

EI – Sick Benefits (as they relate to COVID-19)

Employment Insurance (EI) sickness 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 due to COVID-19 can apply for Employment Insurance (EI) sickness benefits.**

The following applies to Canadians affected by COVID-19 and placed in quarantine:

- The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim
- A new dedicated toll-free phone number has been established to support enquiries related to waiving the EI sickness benefits waiting period
 - Telephone: 1-833-381-2725 (toll-free)
 - Teletypewriter (TTY): 1-800-529-3742
- Priority EI application processing for EI sickness claims for clients under quarantine
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate
- People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay

People are encouraged to file a claim as soon as they have been advised to quarantine. Outstanding documents can be submitted after the application has been submitted.

Who Qualifies?	<ul style="list-style-type: none"> • Quarantined due to COVID-19 • Lost (or expects to lose) at least 40 per cent of their usual pay • Worked a minimum of 600 hours in the year before the claim (or since their last EI claim. Whichever is shorter) <ul style="list-style-type: none"> ○ 600 hours is equivalent to 20 weeks of work at 30 hours a week • If you are self-employed and pay into EI, you have to wait at least 12 months after registering to make a claim.
Is a doctor's note required?	<ul style="list-style-type: none"> • People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate • If you are put into quarantine as a precaution and later test positive for COVID-19 a signed medical certificate confirming the diagnosis may be required for you to receive sick-leave EI benefits beyond the initial period of the quarantine.
How much will a person receive?	<ul style="list-style-type: none"> • You could receive 55% of your insurable earnings (up to a maximum of \$573 a week)
What information is needed?	<p>To complete an application for EI sick benefits, you will need the following personal information:</p> <ul style="list-style-type: none"> • Information about your quarantine – reason for quarantine, date the quarantine began, who advised you to quarantine • Your Social Insurance Number (SIN). <ul style="list-style-type: none"> ➤ If your SIN begins with a 9, you need to supply proof of your immigration status and work permit. • the names and addresses of your employers in the last 52 weeks (ROE if available) • the dates you were employed with each employer and the reasons you're no longer employed with them (if you are still employed, information about your last pay – for example your last paystub) • your detailed explanation of the facts if you quit or were dismissed from any job in the last 52 weeks • your full mailing address and your home address, if they are different • your mother's maiden name • your banking information, including financial institution, branch (transit) number and your account number, to sign up for direct deposit <p>If you are missing some of these documents, you should still apply. This will help prevent delays.</p>
How to apply	<p>Before you apply for EI sickness benefits, check with your employer to find out if they have paid sick leave or short-term disability plan in place. If benefits are not available through your employer you may be eligible for EI-sick benefits.</p> <ul style="list-style-type: none"> • To find out if you are eligible to receive EI sick benefits, you must submit an Submit an application online (Canada.ca)

	<ul style="list-style-type: none"> • The website will take you step by step through the application process, and provide detailed instructions on how to complete the form. • The application will take approx. 60 minutes to complete • Contact the new dedicated toll-free phone number to support enquiries related to waiving the <u>EI sickness benefits</u> waiting period. <ul style="list-style-type: none"> ○ Telephone: 1-833-381-2725 (toll-free) ○ Teletypewriter (TTY): 1-800-529-3742 <p>Apply as soon as possible. If you have been advised to quarantine due to COVID-19, do not wait to make an application. Apply immediately. If you are not able to apply immediately, you may apply later and have your EI claim backdated to cover for the period of delay.</p> <p>Note: When you apply for Employment Insurance benefits, you will be asked for your email address. If Service Canada needs more information about your claim and cannot reach you by phone, a Service Canada agent will send you a toll-free number by email, asking you to call an agent.</p>	
<p>After you have applied</p>	<ul style="list-style-type: none"> • Review your application (via your <u>My Service Canada Account</u>) to determine the status of your application • Submit outstanding/ required information • Check your mail often. A benefit Statement and access code will arrive by mail <p>If you are not entitled to receive EI benefits, they will contact you by letter or by telephone to explain why. If you disagree with their decision, you have the right to request a reconsideration.</p>	
<p>What should a person do if they do not qualify for sick-leave benefits?</p>	<p>The government is “exploring additional measures” to provide some kind of income support for Canadians not eligible for EI sickness benefits. At the moment there is no program or benefit available through Employment Insurance.</p> <p><u>Ontario Works</u> provides money for food, shelter and other costs to people in financial need who meet the eligibility criteria.</p> <ul style="list-style-type: none"> • Applications can be made <u>online</u> • Applications can be made <u>over the phone</u>. <ul style="list-style-type: none"> ➢ Application Centre Phone number: 416-338-8888 ➢ Toll free number: 1-888-465-4478 ➢ TTY line 416-392-2823 (for persons who are deaf, deafened or hard of hearing) • At this time we ask that you not walk into an office to apply in person. 	
<p>Contacts:</p>		
<p>Telehealth Ontario:</p> <ul style="list-style-type: none"> • Toll-free: 1-866-797-0000 • Toll-free TTY: 1-866-797-0007 	<p>EI</p> <ul style="list-style-type: none"> • Toll-Free: 1-833-381-2725 (dedicated toll-free phone number to support enquiries related to waiving the <u>EI sickness benefits</u> waiting period. • Toll-Free: 1-800-206-7218 • TTY: 1-800-529-3742 	<p>Ontario Works</p> <ul style="list-style-type: none"> • Application Centre phone number: 416-338-8888 • TTY: 416-392-2823 • Toll free number: 1-888-465-4478