

TRAVEL COST REIMBURSEMENT

Author: Finance and Administration	Approval Date: March 16, 2026
Issued By: Properties and Insurance, Finance	Effective Date: April 24, 2023
Approved By: Betty Yam, Chief Financial Officer	Next Review Date: March 16, 2028

1) POLICY

This policy provides guidelines and procedures related to admissible travel expenses that are reimbursable by Community Living Toronto (CLTO).

At its discretion, CLTO may reimburse staff who use a personal vehicle, public transit or third-party provider e.g., taxi or other ride sharing companies, to conduct CLTO business. It is expected that staff will use the most economical (i.e., cost and/or time) form of transportation.

This may include a rate per kilometer as established from time-to-time by the CLTO tickets or cash fare value at the bulk purchase rate. Receipts and supporting documents are required for the purchase of public transit fare and/or taxi or other ride sharing companies.

Receipts and supporting documents include:

- Bills/invoices and proof of payments.
- Presto card statements where applicable.
- Missing Receipt Affidavit (built into Concur).

2) SCOPE

- Department staff:** This policy is applicable to all CLTO staff incurring business-related travel expenses through use of their own vehicle, public transportation and/or ride-sharing applications. These expenses will be submitted through SAP Concur with supporting documentation.

3) PROCEDURES

1. Responsibilities:

Staff: To claim only business-related mileage/trips when submitting travel expenses on SAP Concur and to ensure all submitted expenses through SAP Concur are backed up by original receipts and supporting documents.

Immediate Supervisor: To review and approve the travel expenses and supporting documents submitted through the EMS and ensure complete compliance with this policy.

Finance: To conduct monthly random audit for compliance and internal control purposes.

2. Mileage Submission

Mileage reimbursement is calculated between the first and the last trip each day and one round trip between the staff's home and their base work location is deducted. This deduction relates to a staff's responsibility to cover the cost of travel to and from their base location to the first and the last regular place of employment each workday.

Staff working remotely must designate a base location (most likely their home). If staff need to travel for work, they cannot claim travel expenses from base location/home to the first regular place of employment and the last regular place of employment to base location/home. Travel between regular places of employment is eligible for mileage reimbursement.

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Any location to or from which the employee regularly reports for work or performs the duties of employment is generally considered a regular place of employment. Depending on the circumstances, employee may have more than one location where they regularly report for work.

All requests for reimbursement must be submitted within six months AND within the fiscal year when the expense occurred.

3. Parking

Reasonable parking costs will also be reimbursed; see the General Expenses policy for details.

4. Reimbursement for parking tickets, towing, etc.

CLTO is not responsible for any reimbursement related to legal infractions. This includes fines for towing or traffic tickets, violations and fines incurred by the driver while driving a CLTO or personal vehicle. These are the responsibility of the driver.

5. Costs Associated with use of personal vehicles

CLTO is not responsible for any reimbursement related to cleaning or deep cleaning of vehicles. This is not an expectation of employment and not required from an Occupational Health and Safety perspective.

4) DOCUMENT ACCOUNTABILITY

The Finance Department is accountable for creating and maintaining this policy and will support interpretation of the policy as required.

5) RELATED FORMS & TOOLS

Associated Policies

- 04-01-01 General Expenses
- 06-15-01 Working Remotely
- 08-02-01 Driver Authorization and Driving on CLTO Business

6) REVISION HISTORY

Version #	Date of Revision	Person Revising (Name & Position)	Description of Change
Issued	June 5, 1990		
2	February 18, 2020		Update to reflect current practice
3	March 22, 2021	H. Dawson, Sr. Manager Quality Assurance	Update to reflect travel associated with remote workers
4	May 25, 2022	H. Dawson, Sr. Manager Quality Assurance	Update to include taxi and/or other ride share companies
5	Nov 30, 2022	B. Yam, Chief Financial Officer	Clarification of the term "regular place of employment" and update to reflect mileage submission.

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6	April 24, 2023	B. Yam, Chief Financial Officer	Incorporated statement re vehicle cleaning from (archived) policy 04-18-01 Reimbursement of Expenses for Work Requirements
7	March 16, 2026	Betty Yam, Chief Financial and Administration Officer	Reviewed, no changes required