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| Manual: BV Operational Policies | Section: Programs |
| Approver: Arthur Mathews | Original Date: March 25, 2018 |
| Date Last Approved: May 1, 2018 | Next Review Date: January 15, 2019 |

# POLICY STATEMENT

The prime worker with the support of the location Residential Manager is responsible for securing and maintaining records of the resident’s discretionary monies. The disbursement of the resident’s monies is to be in the best interest of the resident and in accord with the resident’s Individual Program Plan.

# PROCEDURES

1. Once a resident commences receiving support from the agency the prime worker with the support of the applicable Residential Manager and/or the Director of Residential Services is to facilitate and engage in opening a bank account in the resident’s name at a chartered banking institution. This set-up will include a letter co-signed off by the Executive Director and the resident’s substitute decision maker, introducing the primary worker and outlining the conditions upon which the staff will support the resident. These conditions will include:
   1. Maximum $200 withdrawal
   2. At least one signature (two if the resident is able) must be provided prior to any withdrawal.
   3. Receipts for all transactions should be provided
2. The resident, dependent on their ability, is to be included in the opening of bank accounts.
3. All financial transactions are to be conducted and recorded in the following manner:
   1. Resident’s who are able to engage in banking transactions independently are encouraged to do so.
   2. When a primary worker is needed to support a resident with banking transactions the resident and the staff are to sign the record of transaction generated by the banking institution. When a resident is unable to sign a record of transaction the primary worker is to do so on behalf of the resident.
   3. Upon return to the resident’s household the primary worker is to record the transaction on the financial journal, store the monies and all transaction records securely in the cashbox.

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* 1. Upon return to the resident’s household the primary worker is to record the transaction on the financial journal, store the monies and all transaction records securely in the cashbox.
  2. Any money dispersed to the resident is to be recorded by using a petty cash voucher. The voucher is to be signed by the resident and the primary worker. In instances where the resident is unable to sign the voucher the transaction is to be witnessed by a second staff and both staff are to sign the voucher. The petty cash voucher is to be stored in the cashbox and used to reconcile the financial journal.
  3. The primary worker is to ensure that all purchases made from the cashbox on behalf of the resident have an accompanying vendor receipt. All receipts are to be stored in the cash box until the primary worker reconciles the resident’s monies. In the event a vendor receipt is not issued, a petty cash voucher is to be generated and signed by both the primary worker and the applicable Residential Manager.

1. It is the primary worker’s responsibility to maintain, on an ongoing basis, a financial journal for each resident they support.
2. The financial journal is to include the amount of money in the bank, balances of all gift cards, amount of cash on hand and a record of any transactions (deposits and expenditures).
3. When a purchase is made it is ‘best practice’ that the primary worker records the transaction in the financial journal and files an electric copy of the receipt in the appropriate folder on the server, as soon as they return to the household . The hard copy of the receipt is to go into the cashbox.

Within five working days of the month end the monthly financial journal must be reconciled. This process includes the following:

1. All monies in the cashbox are to be counted and entered by denomination on the financial journal.
2. All receipts for the month are to have a reference number written on them by the prime worker with the same reference number entered on the financial journal.

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1. All receipts for the month are to have a reference number written on them by the prime worker with the same reference number entered on the financial journal.
2. If needed each resident’s bankbook is to be updated and the balance is to be reconciled with the bank balance showing on the financial journal.
3. Any discrepancies must be brought to the attention of the Residential Manager who will work with the prime worker to ascertain the source of the discrepancy.

Once reconciled, a signed hard copy of the financial journal with all numbered receipts in chronological order stapled to the journal is to be given to the applicable Residential Manager.

1. The applicable Residential Manager is to review the financial journals to ensure that all expenses are supported with a corresponding receipt and that all accounts balance.
2. Discrepancies that can not be reconciled are to be brought to the attention of the Director of Operations and the Director of Residential Services for further review. This includes all overages and shortages.
3. Completed monthly financial journals are to be signed by the applicable Residential Manager and then scanned and filed in the appropriate folder on the server. A record of all hard copies is to be maintained at the house by the prime worker as per the established storage methodology.

Other Rules

1. When accompanying residents’ in the community the resident’s money is not to be used to purchase staff meals. Staff are to use petty cash or the site credit card to purchase their meals. In the event petty cash or the credit card is not available staff are to purchase their meal from their own money and submit the receipt to the applicable Residential Manager for reimbursement.
2. Resident’s money is not to be used for transportation costs other than in instances where the resident is responsible for purchasing their monthly T.T.C Metro Pass. Transportation is to be provided using corporate vehicles, personal vehicles as per Section 8.3.1, taxi chits or T.T.C. tokens.

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2. Resident’s money is not to be used to cover the cost of parking. Staff supporting residents’ in the community where parking costs may incur are to ensure that they have sufficient petty cash or the site credit card to cover the expense. In instances where a resident or staff member have incurred a parking expense the receipt is to be submitted to the applicable Residential Manager for reimbursement. All parking receipts must indicate the reason for the expense and are to be signed by the driver of the vehicle.
3. When a gift card is purchased the vendor will provide two receipts. One receipt is to be attached to the gift card, the second receipt is to be filed in the cashbox with a copy of the internal receipt attached. The internal receipt is to contain:
   1. the vendor the card was purchased from,
   2. the vendor where the card can be used,
   3. the amount of the gift card,
   4. the date the gift care was provided to the recipient, and
   5. the signatures of the staff issuing the gift card and of the recipient of the card.
4. Staff are not to make purchases from their personal funds on behalf of residents with the expectation the staff will be reimbursed by the resident at a future date. All resident purchases are to made using the resident’s money at the time of the transaction. If a resident does not have sufficient funds, and there is a time pressure, the house purchasing credit card may be used to make the purchase.
5. Staff are not to pay deposits for resident vacations on the staff member’s personal credit card. Site credit cards are to be used for this purpose.
6. Money is not to be loaned between residents to cover residents’ expenses. Primary Workers are to ensure that each resident’s cashbox contains enough money to cover any foreseen expense. In addition to residents not being able to provided informed consent, this will prevent residents from having a negative balance in their cashbox.