



## Travel, Meal and Hospitality Expense Policy

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<b>Policy Level Approval:</b>	Board of Directors
<b>Policy Category:</b>	TBD
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<b>Policy Sponsor:</b>	Interim Finance Lead
<b>Cross Reference to Other policies/legislations/regulations/directives:</b>	Travel, Meal and Hospitality Expenses Directive Delegation of Authority Policy
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### Policy Applies to:

- Board Member    Executives    Management/Non-Union Employees  
 Unionized Employees    Secondees    Other

### 1. Purpose and Principles

1.1.1 The purpose of this Travel, Meal and Hospitality Expenses Policy (the Policy) is:

- to set out rules and principles for the reimbursement of expenses to ensure fair and reasonable practices;
- to provide a framework of accountability to guide the effective oversight of public resources in the reimbursement of expenses; and
- to ensure compliance with the provisions set forth in the Management Board of Cabinet *Travel, Meal and Hospitality Expenses Directive* (the Directive).

- 1.1.2 Travel is approved only after other communications options are considered.
- 1.1.3 Taxpayer dollars are used prudently and responsibly with a focus on accountability and transparency.

## 1.2 Scope

- 1.2.1 This Policy applies to:
- Ontario Health (OH) employees, including individuals on secondment to OH;
  - Members of the public volunteering their time, including Patient Family Advisors; and
  - Consultants and Third-party Service Contractors (engaged through a Service(s) Agreement), and Clinical Advisors/Leads (engaged through a Service(s) Agreement or Secondment Agreement), whereby reimbursement for allowable expenses can be claimed, when the contract with OH allows for it. Specifically refer to Section 9.
- 1.2.2 In the event of any inconsistency between this Policy and the requirements of legislation and/or directives, the requirements of the legislation and then the directive shall prevail.
- 1.2.3 This Policy does not prevail over the requirements of a collective agreement or employment contract.

## 1.3 Definitions

- 1.3.1 In this Policy, the following meanings shall be used:

**Claimant** – refers to any person making a claim covered by the scope of this Policy.

**Hospitality** – is the provision of food, beverage, accommodation, transportation and other amenities at public expense to people who are not engaged in work for the government of Ontario or for any organizations covered by the Broader Public Sector Expenses Directive.

**Itemized Receipt** – original document identifying the vendor with the date and amount of each expense item paid by the Claimant. Document can be in an original paper, an original electronic, or a scanned copy format.

**Personal Vehicle** – is a vehicle owned or leased for a period greater than thirty (30) consecutive days.

**Rental Vehicle** – is a vehicle hired or leased by an Insured from a rental company for a period not exceeding thirty (30) consecutive days.

**Travel** – refers to business travel, and does not include commuting between a residence and the Workplace.

**Workplace** – a person’s regular place of business, normally an Ontario Health facility, or other place designated by the employer.

**Workplace Area** – refers to an area surrounding the claimant’s usual workplace having a perimeter that is at a distance of 24km from the workplace, measured by the most direct, safe and practical road route.

## **2. General Requirements**

### **2.1 Responsibility of the Claimant**

- 2.1.1 Claimants have an obligation to inform themselves of the requirements of this Policy, to comply with this Policy, and to seek clarification from Finance if needed.
- 2.1.2 Claimants are required to consider other options to travel, (including audio or video conferencing), before approval to travel is sought.
- 2.1.3 The most practical and economical arrangements must be made for travel, meal and hospitality expenses while conducting OH business.

### **2.2 Responsibility of the Approver**

- 2.2.1 Persons authorized to approve travel requests and expense claims must:
  - Approve business travel arrangements only after other communication options are considered
  - Ensure that travel arrangements and expense claims are consistent with the provisions of this Policy;
  - Determine when business travel is necessary; and
  - Ensure that appropriate documentation is attached to support the expense claim.

### **2.3 Authorization to Travel**

- 2.3.1 Each Claimant must obtain written authorization to travel, using the Spend Authorization Form, before any arrangements are made. Approval authority is defined in the Delegation of Authority Policy. Prior approval is required even in situations where expenses are covered by a third party.

### **2.4 Security Assessment**

- 2.4.1 When travelling outside Canada, a prior assessment of physical and cyber security is required. The assessment provides recommendations on safeguards against cyber and physical security threats for individuals travelling internationally.

### **2.5 Designated Travel Management Company**

- 2.5.1 Ontario Health's Designated Travel Management Company should be used for ticket bookings.

### **2.6 Receipts**

- 2.6.1 Itemized receipts or invoices, must be electronically submitted with all claims, except for meal expenses where meal allowances are used (see Section 8). Credit card slips or statements are insufficient. The receipt must clearly identify the type of expense incurred, taxes and gratuity.

- 2.6.2 If an itemized receipt is not available, a written explanation must be submitted explaining why the receipt is unavailable, along with a detailed description of the expense incurred. These will be considered on a case-by-case basis.

## **2.7 Time Limit for Claims**

- 2.7.1 All claims must be submitted on a timely basis, and no later than the end of the quarter following the quarter in which the expense was incurred.

## **2.8 Expenses for a Group**

- 2.8.1 When two or more Claimants incur expenses related to the same event, the individuals may pay for the expenses they incur and submit their own expense claim, or the most senior individual may pay for the total expenses and submit the expense claim. At no time should one individual claim expenses of their manager for which their manager will be approving the expense claim.

## **2.9 Non-Reimbursable Expenses**

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

- Claimant's regular commute (including parking) to/from OH office locations;
- Home office expenditures (including office supplies, home internet etc.);
- Social events that do not constitute Hospitality as described in Section 10 of this Policy;
- Personal celebrations (retirements, staff departures, birthdays, marriages, etc.);
- Alcoholic drinks:
- Recreational purposes (e.g. on-demand movies, mini-bars, etc.);
- Personal items (e.g. including, but not limited to, dry cleaning, laundry, dependent care, and valet services etc.); and
- Traffic and parking violations.

- 2.9.2 Ontario Health reserves the right to refuse reimbursement of expenses that are not properly supported, not business related, or that are otherwise not in compliance with this Policy.

## **2.10 Overpayment**

- 2.10.1 Overpayments, namely amounts reimbursed or paid that are subsequently found not in accordance with the terms of this Policy, shall be recovered from the Claimant as a debt owing to Ontario Health.

## **2.11 Cash Advances**

- 2.11.1 Ontario Health employees anticipating out-of-pocket expenses (eligible for reimbursement in accordance with this Policy) may request a cash advance. Requests are made on the Spend Authorization Form. Employees in receipt of a cash advance must submit an Expense Report upon completion of their travel for the advance to be reconciled, and promptly reimburse OH if expenses incurred were less than the advance received.

## **2.12 Exceptions**

- 2.12.1 Approval for exceptions is required in advance of the expense being incurred. The rationale must be documented, have the approval of the Finance Lead or Finance Director and accompany the claim submission.

## **3. Insurance**

### **3.1 Medical and Health Insurance during Travel**

- 3.1.1 Travelers are required to attest, on the Spend Authorization Form, that they have out-of-country medical insurance for travel destinations outside of Canada.
- 3.1.2 Employees participating in the Agency health benefit plan will not be reimbursed for the cost of privately arranged medical/health insurance for travel within and outside Canada, where coverage is provided through the Agency health benefit plan.
- 3.1.3 Claimants who are not eligible to join the Agency's health benefit plan will be reimbursed for the cost of privately arranged medical/health insurance purchased while travelling on OH business.

### **3.2 Travel Accident Insurance**

- 3.2.1 Claimants that are required to travel on OH business are required to ensure that they have Travel Accident Insurance coverage, which may be available through their benefit provider. Should the traveller desire additional travel coverage, extra travel insurance may be arranged only at the traveller's own expense.
- 3.2.2 All accidents involving a Claimant while on OH business must be reported to the Claimant's Manager and OH's Legal Department as soon as possible.

### **3.3 Vehicle Insurance**

#### **Personal Vehicles**

- 3.3.1 Personal vehicles used on Ontario Health business by a Claimant (Insured) must be insured at the Insured's expense for personal motor vehicle liability and collision insurance. Coverage should be equal to or greater than the minimum liability specified in the Insurance Act. OH's insurance provides only liability insurance in excess of the Insured's personal liability

insurance coverage and provides no collision insurance.

- 3.3.2 Insured must ensure that their motor vehicle insurance coverage includes business use of the vehicle. Prior to the commencement of any OH business travel, the Insured must advise his/her insurance broker that he or she will be using their personal vehicle for “business purposes”. Ontario Health will not reimburse the costs of business use coverage or collision and liability coverage.
- 3.3.3 Claimants using a privately owned vehicle are responsible for ensuring adequate vehicle insurance, including business use coverage. OH will not reimburse the increased cost of vehicle insurance that may result from business use. No reimbursement shall be made in respect of items normally covered under a comprehensive personal vehicle insurance policy (including fire, theft, and vehicle collision damage) or any insurance deductibles. Those driving a personal vehicle on Ontario Health business cannot make claims to the Agency for damages as a result of a collision.

#### **Rental Vehicles**

- 3.3.4 If an Insured chooses to use a rental vehicle for OH business travel, OH’s insurance only provides for collision insurance for the Insured up to a limit of \$100,000 for any one occurrence, without a deductible.
- 3.3.5 Each Insured who uses a rental vehicle for OH business travel must purchase all insurance offered by the rental company, including the maximum liability and collision insurance. Insurance should be purchased in the name of OH or alternatively, OH and the Insured’s name.
- 3.3.6 OH will reimburse Insureds for the additional cost of purchasing liability and collision coverage from the rental company. Insureds must provide a valid receipt confirming the purchase of such additional insurance.
- 3.3.7 Most car rental companies offer roadside assistance programs. These programs include items that, for the most part, are already included in the terms and conditions of the Standing Offers of the liability and collision insurance. For this reason, should a Claimant decide to purchase this option, it will be at his/her expense and will not be reimbursed.

#### **General**

- 3.3.8 The failure of an Insured to correctly insure his/her personal or rental vehicle as required by the rules above may result in the denial of a claim by an Insured’s insurer, OH’s insurer or the rental company, as applicable. OH will not be responsible for any payment of a denied or unpaid insurance claim that results from the failure by the Insured to comply with the above rules

## **4. Road Transportation**

4.1.1 When driving is the most practical, economical way to travel, the following choices are available:

- Rental vehicle; or
- Personal vehicle.

The use of any vehicle must be discussed in advance with your approver. Document your rationale for using a particular type of vehicle. The most practical and economical option should be selected.

### **4.2 Car Rental**

4.2.1 When renting a vehicle, choose the lowest cost model. 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.

4.2.2 Rates noted in the Public Works and Government Services Canada Car Rental Directory are to be used as a guide for the purpose of renting a vehicle <http://rehelv-acrd.tpsgc-pwgsc.gc.ca/ACRDS/rechercher-search-4-eng.aspx>

4.2.3 The rental car must be refuelled wherever possible before returning it, in order to avoid higher gasoline charges imposed by the rental car agency.

4.2.4 The Claimant is required to take liability and collision insurance offered by the rental company as detailed in Section 3.3.

### **4.3 Personal Vehicle**

4.3.1 OH assumes no financial responsibility for personal vehicles. The Claimant is required to have insurance as detailed in Section 3.3.

4.3.2 Where possible, carpooling should be considered. When Claimants carpool, OH will only reimburse for the use of the one vehicle.

4.3.3 Reimbursement for the use of the Claimant's privately owned vehicle is made based on the kilometric rates set out below. The boundary dividing Northern and Southern Ontario is defined as per the Directive, and is approximately though Huntsville, Ontario on the map.

<b>Total Kilometres Driven per fiscal year</b>	<b>Southern Ontario ( \$ per km)</b>	<b>Northern Ontario ( \$ per km)</b>
0 – 4,000 km	0.40	0.41
4,001 – 10,700 km	0.35	0.36
10,701 – 24,000 km	0.29	0.30
More than 24,000 km	0.24	0.25

#### **4.4 Other Road Transportation**

- 4.4.1 Whenever practical, local public transportation/hotel shuttles should be used, and is eligible for reimbursement.
- 4.4.2 The use of taxis and ride hailing services should be limited to destinations in excess of 1km, taking into consideration inclement weather, health or safety concerns, when the transport of work-related baggage or parcels is required; and when group travel by taxi is more economical than the total cost of having individuals travel separately by public transit or shuttle.
- 4.4.3 Ride hailing services can only be used and reimbursed under following conditions:
- in municipalities where ride-hailing services are regulated and insured; and
  - where a standard (i.e. non premium and single occupancy service) is used.
- 4.4.4 Gratuities for taxi and ride-hailing services must be reasonable.
- 4.4.5 Reimbursement is provided for necessary and reasonable expenditures on parking, as well as tolls for bridges, ferries, and highways, when driving on OH business.

#### **5. Rail Transportation**

- 5.1.1 Travel by rail is permitted when this is the most practical and economical way to travel.
- 5.1.2 The lowest fare available must be chosen when purchasing a ticket. Travel in business class must have prior approval by the CEO and available only in limited circumstances.

#### **6. Air Transportation**

- 6.1.1 Travel must be arranged in advance and be booked by fixed dates.
- 6.1.2 The lowest fare available must be chosen when purchasing a ticket. Travel in business class may be permitted in exceptional circumstances for international flights, but must be approved by the CEO, as part of the overall approval for the trip. Exceptions may be granted by the CEO for flights within Canada and the Continental USA only for documented health reasons.

- 6.1.3 Advance seat selection is a reimbursable expense, if required for documented health reasons.

## **7. Other Travel Expenses**

### **7.1 Accommodation**

- 7.1.1 In the normal course of business, Claimants are not eligible for reimbursement of overnight accommodation within their Workplace Area.
- 7.1.2 Reimbursement of accommodations while travelling will be made for single accommodation in a standard room.
- 7.1.3 Reimbursement will be capped at the City Rate Limit published on the Public Works and Government Services Canada website at <http://rehelv-acrd.tpsgc-pwgsc.gc.ca/ACRDS/preface-eng.aspx#allcityratelimits>. The rates are expressed in Canadian dollars and exclude service charges and local taxes.
- 7.1.4 During travel periods and/or travel destinations with limited accommodation availability, a decision may be made, with the Claimant's approver, to reserve accommodation at a cost which exceeds the City Rate Limit. Both the research and the rationale must be documented on the Expense Report.
- 7.1.5 Private stays with family or friends are encouraged. A maximum of \$30.00 per night for gratuitous lodging expenses is allowed. No receipt is required.

### **7.2 Other Business Expenses**

- 7.2.1 Other business expenses will be reimbursed, such as business calls and internet connections at a hotel, provided the charges be incurred while conducting OH business. Travelers should use the least expensive means of obtaining such services.
- 7.2.2 Additional business expenses should be billed centrally to OH where possible such as conference registrations, training courses, deposits for venue rentals, and caterers for conferences.

## **8. Meals**

### **8.1 Rules**

- 8.1.1 You may incur a meal expense when you are:
- on OH business and you are required to be away from the Workplace Area over a normal meal period;
  - on OH business and required to work outside regular working hours and over a normal meal period; or

- on OH business have obtained prior approval for the meal expense.

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

8.1.3 Internal meetings, which do not qualify as Hospitality, are not eligible for catering.

## 8.2 Meals Consumed Within Canada

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

Meal	Meal Reimbursement Rate
Breakfast	\$10.00
Lunch	\$12.50
Dinner	\$22.50

## 8.3 Meals Consumed Outside of Canada

8.3.1 Reimbursements for meal expenses incurred outside of Canada are set out in the appendices of the National Joint Council Travel Directive found at: [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/tbm\\_113/menu-travel-voyage-eng.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/tbm_113/menu-travel-voyage-eng.asp)

8.3.2 These rates are an allowance and include taxes and gratuities.

8.3.3 The following chart sets out when and how to use the appendices:

Travel to	Application
USA (Appendix C)	<ul style="list-style-type: none"> <li>▪ Meal reimbursement rates are the same as the federal rates for Canada but in US funds; will be paid at the Canadian equivalent</li> </ul>
International (outside Canada and continental USA) (Appendix D)	<ul style="list-style-type: none"> <li>▪ Rates are in the funds identified for each country</li> <li>▪ There are often different rates dependent on the city</li> </ul>

## 9. Expenses for Consultants, Contractors and Others

9.1.1 Consultants and Third-party Service Contractors (engaged through a Service(s) Agreement), and Clinical Advisors/Leads (engaged through a Service(s) Agreement or a Secondment Agreement), can submit an invoice to OH, for the reimbursement of allowable expenses, when their contract and Purchase Order, with OH allows for it.

9.1.2 In addition to the Non-Reimbursable Expenses in section 2.8, Consultants, Clinical

Advisors/Leads, and Third-party Service Contractors, are not eligible for:

- Meals/meal allowances, snacks and beverages;
- Hospitality, including without limitation, the provision of food, beverages, accommodation, transportation, entertainment;
- Gratuities;
- Incidentals, including without limitation, communication devices such as smart phones, traffic and parking violations, office supplies, photocopying, teleconferencing etc;
- Memberships, conference, education and related travel costs that the Claimant would normally attend in their primary clinical and/or academic role; and
- Any travel costs, including parking fees, incurred for travel from the Claimant’s home or office to the premises and office of OH of where business travel is regular and a requirement of the job, unless it is for a part-time Clinical Advisor/Lead and their home or office is outside the Greater Toronto Area.

## 10. Hospitality Expenses

10.1.1 Hospitality is the provision of food, beverages, accommodation, transportation, or other amenities at public expense to people who are not engaged in work for the government of Ontario and any organization covered by the Broader Public Sector Expenses Directive. Functions may qualify as Hospitality Events where a reasonable number of attendees (more than 50%) are eligible. Regular and reoccurring committee meetings are to be viewed as internal meetings, even if the majority of attendees are outside stakeholders.

10.1.2 Hospitality must be provided in an economical and consistent manner and should be reasonable given:

- The purpose of the function;
- Size of function and guests’ status; and
- The location, number of attendees, and types of meals should be carefully considered.

10.1.3. Hospitality events should occur at OH facilities if available and appropriate. All claims for hospitality events require pre-approval with completion of the Hospitality Approval Form.

10.1.4. Hospitality expenses should be invoiced directly to OH when possible.

10.1.5. While not prescribed limits, the following table identifies reasonable ranges, for meals served at hospitality events. These ranges include the cost of any snacks between meals, taxes, gratuities, and any service charges.

Meal	Hospitality Range (per person)
Breakfast	\$15-\$20
Lunch	\$25-\$30
Dinner	\$40-\$50

<b>Policy Change History</b>	
<b>Revision Number:</b>	<b>#1</b>
<b>Date of Approval:</b>	<b>February 12, 2020</b>
<b>Description of Change:</b>	<b>1. Revision resulting from issuance of January 2020 version of Travel, Meal and Hospitality Expenses Directive</b>