

This is a working document, your assistance and input is appreciated

Questions about COVID-19 EI call: 1 833 381 2725

For all general EI questions: 1 800 206 7218

**There is typically a 2 – 4 hour wait time to speak to an agent. Please exercise patience and be nice to the workers who answer. They are often putting in extra time to assist in dealing with all the new requests.

***You do NOT need a GC Key to get access to EI. GC Key is your online login so you can manage your information with the Federal Government online. It would be wise to start the process of getting your GC Key now and submit your direct deposit information. If you don't qualify for EI, it is still wise to have signed up for the GC Key.

Step One – Get a “GC Key”

1) Register for a GC Key

- a. This allows you to access many Government of Canada websites, including EI (Employment Insurance) and MSCA (My Service Canada Account).
- b. This step can take time, try to get it done before you start your application and even before you have all your documents for the EI application.

Choose one of the following two options:

<u>Online</u>	<u>By Phone</u>
<ul style="list-style-type: none">• Your Social Insurance Number (SIN)• Your parent's family name at birth• Your postal code if you are a Canadian resident or your country of residence if you are a foreign resident <p>****Have your JavaScript enabled****</p> <p>https://www.canada.ca/en/employment-social-development/services/my-account/gckey.html</p>	<ul style="list-style-type: none">• Apply by calling Service Canada at 1-800-277-9914 Monday to Friday between <u>8:30 am and 4:30 pm</u> local time (you can also call this number to check the status of your request).• You will need:<ul style="list-style-type: none">▪ Your Social Insurance Number (SIN)▪ Answers to various security questions to verify your identity

2) Receive access code

Service Canada will provide you with an access code. You need this code to register for *My Service Canada Account* (MSCA).

Online:

- You will receive your access code by mail within 5 to 10 business days.

By phone:

- The Service Canada phone representative will let you know when and how you will receive your access code.

Step Two – Register for Employment Insurance “EI”

***Most of the new benefits fall under the EI program “**Sickness Benefit**.” Read carefully the new [eligibility criteria](#) for these benefits even if you were not able to get EI in the past – they have changed. Other benefits will be rolled out April 6th 2020 by the Federal Government Called CERB (Canadian Emergency Relief Benefit). There will be more information on this when it becomes available.

Begin your application for EI

Service Canada has created a dedicated telephone line for those affected by COVID
1-833-381-2725

***Please be patient as sometimes calls may not connect on your first try. There are a lot of people applying, please have patience.

Or Online:

1. [Employment Insurance benefits and leave](#)
2. [Sickness Benefit](#)

There is no need for a Medical Note normally needed to apply for the EI Sickness Benefit now because of COVID-19.

*** Not sure you qualify, check out this link:

<https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>

If you have been affected by the virus, the reason on your Record Of Employment (ROE - the form you get from an employer if you are laid off or leave a job) should be “D - Illness or Injury”.

If you have lost your job because the business closed, the reason on the ROE should be “A - Shortage of work / End of contract or Season”.

In Box 18 on your ROE, the following comment "Company is temporarily closed due to the COVID- 19 Virus" should appear. If you are having problems getting your ROE or it the ROE not right, try contacting your employer first. If that does not work, call 1-800-367-5693 or go online [here](#). Not sure how to fill out an [ROE](#)?

Employees who are NOT affected by the virus but are put on leave due to the COVID-19 virus, can contact the government at 1-833-381-2725 should they have any questions.

Useful Links:

[Completing an ROE](#) (Record of Employment – needed for EI applications)

Canadian Government COVID19 updates and information:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Canadian Government Public Page:

<https://www.canada.ca/en.html>

Canadian Government COVID19 Response Plan

<https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>

Business Support:

<https://www.canada.ca/en/department-finance/programs/financial-sector-policy/business-credit-availability-program.html>

<https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>

Farming Support:

<https://www.fcc-fac.ca/en/covid-19.html>

Work Sharing

<https://www.canada.ca/en/employment-social-development/services/work-sharing.html>