

Guidelines for International Travel and Expenses

The following is a detailed procedural outline for expense claims that will streamline the trip-planning and claiming process as the Roots of Empathy organization increases its international presence.

Please Note:

Based on the majority of international funder requirements and in an effort to remain consistent, three quotes must be provided for all international flights and accommodation.

Quotes must be based on work time travel only. Mentors will be reimbursed for costs based on work related stays. If a trip is extended for personal reasons, the Mentor will be reimbursed up to a maximum of the cost of a work-related stay.

Lead Agency approved travel time allows for the Mentor to arrive the day before their first full day of work, and leave the day after their last day of work.

Flight Booking Procedure:

1. Mentors send Manager of Mentoring and Senior Mentor a first draft of the **Roots of Empathy Travel Itinerary and Activity Summary** with their travel dates only for approval.
2. Manager of Mentoring approves and forwards dates and **Roots of Empathy Travel Itinerary and Activity Summary** to Roots of Empathy International Office – Finance Department, International Project Manager, Senior Mentor and Mentor.
3. Roots of Empathy International Office – Finance Department forwards these dates to Corporate Traveller. Corporate Traveller then provides three quotes based on those dates.
4. Roots of Empathy International Office - Finance Department approves one of three quotes and communicates the approved quote to Corporate Traveller.
5. Corporate Traveller gets back to the Mentor with the quote that has been approved by the Finance Department.
6. Mentor arranges flights directly through Corporate Traveller, based on the approved flight cost. If there is any differential between the approved quote and the actual flight booked, Corporate Traveller will invoice Roots of Empathy for the approved amount only, and invoice the Mentor for that differential.
7. Mentor updates the Travel Itinerary and Activity Summary with trip details and forwards to Senior Mentor and Manager of Mentoring prior to departure.

NOTE: If the Mentor chooses to **pay for their flight directly**, they must obtain three quotes from different airlines, using their own travel agency, and submit those quotes to Roots of Empathy International Office for approval. Once the flight is approved, the Mentor can proceed with booking, and claim for the approved quote on their Expense Report. The **written approval** from International Office must be included with the expense claim.



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Accommodation

Reimbursement will be based on single-occupancy quotes. The only time a double-occupancy is acceptable and expected is when Roots of Empathy Mentors share a room for the purpose of business travel.

- Should a Mentor require double occupancy for personal reasons, three quotes will be required based on the cost of single occupancy. The Mentor will be reimbursed up to a maximum of the approved single occupancy rate only.
- If the Lead Agency asks the Mentor stay at a specific hotel, we need this confirmed in writing from the Lead Agency/funder. If double occupancy is required for personal reasons, a quote for the single occupancy rate must be obtained from that hotel.

Car rentals

Lead Agencies have agreed to provide transportation for Mentors in their agreement with Roots of Empathy.

- If a Lead Agency declines supporting the Mentor in this way, the Mentor must inform Roots of Empathy through their Senior Mentor. The Roots of Empathy International Project Manager will then be in contact with the Lead Agency, who will be responsible for ensuring the Mentor has reliable, safe transportation.

Phone Calls

- Mentors must pay for their own travel phone packs if they wish to have access to a phone. Most communication can be handled through internet, and Roots of Empathy will pay for internet costs in hotels to a maximum of \$15/day.
- Any personal calls made from a hotel room should be invoiced separately. Mentors will not be reimbursed for these calls. If the hotel is unable to accommodate splitting out the receipt for personal calls, please ensure these amounts are clearly identified and subtracted from the claimed amount.
- Purchase of a calling card to communicate with Lead Agencies and Instructors while travelling is an acceptable expense.

Receipts

- Expense claims and receipts are public documents and will be forwarded to Lead Agencies and funders. Mentors should make every effort to provide receipts with only business related expenses included. Please request separate receipts for ineligible expenses (such as alcohol or companion expenses).
- For eligible expenses to be reimbursed, proof of payment must be submitted.
- ****Please photocopy ALL receipts** before mailing them to Roots of Empathy International Office. If there are no copies and the originals go missing, the Mentor will not be reimbursed.



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Personal Travel

- When communicating with the Roots of Empathy International Office - Finance Department, please leave out any reference to personal travel time or plans as this can raise issues at claim time. This department only requires work-related travel details.

Expense Submission

Standard claim

One expense report should be submitted for **each training period** including:

- Completed **Roots of Empathy Travel Itinerary and Activity Summary** (submitted to and approved by the Manager of Mentoring).
- Expense report, indicating all applicable Lead Agencies.
- Three quotes for each hotel stay and any flights booked and paid for personally.
- Original receipts for all claimed expenses (i.e. approved flight with boarding passes, approved hotel, transportation, eligible meal costs, etc.).
- ****Please photocopy ALL receipts** before mailing them to Roots of Empathy International Office. If there are no copies and the originals go missing, the Mentor will not be reimbursed.

Cash Advances

- In order to be eligible for a cash advance, a request must be sent, in writing, to the Manager of Mentoring with a copy to the Senior Mentor. Please contact your Senior Mentor for the appropriate paperwork.
- Approved quote information must be included.
- If an advance is required for incidentals (meals, public transportation, etc.), a listing of estimated expenses will be required.

PERSONAL Extended Stays:

- If there is any differential in the actual flight cost from the approved quote based on business travel dates, the Mentor will responsible for that differential.

