

## **How to access Employment Insurance (EI) for COVID-19 claims**

The number to call for COVID-19 related EI claims is **1-833-381-2725**.

Employment Insurance 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.

Some employers provide their own paid sick leave or short-term disability plan. Before you apply for EI sickness benefits, check with your employer to find out if they have a plan in place.

- 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.
- 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.

Service Canada has set up a separate phone line to contact them to set up EI claims for quarantine, illness, work closure, etc. due to COVID-19.

NOTE:

- They will not help you with anything else at this phone number.
- Likewise, the main EI number cannot help you with COVID-19 claims.

**The only number to call for COVID-19 related EI claims is 1-833-381-2725.**

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.

**For other legal questions relating to COVID-19 please visit:**

**<https://stepstojustice.ca/covid-19>**