	TITLE EXPENSE REIMBURSEMENT		
	CATEGORY Administration	ISSUING AUTHORITY CEO	EFFECTIVE DATE: March 22, 2016

1.0 Purpose

- 1.1 To facilitate the sound stewardship of funds.
- 1.2 To provide guidelines and standards for authorization of expenses.
- 1.3 To provide uniform criteria for approving discretionary expenses.

2.0 Scope

Applies to all staff in programs and services of the Erie Shores HealthCare (ESHC); unless otherwise stipulated in *collective* agreement language.

3.0 Definitions

- 3.1 **Staff** for the purpose of this policy, "staff" includes all hospital employees, credentialed staff, volunteers, faculty, Board of Trustees, outsourced service staff and other individuals engaged in hospital business and who intend to request, receive or approve travel and/or expense reimbursements under this policy.
- 3.2 **Consultants** include persons providing services to the hospital on an independent contractor basis, and who are not employees of the hospital. For greater clarity, consultants are not to be considered "staff" as that term is defined above.
- 3.3 **Original receipts** include itemized invoices and restaurant bills, taxi chits, parking receipts and itemized cash register receipts.
 - a) Boarding passes and original train ticket receipts must be submitted when traveling by air or rail. If the ticket was purchased by procurement card and the travel has yet to occur when the procurement card statement is due, boarding passes and original train tickets must be included with the final travel expense report submitted upon return after the trip.
 - b) A printout of an Internet purchase invoice is considered an original receipt.
 - c) Credit/debit card slips are considered proof of payment and are not treated as original receipts to support expenses.
 - d) Photocopies or faxed copies of receipts, credit/debit card slips and credit card statements are not considered original receipts.
 - e) The only exception to the original receipts' requirement is mileage claims and public transportation tickets.
 - f) If an original receipt is not available, an explanation as to the reason the original receipt is not provided must be documented and submitted.

Definitions

Authorization – The approval of an expense reimbursement and business travel claim by the appropriate person with adequate signing authority. Generally, authorization requires the immediate supervisor’s approval as long as the expense claim amount is within their signing limit.

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Business Expenses – Reasonable expenses incurred by staff in the course of performing their duties.

Business Travel – Travel required for hospital business and authorized by the appropriate level of authority

Hospitality – The provision of food, beverage, accommodation, transportation and other amenities at the hospital’s expenses to persons who are not employed by the hospital.

Consultants – persons providing services to the hospital on an independent contractor basis, and who are not employees of the hospital.

Office – The hospital-related regular place of work. For example, the address on a staff person’s business card or where the staff person has an office, desk, computer, telephone etc.

Personal Vehicle – a vehicle owned, borrowed or rented/leased personally by a member of staff.

4.0 Policy


General Provisions

- 4.1 All staff and others reimbursed must comply with the standards in this policy. The claimant must complete and sign the Expense Reimbursement or Cheque Reimbursement forms and by doing so, verifies that the expense claim is accurate and in accordance with the Hospital policy.
- 4.2 The policy applies to all types of accounts managed by the Hospital regardless of the funding source.
- 4.3 Forms can be found on HOWIE – Administration or Transform Member Website
- 4.4 Approvals must be in accordance with Signing Authority practices:

Position	Authorization
CEO	Board Chair
VP / SMT	CEO
Director / Manager	VP / SMT
Front-line Associate	Director / Manager

- 4.5 An original receipt, as defined above, must support each expense. It is the responsibility of the individual authorizing the expense to ensure all claims are supported by adequate documentation and that the expense is appropriate and in accordance with Hospital policy.
 - a) Original itemized receipts must be submitted and failure to do so will result in the claim being returned to the originator.
 - b) All applicable taxes must be itemized in the appropriate column on the form.
 - c) It is expected that claimants will choose the most economical and cost

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effective method when incurring expenses on Hospital's behalf.

- d) Authorizing officer will ensure that proposed financial claims, expenditures and disbursements are within approved budgets and that these funds are expended for the purpose intended.

Expense Form - General

4.6 Expense Report

- a) Expense claims for traveling should be submitted within one month of completion of a trip. Any expenses submitted more than four months after being incurred may not be reimbursed and an explanation indicating reasons for the delay in submission must accompany the expense form.
- b) Travel expense forms requiring receipts attached are submitted to the Business Office with original receipts and a copy of the approved General Education Fund Application Form.
- c) Business Office will ensure the HST portion of the expense has been itemized on the expense report.
- d) Forms must be prepared electronically. Handwritten forms will not be approved by the authorized officer, but returned to the claimant.
- e) Each expense must be itemized on the expense form with the corresponding attached receipt.
- f) The completed expense report must be authorized by the appropriate signing authority and Business Office will scan the expense report to Transform for reimbursement.

Mileage Claims

- All approved mileage claim under \$50.00 are to be submitted to Business Office for reimbursement through petty cash


4.7 Foreign Exchange Rates

- a) Expense claims in American currency can be reimbursed in US funds, as long as the claim is submitted separately from Canadian currency claims and US Currency is clearly marked on Reimbursement form. Support receipts must be clearly identifiable as US funds.
- b) For claiming expenses incurred in currencies other than Canadian or US funds, proof of exchange rates used must be attached. Proof can either be a copy of the credit card statement showing the transaction that indicates the exchange rate or a printout of the exchange rate in effect on the transaction date (Bank of Canada rates obtained from the Internet are considered acceptable).

4.8 Expense Coding

- a) It is the responsibility of the claimant to ensure the correct expense code is used. Classification of expenses should be to the appropriate expense code that identifies the nature of the expense, not necessarily where a budget exists (budget variances between lines can be explained as offsetting variances). Any claim submitted without proper coding will be returned.

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4.9 Payment

- a) Payments will be made by electronic funds transfer (EFT) only. EFT sign-up sheets will be available and verified by the ESHC Business Office

4.10 Exception Reporting

- a) An email will be sent to the Senior Manager to which the claimant and claim approver ultimately reports, and copied to Director Finance for claims that have been returned more than once in the past twelve months for policy non-compliance. Senior Manager is responsible for following up.
- b) Claims that request a policy exception must be approved by claimant's Senior Manager.

4.11 Auditing

- a) Internal audits will be conducted by Accounting Department to ensure that all expenditures are appropriate and authorized, and adhere to this policy.

Travel Reimbursement


4.12 General

- a) Employees traveling on hospital business are expected to make travel arrangements in the most economical and direct manner. If the claimant is unable to achieve both time and cost savings, the claimant is expected to choose that which best meets the needs of the Hospital.
- b) Travel should only be conducted if there is value-add to attendance in person, options of teleconferencing or video-conferencing should be used where appropriate.
- c) When more than one person from the hospital is travelling to the same destination using a personal vehicle or taxi, it is expected that they will travel together where circumstances permit.
- d) Travel expenses incurred by Board Members in excess of 100 km per month to attend meetings at ESHC, will be reimbursable.

4.13 Criteria for Approving Discretionary Travel

- a) Approval of discretionary travel is subject to the principles of sound stewardship in the use of public funds. Before approving requests for travel, authorizer must satisfy themselves that:
 - i) The travel will produce substantial benefit to the ESHC
 - ii) There is no other preferable means of obtaining the knowledge or benefit (i.e. from on-line materials, colleagues or published literature, etc.);
 - iii) The travel is economically justified (i.e. it is the most efficient and effective means of obtaining the information or benefit, teleconference or video-conferencing not effective);
 - iv) Priority will be given to ESSENTIAL travel within the region or province for service delivery and business purposes. DISCRETIONARY travel for the purpose of meetings, education, conferences and information gathering will be approved depending on budget or funding available and the benefits identified.

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- b) Approval for travel out of province by any mode of transportation must be obtained by Senior Management in writing (eg. email) prior to travel, and documentation attached to expense claim.


4.14 Air Transportation

- a) Staff may travel by air for trips that are beyond reasonable driving distances. Prior approval for all travel by air must be obtained and documented in writing (eg. email) prior to booking of flight arrangements and should be attached to the expense claim.
- b) Staff will travel economy class for all domestic and international travel. It is ESHC's policy to obtain maximum savings on air travel expenses within reasonable limits. Every effort must be made to book in advance to take advantage of discounted fares and to obtain the lowest fares compatible with necessary travel requirements. All exceptions to this must have prior approval in writing with the reason(s) documented. Any invoices missing this information will not be paid and will be returned to the originator. Booking arrangement can be made through site Executive Assistants.
- c) The original boarding pass/passes must be attached to the expense report. In instances where the procurement card was used to purchase air travel, boarding passes must be included with the travel expense report submitted for the particular trip.
- d) Economical transportation to the airport (eg. personal mileage, airbus or equivalent fee will be reimbursed but not limo or upgraded services) and airport parking fees will be reimbursed if incurred. If more than one claimant traveling together, where reasonable they should try to share resources to limit expenses.

4.15 Use of Personal Vehicles

- a) Expense claimants may require the use personal vehicles for Hospital business. Reimbursement will be per Mileage Reimbursement Appendix A Rate per kilometer and is subject to change.
- b) This allowance is to cover the cost of fuel, depreciation, maintenance and insurance. It is the sole responsibility of the claimant to ensure adequate insurance coverage.
- c) The hospital assumes no financial responsibility for privately owned vehicles other than paying the kilometric rate when used for hospital business. Those driving a personal vehicle on hospital business cannot make claims to the hospital for damages as a result of a collision.
- d) Any traffic or parking infractions are the sole responsibility of the claimant and will not be reimbursed by the Hospital.
- e) When calculating the total kilometers of a trip that originates from the claimant's home, the normal distance driven to the Hospital should be excluded.
- f) Parking fee charges incurred when traveling on Hospital business will be reimbursed subject to receipts being provided. If receipt is not available (eg. fee for parking gate), then a note must be attached with explanation to reimbursement form. This provision will not apply to parking on Hospital property.
- g) The use of toll highways, including but not limited to Highway 407 (ETR) are not reimbursable. If staff chose to use such routes, they will be responsible personally for the expense out of the normal mileage allowance calculation.

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4.16 Taxi

- a) The use of taxis is restricted to transportation to and from stations and airports and to business or professional offices where other economical transportation is not available or feasible (eg. public transportation is not easily accessible; airport or hotel service is not available). Taxi chits must be attached to the expense report.

4.17 Car Rental

- a) Rental of a compact car is more economical and is recommended for all automobile rentals. If the claimant upgraded to a larger vehicle at a higher cost, the reason must be documented, with sign-off on the receipt by the authorizing individual. Employee may be required to pay the difference of the upgrade fee. The collision and liability insurance offered by automobile rental agencies must be purchased. This applies even if the claimant's credit card or personal motor vehicle insurance includes collision and liability insurance for rental cars since coverage may exclude coverage for business travel.


4.18 Combining Business and Personal Travel

- a) Travel that combines business and personal travel is reimbursed at the lesser of:
 - i) Actual travel expense, or
 - ii) The expense that would have been incurred if the personal travel had not taken place, applying reasonable estimates where necessary.
- b) When a business trip is extended for personal reasons, the claimant is responsible for all additional costs incurred.
- c) Additional costs incurred from a claimant's family member or guest travelling with them is not eligible for reimbursement (eg. meals, travel expenses, entertainment, hotel charges, etc.).
- d) Personal costs incurred to attend business related travel will not be reimbursed (eg. baby sitting fees, kennel fees, etc.).

4.19 Hotel Accommodation

- a) All expense claimants are expected to use standard accommodation (single room with bath) unless the nature of the trip requires otherwise.
- b) The expense claimant is responsible for all charges to the room. The claimant is encouraged to obtain the detailed bill prior to checking out of the hotel to ensure the validity of all the charges.
- c) ESHC will not reimburse for charges such as entertainment, mini-bar, and special facilities charges. Additionally, the employee will not be reimbursed for the claim if the detailed hotel invoice is not provided.
- d) Claimants are advised that there may be difficulty in obtaining a detailed hotel bill if the room was booked and paid through an on-line service prior to the trip. However, the claimant is still responsible for obtaining a detailed hotel invoice, as proof of stay, prior to leaving the hotel (eg. letter from hotel confirming dates of stay).

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4.20 Meals

- a) Meals may be reimbursed by the Hospital when claimants are out of town on business. They will be reimbursed at a per diem rate of no more than \$60.00 per day of travel. As a guide, the \$60.00 per diem rate is based on \$15.00 for breakfast, \$15.00 for lunch and \$30.00 for dinner, which includes reasonable gratuities (usually between 10-15%). Liquor and bar bills will not be reimbursed. If claimant chooses to spend more, they will only be reimbursed up to meal per diem guidelines. Occasionally, there may be circumstances where the per diem limit may not be appropriate. In those cases the expense form and original detailed/itemized receipts must be approved by the claimant's Senior Manager.

4.21 Cash Advances

- a) Requests for cash advances, if required, must be approved by the Senior Manager and arrangements made through the Manager of Finance no later than one month in advance of trip departure date. All such cash advances must be accounted for on an Expense Reimbursement form when final expenses are claimed less cash advances.
- b) Cash advances must be settled no later than 60 days after the trip has been completed.
- c) If the account is not cleared within that timeframe, steps will be taken to recover the funds advanced, including deduction from claimant's pay.
- d) For trips of a short duration, staff members are expected to cover the travel expenses and obtain reimbursement following completion of the trip using expense reimbursement form.

4.22 Long Distance Calls

- a) Long distance business calls, as required, will be reimbursed. Hospital cell phones, Blackberries and long distance calling cards should be used as an economical alternative to hotel long distance services if available.
- b) A copy of the itemized phone bill including long distance charges must be attached to the request. The telephone calls submitted for reimbursement should indicate the name of the company/person spoken with.
- c) If an employee is out of town overnight, one brief personal call home per day will be allowed and reimbursed. Discretion should be used in the frequency and length of long distance calls.


4.23 Miscellaneous

- a) Reasonable expenses, in keeping with the nature of the trip, will be reimbursed; for example, purchases of texts or meeting materials, when required.
- b) While employees may participate in frequent flyer programs when flying on Hospital business, any taxable benefit deemed by Canada Revenue Agency to have occurred in relation to a frequent flyer program is the responsibility of the employee.

4.24 Non-Allowable Expenses

- a) Costs of any personal trips and entertainment not directly related to Hospital business will not be reimbursed. Refer to List of Reimbursable and Non-Reimbursable Items

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at the end of this policy for examples.

Non-Travel Reimbursement

4.25 Long Distance Calls

- a) Personal long distance calls using Hospital provided phones, cell phones, Blackberries and long distance calling cards are prohibited.

4.26 Entertainment

- a) As a rule, the Hospital does not support entertainment unless it is directly related to the employee's position. However, reasonable expenses of Senior Managers will be reimbursed for the occasional entertainment of business contacts and colleagues.
- b) All expenses must be described in detail (including the names of the individuals, which company they represent and the business reason for the event) when submitting the expense report. This requirement applies to all individuals present at the event including other Hospital staff.
- c) Entertainment of fellow employees is not allowable, unless approved by the respective Senior Manager.
- d) Where two or more employees from the same department are incurring meal expenses, the most senior level employee should pay the bill.
- e) Original itemized receipts must be attached to the expense report and must include a detailed list of the items purchased. A credit/debit card slip is proof of payment and is not considered an original receipt of the purchase. Reasonable gratuities (normally between 10% and 15%) will be reimbursed.

4.29 Employee Gifts

- a) Employee gifts are normally not reimbursed. In the unusual circumstance where reimbursement is appropriate, it must be approved by Senior Management. An explanation as to the name of recipient of the gift and the reason for the gift must be documented on the expense form. ESHC already provides for retirement, bereavement and long service employee recognition.


4.28 Education Reimbursements

- a) All requests for reimbursement of education expenses must be completed on the Training and Education Funding Request (General Education) available from HOWIE – Administration Department page.
- b) Copy of approved submissions must be submitted to Payroll who will determine if there are any taxable benefit implications for the requestor.
- c) All approved requests for reimbursements of education expenses must include the original invoice from the educational institute, proof of successful completion of the course(s) and proof of payment (i.e. tax receipt) to the educational institute.

4.29 Conferences, Course, Membership or Association Fees

- a) Reimbursement for conferences/courses, membership or association fees, as approved per operating budget, must be accompanied by original proof of payment (i.e. tax receipt if issued) not invoice copy, from the institution if not paid directly to the

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organization by the hospital.

4.30 Cell Phone & Internet Charges

- a) Reimbursement for personal cell phones and internet charges must be approved at the Senior Management level or higher. Normally usage of these personal services for hospital business is not recommended or reimbursable unless prior arrangements and approvals have been arranged.

4.31 Catering

- a) Catering for hospital functions should be limited. Meetings during normal meal time periods should be avoided (eg. breakfast, lunch, dinner) unless schedules of participants do not permit. Meetings can order catering reasonable to the time of day of the meeting (i.e. meals may be ordered if it crosses normal meal time hours, if not beverages may be provided). Catering should be economical and not elaborate. Alcohol is not reimbursable by the Hospital.
- b) If an outside party is paying for the catering, it is preferred the vendor make direct payment arrangements with the facility or through ESHC dietary, otherwise expense will be paid by the department and recovery credited to same department.

4.32 Alcohol

- a) Costs incurred for alcoholic beverages are not reimbursable and, staff is encouraged to ask the restaurant for a separate invoice if having alcohol with their meals. If one invoice is received, alcoholic beverages should be subtracted from reimbursable meal expenses when submitted.
- b) The decision to provide alcohol as part of hospitality or entertainment can be made by the CEO for receptions only (eg. prestigious ceremonies and appreciations events)
- c) Alcohol will be limited to two bottles of wine per table; preference should be given to Essex County or Ontario wines if possible.

4.33 Gifts of Appreciation

- a) Token gifts of appreciation, valued at up to \$30 per person, may be extended to non-staff persons in exchange for pro bono services. Gifts can include bottle of wine and preference should be given to Essex County or Ontario wines.

4.34 Direct Purchases

- a) The purchase of equipment, medical goods and devices, and goods that require a warranty are not permitted and are not reimbursable to claimants under this policy. All such purchases must be made by Purchasing, using the purchase order process.
- b) Purchases of computer hardware and software will not be reimbursed unless prior approval is obtained from the Director of ICT or Chief Executive Officer. Their signature of approval must be on the expense claim form.

4.35 Consultant Expenses

- a) Consultants should seek reimbursement only for expenses explicitly agreed to

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by the consultant and the hospital, and as detailed in the consultant's contract. In no circumstances can hospitality, incidental or food expenses be considered allowable expenses for consultants and contractors in any contract between an organization 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 phone calls

(See the Broader Public Sector Procurement Directive for information about procurement and contracts)

List of Reimbursable & Non-Reimbursable Items

4.36 Listed below are examples of items that generally fall into the reimbursable and non-reimbursable categories:


a) Reimbursable

- i) Airline, train or rail tickets
- ii) Airport parking
- iii) Airbus
- iv) Business meeting parking fees
- v) Car rentals
- vi) Taxi and local transportation fares
- vii) Mileage for hospital business
- viii) Hotel accommodation (for self only)
- ix) Meals and gratuities

b) Non-reimbursable

- i) Personal travel and entertainment
- ii) ESHC hospital parking fees
- iii) Traffic, parking, or towing violations or fines
- iv) Highway toll fees, including but not limited to Highway 407 (ETR)
- v) Family members or guest travel and entertainment (eg. air, accommodation, meals)
- vi) Luggage and briefcases
- vii) Personal costs incurred to facilitate traveling ----- eg. Babysitting or kennel fees
- viii) Airline clubs
- ix) Credit card fees, including annual dues and interest charges
- x) Haircuts, spa or salon expenses
- xi) Entertainment movie rentals or movie channels
- xii) Hotel mini-bar
- xiii) Valet, laundry and dry cleaning (for trips <5 days)
- xiv) Expenses as a result of staff member's failure to cancel transportation or hotel

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- arrangements
- xv) Alcohol, Liquor and bar bills unless approved under Alcohol or Gift section of this policy xvi)
- xvi) Loss of money or personal effects
- xvii) Additional expenses related to days beyond the business purpose of the trip

APPENDIX A

1. Mileage Rates

Mileage rates for Hospital sponsored travel shall be established and changed from time to time by the Vice President, Corporate Services.

Employees will be reimbursed for use of their personal automobile based on the rates below, **unless specifically stated otherwise in a collective agreement.**

- (a) Local travel in and around the Town of Leamington - \$5.00 round trip
- (b) Other local travel – 0.45 cents per kilometer
- (c) Round trip to Windsor area - \$50.00
- (d) Round trip to Chatham area - \$55.00
- (e) Round trip to London area - \$145.00
- (f) Round trip to Toronto area - \$290.00

APPROVAL PROCESS

CEO

March 22, 2016

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