



POLICY

POLICY TITLE	262 TRAVEL, MEAL AND HOSPITALITY EXPENSES
Category	200 Financial Management
Sub-Category	N/A
Effective Date	04/01/2019

Purpose and Scope:

The purpose of this policy is to meet the requirements set out in the Broader Public Sector Expenses Directive as issued by the Ontario Management Board of Cabinet for establishing expense rules where expenses are reimbursed from public funds.

The expense rules in this policy apply to any person in the agency making an expense claim, including the following:

- board members,
- employees, and
- consultants and contractors engaged by the agency, providing consulting or other services

Peel Children’s Aid (PCA) will reimburse for all reasonable travel and miscellaneous expenses they incur in the course of their work on behalf of the agency.

Principles

This directive is based on four key principles.

- A. **Accountability**
PCA is accountable for public funds used to reimburse travel, meal and hospitality expenses. All expenses must be work related and support business objectives.
- B. **Transparency**
PCA is transparent to all stakeholders. The rules for incurring and reimbursing travel, meal and hospitality expenses are clear and easily understood. The policy has to be posted on the agency’s website in accessible formats, so the expense rules are available to the public.
- C. **Value for Money**
Taxpayer dollars are used prudently and responsibly. Plans for travel, meals, accommodation and hospitality are necessary and economical with due regard for health and safety. Expenses must be modest and appropriate.
- D. **Fairness**
Legitimate authorized expenses incurred during the course of the business of PCA are

reimbursed. Expenses must strike a balance between economy, health & safety and efficiency of operations.

The Agency will not reimburse expenses which do not comply with this policy. In the event of an overpayment of expense claims, such overpayment will be recovered promptly from the payee. Employees and other claimants are obliged to familiarize themselves with this policy and to comply with it. They should seek clarification from their managers or respective authorized approvers if required. Managers or approvers are responsible for ensuring compliance with this policy and for taking remedial action if required.

Policy

STANDARDS

1. Non-Reimbursable Expenses

1.1 General

Expenses of a personal nature will not be reimbursed. Such expenses include but are not limited to expenses for:

- Recreational purposes (e.g. video rentals, mini-bars)
- Personal items
- Traffic/parking violations
- Social events that do not constitute hospitality
- Alcoholic drinks, unless part of hospitality
- Friends or family members, unless part of hospitality

1.2 Consultants and Other Contractors

In no circumstances can hospitality, incidental or food expenses be considered allowable expenses for consultants and contractors under the policy or in any contract between PCA and a consultant or contractor. Therefore, they cannot claim or be reimbursed for such expenses, including:

- meals, snacks and beverages
- gratuities
- laundry or dry cleaning
- valet services
- dependant care
- home management
- personal telephone calls

Reimbursement for allowable expenses can be claimed and reimbursed only when the contract specifically provides for it.

2. Reimbursable Expenses – General

2.1 Receipts

Original detailed receipts (not photocopies) must be submitted with all expense claims. Credit card slips by themselves are not sufficient to support a claim for reimbursement.

In the event of missing receipts, an exception may be made at the discretion of the individual's manager or supervisor and only with appropriate documentation from the claimant that a receipt has been misplaced.

For all purchases with an agency credit card, original receipts plus credit card slips, if applicable, must be submitted to accounting for reconciliation to the credit card statement.

Supporting documentation (e.g. travel requests, receipts etc.) must be attached to the reimbursement claim forms and will be retained for the same time period as all agency accounts payable records.

2.2 Time Limit for Claims

The Agency assumes no obligation to pay expenses submitted more than 90 days after the date they are incurred within a fiscal year. No claims can be submitted after April 10th for the previous fiscal year. Exceptions will be made on unexpected approved leave. Please refer to the [2019-20 Travel Claim Payment Eligibility Chart](#).

2.3 Authorizations

Managers approving expense claims are responsible for monitoring compliance with this policy. Expense approval limits are as defined in the agency's designated payment signing authority policy. The Board President or the Board Treasurer/Secretary as authorized by the Board President will approve the reimbursement or expenses for the Chief Executive Officer.

2.4 Guidance on Exceptions

Requests for reimbursement should not be rejected solely because they arose from mistakes or misinterpretations of the requirements of this policy. Decisions whether to approve exceptional reimbursement must be reviewed on a case by case basis and approved by an employee's Director/Senior Manager or Chief Executive Officer.

All decisions made under the expense rules should be taken very carefully. Approvers are accountable for their decisions, which should be:

- subject to good judgment and knowledge of the situation;
- exercised in appropriate circumstances; and
- in compliance with the principles and mandatory requirements set out in this policy and the expense rules.

When a situation arises and discretion needs to be exercised, approvers should consider whether the request is:

- able to stand up to scrutiny by the auditors and members of the public
- properly explained and documented

It is the responsibility of both the approver and the claimant to work out appropriate arrangements which would meet the test of being fair and equitable.

Where a Director/Senior Manager decides to exercise managerial discretion in making an exception and in order to ensure a proper record for audit purposes, the rationale for the exception must be documented and accompany the expense claim.

2.5 Advances

In general, the Agency does not extend advances. Where travel is expected to be of a longer duration (more than one day) a cash advance may be provided at the discretion of the Director of Finance and Corporate Resources. Under normal circumstances, travel advances from petty cash or in amounts lower than \$100.00 will not be provided.

2.6 Loyalty Programs

Staff may participate in loyalty programs (i.e. frequent traveller programs) provided they select the most cost-effective means of travel.

3. Travel Expenses

3.1 General

- The most practical and economical way to travel (including accommodation) will be chosen in each circumstance, unless an exception is granted by the appropriate authority.
- Normal travel related to a direct service or other Agency business and within the agency's area of "geographical jurisdiction" does not require prior approval – such claims are approved after incurrence. Normal agency expense guidelines will govern reimbursement claims.
- For purposes of this policy "geographical jurisdiction" is defined as Peel Region and to include bordering jurisdictions in close proximity, such as City of Toronto, Halton Region, York Region, Wellington, Dufferin, and Simcoe.
- Travel outside the agency's jurisdiction but within Ontario requires prior approval from an employee's immediate supervisor.
- Travel outside of Ontario but within Canada requires prior approval from a Director/Senior Manger or Chief Executive Officer. The most cost-effective method of travel must be chosen, while balancing efficiency in operations.
- Travel outside of Canada requires prior written approval from the Chief Executive Officer.
- Requests for travel outside of Ontario and Canada must be in writing and include a written rationale to demonstrate that the purpose of the proposed travel is necessary for the agency's business; and that the requested travel arrangements (i.e.: transportation mode, accommodation, etc.) are cost-effective, including a detailed itemization of all expenses that will be incurred.
- In case of travel for escort of children, procedures as governed by General Service Standards 113.01 should be followed.

3.2 Medical/Health Expenses

Employees will not be reimbursed for the cost of privately arranged medical/health insurance for travel within Canada since coverage in the event of illness, injury or death is provided through the agency health insurance plan.

For travel outside Canada, employees will be reimbursed for the cost of privately arranged medical/health insurance, and vaccinations/inoculations as recommended by a physician for travelling in the destination country.

3.3 Vehicle Insurance

Only employees with valid drivers' licenses are authorized to drive their own or other vehicles in the course of agency business. Personal vehicles used for agency business must be insured at the vehicle owner's expense for personal motor vehicle liability.

Insurance coverage in respect of using employee automobile for agency business is governed by Human Resources Policy # 309.

Accidents occur to the employee automobile in the course of agency business must be reported according to the procedure laid down in Human Resources Policy #309.

3.4 Automobile

3.4.1 Car Rental

For any single day trip where the round trip distance is to exceed 200 km, employees are required to rent cars through the agency's preferred vendor when a car rental is a more reasonable alternative in the case after balancing factors such as weather, economy, health & safety and efficiency of operations. Rental arrangements will be made through the societies designate. 3 days notice to the designate will be required.

The size of the rental car is not to exceed a mid-size car. Upgrades to full size cars are permitted if the rate charged does not exceed mid-size car rental rates. Exceptions are to be documented and approved in writing. In no case will luxury or sports car rentals be reimbursed.

The rental car must be refuelled before returning it, in order to avoid higher gasoline charges imposed by the rental car agency. The insurance should also be purchased at the time of rental.

3.4.2 Kilometre Reimbursements Rates for Personal Vehicle Use

All staff, volunteers, foster parents and students will be reimbursed for mileage expenses for the use of their personal vehicles for Peel CAS business at a rate of 52¢ per kilometre (effective April 1, 2019).

Mileage claims are to be submitted on the approved expense claim form and approved by the person's supervisor or program supervisor.

The claims must include the following information:

- Case name / number or Purpose of Travel
- Starting address (or institution name)
- Ending address (or institution name)
- Km's travelled
- Date of travel

Reimbursement will be paid for:

- a. All distances between the locations of first and last work appointments,
- b. Distances to location of first appointment from home or from location of last appointment to home, after deducting the distance from home to location of regular office.

For longer trips (over 100km one-way for a single trip between the locations of two work appointments), both the claimants and the approvers have to ensure that the kilometres claimed are reasonable relative to distances indicated by internet mapping programs, or the agency's list of standard distances between some common locations.

3.4.3 Use of ETR

Employees will not be reimbursed for the use of the 407 ETR route. Any exceptions will require prior approval from your Manager. The approved exceptions email must be attached to your travel claim.

3.4.4 Taxi travel

Where practical, local public transit/hotel shuttles must be used. Receipts for reimbursement are not required.

Where other means of travel are not available or practical, taxi travel will be reimbursed only with receipts.

3.5 Rail Transportation

Travel by rail (coach class) is permitted when this is the most practical and economical way to travel. Economy (coach) class is the standard option for rail transportation, and an appropriate level of approval should be required for any other type of fare (e.g. business class or VIA1). Considerations for making decisions should be based on circumstances such as accommodation, length of travel, health and safety considerations, etc.

3.6 Air Transportation

Travel by air is permitted when this is the most practical and economical way to travel. The standard is economy class. Travel in fare classes above economy class will only be reimbursed at the economy class rate.

4. Other Travel Expenses

4.1 Accommodation

Reimbursement for hotel accommodation in the Agency's geographical jurisdiction area will not normally be made. Exceptional or emergency situations may arise where personnel who reside out of town are required to remain in the agency's jurisdiction overnight – for example extended meeting on urgent and important business, large IT projects, etc. and these may be approved at the Manager's discretion.

For any overnight accommodation, manager approval must be secured prior to the expenditure.

Reimbursement will be made for single accommodation in a standard room and no reimbursement will be made for suites, executive floors or concierge levels.

Private stays with family and friends are encouraged. A maximum of \$30.00 per night for gratuitous lodging is allowed. No receipt is required.

For extended stays out of town at a single location, long term accommodation must be approved by the Director of Finance and Corporate Resources, to take advantage of lower weekly or monthly rates. This may include the rental of a housekeeping facility.

4.2 Incidental Expenses

4.2.1 Gratuities and Other Incidentals

Reasonable gratuities for meals, hotel room services and taxies will be reimbursed. Likewise reasonable expenses related to parking meters, bus tickets, subway tokens and highway toll charges (non-electronic toll such as in US) will be reimbursed. Receipts are not necessary to support reimbursement of these expenses but documentation for purposes of the expenses is required. Per section 5 below, in the cases

of training, conference or meeting, the total cost of incidentals and three meals are subject to a maximum of \$45.00 per day.

4.2.2 Calls to Home

Reimbursement will be made for reasonable costs for necessary personal calls home for each night away. The agency will also reimburse reasonable personal long distance calls incurred due to working out of the Peel Region local calling area on agency business (e.g. call home long-distance for working late).

4.2.3 Additional Business Expenses

While travelling on agency business, additional business expenses may be incurred not otherwise specifically contemplated in this policy. Such reasonable expenses such as business calls, air/rail phones, computer access charges, photocopying, fax expenses will be reimbursed with receipts subject to a daily maximum totalling with meals per section 5 below in the cases of training, conference or meeting.

5. Meals (Cross Reference: Human Resources Policy #405)

Meal Costs will be reimbursed when an employee is:

- a. Accompanying a child-in-care and has no option but to eat with the child, (e.g. at court, en route to a pre-placement visit etc.)
- b. Must work in the evening on an unplanned emergency basis.
- c. Attending a Full day of training, conference, or meeting within the Peel Region
- d. Attending a Full or Half day of training, conference, or meeting outside the Peel Region

Meal Costs will **NOT** be reimbursed when an employee is:

- a. Attending a Full day of training, conference, or meeting within the agency offices
- b. Attending a Half day of training, conference, or meeting within the Peel Region
- c. Any meals included as part of the charge for the workshop or conference, regardless of area

Reimbursement for the cost of meals is subject to the following meal allowances applies to meal expenses incurred on or after **April 1, 2008**:

Breakfast	\$ 8.00
Lunch	\$12.00
Dinner	<u>\$25.00</u>
Maximum Daily Total	\$45.00

These meal allowances will be administered as follows:

- Allowances per meal and daily total include taxes and gratuities;
- If claiming 2 or 3 meals in a day for yourself, the daily maximum applies (with reasonable deviation from the per meal allowance and receipts must be submitted);
- Receipts are required for meal expense claims;
- These allowances apply to all meals claimed by staff, including those for CIC.

Note: Detailed receipts are required for all claims that are submitted. Credit card receipts are not sufficient.

Working Lunches

On occasion, staff may be attending a meeting, training or other activity within the office that extends through their lunch hour. On such occasions, the agency may choose to:

1. Provide lunch
2. Reimburse the cost of lunch according to the guidelines in this procedure, or
3. Permit a lunch period before or after the meeting.

A decisions will be provided to all staff that are in or will be attending the meeting prior to the meeting. Such arrangements are to be approved by a Director.

Business Meetings

On occasion, staff and volunteers including board members may be required to attend a business meeting or training that is outside the normal business hours. In these circumstances, refreshments such as coffee, water, or a reasonable meal may be approved by a Director as a business expense that is more efficient than providing a break during the meeting.

The following events will not be eligible for reimbursement:

- Regular staff meeting
- All day trainings at the agency
- Any meeting that only includes internal staff

Regular breaks will be scheduled for staff to obtain refreshments.

Any exceptions to the above requires prior approval from a Director or Chief Executive Officer

Team Retreats

Once per calendar year each team will be eligible for a retreat based on the above guidelines.

6. Child In Care Expenses (Cross Reference: Human Resources Policy #405)

As we share in the protection and nurturing of children, occasionally an employee may incur out-of-pocket expenses on behalf of a child in care or oneself. When these expenses are above and beyond **the normal expenses** which any employee incurs in the normal course of employment, they will be reimbursed in accordance with the following rules.

- a. Meal costs for a child in care (per section 5).
- b. Expense costs for children on independence are provided only for the following situations:
 - Christmas allowance (announced annually and separate from the board cheque)
 - Birthday present gift or cheque (see Birthday Gifts for Children in Care memo)
- c. Cost for children in outside facilities is provided only for the following situations:
 - Christmas allowance (announced annually and separate from the board cheque)
- d. Christmas cards sent to children in outside care facilities.
- e. Costs (meals, gifts etc.) related to children not in care are generally NOT eligible for any reimbursement except for meal costs related to children who are the temporary responsibility of staff and involved in an intake or abuse investigation, an outpatient assessment, attendance at a current ongoing court hearing, airport supervision, or an unplanned emergency situation.

- f. Children in Foster Care – Christmas and Birthday gifts, cards, wrapping etc. are dealt with in the Christmas Toy Room and/or the foster care rate or reimbursable structure and are therefore not eligible for reimbursement.
- g. Any cost related to gifts to, or expenses of, other service providers are NOT eligible for any reimbursement.

Any exception to the rules and procedures must be preauthorized.

7. Corporate Credit Cards

Corporate credit card purchases must be substantiated by DETAILED receipts provided to accounting for reconciliation of the credit card statement. A credit card slip is not deemed sufficient detail.

When two or more agency staff members with corporate credit cards incur meal related expenses for business purpose at the same time, the most senior individual's corporate credit card must pay.

8. Hospitality

Hospitality is the provision of food, beverages, accommodation, transportation or other amenities at agency expense to people who are not engaged in work for the agency.

Provision of the above named items as incentive and appreciation (e.g. staff recognition, working lunch, staff retreats etc.) to persons who are engaged in work for the agency is governed under a separate human resources policy. Functions that are not for incentive and appreciation purposes, and involve only those people engaged in work for the agency are not considered hospitality functions and cannot be reimbursed. This means that hospitality may never be offered solely for the benefit of anyone covered by this policy. Examples would be: office social events, retirement parties and holiday lunches.

Hospitality should be extended in an economical, consistent and appropriate way when it will facilitate agency business or is considered desirable as a matter of courtesy. Hospitality expenditures should minimize costs but be consistent with the status of the guest(s), the number of persons attending and the business purpose to be achieved.

Hospitality expenditures on alcohol should be avoided unless in exceptional circumstance with advance approval by the Chief Executive Officer. Support and recommendation to the Chief Executive Officer for advance approval is required from the Director of Communications. Alcohol should be provided in a responsible manner, e.g., food should always be served when alcohol is available. Preference should also be given to wine, beer and spirits produced in Ontario.

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

Acceptance of hospitality from vendors, current or prospective, may constitute a conflict of interest and may therefore be disallowed. Managers are responsible to ensure that employees are aware of their conflict of interest obligations. (Cross reference: Human Resources Policy # 308 – Conflict of Interest).

Hosts must ensure that hospitality expense records include:

- The circumstances giving rise to the hospitality (business purpose)
- The form of hospitality (breakfast, lunch, dinner, reception, refreshments etc.)
- Cost supported by receipts
- Name and location of establishment (agency facility or other)

- Names, titles and companies of attendees, including agency persons
- Advance approval by a Senior Manager/Director (for total expenses under \$5,000) or Chief Executive Officer (for total expenses of \$5,000 and up). Support and recommendation for approval is required from Director of Communications for a hospitality proposal with total expenses no less than \$5,000.

9. Responsibilities of Claimants

In arranging travel, all claimants must:

- Consider alternatives to travel such as teleconferencing and videoconferencing and obtain approvals from appropriate authorities for travel
- Use service providers designated by the agency where appropriate
- Request and accept lowest common carrier fare
- Use the corporate charge card to prepay hotel accommodations where possible
- Supply an itinerary to and notify their manager of any changes so that travellers may be contacted in an emergency
- Cancel hotel bookings prior to 6:00 p.m. to avoid no-show charges

In making claims, including travel claims, all claimants must:

- Obtain all appropriate approvals before incurring expenses
- Submit original, itemized receipts with all claims
- Provide descriptions for all expenses claimed
- Provide explanations for unusual expenses
- If the information above is not available or is not possible, submit a written explanation with the claim to provide the approver with adequate information for decision-making
- Submit claims on a timely basis – expenses filed later than 90 days post incurrence will no longer be the agency's responsibility
- Repay any overpayments – it is considered a debt owing to the agency
- If leaving employment with the agency, submit any claims for expenses before leaving the agency

10. Responsibilities of Approvers

In arranging travel, all approvers must:

- Determine and authorize when business travel is necessary
- Ensure that travel arrangements are consistent with this policy
- Consult with the employee to ensure travel arrangements accommodate both their needs and interests and the agency's travel policies

In approving claims, including travel claims, all approvers must:

- Not approve their own expenses

- Ensure that expenses for a group can only be claimed by the most senior person present at the same event
- Provide approval only for expenses that are necessarily incurred in the performance of the agency business and are consistent with this policy
- Provide approval only for claims that include all appropriate documentation, including appropriate receipts to support expense claims
- Ensure that unusual items are appropriately explained or proof is given of prior approval
- Ensure that all workers and claimants are aware of conflict of interest guidelines

References

References related to this policy are linked below.

[2019-20 Travel Claim Payment Eligibility Chart](#)

Revision History and Approvals

The following is a history of revision to and approvals of this policy.

Original approval date	3/23/2007	Approved by	Senior Management Team
Revision date:	6/4/2017	Approved by:	
Revision date:	11/15/2017	Approved by:	