

## FREQUENTLY ASKED QUESTIONS: CASUAL SUPPORT

1. What is a casual school assistant?	The role of the school assistant is to provide supervisory support to teaching staff during peak or critical periods of the school day.
2. How much does this pay?	\$14.00/hour plus 4% vacation pay.
3. What are the hours that I need to be available to work?	Lunch period supervision or as needed by the school. Supervision of children during bus loading and unloading; Yard duty supervision; Supervision of lunch period.
4. Can I work additional hours if asked by the school?	Approved arrangements would need to be made with the administrator of the school.
5. How do I determine the hours that I'm to be paid for?	Time worked equals time paid.
6. What if I am unavailable for a period of time or I am sick and unable to work?	This procedure has not changed. When you are not available to work arrangements need to be made with the school and they will manually arrange for someone to replace you. All schools assistants in STAR are employees that record time worked only – they are not replaced in STAR.
7. Do school assistants work on P.A. days?	No.
8. If I am a new school assistant how will I know when I can access the STAR system?	You will need to check with the STAR Secretary and they will let you know when your profile is active in STAR.
9. How do I get my ID number?	The school secretary will be able to access the STAR system and give you your ID number once your paperwork has been processed. You will also find your employee ID number on your pay statement.
10. Do I need to register every time I call in?	No, you only have to register once for your (PIN). When you first register your PIN and PASSWORD are the same, your employee ID. Once you have registered your PIN changes.
11. What if the school assistant has no access to the computer and does not understand English to use the telephone access?	If the school had previously helped the school assistant record their time then the school will continue to help record the information in the STAR System. If the school did not help the school assistant, then arrangements will have to be made to have someone in their own language show them how to use the phone as there is a phone available at the school.
12. How do I enter my job into the STAR system?	Please review your wallet card (if using the telephone) or your brochure (if using a computer). If you have further questions, please call the STAR help desk 905-727-0022, Ext. 4357, option 5.
13. When should I enter my job in STAR?	The job entry <b>must be done daily</b> and should be entered after you have completed your time worked for that day.
14. What would happen if I forget to enter the days I worked?	Once that day has passed you will need to ask the STAR Secretary at your school to enter your time worked.
15. Do I enter my hours each day or can I enter all my hours for the whole week in one day?	Hours <b>MUST</b> be entered on a daily basis due to Employment Insurance (EI) requirements.
16. What if I work at more than one school location?	In the STAR system there will be a drop down menu showing all your work locations. Please ensure you select the correct location when entering your job for that day.
17. How do I enter my hours if I do lunch duty and 2 bus duties?	You will enter the total hours for the time worked. (e.g. 15 minute bus duty in the morning, 1 hour lunch, 15 minute bus duty in the afternoon – enter total 1 hour 30 minutes as one job entry by <b>"entering 12:00pm – 1:30pm to reflect the total time"</b> )
18. Can I enter my hours online or from my phone?	You may enter your hours by accessing the web browser on any device you have that accesses the internet. (Laptop, iPhone, BlackBerry, etc)
19. Do I need touch-tone service?	No, but you will need a telephone that is tone/pulse switchable.
20. Do I need to remember my job number?	Yes, because the job number is your confirmation that the job was entered successfully into the STAR system and may need to be referenced if there is a problem with your pay.
21. Will I have the same job number for all my jobs?	No.
22. Who should I contact if I was not paid for the hours worked?	Please contact the STAR secretary at your school who verifies the hours. Please do not contact Payroll if the hours were <b>not</b> verified by the Tuesday of the week <b>prior</b> to the pay date. (e.g. Hours up to May 9 must be verified by May 13 to be included on the May 23 pay deposit). Note: Casual employees are paid two weeks in arrears.
23. Frequently called numbers and contact information	<p><b><u>STAR System Phone Number:</u></b></p> <p>Local calls to the STAR system: <b>905-727-7071</b> Long distance calls to the STAR system: <b>1-877-809-8053</b></p> <p><b>STAR Help Desk:</b> 905-727-0022, Ext. 4357, option 5</p> <p><b>STAR Web Browser:</b> <a href="https://star.yrdsb.ca">https://star.yrdsb.ca</a></p>