



GENERAL MANUAL POLICY

APPROVED BY:

K.G. Pickard
Executive Director

CATEGORY: Supports and Services

TOPIC: Handling of Personal and Household Finances **Page 1 of 7**

POLICY

Community Living Thunder Bay (CLTB) provides support to foster individual responsibility and knowledge of personal finances and is committed to safeguarding people's finances. The level of support each person requests and/or requires will be fully outlined in the person's Individual Support Plan (ISP). The following procedure outlines the support that must be provided when someone requests and/or requires full support. Any alteration to this procedure must be reflected in the person's ISP.

Ontario Regulation 299/10 has minimum standards in place that we must comply with.



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PREAMBLE

Where CLTB is providing supports to someone with the handling of their personal and household financial transactions, each person's level of support will be personalized and documented in their Individual Support Plan (ISP) and implemented. In cases where a person's money is locked, details of why must be included in the ISP and the rights restriction referral process must be followed. Unless otherwise stated in the ISP, the following procedure must be followed.

PROCEDURE

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1. Staff will not use their personal funds (i.e., credit cards, cash, cheques, Air Miles, Club Cards, etc.) to make purchases for people supported.
2. Staff will not borrow money from people supported.
3. CLTB supports the use of Personal Identification Numbers (PIN) and debit cards for people who are able to demonstrate their independence in the use of the PIN card. The Team Leader must approve this and it must be written into the Individual Support Plan.
4. When someone makes a significant purchase (examples include but are not limited to: electronics, furniture, appliances, household items etc.), the staff supporting the person to make the purchase must make sure that the Inventory List is updated on AIMS with all pertinent columns filled out.
5. People supported will not borrow or lend money to other people receiving support, unless directed by the person. Such loans must be approved by the Team Leader and documented.
6. Each Team Leader will update the level of financial support required in the Individual Support Plan a minimum of annually.

GENERAL DOCUMENTATION PROCEDURE

1. All documentation must be done in pen. When a change occurs, staff are to cross out the error with one line and initial above the change.
2. Documentation must be maintained. Staff will use the "Personal & Household Finances Ledger" form for record keeping. There are two forms: one for Cash on Hand (COH) and one for Bank Accounts (personal and joint). The appropriate form must be filled out depending on whether it is for Cash on Hand or the bank account. The name of the person

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supported will be entered on the top of the form, with the type of account (personal or joint) and the month applicable. For joint accounts, enter the names of all applicable persons supported.

3. All columns must be filled out accurately and completely. Information recorded must include date, description of transaction, cheque number (if applicable), Ledger Receipt Reference #, deposit amount or withdrawal amount in appropriate column, ledger balance, and initials of staff person completing the data entry.
4. Each transaction will be recorded on a separate line with subsequent calculated ledger balance.
5. A new "Personal & Household Finances Ledger" form must be started for each month for all COH and bank accounts. All outstanding withdrawal amounts must be brought forward to the next month's "Personal & Household Finances Ledger" form and listed in the "outstanding items from previous month" rows. At the end of the month, the closing balance will be brought forward to the next month's "Personal & Household Finances Ledger" form and entered in the "balance forward" row.
6. In addition, the "Personal and Household Finances Ledger Receipts" form must be filled out for all purchases and transactions. A receipt must be maintained for all purchases and stapled to a form on the "Personal and Household Finances Ledger Receipts" form. If a receipt is not available, the form must contain all pertinent information and an explanation for the missing receipt.

CASH ON HAND PROCEDURE

1. Each person in the home will have their money kept separate.
2. All transactions that affect cash on hand must be recorded on the "Personal & Household Finances Ledger- Cash on Hand" form.
3. All transactions must include date, description of transaction, deposit amount or withdrawal amount, ledger balance, and initials of staff completing the transaction.
4. A receipt must be maintained for all purchases and stapled to one section of the "Personal and Household Finances Ledger Receipts" form. The applicable section must be filled out with all pertinent information and if a receipt is not available an explanation for the missing receipt must be provided. The section must be signed by the staff completing the transaction.



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5. Those costs of a shared nature (i.e. pizza) must be documented on the "Personal and Household Finances Ledger Receipts" form of each person sharing the cost (based on their contribution amount), including documentation of where the original receipt is being kept. The original receipt will be stapled to one of the people's "Personal and Household Finances Ledger Receipts" form.
6. Replenishment of cash on hand must cross-reference to bank account transaction on the same day. This transaction must be recorded on both the COH and the personal bank account "Personal & Household Finances Ledger" forms.
7. Cash on Hand should generally not exceed \$100.00. If the Cash on Hand does exceed this amount, the Team Leader must be notified and staff must count the cash with their replacement staff at each shift change.

PERSONAL BANK ACCOUNT(S) PROCEDURE

1. Each person will have a personal bank account for their funds.
2. All bank transactions must be recorded on the "Personal & Household Finances Ledger-Bank Account" form.
3. All transactions must include date, description of transaction, cheque number (if applicable), Ledger Receipt Reference #, deposit amount or withdrawal amount, ledger balance, and initials of staff completing the transaction.
4. All regularly received payments (i.e. ODSP payments) should be made via direct deposit from the payer (i.e. MCSS).
5. Chequebooks must be in duplicate form. Only one chequebook must be used at one time. Cheque sequence numbers must be followed. If a mistake is made, VOID should be marked across the cheque, and the cheque still recorded on the "Personal & Household Finances Ledger- Bank Account" form in order for sequence numbers to be followed.

JOINT BANK ACCOUNT(S) PROCEDURE

1. A joint bank account will be set up for roommates unless otherwise directed by any of the people who live there.
2. All transactions affecting the joint account must be recorded on the "Personal & Household Finances Ledger- Bank Account" form.

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3. All transactions must include date, description of transaction, cheque number (if applicable), Ledger Receipt Reference #, deposit amount or withdrawal amount, ledger balance, and initials of staff completing the transaction.
4. Transfers to the joint account from personal bank accounts should cross-reference to the personal bank account transaction on the same day. This transaction must be recorded on both the "Personal & Household Finances Ledger- Bank Account" form for each personal bank account affected and the joint account forms. These transfers should occur once per month and should be done automatically by the bank.
5. Chequebooks must be in duplicate form. Only one chequebook must be used at one time. Cheque sequence numbers must be followed. If a mistake is made, "VOID" should be marked across the cheque, and the cheque still recorded on the "Personal & Household Finances Ledger- Bank Account" form as a void cheque in order for sequence numbers to be followed.
6. All recurring household payments (Union Gas, Union Energy, Telephone, Thunder Bay Hydro, and Shaw Cable) should be set up as pre-authorized payments with the bank and should be paid from the joint account. Pre-authorized payments must be documented on the "Personal & Household Finances Ledger- Bank Account" form as soon as the bill arrives. The payment stub is to be attached to the "Personal and Household Finances Ledger Receipts" form and the remaining bill is to be filed separately in an annual bill file for ODSP purposes.
7. Grocery purchases should be paid for from the joint account. Groceries should be paid for by cheque (versus carrying large amounts of cash to grocery store).
8. The joint account must be monitored so that funds do not accumulate. A joint account is not a savings account.

DAILY VERIFICATION

1. Once within each 24-hour period, a staff person assigned will verify all financial documentation of persons supported and household finances to ensure full reconciliation.
2. Daily reconciliation of finances shall include:

Cash on Hand:

- Confirm accurate and complete ledger documentation of any recent transactions and confirm that receipts are attached for recent transactions. A check of the addition on the form to ensure that the current amount in the "Ledger Balance" column is correct

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since last verified. Staff is then to sign their initials in the "Verified by" column of the "Ledger Entry Transactions" section.

- A count of available Cash on Hand to be completed and amount to be entered in "Count of Cash on Hand" column of the applicable "Personal & Household Finances Ledger-Cash on Hand" form. This amount to be verified against the last entry in the "Ledger Balance" column. The difference between the two amounts should be nil. Staff completing the verification to sign their initials in the "Verified by" column in the "Daily Verification" section.

Bank Account:

- Confirm accurate and complete ledger documentation of any recent transactions and confirm that receipts/payment stubs are attached for recent transactions. Verification must be done of the addition on the form to ensure that the current amount in the "Ledger Balance" column is correct since last verified. Staff is then to sign their initials in the "Verified by" column of the "Ledger Entry Transactions" section.
 - Verify that all cheques are accounted for. In the Daily Verification section of the "Personal & Household Finances Ledger-Bank Account" form, record the number of the first blank cheque, the number of the last blank cheque and count the cheques in the book, entering that amount in the third column. Sign their initials in the "Verified by" column in that section.
3. The staff assigned shall notify the Team Leader/On Call Supervisor immediately of any discrepancy and fill out an Incident Report.
 4. If an allegation of financial abuse is reported, the reporting procedures and internal investigation process as outlined in Community Living Thunder Bay Abuse Policy will be followed.

WEEKLY VERIFICATION

1. Bankbooks must be updated at least once weekly. As items on the "Personal & Household Finances Ledger- Bank Account" form appear in the bankbook, a check mark must be entered beside the item in the "Cleared Bank" column, indicating that the money has cleared the account.
2. Interest earned on the bank account and bank charges must be recorded each month on the "Personal & Household Finances Ledger- Bank Account" form as soon they are reflected in the bank book.
3. The staff assigned shall create a weekly entry. Using the "Weekly Verification" section of the "Personal & Household Finances Ledger-Bank Account" form, the latest bank account balance printed in the bankbook must be entered in the "Bankbook Balance" column. All

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outstanding items (those items without a check mark in the "Cleared Bank" column) must be added together and the amount entered in the "Total O/S Items" column. A calculation of these two amounts must be entered in the "Adj Bank Balance" column. The "Adj Bank Balance" amount must be compared to the "Ledger Balance" amount and the difference should be zero. Staff doing the verification must initial in the "Verified by" column.

MONTHLY VERIFICATION

1. Team Leaders will verify all accounts at least once a month. All receipts must be crosschecked against purchases. Once verified the Team Leader will sign and date the "Personal & Household Finances Ledger" forms indicating verification.
2. Monthly verification by the Team Leader is to be done up to the date they are reconciling the accounts. The reconciliation is to be done on the "Personal and Household Finances Monthly Reconciliation" form and this form is to be filed with the forms of the date of reconciliation.
3. All receipts and "Personal and Household Finances Ledger Receipts" forms, together with the "Personal & Household Finances Ledger" forms will be filed by month once the Team Leader verification is complete. When a bank book is completed that month, it is to be filed and documented on the outside of the envelope.
4. The Team Leader will verify that any major purchases have been added to each person's Inventory List that month.

AUDIT PROCEDURE

1. The Team Leader shall verify at least once a month all financial accounts and cash reconciliations.
2. The Coordinator or designate will conduct random audits of financial accounts each year.
3. An annual summary report of the random audits will be provided to the Board of Directors.