

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

### Virtual Labour Market Partners’ Liaison Service (VLMPLS) **NEW**

The new electronic VLMPLS provides Ontario employers, unions, associations and stakeholders with a single window, via an email address, to provide additional information and supports for Employment Insurance, Work-Sharing, Canada Summer Jobs, the Canada Emergency Response Benefit (CERB), Canada Pension Plan and Old Age Security Benefits, and connections to other federal programs and provincial and community-based supports.

📧 [ESDC.ON.CSE-ECC.ON.EDSC@servicecanada.gc.ca](mailto:ESDC.ON.CSE-ECC.ON.EDSC@servicecanada.gc.ca)

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### Work-Sharing Benefit Extension **NEW**

Work-Sharing helps employers and employees avoid layoffs when there is a temporary decrease in business activity beyond the control of the employer. The Work-Sharing program provides Employment Insurance (EI) benefits to eligible employees who agree to reduce their normal working hours and share the available work. Temporary special measures extend the maximum agreement duration from 38 weeks to 76 weeks for businesses affected by COVID-19

🌐 [Canada.ca/EI](https://Canada.ca/EI)

📧 [ESDC.ON.CSE-ECC.ON.EDSC@servicecanada.gc.ca](mailto:ESDC.ON.CSE-ECC.ON.EDSC@servicecanada.gc.ca)

☎ 1-800-367-5693 TTY 1-855-881-9874

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### Canada Emergency Response Benefit (CERB) **NEW**

CERB is available to individuals residing in Canada who are at least 15 years old; who have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI 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, who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period and for subsequent benefit periods, they expect to have no employment or self-employment income. 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 **NEW**

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.html](https://Canada.ca/en/services/benefits/ei/cerb-application.html)

☎ Automated Application Line: 1-833-966-2099

CERB Helpline: 1-833-699-0299

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### Canada Summer Jobs (CSJ)

To support employers in job creation and the delivery of essential services in communities across Canada, the department is providing approved CSJ 2020 funding recipients with temporary flexibilities to deliver critical services in their local communities. These flexibilities include a wage subsidy reimbursement of up to 100% of the provincial or territorial minimum hourly wage; the ability to offer quality job placements in the form of part-time work (i.e. fewer than 30 hours per week); the ability to offer job placements between May 11, 2020 and February 28, 2021; and increased flexibility to amend project and job activities.

🌐 [Canada.ca/en/employment-social-development/services/funding/canada-summer-jobs](https://Canada.ca/en/employment-social-development/services/funding/canada-summer-jobs)

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## Employer Contact Centre

The Employer Contact Centre provides support to employers including guidance on issuing Record of Employment (ROE) on the Web, ordering paper ROE forms, and information on the Temporary Foreign Worker Program and Work-Sharing.

☎ 1-800-367-5693      TTY 1-855-881-9874

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## Record of Employment on the Web (ROE Web)

ROE Web is a secure, online application that allows employers to create, submit, and print ROEs online. It improves service to employees who are applying for Employment Insurance benefits and reduces administrative burden on employers.

🌐 [Canada.ca/EI](https://Canada.ca/EI)

☎ 1-800-367-5693

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## Wage Earner Protection Program (WEPP)

When an employer files for bankruptcy or becomes subject to a receivership under the Bankruptcy and Insolvency Act, the WEPP provides payments to employees with respect to unpaid wages and vacation.

🌐 [Canada.ca/en/employment-social-development/services/wage-earner-protection](https://Canada.ca/en/employment-social-development/services/wage-earner-protection)

☎ 1-800-683-6516

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## Job Bank

Through Job Bank, employers can advertise jobs for free and receive maximum exposure through several job search platforms across Canada including a listing of postings and alerts.

🌐 [Jobbank.gc.ca](https://Jobbank.gc.ca)

## Labour Market Information

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

🌐 [Jobbank.gc.ca/trend-analysis](https://Jobbank.gc.ca/trend-analysis)

☎ 1-800-O-Canada (1-800-622-6232)

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## Youth Employment and Skills Strategy

The Youth Employment and Skills Strategy provides funding for employers and organizations to hire and train youth between the ages of 15 and 30 to gain the skills, job experience and abilities they need to make a successful transition to the workforce.

🌐 [Canada.ca/en/employment-social-development/services/funding/youth-employment-skills-strategy-program](https://Canada.ca/en/employment-social-development/services/funding/youth-employment-skills-strategy-program)

☎ 1-800-935-5555

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## Persons with Disabilities

### Opportunities Fund for Persons with Disabilities (OF)

Through funding organizations, the OF 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](https://Canada.ca/en/employment-social-development/services/funding/disability-opportunity)

☎ 1-800-O-Canada (1-800-622-6232)

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## Indigenous

### 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](https://Canada.ca/en/employment-social-development/programs/indigenous-skills-employment-training)

☎ 1-800-O-Canada (1-800-622-6232)

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## 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/my-service-canada-account](https://Canada.ca/my-service-canada-account)

## 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](https://Canada.ca/ CPP)

✉ [ESDC.ON.COVID19.ON.EDSC@servicecanada.gc.ca](mailto:ESDC.ON.COVID19.ON.EDSC@servicecanada.gc.ca)

### 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.

🌐 [Canada.ca/OAS](https://Canada.ca/OAS)

✉ [ESDC.ON.COVID19.ON.EDSC@servicecanada.gc.ca](mailto:ESDC.ON.COVID19.ON.EDSC@servicecanada.gc.ca)

☎ 1-800-277-9914      TTY 1-800-255-4786

## More Information

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

🌐 [Canada.ca/ESDC](https://Canada.ca/ESDC)

☎ 1-800-O-Canada (1 800 622-6232)

TTY: 1-800-926-9105