



ADMINISTRATION MANUAL

TITLE: Hospitality and Recognition Events **POLICY #:** SJ05-01-06

SECTION: Finance and Materials Management

ISSUING AUTHORITY: Senior Leadership Team

ORIGINAL DATE APPROVED: October 19, 2010

SUBSEQUENT APPROVAL DATES: March 22, 2011

PURPOSE: The purpose of hospitality is to facilitate feedback, collaboration and education with community and other external groups.

If any staff are uncertain as to whether a proposed event is consistent with the purpose and spirit of this policy, they should discuss with their manager.

When events are held on-site, the Health Centre's internal catering services should be used wherever possible so as to minimize the costs of food and beverages to the Health Centre.

HOSPITALITY

PHILOSOPHY

This policy is based on the principles of accountability, transparency, value for money, and fairness.

PROVISION OF HOSPITALITY

POLICY:

- This policy applies to any person in the Health Centre, including Board members, employees, physicians, and consultants and contractors engaged by the Health Centre providing consulting or other services. In the policy, when reference is made to "staff", "staff member" or "employee", the discussion, where applicable, is also intended for physicians and Board members. Consultants and contractors are not to be considered "staff". When reference is made to "Senior Leader" or "manager", for physicians, this denotes the Chief of Staff.
- Hospitality involves hosting an event with invitees external to the Health

Centre. Activities involving only people who are engaged to work for the Health Centre are not considered hospitality and cannot be reimbursed. This means that hospitality may never be offered solely for the benefit of anyone covered by this policy.

- When functions are being considered, approval must be obtained from the staff member's manager prior to the event.
- Hospitality should be extended in an economical, consistent and appropriate way when it will facilitate Health Centre business or is considered desirable as a matter of courtesy.
- Where hospitality events are extended by the Health Centre, and where the guests include vendors (current or prospective), prior consultation with Purchasing must occur to ensure that the event does not give, or is not perceived to give, preferential treatment to any vendor.
- Hospitality may be extended on behalf of the Health Centre when:
 - Engaging representatives of other hospitals, the government, the broader public sector, industry, public interest groups, members of the community or union representatives in discussion on Health Centre matters;
 - Sponsoring formal conferences for representatives of health service provider organizations, or for government, business or labour groups;
 - Providing persons from national or international organizations and charitable organizations with an understanding and appreciation of the Health Centre sector or the workings of the organization;
 - Honouring distinguished persons from the health care sector in recognition of exceptional public service; and
 - Conducting prestigious ceremonies that are attended by government, and/or distinguished persons from the private or public sector.

Planning an event

- Choose a location within Health Centre premises for an event if there is one available and appropriate. If a location within Health Centre premises is not available and/or appropriate and another is chosen, the President & CEO (or delegate) must provide prior approval.
- Minimize costs where possible, but have due regard for the guests' status, the size of the event, and the intended business purpose.

Managing the guest list

- The host extending the invitation:
 - must document and justify the list of invitees;
 - keep the number of invitees to a minimum, limiting it to those who have a direct involvement in the business purpose of the event;
 - may include the partner of a host or invitee only when required by protocol;

Submitting the claim for reimbursement

- All expenses must be documented and include original itemized receipts.
- The claim must include event details regarding:
 - purpose;
 - date(s);
 - location;
 - type of hospitality (breakfast, lunch, dinner, reception, refreshments, etc.);
 - attendees listed by name and organization;
 - appropriate prior approvals.

PROVIDING ALCOHOL

POLICY:

- Generally alcohol would not be provided, however under certain circumstances, doing so will be considered if it is deemed appropriate for the occasion.
- The decision to provide alcohol as part of hospitality should be made by the office of the President & CEO (or delegate) and should be consistent with the principles of this policy.
- In circumstances where alcohol is approved, appropriate measures should be taken to ensure a reasonable limit is placed on the quantity and cost of alcohol to be provided in advance of the event.
- Nutrition services should be contacted whenever alcohol is served, to provide oversight and planning for the function, and to ensure that proper licensing is obtained.
- Reimbursement of alcohol expenses is allowed only when the appropriate approvals are in place.
- Providing alcohol is limited to meals and receptions, if at all.
- Alcohol should be provided in a responsible manner, e.g., food should always be served when alcohol is available.
- The cost of alcohol cannot exceed the cost of the food.

ACCEPTANCE OF HOSPITALITY BY STAFF

- See Code of Business Ethics for details.

CORPORATE-SPONSORED EVENTS

POLICY:

- Corporate-sponsored events (as approved annually by the Senior Leadership Team), such as the annual holiday season staff luncheon and volunteer recognition ceremonies, will be financially supported by the Health Centre.

- Any other events involving only people who are engaged to work for the Health Centre (including departmental luncheons) will not be financially supported by the Health Centre, and are to be paid for by staff themselves.

RECOGNITION (STAFF AND OTHER)

POLICY:

- Recognition events, such as service milestones or retirement events, should be designed to recognize, reinforce or promote positive behaviours and performance that support corporate and/or departmental values, goals and objectives.
- Recognition events may be formal (e.g. ceremony) or informal (e.g. presentation).
- Other informal events, such as non-work-related social gatherings of staff, are not contemplated within the scope of this policy.
- If alcoholic beverages are served at any recognition event, it should be approved by the office of the President & CEO (or delegate) and appropriate measures should be taken to ensure a reasonable limit is placed on the quantity and cost of alcohol to be provided in advance of the event.
- Any form of staff recognition has human resources implications and should be designed in conjunction with the Health Centre's Human Resources Department.

PROCEDURE:

- Depending on the type of recognition (service milestone, retirement, etc.), gifts may be offered and financed by the Health Centre in accordance with this policy. The gift should be approved by the employee's supervisor in accordance with pre-established criteria or benchmarks. The awarding of recognition gifts has human resources implications and should be designed in conjunction with the Health Centre's Human Resources Department and compliant with Canada Revenue Agency rules.
- Monetary awards should not be granted to staff as part of any recognition program and/or activity. Awards may include flowers, cards, gift certificates, gift cards, etc.
- Gifts of appreciation valued up to \$75 may be extended to persons who are not staff of the Health Centre in exchange for pro bono services, including those provided at professional development events. Gifts must be approved by the appropriate person (i.e. Senior Leader of the department/program area). The names of the non-members of staff receiving gifts and the reason for the gifts must be included as supporting documentation.
- All gifts should be appropriately documented, including the individual receiving the gift, the individual who approved the gift, the reasons for the awarding of the gift, the contents and cost of the gift itself, and any other pertinent details. Accurate records must be maintained in order to demonstrate the reasonableness and appropriateness of any gift.

- Token gifts of appreciation (e.g. farewell gift, special recognition), valued at up to \$75, may be extended to staff and must be approved by the individual's supervisor (Manager level or higher). Gifts valued at up to \$75 are exclusive of taxes and delivery charges, etc. This limit does not apply to the Human Resources coordinated long service or organization-wide formal recognition programs.
- Acknowledgements of the passing of loved ones, while encouraged, will not generally be financially supported by the Health Centre. Exceptions to this can be approved by the President & CEO.
- Alcohol may not be given as a gift (e.g. bottles of wine or other spirits, gift certificates for the LCBO, Beer Store, wine store etc.).
- In no circumstances can hospitality be considered allowable expenses for consultants and contractors under the rules or in any contract between an organization and a consultant or contractor. Please refer to policy *SJ-05-03-05 Travel & Business Expenses* for further information.

DEFINITIONS:

Hospitality – The provision of food, beverage, accommodation, transportation and other amenities at the Health Centre's expense to persons who are not engaged to work for the Health Centre.

Senior Leader – Member of the Senior Leadership Team above Director level (Chief of Staff for physicians).

See policy *SJ-05-03-05 Travel & Business Expenses* for further definitions.

REFERENCES:

OHA Hospital Expense Policy Guidelines

<http://www.oha.com/News/Documents/OHA%20Hospital%20Expense%20Policy%20Guidelines%20-%20March%201.pdf>

CROSS REFERENCE:

Code of Business Ethics

Procurement Procedure (SJ-05-02-01)

Procurement Policy (SJ-05-02-10)

Travel & Business Expenses (SJ-05-03-05)

Authorizations – Board of Directors (SJ-02-02-06)

Signing Authority – Requisitions (SJ-05-02-08)

Signing Authority – Contracts Redevelopment (SJ-05-01-06)

Retention of Records (SJ-02-02-05)

REGULATORY REFERENCES:

Broader Public Sector Expenses Directive
Broader Public Sector Travel, Meal and Hospitality Expenses Directive (Ontario)

DEVELOPED BY: Financial Services
REVIEWED BY: Senior Leadership Team

DISTRIBUTION: Leadership Team