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Travel, meals and hospitality expenses incurred by the Society will be business related, and strike a balance between economy, health and safety, and efficiency of operations.

Revised May 2013 Revised October 2014

1.0 PURPOSE

- To specify the principles that shall govern the usage of travel, meals and hospitality,
- To specify the responsibilities of all parties related to the usage of travel, meals and hospitality, and
- To specify the principles that shall determine the extent of reimbursement due to a person incurring travel, meals or hospitality expenses on behalf of the Society.

2.0 PRINCIPLES

Expenses must:

- be work-related;
- be modest and appropriate; and
- strike a balance among economy, health & safety, and efficiency of operations.

3.0 APPLICATION AND SCOPE

This policy shall apply to all staff, volunteers, including the Board of Directors, foster parents, consultants, contract workers, and others who incur travel, meal or hospitality expenses on behalf of the Society.

4.0 REIMBURSEMENT OF EXPENSES

4.1 Non-Reimbursable Expenses

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

- personal recreational purposes (e.g. video rentals, mini-bars, etc.);
- personal items;
- traffic and parking violations;
- social events that do not constitute hospitality as described below;
- alcoholic drinks, unless part of hospitality as described below; and,
- friends or family members, unless part of hospitality as described below.

4.2 Receipts

Original receipts (not photocopies) must be submitted with all claims using "Expense Requisition" (Form #1501) unless otherwise indicated in this Policy. Credit card slips by themselves are insufficient to support a claim for reimbursement.

4.3 Overpayments

Overpayments, namely amounts reimbursed or paid to staff that are not in accordance with the terms of this policy shall be recovered from the claimant as a debt owing to the Society.

4.4 Time Limit for Claims

Staff of the Society is encouraged to submit expense requisitions on or before the last day of the month following the month of the expenditure was incurred. This ensures that expenses are charged to the correct accounting period, and reduces the risk of loss of receipt.

4.5 Authorization of Expenses

As a means of monitoring compliance with this policy and procedures, prior to submitting expense requisitions to the Finance Department, expenses must be approved (via a signature on the appropriate reimbursement form) by a spending authority according to the 'Expenditure Authorization' policy and procedures.

4.6 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 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—when considering the exception, 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 spending authority 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.

5.0 TRAVEL

5.1 Booking Travel Arrangements

When booking travel arrangements that require pre-booking such as air, rail or car rental, staff can make travel arrangements using any of the following options:

- Book via phone or internet, and claim for reimbursement
- Book via phone or internet and utilize the Society credit card, by contacting the Supervisor of Administrative Services who will supply the credit card number so the staff can book the travel
- Book through the Society approved travel agency, listed in Appendix 'A'

5.2 Advances – Travel and Other Business Expenses

Where travel is expected to be of a longer duration a cash advance may be provided. An 'Expense Requisition' (Form #1501) must be completed and approved by a spending authority. Upon return, the staff person will reimburse the Society for the advance either in cash or by providing original receipts in conjunction with the final request for reimbursement.

5.3 Loyalty Programs

Provided that there are no additional costs to the Society, staff members traveling on Society business can join loyalty programs and utilize the benefits offered by the travel industry for future business or personal use, provided it is the most cost-effective means of travel.

5.4 **Prior Approval for Travel**

Prior approval for travel by the appropriate authority is required by all travelers according to destination:

Destination	Authorization Level
Within Ontario	None required prior to travel, however the expenses incurred will be subject to the normal authorization procedures before submission to the Finance Department for reimbursement
Outside Ontario and Within Canada	Service Director
Outside Canada	Executive Director

A request for travel outside Ontario or Canada must be submitted in writing, and must include a written rationale to justify the travel, and documentation to demonstrate that the requested travel arrangements (e.g. transportation mode and accommodation) are cost-effective, including a detailed itemization of all expenses that will need to be incurred. Out of province travel should only be considered when required to meet the needs of a client, or when attending a training

event or conference not available locally. All documentation will be submitted to the Finance Department, and permanently stored in the appropriate Accounts Payable file.

6.0 INSURANCE

6.1 Medical/Health Insurance

For Traveling Outside Ontario or Canada

- Staff covered by the Society health plan:
 - Included in the Society health plan coverage is medical/health insurance outside Ontario and Canada. The People & Culture department can provide information upon request.
- Staff covered by other health plans:
 - Staff will be reimbursed for any additional privately arranged health plan coverage required for traveling outside Ontario or Canada. An original receipt for the premium paid must be provided and attached to the expense reimbursement claim.

6.2 Vehicle Insurance

Only staff with valid drivers' licenses are authorized to drive their own or other vehicles in the course of Society business.

Personal vehicles used for Society business must be insured at the vehicle owner's expense for personal motor vehicle liability. Coverage should be equal to or greater than the minimum liability specified in the <u>Insurance Act</u>. Drivers must satisfy themselves as to whether their motor vehicle insurance coverage should include business use of their vehicles. The Society does not reimburse insurance costs for business use coverage or collision and liability coverage.

The Society assumes no financial responsibility for privately owned vehicles other than paying the kilometric rate, except as defined in the Collective Agreement. The Society will pay for damages to staff vehicles when not the fault of the staff member, e.g., client damage to a vehicle, or a stone chip.

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) or the Director of Finance (if a Society vehicle), and the Director of People & Organizational Development.

7.0 ROAD TRANSPORTATION

7.1 Order of Preference

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

- Society vehicle when available;
- Rental vehicle if a Society vehicle is not available and a rental vehicle is more economical than use of a personal vehicle; or,
- Personal vehicle when a Society 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 Society business will be reimbursed. Receipts must be obtained and submitted wherever practicable.

Society vehicles are intended for business use only.

7.2 Car Rental

Travelers are strongly encouraged to rent cars for business travel instead of using their own vehicle when the total distance to be driven in one day will exceed 200 kilometers.

The size of the rental car must be the most economical and practical required for the business task and number of occupants. Exceptions must be documented and approved by the appropriate spending authority. Luxury and sports car rentals are prohibited, unless the car rental company provides a free upgrade due to lack of availability of a standard vehicle.

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

Reservations must be made by calling the car rental agency listed in Appendix 'A'. The rental car agency will bill the Society directly.

The Society carries Liability Insurance on rental vehicles, so the extra insurance provided by the car rental agency should not be purchased.

Exceptions to the above noted policy include:

- Those employees living out of town If the total expense after accounting for the kilometers required to pick up and then subsequently drop off the rental car exceeds the total expense by driving your personal car directly then your personal vehicle is deemed to be more economical than use of a rental vehicle
- Time of when rental vehicle must be picked up/dropped off If the pick up/drop off of a rental vehicle requires additional rental days to be charged as part of the rental

agreement then the personal vehicle may be deemed to be a more economical option that use of a rental vehicle. For example, an early morning appointment of a worker may necessitate securing the car rental on the previous day which represents an additional rental day which would not be the case if driving directly using a personal vehicle

- Inclement weather For safety reasons when driving in inclement weather, the use of a
 personal vehicle may be preferred to that of a rental vehicle. For example, in winter
 months, a personal vehicle equipped with winter tires is a safer alternative than that of a
 rental vehicle that is not equipped with winter tires
- Customized alterations made to a personal vehicle In some instances, an employee may have had some alterations made to their personal vehicle (e.g: customized seating) which is required for them to operate their vehicle safely. These alterations would be absent from any other vehicles, including a rental vehicle
- Medical Condition An employee may have an existing medical condition that is supported by their attending physician that requires the employee to use their own vehicle for driving. The reporting process is for the employee to provide a medical note to the Senior Director of People and Organizational Development supporting the use of their own vehicle only. The Accommodations Committee will then convene to acknowledge the medically supported restriction/limitation. A memo will communicate the restriction/limitation to the employee's immediate reporting Supervisor and the Comptroller of the agency for reference when processing mileage claims of the affected employee. A copy of the medical documentation will be retained in the office of the Director of People and Organizational Development in the event of a future audit.
- Health and Safety Any other health and safety related concerns that exceeds an employee's individual comfort level to the extent that the use of the employee's own personal vehicle is deemed to be a safer alternative to that of a rental vehicle. This exception is to be approved by the direct reporting Supervisor in advance and must be noted on the employee's mileage form.

7.3 Kilometer Reimbursement Rates for Personal Vehicle Use

Rates of reimbursement for all staff, volunteers, foster parents, and others driving on behalf of the Society are pursuant to the Society's Collective Agreement.

Expense claims are to be submitted using the "Statement of Travel Expenses" (form #1502) form and must include the:

- date of travel;
- starting and ending address (or institution name) or case name/number and purpose of expense;
- kilometers traveled; and
- the authorization by the appropriate authority.

Since personal vehicles are used for society business as a normal condition of work, the society will supply a signed T2200 form (Declaration of Conditions of Employment) for filing with CRA.

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

7.4 Other Road Transportation

Whenever practical, local public transportation/hotel shuttles are to be used. Receipts for reimbursement are not required. Receipts are required for travel by taxi.

7.5 Rail Transportation

Travel by rail (coach class) is permitted when this is the most practical and economical way to travel. For travel to and from Toronto, use of first class (Via1) is acceptable where travel time goes beyond normal office hours and the staff person would be missing a meal by being in transit. Via 1 service includes the provision of a meal at meal times during transit.

When traveling by rail, staff is requested to ask for the government rate, and if time permits, book the trip in time to receive an early booking discount. See Appendix A for the Discount Codes.

7.6 Air Transportation

Travel by air is permitted when this is the most practical and economical way to travel. The Society will only reimburse for economy class, however if a staff person chooses to upgrade, he/she will be responsible for the difference in price. In this situation, the approval of a spending authority is required. Where possible and practical, backup support is to be provided to ensure the least cost flight is taken.

8.0 OTHER TRAVEL EXPENSES

Expense claims for Other Travel Expenses are to be claimed as noted in Paragraph 4.2.

8.1 Accommodation

Reimbursement for hotel accommodation within the Society's "area of jurisdiction" (Middlesex County) will not normally be made. Exceptional or emergency situations may arise where a staff person resides out of town and is required to remain in the Society's jurisdiction overnight (i.e. extended collective bargaining session). These situations require the approval of a spending authority.

Overnight accommodation may be booked by the staff member where they are required to travel more than a 1½ hour drive (approximately 140 km) from the office. Distances less than 140 km one way are considered "commutable". Exceptions will be made for:

- events that start early
- events that are longer than one day
- days when inclement weather is forecasted

Approval for hotel accommodation must be obtained prior to booking.

Reimbursement will be made for single accommodation in a standard room, and no reimbursement will be made for suites, executive floors, or concierge levels. The provincial government rate must be requested at the time of booking.

Private stays with family and friends are encouraged. A maximum of \$30.00 per night for gratuitous lodging is allowed. No receipt is required.

For extended stays out of town at a single location, long term accommodation must be considered and approved by a Director in order to take advantage of lower weekly or monthly rates. This may include the rental of a housekeeping facility.

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

8.2 Laundry/Dry Cleaning Services

Individuals who are away from home for five or more consecutive days shall be reimbursed for reasonable expenses for laundry, dry cleaning and valet services required as a result of conducting business, based on receipts.

8.3 Dependent Care

Actual dependent care expenses that are incurred as a result of traveling and are additional to expenses the person would incur when not traveling, will be reimbursed up to a daily maximum as set out in Appendix B.

A written explanation of the circumstances must be provided with prior verbal/written approval from the appropriate spending authority.

8.4 Calls to Home

Reimbursement will be made for reasonable costs for necessary personal calls home for each night away. Wherever possible, the most cost-effective method should be used.

8.5 Additional Business Expenses

While traveling on government business, additional business expenses not otherwise covered will be reimbursed, such as business calls, air/ rail phones, computer access charges, photocopying, word processing services, facsimile transmissions, internet connections, rental and transportation of necessary office equipment, provided the charges are incurred while conducting Society business.

8.6 Meals

Reasonable and appropriate actual meal expenses will be reimbursed, subject to approval by the claimant's spending authority when, during a normal meal period, the claimant is away from the Society on Society business.

Reimbursement of actual meal expenses incurred is subject to the rates as per the Collective Agreement.

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 actual meal expenses that exceed the rates set out in the Collective Agreement may be approved by spending authorities if the reimbursement is consistent with the Principles section of this Policy and in accordance with the principles to guide exceptions to the rules section of this Policy. Every claim for such reimbursement must be accompanied by an original receipt and a written explanation with sufficient detail when the meal rate is exceeded.

For a full day of meal claims, (i.e.: breakfast, lunch and dinner) staff have the discretion to allocate the daily total meal rate as he/she sees fit with a suggested cap of \$20.00 for any single meal.

Reimbursement of meal costs must not include the reimbursement for any alcoholic beverages, except as noted in the Hospitality section.

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.

8.7 Meal Expenses – Clients

There are some situations, particularly in the area of relationship building with children in the care of the Society, whereby staff may be required to purchase meals/refreshments for clients. Meal rates set out in the Collective Agreement will be adhered to. Expenses will be reimbursed provided an original receipt is submitted.

8.8 Meal Expenses – Staff with Youth/Clients

There may be exceptional circumstances where coverage of staff meals is warranted in meeting the needs of children and youth. Where the meal has a purposeful and therapeutic value, and where a decision has been made in advance, in consultation with a Supervisor and documented in the plan of care, exceptions will be made as outlined below. Further, where staff must drive for four (4) or more hours in a day or 160 km or more for the full return trip, the Society will reimburse the staff member for his/her meal as per the Society's guidelines. The amount to be approved for staff meals under such circumstances will not exceed the Society's guidelines and original receipts are required.

Planned Exceptions for Covering Staff Meal Costs When Accompanying Children/Youth

- Staff is marking a significant milestone for the child/youth e.g. birthday, graduation, youth leaving care;
- Staff visits a child/youth that resides in an OPR (foster/group) outside of the Society's jurisdiction and is conducting a private visit with the child/youth for the purpose of informing the AAR/Plan of Care;
- Staff is attending several out of jurisdiction OPRs, with multiple visits with children/youth on the same day;
- Staff accompanies a child/youth for a full day assessment at a treatment centre or hospital.

Unplanned Exceptions

- Staff is accompanying a child/youth to hospital for a potential admission and a lengthy wait occurs, falling within a meal period;
- Staff is engaged with a child/youth who is being removed from his/her residence due to an investigation or traumatic event, such as a placement disruption, and this occurs within a meal period.

9.0 HOSPITALITY

Hospitality is the provision of food, beverages, accommodation, transportation or other amenities at agency expense to persons who are not engaged in work for the agency. Hospitality should be extended in an economical, consistent and appropriate way when it will facilitate agency business or is considered desirable as a matter of courtesy. Hospitality expenditures should be consistent with the status of the guest(s), the number of persons attending and the business purpose to be achieved.

Part of normal hospitality may include consumption of alcoholic beverages with a meal or during a reception. Reimbursement for the cost of alcohol is permitted for hospitality events. The cost of alcoholic beverages cannot exceed the cost of food. Such hospitality requires prior approval.

When the cost of hospitality being extended is less than \$100.00 (e.g. purchase of meals at a restaurant), subsequent spending authority approval is sufficient. The purchase of alcoholic beverages in these cases is prohibited.

Where hospitality events are extended by the agency and where guests include vendors or prospective vendors to the agency, managers are responsible for obtaining prior approval to ensure that the hospitality provided does not give, or is not perceived to give, preferential treatment to any vendor.

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

Hosts must ensure that hospitality expense records include:

- the circumstances of the event (business purpose)
- the form of hospitality
- cost supported by receipts
- name and location of establishment
- names, titles and companies of attendees
- approvals by appropriate individuals in the agency

9.1 Consultants and Contractors

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

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

9.2 Recipients of Hospitality

Gifts of appreciation may be accepted if token in nature, valued at up to \$30.00. Gifts valued above \$30.00 must be justified and approved by the Manager or Director of the recipient. In all cases where hospitality is provided to agency staff or board members, conflict of interest guidelines will prevail in determining whether such hospitality should be reasonably accepted. If in doubt, a worker should consult with his/her manager.

9.3 Gifts of Appreciation by the Society

Token gifts of appreciation, valued at up to \$30, may be extended to persons who are not attached to the Society in exchange for pro bono services. Gifts valued above \$30 must be justified and approved by an immediate supervisor.

10.0 RESPONSIBILITIES

10.1 Responsibilities of Staff

In arranging travel, a staff person is required to:

- consider alternatives to travel such as teleconferencing and videoconferencing;
- obtain approvals from appropriate authorities for travel;
- use service providers designated by the Society where appropriate;
- request and accept lowest common carrier fare;
- supply an itinerary to and notify the manager of any changes so that travelers may be contacted in an emergency;
- cancel hotel bookings prior to 6:00 p.m. to avoid no-show charges;
- submit all expense claims on a timely basis;
- provide written explanations (via a memo) for unusual expenses;
- provide original receipts for all expense claims; and,
- provide descriptions for all expenses claimed.

10.2 Approval of Expenditures/Claims

In approving expenditures, individuals are required to:

- provide approval only for expenses that were necessarily incurred in the performance of organization business;
- provide approval only for claims that include all appropriate documentation;
- ensure that expenses are consistent with this and other applicable policy and procedures (please refer to Section 4.6);
- determine and authorize when business travel is necessary;
- consult with the staff person to ensure travel arrangements also accommodate his/her needs and interests;
- ensure that appropriate receipts are provided to support expense claims;
- ensure that unusual items are appropriately explained in writing and provide proof of prior approval, where applicable; and,
- ensure that staff is aware of 'Conflict of Interest' polices (see Human Resources policy 10-10 – Conflict of Interest-Internal & 10-20 – Conflict of Interest-External).

Approvers are prohibited in the expense rules from approving their own expenses. Expenses for a group can only be claimed by the most senior person present – expenses cannot be claimed by an individual that are incurred by his/her approver (e.g., an executive who reports to the ED cannot submit a claim that includes the cost of the ED's lunch even if they were at the same event, with the result that the ED would thereby approve his/her own expenses).

10.3 Scheduling of Team Meetings and Team Development Days

When scheduling team meetings or team development days, the primary consideration will be for the continuation of high quality service to the Society's clients.

Team meetings: Team meetings are typically conducted in the office, however, they may also be conducted at an employee's home provided that the location is within the jurisdiction of London & Middlesex. When a date for a team meeting is being selected, consultation within the unit is required so that adequate and clear coverage arrangements can be made in advance. The Service Director responsible for the unit is to be advised of the date and location of the team meeting. The Service Director will also require a copy of the meeting agenda prior to the meeting and a copy of the minutes thereafter.

Team development: Team development days are limited to once per year and may occur outside of the office. Due to insurance implications, team development days must take place within the Society's jurisdiction of London and Middlesex. When a date for a team development day is being selected, consultation within the unit is required so that adequate and clear coverage arrangements can be made in advance. The Service Director responsible for the unit is to be advised of the date and location for the team development day. The Service Director will also require a copy of the agenda prior to these events and a copy of the minutes thereafter.

Scheduling: The Christmas holiday season and the month just prior to the summer vacation period are popular times for scheduling team meetings or team development days and these are also times when the Society may experience greater than normal coverage issues. In recognition of this, team meetings and team development days are not to occur on Fridays during the months of June and December due to the higher volume of staff already away at these times. Throughout the remainder of the year, team meetings may occur on Fridays with the understanding that clear and adequate coverage arrangements are in place.

Eligible expenses: The cost of any food or beverages consumed at team meetings or team development days will not be eligible for reimbursement. Staff mileage will be covered in the event of team development days which occur outside of London or Strathroy, but within the County of Middlesex. Mileage to and from team meetings held at an employee's home located within the County of Middlesex will be covered once every quarter and/or in the event there is no onsite office space available.

10.4 Record Retention

The Society must ensure that appropriate record retention arrangements are in place for claims documentation.

August 2007 Revised – May 2013 Revised – March 2014 Revised – June 2015

APPENDIX A

Approved Car Rental Agency

Enterprise Rent-A-Car

The primary office that the Society deals with is at 1737 Dundas East, however staff of the Society has a corporate account that allows staff to deal with any office. While any office can be called to make a reservation, calling the Dundas East office first may be preferable. This would still mean that the vehicle could be picked up at any of the locations.

Locations

London Airport	. 1750 Crumlin Rd	519-951-9222
London Downtown	. 555 York St., Unit 101	519-439-8507
London East	. 1737 Dundas St. East	519-451-5000
London Northwest	. 689 Oxford St. West, Unit 4	519-472-6676
London South	. 845 Bradley Ave., Unit 2	519-451-3900
London West	. 750 Wharncliffe Rd. South	519-681-8500
Exeter	. 593 Main St	519-235-2333
Ingersoll	. 439 Bell St	519-485-0008
St. Thomas	. 1103 Talbot St	519-631-0550
Strathroy	. 176 Metcalfe St. East	519-246-1211

Approved Travel Agency

Carlson Wagonlit Travel 519-679-8520 x 2233 Toll free 1-800-668-0719 224 Central Ave., London

Discount Code for Via Rail

When booking by phone, use Discount Code 603.

If booking online, use code 604. In order to do this, you need to set up a personal account with Via Rail.

Please note that bookings at least 5 days in advance receive an additional discount.

APPENDIX B

Dependent Expenses

Daily maximum with written declaration:	\$35
Daily maximum with receipt of caregiver:	\$75