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Title: FIN & INFO – Expense Reimbursement Policy	

Applies to: All employees traveling on Hamilton Health Sciences business

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Hamilton Health Sciences is committed to the responsible use of the organization's resources and taxpayer dollars. It is recognized that occasionally individuals (including staff, physicians, volunteers, and board members) will incur travel and business expenses related to hospital business.

For the purpose of this policy and the expense rules, managers have the administrative authority to make decisions and choices, while maintaining compliance with this policy and the rules. All decisions made under the expense rules should be taken very seriously.

- 1.0 Purpose & Scope**
- 1.1** To outline the process for reimbursement, outline expenses that qualify for reimbursement, and educate the user on which expenses are not eligible for reimbursement.
- 2.0 Policy**
- 2.1** Approvers are accountable for their decisions, which should be:

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- i. Subject to good judgment and knowledge of the situation
- ii. Exercised in appropriate circumstances; and
- iii. Comply with the principles and mandatory requirements set out in this policy and the Broader Public Sector expense rules.

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

- i. Able to stand up to scrutiny by the auditors and members of the public
- ii. Properly explained and documented
- iii. Fair and equitable
- iv. Reasonable
- v. Appropriate

2.3 The following chart identifies the authority level for approval of expense claims.

Claims Applicant	Authority Approval level
Supervisor/Coordinators and Front line staff	Immediate Supervisor (Manager)
Manager	Immediate Supervisor (Director)
Director	Immediate Supervisor (VP, AVP, EVP)
VP, AVP	Immediate Supervisor (EVP, President)
President and CEO	Board Member
Board Member	Chair of the Board

2.4 The Hospital covers the cost of **authorized reimbursable business expenses and hospitality incurred, provided that the expenses submitted are:**

- Work Related
- In compliance with Hospital Procedures and Policies
- Appropriately authorized in Advance
- Reasonable
- Appropriately documented
- Accompanied by **original, scanned, itemized receipts**
- In line with any applicable legislated requirements

As a public institution which aims to use its resources as effectively as possible, all individuals must exercise discretion and care while incurring business expenses. As such, ensuring that travel is necessary and economical, and exploring other options such as teleconferences and video conferencing is encouraged where feasible.

2.5 Approval and Signing Authority

2.5.1 Accountability Framework

- Expenses must be approved by the appropriate "Signing Authority", one level higher than the person claiming the expense. (Refer to **Approval Authority Schedule** (AAS), (formerly Signing Authorization Policy)

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Approvers are prohibited from approving their own expenses directly or indirectly. If the expense is for a group function, the most senior person present will submit the claim for approval. For example, if a less senior person pays for the event where the approver is present, the approver cannot authorize the payment, it must escalate to the next higher level.

- Individuals must have advance approval to incur travel expenses on behalf of the Hospital. The traveler and individual who approve payment are responsible for ensuring claims for expenses are in accordance with this policy.
- When Authorizing expenses, Approvers must exercise:
 - Good judgment and knowledge of the situation
 - Ensure the expenses are fair and equitable
 - Ensure there is proper documentation attached to each claim such as **original, scanned itemized** receipts
 - Ensure the expenses can stand up to audit and public scrutiny
 - Ensure the expenses are reasonable and appropriate
 - Ensure the expenses comply with the principles and mandatory requirements set out in this policy
- The Financial Services Department is responsible for returning unsupported expense claims, which do not comply with this policy.

Please note, should there be a situation where an overpayment to a claimant is made in error, this will be considered a debt owing to the hospital and must be repaid.

2.6 Submitting an Expense Claim-Travel Expense Module (TEM):
NOTE: As of May 1, 2013 the previous Employee Expense Form will no longer be accepted. You must access the electronic Travel Expense Module.

Access to the Travel Expense Module will be granted by Accounts Payable, Finance. Please refer to the below TEM FAQ document which outlines the all access instructions.



TEM FAQ's.doc

Employees are responsible for notifying the Accounts Payable department of any changes to their banking information. Expense claims which are returned by the bank due to invalid account information, will be processed with the next scheduled payment run.

2.7 Receipts

- 2.7.1 Original, Scanned, detailed, itemized receipts are required to support an expense claim. (e.g. hotel receipt, parking receipt, itemized meal receipts) Credit Card Statements, Credit card receipts, canceled cheques, or "paid" notices are **NOT**

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- acceptable. These must be scanned to each Travel Expense Claim.
- Meals and other expenditures not supported by detailed receipts (i.e. only the credit card receipt is provided) will **NOT** be reimbursed.
 - Electronic ticketing (or “ticket-less” travel) is where a traveler has arranged for air travel and no hardcopy ticket is produced. Travelers using e-tickets are to provide the faxed or e-mailed confirmation of their travel itinerary and receipt.
 - Paper tickets will require the passenger to include the boarding pass and ticket with the invoice for reimbursement; scanned copies will be accepted.

2.7.2 If the original, scanned receipt is not available or not possible, you must submit a written explanation for the claim explaining why the original receipt is not available and submit your entire claim to Finance who in-turn will submit to the Chief Financial Officer for approval. If this exception is approved, it can then be submitted with your claim for payment.

2.8 Ineligible Expense Claims

2.8.1 **Below is a list of expenses which will NOT be reimbursed by the Hospital.**

1. Beverages containing Alcohol, or any other Alcohol expenditures
2. Annual fees or Interest charges on outstanding charge card balances with the exception of CIBC Visa cards issued to HHSC staff, in care of HHS.
3. Other incidentals such as newspapers, toothbrushes, haircuts, dry-cleaning services, and any other products or services that would normally be expected to be consumed by the individual while not on business
4. Lost baggage, or Excess personal baggage charges
5. Lost or stolen personal property
6. Movie, or other in-room entertainment
7. Mini-bar charges
8. Expenses for failure to cancel transportation or hotel reservations when appropriate notice period is provided (cancellation insurance is not allowable)
9. Parking and traffic fines
10. Fuel Charges related to private vehicles(not applicable to rental vehicles)
11. Reimbursement of meal and hospitality expenses for consultants and other contractors
11. Baby-sitting
12. Briefcases, bags, cases and/or luggage purchased for the personal use of HHSC staff.
13. Maintenance expenses on personal vehicles
14. Additional Insurance Coverage and/or Deductibles, including, but not limited to the purchase of additional travel, health, cancellation, vehicle rental or life insurance
15. Membership Fees for fitness, recreation, or for professional associations which do not benefit the hospital but provide a personal benefit to the individual.
16. Gifts (Floral, cards or Other), purchased for an employee, individual or

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group. These purchases should be supported through internal fund raising.

17. Retirement Gifts are not allowable. These purchases should be supported through internal fund raising.
18. Any expense that is identified as a perquisite under Section 4.1 of the Broader Public Sector Perquisites Directive (such as, but not limited to, club memberships, season tickets to sporting or cultural events, access to private health clinics, professional advisory services for personal matters.)
19. Gift Cards/ "near" Cash Gifts
20. Consumable goods purchased for an employee, individual or group.

3.0 Travel and Transportation

3.1 Air

- 3.1.1 Air Travel is permitted if it is the most practical and economical way to travel. It is the responsibility of the traveler to obtain the most economical airfare available consistent with the purpose of the trip. Whenever possible, travelers should take advantage of discounts. Economy (coach) class is the standard option for your ticket purchase.
- 3.1.2 Travel in Business Class must have prior approval by the CFO or in the case of the CEO, Board chair, and may be considered in the following cases:
 - On international flights; or
 - On flights within Canada and the continental United States if related to the provision of reasonable accommodation (e.g. health reasons)
 Pursuant to section 2.7 original boarding passes and or an electronic boarding pass must accompany expense claim.

3.2 Train

- 3.2.1 Travel by train is permitted when it is the most practical and economic way to travel.
- 3.2.2 A coach class economy fare is the standard.
- 3.2.3 Pursuant to section 2.7.1, original receipt must accompany the expense claim.

3.3 Taxi and Public Transportation

- 3.3.1 Reasonable expenditures for taxis and public transportation to and from airports, railway stations, between appointments, hotel locations, and meeting places are reimbursable.
- 3.3.2 Pursuant to section 2.7 original, scanned receipts must accompany the expense claim.

3.4 Private Automobile

- 3.4.1 Travel by private automobile may be necessary to save time, or to reduce costs when a number of persons are traveling together. Reimbursement to the driver is calculated by applying the Km/Mileage rate to the actual driving distance by the most direct route. Cost must not exceed full economy airfare to the same location.
- 3.4.2 Rates agreed to in Collective Agreements will supersede the corporate allowance. A list of established Kilometers and dollars to be claimed for travel between

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various sites can be found as Appendix "A". Mileage Claims to attend conferences where there was no overnight stay etc. will require supporting documents to accompany the claim, i.e. Conference Registration confirmation sheet, Conference advertisement indicating address and or location must be scanned with electronic claim.

- 3.4.3 In all cases, claims are to be submitted no later than 90 calendar days after the end of the month in which the travel occurred.
- 3.4.4 The cost of transportation between an employee's residence and any of HHS sites is not reimbursed.
- 3.4.5 Parking at any HHS site is not reimbursed. Staff traveling regularly between sites may request a multi-site transponder. HHS staff is responsible for the cost of parking.
- 3.4.6 Parking vouchers which are available for purchase by department managers are intended for use by visitors and by HHS employees traveling infrequently between sites for meetings to cover parking costs. Staff required to travel on more than 2 occasions per month must request multi-site transponders. Taxi travel used as an alternative will not be reimbursed.
- 3.4.7 The use of toll highways, including but not limited to Highway 407 (ETR) will be reimbursed if used while on business travel time. Personal travel toll charges will not be reimbursed. All requests must be supported by an invoice.
- 3.4.8 Car-pooling and use of HHS Shuttle service is to be used whenever practical.
- 3.4.9 Employees using their vehicles for hospital business are responsible for ensuring that they have appropriate insurance coverage including an adequate amount of coverage for business use.
A minimum of \$1 million liability coverage is recommended. Deductibles are not reimbursed.

3.5 Car Rental

- 3.5.1 Staff and Physicians may wish to rent an automobile to save time, reduce cost or for convenience. It is recommended that the vehicle selected is the size that fits the number of people traveling.
The standard is mid-size.
- 3.5.2 Full-sized vehicles may be justified after considering such items as the number of passengers, amount of goods to be carried and the physical needs of the employee. Corporate or special rates are to be sought.
- 3.5.3 Collision damage waiver (CDW) insurance is not required since HHSC has this coverage through its insurance provider. The cost of personal accident insurance (PAI) is not reimbursed.
- 3.5.4 Cars should be returned with a full tank of gas to the rental agency. Additional charges related to refueling will not be reimbursed. Pursuant to section 2.7.1 original, scanned receipts must accompany the expense claim.

3.6 Out of Province/Country Medical or Vehicle Insurance

- 3.6.1 Currently, Hamilton Health Science's insurance company covers both collision and liability for travel within Canada. Collision is covered by the HHS insurance broker for travel outside of Canada. HHSC liability insurance will only cover if any subsequent lawsuit is tried in Canada.

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3.6.2 Staff is permitted to purchase personal accident insurance for rental vehicles outside of Canada. Only pre-approved insurance expenses will be reimbursed.

3.7 Other Transportation

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

3.7.2 Pursuant to section 2.7.1 original, scanned receipts must accompany the expense claim.

3.8 Travel Advances

3.8.1 Employees are provided with a travel advance to cover expenses only where the expenses cannot be paid directly by HHS or that cannot be purchased using a personal credit card.

- The employee must provide all relevant documentation in order to clear the advance. This may include a boarding pass, itinerary, and other items that would normally be found in an employee reimbursement form.
- An advance must be requested at least two weeks prior to departure. Authorization for an advance must be provided by the employee's immediate supervisor, or above. The lowest level of authorization is Department Head or Director. An advance is paid in Canadian Dollars.
- Advances are provided by direct deposit into the employee's bank account.
- Advances less than \$200.00 will not be considered.

3.9 Accommodation and Meals

3.9.1 ACCOMMODATION

- Travelers should use standard and moderately priced accommodation whenever possible and dine in restaurants of equivalent quality. It is recognized that certain circumstances (e.g. conferences) may influence which hotel is used.
- Employees sharing accommodations with non-employees (e.g. spouses) are responsible for paying the difference between single and double rates.
- Charges incurred as a result of not canceling a hotel reservation are the responsibility of the employee.
- Shared accommodation is not required.
- Under normal circumstances, accommodations are not necessary for destinations within a 100 kilometer radius of Hamilton city centre or the employee's residence. In exceptional circumstances, an employee may have a need to stay overnight. Exceptional circumstances may include:
 - situations where travel is considered unsafe;
 - where a conference exceeds two days; or
 - Where evening sessions are part of the conference schedule.
 - If the conference exceeds a day and the second day starts early (e.g. 8 am)

3.9.2 MEALS

- Reimbursement for meals will be limited to reasonable amounts in the particular circumstances and must be supported by an ORIGINAL DETAILED

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receipt. Please refer to the **guideline** below.

- Reasonable out of pocket costs for personal meals, up to a maximum **Daily Allowance of \$50.00**.
- Claims for meals other than those of the claimant, must show name(s) and particulars of the meal expense claim. (Maximum daily allowance includes taxes and gratuities).

3.10 Other Travel Situations

3.10.1 Extended Stay:

Employees may wish to extend the duration of a trip and reduce the cost of airfare. This practice is acceptable as long as the transportation savings are greater than the increased costs of accommodation and meals.

3.10.2 Spousal Travel:

Spouses and common-law partners may travel with employees. However, no costs associated with the travel, including meals are reimbursed.

4.0 Non-Travel Reimbursement

4.1 Expenses in this category should be considered reasonable and infrequent (i.e. not part of regular routine).

A written request must be submitted using the PRE-Approval Expense Form below including justification and benefits which are to be achieved for the expense or event. At minimum VP Approval will be required.

4.1.1 Expense claims for Staff Lunch and Learn, Management Retreats, Strategic Planning events, Staff Education, Celebratory Lunch/Dinners, Retirement celebrations (cake and beverages) and Staff Appreciation events (i.e. BBQ, pizza celebrations, milestone events) need to be limited and non-routine. At minimum VP approval will be required. A written request must include justification for the expense or event, and the benefits which are to be achieved.

4.1.2 Expense claims for fundraising events such as galas, golf tournaments etc. will need to include justification for the event. At minimum VP approval will be required. A written request must include justification for the expense or event, and the benefits which are to be achieved.

4.1.3 Expense Claims for appliances, such as microwaves, toasters, kettles, refrigerators for the personal use of HHSC staff will require at minimum VP approval. A written request to support the claim, must include justification for the expense.

A written request for the above expenses must be submitted using the PRE-Approval Expense Form below including justification and benefits which are to be achieved for the expense or event. At minimum VP Approval will be required. Each VP approval form must accompany your Electronic Expense claim.

FINANCE - FORM - Hamilton Health Sciences Expense Pre-approval and Justification

4.1.4 Requests for Refreshments/Catering at in-house meetings (internal catering or external catering) will only be reimbursed if the meeting or event is longer than 2 hours in length(not inclusive of Board Meetings). Please refer to Catering Guidelines in Appendix B.

4.1.5 Expense claims for Business Meeting Meals with BPS Organization Members must

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include purpose of meeting, and list of all attendees. At Minimum VP approval will be required.

5.0 Definitions

Hospitality is defined as the provision of food, beverage, accommodation, transportation and other amenities paid out of public funds, to people who are not engaged to work for:

- Designated BPS organization (i.e. those covered by the BPS directive)
- Any of the Ontario government ministries, agencies, and public entities covered by the Ontario Public Service Travel, Meal and Hospitality Expenses Directive.

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

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

Examples may Include, but not limited to charity golf tournaments, and fundraising events.

All Hospitality expenses must be described in detail (names of individuals in attendance, purpose of event, and benefit attained by attending the event).

6.0 Cross References

Approval Authority Schedule (AAS)(Formerly Signing Authorization Policy)
 Cheque Signing Policy
 BPS Directive

7.0 Developed By

Financial Services Department

8.0 Approved By

Vice President Finance & CFO
 Executive Council

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Appendix A: Kilometer Rates-

SITE to SITE	Distance in Km One Way	Cost @ \$.44 per Km	Distance in Km Round Trip	Cost Round Trip @ \$.44 per Km
Hamilton General - St. Joseph's Hospital	4.8	\$2.11	9.60	\$4.22
Hamilton General - JHCC	5.4	\$2.38	10.80	\$4.75
Hamilton General-McMaster	7.7	\$3.39	15.40	\$6.78
Hamilton General - Chedoke	9.4	\$4.14	18.80	\$8.27
Hamilton General - Mohawk College	5	\$2.20	10.00	\$4.40
Hamilton General - St. Peter's	3.7	\$1.63	7.40	\$3.26
Hamilton General-West Lincoln Memorial Hospital	28.70	\$12.63	57.40	\$25.27
JHCC - St. Joseph's Hospital	2.6	\$1.14	5.20	\$2.29
JHCC - Hamilton General	5.4	\$2.38	10.80	\$4.75
JHCC - McMaster	9.3	\$4.09	18.60	\$8.18
JHCC- Chedoke	8.7	\$3.83	17.40	\$7.66
JHCC -Mohawk College	4.3	\$1.89	8.60	\$3.78
JHCC - St. Peter's	5.2	\$2.29	10.40	\$4.58
JHCC- Joseph Brant Memorial Hospital	17.6	\$7.74	35.20	\$15.49
JHCC – Groves Memorial Hospital	76.6	\$33.70	153.20	\$67.41
JHCC – West Lincoln Memorial Hospital	29.5	\$12.98	59.00	\$25.96
McMaster - St. Joseph's Hospital	5.8	\$2.55	11.60	\$5.10
McMaster – Hamilton General	7.7	\$3.39	15.40	\$6.78
McMaster - Chedoke	10.9	\$4.80	21.80	\$9.59
McMaster – JHCC	9.3	\$4.09	18.60	\$8.18

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SITE to SITE	Distance in Km One Way	Cost @ \$.44 per Km	Distance in Km Round Trip	Cost Round Trip @ \$.44 per Km
McMaster-West Lincoln Memorial Hospital	35.40	\$15.58	70.80	\$31.15
McMaster - Mohawk College	15.3	\$6.73	30.60	\$13.46
McMaster - St. Peter's	9.5	\$4.18	19.00	\$8.36
Chedoke - St. Joseph's Hospital	4.8	\$2.11	9.60	\$4.22
Chedoke - Hamilton General	9.4	\$4.14	18.80	\$8.27
Chedoke - JHCC	8.7	\$3.83	17.40	\$7.66
Chedoke - McMaster	10.9	\$4.80	21.80	\$9.59
Chedoke - Mohawk College	4.4	\$1.94	8.80	\$3.87
Chedoke - St. Peter's	9.1	\$4.00	18.20	\$8.01
St. Peter's - St. Joseph's Hospital	5.1	\$2.24	10.20	\$4.49
St. Peter's - Hamilton General	3.7	\$1.63	7.40	\$3.26
St. Peter's - JHCC	5.2	\$2.29	10.40	\$4.58
St. Peter's - McMaster	9.5	\$4.18	19.00	\$8.36
St. Peter's - Chedoke	9.1	\$4.00	18.20	\$8.01
St. Peter's - Mohawk College	4.7	\$2.07	9.40	\$4.14
St. Joseph's Hospital - Hamilton General	4.8	\$2.11	9.60	\$4.22
St. Joseph's Hospital - JHCC	2.6	\$1.14	5.20	\$2.29
St. Joseph's Hospital - McMaster	5.8	\$2.55	11.60	\$5.10
St. Joseph's Hospital - Chedoke	4.8	\$2.11	9.60	\$4.22
St. Joseph's Hospital - Mohawk College	0.4	\$0.18	0.80	\$0.35
St. Joseph's Hospital - St. Peter's	5.1	\$2.24	10.20	\$4.49

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SITE to SITE	Distance in Km One Way	Cost @ \$.44 per Km	Distance in Km Round Trip	Cost Round Trip @ \$.44 per Km
Mohawk College - St. Joseph's Hospital	0.4	\$0.18	0.80	\$0.35
Mohawk College - Hamilton General	5	\$2.20	10.00	\$4.40
Mohawk College - JHCC	4.3	\$1.89	8.60	\$3.78
Mohawk College - McMaster	15.3	\$6.73	30.60	\$13.46
Mohawk College - Chedoke	4.4	\$1.94	8.80	\$3.87
Mohawk College - St. Peter's	4.7	\$2.07	9.40	\$4.14

The above mileage is based on parking lot to parking lot with the addition of 2/10ths Km per trip to allow for exiting parking lot, and finding of parking place.
All mileage is based on the most direct route (main arteries) and does allow for short cuts i.e. side streets, etc.

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Appendix B: Catering Guidelines

This guideline has been developed to provide guidance to staff regarding the appropriate use of both hospital catering resources and any external catering resources. Catering services can be provided as nourishment to employees when they are required to attend meetings or functions during meal times, during personal time (i.e. before and after regular business hours) and in recognition for special milestone events (not inclusive of Board Meetings).

Standing Meetings

Standing Meetings are defined as departmental, executive or committee meetings which could occur on a regularly scheduled basis (e.g. weekly, monthly, and quarterly).

For Standing Meetings:

- **Catering services can be provided if the event or meeting is longer than two hours and follows the above guidelines; (before and after regular business hours, during meal times)**
- **A detailed invoice must accompany each catering order, with all attendees listed, and a description of the event or meeting**
- **ALL Orders placed must be properly authorized, following the Approval Authority Schedule (AAS, Formerly Signing Authorization Policy.) Included with the detailed invoice submission will be a list of all attendees, along with the description of the event and/or agenda.**

Special Events

Special Event is defined as a one time, annual or infrequently occurring event (e.g. Staff Holiday Tea, Special Milestone events)

For Special Events:

- **All events must be pre-approved by the appropriate Senior Executive or Delegate**
- **The expenses comply with the principles and mandatory requirements set out in this policy**
- **This guideline also applies to all off-site events where food is purchased privately**

For HHSVA Catering (click link below)

[Volunteer Association Catering Order Form](#)

For St. Peters Hospital Catering Form (click link below)

[SPH - FORM - On Line Catering Requisition](#)

END OF DOCUMENT- For internal use only at HHSC. Persons reviewing a hard copy of this document should refer to the electronic version posted in the Policy Library to ensure this copy is current.