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|  Policy & Procedure Manuals | Numéro/Number: FIN 08 | | |
| | Sujet/Subject: Travel, Meal and Hospitality Expenses | | |
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| | En vigueur à/ Applies to: ÉBH SVH SLR ÉBR | | |
| Service responsable/ Department Responsible: Finance | | Approuvé par/ Approved by: President and CEO | |

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Bruyère Continuing Care related entities include: BRI, Bruyère Foundation, Bruyère Village, Family Medicine, Geriatric Psychiatry Community Services of Ottawa (GPCSO), Bruyère Academic Medical Organization (BAMO).

This policy applies where Bruyère acts as the paymaster.

All reference to “**business**” applies only to Bruyère business.

1.0 POLICY

1.1 In order to manage the reimbursement of expenses in a fair and reasonable manner, travel, meal and hospitality expenses will be reimbursed based on the following principles.

1.2 Expenses must:

- be work-related;
- respect the values of Bruyère by being modest and appropriate; and
- strike a balance between economy, health and safety, and efficiency of operations.

1.3 Expenses of a personal nature will not be reimbursed, including but not limited to expenses for:

- recreational purposes (e.g., video rentals, mini-bars, etc.);
- personal items;
- fines for traffic and parking violations;
- social events that do not constitute hospitality as described below;
- alcoholic drinks, unless part of hospitality as described below; and
- friends or family members, unless part of hospitality as described below.

1.4 All claims must be made on a timely basis (at least every three months), adhering to guidelines issued at year end by the Finance department. Itemized receipts must be submitted with all claims unless otherwise indicated below. Credit card slips by themselves are insufficient to support a claim for reimbursement.

1.5 Overpayments (amounts reimbursed or paid that are not in accordance with this policy) will be recovered from the claimant when applicable.

1.6 Claimants are responsible to comply with this policy, and to seek clarification from their managers as needed. Managers who approve reimbursement claims are responsible for monitoring and ensuring compliance, and for taking appropriate corrective action as necessary.

1.7 Bruyère assumes no obligation to reimburse expenses that are not in compliance with the provisions of this policy.

2.0 EXCEPTIONS

2.1 Requests for reimbursement should not be rejected solely because they arose from mistakes or misinterpretations of the requirements of this policy. Decisions whether to approve reimbursement or to require repayment must be reviewed on a case-by-case basis.

2.2 Principles to guide exceptions include:

- trust – use discretion and latitude to act in a fair and reasonable manner;
- flexibility – accommodate, respond to persons' needs and interests;
- stewardship - ensure consistent, fair and equitable application of this policy, giving consideration to all circumstances while maintaining the shared responsibility for wise and prudent use of public resources.

2.3 Where a manager exercises discretion in making an exception, the rationale for the exception must be documented and accompany the claim for audit purposes.

3.0 BUSINESS TRAVEL

3.1 Business travel must be pre-authorized and approved in writing by the appropriate authority, on a [Request to Attend Form](#)

(A115006), scanned and sent electronically to finance@bruyere.org.

3.2 Travel arrangements must be made through the designated travel agency and charged to the Corporate Travel Card (refer to the Finance page on InfoNet for additional details).

3.3 Business travel requirements must be detailed on a Travel Request form (A115015), scanned and sent electronically to finance@bruyere.org.

3.4 Travel by air (economy class) or by rail (coach class) is permitted when this is the most practical and economical way to travel.

3.5 Staff travelling on business may participate in loyalty programs (e.g., frequent flyer programs), provided that they select the most cost-effective mode of travel.

3.6 In determining the number of senior staff traveling together in the same plane, train or automobile, consideration should be given to continuity needs to reduce the risk of disruption to Bruyère.

Local Travel

3.7 The preferred method of local travel is through the reimbursement of usage of a personal vehicle on a per kilometre basis, at a rate determined by Finance department, plus parking expenses, if applicable. (See Finance page on InfoNet for current rate.)

3.8 Claims are submitted on a [Payment Requisition form](#) (A115001). Multiple local travel claims are submitted using a [Local Travel Tracking Form](#) (A115007).

3.9 Taxis should be used by exception, as approved by the manager. Taxi vouchers may be obtained from Telecommunications (**RSL**: from the office of the clinical manager).

4.0 ATTENDANCE AT CONFERENCES, COURSES, MEETING, ETC.

4.1 Staff are reimbursed for pre-authorized travel and education expenses incurred while attending conferences, courses, meetings, etc., locally and out-of-town. Expenses incurred must be reasonable, and must be Bruyère work-related. Advantage should be taken of early registration reductions (i.e., discounted rates).

4.2 Attendance at conferences, courses, meetings, etc. must be pre-authorized and approved in writing by the appropriate authority on a [Request to Attend form](#) (A115006), scanned and sent electronically to finance@bruyere.org.

4.3 All costs should be pre-paid, prior to the event.

5.0 ROAD TRANSPORTATION

5.1 When road transportation is the most practical and economical way to travel, the decision as to whether to use a rental or a personal vehicle should be made based on which is more economical. Staff are strongly encouraged to use rental cars instead of their own vehicles when the total distance to be driven in one day exceeds 200 kilometres. Car rental is not acceptable for local travel.

Car rental requirements must be detailed on a Travel Request form (A115015), scanned and sent electronically to finance@bruyere.org

5.2 The size of a rental car must be the most economical and practical required considering the number of occupants. Exceptions must be documented and approved by the appropriate authority. Luxury and sports car rentals are prohibited.

5.3 Bridge, ferry, and highway tolls and necessary parking fees paid while driving on business will be reimbursed. Receipts must be obtained and submitted when practicable.

5.4 Travel by rail (coach class) is permitted when this is the most practical and economical way to travel.

5.5 Whenever practical, local public transportation and hotel shuttles should be used.

6.0 TRAVEL ACCIDENT INSURANCE

6.1 Bruyère carries basic insurance coverage for staff for accidental injury or death while on authorized business travel.

6.2 Personal vehicles used on business must be insured at the vehicle owner's expense for personal motor vehicle liability. Coverage should be equal to or greater than the minimum liability specified in the Insurance Act. Drivers must satisfy themselves whether their motor vehicle insurance coverage should include business use of their vehicles. Bruyère will not reimburse cost of business use coverage or collision and liability coverage as this cost is already factored in the kilometre rate reimbursement.

6.3 Bruyère assumes no financial responsibility for privately owned vehicles other than paying the kilometre rate when used for business, nor are we responsible for reimbursing deductible amounts related to insurance coverage. Claims cannot be made to Bruyère for damages as a result of a collision.

7.0 ACCOMMODATION

7.1 Accommodation requirements must be detailed on a Travel Request form (A115015), scanned and sent electronically to finance@bruyere.org

7.2 Reimbursement for overnight accommodation within the City of Ottawa will not normally be authorized. Exceptional or emergency

situations that require staff to remain close to their work for long periods in excess of normal working hours may be considered.

7.3 Reimbursement will be made for single accommodation in a standard room. No reimbursement will be made for suites, executive floors, or concierge levels.

7.4 Private stays with family or friends are encouraged when traveling out of town on business.

7.5 For extended stays at one location, long-term accommodation must be arranged on the approval of an immediate supervisor, to take advantage of lower weekly or monthly rates. This may include the rental of an apartment.

7.6 Reasonable gratuities for meals, bellhop, hotel room services, and taxis will be reimbursed. Receipts are not necessary to support reimbursement of these expenses if made in cash.

7.7 Individuals who are away from home for five or more consecutive days shall be reimbursed for reasonable expenses for laundry, dry cleaning and valet services required as a result of conducting business, based on receipts.

7.8 Reimbursement will be made for reasonable cost for necessary personal calls home for each night away. Wherever possible, the most cost effective method should be used, whether Bruyère cell phones or calling cards, in order to minimize costs.

7.9 While travelling on business, additional business expenses not otherwise covered will be reimbursed, such as business calls, air/rail phones, computer access charges, photocopying, word processing services, facsimile transmissions, internet connections, rental and transportation of necessary office equipment, provided the charges are incurred to conduct business. Staff should use the least expensive means of obtaining internet access while traveling.

8.0 MEALS

8.1 The cost of reasonable and appropriate meal expenses will be reimbursed, subject to approval by the claimant's manager, if the expenditure is incurred when the claimant is required to work during or through normal meal periods, or when, during a normal meal period, the claimant is away from his or her main work site on business.

8.2 Itemized receipts must be provided with claims for reimbursement of actual meal expenses including taxes and gratuities. Itemized receipts for meals charged to a room must be requested.

8.3 Reimbursement of meal costs will not include the reimbursement for any alcoholic beverages.

9.0 HOSPITALITY EXPENSES

9.1 Hospitality (the provision of food, beverages, accommodation, transportation or other amenities to persons other than staff at Bruyère) should be extended in an economical, consistent, and appropriate manner when it will facilitate business or is considered desirable as a matter of courtesy.

9.2 Hospitality may be extended on behalf of Bruyère when:

- engaging representatives of governments, the broader public sector, industry, public interest groups or unions in discussions on official matters;
- providing national or international organizations and charitable organizations with an understanding and appreciation of Bruyère;
- sponsoring formal conferences for representatives of other hospitals or for business or labour groups;
- honouring distinguished persons in recognition of exceptional service to Bruyère;
- conducting prestigious ceremonies that are attended by government, distinguished persons from the health sector, or both.

9.3 Staff must use Bruyère facilities when these are appropriate and available. Hospitality in private residences or less formal or recreational settings must have the prior approval of the respective Vice-President.

9.4 Functions should minimize costs but be consistent with:

- the status of the guest(s);
- the number of persons attending; and
- the business purpose to be achieved.

9.5 Hosts must ensure that hospitality expenses are recorded, and that records contain information for each function including the:

- circumstances, including any requiring special authority;
- form of hospitality (breakfast, lunch, dinner, reception, refreshments, etc.);
- cost supported by itemized receipts;
- name and location of the establishment (hospital facility or other);
- number of attendees, listed by category (e.g., guests, government persons);
- names of individuals entertained, their titles and company name;
- approvals by appropriate individuals.

10.0 RESPONSIBILITIES

10.1 Claimants must:

- consider alternatives to travel such as teleconferencing and videoconferencing;
- obtain approval from appropriate authority for travel;
- obtain written authorization in advance, using the appropriate travel request form (authorization for travel after the fact will only be granted exceptionally);

- use designated travel agency and taxi service provider;
- provide the designated travel agent with timely notification of travel requirements; request the lowest fare practicable;
- supply an itinerary to and notify their supervisors of any changes so that they may be contacted in an emergency;
- secure passports and visas, and obtain recommended immunizations or medications before travelling if necessary;
- submit all expense claims on a timely basis;
- report any taxable benefits to Canada Revenue Agency;
- become familiar with, and adhere to, the provisions of this policy; and
- follow applicable conflict of interest rules and/or regulations.

When submitting expense claims:

- verify the travel and other business-related expenses;
- provide explanations (or proof of prior approval from an appropriate authority) for unusual expenses and when claiming for another individual;
- provide itemized receipts including descriptions of expenses claimed;
- note any expenses that are reimbursable by another authority and submit the claim.

10.2 Those authorized to approve expense claims (as per policy [FIN 01 Procurement of Goods and Services](#)) must:

- determine and authorize when business travel is necessary;
- ensure that expenses and travel arrangements are consistent with the principles of this and other Bruyère policies (be work-related, modest and appropriate, and strike a balance of economy, health and safety, and efficiency of operations);
- ensure that travel arrangements accommodate the individual's needs and interests, and Bruyère operational requirements;
- ensure that expenses were necessarily incurred in the performance of work-related business and that any unusual items are explained or proof given of prior approval;
- ensure that appropriate itemized receipts are provided to support expense claims, and that claims documentation are stored for access as necessary;
- conduct regular spot checks to ensure claims comply with the requirements of this policy;
- ensure that staff are aware of all conflict of interest rules and regulations.

In case of doubt, the English version of this policy takes precedence over the French.

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