

EMPLOYMENT INSURANCE BENEFITS

FOR INDIVIDUALS WHO ARE SICK, QUARANTINED OR AT HOME TAKING CARE OF CHILDREN:

What: Employment Insurance (EI) Sickness Benefits

The Government has made the following changes to the [EI sickness benefits](#) program in response to COVID-19:

- 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. This temporary measure will be in effect as of March 15, 2020.
- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the EI sickness benefits waiting period -1-833-381-2725
- 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

Who: Canadians without paid sick leave (or similar workplace accommodation) who are sick, quarantined or forced to stay home to care for children.

When: This temporary measure has been in effect as of March 15, 2020. Standard claim processing time is 28 days.

How: Apply for EI sickness benefits online at: [Application for Employment Insurance \(EI\) benefits](#)

Important: After applying, please call the dedicated COVID-19 line to waive the 1 week waiting period please submit your application before contacting Service Canada. This will allow Service Canada to better serve you and prevent delays in establishing your claim.

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

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 or by calling 1 800 O-Canada.

FOR WORKERS EXPERIENCING LAYOFFS DUE TO SHORTAGE OF WORK:

What: Employment Insurance (EI) Regular Benefits

Who: Employment Insurance provides regular benefits to individuals who lose their jobs through no fault of their own (for example, due to shortage of work, seasonal or mass lay-offs) and are available for and able to work, but can't find a job.

When: Program already in place. Apply immediately after being laid off and confirm that your employer has submitted your ROE to Service Canada (this is done electronically). Standard claim processing time is 28 days.

How: Apply for regular benefits online at: [Application for Employment Insurance \(EI\) benefits](#)

You will be asked to complete bi-weekly reports while on EI.

How to complete reports:

- Online reporting service: [Internet Reporting Service](#)
- Telephone reporting service: 1-800-531-7555

Additional information on completing reports: [EI Regular Benefits — After You've Applied](#)

Contact: For more information on EI regular benefits please visit: [EI Regular Benefits — Overview](#)

Telephone: 1-800-206-7218, Monday to Friday from 8:30 a.m. to 4:30 p.m. local time

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