

CICA

TRAVEL EXPENSE

REIMBURSEMENT

POLICY

for

VOLUNTEERS and STAFF



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INTRODUCTION

This policy establishes travel expense reimbursement policies for expenses incurred by volunteers and staff (travellers) in connection with CICA business.

This policy supports the CICA's objective of ensuring that controllable expenses are managed in a cost-effective, timely and equitable manner.

POLICY

The CICA will reimburse reasonable and necessary expenses incurred by volunteers and staff in connection with CICA business that are submitted in a timely manner.

As a member-funded organization, the CICA expects that volunteers and staff will exercise the same good judgment when incurring expenses on behalf of the profession as one would use when spending the money of others.

The CICA recognizes that business travel may place additional demands on travellers and their families. Accordingly, this travel policy has been developed to:

- provide an appropriate travel accountability framework and structure
- ensure that those travelling on CICA business are treated consistently in a fair and equitable manner
- provide travellers with basic guidance to assist them to make decisions in a fair and reasonable manner when using their discretion.

GUIDELINES

The guidelines contained in the following sections are intended to assist travellers in understanding and applying the policy. Any questions related to the policy should be directed to the primary staff contact of the volunteer or the supervisor of the staff member who are responsible for obtaining direction or interpretation from the appropriate source.

TRAVEL PLANNING

The CICA has a designated corporate travel agency, Vision 2000, (hereafter called "Travel Centre").

The CICA has negotiated corporate discounts with air, rail, hotel and car rental companies. Staff must use the Travel Centre when arranging to travel on behalf of the CICA. Volunteers are strongly encouraged to use the Travel Centre's on-line booking system, or to contact the Travel Centre for their CICA business travel needs to ensure the CA profession receives the reduced pricing benefits of its volume purchasing arrangements. Volunteers who choose to book their own travel directly with airlines or through outside travel services will be reimbursed at the lesser of the amount paid or the equivalent of the CICA's corporate rate for the travel arranged.

A travel agent can be reached by:

- telephone: 416-915-2819; toll free 1-800-611-1511
- fax: 416-225-7334
- e-mail: cica@vision2000.ca
- internet: on-line booking system through the **CICA travel website** at <http://www.vision2000.ca/accts/cica>
Complete and submit an on-line profile and within 72 hours, a user ID and password is issued to enable you to use the tool.

Those using the Travel Centre will need to complete a traveller's profile and are responsible for notifying the Travel Centre of any changes to their profile information. The profile can be accessed by contacting the travel agent or through the CICA travel website <https://vision2000.ca/accts/cica/en/index.htm>

The travel agent will review all travel requests that do not conform to CICA's policy with the appropriate CICA staff contact, prior to fulfilling the request.

Personal Travel

Combining business and personal travel is permitted, but CICA will not reimburse any portion of personal expenses incurred by the traveller.

Accompanied Travel

Travel expenses for a spouse, partner or family member are not reimbursable by the CICA unless the presence of a companion is specifically requested by the Institute in connection with the event being attended. Prior to completing the travel arrangements for a companion, travellers should discuss the proposed travel with the appropriate CICA staff contact or their immediate supervisors to determine if the travel costs of a companion are eligible for reimbursement.

Travel Cancellation and Changes

Cancellation and change penalties for air, rail, hotel and car rentals can be expensive. Travellers should review change and cancellation policies at the time of booking with a view to minimizing costs should changes become necessary. In the event that a change or cancellation is required, travellers should request and retain the change/cancellation number for verification purposes.

Loyalty Programs

Travellers may retain loyalty points earned while travelling on CICA business. However, travel plans should not be altered to accumulate additional loyalty points or use upgrade* or companion travel certificates, if doing so results in a higher cost to the CICA.

The cost of the travel booked through the Travel Centre will normally be charged to the CICA corporate credit card by the travel agent. However, travellers have the option of charging the cost of the travel booked to their personal credit card in order to accumulate loyalty points. Reimbursement for travel booked this way can only be claimed **after the date of travel** and claims should be submitted in the usual way accompanied by the ticket voucher and boarding pass.

* See reference to Latitude booking under “Air” below.

TRANSPORTATION

Air

Air transportation should be booked at the lowest reasonable fare, including discount and consolidator fares, taking into account not only the cost but also the value of the traveller’s time. *For this purpose, Air Canada Tango Plus fares or equivalent will normally be considered to constitute the “lowest reasonable fare.” For North American and Bermudian flights involving more than three hours of in air flight time per single leg, excluding stop over or connection times, travellers have the option of booking Air Canada Latitude fares or equivalent if this will enable the use of upgrade certificates possessed by the traveller. As there is no difference in the services provided in the Tango Plus and Latitude Class, the extra cost of Latitude class should be avoided when upgrade certificates cannot be used by the traveller.* Flight coupons may be used with some Tango Plus fares and travellers should verify their use with the travel agent prior to making a reservation. Travellers are encouraged to book as early as possible to take advantage of the airline’s lowest discounted fares.

Business class travel remains an **option** for international travel when circumstances warrant and provided that such travel falls within the context of necessary and reasonable. All proposals for international travel (i.e., other than the United States and Bermuda) should be communicated to Executive Office, c/o the Executive Coordinator, at least seven days prior to any commitment for the travel arrangements being made. The report to the Executive office should include the name(s) of the participants, the reason for the travel and the cost.

Travellers may make reservations in a higher class category if an appropriate class is sold out and no reasonable alternative flights are available where it permits the traveller to attend the scheduled event.

While some flight changes are inevitable, travellers should keep changes to a minimum as the Travel Centre bills the CICA for each change made. In addition, fare difference charges may apply. The value of the traveller’s time saving should be weighed against the cost before changes are made.

Travellers are responsible for advising the Travel Centre of a flight cancellation and for returning any unused portions of an electronic or paper ticket to facilitate the cancellation, credit or re-issue process.

Train

Travellers have the option to choose train travel, providing the travel cost does not exceed the overall total cost of the lowest reasonable airfare and associated ground transportation to the same destination. Travel may be upgraded to the Business Class equivalent if the duration of the trip exceeds three hours.

Ground Transportation

Travellers will be reimbursed for limousine, taxi and public transportation expenses incurred for CICA business trips to and from airports, hotels or meetings. The most practical and safe method of ground transportation should be selected.

The CICA will reimburse for the reasonable use of personal vehicles for business purposes at the rate of \$.52 per kilometre for the first 5,000 kilometres in one year and \$.46 per kilometre thereafter. If air or rail transportation is available at a fare less than the cost of travel by personal vehicle, the CICA will reimburse only an amount equivalent to that fare.

Costs associated with theft of personal property, damage to a personal vehicle or 3rd party liability injury incurred while on CICA business are not reimbursable.

CICA will reimburse CICA business related parking.

Automobile Rental

Travellers have the option to rent automobiles when costs are more economical than using local transportation. Whenever possible, rentals should be booked through the Travel Centre. If personal and business travel are combined, personal rental costs are not reimbursable and the amounts claimed should be appropriately prorated between personal and business costs.

CICA will reimburse the rental cost of intermediate sized vehicles. A larger size vehicle may be rented if three or more travellers are sharing.

Car rental insurance coverage varies depending on the jurisdiction in which a vehicle is rented. Travellers are responsible for confirming that they have the necessary car rental insurance coverage and should verify the coverage with their personal credit card issuer. If coverage is not provided by the credit card issuer, travellers are required to purchase the insurance from the car rental company. This expense is a reimbursable cost. At the time of renting and prior to signing the car rental contract, travellers should read the documentation to ensure the personal credit card is accepted and the rental vehicle has proper insurance coverage. (See p. 8 of this document.) .

Travellers are required to inspect the rental vehicle for damage prior to driving off the rental property. In the event of an accident, the rental company must be notified.

Airport Parking and Mileage

Airport parking and mileage for a personally-owned vehicle are reimbursable up to the lower of either parking and mileage or the cost of the return ground transportation fare using taxis or limousine service. If the duration of a business trip will be several days, travellers should evaluate whether modes of ground transportation other than personal vehicle would be more economical.

ACCOMMODATION

Accommodation arrangements for volunteers are normally made by the CICA staff. If volunteers are required to make the accommodation arrangements, they should book through the Travel Centre to allow CICA to take advantage of negotiated corporate rates and applicable commission. The advantageous CICA corporate rates have been negotiated with preferred business hotels on the basis of a guaranteed volume of business. The cooperation of travellers is required to maintain these rates. Travellers who book accommodation and select a hotel that is not part of CICA's corporate programme will be reimbursed at the lesser of the amount paid or the equivalent of CICA's corporate rate.

A list of CICA preferred hotels is appended (A).

Travellers attending conferences and training programs should stay at the host hotel at the designated attendee rate, unless a lower rate can be obtained elsewhere. If travel plans change, the hotel should be notified directly, or in an emergency the Travel Centre should be contacted.

Accommodation is provided for the number of nights necessary to enable the traveller to participate in the event for which she/he is travelling. Those who wish to extend their stay before or after the event may do so at their own expense; there is no guarantee that CICA preferred rates will be available pre and post event.

EDUCATION, CONFERENCE & COURSES

Volunteers presenting at CICA managed educational programs, or conferences and courses are eligible to travel as per the transportation and accommodation policy guidelines. Prior to completing the travel arrangements, volunteers should discuss with the appropriate CICA staff contact to confirm if they are eligible for reimbursement.

MEALS

CICA will reimburse travellers for the actual cost of meals incurred within the following guidelines:

Breakfast	- up to \$ 26.00	per person including taxes and gratuity
Lunch	- up to \$ 32.50	per person including taxes and gratuity
Dinner	- up to \$ 65.00	per person including taxes and gratuity

Gratuities are normally calculated at 15% of the pre-tax total of the restaurant bill.

Guidelines for Staff Hosting Group Events

The CICA recognizes that it may be reasonable and necessary for staff hosting group events in restaurants such as meals for visiting dignitaries, committee meetings and retirement parties to exceed the maximum meal allowances identified above. Staff should, nonetheless, manage costs effectively. The following guidelines will assist in this regard.

- Pre select a menu if at all possible
- Pre select beverages if at all possible
- Clarify in advance that regular ice water is preferred, rather than bottled water
- Request that the host be consulted before wine is uncorked
- Consider the necessity of uncorking additional bottles of wine near the end of the meal
- Unless the venue specifies a service charge, which may be the case for a pre-selected, fixed priced menu, add 15% of the total cost of food and beverage to the bill; do not include taxes in the calculation
- Check the bill carefully before paying it

Guidelines Outside Canada

Meal costs vary considerably outside Canada. Volunteers and staff travelling outside the country are expected to use discretion and good judgement and should follow, as closely as possible, CICA's guidelines for meal expenses in the local currency equivalent.

BUSINESS COMMUNICATION

Costs for reasonable and necessary local and long distance telephone calls and internet usage while travelling on CICA business will be reimbursed and should be reported on an expense claim form, with supporting documentation. Internet access is included in the negotiated rates with CICA preferred hotels and is normally negotiated as part of the hotel package for conferences or meetings.

When using other hotels, travellers should evaluate hotel internet usage rates and when these are excessive should consider other secure internet options. Travellers should use calling cards or Canada Direct to minimize telephone usage charges.

INSURANCE

Travel Insurance

Travel accident coverage is provided to all active volunteers and staff travelling on CICA business. CICA will not reimburse the purchase of additional travel accident insurance.

Health Insurance

Volunteers and staff travelling to US and international destinations on CICA business are not allowed to travel without adequate health insurance. All CICA staff members are covered by emergency out-of-country insurance. Volunteers should check any existing

coverage they may have to ensure that it includes out of country coverage. If not, they are required to purchase sufficient health insurance coverage. The CICA will reimburse the costs incurred and this insurance can be purchased through the Travel Centre. CICA is not responsible for out-of-country medical expenses and if a volunteer incurs medical costs while travelling out of the country, the instructions on the insurance coverage purchased should be followed.

Insurance on Rental Vehicles

Vehicles rented for CICA business purposes must have Collision Damage waiver (CDW) insurance coverage.

Travellers are encouraged to charge vehicle rentals to their personal credit cards if the card includes automatic CDW insurance coverage. (The inclusion of CDW coverage should be confirmed with the credit card issuer prior to the date of travel.)

If a personal credit card that includes automatic CDW coverage is used, the optional CDW coverage offered in the rental company contract must be declined. If the personal credit card does not include CDW insurance coverage, the optional CDW coverage offered by the vehicle rental company must be purchased.

Please note that CDW only covers the cost of damage to the vehicle in the event of a collision. Coverage for 3rd party liability is handled through the traveller's personal vehicle insurance policy. Please note that personal vehicle insurance premiums can be affected by involvement in an accident while driving a rented vehicle for business purposes.

MISCELLANEOUS EXPENSES

Tips/Gratuities

Reasonable gratuities for porters, maids, concierge and skycaps at airports will be reimbursed. Supporting documentation is not required for miscellaneous identified costs under \$10.

Laundry and Valet Service

In the event of an emergency situation, or where a trip involves four nights or more hotel accommodation, reasonable and necessary laundry and valet expenses may be claimed.

EXCEPTIONS

CICA recognises that under some circumstances exceptions to the travel expense policy may be justified. A brief note explaining why there was a deviation from the guidelines should accompany the expense reimbursement claim. Any exceptions will be reviewed on a case-by-case basis by the appropriate senior CICA staff contact or supervisor, but will not be considered a precedent.

PREPARATION AND SUBMISSION OF EXPENSE CLAIMS

CICA business air travel costs and Via Rail tickets are charged to CICA's central credit card or the traveller's personal credit card (depending on preference) when arrangements are made through the Travel Centre. All other reasonable, accommodation, transportation, meals and out-of-pocket expenses incurred on CICA business and not charged to the CICA central credit card, will be reimbursed ***after the travel is completed.***

All expenses must be calculated in Canadian currency and include the conversion rate if applicable. Completed expense claim forms must be submitted for approval (a) by volunteers to the appropriate CICA staff contact and (b) by staff to their immediate supervisors. Claims must include detailed expense information and supporting documentation.

Travel expense claims should be prepared as soon as possible upon completion of the related travel, but at a minimum not later than the end of the following month for CICA staff and volunteers. PICAs/Ordre who reimburse their staff and/or volunteers and in turn claim reimbursement from the CICA must submit their claims by the end of the second month following the travel. Unless there are extenuating circumstances, claims submitted after the time specified will not be processed.

TRAVEL ADVANCES

Travel advances are not provided. If there are exceptional circumstances that may require advance payment, a request must be submitted for consideration by CICA Management at least two weeks prior to the travel date.

INTERPRETATION

Interpretation of the provisions of this travel policy will be made by CICA Management.

Appendix A

CICA Preferred Hotels 2011

For hotel reservations in cities not listed, contact Vision 2000 to take advantage of their negotiated Corporate rates.

	T O R O N T O	M O N T R E A L	O T T A W A	V A C O U V E R	
	Renaissance₁ PRIMARY	Hyatt SECONDARY	OMNI	Sheraton	Pan Pacific
Guest Room Size	350-575 sqft	280 sqft	256-307 sqft	300 sqft	350sqft
Breakfast Fee	14.95	22.00	19.50	18.00	19.00
Onsite Fitness Centre	YES	YES	YES	YES	YES
Local Phone Calls	INCLUDED	INCLUDED	FEE	FEE	FEE
Toll Free Calling	INCLUDED	FEE	FEE	FEE	FEE
High Speed Internet	0	NA	0	0	0
Wireless HS Internet/Guest room	NO	0	0	NO	0
Transportation to CICA	YES	NO	NO	NO	NO
Rate available to Staff	YES	YES	YES	YES	YES
Room Service	06:00-12:30AM	06:30-23:00	24 HOUR	06:00- 23:00	24 HOUR
Business Centre	YES	YES	YES	YES	YES
Indoor Pool	YES	NO	NO	YES	NO
Outdoor Pool	NO	YES	YES	NO	YES
Mini Fridge	AVAILABLE	NO	NO	NO	YES
Microwave	AVAILABLE	NO	NO	NO	NO
Complimentary Newspaper	YES	YES	YES	YES	YES
In room Safe/Laptop	NO	NO	YES	NO	YES
In room Safe	NO	NO	YES	NO	YES
Work Desk	YES	YES	YES	YES	YES