



03-17.01 - Travel, Meals, and Hospitality Directive

Active

The Children's Aid Society of the Districts of Sudbury & Manitoulin FINANCIAL Operating Documents

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1. PURPOSE

The purpose of this Directive is:

- To set out rules and principles for the reimbursement of expenses to ensure fair and reasonable practices; and
- To provide a framework of accountability to guide the effective oversight of public resources in the reimbursement of expenses

1.1. APPLICATION AND SCOPE

This Directive sets out the rules for managing travel, meals and hospitality expenses for The Children's Aid Society of the Districts of Sudbury and Manitoulin ("CASDSM").

They apply to:

- All employees of CASDSM;
- All volunteers of CASDSM;
- All members of the Board of Directors of CASDSM

The Following definitions apply for the purposes of this Directive:

- Each of the above form part of what is considered "CASDSM"
- "Claimant" refers to any person making a claim under the terms of this Directive.
- "Approver" refers to the person with the authority to make approvals under this Directive.
- "CASDSM employees" refer to all employees of The Children's Aid Society of the Districts of Sudbury and Manitoulin.

This Directive does not prevail over legislation or a collective agreement.

2. PRINCIPLES

- Taxpayer dollars are used prudently and responsibly with a focus on accountability and transparency.
- Expenses for travel, meals and hospitality support CASDSM objectives.
- Plans for travel, meals and accommodation and hospitality are necessary and economical with due regard for health and safety.
- Legitimate authorized expenses incurred during the course of CASDSM business are reimbursed.
 - Best practices are in place, including:
 - Prior approval to incur expense is obtained.
 - Other options for meetings are considered before travel is approved, including audio and video conferencing.
 - Corporate travel and/or cards are used for authorized business travel and business related expenses.
 - CASDSM's vendors of record for travel-related services are used whenever possible and if applicable.

3. MANDATORY REQUIREMENTS – GENERAL

- Written approval is required for the following before any arrangements are made. Use the appropriate form, if available.

- Training & Development Form (insert appropriate name here)
- Hospitality expenditures involving alcohol
- Alcohol cannot be claimed and will not be reimbursed as part of a travel or meal expense.
- Hospitality is provided only when the event involves people from outside CASDSM. Functions involving only people who work for CASDSM (i.e. all those covered by this Directive as defined in the application and scope of this directive) are not considered hospitality functions
- Expenses for a group can only be claimed by the most senior person present – expenses cannot be claimed by an individual that is incurred by his/her approver (e.g. a Supervisor cannot submit his/her Senior Manager's claim for lunch even if they were at the same event).
- Good record-keeping practices must be maintained for verification and audit purposes.
- When the appropriate payment method is credit card and/or travel cards (i.e. flights, hotels, meals, etc.) use of CASDSM credit and/or travel card is mandatory for those assigned such cards.

Claimants must:

- Obtain all appropriate approvals before incurring expenses; if no prior approval was obtained, then a written explanation must be submitted with the claim;
- Submit original, itemized receipts with all claims (credit card slips are not sufficient);
- Submit claims within 60 days of the date the expense was incurred; a written explanation is required if not submitted within this timeframe;
- Submit claims for expenses before leaving positions with CASDSM.

Approvers must:

- Provide approval only for expenses that were necessarily incurred in the performance of CASDSM business;
- Provide approval only for claims that include all appropriate documentation (e.g. original itemized receipts)
- Not approve their own expenses.

Note that should there be a situation where there is an overpayment to a claimant, it is considered a debt owing to CASDSM and must be repaid within 30 days.

4. ACCOUNTABILITY FRAMEWORK

This Directive sets out the approval authority for travel, meals and hospitality expenses. In some cases, the level of approval is identified and also whether the authority can be delegated. In other cases, a requirement is stated (e.g. prior approval is required) without identifying an approval level.

The authority to approve the reimbursement of expenses is set out in policy Expense Authorization. (insert appropriate policy).

4.1. Managerial Discretion

For the purposes of this Directive, managerial discretion is the administrative authority to make decisions and choices with some degree of flexibility, while maintaining compliance with this Directive. There is no discretion to depart from the principles and the mandatory requirements of this Directive. All decisions should be taken very carefully.

When exercising discretion, the rationale must be documented and filed with the claim.

Approvers are accountable for their decisions, which must be:

- Subject to good judgement and knowledge of the situation;
- Exercised in appropriate circumstances; and
- In compliance with the principles and mandatory requirements set out in this Directive.

For additional explanation on the exercise of managerial discretion, see the included Tip Sheet on this topic.

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;

- Fair and equitable;
- Reasonable; and
- Appropriate

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.

Exemption

Only the Executive Director can grant an exemption from all or part of this Directive. Managers and Supervisors can apply for an exemption by bringing forward a business case to either the Director of Service or the Director of Corporate Services as appropriate.

5. TRAVEL

This Directive applies whenever travel is required.

For the purposes of this Directive, travel does not refer to a person’s regular commute to work – expenses related to a person’s regular commute are not reimbursable.

5.1. When travel is part of the job

There are some jobs where frequent travel is a requirement – part of the regular job duties. Normal travel related to a direct service or other agency business and within the agency’s area of jurisdiction does not require prior approval – such claims are approved after incurrence. For purposes of this Directive the agency’s jurisdiction is defined as the districts of Sudbury and Manitoulin.

On hiring, Managers and Supervisors should ensure staff members are aware of the Directive and how it will affect their job. In these situations, approvers should meet with the employee to determine appropriate strategies (e.g. pre-approval for frequent or regular travel, when meals can be reimbursed, use of vehicles, etc.)

Departments with jobs that require regular travel need to ensure that the Directive is utilized in a consistent manner so that managers and employees have a common understanding of how the Directive is applied.

5.2. When travel occurs every now and then

Travel can occur irregularly on an as-needed basis; for example, to attend training, meetings, conferences or consultations; representing CASDSM at an event; etc. In some cases, employees will be asked by their manager/supervisor to travel, and in others, the request may come from the employee.

5.3. Approvals for Travel

The following charts identify the level of approvals for travel for everyone covered by this Directive. In many cases, the authority for approval may be delegated.

Level of Approval Required			
Role	Travel in Ontario	Travel in Canada and continental USA	International Travel
Executive Director	Board of Directors	Board of Directors	Board of Directors
Employee	Manager/Supervisor (as appropriate)	Director (ED, DOS, DCS) as appropriate	Board of Directors
Consultant	Contract/Project Manager	Director (ED, DOS, DCS) as appropriate	Board of Directors

Please note that expense spending authority guidelines must still be followed despite the above.

5.4. Delegation of Authority for Travel Approvals

The following chart provides direction on when and how the authority for approving travel requests can be delegated.

Position with approval authority	Can authority be delegated?	Restrictions if delegated?
Board of Directors	<u>Yes, but limited to the Executive Director, no further delegation</u>	Subject to limitations/requirements identified by the Board of Directors
Executive Director	<u>Yes, but not for direct reports</u> for others, delegation is limited to: a Director	Subject to limitations/requirements identified by the Executive Director
Director	<u>Yes, but not for direct reports</u> for others, delegation is limited to: another Senior Manager, no further delegation	Subject to limitations/requirements identified by the Director
Manager	<u>Yes, but not for direct reports</u> for others, delegation limited to Supervisors or above, no further delegation	Subject to limitations/requirements identified by the Manager

In the case where individuals are temporarily acting in positions with approval authority, they can exercise the full authority of the position provided that they do not approve their own travel plans or expenses.

In making delegation decisions, the authority for expense authorization contained in policy "Expense Authorizations" (insert appropriate policy here) must be considered. Under no circumstances will authorization of expenditures be delegated in contravention of those policies outlined in "Expense Authorizations" (insert appropriate policy here).

5.5. Before Travelling

There is a process to follow for all people wishing to be reimbursed for travel expenses.

- Obtain prior written authorization for international travel. Employees should use the appropriate request form.
- Obtain prior approval for any travel. If the purpose of the travel is for training and/or development, please use "Training and Development Form" (insert appropriate form here) to document this approval.
- Whenever possible, use CASDSM's designated vendor of record service providers. All travel arrangements are to be booked by Central Booking.
- If there is a change in your itinerary, you should:
 - Report any changes to your approver as soon as possible; and
 - Submit any changes through Central Booking.
- Secure passports, visas, immunizations, medications, as appropriate before you travel
- Consult with you approver to ensure that your travel arrangements include accommodation for any special needs
- Until the time that loyalty points can be accumulated through CASDSM corporate travel card, participation in frequent flyer or other loyalty programs is permitted provided that you:
 - Chose the most cost-effective accommodation or method of travel;
 - Use Central Booking to book your method of travel; and
 - Use the corporate travel card to pay for all travel expenses (if available)
 Loyalty points can be redeemed at the user's discretion; however, they cannot be redeemed for cash by using the points for business purposes and then submitting a claim for reimbursement.

International Travel

If travelling internationally (outside Canada and the continental USA), in addition to the obligations set out elsewhere in this Directive, the following rules apply:

Requests for international travel must include:

- Prior written approval;
- Acknowledgement that all appropriate approvals are in place;

- Written rationale demonstrating critical value of travel for CASDSM priorities and interests, and details how the travel will produce a benefit for the organization;
- Documentation showing detailed itemization of anticipated expenses (note that in the lowest cost and most reasonable method of travel must be booked).

When planning any travel, consider business continuity (e.g. deciding whether senior management or people with specialized knowledge or expertise should travel together)

Insurance

Medical and Health Insurance

Eligible CASDSM employees are covered under the employer's health insurance plan in the event of illness or injury. The cost of additional private medical/health insurance will not be reimbursed for travel within Canada.

Travelling Outside of Canada

You are responsible for arranging appropriate out-of-country medical insurance. CASDSM employees who are entitled to group benefits may be covered for out-of-country travel insurance plans negotiated from time-to-time, but are not eligible for reimbursement of out-of-country medical insurance. CASDSM employees who are not eligible for out-of-country medical insurance by reason of their employment classification (i.e. part-time, casual, etc.) are eligible for reimbursement of costs associated with the purchase of said coverage.

When purchasing out-of-country medical insurance, it is advised that you also purchase the option that allows for immediate payment of costs at the time of the incident (i.e. up-front payment option).

Travel Accident Insurance

Eligible CASDSM employees have basic insurance for accidental injury or accidental death. Extra insurance may be arranged at the traveller's expense – it will not be reimbursed.

Vehicle Insurance

You should purchase the collision damage waiver coverage offered by the rental company. The insurance costs can be claimed as a travel expense.

Use of Personal Vehicle

If you use your personal vehicle while on CASDSM business, the following apply:

- The vehicle must be insured at the vehicle owner's expense for personal motor vehicle liability
- In the event of an accident, you will not be permitted to make a claim to CASDSM for any resulting damages
- It is the driver/owner's responsibility to ensure that the motor vehicle insurance includes coverage for business use of the vehicle
- Employees required to transport clients in their personal vehicle must have \$1,000,000 of public liability and property damage insurance
- Should an employee's car and/or personal property be damaged in the normal course of duty, the Employer will reimburse the employee the cost of the employee's deductible up to a maximum of \$500 per year providing that the employee reports the matter to the police as soon as possible after the damage occurs and submits to the employer a copy of that report along with proof of completed repairs. Damages incurred while parking in the Agency parking lot are excluded.

5.6. Transportation

CASDSM employees should make travel reservations through Central Booking.

Airplane

Air travel is permitted if it is the most practical and economical way to travel.

Economy (coach) class is the standard option for ticket purchase. Itemized receipts are required.

Train

Travel by train is permitted when it is the most practical and economic way to travel.

A coach class economy fare is the standard.

International train travel should be at the Canadian equivalent of coach class.

Itemized receipts are required.

Vehicle

Choosing the Appropriate Vehicle

When road transportation is the most practical, economic way to travel, individuals must use the following type of vehicle in this order:

- Rental vehicle (on trips with a radius of 400 km or more from the employee's home office to the destination)
- Personal vehicle

If you travel frequently as part of your job, these arrangements should be made when you are hired.

Rental Vehicle

When renting a vehicle, a mid-sized model or its equivalent is required. Any exceptions must be:

- Documented and approved prior to the rental if possible; and
- Guided by the principle that the rental vehicle is the most economical and practical size, taking into account the business purpose, number of occupants and safety (including weather) considerations

Luxury and sports vehicles are prohibited.

To avoid higher gasoline charges, you are required to refuel the motor vehicle prior to returning it to the rental agency.

Use Central Booking to book all vehicle rentals.

To ensure that CASDSM – as employer – provides liability coverage when you are renting a vehicle in the province on CASDSM business, you must:

- Name the renter as The Children's Aid Society of the Districts of Sudbury and Manitoulin, and
- List yourself and any other drivers on the rental contract

Itemized receipts are required.

Personal Vehicle

CASDSM assumes no financial responsibility for personal vehicles. CASDSM will, however, pay the kilometric rate if you are, with prior approval, using your own vehicle for CASDSM business.

If you will be driving more than a 400 kilometre radius from your home office, you must consider using lower cost options such as a rental vehicle or audit or video conferencing.

The approver must make a decision on the type of vehicle used for travel (personal or rental) based on the frequency of travel as well as the distance per trip. If a decision is made, with your approver, for you to continue using a personal vehicle, both your research and the rationale must be documented.

If using a personal vehicle, keep daily logs to track business use.

Accident Reporting

All accidents must be reported immediately to local law enforcement authorities and your immediate supervisor. In addition:

- If you are using a rental vehicle, advise the rental car agency and contact the insurance provider to initiate a claim.
- If you are using a personal vehicle, advise your own insurer

Motor Vehicle Allowance and Rates

The motor vehicle allowance per km rate is set at the CRA average Ontario rates minus two cents, adjusted every April 1st. The purpose of the motor vehicle allowance is to offset the cost of vehicle expenses such as fuel, insurance, and maintenance. Rates may be established in a collective agreement, and if they are not, the rates in this Directive apply.

Expense claims must be submitted with distances calculated in kilometres and include enough documentary evidence for the approver to verify distance travelled. For example, address of departure and arrival points.

Those employees who are required by the Employer to have an insurance rider to transport individuals who are in receipt of services will receive an allowance of \$20 per month towards the cost of business insurance. Such allowance will be paid monthly.

Parking and Tolls

Reimbursement is provided for necessary and reasonable expenditures on parking, as well as tolls for bridges, ferries and highways, when driving on CASDSM business.

Parking costs incurred in the office area as part of a regular commute to work will not be reimbursed.

There is no reimbursement for traffic or parking violations.

Itemized receipts are required, where appropriate and available.

Taxis

Prior approval to use a taxi should be obtained whenever possible.

Taxis may be justified in cases where:

- Group travel by cab is more economical than the total cost of having individuals travel separately by public transit or shuttle, or
- Taking a cab allows you to meet an unusually tight schedule for meetings (see FAQs)

Taxis may not be used to commute to work or home except under exceptional circumstances, for instance:

- Weather, health or safety conditions indicate it is best, appropriate option; or
- Transport of work-related baggage or parcels is required.

Public Transit

Local public transport including hotel/airport shuttles should be used wherever possible.

5.7. Accommodation

In the normal conduct of business, reimbursement for overnight accommodation within your office area will be neither authorized nor approved. However, in emergency or highly unusual situations exceptions will be considered. For example:

- You are required to remain close to your office for periods long in excess of (your) standard working hours.
- Your services are deemed necessary (and approved accordingly) for the purposes of emergency or crisis management.

There will be no reimbursement for hotel suites, executive floors or concierge levels when travelling.

Reimbursement will be made for single accommodation in a standard room.

For extended stays at a single location, accommodation must be arranged with prior approval. This will take advantage of lower weekly or monthly rates.

Penalties incurred for non-cancellation of guaranteed hotel reservations are the claimant's responsibility and may be reimbursed only in an exceptional circumstance.

Private stays with friends or family are acceptable, and a cash payment or gift may be provided to the friends or family:

- A maximum of \$30 per night is allowed for accommodation including any meals with friends or family, on lieu of commercial accommodation. Instead of a receipt, you must submit a written explanation describing the purpose of the trip, identifying the host and the number of days you stayed.
- The \$30 value may be given in the form of a small gift (which must be accompanied by a receipt) or by cash or cheque.

5.8. Other Kinds of Expenses

Cash Advances

If you are a CASDSM employee, and you need cash advances and have a corporate credit card, you are required to use the cash advance feature at a banking machine.

Others are expected to follow the cash advance policy.

Passports, Visas and Immunization

You may be reimbursed for:

- The cost of a passport if you are travelling to the United States;
- The cost of a passport and/or visa, plus the cost of immunizations and medications if necessary, for international travel

Personal Care

If travelling on business for five consecutive days or more, reimbursement is allowed within reasonable limits for expenses such as:

- Laundry
- Dry cleaning

Itemized receipts are required.

You will not be reimbursed for personal or recreational items (e.g. toothbrush, pay-per-view, or items from the mini-bar).

Tips/Gratuities

You may be reimbursed for reasonable gratuities for porter, hotel room services, and taxis. Keep a record of gratuities paid.

Examples of reasonable amounts for gratuities include:

- 10% on a taxi fare
- \$2-\$5 for housekeeping for up to two nights in a hotel, up to \$10 for a longer stay
- \$2-\$5 per bag for a porter

Telecommunication

With prior approval, you may use your CASDSM cell/mobile phone for business purposes when travelling.

Wherever possible, you are expected to use the least expensive means of communication.

Use audio or video conferencing wherever possible, as an alternative to travel.

If you are away on CASDSM business, reimbursement will be made for:

- Reasonable, necessary personal calls home for each night away; and
- Additional business expenses, such as:
 - Business calls
 - Emergency calls from air or rail phones
 - Internet connections and computer access charges
 - Facsimile transmissions
 - Work processing and photocopying services
 - Rental and transportation of necessary office equipment

5.9. MEALS

Rules

Alcohol cannot be claimed and will not be reimbursed as part of a travel or meal expense. There are no exceptions to this rule.

Reasonable and appropriate meal expenses may be reimbursed. You may incur a meal expense when you are on CASDSM 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)

For the purposes of this directive, “normal meal period” means:

- Breakfast – only reimbursed if you were away from the office and engaged in work for CASDSM purposes over night the previous day
- Lunch – only reimbursed if you were away from the office and engaged in work for CASDSM purposes between the hours of 11am to 2pm
- Dinner – only reimbursed if you were away from the office and engaged in work for CASDSM purposes between the hours of 5:30pm and 6:30pm

Meal expenses will be reimbursed at the established meal reimbursement rates, regardless of the actual meal costs. This is a meal allowance. Taxes and gratuities are included in the meal reimbursement rates. Receipts are not required to be submitted with meal claims or retained.

Meals must be purchased in order to be able to submit a claim for reimbursement. Alcohol cannot be claimed and will not be reimbursed.

In limited and exceptional circumstances (e.g. health considerations; limited options available) where a meal expense is higher than the meal reimbursement rate, the actual cost of the meal may be reimbursed. In these situations, the claim for meal reimbursement must be accompanied by an original itemized receipt and a written rationale for exceeding the rate. A credit card slip is not sufficient. Approval is subject to managerial discretion.

There may be situations where an individual pays the meal expenses for the group of individuals. In such cases, the individual may be reimbursed for the total of all meals purchased at the reimbursement rate for that meal. Group meal expenses can be claimed only:

- By the most senior person present – expenses cannot be claimed by an individual that are incurred by his/her approver; and
- For individuals covered by this Directive.

Reimbursement will not be provided for meals consumed at home or included in the cost of transportation, accommodation, seminars or conferences.

If you travel as a regular part of your job, your meals will not normally be reimbursed unless you have obtained prior approval.

Meal Rates In Canada

Reimbursement for meal expenses incurred in Canada is subject to the meal reimbursement rates set out in the chart below. These rates are an allowance and include taxes and gratuities.

Meal Type Meal Reimbursement Rates

Meal Type	Meal Reimbursement Rates
Breakfast	\$12
Lunch	\$15
Supper	\$25

6. HOSPITALITY

What is “hospitality” for the purposes of this Directive?

Hospitality is the provision of food, beverage, accommodation, transportation and other amenities at public expense to people who are not engaged in work for CASDSM.

Rules

Functions involving only people who work for CASDSM 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 Directive: CASDSM employees, appointees or consultants.

Hospitality may be extended in an economical and consistent manner when:

- It can facilitate CASDSM business; and
- It is considered desirable as a matter of courtesy or protocol

Expenses that do not fit the definition of CASDSM hospitality will not be reimbursed. Examples of such expenses would be: office socials, retirement parties and holiday lunches.

When hospitality is appropriate

Hospitality may be extended on behalf of CASDSM when:

- Engaging in discussion of official public matters with, or sponsoring formal conferences for:
 - Representatives from other agencies;
 - The broader public sector;
 - Business and industry; or
 - Public interest groups
- Proving people from national, international or charitable organizations with an understanding or appreciation of CASDSM and its workings;
- Conducting prestigious ceremonies for political officials or distinguished guests from the private sector;
- Other hospitality functions as approved by the Executive Director, providing they conform to the rules listed in this section of the Directive.

Submitting the claim for reimbursement

- All expenses must be documented and include original itemized receipts
- The claim must include event details regarding:
 - Purpose
 - Date(s)
 - Location
 - Type of hospitality (breakfast, lunch, dinner, reception, refreshments, etc.);

- Attendees
 - CASDSM attendees (all people and positions covered by this Directive) listed by name
- Appropriate prior approvals

Gift Giving

Appropriate token gifts of appreciation, valued up to \$30, may be offered in exchange for gifts of service or expertise to people who are not engaged in work for CASDSM.

Gifts valued over \$30 must have prior approval.

7. EXPENSES FOR CONSULTANTS AND OTHER CONTRACTORS

Consultants and other contractors will not be reimbursed for any hospitality, incidental or food expenses, including:

- Meals, snacks and beverages
- Gratuities
- Laundry or dry cleaning
- Valet services
- Dependent care
- Home management
- Personal telephone calls

Claims for Reimbursement of Expenses

Reimbursement of allowable expenses under this Directive can be claimed only when the contract with CASDSM specifically allows for it.

8. RESPONSIBILITIES

Employees are responsible for:

- Following the principles and rules set out in this Directive,
- Being aware of the conflict of interest rules that govern CASDSM

Supervisors and Managers are responsible for:

- Carrying out any delegated authorities and assigned tasks in accordance with this Directive,
- Exercising managerial discretion judiciously,
- Ensuring there is an appropriate records retention system and that documents, including claims and approvals, are maintained and stored,
- Ensuring staff are aware of the requirements of this Directive,
- Seeking timely direction when there are questions of application,
- Taking appropriate action in the case of non-compliance.

Senior Managers & Executive Director are responsible for:

- Ensuring the Directive's principles and rules are implemented and monitored, including putting in place processes that support the Directive,
- Delegating approval authority to appropriate levels except as restricted in this Directive,
- Carrying out any delegated authorities and assigned tasks in accordance with this Directive,
- Ensuring consistent application of the Directive (e.g. for all jobs requiring regular travel),
- Ensuring that claims are fully documented by running regular spot checks,
- Ensuring that all persons covered by this Directive are aware of their responsibilities under this Directive and of the appropriate conflict of interest rules,

9. DEFINITIONS

Appointee: A person appointed by CASDSM to undertake any function on behalf of CASDSM

Approver: A person with the authority to make approvals under this Directive.

Claimant: Anyone making a claim under the terms of this Directive.

Consultants and Contractors: Individuals or entities under contract to CASDSM providing consulting or other services.

Delegation of Authority: A written assignment by which a person who has a power, duty, function or responsibility under this Directive authorizes another person (identified by name or by position title) to exercise the power, duty, function or responsibility.

Hospitality: The provision of food, beverage, accommodation, transportation and other amenities at public expense to people who are not engaged in work for CASDSM.

Itemized receipt: Original document identifying the vendor with the date and amount of each expense item paid by the claimant.

Office area: The area surrounding the regular workplace, with a perimeter of 24km measured by the most direct, safe and practical route by road.

Approved by: Senior Management
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Approved by Senior Management