



Ontario
College of
Teachers

Ordre des enseignantes
et des enseignants
de l'Ontario

Expense Claim Guide for Therapy and Counselling Funding Program



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Program Overview

Funding Support for Therapy and Counselling

If an Ontario student has been sexually abused or involved in child pornography by a member of the Ontario College of Teachers, help may be available for the student, their parents or guardians, and siblings.

These events can have traumatic consequences for students and their families. The College wants to help families get the assistance they need. That's why there is a funding program to help pay some of the costs required for therapy and counselling.

The College's therapy and counselling funding program complements other wellness services and benefits that may be available to you by providing coverage for some costs not paid for under the Ontario Health Insurance Plan (OHIP) or private health insurance plans.

This guide describes the services and items that can be claimed under the therapy and counselling funding program, and the requirements for submitting claims to the College for reimbursement.

Who is eligible

Students who were sexually abused or involved in child pornography by a College member may be eligible for funding. Funding is also available for their parents, guardians, or siblings, if the therapy and counselling is necessary to support the student.

For further information about eligibility requirements, please review the *Eligibility Guide* available on our website. Go to [oct.ca](https://www.oct.ca) → Public Protection → Funding for Therapy

and Counselling to download the guide and submit an application form, if you think you might qualify. If you would prefer to speak with someone directly or if you need more information, please email us at fundingsupport@oct.ca or phone us at 416.961.8800, ext. 379 or toll-free in Ontario at 1.888.534.2222, ext. 379.

Access to therapy and counselling funds

The first step is to apply to confirm your eligibility for the program. Once your application is assessed and approved, we will notify you by email (or by other means, if you prefer) and provide a number (Family Code) for you and other eligible family members/guardians to use when making claims.

What expenses are covered?

The College will make funding available to help cover your costs for therapy and counselling. Approximately \$17,000 - \$18,000 can be claimed. The amount is equivalent to what OHIP would pay for 200, half-hour sessions of individual out-patient psychotherapy. The student's parents/guardians or siblings can also apply to be reimbursed for eligible expenses from the same claim fund, if they require therapy or counselling to support the student.

Within the therapy and counselling fund, you can claim:

- prescription drugs and other medicinal substances, and
- costs reasonably required for you to attend your therapy or counselling sessions, including:

- i. transportation
- ii. accommodation
- iii. meals
- iv. child care, and
- v. translation services.

In all cases, the College's resources must be sufficient to provide the funding amount requested. You may prefer to contact us to confirm the eligibility of your expenses and the availability of funds prior to incurring significant expenses.

To maximize the funding available for therapy and counselling, families may wish to consider options such as:

- using a therapist or counsellor for whom travel is not required, if appropriate services are offered locally to meet your needs
- using a therapist or counsellor who speaks your language
- booking travel arrangements, if required, as far in advance in possible to obtain the most economical fares
- using the most economical mode of transportation
- discussing the needs of all eligible claimants within your family group to ensure sufficient funds are available for those with the highest needs.

What expenses are excluded?

Expenses normally covered through the College's therapy and counselling program may not be claimed for:

- services unless they are reasonably necessary to facilitate access to your therapy or counselling sessions
- services and supplies provided or

prescribed by a person to whom you have a family relationship

- benefits that are payable by any other government agency
- treatment of a condition that existed prior to the student's sexual abuse or involvement in child pornography by a College member, unless the condition worsened as a direct result of the events
- services or products normally provided without charge
- the portion of charges that OHIP or private insurance is required to pay
- the portion of charges that are the legal liability of any other party

For more specific information about whether an expense can be reimbursed, please consult the eligibility guidelines and claims tips found within each section of this guide.

When does funding begin and end?

Funding period

Funding under the program may be provided for any eligible expenses during the period that starts on the earlier of,

1. the first day that a person receives therapy and counselling, and
2. the day that the student who was sexually abused or involved in child pornography by a College member becomes eligible for funding.

Funding ends on the later of,

1. ten years after the day the funding began, or

2. the day that the student who was the subject of the sexual abuse or involved in child pornography turns 22 years old.

Additional criteria for ending funding

Once the maximum amount of funding available under the College's therapy and counselling program is claimed or reached, no further funding will be made available to the claimant or another eligible claimant within the family.

The College will reduce the amount of funding by the amount received from public funding or damage awards. If this amount exceeds the available funding, no further funding is available.

Where the maximum amount of funding has not been reached, funding would also end in any one of the following circumstances:

1. The application is determined to be frivolous, vexatious or an abuse of process.
2. The College member has been found not guilty of sexual abuse and/or child pornography by the College's Discipline Committee or a court hearing an appeal from the Discipline Committee decision.
3. Allegations, including those relating to sexual abuse or child pornography, have been withdrawn, and the College member has not entered into an agreement with the College not to teach.
4. The Investigation Committee does not refer allegations of sexual abuse or child pornography to the Discipline Committee for a hearing.

5. The student or the College withdraws the sexual abuse or child pornography allegations.

Guide updates

Edition: May 14, 2021. This guide may be amended periodically.

How to Submit Your Expenses

Steps

1. **REVIEW** this guide to confirm the expenses that are covered and the documents you need to submit with your claim.
2. **GATHER** your receipts, invoices (or other proof of payment) and any other required documents.

Please make a copy of your documents, if necessary, as you need to submit original, detailed receipts or invoices with your claim. If you are submitting your claim electronically, please provide legible photos or scanned copies of your documents. Retain your originals for six years for audit purposes.

3. **COMPLETE** the Expense Claim Form - Therapy and Counselling Program available on the College's website oct.ca → Public Protection → Funding for Therapy and Counselling.

We suggest that you complete the form online to take advantage of fillable fields and other automatic features, but you can print it, if you prefer to fill it out by hand.

You will be asked to provide the number (Eligibility Family Code) given to you when the College approved your eligibility application. Please contact us if your application has been approved and you need to reconfirm your code.

There is a form to read, sign and submit (Form B – Applicant Acknowledgements)

with your first expense claim form. If any information changes, please contact the College.

If you prefer, you can request that your therapist or counsellor invoice the College directly for your therapy or counselling sessions.

4. **SUBMIT** the expense claim form to the College, including all required documents and forms.

You can:

- Email your claim: fundingsupport@oct.ca
- Mail your claim:

**Ontario College of Teachers
c/o Therapy and Counselling Funding
Program
101 Bloor Street West
Toronto ON M5S 0A1**

If you are submitting your expense claim form electronically by email, please scan or take a clear photo of your required documents (receipts, invoices or other proof of purchase) and attach them to your expense claim. Please retain original documents for six years for audit purposes.

5. **CONTACT US**, if you have questions about your claim. You can speak to someone directly by phoning us at 416.961.8800, ext. 379 (toll-free in Ontario at 1.888.534.2222, ext. 379), or you can email us at fundingsupport@oct.ca.

General tips for submitting claims

When submitting your claim, please be aware that:

- Your claim must be reduced by the amount that is covered by OHIP or a private insurer. You can claim any amount you are required to pay that is above what these plans cover. To assist us in processing your claim, the College may request information about your other insurance plans.
- As a matter of practicality, one person in your family may pay for costs for group or family therapy. Although only one claim will be filed, the claim must include a detailed receipt that lists the names of those in the group and by whom the bill was paid.
- Claims for services (that is, transportation, meals, accommodation, child care and translation) must include a detailed invoice for the corresponding therapy and counselling session attended, even if you are not claiming reimbursement for the session.
- Fees for items and services must reflect reasonable and customary charges for the service provided.
- Unless otherwise noted in this guide, you will be reimbursed for the most cost efficient transportation and accommodation service.
- You can submit eligible expenses for therapy and counselling sessions you attended prior to being approved for the funding program, as long as the sessions took place after the eligible incidents of sexual abuse or involvement in child pornography by a College member.

We regret that we cannot reimburse you for any expenses deemed ineligible or for individuals who are not approved as claimants. You are encouraged to request a decision regarding eligibility for funding in advance of incurring significant expenses.

Therapy and Counselling Expenses

This section describes the therapy and counselling services that are eligible for funding and the documents you need to submit with your claim.

When therapy or counselling is provided by a medical professional such as a family doctor or a psychiatrist, it may be covered by OHIP. Other therapy may be covered by private insurance. If this is the case, you must first use the funding available to you through these other sources. If you require additional therapy beyond your coverage, or if a portion of the charge is not covered, you can submit a claim to the College for reimbursement.

Choosing a therapist or counsellor

You can choose your own therapist or counsellor; however they must not:

- be in any family relationship with you
- have been found guilty of professional misconduct of a sexual nature
- have been found civilly or criminally liable for an act of a similar nature.

Your family doctor or Family Health Team may be able to recommend a therapist or counsellor. You can also choose an Indigenous Elder or healer to provide these services, if they meet the criteria above. To find an Indigenous Elder or healer, you can contact your local friendship centre, Aboriginal Health Access Centre, or look online at eMentalHealth.ca.

If your therapist or counsellor is not a regulated health professional, the College

requires that you sign a form acknowledging that the person is not subject to professional discipline.

Eligibility guidelines

To be eligible to claim, **therapy and counselling** services must be:

- provided to
 - i. an eligible student who was sexually abused or involved in child pornography by a College member, or
 - ii. a parent, guardian or sibling of an eligible student, provided that the purpose of the therapy or counselling is to support the student
- provided by
 - i. a health professional within the meaning of the [*Regulated Health Professions Act, 1991*](#),
 - ii. an Indigenous healer or Indigenous Elder, or
 - iii. a therapist or counsellor who is not a regulated health professional, if you complete a form to acknowledge that the person is not subject to professional discipline

Eligible expenses include:

- therapy and counselling services, including a diagnosis, provided in your home, the practitioner's office, a clinic, or hospital (if not covered by other insurance or benefits), or through videoconferencing or telehealth

You may **not** claim:

- the portion of fees for therapy and counselling services covered through OHIP or private insurance
- fees charged on late or missed appointments with a therapist or counsellor
- fees that are above reasonable and customary charges for the service provided

Claim tips

- Invoices for therapy and counselling can be submitted to the College or you can contact us for more information about how your therapist or counsellor can invoice the College directly.
- As a matter of practicality, one person in your family may submit a claim for costs for group or family therapy. Although only one claim will be filed, the claim must include a detailed receipt that lists the names of those in the group, the amount of the claim allocated to each individual, and identifies the person who paid the invoice.

Submit with your claim

Expense claims which clearly describe the therapy and counselling session attended, including the dates and times, must be accompanied by original receipts for reimbursement.

Include an itemized invoice from the person providing the therapy or counselling that shows:

- practitioner details
 - i. name (and business name) of the therapist or counsellor
 - ii. contact information, including business address, email and phone number
 - iii. type of practice
 - iv. name of profession and registration/license or certification details (if applicable)
- service details
 - i. name of the person(s) receiving treatment
 - ii. session date and length (in minutes)
 - iii. session location (or virtual/telehealth)
 - iv. statement that the treatment is a result of the student's sexual abuse or involvement in child pornography by a College member, or required to support the student where the claimant is not the student
- the fee charged
 - i. the rate (per 30 or 60 minutes as applicable) and fee charged
 - ii. the amount of the fee covered by OHIP or another public or private funding source

Prescription Drugs / Medicinal Substances

This section describes the prescription drugs and medicinal substances eligible for funding and the documents you need to submit with your claim.

Eligibility guidelines

To be eligible to claim, **prescription drugs** must be:

- prescribed by a physician or other regulated health professional authorized to prescribe the drugs
- prescribed to an eligible person receiving therapy or counselling under the College's funding program
- prescribed to address symptoms relating to the student's sexual abuse or involvement in child pornography by a College member
- a drug as defined in the *Drug and Pharmacies Regulation Act*
- expenses, including dispensing fees, that are reasonable and customary charges.

To be eligible to claim, **other medicinal substances** must be:

- recommended by a health professional as identified within the *Regulated Health Professions Act (1991)* or, an Indigenous healer or Indigenous Elder
- recommended for an eligible person who is receiving therapy or counselling under the College's funding program
- recommended to address symptoms relating to the student's sexual abuse or involvement in child pornography by a College member

You may **not** claim for items such as:

- publicly advertised medicinal items or products, which in the College's opinion, are household remedies
- expenses for diets and dietary supplements, drinks, infant foods, and sugar or salt substitutes
- expenses for lozenges and mouth washes
- expenses for medicinal substances used mainly for cosmetic purposes
- cannabis, other than a drug containing cannabis to which the *Cannabis Regulations* (Canada) apply, or cannabis obtained legally for medical purposes

Submit with your claim

Include a detailed receipt or invoice that shows:

- for both **prescription drugs and medicinal substances**
 - i. name of the person for whom the drug was prescribed or recommended
 - ii. the fee you paid, and if not prepaid, the amount that you can be reimbursed by OHIP or a private insurer
 - iii. the quantity of the prescribed drug or medicinal substance purchased
- for **prescription drugs**, a copy of the prescription with the following details recorded
 - i. name of the drug and the drug number as identified in the *Drug and Pharmacies Regulation Act*
 - ii. name of the qualified health professional that prescribed the drug and

their professional registration/license or certification number

- iii. the name, address and telephone number of the pharmacy which dispensed the prescription
- iv. the date the prescription was purchased and dispensed

- for **other medicinal substances**

- i. the name of the regulated health professional who recommended the substance, their profession and their professional registration/license/certification number, or
- ii. the name of the Indigenous Elder or Indigenous healer who recommended the substance,
- iii. the name, address and telephone number of the person who provided the substances
- iv. the date the substances were purchased and dispensed

Transportation

You can claim transportation costs that are reasonably necessary to facilitate access to your therapy and counselling sessions.

In order to maximize the available funding, the College encourages, but does not require, you to consider attending therapy and counselling in the closest location that has appropriate services to meet your needs.

Eligibility guidelines

Unless otherwise noted in this guide, you will be reimbursed for the most cost efficient method of travelling to your appointment. For example, if you travel by car, the combined cost of your mileage, car expenses and hotel should not be more than the cost of economy airfare. If you are travelling with more than one person to the same location, you should use a shuttle service or share ground transportation whenever possible.

The following travel costs related to attending your appointment may be claimed:

- **Public transportation/taxis/shared ride services**
 - i. use public transportation where possible (for example, city buses, street cars, subways, taxicabs, ferries, and rail links)
 - ii. ride-sharing service (for example, Uber, Lyft)
 - iii. shuttle services to and from the airport, where available
- iv. reimbursement for gratuities paid to taxicab drivers up to a limit of 15 per cent (15%) of the fare
- v. reasonable subway costs without receipts
- **Train/bus travel**
 - i. travel by train and bus (when it is most economical, or if it is more timely and convenient than driving)
 - ii. business class fares or reserved seating are eligible on Via Rail (or another equivalent rail provider such as Ontario Northland Railway)
 - iii. where your travel service includes a meal, an additional claim for the same meal that day will not be accepted
- **Personal vehicle**
 - i. travel by personal vehicle (when it is a cost effective and efficient form of travel, or if no other transportation is reasonably available)
 - ii. you must carry adequate insurance on your vehicle, at your own cost, for your own protection
 - iii. repairs to personal vehicles are not eligible for reimbursement, even if the costs result from travel related to your therapy
 - iv. reasonable parking rates
 - v. mileage
 - reasonable mileage for travel to and from your appointment (based on Government of Canada prescribed rates identified on the expense claim form)

- the mileage rate covers all gas, oil, insurance and maintenance on the car
- all mileage claimed after the first 5,000 km in a calendar year will be reimbursed at a reduced rate

• **Car rentals**

i. travel by mid-size rental car (when local transportation is not available or when a car rental is less expensive than other modes of transportation such as taxis, airport limousines and airport shuttles)

ii. vehicle size

- mid-size (or standard size) economy cars are eligible vehicles
- the rental rate for a full-size vehicle, SUV or van is covered when three or more people are travelling together and this is an economical transportation method
- premium, luxury and specialty cars are not eligible

iii. reservations

- record the reservation number and the confirmed rate in case of a reservation or billing dispute

iv. pick up

- check for any promotional rates, last minute specials or free upgrades when picking up the vehicle
- inspect the rental car for damage or other issues prior to leaving

the lot and identify any concerns on the contract before accepting the vehicle

- review the rental contract to ensure that the rate confirmed at the time of reservation is the rate indicated

v. insurance

- most credit cards provide collision damage waiver insurance
- if your car rental is charged to a credit card that provides insurance, the rental company's insurance option may be declined
- if the credit card does not provide such coverage, the rental company's insurance option should be included in the rental
- please ensure you have personal injury insurance as the funding program does not cover you in the event of an injury while travelling

vi. parking

- reasonable parking rates are reimbursable

vii. rental return

- every reasonable effort should be made to return the rental to the original rental city as additional fees for drop off charges are not reimbursable
- rental cars should be returned on time to avoid additional hourly charges and with a full tank of gas to avoid refuelling premiums
- one-way rentals may be used

when the cost for drop-off and fuel combined are less expensive than the cost of alternate travel such as by plane or rail

viii. rental car accidents

- in the unfortunate event of an accident, loss of, or damage to the vehicle, you should immediately contact the car rental company on the number printed on the contract and the local authorities, as required

• **Air travel**

i. air travel may be necessary to attend your counselling or therapy sessions, in exceptional cases

ii. eligible airlines

- use airlines such as Air Canada, Air Canada Jazz, West Jet, Porter Airlines and Bearskin Airlines
- if you need to travel to /from remote locations where these airlines do not provide coverage, please contact us with ticket information prior to booking the flight to determine if the expense is eligible
- if a comparable flight is offered by more than one airline, please take advantage of the lowest available airfare

iii. booking class

- economy class airfare is eligible for reimbursement
- upgrades to higher booking

classes (such as Priority, first class or business class) may be booked at your own expense

- check for any promotional fares or seat sales when booking your ticket

iv. seat selection

- fees for advance seat selection are not eligible unless included in the economy class airfare

v. change flight fees

- only book flights after therapy appointments are finalized as airlines often charge a booking change fee and this should be avoided

vi. stopovers and weekend layovers

- additional airfare and other costs incurred for stopovers or layovers that are not required to attend your therapy appointment will not be reimbursed

vii. frequent flyer incentive programs

- you may participate in frequent flyer programs as long as there is no additional cost

viii. baggage

- travel with carry-on luggage approved by the airline (weight and size)
- charges for checked baggage are not reimbursable

ix. denied boarding compensation

- airlines occasionally offer free tickets or cash allowances to compensate travellers for delays and inconveniences due to overbooking, flight cancellations and so on
- you may volunteer for denied boarding compensation, if the delay will not result in late fees or cancellation of your therapy or counselling appointment, and if there are no additional costs to the College (such as accommodation, meals or transportation)
- if you are involuntarily denied boarding and are offered a free voucher from the airline, you may keep the travel voucher provided this does not result in any additional expenses to the College

x. overnight delays

- if a flight delay or unexpected cancellation necessitates an overnight stay, you should request complimentary lodging from the airline
- if there is no complimentary lodging, you can claim your hotel expenses according to the guidelines in the accommodation section of this guide

xi. lost baggage

- airlines are responsible for retrieving and compensating you for lost baggage

- personal items lost while travelling are not eligible for reimbursement

Claims tips

- Make your travel reservations and obtain tickets as far in advance as possible to take advantage of lower fares and rates.
- Wait until your appointment is finalized before booking your transportation to avoid charges for changing or cancelling bookings.
- Claims for penalties resulting from a change in travel plans will be reimbursed in exceptional cases only.
- Eligible travel expenses are for transportation costs to attend therapy departing from your home or place of employment.
- The expense claim form identifies eligible mileage based on the Government of Canada rates.
- Verify all rental car rates prior to signing a contract or paying a bill.
- Retain your tickets and boarding passes to submit with your expense claim.
- Receipts are not required for subway trips (for example, TTC).
- As a matter of practicality, one person in your family may pay for transportation costs that include more than one family member or claimant. Although only one claim will be filed, the claim must include a detailed receipt that lists the names of those in the group, the amount allocated to each individual and identify the person who paid the invoice.

Eligible expenses include:

- bookings made over the telephone, directly online or through an online service such as Expedia or Kayak
- travel expenses for one adult required to accompany a minor child to a therapy or counselling session (or you can confirm the availability of unaccompanied minor travel services offered by airlines and buses)
- reasonable public parking and airport parking charges
- toll road charges such as the 407
- reimbursement for gratuities paid to taxicab drivers to a limit of 15 percent of the fare
- reasonable costs for individual subway trips without receipts
- valet parking

You may **not** claim:

- additional booking fees charged by travel agents
- meal expenses, if a meal is provided as part of your transportation or accommodation charge
- drop off charges for returning a rental car to a different city from where it was rented
- refueling charges for returning a rental car without a full tank of gas
- most travel services for which a receipt or ticket is not available (for example, bulk purchase of travel services, multiple pass/fare purchases, fares from tap on card services such as Presto, pre-purchased bus tickets or token, GO train/bus tickets, subway tokens)

- charges to access Wi-Fi at an airport or on a flight.

Submit with your claim

Your transportation claims must include a detailed invoice for the corresponding therapy and counselling session that includes the date, time and location of the session.

Include detailed transportation receipts or invoices that show:

- city buses, street cars, ferries
 - the date of service, number of tickets purchased, fare charged
- taxis/shared ride service/shuttles
 - the date of pick-up
 - pick-up and drop-off locations
 - fee showing base rate, number of passengers, any additional charges and gratuity paid
- trains/rail service/intercity bus company
 - the date of service and destination (pick-up and drop-off locations)
 - fare class (for example, business class, Firm, student)
 - fee showing base rate, number of tickets purchased, and any additional charges
 - also include proof of boarding (that is, boarding pass)
 - specify whether a meal (breakfast, lunch or dinner) was provided as part of the fare

- parking
 - location of lot, date(s) parked, time in/out, and rate charged
- toll road charges
 - the date, location and time that the vehicle entered and exited the toll highway
 - proof of fee paid (for example, a receipt or copy of your bill)
 - for Highway 407, use the online toll calculator available at 407etr.com to identify the charge
- mileage for personal vehicles
 - use Google Maps available at googlemaps.ca to measure the distance from your therapy or counselling destination to your home or place of employment
 - identify whether the mileage is one direction or return
 - any reasons for additional mileage (for example, to drive to a hotel) should be outlined in an explanatory note that accompanies a claim
- car rentals
 - the size of car, type of car, pick up and drop off dates and location
 - please identify if the rental is for one-way
 - any additional premium charges, including charges for refueling or upgrading a vehicle (for example, to a full-size vehicle or van) should be outlined in an explanatory note that accompanies the claim
- air travel/flights
 - airline carrier, date of flight and flight class (for example, economy, Flex)
 - departure and arrival location
 - proof of boarding (that is, boarding pass)
 - specify whether a meal (breakfast, lunch or dinner) was provided as part of the fare
 - any additional charges should be outlined in an explanatory note that accompanies the claim.

Meals

In some cases, your therapy or counselling appointment may be a significant distance from your home or place of employment. You can claim reasonable meal expenses, if attending your appointment requires you to travel during a regular mealtime.

Eligibility guidelines

The following amounts in Canadian currency are the maximum reimbursable amounts for meal expenses.

Meals	\$
Breakfast	\$ 20
Lunch	\$ 25
Dinner	\$ 50
Total	\$ 95

For your expense to be eligible, please ensure that:

- the maximum amount includes meal taxes and any gratuity paid to restaurant service staff up to a limit of 15 per cent of the cost of the meal (excluding taxes)
- any travel costs to/from the restaurant are included as part of the individual meal allowance and not submitted separately as an additional cost beyond the maximum amount
- unused portions of the allowance are not carried forward to another meal within the same day or used to increase other days' allowances; to be clear, a meal claim for one individual cannot exceed the amount shown

- if an individual meal is over the applicable limit, only the maximum reimbursable amount is claimed as indicated above.

You may **not** claim:

- meals that could reasonably be eaten before departing or returning to your home or place of business
- alcohol purchases (cross off all alcohol items from the detailed receipt and provide a new total based on eligible items) groceries and/or meals consumed within your home community either prior to departure or on return
- meals included in the cost of your therapy and counselling session, transportation, or accommodation
- non-food items.

Claims tips

If paying for your meal by credit card or room service charge, please request a detailed meal receipt to submit with your expenses. A credit card slip or hotel invoice without further details is not considered a detailed receipt and not eligible for reimbursement.

For group meals, request individual bills from the server where possible. If necessary, take a photograph of the bill and adjust it to reflect your meal.

If more than one person's meal is on the receipt, please circle items from your meal and claim only the applicable amount.

Where your travel service includes a meal, an additional claim for the same meal that day will not be accepted.

As a matter of practicality, one person in your family may pay for group meal costs. Although only one claim will be filed, the claim must have attached a detailed receipt and list the names of those in the group and by whom the bill was paid.

Submit with your claim

Your meal claims must include a detailed invoice for the corresponding therapy and counselling session that includes the date, time and location of the session.

Include detailed meal receipts or invoices that show:

- the name and location of the restaurant or other meal provider
- the date and time of the meal
- the items ordered with ineligible items crossed off (such as alcohol, items consumed by others, or non-food items)
- the amount paid, including separate entries for the amount of GST/PST and gratuities

If an original detailed meal receipt from an establishment is not available, a photograph of same or a detailed hand-written meal receipt may be acceptable with an explanatory note. Please note that claims without receipts may be a taxable benefit.

Accommodation

You can claim accommodation costs that are reasonably necessary to facilitate access to your therapy and counselling sessions.

Eligibility guidelines

The funding program covers accommodation expenses for a standard single hotel room for:

- the evening prior to your appointment day, if your appointment is before 1 p.m. and travel is not possible in the morning
- the evening of your appointment, if your appointment continues beyond 5 p.m. and travel is not possible in the evening

In exceptional cases, some flexibility in the guidelines may be required. For example:

- the charge for an additional hotel night supports the most economical travel option
- your appointment ends before 5 p.m., but there are no reasonable flight or other travel options for returning home
- two or more family members are travelling together to attend therapy and a different hotel is more economical
- safe travel is not possible due to inclement weather

Please contact the College if you require additional accommodation, or if you prefer, provide an explanatory note with your claim for consideration.

Eligible expenses include:

- the rate for a standard single room in a hotel comparable to three star service class
- lodging in a private residence in lieu of a

hotel, if you prefer, such as the private home of friends, family or acquaintances up to an amount of \$50 per day

- gratuities paid for some transportation and accommodation costs:
 - hotel baggage handling porters or valets – \$2 per occurrence
 - housekeeping staff in hotels – \$5 for the first day and \$2 for each additional day
 - hotel shuttle service drivers – \$2 per trip or \$5 for multiple passengers
- a reasonable number of personal telephone calls using personal mobile device to keep in touch with immediate family members while travelling (you will not be reimbursed for extraordinary charges such as personal telephone calls made from air phones or cellular car rental phones).

You may **not** claim:

- charges to upgrade your room or room charges above the cost of a standard, single room
- “no show” charges or penalties for cancelling your reservation
- early or late check-out charges
- Internet access (You may wish to choose a hotel that offers complementary Internet in guest rooms or the lobby.)
- personal or miscellaneous items such as in-house movies, fitness club memberships, laundry and dry cleaning services and spa treatments
- long distance phone calls made using your hotel room phone.

Claims tips

- Finalize your appointment before confirming your hotel reservation, or choose a hotel that allows cancellation without penalty.
- Hotels may have periods where the regular rate is much higher than usual because of a holiday or special event. You should try to avoid these dates when scheduling as the room rate may be cost prohibitive.
- Some hotels offer program memberships with benefits. You may accrue or use any reward points as long as participating in these programs does not result in increased expense claims.
- Hotels place a substantial surcharge on local calls dialled without a calling card and a 55 per cent surcharge on regular long distance rates. Please avoid placing phone calls that incur a hotel surcharge. You should use your personal cell phone, a charge/credit card, calling card or public phone, and utilize an 800 number or call collect whenever possible.
- You must check and sign your invoices at the front desk before leaving the hotel.
- Before checking out, ask the hotel to provide you with detailed, itemized copies for any restaurant or room service charge.
- If your hotel bill includes personal or miscellaneous items that are not covered, please cross them off and adjust the total on the invoice and when submitting your expense claim.
- As a matter of practicality, one person in your family may pay for accommodation

costs for more than one member of the family. Although only one claim will be filed, the claim must have attached a detailed receipt and list the names of those in the group and by whom the bill was paid.

Submit with your claim

Your accommodation claims must include a detailed invoice for the corresponding therapy and counselling session that includes the date, time and location of the session.

Include a signed itemized hotel bill that shows:

- the name and location of the hotel
- the rate per night, number of nights stayed and the room type (that is, single standard)
- explanatory notation for each room service and itemized, detailed restaurant charge

Child Care

You can claim child care costs that are reasonably necessary to facilitate access to your therapy or counselling sessions.

Eligibility guidelines

To be eligible to claim, the care must be for:

- children who are below the established minimum provincial age for remaining home unsupervised (in Ontario, 16 years old), or
- dependents of any age who require regular care (with an appropriate explanatory reason provided), and
- children for whom you are the parent or guardian

Claims tips

As a matter of practicality, one person in your family may pay child care costs while more than one member of the family attends therapy. Although only one claim will be filed, the claim must include a detailed receipt that lists the names of the dependents requiring care, the parents/guardians in the group, the claim amount that should be allocated to each parent/guardian, and the name of the person who paid the invoice.

You may **not** claim:

- services provided by a family member that lives within the same household as the children or dependents requiring care
- late pick-up fees charged at an additional rate/hour

- fees that are above the reasonable and customary charges for the service provided.

Submit with your claim

Your child care claims must include a detailed invoice for the corresponding therapy and counselling session that includes the date, time and location of the session.

Include a detailed receipt or invoice signed by the child care service provider that shows:

- the date the services were provided
- the name and address of the licensed child care provider, or the person providing care
- the fee paid, including
 - the name and ages of the children
 - length of child care time (in hours)
 - rate/hour.

Translation Services

To maximize the funding available for therapy and counselling, you are encouraged to use a therapist or counsellor who speaks your preferred language when available.

You can claim translation costs that are reasonably necessary to facilitate access to your therapy or counselling sessions.

Eligibility guidelines

To be eligible to claim, translation services must:

- be performed by a certified translator, or
- support Indigenous language speakers to participate in therapy and counselling, and
- use services that charge reasonable and customary fees.

Claims tips

If OHIP or a private insurance plan provides coverage for some of the costs, you can only claim the amount not already covered elsewhere.

As a matter of practicality, one person in your family may pay for translation costs for more than one family member attending therapy. Although only one claim will be filed, the claim must have attached a detailed receipt and list the names of those in the group and by whom the bill was paid.

Submit with your claim

Your translation claims must include a detailed invoice for the corresponding therapy and counselling session that includes the date, time and location of the session.

Include an original detailed translation receipt or invoice that shows:

- the date and name of the person receiving the services
- the name of the person providing the services, including professional details such as certification information
- the languages interpreted
- for written translation
 - the length of text or service (for example, number of words or pages, or hours of service)
 - the rate (for example, per word, per page, per hour of services)
 - the fee charged
- for oral translation
 - the length of service (for example, number of minutes or hours)
 - the rate (for example, per minute or per hour)
 - the fee charged.

Frequently Asked Questions

1. What amount is available for funding?

- The College provides a maximum of approximately \$17,000 - \$18,000 in funding. This amount covers therapy and counselling, prescription drugs and other medicinal substances, and other eligible services reasonably required to facilitate access to your therapy and counselling sessions.
- The funding is shared by eligible family members, including the student, parents, guardians and siblings. Once approved as eligible, you will receive a “family eligibility code” to use to access the funding.
- Your family is encouraged to consider how to best use the funds to meet the needs of eligible claimants.

2. What happens if I am already partially or fully covered for the costs?

- If you have coverage for some of your costs through another source (such as OHIP or benefits through a private insurance plan), you must use these funds first.
- If your costs are not fully covered, you can submit a claim to the College for any eligible amount remaining.

3. When should I submit my claim?

- Submit your expenses as soon as possible after each counselling or therapy session.
- If your therapy or counselling occurred prior to your application for funding approval, please submit these expenses within 60 days of confirmation of your eligibility.

Expenses submitted more than 60 days after they are incurred will require special approval by the College controller and may be rejected.

- You have until January 15th to submit claims that were incurred in the previous calendar year. The College may not be able to pay claims submitted after that time.
- For significant expenses, you are encouraged to contact us in advance to confirm your eligibility and the amount of funding remaining in your family account.

4. What should I submit with my claim?

- Make sure to request and save original detailed receipts, invoices or other proof of payment for all eligible expenses, including your therapy and counselling sessions. Submit proof of payment with your claim form.
- Your detailed receipts should identify the date, time, any PST or GST paid, gratuities and the specific items or services that make up your bill.
- Include all required documentation with your expense claim to avoid payment delays.

5. What if there are other expenses on my receipt that I am not claiming?

- If you are not claiming some costs, for example alcohol at a meal or extra days at a hotel, simply cross it off on your receipt. Then adjust the PST/GST and provide a new total on the receipt.

- If you shared a meal with others, simply cross off the items that were not part of your meal and adjust the receipt.
- If you are claiming for more than one eligible person (for example, a student and parent shared a meal or a taxi), you can submit one receipt. Please print the name of each eligible person on the receipt with the individual amount claimed.

6. How do I submit original receipts if I submitted my claim by email?

- Expenses submitted electronically by email can include scanned receipts or photographs, as long as the copies are legible. You must retain original receipts for six years for audit purposes.
- Claims submitted by mail should include only original receipts.

7. When will I receive my reimbursement?

- The College will make every effort to process your expense claim within 15 business days.
- Please make sure all sections of the claim form are complete and submit all required documentation to avoid delays in processing your claim.

8. Why was I reimbursed a different amount than I claimed?

- The College may need to adjust your claim, if for example, there is a calculation error on the form or a receipt.

- Some costs you submitted may not be eligible for funding. For example, you can only be reimbursed if your expense:

- falls within an eligible category (that is, therapy and counselling, drugs and medicinal substances, transportation, accommodation, meals, child care, and translation services)
- includes all required documents to support your claim (in rare instances when a receipt is required but cannot be obtained or is lost, an explanation should be included with the expense claim)
- includes expenses for eligible family members that share your family code
- is not fully covered by another source of funding (for example, OHIP, private insurance, damages awarded by a court)
- has not already been submitted to the College and reimbursed, by you or someone else
- fully complies with the specific requirements identified in this guide

- Your reimbursement was reduced to the funding amount remaining in your family account.
- For further information about your claim, or the amount you were reimbursed, please contact the College and ask for the Therapy and Funding Support Program.

9. Why was my claim denied?

- The College will contact you by email (or another method, if you prefer) and provide the reason your claim was denied.
- If your claim has been denied, you can ask for a subsequent review provided you have relevant additional information to submit that was not part of the original claim.

Contact us

You can contact us at:

**Ontario College of Teachers
c/o Therapy and Counselling Funding
Program
101 Bloor Street West
Toronto ON M5S 0A1**

Email: fundingsupport@oct.ca

Further questions?

If you would like to speak to someone directly to ask a question about the funding program or your eligibility, please phone us at 416.961.8800, ext. 379 or toll-free in Ontario at 1.888.534.2222, ext. 379.

Forms

You can download a copy of all forms from the College's website at oct.ca → Public Protection → Funding for Therapy and Counselling.

Form A: Expense Claim Form (Required)

[Complete and submit this form](#) each time you request reimbursement for your therapy and counselling expenses.

- The **electronic version** provides fillable fields and other automatic features that will assist you to complete your claim.
- If you prefer, you can also **download** and complete a paper copy of the form to submit by mail.

Form B: Applicant Acknowledgements (Required with First Claim)

[Sign and submit this form](#) with your first expense claim form. If any information changes, please contact the College.

Form C: New Therapist or Counsellor (Applicant Statement)

[Complete and sign this form](#) for each new therapist or counsellor. You will require a witness for your signature.

- Part A (review and sign applicant attestations)
- Part B (complete and sign if your therapist or counsellor is NOT a member of a regulated health profession)

Form D: New Therapist or Counsellor (Provider Statement)

Ask each new therapist or counsellor to [complete and sign this form](#).



**Ontario
College of
Teachers**

Setting the
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