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# STANDARDIZED PATIENT USER GUIDE

## MODULE 3

Compensation and Shift Cancellation

Bi-Weekly Payroll Information

Other Additional Information – FAQs, Resources

# Table of Contents

<b>How Are SPs Compensated?</b> .....	3
<b>Employee Personnel ID and Online Pay Records</b> .....	3
<b>Minimum Compensation</b> .....	4
<b>Shift Cancellation</b> .....	5
<b>Parking and Travel</b> .....	5
<b>2025 Bi-Weekly Payroll Schedule</b> .....	6
<b>Casual Employment</b> .....	7
<b>Newsletter, Bulletin Board and Professional Development</b> .....	7
<b>SPecial Edition</b> .....	7
<b>Bulletin Board</b> .....	7
<b>Professional Development and Events</b> .....	7
<b>Video Recording</b> .....	7
<b>Personal Information and Photographs</b> .....	7
<b>Contact Information</b> .....	8
<b>Frequently Asked Questions (FAQs)</b> .....	8
<b>Frequently Used Acronyms</b> .....	10
<b>References</b> .....	10
<b>Suggested Reading</b> .....	11

## Module 3 – PAYMENT, SHIFT CANCELLATION, FAQs

### How Are SPs Compensated?

- Standardized Patients are compensated bi-weekly, by direct deposit. Please refer to the [Bi-Weekly Payroll Schedule](#), on page 5.
- If you are employed (or become employed) in another department at the University of Toronto and are paid according to the monthly payroll schedule, your monthly pay schedule overrides the bi-weekly pay schedule. The bi-weekly payroll deadlines and pay dates will not apply to you and you may be paid later (at the end of next month) for the work that you do. Please advise the SPP if you are employed in another area as there are implications for overtime if you exceed 44 hours/week total.
- All details of a project, including the rate of pay, are provided in the recruitment email.
- If you have questions about your hours or rate of pay, contact the Project Manager (listed in the project recruitment email).
- After a training or simulation session, the SP Trainer or Project Manager will submit your hours worked to the SPP Payroll Assistant, to process payroll.
- Every two weeks, the SPP Payroll Assistant uploads your hours to U of T Payroll for processing.
- At the end of each pay period, you will receive an email providing a breakdown of your pay, which you can compare with your own records.
- Please send **changes to your address or banking information** (void cheque/direct deposit form) to the [SPP Payroll and Administrative Assistant](#).

### Employee Personnel ID and Online Pay Records

#### UTORid and Personnel Number:

- New employees receive an UTORid Letter, which contains their **UTORid** and **personnel number**, along with instructions on how to activate their UTORid and create a password and U of T email address.
- To access U of T online platforms, including Employee Self-Service, (for pay statements/T4s, etc.) you must activate your UTORid, create a password and install multi-factor authentication software (DUO).
- The UTORid Account Management page: <https://www.utorid.utoronto.ca/> is a useful resource for all things regarding your UTORid.

#### Multi-Factor Authentication (DUO):

- For added protection, U of T introduced a two-step sign-in security process known as multi/two-factor authentication (UTORMFA), which must be used to access many U of T online platforms. Specifically, U of T is using Cisco DUO software.
- How to Enroll in UTORMFA: Ensure you have your cell phone or mobile device beside you when you start the enrollment process. Go to the following website: [UTORMFA | Information Security and Enterprise Architecture \(utoronto.ca\)](#) and follow the steps.
- For **any** issues enrolling in UTORMFA and downloading the Cisco DUO software, please contact the Help Desk [help.desk@utoronto.ca](mailto:help.desk@utoronto.ca)

### Employee Self Service (ESS) for T4s and online paystubs:

- **T4s** for the previous tax year are available on ESS every year in the last week of February.
- **ACTIVE** employees (who have received pay in the last three months) 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.
- Forgotten passwords can be reset here <https://recover.utorid.utoronto.ca/default.aspx> or by contacting the Help Desk [help.desk@utoronto.ca](mailto:help.desk@utoronto.ca) (if the reset link does not work).
- **INACTIVE** employees (who have not received pay in the last three months) do not have access to ESS and should receive their T4s in the mail in the last week of February/early March. If you do not receive your T4 by the 3rd week of March, contact the Central Payroll office [payroll.hr@utoronto.ca](mailto:payroll.hr@utoronto.ca).
- All active employees can opt to have their T4s mailed to them (every year) by signing into ESS and selecting "Pay and Benefits Information" and then "Request to Receive T4 Slip on Paper", <https://weblogin.utoronto.ca/>.

### ROE, Letter of Employment

- For your **Record of Employment (ROE)** please create a [HRSC ticket](#) or contact the Central Payroll office [payroll.hr@utoronto.ca](mailto:payroll.hr@utoronto.ca). Your message will automatically create a service request within the HR Service Centre (HRSC). You will receive a notification from the HRSC, providing you with a link/further detail regarding your request. Please do not send an email directly to [esc.system@utoronto.ca](mailto:esc.system@utoronto.ca) as this mailbox is not monitored. Central payroll will electronically file your ROE with Service Canada, where you can view the information online at any time by accessing the [My Service Canada Account online services](#)
- If you need a **Letter of Employment**, please contact the [SPP Payroll and Administrative Assistant](#)

### Reminder of Important Links/Contact Information:

- **Help Desk** [help.desk@utoronto.ca](mailto:help.desk@utoronto.ca) For ALL online technical assistance
- **ESS Employee Self Service** For online access to paystubs/T4s (for active employees)
- **Central Payroll** [payroll.hr@utoronto.ca](mailto:payroll.hr@utoronto.ca) For ROEs and T4s (for inactive employees)
- **UTORid** <https://www.utorid.utoronto.ca/> For management of passwords/email, etc.
- **SPP Payroll/Admin** [SPP Payroll and Administrative Assistant](#) Contact for address/bank updates and Letter of Employment

### 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. In addition to the two hours, some projects offer a minimum of one hour of home-study. This depends on the complexity of the case. The information on home study will be provided in the Project Recruitment email.
- SPs are compensated for one hour if the SP is provided training on how to simulate on Zoom or an online platform.
- As of July 27, 2023, SPs who have received a Letter of Offer from the SPP will be compensated for one hour to take both -- the mandatory [Basic Occupational Health and Safety Awareness Training](#) as well as the U of T Accessibility for Ontarians with Disability Act (AODA) Training. Additional information on the mandatory training courses is available in SPP User Guide Module 4

## Shift Cancellation

- 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, Mississauga Hospital or Credit Valley Hospital 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.

## 2025 Bi-Weekly Payroll Schedule

Pay Period #	HOURS DUE	Pay Date	Pay Period
1	Jan-06	Jan-10	Dec-22 - Jan-04
2	Jan-15	Jan-24	Jan-05 - Jan-15
3	Jan-29	Feb-07	Jan-16 - Jan-29
4	Feb-12	Feb-21	Jan-30 - Feb-12
5	Feb-26	Mar-07	Feb-13 - Feb-26
6	Mar-12	Mar-21	Feb-27 - Mar-12
7	Mar-26	Apr-04	Mar-13 - Mar-26
8	Apr-09	Apr-17	Mar-27 - Apr-09
9	Apr-23	May-02	Apr-10 - Apr-23
10	May-07	May-16	Apr-24 - May-07
11	May-21	May-30	May-08 - May-21
12	Jun-04	Jun-13	May-22 - Jun-04
13	Jun-18	Jun-27	Jun-05 - Jun-18
14	Jul-02	Jul-11	Jun-19 - Jul-02
15	Jul-16	Jul-25	Jul-03 - Jul-16
16	Jul-30	Aug-08	Jul-17 - Jul-30
17	Aug-13	Aug-22	Jul-31 - Aug-13
18	Aug-27	Sep-05	Aug-14 - Aug-27
19	Sep-10	Sep-19	Aug-28 - Sep-10
20	Sep-24	Oct-03	Sep-11 - Sep-24
21	Oct-08	Oct-17	Sep-25 - Oct-08
22	Oct-22	Oct-31	Oct-09 - Oct-22
23	Nov-05	Nov-14	Oct-23 - Nov-05
24	Nov-19	Nov-28	Nov-06 - Nov-19
25	Dec-03	Dec-12	Nov-20 - Dec-03
26	Dec-17	Dec-24	Dec-04 - Dec-17
1	Jan-05	Jan-09	Dec-18 - Jan-03

## 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 Media 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 Administrative 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 and Training Specialist](#)
- 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. What happens should an abnormal finding be found during a simulation?**

When simulating a physical role, should an abnormal finding be found, SPs can expect to be informed and advised to seek medical evaluation and treatment from the SP's personal physician/healthcare provider.

**7. 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.

**8. 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.

**9. 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.

**10. 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.

**11. 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.