

The Credit Valley Hospital – PROCEDURE

Folder Name: Administration

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Issued By: Michelle DiEmanuele, President & CEO

Title: Travel, Meals and Hospitality Reimbursement PROC A 20.2.1

PURPOSE

The Travel, Meals and Hospitality Reimbursement Procedure supports the Policy statement and outlines the procedure for reimbursement of expenses as well as any required forms, compensatory rates, and/or administrative procedures, which are subject to regular change.

The Travel, Meals and Hospitality Reimbursement Procedure is in compliance with the BPS Expenses Directive. This policy and the related procedure, and all updates, will be made available to the public once approved by the Senior Management Committee.

PROCEDURE

Approval and Signing Authority

Members of staff or physicians incur travel, meals or hospitality expenses on behalf of the hospital. Expenses for staff and physicians (related to program activities) are to be approved for reimbursement by at least one administrative level higher than the claimant.

Expenses for a group can only be claimed by the most senior person present – expenses cannot be claimed by an individual that are incurred by his / her approver (e.g. an executive who reports to the CEO cannot submit a claim that includes the cost of the CEO's lunch even if they were at the same event, with the result that the CEO would thereby approve his / her own expenses).

Expenses submitted by a physician for medical education and clinical trials are to be approved by the President and CEO or the CFO.

Expenses of the President and CEO shall be approved by the Vice President and CFO prior to payment and reviewed by the Board Chair on a quarterly basis.

The claimant and the individual who approves payment are responsible for ensuring that claims for expenses are in accordance with the Travel, Meals and Hospitality Policy and Procedure. The approver must ensure that approval is given only for:

- expenses that were necessarily incurred in the performance of hospital business;
- claims that include all appropriate documentation.

Consultants and Other Contractors

Consultants are not considered staff, and are not covered by business expense policies. In no circumstances can hospitality, incidental or food expenses be considered allowable expenses for consultants and contractors under the rules or in any contract between an organization and a consultant or contractor. Consultants are to seek reimbursement only for expenses explicitly agreed to by the consultant and the hospital and as detailed in the consultant's contract. All requests for reimbursement are to be supported by detailed original receipts and follow the documentation requirements consistent with hospital expense policies.

Documentation and Other Requirements for claiming reimbursement of expenses

Properly completed claim forms (mandatory) have a clear statement of the purpose of business or travel, where applicable, and show all expenses relating to the event, each expense supported by an original, dated expense voucher or receipt. The form (Expense Report, form #55/0916) can be found on the intranet under "Document Library/Forms and Templates/Forms/Finance". By signing the claim form, the claimant is certifying that the information contained on the form is accurate to the best of his/her knowledge; the original signature of the claimant is required.

Expenses must be submitted in a timely fashion, by the end of the quarter following the incurring of the expense. Expense not submitted within the allowable time frame will not be reimbursed. All expenses must be clearly detailed - claims for "miscellaneous" or "sundry" items will not be reimbursed and returned to the claimant for clarification.

An overpayment is considered a debt owing to the organization by the claimant. All overpayments should be identified and paid in a timely manner.

If leaving employment with CVH, all claims for expenses must be submitted before leaving the organization.

Receipts

Require original detailed receipts (e.g. hotel bills, parking, airport improvement fees, meals etc.) are required to support a claim. Travel agency invoices, cancelled cheques, credit card statements or "paid" notices, photocopies or copies are not acceptable and will not be paid.

Electronic ticketing (or "ticketless" travel), issued by airlines or approved travel agencies, that have been emailed or faxed to the traveler and outline a detailed itinerary are acceptable receipts. Boarding passes are also required to be submitted to Finance once the travel has taken place.

Lost Receipts

When an expense receipt has been lost and a duplicate receipt cannot be obtained, the claimant must submit a written explanation with the claim indicating the reason for the missing receipt(s) and nature of the expenses in order to provide the approver with adequate information for decision-making. The explanation is to be signed by the claimant and initialed by the approver.

Site-Stamping

If the claimant requires the original receipt for another purpose, the receipt, upon request, will be “site-stamped”, indicating the amount to be reimbursed by CVH. The receipt will be returned to the claimant, and the photocopy of the site-stamped receipt is submitted with the expense claim to obtain reimbursement. Site-stamping can be done by Finance.

Methods of Payment

1) If the amount of claim is less than \$100:

The claimant is to complete a Petty Cash Voucher (Form 55/0910) and attach original receipts (in accordance with required level of detail) to the voucher. Signing authority will be in accordance with the existing policy.

2) If the amount of claim is equal to or greater than \$100:

The claimant is to complete an Expense Account (Form 55/0916) and attach original receipts (in accordance with required level of detail) to the voucher. Signing authority will be in accordance with existing policy.

Specific requirements, Alcohol

Costs for alcoholic beverages are not reimbursable expenses. Under certain circumstances such as special events or hospitality, alcohol may be approved by the Board Chair or the President and CEO. Approval must be obtained in advance and in writing by the individual requesting approval and is to accompany the expense claim form. The receipts with charges for alcohol are to also be initialed by the approving party as documentation of approval. Alcohol is to be provided in a responsible manner (e.g. food must always be served when alcohol is made available.)

Specific requirements, Travel expenses:

Accommodation and mode of transportation chosen must be the most economical to the hospital consistent with the least disruptive to the claimant’s business and personal schedules. Shared travel is to be arranged where a number of staff are attending the same function.

Flight cancellation insurance (claimable for documented health reasons) is an allowable expense. In the event travel is cancelled, any expenses reimbursed to the traveler by the vendor will be reimbursed to the hospital within 30 days of cancellation.

The hospital has contracted travel agencies, selected by a hospital-wide committee, which members of staff and physicians are encouraged to use. Use of these agencies provides the hospital with discounts and rebates for volume bookings and other services to maximize its travel dollars, such as negotiated car rental, hotel, and airline rates as well as bulk pre-paid airline tickets and ticket delivery. Departments will require travelers to use these agencies when booking travel arrangements on CVH business.

Travel Agency Information

Contact the following CVH contracted travel agency for all of your travel needs.
The Travel Centre, Lisa Graham (416) 573-1332

Air Travel

Travel by air must be approved prior to booking. It is the responsibility of the traveler to obtain the most economical airfare available consistent with the purpose of the trip. Whenever possible, travelers should take advantage of discounts.

Travel by air at a class higher than economy requires approval of the President and may be considered in the following circumstances:

- on international flights; or
- on flights within Canada and the continental United States of America if related to the provision of reasonable accommodation (e.g., health reasons).

The President will notify Finance of the approval on a one-time basis on the expense claim form itself or on a continuing basis for a particular individual by memo to Finance. Where a grant or contract explicitly provides for a class of travel higher than economy, no further approval is required.

Private Automobile

Travel by private automobile may be necessary to save time, transport equipment or to reduce costs when a number of persons are traveling together. Reimbursement to the driver is calculated by applying the km/mileage rate to the actual driving distance by the most direct route not to exceed full economy airfare.

The reimbursement rate for mileage will be reviewed on an annual basis. Mileage reimbursement rate in effect is \$0.52 per km.

Reimbursement for the use of an employee's personal automobile in carrying out authorized hospital business shall be requested by completing an Expense Report which includes the date of the trip, reason for the trip, destination, and total kilometers travelled.

When a private automobile is used on approved Hospital business, the owner will ensure that personal automobile insurance meets the minimum insurance coverage required by the Insurance Act.

When there is an insurance claim resulting from the use of a personal vehicle on hospital business, the hospital will reimburse the staff member or physician for the deductible amount, up to \$200.00, if assessed on "comprehensive" type claims only (i.e. fire, theft of vehicle, vandalism).

All costs incurred by the staff member or physician as the result of "collision" (i.e. own damage) type claims are not reimbursable by the hospital and are the responsibility of the staff member / physician.

Parking

Reimbursement is provided for necessary and reasonable expenditures on parking. Parking costs incurred in the office area as part of a regular commute to work will not be reimbursed.

Car Rental

Staff and physicians may wish to rent an automobile to save time, reduce cost, or for convenience. Reimbursable expenses include the rental fee for non-luxury model cars, the km/mileage charge by the car rental agency and gasoline charges (receipts required).

Rental companies provide third party liability insurance as part of the basic rental rate for the vehicle. Rental companies offer the option of purchasing automobile liability insurance, along with a collision (or loss) damage waiver (CDW or LDW). Staff and physicians should purchase the automobile liability insurance through the rental agency, but can waive the CDW / LDW as the hospital has coverage for physical damage for automobiles rented for business purposes on a short term basis (30 days or less).

Other Transportation

Reasonable expenditures for taxis and public transportation to and from airports, railway stations, between appointments, hotel locations and meeting places are reimbursable, including reasonable gratuities for service.

Standby/On Call

Transportation allowance will be paid to any employee who is called in to work while on standby unless the call in immediately precedes and leads into their scheduled shift.

Combining Hospital Travel with Personal Travel

If personal travel is to be combined with business travel, approval must be obtained by the immediate supervisor in advance and reimbursement will only be made on the business portion of expenses at the lowest available fare. Family member expenses are not eligible for reimbursement.

Frequent Flyer Points

The traveler may retain for personal use any frequent flyer points accumulated from hospital travel. However, the choice of airline or routing is to be based on the lowest fare and agreements with contracted vendors, rather than on personal frequent flyer programs. The income tax consequences of participating in a frequent flyer program are the responsibility of the employee.

Other Reimbursable Travel Expenses

- Voice and data communications charges to stay in touch with hospital responsibilities
- Telephone calls allowing employees to stay in reasonable contact with their immediate family
- Baggage handling and storage
- Required clerical services

Travel Advances

While travelers are encouraged to use personal charge cards whenever possible, a travel advance for persons holding signing authority on an account may be obtained by submitting a Travel Advance form, signed by the traveler and approved by one administrative level higher, to the Department of Financial Services. When the trip is finished, the traveler completes an Expense Claim form and all cash advances must be accounted for in the final Expense claim submitted. The Expense Claim form requires the approval and signature of the next reporting level of authority and when completed, by the end of the quarter following the incurring of the expense, is forwarded to the Department of Financial Services.

Under normal circumstances travel advances will not be made more than ten (10) business days prior to the start of the trip. A subsequent travel advance will not normally be made if a previous advance has not been settled.

Specific requirements, Meals

Reasonable meal expenses will be reimbursed. You may incur a meal expense when you are on hospital business and you:

- are away from the office area (i.e., at least 24 km) over a normal meal period; or
- have prior approval for the expense (e.g., a business meeting within the office area that must occur over lunch).

Travelers use standard accommodation whenever possible and dine in restaurants of equivalent quality. No reimbursement will be made for meals included as part of the accommodation, seminar or conference.

Reimbursement for meals must be supported by original detailed receipts. Meals and other expenditures not supported by detailed receipts (i.e. only the credit card receipt is provided) will not be reimbursed.

When a staff member is authorized to pay for meals of others, expense reports must include a brief explanation of the event and a list of those in attendance. The highest ranking member of staff must pay for the meal expenditure.

The current per diem rates (as of the date of this document) are the maximum payable for meals and incidentals (payment will be the lower of the actual receipt or the per diem for each item):

Travel within GTA	Travel within Canada	Travel outside Canada
Per day	Per day	Per day
Breakfast \$10.00	Breakfast \$10.00	Breakfast \$20.00 (Cdn)
Lunch \$15.00	Lunch \$20.00	Lunch \$25.00 (Cdn)
Dinner \$25.00	Dinner \$30.00	Dinner \$35.00 (Cdn)
Total = \$50.00 / day (Cdn)	Total = \$60.00 / day	Total = \$80.00 / day (Cdn)
[amounts include all taxes and gratuities]	(Cdn) [amounts include all taxes and gratuities]	[amounts include all taxes and gratuities]

Finance will convert all US receipts to Canadian dollars at the date of receipt of the documentation in Finance.

Modest gestures of appreciation by travelers to individuals who gratuitously provided meals or other services while on travel for the hospital are reimbursable expenses, in accordance with the outlined per diem limits.

Specific requirements, Hospitality

Hospitality is the provision of food, beverages, accommodation, transportation or other amenities at the hospital's expense to persons who are not engaged to work for the hospital.

Functions involving only people who are employees of CVH are not considered hospitality functions and cannot be reimbursed. Examples of such expenses would be office social events, retirement parties and holiday lunches. Hospitality expenses are only to be reimbursable if a reasonable ratio of staff to persons who are not engaged in work for the hospital is demonstrable. Hospitality is to be extended in an economical, consistent and appropriate way when it will facilitate hospital business or is considered desirable as a matter of courtesy.

Where hospitality events are extended by the hospital, and where the guests include vendors (current or prospective), managers are responsible for obtaining prior approval to ensure that the event does not give, or is not perceived to give preferential treatment to any vendor.

For all claims of this nature, the names and titles and place of employment of all non-staff persons attending must be included in the claim form.

Developed by: Vice President and CFO, February, 2011
Approved by: Senior Management Committee, *****
Supersedes: 2006 02 PROC A 20.2.1 Travel
Amalgamates Finance PRO F 17.2.1 *Reimbursement of Work-Related Expenses Incurred by Hospital Employees*

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