
 - The soiling of a face mask would require the wearer to dispose of it and obtain a new mask.
 - After removing soiled face masks/shields, staff shall clean and disinfect their hands.
- COVID-19 signage/fact sheets promoting public health measures, physical distancing (minimum 6ft. or 2m), respiratory etiquette and hand hygiene shall be posted in visible areas – near entrances and (if possible) adjacent parking lots to ensure patrons respect COVID-19 protocol.

The following steps should also be followed for cash handling situations (2) to (7) listed above:

- Ensure you wash your hands or use alcohol based sanitizers if sink not in close proximity before/after performing activities (2) to (7)
- Use PPE as outlined above.
- Disinfect work station (till, safe, honour box) before/after performing activities (2) to (7).
- Closing off procedures should be performed at end of shift.
- Only one person should be using a till during a shift (where more than one till available). If an alternate person starts to use a till they should
- Deposits to the bank should be made daily if cash balance substantive. The plastic deposit bags should be wiped down using disinfectant wipe/spray.
- One person counting cash and preparing a deposit slip will be accepted.
- Two staff members (driving in separate vehicles) should take deposits to the bank.

Removing disposable gloves:

1. Remove gloves using a glove-to-glove/skin-to-skin technique. First, grasp the outside of one glove at the palm.
2. Peel glove away from the palm toward the fingers, rolling the glove inside-out. Be careful not to touch your skin with your gloved hand. The contamination is now on the inside. Ball the glove up and hold in your other gloved hand.
3. Carefully slide the un-gloved index finger inside the wrist band of the gloved hand. Try and avoid touching the outside of the glove because that is the contaminated region.
4. Gently pull outwards and down toward the fingers, removing the glove inside out.
5. Pull the glove down so that the first glove ends up inside the second glove and no part of the outside is exposed. Throw away both gloves in the garbage right away.
6. Wash your hands thoroughly with soap and water or alcohol-based sanitizer as soon as possible after removing the gloves and before touching non-contaminated objects and surfaces.



Handwashing:

- When washing hands, employees shall adhere to the following steps:





APPLICABLE POLICIES & LEGISLATION:

- GRCA's COVID-19 Fact sheet
- GRCA Fact Sheet # 9 – Cleaning and Disinfecting Hard Surfaces (includes hand washing)
- GRCA Fact Sheet # 13 - Cleaning and Disinfecting Fleet Vehicles and Equipment
- GRCA Fact Sheet # 14 – Handling Mail
- Standard Operating Procedure for Gatehouse Operations
- Conservation Area staff protocols for working during a pandemic
- Government of Canada – Coronavirus Disease (COVID-19)
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- Region of Waterloo – Coronavirus Disease (COVID-19)
<https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novelcoronavirus.aspx>