

# Information Session for Employees

# Let's talk about...

- Employment Insurance benefits
- Temporary special measures – COVID 19



# Income support

- Employment Insurance provides benefits to workers who are:
  - Temporarily unemployed
  - Sick (15 weeks)
  - Pregnant
  - Caring for a newborn or have adopted a child
    - (maternity 15 weeks; parental 35 weeks --12 months or **extended over 18 months**)
  - Providing care or support to a critically ill or injured family member
    - **Caregiver for Adult – 15 weeks**
    - Caregiver for Children – up to 35 weeks (**can be more than one**)
  - Providing care or support to a gravely ill family member who is at risk of dying
    - Compassionate Care – up to 26 weeks
- Self-employed people can access EI special benefits (maternity, parental, sickness, compassionate care, family caregiver) provided they:
  - Pay EI premiums
  - Register online using My Service Canada Account



# Eligibility and Duration – Regular Benefits

- The number of hours required to qualify is based on the unemployment rate in your region. 600 for medical / currently 700 for regular
- If you received a notice of violation regarding prior EI benefit periods, the number of insurable hours required to qualify will increase.
- The number of weeks of EI benefits you can receive is:
  - based on the unemployment rate in your region and the number of insurable hours you have accumulated (this area 38 weeks)
  - a maximum of **45 weeks**



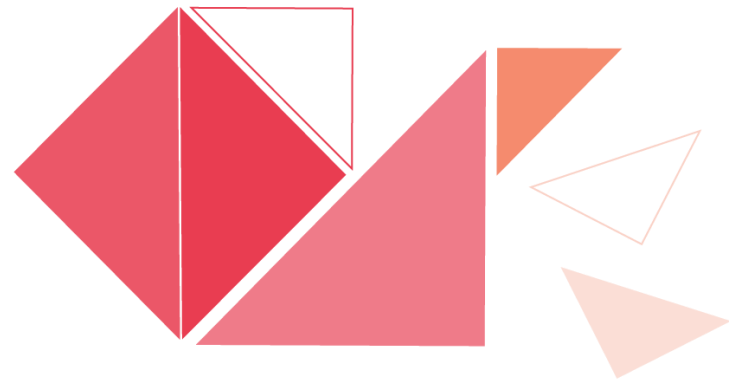
# How do you calculate my benefits?

- The basic rate for calculating EI benefits is 55% of your average insurable weekly earnings, up to a **\$573.00**.
- EI benefits can be calculated using the highest weeks of earnings over the last year for people whose average weekly earnings fluctuate.



# Payments

- You will usually receive your first EI benefit payment within 28 days of the date your application is received.
- If you are not eligible to receive EI benefits, you will receive notification within the 28-day timeframe.
- You will have to serve a one week **waiting period** before you receive benefits.



# Employment Insurance Benefits – Family Supplement

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## If your family;

- ✓ Net income does not exceed \$25, 921 per year and;
- ✓ You have children and your spouse receives the Canada Child Benefit

*You may be eligible to receive the EI family supplement*

## How does Family Supplement impact my Employment Insurance benefits?

- Your benefit rate may increase up to 80% of your average insurable earnings

## What you need to know about Family Supplement:

*\*Only one spouse can receive the Family Supplement at a time*

*\*As your income level rises, the Family Supplement gradually decreases  
(when the maximum income of \$25,921 is reached no supplement is payable)*



# Reason for Separation

- Your employer will indicate the reason for separation on your Record of Employment (ROE).
- As a general rule, if you are laid-off or the company closes, you are considered to have stopped working due to a shortage of work.





# Completing the Online EI Application

To apply for benefits, you will need your:

- Social Insurance Number (SIN)
- mother's last name at birth
- complete mailing and residential address, including the postal code
- complete banking information for direct deposit



# Online Application for EI Benefits



Government  
of Canada

Gouvernement  
du Canada

[Exit](#)

## Start application

You have chosen to complete your application in English. You will not be able to change to French once you start your online session. If you wish to [change language](#) you must do so before you begin.

Answers to fields and questions with an asterisk ( \* ) are mandatory

**Only use the buttons provided at the bottom of the screens to navigate through the application.**

\* Are you trying to retrieve an application you began within the last 72 hours but did not complete?

Yes

No

Continue



# EI Internet Reporting Service



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du Canada

## Internet Reporting Service

### Login

[▶ Help for this page](#)

You have chosen to complete your report in English. Please note that you will not be able to change to French once you start your online session. If you wish to [change language](#) please do so before you begin.

Social Insurance Number (SIN):

Access Code:

Province of Residence:

-- Select your province --



Continue





MENU ▾

# My Service Canada Account



## Sign in with your province:

Alberta residents can access My Service Canada Account using their provincial digital ID ([MyAlberta Digital ID](#))

## Ask our chatbot!

Our chatbot pilot can guide you with questions on how to register for MSCA

[Terms of use and information notice](#)

Launch chatbot

My Service Canada Account (MSCA) is a secure online portal that lets you apply, view and update your information for Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS).

## Sign in

If you already have an access code or a provincial digital ID, choose an option to access MSCA:



Sign in with GCKey

Use GCKey to access multiple Government of Canada online services.



Sign in with your bank

Use your online banking sign in information (Sign-in Partner).



Sign in with your province\*

Use your provincial digital ID.

**\*Alberta only**

## New user

If you do not have an account, choose an option to register:



Register with GCKey



Register with your bank



Register with your province





## My Service Canada Account

Account settings

Sign out



### Welcome

Month day, Year [current date]

Your last visit was Month day, Year

#### Most requested

[View my EI status and  
correspondence](#)

[View my EI / CPP / OAS tax  
slip \(T4E, T4A, NR4\)](#)

[View my EI payment  
information](#)

[View my Records of  
Employment](#)

Complete my EI report online

## Service Canada account services

View/Change

Apply for

Other links

▼ **Canada Pension Plan (CPP) / Old Age Security (OAS)**

▼ **Employment Insurance (EI)**

- [View my status and correspondence \(Alert me\)](#)
- [Payment information](#)
- [Latest claim](#)
- [Past claims](#)
- [Records of Employment](#)
- [EI Publications](#)
- [Agreement status \(self-employed\)](#)
- [eForms \(Provide new information regarding my claim\)](#)
- [Direct deposit \(EI\)](#)
- [Mailing address and telephone number](#)
- [Province of residence](#)
- [Preferred language for written communications](#)
- [Tax slips \(T4E\)](#)
- [Tax slip mailing options](#)
- [Mistakes can happen](#)

## → My Latest Claim

### Did you know...

- If you do not receive email alerts when new important Employment Insurance (EI) claim information is available in your My Service Canada Account, go to [View my status and correspondence](#) and select "Register for Alert Me" from the left-hand menu to register now!
- Additional information on your past claims may be available on the [View my status and correspondence](#) page.
- To prevent any delays, you must complete your report within three weeks of its due date.

<b><u>Start Date of Claim:</u></b>	April 28, 2019
<b><u>Waiting Period:</u></b>	April 28, 2019 to May 4, 2019
<b><u>Type of Benefit:</u></b>	Maternity benefits
<b><u>Total Insurable Earnings:</u></b>	\$12,078
<b><u>Benefit Rate:</u></b>	\$332
<b><u>Federal Tax:</u></b>	\$15
<b><u>Total Insurable Hours:</u></b>	1525
<b><u>Total Weeks of Maternity Entitlement</u></b>	15
<b>Weeks of Maternity Benefits Paid:</b>	10
<b>Total Weeks Paid:</b>	10
<b><u>End Date of Claim:</u></b>	April 25, 2020
<b>Last Report Processed:</b>	June 23, 2019 to July 6, 2019
<b>Last Report Processed on:</b>	July 8, 2019
<b><u>Upcoming Extended Parental Benefit Rate:</u></b>	\$199



# Application Process Checklist

- ✓ Apply for Employment Insurance benefits online
- ✓ Receive your access code, start completing your reports and register for MSCA
- ✓ Sign up for direct deposit using MSCA if you haven't done so during the application process
- ✓ Application process completed within 28 days
- ✓ Receive your first payment



# COVID-19 Special Measures

Special measures apply as of March 15, 2020:

Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, and who qualify for Employment Insurance **sickness** benefits with the following support actions:

- The waiting period for claims will be waived.
- No medical certificate will be required.
- A new dedicated toll-free phone number to support enquiries related to waiving the [EI sickness benefits](#) waiting period : **1-833-381-2725**

[https://www.canada.ca/en/revenue-agency/services/benefits/  
apply-for-cerb-with-cra.html](https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html)

Visit [Canada.ca](https://www.canada.ca) for more information





# Canada Emergency Response Benefit

## The Canada Emergency Response Benefit\*:

- will provide a taxable benefit of \$2,000 a month for up to 4 months to workers;
  - Residing in Canada, who are at least 15 years old; .
  - Who have stopped working because of COVID-19 or are eligible for Employment Insurance regular or sickness benefits;
  - Who had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application; and
  - the income of at least \$5,000 may be from any or a combination of the following sources: employment; self-employment; maternity and parental benefits under the Employment Insurance program and/or similar benefits paid in Quebec under the Quebec Parental Insurance Plan.
  - Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment income.

Visit [Canada.ca](https://www.canada.ca) for more information

[www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html](https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html)

\* This benefit replaces the previously announced Emergency Care Benefit and the Emergency Support Benefit.

# Canada Emergency Response Benefit

How to apply:

- Applications for the CERB are open.
- Check the CRA website for your best day to apply

There are two ways to apply:

- Online through your CRA My Account
- Over the phone with an automated phone service

1-800-959-2019



# Apply Online:

[Sign in to your CRA My Account](#)

Instructions once you're in your CRA My Account:

- Go to **COVID-19: Canada Emergency Response Benefit** in the alert banner at the top of the page
- Select the period you want to apply for
- Declare that you qualify for the benefit
- Confirm we have the right payment information



# Apply by phone:

Call **1-800-959-2019**

## Instructions:

- Select your language preference: English or French
- Follow the prompts to enter your information, including:
  - your SIN
  - confirmation of your postal code
  - the period you are applying for
- Declare that you qualify for the benefit



# Expanded Benefits announced for:

- Seasonal Workers, who ran out of EI. (now eligible for CERB)
- Essential workers who make less than \$2500 a month. (salary top-up)
- People who make less than \$1000 a month due to reduced work hours. (now eligible for CERB)

*Check the website for updates....*



# Provincial /Territorial Resources

## Provincial Support for Individuals

- **BC Emergency Benefit for Workers** provides a one-time \$1,000 payment for people who lost income
- A one-time enhancement to the **climate action tax credit** will be paid in July 2020 for moderate to low-income families
- Support for renters and landlords include a **new temporary rental supplement**, halting evictions and freezing rents.
- **Rental supplements** are also available through BC Housing.  
(Include any provincial or territorial employment and support measures of interest)

## B2B Support

- **ICBC** is offering payment plan deferrals for up to 90 days with no penalties.
- **BC Hydro**: The COVID-19 Customer Assistance Program allows customers to defer bill payments or arrange for flexible payment plans with no penalty. Call 1 800 BCHYDRO (1 800 224 9376)
- **FortisBC** is waiving late payment fees and ensuring no customer is disconnected and will discuss flexible payment options.



## Contact Information



EI: 1-800-206-7218

EI Reports: 1-800-531-7555

EI COVID: 1-833-381-2725

EI CERB: 1-833-699-0299

status/applied via SC

CERB/CRA: 1-800-959-2019

apply by phone/status

CERB Elig: 1-833-966-2099

CEWS/CRA: 1-833-966-2099

