


Collingwood Occupational Health & Safety

	COVID-19 Cash Handling and Processing Payments	SOP : HS-EP-08
		Revision: 1
		Date: 08-Sep-20

1. Purpose:

To provide guidance to staff who will be handling cash and processing payments during the COVID-19 pandemic.

NOTE: The World Health Organization states there is no evidence of COVID-19 being transmitted by cash. 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 Centers 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.

2. Scope:

This procedure applies to all Town of Collingwood locations, facilities and events, where cash handling and processing payments is being provided.

Cash handling and other similar tasks could include but are not limited to:

- a. Accepting cash from customers, providing customers with change (i.e. transit fare collections)
- b. Start of day cash handling (organizing till/float)
- c. Closing Off Procedures (counting cash and preparing bank deposit)
- d. Honour Box handling
- e. Mid-day withdrawals from till
- f. Handling of deposit bags (going in/out of safe, taking deposits to bank)
- g. Membership Sales
- h. Handling cheques

3. Definitions:


N/A

4. Procedure:

4.1. General Cash Handling

- 4.1.1. To help reduce the spread of the COVID-19 virus, the Town of Collingwood is encouraging patrons to pay via cashless methods (i.e. credit/debit cards).
- 4.1.2. While debit/credit will be the preferred method of payment, cash will still be accepted.
- 4.1.3. Ensure you [wash your hands](#) or use alcohol based sanitizers before and after performing cash handling tasks.

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4.1.4. Use [Personal Protective Equipment](#) as outlined below in sections 4.3 and 4.4.

4.1.5. [Disinfect work stations and high touch surfaces](#) before and after performing tasks as outlined below in section 4.5.

4.1.6. Closing off procedures should be performed at end of shift.

4.1.7. Run double floats to isolate all coin and bills for at least 24 hours.

4.1.8. Only one person should be using a till during a shift.

- If this is not feasible, the till must be thoroughly disinfected between users.

4.1.9. Large cash deposits from departments (i.e. bus drivers, by-law officers, inter-departmental deposits)

- Are to be handled on a separate, dedicated countertop and not processed on an individual staff member's workstation.
- Are to be scheduled with advance notice to adequately prepare the cash receiving/handling counter and ensure physical distancing and PPE requirements are met.

4.1.10. Deposits to the bank should be made daily.

- The plastic deposit bags should be wiped down using disinfectant wipe/spray.
- Only one person should be counting cash and preparing a deposit slip.
- Two Finance department staff members should take deposits to the bank.

4.2. Physical Distancing

4.2.1. When interacting with the public and processing payments, staff shall maintain physical distancing requirements of 6 feet (or 2 metres) at all times.

4.2.2. Where physical distancing measures cannot be maintained, acrylic/plexiglass shields will be installed to protect workers.

4.2.3. In situations where physical distancing measures cannot be established, staff will also be provided with personal protective equipment that includes gloves and a face mask/ shield.

4.2.4. Extension poles will be provided for POS machines.


4.3. Personal Protective Equipment – Gloves

4.3.1. When processing payments and handling cash, all staff shall wear latex/nitrile gloves.

- If this is not feasible, staff must wash hands or sanitize using alcohol based sanitizers, after handling cash.

4.3.2. While wearing latex/nitrile gloves, employees shall avoid touching their face and eyes throughout the duration of their shift.

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4.3.3. 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.

4.3.4. After handling cash, staff must sanitize gloved hands using alcohol based sanitizers.

4.4. Personal Protective Equipment – Face Mask/Face Shield

4.4.1. 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.

4.4.2. At no time should the wearer touch the face mask or face shield with visibly soiled hands.

4.4.3. 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 use an alcohol based sanitizer.

4.4.4. If soiling happens to occur, face shields shall be immediately disinfected.

4.4.5. The soiling of a face mask would require the wearer to dispose of it and obtain a new mask.

4.4.6. After removing soiled face masks/shields, staff shall clean and disinfect their hands.

4.4.7. COVID-19 signage/fact sheets promoting public health measures (i.e. physical distancing, hand hygiene) shall be posted in visible areas (i.e. near entrances and if possible adjacent parking lots to ensure patrons respect COVID-19 protocol).

4.5. Cleaning/Disinfection Procedures

4.5.1. 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.

4.5.2. Staff shall sanitize the POS machine using disinfectant wipe/spray, after each customer transaction.

4.5.3. Other areas to sanitize regularly include: all high touch areas of the computer (i.e. the mouse/keyboard) and the till, including the drawer.

5. Relevant Documents


5.1. Use of Face Masks Procedure – COVID-19

6. References:

6.1. World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

6.2. Health Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>

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6.2.1. Health Canada List of hard-surface disinfectants for use against coronavirus (COVID-19):

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

6.3. Ministry of Health:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_case_definition.pdf

6.4. Public Health Ontario: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en>

6.5. Simcoe Muskoka District Health Unit:

6.5.1. <http://www.simcoemuskokahealth.org/Promos/Novel-Coronavirus>

6.5.2. <http://www.simcoemuskokahealth.org/Promos/Novel-Coronavirus/Pandemic-Planning#84657f99-081b-4e58-bd00-184b33c2a78c>

6.6. Centres for Disease Control (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html#Cleaning>

6.7. Ontario Occupational Health & Safety Act: <https://www.labour.gov.on.ca/english/hs/>

7. Revision History

Sections	Revision Notes	Rev	Date
All	New procedure	0	30-Jun-20
4-Procedure	Add exception to 4.1.8 only one person per till (sanitize between users). Add exception to 4.3.1 wear gloves (sanitize hands after handling cash).	1	08-Sep-20