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# STANDARDIZED PATIENT USER GUIDE

## MODULE 3

Payment and Shift Cancellation

Bi-Weekly Payroll Information

Other Additional Information – FAQs, Resources

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## Module 3 – PAYMENT, SHIFT CANCELLATION, FAQs

### How Are SPs Compensated?

- Standardized Patients are compensated bi-weekly. Please refer to the **Bi-Weekly Payroll Schedule**, on page 4.
- If you are employed (or become employed) in another department at U of T and are paid according to the monthly payroll schedule, your monthly pay schedule overrides the bi-weekly pay schedule. The bi-weekly deadlines and pay dates will not apply to you and you may be paid at a later date for the work that you do (sometimes up to several weeks). Please advise the SPP if you are employed in another area as there are implications for overtime if the employee exceeds 44 hours/week total.
- The rate of pay for a project is provided in the recruitment email.
- Contact the Recruiter who booked you or the Project Manager if you have questions about your rate of pay.
- After a training or simulation session, the SP Trainer or Project Manager will submit your hours to the SPP Payroll and Finance Assistant, who handles payroll.
- If you have questions about how many hours you worked, contact the Project Manager.
- Every two weeks, the SPP Payroll Assistant submits your hours to U of T Payroll for processing.
- Your pay will be made by direct deposit.
- You will receive an email giving you a specific breakdown of your pay, which you can compare with your own records.
- For information on the pay deposit schedule, or issues with your direct deposit, or any changes to your personal or banking information, contact the [SPP Payroll and Finance Assistant](#).

### Online Pay Statements and Access to T4 Statements

- Once an SP is hired, the SPP Payroll and Administrative Assistant sends each new employee their UTORid Letter, which contains their UTORid and personnel number.
- Instructions are also sent on how to activate their UTORid and create a password.
- Employees can access online paystubs and T4s on Employee Self Service (ESS) <https://easi.its.utoronto.ca/administrative-web-services/employee-self-service-ess/> using their UTORid and password.
- T4s for the previous tax year are available on ESS every year at the end of February.
- To troubleshoot problems logging into ESS, please contact the ESS Help Desk: [ess.hr@utoronto.ca](mailto:ess.hr@utoronto.ca)
- U of T employees' access to ESS (and use of their UTORids) is automatically deactivated if they have not worked in at least three months. If you no longer have access to ESS and need a copy of your T4, please contact the Central Payroll office: [payroll.hr@utoronto.ca](mailto:payroll.hr@utoronto.ca)
- Employees can opt to have their T4s mailed to them on a yearly basis. This can only be done by signing into ESS and selecting "Pay and Benefits Information" and then "Request to Receive T4 Slip on Paper", <https://weblogin.utoronto.ca/>.

## Minimum Compensation

- SPs are compensated for a minimum of 2 hours for each project training or simulation session that amounts to less than 2 continuous hours of work. For every additional consecutive session request in the same project/job number, hours are compensated according to actual hours worked.
- SPs are compensated for one hour if the SP is provided training on how to simulate on Zoom or an online platform.

## Shift Cancellation

- Effective November 15, 2021, the SPP will provide as much notice as is practicable in the circumstances of any shift cancellations impacting casual employees.
- If a project is cancelled and the SPP **is unable** to provide 24 hours' notice prior to the scheduled starting time for the confirmed shift, the SP will be paid the full amount they would have earned for the scheduled shift, excluding travel pay.
- If the project is cancelled and the SPP **is able** to provide at least 24 hours' notice prior to the scheduled starting time for the confirmed shift the SP will not receive any compensation for the shift cancellation.
- SPs will not be compensated if the University of Toronto campus (St. George or MAM) is closed and a project is cancelled due to inclement weather, unforeseen circumstances, or a situation beyond the University's control.
- The Project Manager will inform the SP by email if the University is closed.

## Parking and Travel

- SPs are not reimbursed for parking or travel expenses, with a few exceptions:
  - SPs working at Sunnybrook Health Sciences Centre, North York General Hospital, and Scarborough General Hospital are paid a flat rate for travel which is \$20 in addition to their regular pay. Travel pay applies equally to SPs driving or using public transit.
  - SPs training and simulating for the Mississauga Academy of Medicine are provided parking passes.
  - SPs working out of town (e.g. Hamilton, Oshawa) will be informed of parking and travel compensation at the time of booking.

## Bi-Weekly Payroll Schedule

PP #	Hours Due (Wed.):	Payroll Deposit (Fri.):	Payroll Period
1	05-Jan	14-Jan	Dec 26 - Jan 5
2	19-Jan	28-Jan	Jan 6 - Jan 19
3	02-Feb	11-Feb	Jan 20 - Feb 2
4	16-Feb	25-Feb	Feb 3 - Feb 16
5	02-Mar	11-Mar	Feb 17 - Mar 2
6	16-Mar	25-Mar	Mar 3 - Mar 16
7	30-Mar	08-Apr	Mar 17 - Mar 30
8	13-Apr	22-Apr	Mar 31 - Apr 13
9	27-Apr	06-May	Apr 14 - Apr 27
10	11-May	20-May	Apr 28 - May 11
11	25-May	03-Jun	May 12 - May 25
12	08-Jun	17-Jun	May 26 - Jun 8
13	22-Jun	(Thur.) 30-Jun	Jun 9 - Jun 22
14	06-Jul	15-Jul	Jun 23 - Jul 6
15	20-Jul	29-Jul	Jul 7 - Jul 20
16	03-Aug	12-Aug	Jul 21 - Aug 3
17	17-Aug	26-Aug	Aug 4 - Aug 17
18	31-Aug	09-Sep	Aug 18 - Aug 31
19	14-Sep	23-Sep	Sep 1 - Sep 14
20	28-Sep	07-Oct	Sep 15 - Sep 28
21	12-Oct	21-Oct	Sep 29 - Oct 12
22	26-Oct	04-Nov	Oct 13 - Oct 26
23	09-Nov	18-Nov	Oct 27 - Nov 9
24	23-Nov	02-Dec	Nov 10 - Nov 23
25	07-Dec	16-Dec	Nov 24 - Dec 7
26	14-Dec	30-Dec	Dec 8 - Dec 24

1	04-Jan	13-Jan	Dec 25 - Jan 4
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## CONTACT AND ADDITIONAL INFORMATION

### Casual Employment

- SPs are casual employees of University of Toronto and are members of USW1998 Casual Bargaining Unit.
- SP work hours are irregular and sporadic in nature, and are dependent on multiple factors such as individual project requirements, U of T academic schedule, etc. The SPP cannot guarantee a minimum or maximum number of hours of work.

### Newsletter, Bulletin Board and Professional Development

#### SPecial Edition

The SP newsletter is emailed quarterly to all SPs. It contains information on SP recruitment, SP current affairs, SP workshops or professional development opportunities etc. Each issue may also include a profile of a staff member, a Trainer, a Recruiter, or an SP.

#### Bulletin Board

The SPP Bulletin Board for casual staff from USW1998 (United Steel Workers Union) is located inside Suite 314 at 263 McCaul Street.

#### Professional Development and Events

The SPP holds voluntary professional development workshops twice a year. Information will be in the newsletter or sent by email.

The SPP also hosts a variety of social events for our SP community.

#### Video Recording

On some occasions, simulations may be video recorded or observed for educational or quality assurance purposes. Video recording provides an opportunity for students to reflect on their skill level, and it provides faculty and staff with the opportunity to debrief with learners who might need additional feedback or support.

SPs will be informed in advance that the project or interaction will be recorded. No personal information will be shared or referenced during a video recording. SPs will be identified by the case name and information that was provided during training. SPs will be requested to sign an online consent and release form providing information on the project and the purpose of the recording.

#### Personal Information and Photographs

To recruit appropriate SPs for specific simulations, it is necessary for the SPP to receive and retain certain personal information about SPs (e.g., surgical scars, relevant physical findings). This personal information is kept electronically in the secure SPP database.

Photographs (head shots or equivalent) will be requested from every SP and will be kept on file with other SP contact and personal information in the SPP database. SP information and photographs will not be divulged or shared with anyone other than SPP staff.

## Contact Information

- If your availability has changed or will be changing soon, or you have moved or have changed your contact and/or banking information, contact the [SPP Payroll and Finance Assistant](#) so this information can be updated in the SPP database.
- For information on SP relations, or if you have any questions, contact the [Recruitment Specialist and Training Specialist](#)
- If you need a Letter of Employment, please contact the Payroll and Finance Assistant.
- If you need your Record of Employment (ROE), please contact the Central Payroll office: [payroll.hr@utoronto.ca](mailto:payroll.hr@utoronto.ca).
- For other resources regarding your UTORid (including password verification and email services) use the UTORid Account Management page: <https://www.utorid.utoronto.ca/>
- For specific questions about a project booking or role, contact the Project Manager or your Trainer or Recruiter.
- [SPP staff contact information](#)

## Frequently Asked Questions (FAQs)

### 1. Who can be a Standardized Patient (SP) or Simulated Client (SC)?

Individuals aged 16 and older are eligible to be SPs. Due to conflict of interest, we cannot accept any pre-med or medical, pharmacy, and physiotherapy students.

### 2. What is the time commitment of being an SP/SC?

Most projects take place on weekdays during business hours, however some projects occur during the evening or occasional weekends. Training generally takes place between 9am-5pm, Monday to Friday. We do not offer training on weekends or on statutory holidays. Most cases requiring teenagers or Health Professionals train in the evening.

### 3. Do I need to be an actor to work as an SP/SC?

No. SPs come from all walks of life. A background in acting can be an asset.

### 4. How is SP/SC work different from acting?

SP work is based in methodologies that support educational learning objectives of varying projects. Affects and emotional content of simulations are carefully constructed to support the learning goals of students. This is where simulation and acting differ in scope. This will be thoroughly discussed during your training sessions.

If it is intrinsic to the case, it may be required for an SP to appear anxious, irritable, confused, etc. The Trainer will let SPs know during training what level of emotional affect is required, and it is important

that all SPs illustrate the same level of affect in order for the role to be standardized. You do not have to be an actor to simulate these cases.

**5. Do learners know we are standardized patients?**

Yes. Students are aware that you are SPs and they are told to proceed just as they would with patients they may see in clinic or clinical settings. Working with SPs is regular practice for medical, pharmacy and healthcare students, among other fields.

**6. How often can I expect to be called for work?**

Our needs vary based on the demographics required for each project. You may be recruited as seldom as once or twice per year or dozens of times per year. We cannot guarantee any frequency of work and we appreciate your understanding.

**7. Being an SP/SC sounds like easy money. Can anyone do it?**

Being an SP is hard work and may involve long days. It requires detail-oriented training, preparation and focus during simulations. These aspects make SP work challenging and may not suit everyone.

**8. I have a friend in the Mississauga area who wants to be an SP/SC. Is there work out there?**

Yes. The SPP administers MD Program teaching, simulation and OSCEs at the U of T Mississauga Academy of Medicine (MAM). If you know anyone in the Mississauga/Oakville/Burlington/Brampton area who you believe would be interested and appropriate for this kind of work, please ask them to fill out an SP application form, available on the SPP website.

**9. What if I am booked for a project as an SP/SC and I have to cancel?**

As an SP, once you have committed yourself to a specific event, we expect you will honor that commitment unless you have extenuating circumstances for cancelling. SPs should provide at least 24 hours' notice of cancellation; last minute cancellations or 'no shows' for a simulation without a valid reason could impact future bookings with the SPP. Reliability is an essential component of our SP programming.

**10. Can I bring my cellphone and personal belongings to a project?**

SPs are not to use electronics such as cell phones during in-person events, as they are distracting to learners, SPs and staff. If electronic devices are used during in-person simulations, there is a risk that the learner may be distracted and miss the opportunity to receive valuable instruction and feedback. Some programs will explicitly ask that no cell phones or electronics be brought to the educational site.

For certain exams, SPP staff organize 'bagging and tagging' on site. SPs are required to keep their personal belongings stored in a secure room during these events. The SPP does not accept liability for any lost or damaged personal items.



## Frequently Used Acronyms

Within this document and within your work as an SP, the following acronyms may be used:

<b>CE</b>	Chief Examiner
<b>CEC</b>	Clinical Exam Coordinator
<b>EC</b>	Exam Coordinator
<b>HP</b>	Health Professional
<b>HX</b>	History
<b>IOSCE</b>	Integrated Objective Structured Clinical Examination
<b>MAM</b>	Mississauga Academy of Medicine
<b>OSCE</b>	Objective Structured Clinical Examination
<b>PM</b>	Project Manager
<b>PX</b>	Physical
<b>SP/SC</b>	Standardized Patient/ Standardized Client/Simulated Patient/Simulated Client
<b>SPR/SCR</b>	Standardized Patient Recruiter/Standardized Client Recruiter
<b>SPT/SCT</b>	Standardized Patient Trainer/Standardized Client Trainer
<b>SS</b>	Support Staff

## References

- University of Toronto <https://www.utoronto.ca/>
- Temerty Faculty of Medicine <https://medicine.utoronto.ca/>
- MD Program [www.md.utoronto.ca](http://www.md.utoronto.ca)
- Association for Standardized Patient Educators
  - <https://www.aspeducators.org/>
  - [The Association of Standardized Patient Educators \(ASPE\) Standards of Best Practice \(SOBP\)](#)
- University of Toronto
  - [Smoke Free Policy](#)
  - [Guidelines on the Use of Perfumes and Scent Free Products](#)
  - [Health and Safety Policy](#)

The University of Toronto and the Standardized Patient Program strive to create a safe workplace and endeavors the same when SPs are assigned to projects offsite. Please take a moment to review the following University of Toronto guidelines and policies for a safe workplace:

- [Guideline on Workplace Harassment and Civil Conduct](#)
- [Policy on Sexual Violence and Sexual Harassment](#)
- [Policy with Respect to Workplace Harassment](#)
- [Policy with Respect to Workplace Violence](#)

## Suggested Reading

- Barrows, Howard S. (1999). *Training Standardized Patients to Have Physical Findings*. Southern Illinois University School of Medicine.
- Lewis, K.L., et al. (2017). *The Association of Standardized Patient Educators (ASPE) Standards of Best Practice (SOBP) in Advances In Simulation 2:10*.  
<https://az659834.vo.msecnd.net/eventsairseasiaproduct/production-aomevents-public/2b28078a56b149b096121e0fda4cdaee>
- Wallace, Peggy, (2007). *Coaching Standardized Patient for Use in the Assessment of Clinical Competence*. Springer Publishing Company.