

## **Business Expenses and Reimbursement Policy**

The Children's Aid Society of Toronto recognizes that in the course of his/her duties, an employee may incur out-of-pocket expenses above and beyond the normal expected expenses because of the nature of his/her employment. Such expenses include those associated with carrying out necessary service to clients and/or the administration of duties, hospitality, training and business travel.

### **Purpose, Application and Scope**

The purpose of this policy is to meet the requirements set out in the Broader Public Sector Expenses Directive as issued by the Ontario Management Board of Cabinet for establishing expense rules where expenses are reimbursed from public funds.

The expense rules in this policy apply to any person in the Society making an expense claim, including the following:

- Board members;
- Employees; and
- Consultants and contractors engaged by the Society, providing consulting or other services.

The Children's Aid Society of Toronto will reimburse for all reasonable travel and miscellaneous expenses they incur in the course of their work on behalf of the Society.

This policy does not prevail over a collective agreement between the Society and bargaining agents representing employees of the Society.

### **Principles**

This policy is based on four key principles.

#### **A. Accountability**

The Children's Aid Society of Toronto is accountable for public funds used to reimburse travel, meal and hospitality expenses. All expenses must be work related and support business objectives.

#### **B. Transparency**

The Children's Aid Society of Toronto is transparent to all stakeholders. The rules for incurring and reimbursing travel, meal and hospitality expenses are clear and easily understood. The policy has to be posted on the Society's website in accessible formats, so the expense rules are available to the public.

#### **C. Value for Money**

Taxpayer dollars are used prudently and responsibly. Plans for travel, meals, accommodation and hospitality are necessary and economical with due regard for health and safety. Expenses must be modest and appropriate.

#### **D. Fairness**

Legitimate authorized expenses incurred during the course of the business of the Society of Toronto are reimbursed. Expenses must strike a balance between economy, health and safety and efficiency of operations.

## **Non-Reimbursable Expenses**

### **General**

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

- Recreational purposes, except when incurred in connection with providing necessary services to clients;
- Personal items;
- Traffic and parking violations; except for parking fines incurred while working due to health and safety reasons and which cannot be pre-approved since they are not planned;
- Social events (e.g. retirement parties, holiday lunches) that do not constitute hospitality;
- Alcoholic drinks, unless part of hospitality; and
- Friends or family members, unless part of hospitality.

### **Consultants and Other Contractors**

In no circumstances can hospitality, incidental or food expenses be considered allowable expenses for consultants and contractors under the policy or in any contract between the Society and a consultant or contractor.

Reimbursement for allowable expenses can be claimed and reimbursed only when the contract specifically provides for it.

No consultant lobbyist may work for the Society and be paid from public funds.

## **Responsibilities**

### **Approvers**

In arranging travel, all approvers must:

- Determine and authorize when business travel is necessary;
- Ensure that travel arrangements are consistent with this policy; and
- Consult with the employee to ensure travel arrangements accommodate both their needs and interests and the Society's travel policies.

In approving claims, including travel claims, all approvers must:

- Not approve their own expenses but rather have their immediate supervisor approve the claim;
- Ensure that expenses for a group can only be claimed by the most senior person present at the same event;
- Provide approval only for expenses that are necessarily incurred in the performance of the Society business and are consistent with this policy;
- Provide approval only for claims that include all appropriate documentation, including appropriate receipts to support expense claims;
- Ensure that unusual items are appropriately explained or proof is given of prior approval; and
- Ensure that all workers and claimants are aware of conflict of interest guidelines.

## **Claimants**

In arranging travel, all claimants must:

- Consider alternatives to travel such as teleconferencing and videoconferencing and obtain approvals from appropriate authorities for travel;
- Use service providers designated by the Society where appropriate;
- Request and accept lowest common carrier fare;
- Use the corporate charge card to prepay hotel accommodations where possible;
- Supply an itinerary to and notify their manager of any changes so that travelers may be contacted in an emergency; and
- Cancel hotel bookings so as to avoid no-show charges.

In making claims, including travel claims, all claimants must:

- Obtain all appropriate approvals before incurring expenses;
- Submit original, itemized receipts with all claims;
- Provide descriptions for all expenses claimed;
- Provide explanations for unusual expenses;
- If the information above is not available or is not possible, submit a written explanation with the claim to provide the approver with adequate information for decision-making;
- Submit claims on a timely basis - expenses filed later than two months post incurrence will no longer be the Society's responsibility, unless otherwise stated;
- Repay any overpayments – it is considered a debt owing to the Society; and
- If leaving employment with the Society, submit any claims for expenses before leaving the Society.

## **Receipts**

To receive reimbursement, all expense claims for reimbursement must be submitted on a timely basis and made on an approved voucher, supported by original receipts (not photocopies).

For all purchases with a Society credit card, original receipts plus credit card slips, if applicable, must be submitted to Finance and Administration for reconciliation to the credit card statement. To ensure that amounts paid are appropriate and reasonable as compared to the items or services received, the statements/ receipts/ vouchers must include the details of the items purchased, amounts, date, the name and location of the organization where the purchase was made, the reasons for the purchase, and the names of people in attendance where relevant. If the business expense involves a large group of people, identification of each person is not necessary, simply identify the group and the number present. Expenses for a group can only be claimed by the most senior person present. Refer to the Society's Financial Information Systems 1994 Training Manual available in each branch and division for details on processing expense claims.

## **Authorization**

All expense claims for reimbursement must be authorized by the employee's supervisor or depending on the amount involved, at the appropriate management level as per the Procurement Policy. Employees can not approve their own expenses.

The Board Chairperson, or board members authorized by the Board Chairperson, will approve the reimbursement of expenses for the Chief Executive Officer.

## **Exceptions**

Decisions about whether to approve exceptional reimbursement must be reviewed on a case by case basis and approved by an employee's supervisor. Where a supervisor decides to exercise discretion in making an exception and in order to ensure a proper record for audit purposes, the rationale for the exception must be documented and accompany the expense claim. A decision to make an exception to a claim will be guided by the following principles:

- Situations where expenditures are reimbursed by sources beyond the Society's core budget;
- Trust – use discretion and latitude to act in a fair and reasonable manner;
- Flexibility – management decisions respect the duty to accommodate, respond to persons' needs and interests and to consider unforeseen circumstances; and
- Stewardship – ensure consistent, fair and equitable application of this policy giving consideration to all circumstances while maintaining the shared responsibility of wise and prudent use of Society resources.

## **Documentation**

Good record keeping practices are required for verification and auditing purposes. The Finance and Administration Department is responsible for ensuring that records are retained for seven years and for providing T2200 forms (Declaration of Conditions of Employment) for filing with the Canada Revenue Agency.

## **Business Expenses Incurred During the Provision of Service / Administration**

Occasionally an employee may incur out-of-pocket expenses on behalf of a client or oneself. Reasonable and appropriate actual costs of public transportation, meals, admission to exhibitions, museums, places of recreational activity incurred by the employee for both the employee and client will be reimbursed when providing necessary service to carry out a plan of treatment for the client.

## **Long Distance Telephone Charges**

Costs of long distance telephone calls incurred in connection with providing necessary service will be reimbursed within the following parameters:

Home Telephone: When an employee has been authorized to work from his/her home all long distance telephone charges for that day or days incurred in relation to the delivery of service or the administration of duty will be reimbursed. The employee is required to provide the Society with a copy of their personal telephone invoice for payment. All Children's Aid Society long distance business calls must be highlighted on the invoice copy.

Personal Cellular Phone: When an employee has been authorized to use his/her cellular telephone for business all long distance charges incurred in relation to the delivery of service or the administration of duty will be reimbursed. The employee is required to provide the Society with a copy of their personal telephone invoice for payment. All Society business calls must be highlighted on the invoice copy.

## **Meals**

Meal costs will be reimbursed in the following circumstances:

- When employees are accompanying a client to carry out a plan of treatment for the client;

- When employees must attend meetings held during meal times or when employees are required to work a minimum of three hours overtime immediately following the employee's regular shift;
- When attending a full day meeting, training, or conference away from the agency's offices and when meals have not been provided;
- When attending a half day meeting, training or conference outside of the Toronto Region and when meals have not been provided; and
- When employees are required to undertake extensive travel (i.e. repatriating clients, responding to subpoena resulting from child welfare matters).

Reimbursement will be made to a maximum of \$8.00 per person for breakfast, \$12.00 per person for lunch and \$20.00 per person for dinner (Amounts may be adjusted annually as per the Consumer Price Index (CPI). These amounts do not include taxes. Gratuities may be reimbursed in addition to these amounts to a maximum of 15% of the cost of food and non-alcoholic beverages.

When more than one meal is claimed for any day, employees may allocate the combined maximum rates between the meals. For example, the combined rate for breakfast and lunch is \$20.00. This would become the maximum rate for the two meals, regardless of what was spent on each meal, provided that two meals were consumed. Similarly the combined maximum rate for three meals is \$40. This would become the maximum rate for the three meals, regardless of what was spent on each meal, provided that three meals were consumed.

### **Non-Mandatory Conferences/Seminars/Training**

At times, employees may request an opportunity to attend a conference, seminar or workshop. With the authorization of their Director, such employee may be granted time off with or without pay to attend. The cost of such event may or may not be paid in whole or in part by the Society. Please refer to the Child Welfare Institute's Staff Training and Development Guide.

### **Accommodation**

Reimbursement for hotel accommodation in the Greater Toronto Area will not normally be made. Exceptional or emergency situations may arise where personnel are required to remain in the Society's jurisdiction overnight – for example extended meeting on urgent and important business, etc. and these may be approved at the supervisor's discretion.

For any overnight accommodation, supervisory approval must be secured prior to the expenditure.

The most practical and economical accommodation (usually single accommodation in a standard room) will be chosen, and no reimbursement will be made for suites, executive floors or concierge services. If the appropriate accommodation is not available, practical or the most economical the employee must receive prior approval from their supervisor for any possible additional expenditure. Employees are to ask for the Government accommodation rate.

Reasonable tips and gratuities are reimbursable and must be documented on the expense report.

Reimbursement will be made for reasonable costs for necessary personal and business calls for each night away. Discretion should be used in the frequency and length of calls.

## **Hospitality Policy**

There are occasions when the provision of hospitality to external parties is appropriate to facilitate Society business or is considered desirable as a matter of courtesy. Expenditures for hospitality may exceed those limits outlined under the Business Expenses and Reimbursement Policy.

### **Definition**

Hospitality is defined as the provision of food, beverages (including alcohol), accommodation, transportation or other amenities at public expense to persons who are not engaged to work for the Children's Aid Society of Toronto, designated Broader Public Sector organizations (i.e., those governed by the directive) and the Ontario Government.

### **Principles**

Hospitality should be work related, extended in an economical, consistent and appropriate manner that is balanced against the type and number of guests attending, the business purpose to be achieved, efficiency of operations and health and safety.

### **Conditions**

The conditions under which hospitality will be extended on behalf of the Society include, but are not limited to:

- Meetings with external business associates/ contacts to further the Society's goals and mission;
- Public openings or ceremonies;
- Hosting visitors to Ontario, Canada, and members of national or international organizations with children's interests/ affiliations;
- Recognition events for clients, foster parents and volunteers; and
- Public relations events.

Expenses that do not fit the definition of hospitality will not be reimbursed. Examples include office social events, retirement parties and holiday lunches.

### **Alcohol**

Hospitality expenditures on alcohol should be avoided unless in exceptional circumstance with advance approval by the Chief Executive Officer. Support, recommendation and justification, to the Chief Executive Officer for advance approval are required from one of the Executive Team members. When alcohol is provided, food should also be made available.

### **Vendors**

Where hospitality events are extended by the Society and where guests include vendors or prospective vendors to the Society, managers are responsible for obtaining prior approval to

ensure that the hospitality provided does not give, or is not perceived to give, preferential treatment to any vendor.

Acceptance of hospitality from vendors, current or prospective, may constitute a conflict of interest and may therefore be disallowed. Managers are responsible to ensure that employees are aware of their conflict of interest obligations.

### **Documentation**

Hosts must ensure that hospitality expense records include:

- The circumstances giving rise to the hospitality (business purpose);
- The form of hospitality (breakfast, lunch, dinner, reception, refreshments etc.);
- Cost supported by receipts;
- Name and location of establishment (Society facility or other);
- Names, titles and companies of attendees, including Society persons; and
- Advance approval by an Executive Team member.

### **Travel Policy**

The Society recognizes that many employees travel in the course of carrying out their work duties. A combination of fleet vehicles, rental cars, public transportation, personal vehicles and other transportation should be used to meet the business needs of the Society. The most cost effective, operationally efficient and safe method of manner of travel should be chosen unless the supervisor grants an exception. Where a number of employees are attending the same function, shared travel should be considered. It is recognized that some positions require access to a vehicle as a condition of work and that this may influence the method of travel chosen.

Normal travel related to a direct service or other Society business and within Ontario does not require prior approval – such claims are approval after incurrence. Normal Society expense guidelines will govern reimbursement claims. Prior approval from the employee's supervisor must be obtained when travelling within Ontario unless travel forms part of the employee's routine duties. Approval to travel outside of Ontario must be obtained by all employees.

### **Requirements**

All employees and placement students who are required to drive a fleet, rental or private vehicle on Society business must:

- Hold a valid Ontario Class G2 or G driver's licence;
- Observe all rules and regulations required under this policy and the Highway Traffic Act;
- Immediately report any driving accident/incident experienced to his/her supervisor. Depending on the circumstances and whether a fleet, rental or private vehicle was used, the Director of Administration or Property Supervisor, the car rental company, the automobile insurance company, corporate charge card company or the police may need to be contacted as well; and
- Immediately report any loss of driver's licence (either suspension or permanent) to his/her supervisor in writing with a copy to the Human Resources Department.

The Society reserves the right to have an employee(s)/ placement student(s) pass a Society driving test, if requested.

### **Personal Vehicle**

Employees may use Highway 407 Express Toll Route (407 ETR) where use results in significant savings in staff time or mileage. Prior supervisory approval must be received. Copy/ies of the 407 ETR invoice/s must accompany a Staff's *Expense claim* in order to be reimbursed for toll charges incurred when driving a private vehicle.

Bridge, ferry and highway tolls and necessary parking fees paid while driving on Society business will be reimbursed provided detailed receipts are obtained and submitted as required.

Traffic violations and parking fines are the responsibility of the employee who was in charge of the vehicle at the time the fine was incurred, unless the fine was incurred for health and safety reasons. In those exceptional situations, the ticket amount, may be reimbursed only if the employee's supervisor confirms that the ticket was incurred for health and safety reasons.

All staff required to travel on Society business that conduct a trip of more than two hundred (200) kilometres in one day are encouraged to use a fleet vehicle when available or rental vehicle, rather than using their personal vehicle, after balancing factors such as economy, health and safety and efficiency of operations.

### **Kilometre Allowance**

All staff authorized to drive a private vehicle on Society business may claim a pre-established kilometre allowance for kilometres driven on official Society business. In order to be provided such allowance, employees must complete the Staff's *Expense claim* and submit it to his/her supervisor for approval within the pre-established time limits.

When the origin or termination of travel is the assigned office, re-imburement shall be calculated based on distance from assigned office to and from other business locations.

*Example: An employee's office is located at 30 Isabella Street. The employee leaves work and travels to a client's home which is located at 100 College Street. The employee would be reimbursed for the distance between 30 Isabella Street and 100 College Street.*

When the origin or termination of travel is the personal residence of the staff person, re-imburement shall be calculated either to or from the assigned office/residence, whichever is the shorter distance.

*Example: An employee's residence is located at 400 St. Clair Avenue East, Toronto and their assigned office is the Society's North York Branch located at 4211 Yonge Street, Toronto. The employee leaves their residence and travels directly to a client's home in Peterborough. The employee would be reimbursed for the distance from the North York Branch at 4211 Yonge Street to Peterborough, Ontario as this is the shorter of the two distances.*



Both the claimants and their supervisor are responsible for ensuring that the kilometres claimed are accurate and reasonable relative to distances indicated by internet mapping programs, or the Society's list of standard distances between some common locations.

Bargaining unit employees who are authorized to use their own car on approved Society business can claim a pre-established insurance allowance regardless of whether they are claiming kilometre expenses; management and included employees can claim the flat monthly pre-established allowance per month for each month in which kilometre expenses are claimed.

### **Insurance**

All employees who drive a private vehicle on Society business must:

- Carry and maintain liability and property insurance of not less than \$1,000,000.00;
- Clarify with their insurance company the amount and kind of work related driving they do so that they have the proper classification of insurance to cover them in the event of liability claims; and
- Supply ongoing proof of insurance coverage to the Society upon request. Insurance subsidies will not be paid unless required insurance coverage is up to date.

### **Fleet Vehicles**

The Society maintains a fleet of vehicles, the use of which is co-ordinated by the applicable Branch Director or designate. Fleet vehicles are used exclusively for Society business and may not be borrowed or used for personal purposes. Persons other than Society employees may only be transported as passengers in fleet vehicles where such transportation is necessary for program delivery or beneficial to Society operations, unless approval has been obtained from the employee's supervisor. The supervisor's approval must be obtained when an employee takes a fleet vehicle home overnight.

Fleet vehicles are regularly maintained to ensure their safety. Smoking is strictly prohibited in Society fleet vehicles. All Society fleet vehicles must be kept locked when not in use. Daily trip logs will be maintained to ensure tracking of use of Society vehicles. All employees and placement students must adhere to the practices as set out in the fleet vehicle manual found in each vehicle.

Society fleet vehicles may be used when available by:

- Probationary employees who do not have use of a private vehicle and are required to make use of a vehicle for business;
- Employees who are not required to have access to a private vehicle as a condition of employment but whom are required to use a vehicle for business;
- Employees who are transporting groups of clients and their own vehicles cannot accommodate the group;
- Employees, when the use of fleet vehicles is the most practical, safe and economical method of travel;
- Employees, who together with their supervisor, determine that the employee's health and safety would be compromised if a client being visited could identify the employee by their private vehicle; and

- Placement students who are expected to drive to carry out assigned duties. Prior approval by the supervisor is required.

Assignment of Society fleet vehicles is based upon service and health and safety needs.

### **Rental Vehicles**

Where employees are using a rental car, the size of the car must be the most economical and practical required for program delivery and the number of occupants. Exceptions must be documented and approved by the employee's supervisor in writing. In no case will luxury or sports cars be reimbursed. The rental car must be refuelled wherever possible before returning it, in order to avoid higher gasoline charges imposed by the rental car agency.

### **Public Transportation**

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

### **Taxis**

Taxis may be used in the following exceptional circumstances, while conducting business, provided prior approval from the employee's supervisor is obtained, and detailed receipts/chits are submitted:

- When other means of transportation are not available or reasonable;
- When weather conditions so warrant;
- When health and safety warrants;
- When the transport of work-related baggage or parcels is required;
- When transportation between stations or airports and Society work sites or employee's homes is required;
- Where taking a taxi allows the employee to meet unusually tight schedules for meetings; and
- Where group travel by taxi is more economical than the total cost, had individuals travelled separately, or where the cost is more economical considering the cost of parking.

### **Other Transportation**

Travel by rail, boat or plane (coach/economy class) is permitted when this is the most practical and economical way to travel. Employees must obtain prior approval from their supervisor. Employees must make travel plans in advance whenever possible to take advantage of all possible travel savings.

This policy does not intend to contravene the Ontario Human Rights Code. All human rights issues should be directed to the Human Resources Department.

## **Out of Province Travel Policy**

Employees may periodically travel outside of Ontario for the purposes of work to attend training or conferences, repatriate children or connect children with families, participate on national or international organizations or committees, or provide training or consultation services.

When an employee is requesting Society support to travel outside of the province for the purpose of attending a training workshop or conference, employees must complete an “Out of Town Training/ Conference Approval Form” and have the form signed by their Supervisor, Director and Chief Executive Officer or Chief Operating Officer. (Refer to the Staff Training and Development Guide). When an employee is requesting Society support to travel outside of the province for any other reasons, the following guidelines are to be applied prior to agreement:

1. Employee to set out in writing (via memo)
  - Purpose of the trip
  - Length of time away
  - Itemized estimate of expenses to be incurred, including cost of medical/health/accident and other insurance purchased for travel outside Canada
  - Evidence of economical and practical means of transportation and accommodation
  - Perceived benefit to the employee, the Society and the child welfare field
  - Copy of the travel itinerary
2. The employee’s supervisor/ manager or director will:
  - Consider how often requests of this nature have been previously granted
  - Consider the potential benefit to the employee and their work
  - Consider the benefit to the service or the Society
  - Validate the expenses proposed
  - Provide authorization or denial in writing with reasons
3. The appropriate level of approval required is as follows:
  - Outside of Ontario – Supervisor, Director and Chief Executive Officer or Chief Operating Officer
4. In circumstances where certain employees of the Society are members of international organizations or committees, and will require ongoing support from the Society, prior agreements to supporting these endeavors, should be authorized in writing by the relevant Director, or the Chief Executive Officer or designate in the case of Division Directors or the Board of Directors in the case of the Chief Executive Officer, along with a reasonable projected annual budgeted amount and anticipated number of work days.

**Cross Reference:**

Collective Agreement

Service Procedures for the Approval of Out of Province Travel for Children/ Youth in Care Expenditures Policy – Finance and Administration Department

Fleet Management Manual

Staff Training and Development Guide

The Broader Public Sector Accountability Act, 2010

Ministry of Children and Youth Services Policy Directives CSB-001-11, effective April 1, 2011 (Broader Public Sector Expenses Directive) and AO-002-07 (Fleet Management and Use of Other Road Transportation Directive).

Revised: August 29, 2007

Revised: December 15, 2011  
Revised: April 18, 2019