

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 **NEW**

Canadians can continue to access personalized assistance with 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 online E-ServiceCanada request form will be contacted by telephone by a Citizen Services Officer within two (2) business days. Community organizations that have identified issues with internet connectivity have been contacted to provide access to the service for all Indigenous communities and other vulnerable populations that require support, including seniors and people with disabilities.

[Canada.ca/service-canada-e-service](https://Canada.ca/service-canada-e-service)

### 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](tel:1-833-966-2099)

[CERB Helpline: 1-833-699-0299](tel:1-833-699-0299)

### Urgent Travel Needs Passport **NEW**

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 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](https://Canada.ca/service-canada-e-service)

[1-800-567-6868](tel:1-800-567-6868)

### E-Social Insurance Number (E-SIN) Online Applications **NEW**

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

[Canada.ca/en/employment-social-development/corporate/notices/coronavirus.html#social-insurance](https://Canada.ca/en/employment-social-development/corporate/notices/coronavirus.html#social-insurance)

[1-866-274-6627](tel:1-866-274-6627)

### 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)

## 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. Claimants could receive 55% of their earnings up to a maximum of \$573 a week.

They must get a medical certificate to show that they are unable to work for medical reasons. Medical reasons include illness, injury, quarantine or any medical condition that prevents an individual from working.

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

☎ 1-800-206-7218

## Employment Insurance (EI) Sickness Benefit Due to Quarantine **NEW**

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

☎ 1-833-381-2725 TTY 1-800-529-3742

## Employment Insurance (EI) Benefit

EI Benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for EI sickness benefits.

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

☎ 1-800-206-7218 TTY 1-800-529-3742

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## 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 and share the available work over a specified period of time.

[Canada.ca/en/employment-social-development/services/work-sharing.html](https://Canada.ca/en/employment-social-development/services/work-sharing.html)

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

☎ 1-866-742-3644

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## Jobs And Career Exploration

### Job Bank

Job Bank offers an online listing of job postings from across Canada, job alerts, labour market information, career exploration and resume building.

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

☎ 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](https://jobbank.gc.ca/trend-analysis)

## Job Alerts

Job Alerts is a free email service that notifies you of new job postings up to twice a day.

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

📞 1-800-O-Canada (1-800-622-6232)

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

📧 [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

### 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

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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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## Youth

### Youth Employment and Skills Strategy

The Youth Employment and Skills Strategy helps young Canadians between the ages of 15 and 30 to get the information and gain the skills, job experience and abilities they need to make a successful transition to the workforce.

🌐 [Canada.ca/en/services/youth](https://Canada.ca/en/services/youth)

### 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