



*Worth Knowing 12 (2020 03 31)*

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## **WORTH KNOWING**

### **Income Supports for Substitute Teachers**

According to the Government of Canada, the portal for accessing the Canada Emergency Response Benefit (CERB) should be available in early April. Members who are eligible for Employment Insurance (EI) who have lost their job can continue to apply for EI [here](#), as can Canadians applying for other EI benefits.

#### **Regular Benefits are Available**

To find out if you are eligible to receive EI regular benefits, you must submit an application online. It will take about 60 minutes to complete the online application. The website takes you through the application process step-by-step and provides detailed instructions on how to complete the form. When you apply for EI benefits, you will be asked for your e-mail 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 e-mail, asking you to call an agent.

#### **Employment Insurance Benefit (EI)**

Here's how to apply:

Step 1: Ask your employer for a Record of Employment (ROE). They will either provide you a paper copy or send an electronic copy directly to Service Canada.

Step 2: Apply as soon as possible (even if you do not have your ROE yet). You can apply online using your computer or mobile phone.

If you cannot apply online, call 1-833-381-2725. Please note that this line is currently overloaded given the millions of people in Canada that have been laid off. Be patient.

**\*\*\*You will not be issued a 16-digit reference code. Please complete your application without using a reference code.**

## **Canada Emergency Relief Benefit (CERB)**

Here's how to apply:

Step 1: Get ready to apply

If you can apply online (computer or mobile phone) go to and make sure you have a MyAccount with the Canada Revenue Agency. Register [here](#). The Canada Emergency Response Benefit will be accessible through a secure web portal starting in early April. Applicants will also be able to apply via an automated telephone line or via a toll-free number.

### **Important to Know**

There is a LARGE backlog of EI claims. You may consider applying for the CERB instead.

If you have already submitted your EI application, you will automatically be assessed for the CERB. You do not need to send in a new application.

You **do not** require a doctor's note for COVID-19.

On March 27, we encountered the following: SERVICE CANADA OFFICES ARE NOW CLOSED. The Canadian Government will be providing information to help people without a computer and internet.

You can prove your identity to the government faster online if you use online banking through your bank or credit union.

## **WORTH SHARING**

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