



SECTION HUMAN RESOURCES	SUBJECT Travel, Meals, and Hospitality Expenses	CODE: HR-09 PAGE: 1 of 8 DATE: October 31 st , 2025
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Introduction

Community Living Dryden-Sioux Lookout (CLD-SL) promotes rules and principles for the management and reimbursement of travel, meals, and hospitality expenses that ensure fair and reasonable practices. CLD-SL strives to provide a framework of accountability that guides the effective oversight of public resources in the reimbursement of expenses.

The following general principles apply to the management and reimbursement of expenses. Expenses must:

- Be work-related and support the business objectives of CLD-SL,
- Be modest and appropriate, and
- Balance economy, safety, and efficiency of operations.

CLD-SL assumes no obligation to reimburse expenses that are not in compliance with this policy.

Claimants have an obligation to inform themselves of the requirements of this policy, to comply with these requirements, and to seek clarification from their supervisor when necessary. Supervisors are responsible for ensuring compliance with this policy and taking appropriate corrective action.

Scope

All Board of Directors and employees.

This policy excludes travel, meals and hospitality expenses related to fee for service funded trips. See fee for service procedure for rules and principles related to fee for service trips.

Policy

Eligible expenses include meals, mileage, parking, incidentals and recreational vehicles costs incurred by a Board member, Director or employee on CLD-SL business.

All eligible expenses are processed with proper authorization, and reimbursement in accordance with CLD-SL standards that support best practices and sound financial management.

Procedure

1) **Non-Reimbursable Expenses**

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

- Recreational purposes (e.g. video rentals, mini-bars, etc.).
- Personal items.
- Traffic and parking violations.
- Alcoholic beverages, unless part of hospitality.
- Friends or family members.

2) **Record Keeping/Receipts**

To ensure good record-keeping, mileage must be submitted using the travel record form. A separate form must be submitted for each department. All other travel expenses must be submitted on the travel reimbursement form.

Original receipts (not photocopies) must be submitted with all claims unless otherwise indicated in this policy. Original receipts are defined as the original, itemized receipts from supplier of goods or services such as taxi fares, meals, hotel accommodations, etc. showing details of the items purchased and the tax detail. Credit card slips by themselves are insufficient to support a claim for reimbursement but must be included in the case of an added gratuity when a credit/debit card was the method of payment. Photocopies will be accepted when receipts are being reimbursed by another organization and that organization requires the original receipts for their records.

3) **Overpayments**

Overpayments, namely amounts reimbursed or paid that are not in accordance with the terms of this policy shall be recovered from the claimant.

4) **Time Limit for Claims**

All claims must be submitted on a timely basis. Mileage must be submitted monthly and within 5 days following the end of the month in which the mileage was incurred. Other travel expenses must be submitted within 14 days following the completion of travel. Late submissions will not be reimbursed. If leaving the employment of CLD-SL, claims must be submitted prior to the termination date.

5) **Enforcement**

Persons approving claims for reimbursement are responsible for monitoring compliance with this policy.

6) Guidance on Exceptions to Rules

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

Principles to guide exceptions to the rules:

- Trust – use discretion and latitude for persons and supervisors to act in a fair and reasonable manner.
- Flexibility – management decisions respect the duty to accommodate, respond to persons' needs and interests and consider unforeseen circumstances.
- Stewardship – ensure consistent, fair and equitable application of the policy giving consideration to all circumstances, while maintaining the shared responsibility for wise and prudent use of public resources.

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 claim.

7) Advances

Employees who require cash advances for anticipated out-of-pocket expenses may receive a cash advance when necessary and with the supervisor's prior approval. All expense claims must reconcile to the cash advance in full.

8) Use of Company Credit Card

For travel expenses, with the exception of meals and mileage, the use of company credit cards is the preferred method of payment.

9) Approval to Travel

Prior approval must be attained by immediate supervisor or designate within their signing limits.

10) Car Rental

The size of the rental car must be the most economical and practical one required for the business task and number of occupants. Exceptions must be documented and approved by the CLD-SL supervisor or designate within their signing limits.

The rental car must always be refueled before returning it, in order to avoid higher gasoline charges imposed by the rental car Agency.

11) Vehicle Insurance

Only employees with valid driver's licenses are authorized to drive vehicles for business purposes. People who are neither CLD-SL supported persons or CLD-SL employees may be carried as passengers when this is consistent with the purposes for which the vehicle was acquired.

Wherever possible, a CLD-SL corporate credit card must be used for rental car costs in order to obtain Auto Rental Collision/Loss Damage coverage at no extra cost.

Personal vehicles used on CLD-SL business must be insured at the vehicle owner's expense for personal motor vehicle liability. Coverage should be equal to or greater than the amount outlined in the Staff Use of Privately-Owned Vehicles to Transport People Supported (HR-10) policy.

Personal recreational vehicles used on CLD-SL business must be insured for liability at the vehicle owners' expense. Coverage should be equal to or greater than the amount outlined in the Staff Use of Privately-Owned Recreational Vehicles (HR 11) policy.

CLD-SL assumes no financial responsibility for privately owned vehicles and/or privately owned recreational vehicles, other than paying the kilometric rate and/or daily rate when used for CLD-SL business. CLD-SL is not responsible for reimbursing deductible amounts related to insurance coverage. Those driving a personal vehicle and/or privately-owned recreational vehicle on CLD-SL business cannot make claims to CLD-SL for damages as a result of a collision. There may be exceptions made under certain circumstances that would have CLD-SL assume some financial responsibility such as occasions where vehicle damage was the direct result of providing service to individuals. Any exceptions require the approval of the Chief Executive Officer.

12) Road Transportation

When road transportation is the most practical and economical way to travel, the order of preference shall be:

- CLD-SL vehicle when available.
- Rental vehicle if a CLD-SL vehicle is not available and a rental vehicle is more economical than use of a personal vehicle; or,
- Personal vehicle when a CLD-SL vehicle is not available, and a personal vehicle is more economical than use of a rental vehicle.

Bridge, ferry and highway tolls and necessary parking fees paid while driving on CLD-SL business will be reimbursed. Receipts must be obtained and submitted wherever practicable.

Accidents must be reported immediately to local law enforcement authorities, the rental car agency (if applicable), the automobile insurance company (if using a personal vehicle), and the person's immediate supervisor.

13) Kilometer Reimbursement Rates for Personal Vehicle Use

Rates of reimbursement are outlined in Article 22 of the Collective Agreement for UNIFOR 324-12 staff, Article 23 of the Collective Agreement for UNIFOR 324-16 staff. Reimbursements for volunteers and students will be as per the Collective Agreement to their respective location. Rates for non-union staff are as per individual contracts and rates of reimbursement for board members are as per current practice.

Where a traveler accumulates more than 1600 km/month on a regular basis, the supervisor should investigate lower cost options. Where a traveler continues to use a personal vehicle, the rationale for this practice should be documented.

14) Reimbursement Rate for Privately Owned Recreational Vehicles

Reimbursement for use of privately-owned recreational vehicles will be a daily rate of \$20/day.

15) Other Road Transportation

Whenever practical, local public transportation/hotel shuttles must be used.

Reimbursement for transportation between home and the employees primary work location is not permitted.

16) Rail Transportation

Travel by rail (coach class) is permitted when this is the most practical and economical way to travel. International rail travel should be at the Canadian equivalent to coach class.

17) Air Transportation

Travel by air is permitted when this is the most practical and economical way to travel. Travel must be arranged in advanced and be booked by fixed dates; open-ended tickets are prohibited.

Economy class is to be used for all air travel.

18) Other Travel Expenses:

Accommodation

Reimbursement will be made for single accommodation in a standard room. Any upgrade is at the expense of the employee. If an employee upgrades the accommodation, the employee is responsible to provide proof of the rate for single accommodation in a standard room for the date that the accommodation was made. If this proof is not provided then the employee is responsible for the full cost of the room.

Private stays with family and friends are encouraged. A maximum of \$30 per night for gratuitous lodging expenses is allowed. No receipt is required.

For extended stays at one location, long-term accommodation must be arranged with the approval of an immediate supervisor or manager in order to take advantage of lower weekly or monthly rates.

Gratuities

Reasonable gratuities up to and including 15% for meals, hotel room services, and taxis will be reimbursed. Receipts are not necessary to support reasonable reimbursement of these expenses.

Calls to Home

Reimbursement will be made for reasonable costs for necessary personal calls home for each night away.

19) Additional Business Expenses

While traveling on CLD-SL business, additional business expenses not otherwise covered will be reimbursed, such as business calls, computer access charges, photocopying, facsimile transmissions, internet connections, rental and transportation of necessary office equipment, provided the charges are incurred while conducting CLD-SL business. Travelers should use the least expensive means of obtaining internet access while traveling.

20) Meals

Reimbursement of meal expenses incurred is subject to the rates set out in Article 22 of the UNIFOR 324-12 Collective Agreement, Article 23 of the UNIFOR 324-16 Collective Agreement, and for non-union staff and board members as per current practice. Reimbursements for volunteers and students will be as per the Collective Agreement to their respective location.

Original itemized receipts must be provided with claims for reimbursement of actual meal expenses. Reimbursement must not exceed the amount actually spent (including taxes and gratuities) as validated by a receipt accompanying the claim.

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

No reimbursement shall be made for meals consumed at home prior to departure or on return, or for meals included in the cost of transportation, accommodation, seminars and/or conferences.

There will be no reimbursement for meals that are provided as part of a conference, hotel stay or any other function.

21) Hospitality Expenses

Hospitality is defined as the provision of food, beverages, accommodation, transportation or other amenities at public expense to persons who are not engaged in work for CLD-SL or any of the Ontario government ministries, agencies and public entities covered by the Ontario Public Sector Travel, Meal and Hospitality Expenses Directive.

The conditions under which hospitality will be extended on behalf of the service provider are as follows:

- Engaging representatives of other governments, the broader public sector, industry, public interest groups or unions in discussions on official matters.
- Providing persons from national or international organizations and charitable organizations with an understanding and appreciation of CLD-SL.
- Sponsoring formal conferences for representatives of other governments or for business or labour groups.
- Honouring distinguished persons in recognition of exceptional public service.
- Conducting prestigious ceremonies that are attended by heads of government, distinguished persons from the private sector, or both.
- Exceptions to the above must have prior approval of the Chief Executive Officer or Board of Directors.

Hospitality should be extended on an economical, consistent, and appropriate way when it will facilitate agency business or is considered desirable as a matter of courtesy. Hospitality expenses 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.

Token gifts of appreciation valued at up to \$30 may be extended to persons who are not attached to CLD-SL in exchange for pro bono services. Gifts valued above \$30 must be justified and approved by the Chief Executive Officer.

22) Expenses for Consultants and Contractors

For consultants and contractors contracted by CLD-SL, travel and accommodation are allowable expenses only when there is a provision for them in the contract. Hospitality, incidentals and food expenses are not an allowable expense for consultants and contractors, cannot be provided for in the contract, and cannot be claimed or reimbursed by the agency. Hospitality, incidentals and food expenses include expenses relating to meals, snacks and beverages, gratuities, laundry or dry cleaning, valet services, dependent care, home management, or personal telephone calls.

23) Responsibilities of Claimants

Claimants must:

- Obtain prior travel authorization in advance.
- Request and accept the lowest fare practicable.
- Never make an expense claim for costs incurred on behalf of his/her approver.
- Ensure they are the most senior person present when making a claim on behalf of a group.
- In the event of changes, cancel hotel bookings according to hotel cancellation policy to avoid “no-show” charges. Penalties incurred for non-cancellation of guaranteed hotel reservations will be the employee’s responsibility and will be reimbursed only in exceptional circumstances.
- If necessary, secure passports and visas, and obtain required/recommended immunizations or medications before travelling at the cost to the employee.
- Submit all expense claims on a timely basis as outlined in time limit for claims section above.
- Become familiar with, and adhere to, the provisions of this policy.
- Follow applicable conflict of interest rules and/or regulations.
- If leaving employment, submit any claims for expenses prior to departure.

When submitting an expense claim, claimants must;

- Verify the travel and other business-related expenses.
- Provide explanations (or proof of prior approval from an appropriate spending authority) for unusual expenses, and when claiming for another employee.
- Attach original receipts to support expense claims.
- Provide descriptions for expenses claimed.
- Utilize standard-format expense claim forms provided by CLD-SL.

24) Approval Authority

Those authorized to approve expense claims at CLD-SL are Managers, Directors, the Chief Executive Officer and Board Members who sit on the Executive Committee. Approval authorities must:

- Ensure that expenses are consistent with the principles of this policy.
- Determine and authorize when business travel is necessary.
- Never approve their own expense claim.
- Consult with the traveler to ensure travel arrangements accommodate their needs and CLD-SL's operational requirements.
- Ensure that expenses were necessarily incurred in the performance of CLD-SL business.
- Ensure that appropriate receipts are provided to support expense claims.
- Ensure that any unusual items are explained appropriately, or proof is given of prior approval.
- Ensure that employees and appointees are aware of all conflict of interest rules and/or regulations.

The claims of the Chief Executive Officer must be approved by a member of the Executive Committee. The claims of Board Members must be approved by a member of the Executive Committee, other than him/herself.

Regulations Cited

References to Other Policies

SECTION	SUBJECT	NUMBER

Adoption and Review Guidelines

Date of Adoption: May 31st, 2016

Reviewed by Leadership: October 31st, 2025