



STANDARD OPERATING PROCEDURE	
<b>TITLE</b>	Family & Friends Travel Program
<b>POLICY NUMBER</b>	11-07-V1
<b>PROGRAM NAME</b>	Health & Social Services
<b>DOMAIN NAME</b>	Human Resources
<b>EFFECTIVE DATE</b>	24-October-2022
<b>NEXT REVIEW DATE</b>	<b>20-August-2026</b>
<b>APPROVAL DATE</b>	20-August-2025
<b>ISSUING AUTHORITY</b>	Tłchq Community Services Agency
<b>ACCREDITATION STANDARD</b>	N/A

### **POLICY AND GUIDING PRINCIPLE**

The Tłchq Community Services Agency Friends and Family Travel Program (FFT Program) is an incentive program available to indeterminate, term, and casual front-line nurse practitioners, and registered nurses providing direct patient care who are scheduled for a minimum of five full shifts between December 20<sup>th</sup> and January 4<sup>th</sup>.

Eligible individuals have the opportunity for financial support to bring up to two family members and/or friends or vehicles, to their community of employment.

### **PURPOSE/RATIONALE**

The objective of the Family & Friend Travel (FFT) Program is to address staffing shortages over the holiday season by incentivizing staff with an opportunity to work, while still celebrating the holidays with family and friends. This program will:

- Help address staffing shortages in hard-to-fill positions within the TCSA over the holiday season.
- Help in supporting a healthy work/life balance for employees working over the holiday season.
- Build and enhance employee engagement, by offering employees incentives to work and visit the NWT.



## DEFINITIONS

N/A

## SCOPE/APPLICABILITY

To be eligible for the FFT Program, the employee must be:

- An indeterminate (full-time, part-time, relief), term, casual front-line nurse practitioner or registered nurse providing direct patient care within the TCSA; and
- Scheduled to work a minimum of five full shifts between December 20th to January 4<sup>th</sup>. Where applicable, paid travel days are included in the five-shift minimum.
- Travel must be completed between December 1 and January 31. Travel costs incurred for travel beginning prior to December 1 or concluding after January will be not eligible for reimbursement.
- The deadline to submit completed applications is December 18 at 11:59pm MST. Applications received after this time will not be considered.
- The deadline to submit claims is March 15 at 11:59pm MST.

## PROCEDURE

1. Employee completes **FFT Application Form** and submits to their supervisor.
2. Supervisor reviews form, which includes a list of all required criteria to be considered eligible for the FFT Program.
3. If the employee meets all eligibility criteria, the supervisor signs the form and sends back to employee.
4. If the employee does not meet eligibility criteria, the supervisor will inform the employee they are not eligible for FFT Program, including rationale. There will be no appeal process.
5. An employee who receives the signed form back from their supervisor can then arrange booking flights and/or arrange travel plans by private vehicle for friends and/or family. Employees are responsible for booking flights, not the TCSA.
6. Once eligible travel costs have been incurred, the employee must submit a completed **FFT Claims Form**, along with eligible receipts and the signed Application Form for reimbursement.
  - Travel by Air – attach a copy of the travel invoice showing dates of travel, flights and total costs.
  - Travel by private vehicle – employee to provide a print out of google maps or other map software showing starting and ending destination and total kilometers



7. Claims will be reviewed and approved by TCSA Finance & Corporate Services- [TCSA\\_Finance@tlicho.net](mailto:TCSA_Finance@tlicho.net). If the claim is incomplete or does not meet eligibility requirements, it will be sent back to the employee with a request for clarification and/or revisions.
8. If/when the claim is approved, the eligible reimbursement amount, up to \$2,000, will be paid to the employee on a subsequent paycheck.

## **PERFORMANCE MEASURES**

N/A

## **CROSS-REFERENCES**

N/A

## **ATTACHMENTS**

Appendix A-TCSA FFT Program Guidelines

Appendix B-FFT Program FAQ

Appendix C-FFT Application Form

Appendix D-FFT Claim Form

## **REFERENCES**

N/A



**Tłıchǫ Community Services Agency**  
**Do, Nàke Lani Nàts'etso – Strong Like Two People**

**APPROVAL**

Reviewed and Approved By:

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Kevin Armstrong  
Chief Executive Officer  
20-August-2025

Reviewed and Approved By:

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Sara Nash  
Executive Director, Operations & Program  
Integration  
20-August-2025