

NUMBER: C-210
EFFECTIVE: April 1, 2011
APPROVED: March 29, 2011
UPDATED: February 21, 2012

HOSPITAL POLICIES AND PROCEDURES MANUAL

APPROVED BY: Administrative Committee

TRAVEL, MEAL AND HOSPITALITY EXPENSES

INTENT

The purpose of this policy is to set out the requirement for QCH to establish expense rules where expenses are reimbursed from public funds, adhering to the Broader Public Sector (BPS) Accountability Agreement Expense Directives. These expense rules apply to Employees, Board members, Volunteers, Medical staff, and Consultants or Contractors engaged by the Hospital.

APPROVAL AUTHORITY

- Travel, meal and hospitality expenses should be pre-authorized. Such authorization shall be obtained from the department head.
- Approvers are prohibited from approving their own expenses. Additionally, expenses incurred for a group of Hospital personnel must be claimed by the individual with the highest organizational seniority present at the function. i.e. at a function with eligible expenses attended by a Director, VP, and CEO of the Hospital, the expenses must be claimed by the CEO.
- Expenses incurred by the Vice Presidents and Chief of Staff shall be reviewed and approved by the President and CEO.
- Expenses incurred by the President and CEO shall be reviewed and approved by the Vice President, Finance and Corporate Services and Board Chair.
- Expenses incurred by Board members, shall be reviewed and approved by the CEO and the Vice President, Finance and Corporate Services.
- Preauthorization by the CEO is required for all international travel.

TRAVEL:

- Travel includes local and non-local travel.

Local travel

- Employees will only be reimbursed for local travel from QCH to the off-site location as required to perform the employee's job duties. Refer to "Privately Owned Vehicles" section below regarding use of privately owned vehicles.

Non-local travel

- Non-local travel should be booked through QCH's appointed Travel Agency (Appendix A), unless a better rate can be found. The traveller must ensure that QCH's Travel Agency is aware of all special rates found (conference or discount rate).
- QCH will not reimburse expenses incurred through other agencies without documented confirmation that the rate is more economical than booking through QCH's Travel Agency.
- When personal travel is combined with business travel, the staff member will be reimbursed for only the business portion of the trip at the lowest available fare. Personal travel does not include travel to or from home when travelling for business.
- It is the responsibility of the authorizing officer to determine before the journey commences that the travel is necessary, and that the projected transportation and living expenses fall within the spirit and intent of the provisions of this policy and that the appropriate budget is available.
- Before travelling outside Canada, staff should contact the Human Resources Department to confirm whether or not they have out of country benefit coverage when travelling. If employees are not covered, they are advised to purchase travel benefits through QCH's appointed Travel Agency (Appendix A).
- In the event that travel is cancelled, any travel expenses that have been reimbursed to the staff member by the vendor, including but not limited to the cost of train or flight tickets, must be reimbursed to the hospital within thirty (30) days of such cancellation.
- All transportation within North America must be economy fare or equivalent business whichever one is the least expensive.
- Taxis may be authorized if justifiable and reasonable. Rentals should be made from our corporate contract suppliers.
- Rental vehicles may be authorized in advance where economical and other forms of conveyance are not practical. Compact or mid-sized cars shall be used.

PRIVATELY OWNED VEHICLES

- When travel by privately owned vehicles is authorized, reimbursement shall not exceed the equivalent of commercial transportation cost, and shall be at current authorized rates. (see Appendix A)

- If the use of the privately owned vehicle is at the employee's request, the employee shall be required to use vacation leave for any travelling time during working hours which exceeds the time required by commercial carrier.
- No additional amount shall be paid for more than one employee in a car.
- When an employee uses their vehicle for Hospital business travel, it is the responsibility of the employee to ensure that he/she has a valid driver's license and adequate and current vehicle insurance.
- When purchasing automobile insurance, employees who are required to use a vehicle in the performance of their job, must advise their insurance broker that they will be using their vehicle for "business purposes". Failure to correctly insure your vehicle may result in a claim being denied.
- Employees who may be required to use a vehicle in the performance of their duties must:
 - Provide a copy of their valid driver's license to their HR file;
 - Have valid automobile insurance with adequate liability insurance and the required coverage type for using their vehicle for company business;
 - Ensure that their vehicle is in good working order at all times;
 - Assume sole responsibility for their individual policy and payment of insurance premiums; and
 - Assume full responsibility for the cost of fines resulting from traffic violations, parking tickets, theft, loss or damage to their vehicle etc. while driving on hospital business.

ACCOMMODATION

- Accommodation applies only to non-local travel.
- QCH will reimburse for standard room accommodation costs. Employees are expected to choose an economical accommodation that minimizes costs while staying within a reasonable and safe distance of their destination (i.e. a hotel across the street from a conference center may be more cost effective than the hotel at the conference center itself).
- Incidental expenses such as dry cleaning, toiletries and in-room videos will not be reimbursed.

TELEPHONE CALLS

- An employee shall be reimbursed for the cost incurred for necessary local and long distance telephone calls. Wherever possible, you are expected to use the least expensive

means of communication while travelling. Arrangements should be made through IS/IT prior to travelling. Refer to Corporate Policy L - 001 Appropriate Use of Information Technology.

MEALS

Travel

- Meals for travel applies only to non-local travel, unless specifically approved by a Director or Vice-President
- QCH will reimburse for meals while travelling, up to a maximum daily rate (Appendix A). Meal receipts are required.
- If meals are included within the cost of a course/conference, a meal reimbursement will not be provided.
- Reasonable gratuities (maximum 15%) will be reimbursed

Internal

- See under "Hospitality" section in this policy document

ALCOHOL

- QCH prohibits claiming and being reimbursed for alcohol expenses as part of a travel or meal expense claim.
- Service of alcohol at a hospitality event or a hospital staff event may be permitted but must be pre-approved by the CEO. See next sections for rules regarding hospitality and staff events.
- Alcohol should be provided in a responsible manner; food should always be served when alcohol is available.

HOSPITALITY

- **Hospitality** is the provision of food, beverages, accommodation, transportation or other amenities at the hospital's expense to persons who are not engaged in work for the hospital.
- Hospitality should be extended in an economical, consistent and appropriate way when it will facilitate hospital business or is considered desirable as a matter of courtesy. These functions must be approved by the CEO or CEO delegate.
- Functions involving **only** those individuals mentioned in the Intent of this Policy (ie. Employees, Board members, volunteers and medical staff), are not considered hospitality

functions and cannot be reimbursed. This means that hospitality may never be offered solely for the benefit of anyone covered by this policy e.g. staff lunches, office social events, holiday lunches

Note: Internal staff events that are pre-approved by the CEO are not considered **hospitality** functions, for the purposes of the BPS Expense Directives. QCH will continue to support employee, volunteer and Board recognition events, retirement parties, in-house corporate orientation, and other events pre-approved by the CEO.

Caterings at meetings are the exception, not the norm, and the following criteria are to be used when booking caterings:

- Meetings held after 1600 hours or before 0800 hours for Hospital Staff / Physicians / Volunteers may be provided with catering services.
- Meetings that involve an external, **non-BPS** agency or contingent from another **non-BPS** facility or organization may be provided with catering services.
- General Orientation will be provided with catering services.
- Meetings of duration greater than 6 hours or meetings involving **non-BPS** external agencies may be provided with catering services on the approval of the Director.
- A cost center plus **description of the purpose of the meeting and list of attendees** is required for all catering (a cost center is a mandatory field in Meditech Online room booking). If externally funded, the department must enter their own cost center, then recover funds from the external funder.
- Under no circumstances can hospitality, incidental or food expenses be considered allowable expenses for Consultants and Contractors.

EXPENSES FOR CONSULTANTS and OTHER CONTRACTORS

- Reimbursement for allowable expenses can be claimed and reimbursed when the contract specifically provides for it. Examples of these allowable expenses could include:
 - Lodging
 - Non local travel
- All efforts should be made to negotiate terms in compliance with the QCH Travel Policy.

TRAVEL ADVANCES

- QCH will provide cash advances only on an exception basis and these must be approved by a Vice President.

PERSONAL CLAIMS / FORMS

- Expenses incurred by employees shall be claimed by submitting the details of these

expenses along with all supporting documentation (i.e. original receipt) as applicable (see Appendix B).

- Personal expense claim forms (see Appendix C) must be properly completed and authorized as per section 1 of this Policy before forwarding a hard copy of the form to Financial Services (found on S:\Corporate Policy & Procedure Manual\C - Finance).
- Expense claims must be completed in Canadian dollars. For expenses incurred in a currency other than Canadian dollars, it is the employee's responsibility to provide an appropriate conversion rate for the expense based on the date of the transaction. A conversion calculator can be found at:
<http://www.bankofcanada.ca/rates/exchange/10-year-converter/>
- Certain personal expenses will not be reimbursed. Such expenses include but are not limited to expenses for:
 - Unlawful conduct
 - Traffic and parking violations incurred while driving on hospital business
 - Recreational purposes (e.g. video rentals, mini-bars, special facilities charges, entertainment not directly related to hospital business, etc.)
 - Personal items not required to conduct hospital business
 - Alcoholic drinks
 - Expenses incurred due to the presence of friends or family members
 - Hotel expenses incurred because of failure to cancel reservations
 - Credit card fees and late payment charges
 - Additional ancillary charges such as premiums for failure to refill fuel in a rental car

REFERENCES:

- B - 105 Conflict of Interest
- L - 001 Appropriate Use of Information Technology
- B - 040 Room Booking, Internal Catering

APPENDIX A

1. QCH TRAVEL AGENCY

UNIGLOBE Premier Travel Planners Inc.
100 – 24 Selkirk
Ottawa ON K1L 6N2

(613) 230-7411
Enquiries - QCH Portfolio

New QCH travellers are to complete the **Uniglobe Personal Profile Form:**

<<http://www.premiergroup.com/business/uptpi_personal_profile_form.pdf>>

2. PERSONAL AUTOMOBILE INSURANCE

\$0.43/kilometre

3. MAXIMUM DAILY MEAL REIMBURSEMENT

\$60.00 per day (in local currency, i.e. USD if travel to the United States)

APPENDIX B

SUPPORTING DOCUMENTATION

Supporting documents for meals/restaurants, accommodation, travel, entertainment, office and sundry expenses, etc., other than mileage and other allowances, must have:

- An invoice or sales receipt, and
- An indication of proof of payment

The invoice or sales receipt must provide;

- Business, company or store name
- Date on invoice or receipt that the good or service is paid or payable
- Amount paid or payable
- A brief description of goods or services (employer will supplement where necessary)
- An indication of the total amount of GST/HST charged or that GST/HST is included in the price for each taxable supply at the applicable GST/HST rate (for total sales > \$30)
- The company's "Business Number" or GST/HST registrant number (for total sales > \$30)
- The invoice or sales receipt must provide applicable taxes.

The proof of payment can include a copy of the credit card or debit card receipt or credit card statement or an indication by the vendor on the invoice or sales receipt that it was paid and method of payment.

This documentation is required to ensure all such payments have complete supporting back-up as bona fide expenditures of the hospital and is also required by the Canada Revenue Agency/GST/HST for the Hospital to substantiate its claims for GST/HST rebates. Under a GST/HST audit, the Hospital could be found liable to pay back GST/HST refund claims for which it did not have proper documentation. For mileage claims, the invoice and sales receipt documentation discussed above is not required.

Simply submitting a credit card or debit card receipt alone is generally not considered sufficient documentation by CRA as it does not contain all of the required GST/HST information. The initial invoice, sales receipt or bill should accompany the credit or debit card receipt. Expense reimbursement claims that do not contain the required documentation cannot be processed and will be returned to the person requesting reimbursement.

Any questions on the required documentation should be directed to Financial Services

APPENDIX C

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