

Coronavirus disease (COVID-19) – Employment and Social Development Canada

CORONAVIRUS DISEASE (COVID-19)

Read the [latest Public Health Agency of Canada facts on Coronavirus](#).

Important notice: Service Canada offices are changing how you can access their services

You should apply for [Employment Insurance](#) and [Pensions](#) online. You must submit Social Insurance Number requests by mail.

If you go to a Service Canada office, please note that measures are in place to ensure the health and safety of those we serve and our employees.

Upon arrival, you will be asked to wait outside of the office until we can safely serve you and you will be required to respect social distancing.

If you are able to access the service you require online or by mail, you will be asked to return home to do so.

For individuals

Employment Insurance

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
- 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

Important: If you are directly affected by the COVID-19 because you are sick or quarantined and you have not yet applied for EI benefits, please submit your application **before contacting** us. This will allow us to better serve you and prevent delays in establishing your claim.

If you have already completed the [application for EI sickness benefits](#) whether you are sick or quarantined and would like to have the one-week waiting period waived, call the new toll-free phone number below. It is important to note that no other request will be actioned on this phone line. We

will take action only for sick or quarantined clients affected by the COVID-19 for which the application for sickness benefits has been filed.

- Telephone: 1-833-381-2725 (toll-free)
- Teletypewriter (TTY): 1-800-529-3742

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.

Canada Child Benefit

- Eligible recipients will receive \$300 more per child with their regular May CCB payment.
- If you have previously applied for the CCB, you do not need to re-apply.
- For more information on the Canada Child Benefit such as how to apply and eligibility requirements, go to [Canada child benefit](#) or call 1-800-387-1193.

Canada Student Loans

- To support student and apprentice loan borrowers during the COVID-19 pandemic, the Government of Canada has announced its plan to pause the repayment of Canada Student Loans and Canada Apprentice Loans until September 30, 2020, with no accrual of interest. Pending parliamentary approval, these measures will become effective March 30 2020. This will include pre-authorized debits. These measures will provide relief to nearly 1 million CSLP borrowers in repayment. We will provide more details shortly.
- Proposed legislation would temporarily pause the repayment of Canada Student Loans.
- Effective March 30, 2020, all student loan borrowers will automatically have their repayments suspended until September 30, 2020. No payment

will be required and interest will not accrue during this time. Students do not need to apply for the repayment pause.

- These measures will provide relief to nearly 1 million CSLP borrowers in repayment.
- Students who are currently studying can continue to apply for Canada Student Loans. There will be no change to the application process. If a borrower wishes to apply for student financial assistance during the pause, they should apply through their Province or Territory of residence.

Passport services

Canadians with urgent travel needs may obtain passport services if they:

- have a serious illness, or must tend to the serious illness or death of another individual they have had a relationship with;
- suffer from economic hardships due to loss of job or business (the cost of an airline, bus or train ticket does not constitute economic hardship);
or
- must travel for humanitarian grounds, supported by the requesting organization.

If you meet one of the above criteria, you may contact the Passport Call Centre at 1-800-567-6868 or fill out the [Service Canada e-form](#).

If you do not meet the above criteria, or are experiencing symptoms such as cough, fever, difficulty breathing or you are in self-isolation or quarantine, please delay submitting your passport application until further notice.

Social Insurance Number (SIN)

Where to find your SIN

If you don't remember your SIN, there may be ways you can find it yourself. You can find your SIN in the following places:

- on your income tax return
- on your tax slips (T4s, T5)
- on your record of employment
- RRSP contribution, or
- you can request your SIN from your employer

Applying for a SIN

We are still accepting [SIN](#) applications but will no longer be accepting them at our in person Service Canada Centers. We recommend that those applying carefully review the following instructions.

Non urgent applications

We request that you refrain from applying for a SIN at this time. We will update this page once more information becomes available.

Urgent applications

If your request is urgent, you can send your application by Canada Post or use a courier service. Service Canada will send the response using the same service you used to send your application (either Canada Post or courier). You will need to attach a note explaining why the request is urgent to your application. Please review the [Applying for a SIN](#) page for more information on the documents you need to provide with your application.

SIN issuance and delivery for mailed applications

If you sent your request by [Canada Post](#), we would recommend you visit their website and consult posted delivery standards and review any applicable

service delivery interruption web notices as delays may affect the timely receipt and processing of your application

If you sent your application via courier, verify with the courier service to confirm delivery of the application.

If your application is urgent, you can check the status by calling: 1-866-274-6627.

Employers can contact Service Canada's Social Insurance Registration Office at 1-866-274-6627 or 1-506-548-7961 if outside of Canada (long distance charges will apply) to confirm an employee's SIN.

Temporary residents renewing expiring or expired SINs

Employers must ensure that employees with a SIN beginning with the number "9" are authorized to work in Canada and have a valid immigration document.

If you have applied for renewal of your work or study permit and your current permit has expired before a decision is made, the Immigration and Refugee Protection Regulations provides you the right to continue working or studying under the same conditions as long as you remain in Canada. This is referred to as "implied status". You retain implied status until a decision is rendered by Immigration Refugees and Citizenship Canada (IRCC). For more information regarding "implied status", visit the [IRCC](#) website or call the IRCC Call Centre at 1-888-242-2100.

Pensions

Foreign Payments

Canada Post is currently not accepting mail and parcels destined to a large number of countries. To learn more about which destinations are impacted, please visit the [Canada Post Delivery Service Alerts page](#).

You are encouraged to sign up for Foreign Direct Deposit (FDD) so that your payments can be directly deposited into your foreign bank account. For more information about FDD and for a list of participating countries, please visit the [Direct deposit for individuals with a foreign bank account](#) page.

If your country of destination is impacted by the postal delay or suspension and FDD is not available, you may want to consider an alternative such as having your payments deposited in a Canadian bank account. Please contact Service Canada at 1-613-957-1954 (call collect). The hours of operation are 8:30 a.m. to 4:30 p.m. Eastern time, Monday to Friday.