Important notice for non-teaching support staff – 2023

Applying for Employment Insurance benefits

This notice provides information to help you complete your application for Employment Insurance (EI) benefits.

Examples of non-teaching support staff:
- administrative and clerical staff
- maintenance technicians
- caregivers in a daycare
- school bus drivers
- teachers' assistants
- school principals (no teaching duties)

When to apply

Apply as soon as possible after your **last day worked**. Do not wait until you get your record of employment (ROE). If you wait more than four weeks after your **last day worked** to apply, you may lose benefits.

If you received EI benefits in the past 52 weeks, or if you have an existing claim, we may be able to reactivate your claim once you submit an application.

If you want to start a new claim instead of reactivating your existing claim, contact Service Canada at 1-800-206-7218 before you start.

How to apply

1. Visit Canada.ca/ei for information on EI benefits and to apply online.
2. Make sure you have the following information to complete your application:
   - your social insurance number (SIN);
   - your dates of employment;
   - your banking information for direct deposit.
3. Complete your online application. Upload required documents, for example your ROEs, if you have them.

After you apply

1. We will need your ROEs issued in the past 52 weeks or since the start of your last claim, whichever is shorter.
   - If your employers submit electronic ROEs to Service Canada, **you do not need** to provide them to us.

   - If your employers issue paper ROEs, **you need** to provide copies. You can:
     - upload the ROE by using My Service Canada Account (MSCA);
     - mail them; or
     - drop them off at a Service Canada Centre.

Benefit statement and access code

Once your application is received, we will mail you a benefit statement. This statement will include a four-digit access code. You need this code and your SIN to follow up on your application and to submit your reports. If you have applied in the past, you already received an access code. With exception, you will continue using the same access code on future applications. We will send it to you for each application.

Receiving an EI benefit statement does not mean that Service Canada has made a decision about your claim.

Reporting and job search

Depending on which benefits you applied for, you will need to submit a report every two weeks to Service Canada. In these reports, you must:
- show you are available for work;
- declare dates and hours you worked with amounts earned and other monies received from work;
- Declare hours of training you attended;
- indicate which days you are not available for work (for example, when you are on vacation).

You will also need to keep a detailed record of your job search efforts, as we may ask for this information at any time.

When payments start

Before you can receive any payments, you must submit your first report using your access code. You will receive your first payment about 28 days after you apply if you are eligible and have submitted all required documents.

Sign up for MSCA

With MSCA, you can:
- view your electronic ROEs or confirm if they have been issued;
- check the status of your application;
- find out when your payments start and end;
- upload documents, including your paper ROEs.

Visit Canada.ca/msca to sign up.

For more information

If you have any questions, contact Service Canada at 1-800-206-7218 or visit Canada.ca/ei.