

Notice on visiting Service Canada -All local offices are temporarily closed.

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.

Employment Insurance

If you are off work due to the business being closed as a result of COVID, this is a shortage of work and you would be applying for Regular Benefits.

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.


If you are eligible, apply for [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 so they can be paid for the first week of their claim
- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the [EI sickness benefits](#) waiting period
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate
- 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

Important: If you are directly affected by the COVID-19 because you are sick or quarantined and you have not yet applied for EI benefits, please submit your application **before contacting us**. This will allow us to better serve you and prevent delays in establishing your claim.

If you have already completed the [application for EI sickness benefits](#) whether you are sick or quarantined and would like **to have the one-week waiting period waived, call the new toll-free phone number below**. It is important to note that no other request will be actioned on this phone line. We will take action only for sick or quarantined clients affected by the COVID-19 for which the application for sickness benefits has been filed.

- Telephone: 1-833-381-2725  (toll-free)
- Teletypewriter (TTY): 1-800-529-3742 