

# Employment Insurance

## Rights and Responsibilities

Employment Insurance and you  
a shared responsibility



Service Canada



Government  
of Canada

Gouvernement  
du Canada

Canada

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# Service Canada

Employment Insurance is now delivered by Service Canada. For more information about Service Canada or to find the Service Canada Centre nearest you, visit us on-line at [servicecanada.gc.ca](http://servicecanada.gc.ca) or call 1 800 O-Canada (1 800 622-6232).

Specific Employment Insurance information can be obtained by calling 1 800 206-7218.

Employment Insurance helps Canadians by providing temporary financial assistance while they are unemployed, pregnant, caring for a newborn or newly adopted child, sick/injured or caring/supporting a gravely ill child, parent, spouse or common-law partner. The right to receive benefits involves a shared responsibility between Service Canada and you, our client.

## Our responsibilities are:

- to give you prompt and courteous service;
- to advise you of the programs and services available;
- to serve you in the official language of your choice;
- to keep the waiting time to meet a service representative at a minimum;
- to establish a claim for benefits, if you meet the qualifying conditions specified in the *Employment Insurance Act* and Regulations;
- to process your claim within the same time frame regardless of how you apply;
- to issue your first payment within 28 days from the start date we receive your application, if you have provided us with all required information and if you are eligible for benefits;
- to give you accurate information about your claim; including how you may share parental benefits (with your EI eligible spouse or partner) and compassionate care benefits (with other EI eligible family members); and whether or not you will be required to serve a two-week waiting period); and
- to inform you of decisions made on your claim and to explain the process to follow if you decide to appeal a decision.

## **Your responsibilities are:**

### when requesting **regular benefits:**

- to be available for and able to work at all times;
- to actively look for work and keep a detailed written record of your efforts;
- to report all periods when you are not available for work;
- to provide all required information and documents;
- to keep appointments with our office;
- to notify us of any separation from employment and the reasons for the separation;
- to report any absences from your area of residence and/or any absence from Canada;
- to report all employment, whether you work for someone else or for yourself and;
- to accurately report all employment earnings before deductions, in the week(s) in which they were earned, as well as any other monies you may receive.

### when requesting **sickness benefits:**

- to provide a medical certificate indicating the start date and expected end date of your illness;
- to provide all other required information and documents;
- to report any absences from your area of residence and/or any absence from Canada;
- to report all employment, whether you work for someone else or for yourself; and
- to accurately report all employment earnings before deductions, in the week(s) in which they were earned, as well as any other monies you may receive.

### when requesting **compassionate care benefits:**

- to provide a medical certificate completed by a doctor or other medical practitioner indicating that your ill family member has significant risk of death within the next 26 weeks (six months) and requires care or support;

- to provide all other required information and documents;
- to inform us immediately if your gravely ill family member dies or recovers;
- to notify Service Canada of any situation that may arise which could affect EI benefits;
- to report all employment, whether you work for someone else or yourself;
- to accurately report all employment earnings before deductions, in the week(s) in which they were earned, as well as any other monies you may receive; and
- to decide with other eligible family members who will serve the waiting period if compassionate care benefits are shared.

### when requesting **maternity or parental benefits:**

- to provide all required information and documents;
- to provide our office with your child's actual date of birth;
- to provide the date of the child's placement with you, in the case of an adoption, and the name and address of the adoption authority;
- to report all employment, whether you work for someone else or for yourself; and
- to accurately report all employment earnings before deductions, in the week(s) in which they were earned, as well as any other monies you may receive.

### **You should also know**

There may be situations that delay the payment of your benefits such as the receipt of vacation pay, severance pay or a period of disentitlement. If your payments are delayed, written notification will be sent to you.

Please note that in most cases, there is a two week waiting period at the start of your claim for which no benefits are paid.

If you do not report your actual earnings, or report them incorrectly, you will have to pay back the unemployment benefits that you received for the period you worked.

If you have chosen not to complete bi-weekly report cards while claiming compassionate care benefits, you must contact Service Canada after your benefits end and confirm whether or not you had any earnings.

Usually there is a two-week waiting period at the start of your claim for which no benefits are paid. There are, however, exceptions to this rule for parental benefits (if benefits are shared with spouse or common-law partner) and for compassionate care benefits (if the benefits are shared with other eligible family members).

If you knowingly hold back information or make a false or misleading statement you have committed an act or omission that could result in an overpayment of benefits and severe penalties or prosecution. However if you notify Service Canada of your actions, we can waive monetary penalties or prosecution if the matter is not already under investigation.

Please note that interest will be charged on debts resulting from misrepresentation at the Bank of Canada average rate plus three percent (3%). Interest will accrue from the date on which you are notified of the amount owing. Interests are calculated daily and compounded monthly.

If you owe any monies to the Employment Insurance Program, Canada Revenue Agency, or if you have a garnishee from the Department of Justice for unpaid alimony, these monies could be directly deducted from your benefits. For repayment arrangements call the number indicated on your notification of overpayment.

**To find more about federal government services and benefits, call 1 800 O-Canada (1 800 622-6232), TTY 1 800 926-9105, or visit [servicecanada.gc.ca](http://servicecanada.gc.ca).**