

 Caring, Innovation Respect, Accountability	POLICY		Ver. 5.2
	Supersedes 2022-03-29		
	Subject: Expense Reimbursement & Recovery		Category: Financial Services
Ratified by:	Senior Leadership Team	Effective: Ratified on: 2022-10-12 2022-10-04	
Review Facilitator:	Director, Financial Services	Originated on:	2012-11-20
Audience:	All Waypoint staff	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To outline the processes, principles, responsibilities, and prescribed form to be used by employees of Waypoint Centre for Mental Health Care. This policy covers responsibilities of claimants and managers, eligibility for business travel and expenses incurred in the performance of hospital duties, approvals required and process to claim reimbursement.

Scope

The policy applies to all business travel and expenses regardless of the method used to pay such expenses. It includes expenses reimbursed directly to the claimant as well as those charged to a Corporate Procurement Card (P-Card), or charged by way of a vendor's invoice.

This policy provides direction in a number of areas but is not intended to cover all situations related to expense reimbursements. The main accountability to ensure reasonableness of out of pocket expense claims rests with the manager who approves the expense claim consistent with their signing authority level.

Policy

Each of the following statements applies regarding hospital-related expenses:

- Claims will be reimbursed for reasonable and actual expenses incurred when on hospital business,
- The hospital expects discretion to be applied with all expenses incurred and reserves the right to limit reimbursement to reasonable costs,
- Reimbursable expenses should support objectives of the hospital,

- Expenses are reimbursed providing they are submitted on the appropriate [Expense Claim Form](#) with original receipts and/or documentation supporting the rationale for the expense. Credit card receipts are not acceptable unless itemized details are included,
- Expense Claim Forms will contain expenses incurred within fourteen (14) days, or from the end of the event. This time frame may be extended by the approving Director of Finance and/or Manager, Business Office. Any expenses over 14 days old must include an explanation indicating reasons for the delay in submission and may not be reimbursed,
- Expense Claim Forms must be approved by the appropriate authority, with the approval consistent with the Procurement Approval Authority,
- Expense claims that do not comply with the policies and procedures may be returned to the claimant and not processed until corrected, or result in a denial of the claim,
- Staff expenses must be approved by the appropriate authority (Manager, Director, Vice President, CEO)
- Staff must attempt to make the most practical, economical and reasonable arrangements for travel, meals, accommodations, and incidental expenses. Both the approver of the claim and the claimant are responsible to ensure all claims support Waypoint objectives, are correct, reasonable and in accordance with this policy,
- No individual can approve his or her own expenses, or that of a subordinate that has paid for travel, meals, etc. expenses to the supervisor's benefit, and
- Personal expenses incurred by the hospital on behalf of the staff member (e.g. long-distance charges, data plan overages) will be recovered by the hospital

Roles & Responsibilities

The Chief Executive Officer (CEO) has the authority to establish additional procedures regarding expenses. Any additional procedures should be consistent with those laid out in the policy and be necessary to meet specific operational needs. These additional procedures do not replace any required in this policy. In addition, the CEO may modify the level of approval authority upward to a more senior level if they deem necessary.

For the purpose of this policy, managerial discretion is the administrative authority to make decisions and choices, with some degree of flexibility, while maintaining compliance with this policy. When exercising managerial discretion, the rules on documentation should be followed so the rationale will be included with either the Expense Claim Form or Statutory Declaration-Finance form,

Claimants:

- Follow the principles and rules set out in this policy,
- Exercise integrity and good business judgement when planning and deciding to incur a business expense,

- Ensure all expense claims are submitted within 14 business days and are supported by an accurate and complete set of original receipts,
- Provide explanations;
- The employee's signature on the expense claim represents validation that the claim is accurate and complete, and
- Statutory Declaration-Finance form must be completed to support all missing receipts.

It is a serious offence to deliberately falsify an expense claim.

Management/Approvers will:

- Use good judgement and knowledge of the situation when approving travel and business expenditures, consistent with Waypoint's Delegation of Authority,
- Ensure the expense claim is reasonable and appropriate,
- Exercise managerial discretion,
- Monitor compliance with the Expense Reimbursement and Recovery policy,
- Maintain appropriate education with your staff in advance to ensure policy is understood and followed,
- Ensure the claim is charged to the appropriate expense account and functional centre,
- Expenses are not to be incurred unless an available budget has been identified to support the expense, and
- When a situation arises and discretion needs to be exercised, approvers should consider whether the request is: able to stand up to scrutiny by auditors or members of the public, properly explained and documented, fair and equitable, reasonable and appropriate.

Finance will:

- Provide advice and direction on interpretation and application of this policy, and
- Process expense claims within fourteen (14) business days (timelines may vary depending on compliance within the policy).

Expenses that qualify for reimbursement:

Expense Advancement

In certain cases, Waypoint may approve cash advances to prevent financial hardship for staff that would otherwise be out-of-pocket for business-related expenses incurred on behalf of the hospital. Before applying for an advance, staff must exhaust all other methods of payment for purchases, including asking vendors to invoice Waypoint for goods and services. If vendors will not invoice Waypoint, staff will attempt to source other vendors in the area who will.

Requests for cash advances should be approved by an immediate supervisor or manager and arrangements made through Financial Services. If a staff member will incur financial hardship from incurring out-of-pocket expenses, and the expense will be **over \$100**, the employee can complete a Request for Funds Form as applicable. All advance requests must be made at least five (5) business days before the purchase date.

The following expenses *do not qualify* for advances:

- Travel expenses related to mileage;
- Education fees;
- Employee expenses for safety shoes/boots and uniforms; or
- Reimbursement of medical certificates.

A reconciliation of the cash advance is required within 14 days from incurring the expense, or the end of the event. The staff member will attach the original receipt(s) and a cheque made payable to Waypoint for any unspent funds to an [Expense Claim Form](#), have it signed by the approving authority, and submit the complete form to Financial Services. If the settlement is not complete, please refer to the [Compensation and other Payment Discrepancies](#) policy.

Travel & Transportation

Travel by Air

Claimants are required to travel Economy class for all domestic and international travel unless pre-approved by the appropriate authority. It is Waypoint'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 the travel requirements. In order for the staff to be reimbursed for air travel, **they must ensure that the Boarding Pass is attached to the Expense Claim Form.**

It is preferred that flights be arranged with Materials Management to ensure preferred vendor is utilized.

Public Transit

Travel by rail (Go Train) or bus may be selected by claimants as an economical alternative. When using rail, Economy class passage will be used. Wherever possible, travel arrangements should be made in advance to ensure availability of economy class seats and the best price.

Use of Personal or Rental Vehicles

When a claimant uses their own vehicle to travel on Hospital business in the performance of their duties, they shall be reimbursed for the distance travelled with pre-approval from their program or department per the following guidelines:

- Claimants are not reimbursed for the cost of travel between their home and their place of work,
- The shortest distance between the claimant's place of work and their destination, or their home and their destination, will be used to calculate the maximum number of kilometres that can be claimed for distance travelled,
- A mapping tool will be used to calculate the shortest distance between any two points. If a claim is found to be in excess of 10% of the shortest distance it will be returned to the claimant for correction,
- Mileage is reimbursed at a rate of \$0.45 per kilometre, and
- Receipts for parking lot charges, bridge or highway tolls must be submitted with the Expense Claim form if available.

This kilometric rate is to cover the cost of fuel, depreciation, maintenance and insurance to be incurred by the claimant. Personal vehicles used for hospital business must be insured at the vehicle owner's expense for personal motor vehicle liability. Any traffic or parking infractions are the sole responsibility of the claimant. The hospital will not reimburse costs of collision and/or liability coverage.

Claimants must have a valid driver's license and maintain adequate liability insurance in the minimum amount as prescribed in the Insurance Act. Claimants who use their personal vehicles for company business acknowledge and agree that the claimant is responsible for any and all vehicle maintenance and repairs. When practical to do so, the claimant must use alternate means of transportation. In no event shall Waypoint be liable to the claimant or any third party for any special, indirect, incidental or consequential damages arising from any claim that is incurred during personal automobile usage for hospital business due to the performance of a criminal act.

Rental Vehicle

Rental of a compact or mid-sized car is encouraged when it is more economical than other modes of transport. A copy of the rental agreement must be attached to the expense reimbursement claim and must be consistent with the date of travel.

Coverage should be equal to, or greater than, the minimum liability specified in the Insurance Act.

Taxi

The use of taxis is restricted to transportation to and from stations and airports and to business or hotel accommodations where other economical transportation is not available or feasible. Receipts must be attached to the expense claim.

Travel Outside of Ontario

All travel requires pre-approval via the Travel Outside of Ontario Form. Evidence of pre-approval must be attached to the Expense Reimbursement claim.

Hotel Accommodations

All claimants are expected to use standard accommodations (single economy room rate at a reasonable establishment). Accommodations for conferences should be at the host hotel or at a comparable rate from another hotel including AIR BNB Business Travel Ready. The individual claimant is responsible for all charges to the room. Checking out of the hotel must be done personally so that the bill is reviewed, signed and a copy obtained. Waypoint will NOT reimburse for other charges such as entertainment, alcohol or special facility charges.

Private stays with family and friends have a maximum reimbursement of \$30 CAD per night for gratuities and lodging.

Hotel meals require a detailed receipt.

For conferences or educational events, claimants must live a minimum of 80 kilometres from the venue to claim hotel accommodation except when the overnight stay is supported by business reasons and pre-approved by the Vice President or CEO.

Meals

Meals will be reimbursed by the Hospital when claimants are on Hospital business. They will be reimbursed according to actual expenditure, vouched by receipts to a maximum of \$60 CAD per day in Canada and \$60 USD per day in the United States including gratuities and taxes. In order to allow the daily maximum of \$60 for meals, the claimant must have been away from the hospital for at least 24 hours in total. Allocation of the daily maximum can be divided by any number of meals. No meal reimbursement will be provided for meals purchased within a 24 km radius of the hospital.

When away on hospital business for less than 24-hour period, the following will apply:

- Breakfast - \$10.00
- Lunch - \$15.00
- Dinner - \$30.00

\$55.00 Total (totals include gratuity and taxes)

Gratuities that exceed more than 15% of the subtotal value will not be reimbursed

Meals will not be reimbursed for employees who travel as a regular part of their job. Reimbursement will not be provided for meals included in the cost of accommodation, seminars and conferences

Original itemized receipts along with credit card receipts must be attached to the expense reimbursement claim. The expense claim must show a brief explanation of the circumstances/events and the names of the guests, if applicable.

Costs incurred for alcoholic beverages are NOT reimbursable and staff are required to ask the restaurant for a separate invoice when having alcohol with their meals.

Patient Escort & Patient Meals

Staff will be reimbursed for the patient's meal with a submission of a receipt. Patients are entitled to the same meal allowance as staff. The Case Book Number of the patient must be noted when submitting for reimbursement.

Staff Social Events

Waypoint does not fund staff social events (e.g. holiday parties, picnics, birthday and shower celebrations).

Non-Allowable Expenses

Costs of any "side trips", personal calls and personal entertainment not directly related to Hospital business will not be reimbursed. Other non-reimbursable expenses include traffic/towing fines, expenses resulting from unlawful act, spouse's or family member's travel, airline clubs, credit card fees and late payment charges, recreational activities (hotel movie rentals), social events, passports, etc.

Contractors & Consultants

Consultants and other contractors can only claim and be reimbursed for allowable expenses when the contract specifically provides for it, and in accordance with this policy.

Under no circumstances will hospitality, incidental or food expenses be reimbursed for consultants and other contractors. See Consultants and Contractors Expense policy.

Definitions

<u>Appropriate Authority:</u>	The approval of an expense reimbursement and business travel claim by the appropriate person with adequate signing authority. The authorization requires the immediate supervisor's approval as long as the expense claim amount is within their signing limit (see Procurement Approval Authority).
<u>Business Expenses:</u>	Reasonable expenses incurred by staff in the course of performing their duties.
<u>Business Travel:</u>	Travel required for hospital business and authorized by the appropriate level of authority.

<u>Contractors/</u> <u>Consultants:</u>	Persons providing services to the hospital on an independent basis, and who are not employees of the hospital. For greater clarity, contractors are not to be considered "staff"; that term is defined below.
<u>Office:</u>	The hospital-related regular place of work.
<u>Personal</u> <u>Vehicle:</u>	A vehicle owned, borrowed, or rented/leased personally by a staff member.
<u>Receipt:</u>	An original document, or certified copy, with the details of the expenditure, the amount, the date and indicating proof of payment.
<u>Staff:</u>	For the purpose of this policy includes all Waypoint employees, medical staff, students and volunteers in any building of the facility, including off-site locations.

Expense Reimbursement Procedure:

An Expense Claim Form must be submitted for all expense claims. It must be completed using the most recent template available on PenNIE. Instructions are included in the form.

Medical certificate receipts must be submitted to Occupational Health for approval and then will be forwarded to Accounts Payable to be reimbursed to the employee by EFT.

Staff that cannot leave the program, or work hours that are not in line with the Financial Services hours can send completed expense claim form to Accounts Payable via interoffice mail or dropped off at either Pin Money Office. Expense Claims will be reimbursed by EFT.

Expense claims must be submitted to Finance together with all supporting original documentation. The original supporting documentation submitted with the expense claim becomes the property of Waypoint. Although Waypoint shows utmost care in protecting any personal information on the documentation (e.g. social insurance number, credit card number, driver's license number, etc.), the employee acknowledges that Waypoint may disclose the information to third parties as part of its operations.

All expense reimbursements will be processed by Accounts Payable and paid by cheque or direct deposit. Reimbursement will occur within fourteen (14) business days after receipt of a correctly completed and approved expense claim form. Errors or omission will results in a longer reimbursement period.

In order for expenses to be reimbursed, the following must be adhered to:

- Expense Claim Forms that do not comply with policies and procedures will be returned to the claimant and not processed until corrected;
- The entire form must be complete when submitted in order for Financial Services to process it (including; home address, functional centre, general ledger account and correct delegated authorizing signature);

- All claims must be submitted within fourteen (14) business days from the last day of the travel or event;
- Be signed by the person making the request;
- Be properly approved according to the Delegation of Authority;
- Include the amount of HST paid for each expense claimed;
- Indicate if there was any advance received and the amount;
- Receipts must be original (no photocopies) and detailed with the time, date and name of the establishment where the expense was incurred, plus a detail of the expense;
- Debit, credit card and/or hand written receipts will not be accepted or processed, Receipts must be taped to a blank 8.5" x 11" piece of white paper;
- Overpayments made will be recovered from the claimant as a debt owed to the hospital. See [Compensation and other Payment Discrepancies Policy](#);
- A [Statutory Declaration - Finance](#) form must be completed in full where receipts are non-conforming, or have been lost, or for any unusual expenses, including the full details on why the declaration is warranted. It is the responsibility of the staff member to obtain the appropriate signature on this form before reimbursement can be made; and
- Pre-approval form provided with expense claim/advance for out of province travel.

Cross References

Policies & Procedures

[Consultants and Contractors Expense](#)

[Compensation and other Payment Discrepancies](#)

[Gifts and Gratuities](#)

[Hospitality](#)

[Mobile Devices](#)

[Perquisites](#)

[Procurement Approval Authority](#)

[Procurement of Goods and Services](#)

[Recognition](#)

[Progressive Discipline](#)

Forms

[Expense Claim Form](#)

[Request for Funds](#)

[Travel Outside Ontario](#)

References

[Broader Public Sector Accountability Agreement](#)

[Insurance Act](#)

End of POLICY

Key Words: Petty Cash; Cheque Advance; Travel; expenses; mobile; phone; meal

Supersedes – Employee and Volunteer Expenses Incurred on Behalf of the Hospital RES 2-005-01; Petty Cash Reimbursement (under \$50.00) RES 2-058-01; Personal Telephone Call Use and Long Distance Cost Recovery RES 2-138-01; Cheque Advance for Hospital-Related Expenses 01-06-01

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