

Service Canada



Information Session for Workers

May 2013

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Canada

Let's talk about...

- Service Canada
- Employment Insurance benefits
- Other Government of Canada income-support programs
- Labour market information
- Provincial programs and services

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About Service Canada

Through the Service Canada network, Canadians can access our services when they want, where they want, and how they want. Simply:

Click servicecanada.gc.ca



Call 1 800 O-Canada



Visit a Service Canada Office



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Income support

Employment Insurance includes:

- Regular benefits
- Special benefits
 - Sickness benefits
 - Maternity and parental benefits
 - Compassionate care benefits

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Eligibility and duration – Regular benefits

- You must be ready, willing, and able to work, and you must be actively seeking work.
- The number of hours required to qualify is based on the unemployment rate in your region:
 - Most people need between 420 and 700 insurable hours to qualify for EI regular benefits.
 - In some instances, 910 hours of insurable work are required.
 - You may need more than 910 hours of insurable hours to qualify if you've had a violation on a previous claim within the past five years.
- The number of weeks of EI benefits you can receive is based on the unemployment rate in your region and the number of insurable hours you have accumulated - up to a maximum of **45 weeks**.

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How to apply for and receive benefits

- Apply online anywhere Internet service is available, including at home or at your local Service Canada Centre, on or after your last day of work.
- **Important!** – Do not delay filing your application.
- Shortly after applying for EI, you will receive a **benefit statement** in the mail indicating your **access code** and the date your first report is due. Keep in mind that this does not mean that a final decision has been made on your claim.
- You will be informed of your rights and responsibilities when you apply for benefits.
- Generally, you must complete reports every two weeks, either by phone at **1 800 531-7555** or online at **www.servicecanada.gc.ca**.


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Completing an EI application

To apply for benefits, you will need your:

- Social Insurance Number (SIN)
- mother's maiden name
- complete mailing address, including the postal code
- complete banking information for direct deposit
- Record(s) of Employment

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Application for Employment Insurance benefits online
Canada

Exit

Services > Application for EI benefits

Start application

You have chosen to complete your application in English. Note that you will not be able to change to French once you start your online session. If you wish to change language do so before you begin.

Answers to fields and questions with an asterisk (*) are mandatory.

Use only the buttons provided at the bottom of the screens to navigate through the application.

* Are you trying to retrieve an application which you started **within the last 24 hours** but did not complete?

Yes No

Continue

Benefits, payments, and information on the status of your claim

- Five to 10 days after you apply for EI benefits, you will receive your benefit statement and access code in the mail. You will need this access code to complete your reports.
- You will be able to access your EI benefits information online using **My Service Canada Account**.
- To receive your payments faster, sign up for direct deposit.
- You can also contact the Employment Insurance Telephone Information Service at **1 800 206-7218** to obtain information about your EI claim.

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Home > Internet Reporting Service

What is the Internet Reporting Service?

The Employment Insurance Internet reporting service allows you to submit your EI report using the Internet. During the life of your claim, you will be asked to complete reports to demonstrate your continuing entitlement. EI Internet Reporting Service is the electronic service that allows you to do this easily over the Internet.

How to navigate without problems

- If you disconnect or exit the report before completing it, your information will not be saved and you will need to start over.
- Any missing or incomplete information will prevent your report from being accepted for processing. Make sure that you have all your information ready to enter before you begin your report.
- If you stay on one page for over 10 minutes, your session will be disconnected.
- Do not leave your computer unattended while logged on to your on-line report.
- When you have finished your report, end your session by clicking on **Log Out**.
- Clear your browser's cache after each session. Each time you access the Internet, your browser automatically saves a copy of the web pages you've visited. Diligently clearing your browser's cache after each session is an important step in safeguarding your account information.

How do I access the Internet Reporting Service?

You will need to enter your Social Insurance Number (SIN), Access Code and province of residence. Shortly after you file your application for benefits, we will mail you an [EI benefit statement](#) indicating the date your first report is due and your [access code](#). You will also receive instructions on how to file your reports. Keep these instructions to use as a guide.

Please note that by providing and submitting your SIN and Access Code, you will be deemed to have signed your on-line report. Keep your access code safe and store it separately from your SIN.

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Internet Reporting Service
servicecanada.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > IRS

Internet Reporting Service **Login**

Close

Help for this page

Proactive Disclosure

You have chosen to complete your report in English. Please note that you will not be able to change to French once you start your online session. If you wish to [change language](#) please do so before you begin.

Social Insurance Number (SIN):

Access Code:

Province of Residence:

Continue

Help for this page

Social Insurance Number (SIN):
 You must provide a valid nine-digit Social Insurance Number. Please enter all nine digits as they appear on your Social Insurance Number card, with no spaces or hyphens.

Access Code:
 The Access Code is the four digit code printed in the shaded area at the bottom of the EI benefit statement. This was sent to you by mail shortly after you applied for

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Payments

- You will usually receive your first EI benefit payment within 28 days of the date we receive your application, as long as we receive all the required documentation, including your Record(s) of Employment.
- If you are not eligible to receive EI benefits, we will let you know why within the 28-day timeframe.
- You will have to serve a **waiting period** before you receive benefits:
 - There is a two-week waiting period, during which EI benefits are not payable.
 - All monies earned during this period will be deducted dollar for dollar.
- The **basic benefit rate** is 55% of average insured earnings.

Example: If you grossed \$500 per week, your gross benefit rate would be **\$275** (55% of \$500 = \$275).

Monies on separation

- Examples of separation monies:
 - Pay in lieu of notice
 - Severance pay
 - Bonus
 - Lump-sum payment
 - Paid sick leave
 - Vacation pay
- Monies you receive from your employer on separation may affect the date you start receiving benefits.
- Monies are allocated at your normal weekly earnings from the date of separation.
 - **Ex.:** If you receive 12 weeks of severance pay, in a lump sum or weekly, your benefits will be delayed by 12 weeks.

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Reason for Separation

- Shortage of work – (layoff, closure)
- Illness / Maternity / Parental
- Strike / Lockout
- Retirement
- Quit
- Dismissal

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Earnings while receiving EI

- You are **not** eligible to receive EI benefits if you are working full-time.
- While receiving **regular benefits**, you are allowed to earn some extra money .
 - You will be able to keep 50 cents of your EI benefits for every dollar you earn, up to 90% of the weekly insurable earnings that we used to calculate your EI benefit amount.
 - If you earn any money above this threshold, we will deduct it dollar for dollar from your benefits.
- The rules may be different for other types of benefits

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Repayment of benefits

- Depending on your yearly income, you may be required to pay back some EI benefits at income tax time.

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My Service Canada Account

My Service Canada Account (MSCA) provides convenient and secure access to view and update your [Employment Insurance \(EI\)](#), [Canada Pension Plan \(CPP\)](#), and [Old Age Security \(OAS\)](#) information online.

► Are you a first-time user? Register now!
 ► Are you a returning user? Log in now!

Remember, when using My Service Canada Account:

- You must protect your personal information.**
 To protect your personal information, we recommend that you log out, [clear your browser's cache](#), and close down your browser after you finish your online session.
- You must have cookies enabled in your browser.**
 If cookies are disabled in your browser's security settings, you'll have trouble signing in and you won't be able to use My Service Canada Account. If you're not sure if cookies are enabled on your computer, see the [enabling cookies](#) section.
- If you use bookmarks, you may experience technical difficulties.**
 If you've bookmarked certain pages, you may have trouble logging in. You may even be asked to try to access My Service Canada Account later.

Helpful tips

- Watch the MSCA video
- Frequently asked questions about MSCA
- Using MSCA in a public place
- Keeping personal information secure



Are you receiving Employment Insurance (EI) regular or fishing benefits?
 Get the facts about recent EI changes that help [connect Canadians with jobs](#) in their local areas.

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My Service Canada Account

Featured Services | Accessibility | Frequently Asked Questions | Help


My Service Canada Account

Welcome April 30, 2013
 Your last visit was April 30, 2013

Don't forget to **Log out** before leaving the site

MOST Popular

- View my EI messages
- View my current EI claim
- View my EI payment information
- View my Records of Employment
- Complete my EI report online



Message Centre
 Important notice

View/Print | Change | Apply for | Other links

Canada Pension Plan (CPP) / Old Age Security (OAS) Pension

- View my CPP Contributions
- View my Payment information
- View my estimated monthly CPP benefits

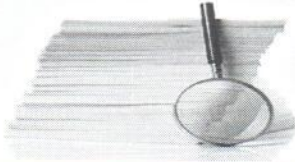
Employment Insurance (EI)

- View my EI messages
- View my payment information
- View my current claim
- View my past claims
- View my Records of Employment
- View EI publications

Other

- View my tax slip (T4E, T4A, NR-E)

Watch MSCA Video



Application process checklist

- ✓ Apply for Employment Insurance benefits online
- ✓ Receive your access code and start completing your reports
- ✓ Application process completed within 28 days
- ✓ Receive your first payment

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Other Government of Canada income-support programs

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Connecting Canadians with Available Jobs

Stay connected to find out if the latest Employment Insurance changes affect you. [Full story...](#)



1 2 3 << >> Play

I WANT TO

- [Complete my Employment Insurance report](#)
- [Apply for Employment Insurance](#)
- [Access or Update Employment Insurance Information](#)
- [Apply for Canada Pension Plan](#)
- [Calculate my Retirement Income](#)

LIFE EVENTS

- [Changing your address](#)
- [Finding a job](#)
- [Having a baby](#)
- [Having your credentials recognized](#)
- [Living with a disability](#)
- [More life events](#)

TOP SEARCHES

- [Canada Pension Plan \(CPP\)](#)
- [Direct Deposit](#)
- [Employment Insurance \(EI\)](#)
- [GST/HST Credit](#)
- [Job Bank](#)
- [Old Age Security \(OAS\)](#)
- [Taxes](#)
- [Disability](#)
- [Records of Employment \(ROE\)](#)
- [Birth Certificate](#)

FEATURED CONTENT

- [New look for the Service Canada website!](#)
- [Funding Programs](#)

My Service Canada Account



Use My Service Canada Account for convenient, fast and secure access to your information.

[Access My Service Canada Account](#)

The Benefits Finder

can help you find government benefits for which you may be eligible.



Canada Pension Plan

The Canada Pension Plan (CPP) is a contribution-based program, beginning at age 18.

- There are three types of CPP benefits:
 - **Retirement** – Monthly pension paid as early as age 60
 - **Disability** – Disability/disabled contributor's child benefit
 - **Survivor** – Death benefit/survivor's pension/child benefit
- CPP pensions are based on how much and for how long you contributed to the CPP.
- There are different eligibility criteria for the three types of benefits.

You must apply in order to receive any of the above benefits.

Old Age Security

The OAS pension is a monthly benefit for individuals age 65 or older based on years of residence in Canada and legal status in Canada

- Guaranteed Income Supplement (GIS)
 - Provides a monthly non-taxable benefit to low-income OAS clients
 - Allowance
 - A monthly benefit for low-income seniors (age 60 to 64) whose spouse or common-law partner is eligible for, or currently receiving, the GIS
 - Individual must meet the legal status and residence requirements
 - Allowance for the Survivor
 - A monthly benefit for low-income seniors (age 60 to 64) who are widowed
 - Individual must meet the legal status and residence requirements
 - All three benefits are dependent on marital status and income
- You must apply in order to receive any of the above benefits.**

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Wage Earner Protection Program

- A program to better protect workers whose employers:
 - go bankrupt; or
 - are subject to a receivership.
- Employees may be eligible to receive some compensation payment for unpaid wages, vacation pay, severance pay, and termination pay they are owed.
- For more information:
 - www.servicecanada.gc.ca/eng/sc/wepp/index.shtml
 - 1 866 683-6516 TTY: 1 800 926-9105

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Working Income Tax Benefit (WITB)

- Refundable tax credit
 - Family income
 - Dependants
- Income tax and benefit return
- Apply for WITB advance payments
- Paid in four equal instalments – **April, July, October, and January**
- For more information:
 - www.cra.gc.ca/witb
 - 1 800 959-8281

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Job Search

- Many options are available to help you search for a job.
- Service Canada Centres are equipped with computers, fax machines, and photocopiers.
- The Job Bank is an electronic listing of jobs posted by employers across Canada. You can search for employment by category:
 - where you are willing to work – province and area

www.jobbank.gc.ca

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Job Seekers and Workers

- My Job Seeker Account
- Job Search
- Student / Youth Job Search
- Job Match
- Job Alert
- Resume Builder
- Career Navigator
- Job Search Safety Advice
- More Help

Training & Careers

Frequently Asked Questions

- Employment Standards & Regulations
- HR for Employers
- Accessibility
- Increasing Text Size
- How to create a client-side CSS file

Let your ideal job come to you!

Try out our enhanced Job Alerts service. By subscribing to this service, all jobs posted on our site that match your criteria will automatically be emailed to you twice daily.

This new service will also provide you with relevant, up-to-date labour market information straight to your inbox.

To subscribe visit [Working in Canada](#)

Job Seekers and Workers

Job Search

View Canadian employment opportunities:

- More help with your Job Search
- Job Search Safety Advice

Student/Youth Job Search

Find out what student/youth jobs are available.

Employers

Post a Regular or Student/Youth job

Advertise your job vacancies on Job Bank.

HR for Employers

Human resource information and links to related government forms, services and programs.

Related Links

- About Us
- Apply for EI
- Going to Canada
- Government Jobs
- Life Event: Finding a Job
- Other Job Sites
- Service Canada
- Working in Canada

Features

Careers

in the federal public service

I want to gain experience - Federal Student Work Experience Program

Service for Business, ROE Web - Increases productivity and saves time. Register now.

Careers in the federal public service

Canada Post - Careers that deliver

RCMP Recruiting

SaskJobs.ca - Real careers. Real life

Researching the job market

Visit WorkinginCanada.gc.ca to:

- Find useful information about your occupation: skills and education, main duties, and a lot more.
- Discover wage and outlook information for your occupation or area.
- Explore occupations matched to your skills and knowledge, or matched to your field of study

Do I have the “essential skills” required for the job?

Human Resources and Skills Development Canada



Canada

Funding Jobs and Training Retirement Pensions Disability Seniors Child and Family Communities

Home > Jobs and Training

Literacy and Essential Skills

Funding
 Skills Definitions
 Skills Profiles
 Tools, Assessments and Training
 Videos, Podcasts and Webinars
 Consultation and Engagement
 Success Stories
 Contact Us

Literacy and Essential Skills

Highlights

[Call for concept papers](#) on literacy and essential skills. Apply by May 24, 2013.

Literacy and essential skills:

- are needed for work, learning and life;
- are the foundation for learning all other skills; and
- help people evolve with their jobs and adapt to workplace change.

Through extensive research, the Government of Canada, along with other national and international agencies, has identified and validated key literacy and essential skills. These skills are used in nearly every job and throughout daily life in different ways and at varying levels of complexity.

- [Funding for Organizations](#)
- [Skills Definitions and Complexity](#)
- [Essential Skills Profiles](#)
- [Videos, Podcasts, and Webinars](#)
- [Tools, Assessments, and Training Support](#)
- [Success Stories](#)
- [Contact Us](#)
- [Consultation and Engagement](#)

Interested in training or upgrading?

- Contact the Work BC
- Post-Secondary Education, Training and Labour:
 - Northern Lights College
 - 180 Southgate Tumbler Ridge
 - Tuesday & Thursday 10:00 am-3:00 pm
- Free access to computers, Internet, photocopier, fax
- Job search skills
- Assistance to prepare your résumé
- Employment programs
- Education assistance

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Other services

Service Canada provides access to a wide range of Government of Canada programs and services. Here are a few examples:

- Apprenticeship Incentive Grant/Apprenticeship Completion Grant
- Canada Education Savings Grant/Canada Learning Bond
- Passport receiving agent service
- Records of Employment
- Social Insurance Number
- Work-Sharing program

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For more information

Click servicecanada.gc.ca



Call **1 800 206-7218**

TTY: 1 800 529-3742



Visit **a Service Canada Office**

- Go to servicecanada.gc.ca
- Select "[Find a Service Canada office](#)"



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Call Click Visit

Easy accessibility for all
Canadians is a key priority of
Service Canada.

Call, click or visit
for information and applications:

Call
Service Canada:
1-800-O-Canada (1-800-622-6232)

Click
www.servicecanada.gc.ca

Visit

Dawson Creek-103, 1508-102 Ave
Monday, Wednesday, Friday-8:30-4

Fort St John Scheduled Outreach-10600 100th street
Tuesday, Thursday 10-3:30

Mackenzie Scheduled Outreach-64 Centennial Drive
Tuesday 8:30-4:30 –closed 12:00-1:15

Grande Prairie-100, 9845-99 Ave Town Centre Mall
8:15-4:30



4/28/2014

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Questions?



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