

Our priority is the health and safety of all Canadians, while maintaining service to the public. In response to COVID-19, Service Canada is changing how we serve clients and communities.

To ensure critical service delivery to clients, clients can access our services in three ways:

Option 1 (preferred option for most Canadians)

Clients can access Service Canada programs, services and benefits through our online services and call centres.

Please access our many online services at:

Canada.ca/service-canada-home

Please access our call centres at:

Service Canada 1-800-O-CANADA (1-800-622-6232)

Employment Insurance 1-800-206-7218

Canada Pension and Old Age Security 1-800-277-9914

Canada Emergency Response Benefit 1-833-699-0299

Option 2 (for further support and assistance)

If clients require further support and assistance to access critical benefits, help is available through an e-service request available online and on mobile phones.

If you require assistance accessing services, please complete an online request at:

Canada.ca/service-canada-e-service

A Service Canada officer will contact you within two business days



Option 3 (only for those with other barriers or NO computer access)

If clients do not have access to a computer, the internet, or have other barriers, they can contact the Service Canada Outreach Support Centre toll-free service. TTY service is available.

Outreach Support Centre
Monday to Friday 8:30 a.m. to 4:00 p.m.
Western Provinces and Territories: 1-877-631-2657
Ontario: 1-877-355-2657
Quebec: 1-877-760-2657
Atlantic Provinces: 1-877-464-2657
TTY: 1-833-719-2657

Services available:

- Employment Insurance
- Canada Emergency Response Benefit
- Information and form filling assistance for Canada Pension Plan / Old Age Security
- Social Insurance Number
- Information and referral for other federal programs and services

Recognizing that the majority of Canadians will be able to access benefits through Options 1 and 2, Option 3 is a call centre with limited capacity and is designed to support the needs of only our most vulnerable clients with no other means of accessing service. For this reason we request that you do not post the signage provided in general public areas.

Thank you for your support in ensuring that Canadians continue to receive access to critical services and benefits.

