



PROFESSIONAL CONSTRUCTORS

MEMO

To: All Staff
From: Hayley Dean, HR Advisor
Date: March 17, 2020
Re: Addressing COVID-19 Update- EI Benefits

Acres Family,

Please know, we are monitoring the evolving Coronavirus (COVID-19) situation and will continue to communicate changes to everyone on an ongoing basis.

Below is a self-assessment tool, developed with the BC Ministry of Health. This resource can be used if you feel ill which will help determine whether you may need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to:

<https://covid19.thrive.health/>

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 can apply for Employment Insurance (EI) sickness benefits.

If you are eligible, visit the [EI sickness benefits](#) page to apply.

Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:

- 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
- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the [EI sickness benefits](#) waiting period
- 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

Contact the new dedicated toll-free phone number if you are in quarantine and seeking to waive the one-week [EI sickness benefits](#) waiting period so you can be paid for the first week of your claim:

- Telephone: 1-833-381-2725 (toll-free)

If you are experiencing symptoms such as cough, fever, difficulty breathing or you are in self-isolation or quarantine, do not visit or enter any Service Canada office. **As an alternative, you may access our services online or by calling 1 800 O-Canada**

To help you with this process, here are some tips for when calling:

Be kind! These operators have had a very stressful week and don't know much more than you about what's going on or how best to help you. Sometimes they are working with information that has only been released to them a few minutes earlier. Thank them for what they are doing! 😊

1. Hours are 8:30am-4:30pm

Unfortunately, due to the current situation, plan to be on hold for several hours

You can do the next steps while on hold (this include applying online). Make sure you have your phone plugged in, on speaker, and somewhere you will be able to answer quickly when they pick up.

If you are inquiring about EI due to COVID work closures or quarantine, this is the number for you 1-833-381-2725 (toll-free). The other EI number is not dealing with COVID cases, and vice versa.

2. Gather your information

You will need the following information on hand when you fill out your EI application:

1. The first and last date of your employment
2. Your SIN Number. If your SIN begins with a 9, you need to supply proof of your immigration status and work permit.
3. Your mother's maiden name.
4. Your mailing and residential addresses, including the postal codes.
5. Your complete banking information to sign up for direct deposit, including the financial institution name, bank branch number, and account number. You can get this from your online bank account or a blank cheque.
6. Names, addresses (including postal codes), phone number for all your employers over the last 52 weeks
7. You need to find your paystub or cheque for your highest earning two-week period in the last year.
8. Please list the amount you made before deductions such as staff tabs, taxes, medical insurance, vacation pay etc. You will receive up to 55% of this number as your EI payment (up to a max of \$573/week)

3. Fill out the online EI application

It may take up to an hour, but is as fast as 15 min if you have all above information gathered.

EI Regular Benefits - Apply

Submit your form online. Once submitted, you will be supplied with a confirmation number, please write it down for reference later. If you make any mistakes that you realize after submission, there is a number you can call to update your application, this number will be listed on the page after you submit.

Please note: Acres directly submits your Record of Employment (ROE) online to Service Canada.

***IMPORTANT* Selecting reason for unemployment on EI application:**

Select 'medical leave' as reason for not working. This is the option that covers quarantine and people staying at home due to COVID-19 isolation. This will last for 14 days (time of standard isolation), and if you develop symptoms during this period of isolation, you may need to restart the clock. They are unsure currently if at that point you would need to get a note from a doctor, but currently the 'medical note' is waived for this isolation period so people stay at home.

4. Your call is answered your call

They will ask you for your SIN number and some information such as your name and birthdate to locate your EI application you just submitted online. They will read you a statement and ask you for a yes or no answer if this applies to you. It essentially states that 'I am currently out of work or in quarantine under the advisement of my doctor, a health care professional or by request of my employer.' If you agree to this statement, the one week waiting period that is standard with new EI claims is waived. If you do not agree to this statement, this hotline is not for you and can't help, please use the standard online EI form instead. If you disagree with this statement, you can not be paid EI for the first week of unemployment.

5. Bi-weekly updates

A part of EI is supplying Services Canada with bi-weekly updates. This includes if your situation has changed, say you are no longer in quarantine or your work has reopened. You can submit your updates on your My Services Canada page:

<https://www.canada.ca/en/employment-social-development/services/my-account.html>

Bi-weekly reporting can also be called in at 1-800-531-7555.

*Usually the agents will ask for the first 2 digits of the 4 digit access code that is mailed to you upon filing an application. Agents are trained to ask for the last 3 digits of your SIN. Generally you will not be asked for your full SIN over the phone.

You will be mailed a login number (digital ID) when your application is processed (make sure that ROE is submitted!). It may take up to 3 weeks to process due to overwhelming demand during this pandemic. If your 3 weeks has passed since they received your ROE and all parts of your application, give them a call back. It is still up in the air what differences are going to be made and what requirements will be omitted for those affected by COVID-19 currently. Expect the requirements and this information to change over the coming weeks.



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Team, we are in this together and we will continue to share information and resources with everyone. Please reach out to HR if you have any questions regarding this process- I am here to help team! 😊