

<i>Hazard Review</i>	
<ul style="list-style-type: none">• Stress• Workplace violence	
<i>Related Safe Work Practices</i>	
<ul style="list-style-type: none">• Workplace Violence	
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This SWP is dedicated to helping you avoid an injury or illness from known hazards. We advise you to follow these recommendations.

All tasks require that you complete required training. This includes:

- Training on this SWP and those listed above as related. Training on SWPs must be completed before initial assignment. It is also recommended that you complete refresher training every two years.

BEFORE

1. Staff at sites handling cash must actively work towards meeting the following requirements:
 - Transactions must occur behind a barrier of some sort that can separate staff from the public, such as a customer counter.
 - There is a drop safe readily accessible to staff during all hours of cash handling activities.
 - The site must have scheduled pick ups of cash by Park Patrol for delivery to McLaren Lodge. No other staff may transport the cash.
2. Seek to provide adequate staffing and mix of skills to effectively serve client needs. Low responsiveness and poor quality of service can produce frustration and agitation in clients.
3. Where available, panic buttons must be readily accessible to staff and staff must be trained on them (how to use, who the alarm calls, etc.).

DURING

4. Keep an eye on what is going on and report all prohibited suspicious activities and behaviors among employees and clients (including threatening, harassing, bullying, stalking, etc.) to the police.
5. When there are no clients, keep yourself busy with other tasks away from the cash box.
6. At all times, staff should strongly encourage credit cards, checks or money orders for payment of fees instead of cash.
7. Ask customers for exact change or the smallest bill possible.
8. Do not handle the cash in a way that shows the person how much cash you have on hand.
9. Open cash door only while it's actually being used.
10. Deposit cash promptly. Deposit cash receipts at least weekly or when the total on hand reaches \$100. Certain locations may require a more restrictive policy based on security.
11. Safeguard the handling and storage of cash:
 - a. During hours of operation, secure coins, currency and checks to restrict access. All other times store all coins, currency and checks in a drop safe, lock box or other locked secure place until deposited.
 - b. Safe combinations or keys to lock boxes should be adequately secured and access limited to the supervisor or program personnel responsible for submitting the deposit of all cash and checks collected and reconciled at a facility.
12. If you are robbed at gunpoint try to remember to:
 - Hand over the money.
 - Stay calm and speak to the robber in a cooperative tone.
 - Do not argue or resist whatsoever.
 - Always move slowly and explain each move to the robber before you make them.
 - Make no attempt to follow the person after they have left.
 - Stay where you are until you are certain the person has left the area, then call the police immediately.
 - Do not touch anything the robber has handled.
 - Write everything down you remember about the robber and the robbery while you wait for the police to arrive.

AFTER

13. Count and transfer cash behind closed and locked doors, out of public view and in front of as few staff as possible.
14. Refer to the Workplace Violence SWP for information on debriefing after a robbery.

References

1. Trent University Health and Safety; "IV. Safe Work Practices: Requirements and Guidelines for Recognition, Assessment and Control of Specific Hazards" html edition published November 2003.
2. "ORANGE/Cash Handling", Collin County Government, TX, County Auditor; (Pg 1-7), November 2004.
3. U.S. Department of Labor Occupational Safety and Health Administration Recommendations for Workplace Violence Prevention Programs in Late-Night Retail Establishments, <http://www.osha.gov/Publications/osha3153.html>.
4. Objective 20.5, Work-Related Homicides Reduce deaths from work-related homicides. Susquehanna Valley Association of Pennsylvania Occupational Health Nurses, Inc., 2007.
5. CDC/NIOSH "Workplace Violence Prevention Strategies and Research Needs; Pub No. 2006-144. <http://www.cdc.gov/niosh/docs/2006-144/2006-144b.html#3c>.
6. Recreation and Park Department Cash Handling Policy, P. Ginsburg, 1/24/2013.