



WHSC Policies

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WORKERS HEALTH & SAFETY CENTRE

Subject: **Integrated Accessibility Standards**
Category: Human Resources

Policy No.: HR07

Section 1 – Purpose

The Integrated Accessibility Standards (Reg 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) establishes Standards to address barriers that persons with disabilities face.

Section 2 – Policy

WHSC is committed to creating an inclusive workplace environment across the organization by preventing and removing barriers for persons with disabilities and meets their accessibility needs. WHSC will make every reasonable effort to provide for those needs in a manner that is consistent with the principles of dignity, independence, integration and equal opportunity. Where it is not possible to remove barriers, WHSC will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner.

WHSC supports the principles of the AODA and the Integrated Accessibility Standards Regulation with the goal to improving accessibility for all its employees and clients served.

2.1 Confidentiality of Information

Personal information concerning an individual's disability cannot be released without written consent of the individual and must be managed in a manner that is consistent with the Freedom of Information Guidelines and Personal Information Protection Guidelines where appropriate.

Where the accommodation process requires the release of confidential information to a third party, the third party, and any other person or department delegated by that third party, will be required to ensure that confidentiality is protected and that the information obtained is kept in a secure location and used solely for the purpose that the release was required.

2.2 Related Accessibility Policies

Through the following related Policies, WHSC confirms its commitment to meet the needs of persons with disabilities:

HR08 Accommodation on the Basis of Disability
HR09 Accessibility for Members of the Public

2.3 Accessibility Plan

1. WHSC will maintain a Multi-year Accessibility Plan and review and update it once every five years.
2. WHSC will make this Plan available to employees and the public and provide the Plan in an accessible format upon request. (see Appendix A)
3. WHSC will file an annual status report on the progress of measures taken to implement its Plan and provide the status report in an accessible format upon request.

2.4 Training

WHSC will provide training to employees, and those persons performing a good or service on behalf of WHSC, on the requirements of Accessibility Standards and on the Ontario Human Rights Code as it pertains to persons with disabilities.

2.5 Information and Communications

1. Feedback

WHSC will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public about the availability of accessible formats and communications supports.

2. Accessible Formats and Communication Supports

WHSC shall provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs.

WHSC will consult with the person making the request to determine the suitability of an accessible format or communication support.

Communication supports will be provided at a cost that is no more than the regular cost charged to other persons.

3. Accessible Website and Web Content

WHSC will make its Website and web content conform to the World Wide Web Consortium Content Accessibility Guidelines 2.0, initially at Level A and increasing to Level AA as per the required schedule, as outlined in Section 14 of the AODA, except where not practicable to do so.

Section 3 – Definitions

Barrier: Anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communication barrier, attitudinal barrier, technological barrier, existing workplace Policy or Procedure.

Standard: According to the AODA, sets out what a person or organization must do to achieve accessibility for persons with disabilities to whom the Standard applies.

Communication Support: May include, but not limited to, captioning, alternative and augmentative plain language, sign language and other supports that facilitate effective communication.

Accessible Formats: May include, but not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Disability: According to the Ontario Human Rights Code, as referenced by the AODA, means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or a visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device.
- A condition of mental impairment or developmental disability.
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

(Disabilities may differ in severity, may be visible, invisible and have effects which may come and go.)

Information: Includes data, facts and knowledge that exists in any format, including text, audio, digital or images.

APPENDIX A: Multi-Year Accessibility Plan 2017-21

Updated November 2017

The Workers Health & Safety Centre (WHSC) is committed to creating an inclusive culture across the Organization by preventing and removing barriers for persons with disabilities. Where it is not possible to remove barriers, WHSC will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner. To that end, WHSC will implement the accessibility requirements, under the *Accessibility for Ontarians with Disabilities Act, 2005* as set out in this Multi-Year Accessibility Plan.

Integrated Accessibility Standards, Regulation 191/11 Part 1: General Requirements	Status
Develop and implement the Accessibility Standard Policy, as outlined in the AODA. Make Policy available to employees and the public, in an accessible format.	Completed
Develop a customer feedback process that is accessible to persons with disabilities and make the process readily available to the public.	Completed
Provide training to all WHSC employees, and other persons who provide goods, services, or facilities on behalf of WHSC, on the requirements of the Accessibility Standards and on the <i>Ontario Human Rights Code</i> , as it pertains to persons with disabilities. A training record shall be kept, including dates training is provided and number of individuals trained.	Employee Training Completed

Integrated Accessibility Standards, Regulation 191/11 Part 2: Information and Communications Standard	Status
Meet requirement for accessible formats and communication supports for persons with disabilities, upon request.	Completed
Meet requirements of WCAG 2.0 Level AA, as per the required schedule.	Ongoing

Integrated Accessibility Standards Regulation, 191/11 Part 3: Employment Standard	Status
In all facets of the recruitment/orientation process, ensure employees and the public are notified of the availability of accommodation for persons with disabilities.	Included as part of recruitment process
Instructions will be included within the pre-interview correspondence sent to job candidates; notifying applicants who have been selected to participate in a recruitment, assessment or selection process that, where needed, recruitment-related accommodations for persons with disabilities are available upon request.	Included as part of recruitment process
Notification of WHSC Accommodation Policies for employees with disabilities will be included as part of any offer of employment.	Included as part of recruitment process
Employees with disabilities will be consulted to determine which accessible formats or communication support they require, in order to be able to perform their jobs effectively.	As per Policy HR 08
To develop Individual Accommodation Plans to include the manner which the employee can participate in the request and development of Individual Accommodation Plan, means by which the employee is assessed on an individual basis, the manner in which the employee can request the participation of a representative from the Union in the development of the Plan, the steps taken to protect employee's personal information privacy, frequency of the Individual Accommodation Plan review, updating and manner in which it will be done and if an accommodation is denied, the manner which the reasons for the denial will be provided to the employee.	As per Policy HR 08

To develop a Return To Work Process that shall be individual and documented and include the steps WHSC will take to facilitate the employee's return to work.	As per Policy HR 08
Create process to review employee's accommodation needs, determining if the Accommodation Plan requires modification for performance improvement, also ensuring information is provided in an accessible format, taking into consideration the employee's disability.	As per Policy HR 08

WORKERS HEALTH & SAFETY CENTRE

Subject: **Accommodation on the Basis of Disability**
Category: Human Resources

Policy No.: HR08

Section 1 – Purpose

WHSC is required to and will comply with certain provisions in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and Part III – Employment Standards of the Integrated Accessibility Standards Regulation made under the AODA.

WHSC is committed to preventing and/or removing barriers to people with disabilities, to accommodate persons with disabilities to the point of undue hardship and to establish a process by which persons with disabilities may request accommodation.

Section 2 – Policy

Where an employee requests an accommodation for needs related to a disability, WHSC will accommodate the employee to the point of undue hardship. Undue hardship may occur where all options have been considered and it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs for the organization. Where an accommodation would cause undue hardship, WHSC shall work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

All accommodation requests will be taken seriously. No person will be penalized for making an accommodation request. Accessibility needs of employees and individual accommodation plans will be taken into account when managing an employee's performance, career advancement or opportunities for redeployment/transfer within the organization.

Section 3 – Responsibility

- 3.1 Each manager/director is responsible for ensuring the principles outlined in this Policy are adhered to throughout all business activities for which he or she is responsible.
- 3.2 The employee requesting an accommodation is to follow the procedures under Section 5 and together with his or her direct supervisor are responsible for working together cooperatively with the goal of finding a reasonable accommodation and developing an accommodation plan.

Section 4 – Recruitment Procedures

- 4.1 During the recruitment process, WHSC shall notify job applicants about its commitment to accommodate those with disabilities, and shall advise those selected for an interview that recruitment-related accommodation is available upon request. If a selected applicant requests an accommodation, WHSC will consult with the applicant and provide or arrange for the provision of accommodation in a timely, effective and suitable manner.
- 4.2 Successful applicants and employees shall be notified of WHSC's Policies and Procedures regarding accommodating employees with disabilities as soon as practicable after their employment begins and whenever a change in Policy takes place.

Section 5 – Employee Requests

- 5.1 Employees who need to raise a potential accommodation issue shall do so by submitting the request for accommodation, preferably in writing, to their immediate supervisor. The request should:
- i) Describe the limitations on the employee's ability to perform the duties of his or her position caused by the disability;
 - ii) Describe any accommodation(s) sought; and
 - iii) Provide sufficient information to confirm the existence of a need for accommodation.

If an employee is under a program of medical treatment which requires the consumption of prescription drugs or over-the-counter drugs, which are labelled or known to cause impairment, the employee is required to inform his or her supervisor about the program immediately so that the risk of impairment relative to the employee's safe job performance can be considered.

- 5.2 When necessary to facilitate the assessment and determination of a reasonable accommodation, the employee may be required to participate in the development of an Accommodation Plan and to provide relevant medical information to WHSC. Employees seeking accommodation on the basis of disability are expected to provide their fullest cooperation in providing any information or medical assessments and participating in assessments relevant to determination of the accommodation request. The employee may request the participation of their Union in the development of the Accommodation Plan.
- 5.3 The employee's direct supervisor and the Assistant to the Executive Director – Administration will jointly assess the accommodation issue in light of the information provided and the individual needs of the employee. During the assessment phase, WHSC reserves the right to require further information, including relevant medical information or opinions that will assist WHSC to determine if a reasonable accommodation can be achieved and how it will be achieved. WHSC further reserves the right to require the employee to participate in a needs assessment by a qualified medical practitioner or other trained professional in order to assist in determining what accommodation is needed. Any costs related to further needs assessments will be paid by the WHSC.
- 5.4 WHSC shall ensure that the employee's personal medical information shall be kept confidential and will only be disclosed to those necessary in the assessment and development of the accommodation. If the release of confidential information is given to a third party, the third party, and any other person or department delegated by that third party, will be required to ensure that confidentiality is protected and that the information obtained is kept in a secure location and used solely for the purpose that the release was required.
- 5.5 Once a final decision regarding the accommodation issue and request has been made, the employee shall be notified in writing, or other format as required by the employee's disability, of the decision and reason(s) for the decision and any accommodation plans that will be implemented.

Section 6 – Accommodation Plans

- 6.1 Any individual accommodation plans for an employee shall be kept, in writing, in the employee's HR file with details communicated to employees and the Joint Health & Safety Committee, as appropriate depending on the nature of the accommodation.
- 6.2 WHSC shall provide individualized workplace emergency response information to disabled employees who require it, and to any person designated to assist the employee during the emergency, with the consent of the disabled employee, and shall review the individualized workplace response information upon the following events:
- a) When the employee moves to a new location in the workplace;
 - b) When the employee's overall accommodation needs are reviewed; and
 - c) Upon review of WHSC's emergency response procedures.

- 6.3 Employees who are absent from work due to their disabilities shall participate in the development of a return to work process which includes the development of an individual accommodation plan. Employees who require an accommodation in order to return to work shall submit a request for accommodation in accordance with Section 5 above.

Section 7 – Definitions

Barrier: Anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communication barrier, attitudinal barrier, technological barrier, existing workplace Policy or Procedure.

Disability: According to the Ontario Human Rights Code, as referenced by the AODA, means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or a visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device.
- A condition of mental impairment or developmental disability.
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

(Disabilities may differ in severity, may be visible, invisible and have effects which may come and go.)

Information: Includes data, facts and knowledge that exists in any format, including text, audio, digital or images.

WORKERS HEALTH & SAFETY CENTRE

Subject: **Accessibility for Members of the Public**
Category: Human Resources

Policy No.: HR09

Section 1 – Purpose

This policy is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and applies to the provision of goods and services by the Workers Health & Safety Centre (WHSC) to the public or other third parties.

Section 2 – Scope

This policy applies to employees, volunteers, agents and contract-instructors who deal with the public or other third parties that act on behalf of WHSC, including when the provision of goods and services occurs off the premises of WHSC as part of the organization’s training mandate.

The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by WHSC.

This policy shall also apply to all persons who participate in the development of WHSC’s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

2.1 Related Accessibility Policies

Through the following related Policies, WHSC confirms its commitment to meet the needs of persons with disabilities:

HR07	Integrated Accessibility Standards
HR08	Accommodation on the Basis of Disability

Section 3 – Policy

WHSC will make every reasonable effort to ensure that all goods and services provided shall follow the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive the same value and quality;
- Allowing clients with disabilities to manage in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the client’s disability.

3.1 Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods and services by WHSC. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

3.2 Guide Dogs, Service Animals and Service Dogs

A client with a disability that is accompanied by a guide dog, service animal or service dog, will be allowed access to premises that are open to the public unless otherwise excluded by law.

If it is not readily apparent that the animal is being used by the client for reasons relating to their disability, the WHSC employee or contract-instructor may request verification from the client, which may include:

- A letter from a physician or nurse confirming that the person requires an animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

The client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, WHSC will make all reasonable efforts to meet the needs of all individuals.

If a guide dog, service animal or service dog is excluded by law (see applicable laws below), WHSC will offer alternative methods to enable the person with disability to access goods and services when possible (for example: securing the animal in a safe location and offering the guidance of an employee or contract-instructor).

Applicable Laws

*Food Safety and Quality Act 2001, Ontario Regulation 31/05
Health Protection and Promotion Act, Ontario Regulation 562 Section 60
Dog Owners' Liability Act, Ontario*

3.3 Support Persons

If a client with a disability is accompanied by a support person, WHSC will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

There may be times where seating and availability prevent the client and support person from sitting beside each other. In these situations, WHSC will make every reasonable attempt to resolve the issue.

Clients, or those paying on behalf of clients, will not be charged an additional fee for a support person in attendance of a training session/course.

3.4 Notice of Disruptions of Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of WHSC. In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use WHSC's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

3.5 Client Requests and Feedback Process

Clients requesting accommodation due to a disability or to provide feedback on the service provided to those with disabilities are to either contact the appropriate WHSC Training Service Representative, call WHSC's Markham office (1-800-869-7950), or send a written request/feedback via email to ContactUs@whsc.on.ca or by mail sent to WHSC's address. WHSC's contract-instructors may also receive verbal feedback or be aware

of clients who are in attendance for training that day that require accommodation and have not previously notified WHSC. In those situations, the instructor is to contact and coordinate with their assigned Training Service Representative in an attempt to provide reasonable accommodation for that client.

Clients that provide written or otherwise formal requests or feedback will receive acknowledgement of their submission, along with any resulting actions based on the concerns, requests or complaints that were provided.

Disability accommodation requests and/or feedback and resulting actions will be managed internally at WHSC by the Manager, Field Services, who may coordinate with other departments as appropriate.

3.6 Notice of Availability and Format of Documents

WHSC shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification and information related to client requests and the feedback process will be given by posting the information in a conspicuous place owned and operated by WHSC, included in training brochures, on WHSC's website and/or any other reasonable method.

3.7 Administration

If there are any questions or concerns about the policy or its related procedures please contact:

Andrew Mudge, Director, Administration
(647) 776-8811 or toll free 1-800-869-7950 ext. 8811
675 Cochrane Drive, Suite 710 East Tower
Markham, ON, L3R 0B8
amudge@whsc.on.ca

Section 4 – Definitions

Assistive Device: A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients bring with them such as a wheelchair, walker, cane or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability: According to the Ontario Human Rights Code, as referenced by the AODA, means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or a visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device.
- A condition of mental impairment or developmental disability.
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

(Disabilities may differ in severity, may be visible, invisible and have effects which may come and go.)

Guide Dog: A highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Person's Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal: as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog: As reflected in *Health Protection and Promotion Act, Ontario Regulation 562*, a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog with a medical disability;
- Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person: As reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

WORKERS HEALTH & SAFETY CENTRE

Subject: **Business Meals**
Category: Administration

Policy No.: AD02

Section 1 – Introduction & Purpose

1.1 Introduction

The WHSC was given direction by the Ministry of Labour to modify its policies to conform to the *Broader Public Sector Expenses Directive* (The Directive).

1.2 Purpose and Objectives

For the purposes of this policy, business meals are defined as the provision of food and/or beverages to a person or group employed by the WHSC during normal business hours, or extended hours if engaged in a work-related activity.

This does not include per diem amounts, but circumstances where a meal or refreshment may be required during an internal event, or externally if the situation is reasonable and warranted.

Section 2 – Procedure

2.1 Approval

Any decisions about business meals should be made with due consideration for prudence and responsible use. If challenged, the expense should demonstrate accountability and transparency, and provide a sound business case for its authorization.

The highest authority level present must be the one to approve the expenditure and where possible, pay the expense, and submit the receipts for reimbursement. At minimum, they must be at a supervisory or management level.

Non-management staff require pre-approval from their immediate supervisor for any business meal expenditures.

2.2 Service of Alcohol

Absolutely **no alcohol** will be reimbursed in relation to business meals.

2.3 Expense Submission

Business meal expenses submitted for reimbursement must be done on a timely basis, include written explanations, the business reason and attending staff must be included either on the back of the receipt or clearly indicated on the expense form. Claims must include **original** (not photocopied), **itemized receipts** and any related approval documents. Credit card receipts or statements are not considered appropriate backup material.

Please refer to Policy #AD04 for additional expense submission rules.

WORKERS HEALTH & SAFETY CENTRE

Subject: **Expense Reimbursement**
Category: Administration

Policy No.: AD04

Section 1 – Purpose & Scope

The purpose of this Policy is to:

- Establish what Expenses will be reimbursed by the Workers Health & Safety Centre (WHSC).
- Define who is authorized to approve Expenses; and
- Ensure that WHSC is in compliance with the Broader Public Sector (BPS) Expenses Directive (“Directive”) issued in accordance with the *Broader Public Sector Accountability Act, 2010* (“Act”). As a designated BPS organization, WHSC must comply with the Act and Directive.

1.1 This Policy applies to:

- All employees submitting Expense claims to WHSC, including regular, temporary or contract employees.
- All persons responsible for approving Expenses, as outlined in this policy.

Subject to 1.2 below, this Policy covers all reimbursable Expenses incurred while undertaking business on behalf of WHSC or relating to reimbursable items in the current Collective Agreement. This policy applies regardless of the method used to pay such expenses, including but not limited to: Expenses reimbursed to the claimant, charged to a Corporate Credit Card, or direct to a WHSC department through an internal cost transfer.

1.2 This Policy does not apply to:

Expenses reimbursed to WHSC Instructors, Young Worker Awareness Program Presenters, Volunteers, Board Members, WHSC Executive Director, or third parties engaged by the WHSC to provide consulting or other services. Expenses for the aforementioned are covered by specific policies relating to them.

1.3 Principles

This Policy supports the following four key principles:

- **Accountability:** WHSC is accountable for the funds it receives.
- **Transparency:** WHSC is transparent to all stakeholders. The rules for incurring and reimbursing expenses are clear, easily understood, and made readily available.
- **Value for Money:** WHSC must ensure any funds received are used prudently and responsibly.
- **Fairness:** that legitimate authorized expenses incurred are reimbursed consistently across the organization.

1.4 Definitions

“Expenses” includes travel, meal, hospitality expenses, any expenses incurred by an individual or group of individuals in furtherance of WHSC business, and any other expenses for which an individual seeks to be personally reimbursed.

1.5 General

1.51 Expense claimants and approvers shall use their integrity, prudence, and good judgement in the application of this policy.

1.52 Expenses paid by WHSC cannot be used by the claimant for income tax purposes or for any claim to another organization or granting agency.

- 1.53 Claimants shall not seek reimbursement for Expenses that benefit others, except where the Expense can be attributed to more than one person (e.g. group functions or shared accommodations) in which case the Expense must be claimed by the person with the highest approval authority as per the schedule detailed in Section 2.1.
- 1.54 Expense submissions that do not conform to this Policy will be returned to the claimant unpaid. The WHSC assumes no obligation to reimburse Expenses that are not in compliance with this Policy.

Section 2 – Accountability Framework

2.1 Approval Authority Schedule (AAS)

All Expenses must be approved by the person to whom the claimant directly reports. In addition, where so noted in this Policy, Expenses may require additional approvals. The AAS levels are listed below:

Total Expense Claim Amount	Claimant	Approver(s)
Category A: \$0-\$15,000	Staff member	(i) Direct Supervisor (ii) Assistant to the Executive Director-Administration
	Manager	(i) Director (ii) Assistant to the Executive Director-Administration
	Director	Executive Director
Category B: \$15,000.01 +	As per Category “A” plus a minimum of the Executive Director	

2.2 Claimant’s Responsibilities

Claimants are expected to:

- Exercise integrity, prudence and good judgement when incurring Expenses on behalf of the WHSC.
- Inform themselves of the requirement of this Policy, seeking clarification as needed.
- Obtain all required pre-approvals where necessary.
- Ensure compliance with this Policy and all other related policies such as the *Travel Expenses Policy*, *Business Meals Policy*, *Hospitality Policy*, and *Procurement Policy*.
- Ensure Expenses supported by grants or contracts are in compliance with the terms of the relevant granting agency; Expenses supported by donations are in compliance with the donation terms.
- Ensure that amounts claimed for expenses are accurate, complete, reasonable and in accordance with this and any other applicable Policy.
- If not evident from any attached receipts, include documentation of the purpose and reasonableness of the amounts claimed.
- Provide original itemized receipts, or supporting evidence of the Expense that is sufficient for the Approver to consider the appropriateness of the Expense claim. Credit card slips, credit card statements, or photocopied receipts are not sufficient documentation of the Expense.
- Ensure that Expenses that will be reimbursed directly to the claimant by another party are not submitted to the WHSC for reimbursement.
- Repay any overpayments.
- If leaving employment of the WHSC, submit any Expense claims prior to leaving.
- Submit Expense claims using the most recent version of the Weekly Expense and Activity Statement form (“Expense Form”), along with any required pre-approval documentation within the timeframes established by this Policy.

2.3 Approver’s Responsibilities

Approvers are expected to ensure that Expenses they approve are:

- Supported by appropriate documentation.
- Incurred in a manner that is consistent with this Policy and other related policies.

- Within the scope of the Approver's approval authority.
- Not self-approved.
- Submit Expense claims using the most recent version of the Expense Form, within the timeframes established by this Policy.

2.4 Management responsibilities for certification of compliance

As a due diligence measure, members of management and other persons as may be designated by the Executive Director will be required to provide written confirmation to the Executive Director that they have complied with this Policy.

2.5 Delegation of Approval Authority

Delegation of approval is permitted during temporary absences of an Approver. The delegate must be of equivalent or higher administrative rank to the Approver they are replacing. The Approver cannot sign his or her own Expenses. The absence of the Approver should be noted beside the delegate's signature.

Section 3 – Procedures

3.1 Expense Reimbursement Requirements

- 3.11 Staff must complete and sign the Weekly Expense and Activity Statement form and submit the claim according to the AAS in Section 2.1 above together with supporting, original, itemized receipts and any other required documentation. Receipts and any supporting documentation should be stapled to the back of the Expense form and must be attached in a way for ease of viewing by Approvers. The P.O. Requisition Form is not to be used instead of, or in addition to, the Expense Form.
- 3.12 All Expenses must be listed on the Expense Form in Canadian dollars. Any exchange rate(s) applied should be the claimant's actual cost of obtaining foreign funds or the Bank of Canada's rate. It is recommended that a proof of currency exchange be provided with the claim.
- 3.13 In addition to other applicable policies such as the *Travel Expenses Policy*, *Business Meals Policy*, *Hospitality Policy*, and *Procurement Policy*, the following sections identify Expense eligibility/ineligibility for reimbursement under this Policy.

3.2 Travel Receipt Requirements

In addition to the details in the *Travel Expenses Policy #AD12*, submitted receipts should also conform to the following requirements:

- Detailed hotel bills/statements must be included for reimbursement. If the bill does not show a zero balance or proof of payment, a credit card slip or other supporting receipt must also be submitted.
- Mileage claims must include the 'From' and 'To' locations; While odometer readings are not required, a general description of location in the Expense Form is required to gauge reasonableness of the claim (e.g. From: "Office", To: "Peterborough").
- Claims for airfare must be supported by the passenger's copy of the original itinerary and boarding pass or print-out of electronic boarding pass/confirmation email if checking in online.

3.3 Business Meal Requirements

In addition to the details in the *Business Meals Policy #AD02*, submitted receipts should also conform to the following requirements:

- The business purpose and names of attendees should be either on the receipt or on the Expense Form. For large events (i.e. >5 people) the number of attendees is sufficient enough documentation.
- Receipts or documentation must detail an itemized list of the food and beverages ordered. In instances where establishments do not provide itemized receipts, a written log of items ordered and price must be included as supporting documentation by the claimant.

3.4 Alcoholic Beverages

The cost of alcoholic beverages generally cannot be charged to the WHSC. The provision of alcohol may be charged to the WHSC only in exceptional circumstances with written pre-approval by the Executive Director. Where alcohol is approved, alcohol costs must be moderate and alcohol must be provided in a reasonable manner. Preference should be given to wine, beer and spirits produced in Ontario.

3.5 Staff Social Events

WHSC does not fund staff social events (e.g. holiday parties, picnics, birthday, retirement and shower celebrations). These staff social events may be held without charge in WHSC rooms subject to availability and staff may contribute food and beverages at their own expense or through the Social Committee. Constituency Engagement events are not considered social events (see Section 7.5).

3.6 Constituency Engagement Events

Engagement Events (e.g. Strategy & Consultation meetings) must be appropriately modest, fit the circumstances and have available budgeted funds.

3.7 Hospitality

In accordance with the Directive, hospitality is the provision of food, beverage, accommodation, transportation and other amenities to people who are not engaged in work for the WHSC, other designated BPS organizations, and Ontario Government Ministries and Agencies.

Details for approvals and expenses are found in the *Hospitality Policy #AD05*.

3.8 Gifts of Appreciation

Token gifts of appreciation, valued at up to \$50, may be extended to persons who do not work at the WHSC in exchange for pro-bono services. Gifts above \$50 must be justified and pre-approved by the responsible Director. An honorarium is not subject to this Policy.

3.9 Expenses for Consultants and other Contractors

In no circumstances will consultants and other contractors be reimbursed for any hospitality, incidental or food expenses, including meals, snacks, beverages, gratuities, laundry or dry cleaning, valet services, dependent care, home management, or personal phone calls.

Reimbursements for allowable Expenses (e.g. travel and accommodations) can be reimbursed only when the contract specifically provides for it, and the Expenses claimed do not fall into any of the prohibited categories set out above.

3.10 Personal Expenses

Personal expenses include costs which are not necessary consequences of travel, a Collective Agreement provision, or business performed on behalf of the WHSC and will not be reimbursed. These include avoidable stopovers, service charges related to late payments of credit card charges, parking/traffic fines, entertainment-related activities not associated with work duties.

When arranging travel or expenses in conjunction with personal expenses, staff are required to wherever possible have the costs relating to personal activities be billed separately. In cases where separate bills are not possible, they must be clearly shown as reductions on the Expense Form.

Section 4 – Expense Administration

The Administration Department oversees all reimbursements and related inquiries. Expense submissions may be subject to random audits to ensure compliance with this Policy.

4.1 Submission Deadlines

As a guideline, Expenses should be submitted promptly for reimbursement. The fiscal year end expense cut-off deadline will be communicated to all staff at least one month before year end, including reminders as the deadline approaches. Expenses submitted past the fiscal year end cut-off deadline will not be eligible for reimbursement.

4.2 Method and Currency of Reimbursement

Reimbursement of staff Expenses will be paid via direct deposit in Canadian funds.

4.3 Partial Reimbursements

If the WHSC is reimbursing the claimant for only a portion of the total costs and the claimant wants to use a portion of the original detailed receipts submitted for some other purpose, the Administration Department will enter the amount paid by the WHSC on each original detailed receipt or ticket stub and return the annotated original to the claimant.

4.4 Managerial Discretion

For the purposes of this Policy, managerial discretion is the administrative authority to make decisions and choices with some degree of flexibility, while maintaining compliance with the intent of the Policy. There is no discretion to depart from the principles of this Policy.

When a situation arises and discretion needs to be exercised, approvers should consider whether the request is:

- Able to stand up to scrutiny by the auditors and members of the public.
- Properly explained and documented.
- Fair and equitable.
- Reasonable.
- Appropriate; and
- Consistent.

WORKERS HEALTH & SAFETY CENTRE

Subject: **Hospitality**
Category: Administration

Policy No.: AD05

Section 1 – Introduction & Purpose

1.1 Introduction

The WHSC was given direction by the Ministry of Labour to modify its policies to conform to the Broader Public Sector Expenses Directive (The Directive), as well as specific direction from the Chief Prevention Officer.

1.2 Purpose and Objectives

For the purposes of this policy, hospitality is the provision of food, beverage, accommodation, transportation and other amenities paid to people who are not engaged to work for:

- The WHSC.
- Any other Health and Safety Association, Ontario government ministries and public entities covered by The Directive or by the Ontario Public Sector *Travel, Meal and Hospitality Expenses Directive*.

Providing coffee or other refreshment at an in-house meeting or education session is not considered hospitality, and is governed by the Business Meals policy.

Section 2 – Procedure

2.1 Pre-approval

All hospitality must have written pre-approval by the Executive Director. Hospitality where alcohol is being served requires written pre-approval by The Chief Prevention Officer. The highest authority level present at the hospitality event must make the request and submit the expense.

All requests must be written and include the following:

- Hospitality purpose.
- Organization(s) involved and list of attendees.
- Location and nature of expense.
- Approximate planned expenditure amounts.

2.2 Service of Alcohol as Hospitality

Alcohol can be served at hospitality events where appropriate and must be clearly stated in the pre-approval submission.

Alcohol must be provided in a responsible manner and food should always be served when alcohol is available. Preference should be given to wine, beer and spirits produced in Ontario.

2.3 Expense Submission

Hospitality expenses submitted for reimbursement must be done on a timely basis, include written explanations, the business reason and attending staff must be included either on the back of the receipt or clearly indicated on the expense form. Claims must include original (not photocopied), itemized receipts and any related approval documents; including written pre-approval for the hospitality. Credit card receipts or statements are not considered appropriate backup material.

Please refer to the Expense Reimbursement Policy #AD04 for additional details.

WORKERS HEALTH & SAFETY CENTRE

Subject: **Perquisites**
Category: Administration

Policy No.: AD08

Section 1 – Introduction & Purpose

1.1 Introduction

The WHSC was given direction by the Ministry of Labour to modify its policies to conform to the *Broader Public Sector Perquisites Directive* (The Directive), as well as specific direction from the Chief Prevention Officer.

1.2 Purpose and Objectives

For the purposes of this policy, a perquisite (or perk) refers to a privilege that is provided to an individual or to a group of individuals, provides a personal benefit, is not generally available to others, and is not a business-related requirement.

The following perquisites are not allowed under any circumstances:

- Club memberships for personal recreation or socializing purposes, such as fitness clubs, golf clubs or social clubs.
- Season tickets to cultural or sporting events.
- Clothing allowances not related to health and safety or special job requirements.
- Access to private health clinics – medical services outside those provided by the provincial health care system or by the employer's group insurance benefit plans.
- Professional advisory services for personal matters, such as tax or estate planning.

These privileges cannot be provided by any means, including:

- An offer of employment letter, as a promise of a benefit.
- An employment contract; or
- A reimbursement of an expense.

Any benefit or privileges detailed in the Collective Agreement with COPE 343 is not subject to this policy.

Section 2 – Procedure

2.1 Special Consideration

In limited and exceptional circumstances, a special consideration may be provided to an individual or group. Special considerations are to be proven through a business case to be a business-related requirement for the effective performance of the individual's or group's job.

Prior approval, supported by a business case, must be obtained by the Executive Director before proceeding to offer and provide any perk to an individual or group.

In any cases where a special consideration would benefit the Executive Director, prior approval must be obtained by the President and Chair.

2.2 Documentation

Good record-keeping practices concerning perquisites will be maintained for verification and audit purposes.

Any special considerations require documentation of prior approval, including the approved business case, and any terms and conditions of the arrangement and any appropriate time limits.

If the consideration is for one individual only, there must also be an agreement that is signed by both approver and the individual setting out the necessary terms and conditions.

2.3 Declaration

Information about any special considerations will be included in WHSC annual reports, and include a summary of the consideration with rationale, including any timeframe, if applicable.

WORKERS HEALTH & SAFETY CENTRE

Subject: **Procurement**
Category: Administration

Policy No.: AD09

Section 1 – Introduction & Purpose

1.1 Introduction

April 1, 2011, was the effective date of the first phase of the *Broader Public Sector Procurement Directive* issued by the Management Board of Cabinet. The Broader Public Sector (BPS) Procurement Directive (Directive) replaces the BPS Supply Chain Guideline issued by the Ministry of Finance in 2009.

1.2 Purpose and Objectives

In order to ensure that the Directive is being met, this written procedure should be utilized in all applicable procurement situations.

Preference will be given to suppliers who manufacture or supply Canadian-made products and operate in a union environment.

Section 2 – Procedure

2.1 Identification of Procurement Need

WHSC is responsible for developing a Procurement Plan as part of the annual budget planning process. A process is to be established where the Plans are reviewed to identify common procurement needs and a shared procurement plan and timeline are developed with senior WHSC management.

2.2 Procurement Requirements based on Value

Procurement Method Required	Value of Good or Service	Value of Consulting
Invitational Competitive (Minimum of 3 written quotes)	Greater than \$10,000 and up to and including \$100,000	Greater than \$0 and up to and including \$10,000
Open Competitive (Minimum Electronic Tendering System)	Greater than \$100,000	Greater than \$10,000

2.3 Non-Competitive Procurement Methods

Non-competitive selection methods for values up to **\$250,000** must have approval of the Executive Director. Amounts over this threshold require approval by the Board of Directors.

In addition, any non-competitive selection of consulting services requires approval by the Chief Prevention Officer.

Section 3 – Request for Proposal Process

3.1 Selection of RFP Evaluation Committee

The designated Buyer has the ability to select members of an evaluation committee. Each member of the committee will have one vote in the formal evaluation process. Each member must also sign a Conflict of Interest document (noted below in section 4.1) and given a copy of the BPS Supply Chain Code of Ethics.

3.2 RFP Facilitator

The Buyer will work with the Assistant to the Executive Director - Administration in facilitating the procurement process. The Assistant to the Executive Director will generally have no voting option, unless effectively the Buyer in the procurement, and will therefore have normal voting rights. In some cases another RFP Facilitator can be selected, as long as they have the appropriate procurement training and experience.

3.3 Identification of Requirements for Goods or Services to be procured

Each Committee member in the procurement process will provide details of any unique business needs to be included in the Request for Proposal.

3.4 Creation of Request for Proposal

The RFP Evaluation Committee will jointly draft a Request for Proposal incorporating all WHSC needs identified for the good or service to be procured. The Committee is required to develop reference questions as well as the scoring criteria and weighting for inclusion in the RFP.

The Committee will also be responsible for establishing time lines for the process.

Time Line Examples:

- Feedback on draft RFP.
- Finalization of RFP.
- Merx Posting.
- Vendor questions due date.
- Answers to vendor questions.
- Vendor Submissions due date.
- Evaluation of submissions.
- Notification to vendors.

3.5 Merx Posting

Agreement of all members of the RFP Evaluation Committee is required prior to posting of the Request for Proposal on Merx. The RFP will be posted to Merx for a period of 15 calendar days. Any vendor questions are to be submitted within 10 days of posting and answers to be provided within 3 days of receipt of question. The Evaluation Committee will be notified of any vendor questions and will jointly develop a response.

3.6 Creation of Scoring Matrix

The Evaluation Committee will be responsible for jointly developing a scoring matrix based on the scoring criteria and weighting contained within the RFP. This exercise will also include identification of a description for each point value. Agreement from all members of the Evaluation Committee will be required on the scoring matrix and point value description to be used. Scoring criteria must be aligned with WHSC's Statement of Labour Principles.

3.7 RFP Evaluation Preparation

The RFP Facilitator on closing of the Merx posting will:

- Label each original vendor submission with an identification number, i.e. # 1, # 2.
- Make a duplicate copy of each submission and label each duplicate with the corresponding identification number.
- Remove the pricing from each duplicate submission package and label the pricing page with the applicable vendor identification number.
- Vet the duplicate submission of any vendor identification.

The original vendor submissions and duplicate copies will be boxed and secured separately.

Section 4 – RFP Evaluation Process

4.1 Conflict of Interest Form

The Evaluation Committee will meet on the dates previously agreed on to conduct the evaluation of vendor submissions. Each committee member will be required to sign a Conflict of Interest form prior to the distribution of the vendor submissions packages. The signed Conflict of Interest forms will be provided to the RFP Facilitator.

4.2 Vendor Submission Distribution

The RFP Facilitator will distribute a copy of each vetted vendor's submission with the pricing removed to each Evaluation Committee member.

4.3 Scoring Matrix Distribution

The RFP Facilitator will distribute a copy of the previously agreed upon scoring matrix to each Evaluation Committee member. The scoring matrix will be reviewed to ensure each Evaluation Committee members understanding.

4.4 Review and Initial Scoring of Vendor Submissions

Each Committee member will be asked to review and score the vendor submission using the scoring matrix.

4.5 Preparation for Review of Group Scoring

The RFP Facilitator will create a chart on a whiteboard or flipchart for each scoring criteria item with column for each participant's score.

Example:

Criteria # 1 Audit Firm's History & Executive Summary - Scoring value = 5 points

	Vendor	Vendor	Vendor
Participant 1	5	5	5
Participant 2	5	5	5
Participant 3	3	5	5
Participant 4	3	5	5

4.6 Review of Group Scoring of Vendor Submissions

Upon completion of the review of vendor submissions and scoring of all Evaluation Committee members, the RFP Facilitator will request each member's score starting with the first criteria item for discussion. Each scoring criteria item should be documented and discussed prior to moving to the next item.

4.7 Changes to Individual Scoring

The RFP Facilitator must ensure that any changes to scoring by individual Evaluation Committee members are identified on the master chart.

4.8 Review of Score (before Pricing)

Upon completion of documenting all criteria item scores, the score is tabulated.

Example:

	Participant 1	Participant 2	Participant 3	Participant 4	TOTAL
Vendor	65	60	58	48	231
Vendor	55	60	65	65	245
Vendor	65	55	65	55	240

4.9 Price Scoring

At completion of scoring (before Pricing), the RFP Facilitator will distribute a copy of the duplicate vendor pricing page for Evaluation Committee scoring.

4.10 Review of Price Scoring

Upon completion of scoring of vendor pricing, the RFP Facilitator will request each member's score and document for discussion.

For vendor pricing which is not the lowest price, the following formula should be used:
 $\text{Lowest price} / \text{Vendor price} = \$ \text{Difference} \times \text{Agreed on Point Value} = \text{Score value}$

4.11 Review of Final Score

Upon completion of documenting all pricing scoring, the final score is tabulated.

Example:

	Participant 1	Participant 2	Participant 3	Participant 4	TOTAL	Pricing Score	TOTAL
Vendor	55	55	65	65	240	17.35	257.35
Vendor	60	55	65	55	235	17.39	252.39
Vendor	60	65	58	48	231	25	256

4.12 Identification of Vendors

At completion of the final scoring (before reference checks) the RFP Facilitator will provide to the Evaluation Committee members the identity of the vendors based on the numbers assigned.

4.13 Debrief

Upon completion of final scoring (before Reference Checks), the RFP Facilitator will conduct a debriefing of the evaluation to confirm agreement of the process and identify any lessons learned.

4.14 Reference Checks

The RFP Facilitator will perform reference checks using the previously agreed upon reference questions as well as scoring matrix for references. Upon completion, the RFP Facilitator or identified individual will provide all Reference Check Scores and the Final Score with Reference Scores to the Evaluation Committee members.

Example:

	Reference	Reference	Reference	Total Score /300	Total Percent - out of 10%
Vendor	96	93	97	286	9.5

	Part. 1	Part. 2	Part. 3	Part. 4	TOTAL	Pricing Score	TOTAL	Reference Check Score	FINAL TOTAL
Vendor	55	55	65	65	240	17.35	257.35	9.9	267.25
Vendor	60	55	65	55	235	17.39	252.39	9.8	262.19
Vendor	60	65	58	48	231	25	256	9.5	265.5

4.15 Vendor Notification

The Evaluation Committee members will identify a date for notification to the submitting vendors. On the agreed upon date, the RFP Facilitator will notify the vendors.

4.16 Consultants and Other Contractor Expenses

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

WORKERS HEALTH & SAFETY CENTRE

Subject: **Travel Expenses**
Category: Administration

Policy No.: AD12

Section 1 – Introduction & Purpose

1.1 Introduction

The WHSC was given direction by the Ministry of Labour to modify its policies to conform to the *Broader Public Sector Expenses Directive* (The Directive), as well as specific direction from the Chief Prevention Officer.

1.2 Purpose and Objectives

To provide accountability and adequate internal control on all reimbursable travel expenses.

Any decisions about travel should be made with due consideration for prudence and responsible use. If challenged, the expense should demonstrate accountability and transparency, and provide a sound business case for its authorization.

Section 2 – Procedures

2.1 Air-Travel Arrangements

- 2.11 All air travel within the province of Ontario must receive approval by the respective Director prior to arrangements being made. All travel outside of Ontario requires written approval from the Executive Director prior to booking tickets. All international travel outside of Canada and the continental United States requires written pre-approval from the Chief Prevention Officer.
- 2.12 Wherever possible, travel arrangements should be booked with a unionized carrier, and be economy class, or equivalent.
- 2.13 Upon completion of the trip, the original itinerary and boarding pass or print-out of electronic boarding pass/confirmation email if checking in online must be attached to the Weekly Expense Form and submitted to the employee's direct supervisor for review and approval.

Refer to the *Collective Agreement, Appendix 2: Transportation Policy* and the *Expense Reimbursement Policy #AD04* for additional details.

2.2 Overnight Accommodations

- 2.21 Overnight hotel stays must receive approval by the respective Director prior to arrangements being made. Staff is to pay for their own authorized overnight accommodations and will be reimbursed at the standard, single room rate.
- 2.22 Wherever possible, staff must stay at unionized hotels.
- 2.23 Standard parking rates while staying overnight will be reimbursed. Hotel valet parking is not reimbursable, unless for documented health and safety reasons.

2.3 Reimbursable Expenses

Refer to the *Collective Agreement, Appendix 2: Transportation Policy* and the *Expense Reimbursement Policy #AD04* for more details on allowed, reimbursable expenses.

- 2.31 Reimbursement for eligible meals and kilometres travelled in respect to all non-bargaining unit staff, Board members and other individuals performing work for the WHSC are to comply with the rates set

out in the Ontario Government's Travel, Meal and Hospitality Directive. The regular commute to work is not considered travel for reimbursement expenses.

- 2.32 The Employer will reimburse the employee for the deductible cost of collision and/or comprehensive damages up to five hundred dollars (\$500) sustained by the employee's vehicle while the employee was on Employer business, provided that the employee makes a request for such reimbursement, that he/she can show proof that he/she was not at fault in the accident, that he/she cannot be reimbursed in any other way, and that all reporting requirements were met. The Employer will also reimburse insurance deductibles for windshield replacement when the damage occurred while the vehicle was being used for Employer business.

2.4 Vehicle Rentals

Refer to the *Collective Agreement, Appendix 2: Transportation Policy* for details on personal automobile rentals.

If for health and safety reasons another vehicle is required, the reason(s) must be documented with the submitted receipts in order to be eligible for reimbursement.

2.5 Expense Submission

All travel expenses submitted for reimbursement must be done on a timely basis (i.e. 30 days), include written explanations, the business reason and attending staff must be included either on the back of the receipt or clearly indicated on the expense form. Claims must include original (not photocopied), itemized receipts and any related approval documents. Credit card receipts or statements are not considered appropriate backup material.

Refer to the *Expense Reimbursement Policy #AD04* for more details on expense submissions.