



INFO COVID-19

PRACTICAL INFORMATION

The Government of Canada is taking immediate, significant and decisive action to help Canadians who are facing hardship as a result of the Covid-19.

Information on the full range of support measures for individuals, businesses and industries is available <https://www.canada.ca/en/department-finance/economic-response-plan.html>

Information is constantly changing, to ensure you have the most up-to-date information, visit www.canada.ca

FINANCIAL ASSISTANCE MEASURES FOR INDIVIDUALS

Canada Emergency Response Benefit - Portal application **available April 6**

Complete information available at: <https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html>

- Canada Emergency Response Benefit supports Canadians by providing emergency financial assistance to salaried and self-employed workers who have been directly affected by Covid-19.
- It provides a payment of \$2,000 for a period of 4 weeks (equivalent to \$500 per week), up to a maximum of 16 weeks.

Canada Emergency Response Benefit (CERB) - is available to any worker:

- who lives in Canada and is at least 15 years of age;
- who is no longer working due to Covid-19 or who is eligible for regular Employment Insurance or sickness benefits;
- has earned an income of at least \$5,000 in the last 12 months or in 2019 prior to the date of application;
- has lost or will lose regular employment or self-employment income due to COVID-19 for at least 14 consecutive days in the initial four-week period.

Income of at least \$5,000 may come from one or more of the following sources: employment; self-employment; maternity and parental benefits under the Employment Insurance program and/or similar benefits paid in Quebec under the Quebec Parental Insurance Plan.



INFO COVID-19

The Canada Emergency Benefit is available to individuals who have stopped working and are not earning any employment or self-employment income as a result of the pandemic. If you did not stop working because of Covid-19, you are not eligible for the Canada Emergency Benefit.

How do I know if I should apply for Employment Insurance or the Canada Emergency Response Benefit?

If you stopped working because of Covid-19, you must apply for the Canada Emergency Response Benefit -, whether or not you qualify for Employment Insurance. The benefit is available from March 15, 2020 to October 3, 2020.

As of April 6, 2020, a single portal will be in place to assist you in the application process.

Until then, Canadians who are entitled to EI and who have lost their jobs can continue to apply for EI here <https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html>

If you applied for EI regular or sickness benefits on or after March 15, 2020, your application will be automatically processed through the process set up for the Canada Emergency Benefit.

To apply for Canada Emergency Response Benefit from the Canada Revenue Agency (starting April 6)

By internet: <https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html>
Or by phone: 1-800-959-2019

HOW TO CONTACT US

- Employment Insurance Information: 1-800-808-6352
- Information on CERB: 1-800-959-2019
- General Information: 1 800 OCanada or 1 800 622 6232
- COVID-19 Information Line: 1-833-381-2725



INFO COVID-19

You can also reach us by e-mail for general inquiries about filing Employment Insurance, Old Age Security, urgent passports and Social Insurance Numbers at the following address <https://srdspowerappsportals.com/caseintakeen/>

For information, recommendations and resources regarding COVID-19, we invite you to download the Canada COVID-19 app (iOS or Android) [Canada COVID-19](#)

EMPLOYER SUPPORT

Employer Service Centre:

For information regarding Records of Employment, Business Support and the Temporary Foreign Worker Program, among other things.

Canada and United States: 1-800-367-5693 TTY: 1-855-881-9874

Outside Canada and the United States: 506-546-7569 (collect calls accepted)

Hours of operation: 7:00 a.m. to 8:00 p.m. Eastern Time, Monday to Friday.

Work-Sharing Program:

For information on the program, questions can be submitted to the following address:

EDSC.DGOP.TP.REP-RES.WS.POB.ESDC@servicecanada.gc.ca