

SERVICE CANADA CRITICAL SERVICES AND PROGRAMS

Canada.ca

FOR INDIVIDUALS DURING COVID-19¹

1-800-O-Canada

Service Canada continues to provide critical services online and through our call centres during these extraordinary times, including a number of new virtual “e-services”. Please find additional information below.

SERVICES AND PROGRAMS

E-ServiceCanada

Canadians can continue to access critical services for Employment Insurance, Canada Pension Plan, Old Age Security and Urgent Travel Needs Passport applications online by completing an online E-ServiceCanada request form. Clients who complete the request form will be contacted by telephone by a Citizen Services Officer within two (2) business days.

In addition, Service Canada has established a toll-free Outreach Support Centre. This service supports clients who do not have access to a computer, the internet, or have other barriers to accessing service. Service Canada has disseminated the toll-free contact number to Indigenous communities and service providers who work with vulnerable populations.

 Canada.ca/service-canada-e-service

Canada Emergency Response Benefit (CERB)

CERB is available to individuals residing in Canada who meet the following eligibility requirements: are at least 15 years old; and received at least \$5,000 in 2019 or in the 12 months prior to the date of application; and expects to receive less than \$1,000 a month in employment or self-employment income for at least 14 consecutive days in the initial four-week period and for the subsequent benefit periods; and one of the following applies:



- Stopped working because of COVID-19 and have not voluntarily quit your job;
- Eligible for EI regular or sickness benefits;
- EI claim for regular benefits recently ended;
- Currently earning less than \$1,000 a month in employment or self-employment income;
- Seasonal worker who recently exhausted regular benefits and cannot resume usual seasonal work due to COVID-19.

For Canadians who have stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide temporary income support. The CERB provides \$500 a week for up to 16 weeks.

Canada Emergency Response Benefit (CERB) for Self-Employed Workers

The CERB for Self-Employed Workers will provide a taxable benefit to self-employed workers who have lost their income due to COVID-19. It provides a payment of \$2,000 for a 4-week period (the same as \$500 a week) for up to 16 weeks.

 Canada.ca/en/services/benefits/ei/cerb-application

 Automated Application Line: 1-800-959-2019 or 1-800-959-2041  CERB Helpline: 1-833-699-0299

¹ The information in this document is subject to change. Please visit Canada.ca for the latest updates



E-Social Insurance Number (E-SIN) Online Applications



Urgent applications for Social Insurance Numbers may now be submitted online or by mail.

Canada.ca/social-insurance-number

Canada Toll-free 1-866-274-6627

TTY 1-800-926-9105

Urgent Travel Needs Passport

Canadians with urgent travel needs may obtain passport services if they:

- Have a serious illness, or must tend to the serious illness or death of another individual they have or have had a relationship with;
- Suffer from economic hardships due to loss of job or business (the cost of an airline, bus or train ticket does not constitute economic hardship); or
- Must travel for humanitarian grounds, supported by the requesting organization.

Canada.ca/service-canada-e-service

1-800-567-6868

Employment Insurance (EI) Sickness Benefit Due to Quarantine

Service Canada is supporting Canadians affected by COVID-19 and placed in quarantine, with the following support actions:

- The one-week waiting period for Employment Insurance (EI) Sickness Benefit 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 Benefit waiting period
- People claiming EI Sickness Benefit Due to Quarantine will not have to provide a medical certificate
- People who cannot complete their claim for EI Sickness Benefit Due to Quarantine may apply later and have their EI claim backdated to cover the period of delay.

Canada.ca/EI

1-833-699-0299

TTY 1-800-529-3742

Employment Insurance (EI) Sickness Benefit

Employment Insurance (EI) sickness benefits can provide claimants with up to 15 weeks of financial assistance if they cannot work for medical reasons, which include illness, injury, quarantine or any medical condition that prevents an individual from working. Claimants could receive 55% of their earnings up to a maximum of \$573 a week.

Canada.ca/EI

1-800-206-7218

TTY 1-800-529-3742

Work-Sharing

Work-Sharing is an agreement between employers, employees, and Service Canada to avoid layoffs through lower than average business periods. Employees work a reduced schedule, share the available work over a specified period of time and receive income support from Employment Insurance. Special measures apply for employers affected by COVID-19.


Canada.ca/en/employment-social-development/services/work-sharing

PENSIONS

Canada Pension Plan Retirement Benefits (CPP) and Disability Benefits (CPP-D)

CPP provides a monthly retirement benefit to eligible applicants. CPP-D provides disability benefits to eligible applicants who are disabled and cannot work at any job on a regular basis. Benefits may also be available to their dependent children.

 Canada.ca/ CPP


 1-800-277-9914

 TTY 1-800-255-4786

Old Age Security (OAS) and Guaranteed Income Supplement (GIS)

OAS is a monthly payment available to seniors aged 65 and older who meet the Canadian legal status and residence requirements. GIS provides a monthly non-taxable benefit to OAS pension recipients who have a low income and are living in Canada. The Government of Canada is providing a one-time tax-free payment of \$300 for seniors eligible for the Old Age Security (OAS) pension, with an additional \$200 for seniors eligible for the Guaranteed Income Supplement (GIS) to help them cover increased costs due to COVID-19.

 Canada.ca/ OAS

 1-800-277-9914

 TTY 1-800-255-4786

My Service Canada Account

Creating a My Service Canada Account provides convenient and secure access to view and update your programs and benefits information online. Register or access now at:

 Canada.ca/ msca

SKILLS, TRAINING AND EMPLOYMENT SUPPORTS

Employment Assistance and Training


The Government of Canada invests in the Labour Market Transfer Agreements with provinces and territories so they can support Canadians.

 Canada.ca/en/employment-social-development/programs/training-agreements/lmda

Apprenticeship, Grants and Loans

The Government of Canada provides a range of supports to help apprentices complete their training. These include apprenticeship grants, loans, tax credits and Employment Insurance (EI) benefits during in-school training.

 Canada.ca/ apprentice

 1-866-742-3644

JOBS AND CAREER EXPLORATION

Job Bank and Job Alerts

Job Bank offers an online listing of job postings from across Canada, labour market information, career exploration and resume building. Job Alerts is a free email service that notifies you of new job postings up to twice a day.

 Jobbank.gc.ca

 Jobbank.gc.ca/jobsearch/jobalertregistration

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

Labour Market Information

Learn more about an occupation you are interested in including: wages, outlooks, education and skills needed.

 Jobbank.gc.ca/trend-analysis

PEOPLE WITH DISABILITIES

Opportunities Fund for Persons with Disabilities

Through funding organizations, the Opportunities Fund helps people with disabilities to prepare for, obtain and maintain employment, thereby increasing their economic independence and participation in the labour force.

 Canada.ca/en/employment-social-development/services/funding/disability-opportunity

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

INDIGENOUS PEOPLE

Indigenous Skills and Employment Training Strategy (ISETS)

ISETS links Indigenous Canadians looking to find a new job or upgrade their skills with training that meets labour market demands.

 Canada.ca/en/employment-social-development/programs/indigenous-skills-employment-training


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

YOUTH

Canada Emergency Student Benefit (CESB)

The Canada Emergency Student Benefit (CESB) provides financial support to post-secondary students, and recent post-secondary and high school graduates who are unable to find work due to COVID-19. This benefit is for students who do not qualify for the Canada Emergency Response Benefit (CERB) or Employment Insurance (EI).

 Canada.ca/en/revenue-agency/services/benefits/emergency-student-benefit

 Automated Application Line: 1-800-959-2019 or 1-800-959-2041

 CESB Helpline: 1-833-966-2099

More Information


For the latest information on Canada's COVID-19 Economic Response Plan, please visit:

 Canada.ca/en/department-finance/economic-response-plan

For a comprehensive list of Service Canada programs and services, please visit or call:

 Canada.ca/ESDC

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

 TTY 1-800-926-9105