

## Support for Workers

The Government of Canada is taking strong and quick action to protect our economy, and the health, safety, and jobs of all Canadians during the global COVID-19 outbreak.

Canadians should not have to worry about paying their rent or mortgage or buying groceries because of the COVID-19 crisis.

To support workers and their families, the Government of Canada is providing Employment Insurance supports.

All Employment Insurance benefits are available online and by telephone.



My Service Canada Account (MSCA) is a secure online portal that lets you apply, view and update your information for Employment Insurance (EI).

Visit [www.canada.ca](http://www.canada.ca) to log in / register for a My Service Canada Account

If you are experiencing symptoms such as cough, fever, difficulty breathing or you are in self-isolation or quarantine, do not visit or enter any Service Canada office. As an alternative, you may access our services online.

[www.canada.ca](http://www.canada.ca)

## COVID-19 Economic Response Plan

 Employee Guide to Employment Insurance



Government  
of Canada

Gouvernement  
du Canada

Employment and Social  
Development Canada

[www.canada.ca](http://www.canada.ca)



**Employment Insurance (EI)** provides regular benefits to individuals who lose their jobs through no fault of their own and are available for and able to work, but can't find a job.

Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work.

Canadians quarantined can apply for Employment Insurance (EI) sickness benefits.

Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:

- The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined;
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate; and
- People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay.

If you are sick or quarantined as a result of COVID-19 and would like to have the one-week waiting period waived, call us at:  
1-833-381-2725 (Toll Free).

## How to Apply for Employment Insurance

Apply as soon as possible after you stop working. If you wait more than 4 weeks after your last day of work to apply, you may lose benefits.

To complete your application, you must do the following:



### Gather supporting documents:

- your Social Insurance Number (SIN).  
If your SIN begins with a 9, you need to supply proof of your immigration status and work permit.
- your mother's maiden name.
- your mailing and residential addresses, **including the postal codes**.
- your complete banking information to sign up for direct deposit, including the financial institution name, bank branch number, and account number
- names, addresses, dates of employment, and reason for separation for all your employers over the last 52 weeks
- the dates, Sunday to Saturday, and earnings for each of your highest paid weeks of insurable earnings in the last 52 weeks or since the start of your last EI claim, whichever is the shorter period. This information will be used, along with your Record(s) of Employment, to calculate your benefit rate.



### Submit the online application:

To complete your application online, go to [www.canada.ca](http://www.canada.ca). In addition to the supporting documents listed above, you will need:

- the names and addresses of your employers in the last 52 weeks
- the dates you were employed with each employer and the reasons you're no longer employed with them.



## Provide your ROE:

- Electronic ROEs are sent directly to Service Canada by your employer. You don't need to request electronic copies from your employer or provide copies to Service Canada.
- If your employer issues paper ROEs, you must request copies of all ROEs issued to you in the past 52 weeks. You'll need to provide them to Service Canada as soon as possible after you submit your EI application through mail to:

Service Canada Centre  
P.O. Box 2602  
Mississauga, Ontario L4T 0B1

If you laid off work due to COVID-19, the *Reason for issuing this ROE* should read: Code A - Shortage of work (layoff).

If you are off work due to sickness or quarantine, the *Reason for issuing this ROE* should read: Code D - illness or injury.

There should not be any other comments. If this is not the case, please contact your employer.



## A benefit statement and an access code will arrive by mail.

- This statement will include a 4-digit access code. You need this code and your SIN to inquire about your application and to complete **biweekly** reports.
- Receiving the EI benefit statement doesn't mean that Service Canada has made a decision about your claim.



## Review your application status:

To check the progress of your application, you can:

- Log into your online **My Service Canada Account**
- Call Service Canada

Toll Free: 1-833-381-2725  
TTY: 1-800-529-3742