

ASSISTANCE PAYMENTS OPERATION MANUAL	DESK OPERATION: EBT	
TITLE: EBT-Robbery & Law Enforcement Notification	DATE: 05-19-08	PAGE: 1 OF 1
	EFFECTIVE: 06-01-08	REVISION:
MANUAL REFERENCE: VOLUME IV-B 4.4653.2		

PURPOSE: To establish a policy on what to do in the event of a robbery in the Quest Card Issuance Offices and how to properly notify law enforcement.

Quest Card Issuance Staff:

- 1) Immediately and without hesitation give the robber what is being asked for.
- 2) A. If robber has placed any threats against staff member for notifying police wait till he/she has vacated the immediate work area and notify guard at ext. 2666 and then supervisor. (Leave your immediate work area and make the call from a coworkers office).
- B. If no immediate threats were made to staff member call 911 as soon as possible (leave your area and make the call from coworker office) then notify guard and supervisor and let them know what has happened and that you have called 911.

Security Guard:

- 1) If staff member informs you that the EBT Office was just robbed and could not call 911 due to threat received from robber:
 - Assess that staff are OK
 - Immediately call 911 to report incident and request medical attention if necessary.

EBT Supervisor:

- 1) Upon notification of the robbery go directly to staff location and wait with them for law enforcement.
- 2) Inform Program Manager.