



Frequently Asked Questions (FAQs) for SPP Casual Staff during COVID-19

At the SPP, we understand that the current COVID-19 situation is rapidly changing and that providing timely information to casual staff is essential. Below are a few Frequently Asked Questions and responses.

Q. How can I get information on how the University of Toronto is responding to COVID-19?

- A. The University of Toronto has been providing regular updates on the COVID-19 situation; you can find all the updates [here](#).

Q. How can I get the most up to date information on SPP COVID-19 updates?

- A. The latest SPP news and information can be found on the SPP website: spp.utoronto.ca/covid. This webpage will be updated as new information becomes available.

Q. How can I get in touch with SPP staff regarding project cancellation or information on a project I was scheduled to participate in?

- A. The University of Toronto remains open but most faculty and staff are working remotely or online. All SPP staff are working remotely and can be reached by [email](#). Please allow up to 24 hours (one business day) for a reply. Rest assured, someone will get back to you as soon as possible.

Q. I was scheduled to work on a project and was informed by SPP staff that the job was cancelled. Will I get compensated for this project under this pay continuity guideline?

- A. Due to the extraordinary circumstances that have resulted from the COVID-19 pandemic, the University committed to maintain pay continuity between March 14 - April 5, 2020. Staff appointed and casual staff will be compensated as per the University's Guidelines on Employee Absences Due to COVID-19, not the SPP Cancellation Policy. The SPP has identified those impacted by these circumstances and their payments were processed. The first bi-weekly pay date is March 27 and the second is April 9, 2020.

Q. Where can I find information on the SPP cancellation policy?

- A. The SPP cancellation policy is on page 15 of the [SP User Guide](#), which is available on the SP Website (www.spp.utoronto.ca/standardized-patients).

Q. How can I get my Record of Employment (ROE)?

- A. You can access your Record of Employment and other questions you may have about ROEs online <http://pay.hrandedequity.utoronto.ca/roe/>.

Q. Since projects have been cancelled by SPP clients, am I eligible to apply for Employment Insurance (EI)?

- A. The SPP does not provide information on Employment Insurance eligibility. Please contact an [Employment Insurance Office](#) for other necessary information.



Q. Who do I contact to get my U of T Personnel number?

- A. Your personnel number was provided to you in your UTORid letter issued at the time of hire. It is also included on your paystub that you can access via Employee Self Service. If you need assistance, you can contact a.baltakys@utoronto.ca or l.dobbie@utoronto.ca.

Q. When will I be scheduled for the next project or assignment?

- A. At this time, most spring 2020 projects have been cancelled, and all the spring licensure exams have been postponed until further notice. The SPP will continue to provide updates on projects impacted by COVID-19. The MD Program has implemented online learning, and we will continue to partner with them as well as other clients to facilitate the use of SPs in student learning. SPs will be contacted for assignments as projects become available.

Q. Where can I find the most recent public information regarding COVID-19?

- A. Below is a list of health agencies and ministries where you can access the most recent information for COVID-19

[Ontario Ministry of Health](#)

[Toronto Public Health](#)

[Peel Public Health](#)

[Durham Public Health](#)

[Public Health Ontario](#)

[Public Health Agency of Canada](#)

[World Health Organizations](#)

Q. Where can I find support and health resources during COVID-19?

- A. The SPP understands this is a difficult and precarious time, which can lead to additional stressors in our lives. Below you will find a list of resources from the University of Toronto to help support you during this difficult period:

[Worry and Fear](#),

[Stress and Resilience during COVID-19](#),

[Mental Well-Being](#),

[Anxiety and Depression](#) and

[Social Well-Being](#),

We thank all our casual staff for your continued patience as we navigate these exceptional times. You can send your questions to spp.admin@utoronto.ca, or to Lorena Dobbie, or to a specific Project Manager and we will respond as soon as possible. Please allow up to 24 hours (one business day) for a reply.