



## Accessing EI Benefits for the purpose of Sickness

The Employment Insurance (EI) program offers temporary financial assistance to you if you are unable to work because of sickness, injury, or quarantine. This assistance is administered through [Service Canada](#).

If you cannot work because of sickness, injury or quarantine, but you would otherwise be available to work, you could be eligible to receive up to a maximum of 15 weeks of EI sickness benefits.

### Type of Benefit

- For most qualified people, the basic rate for calculating EI benefits is 55% of your average insurable weekly earnings, up to a maximum amount, although the exact amount can only be confirmed once an application is processed.
- As of January 1, 2017, the maximum yearly insurable earnings amount is \$51,300. This means that you can receive a maximum amount of \$543 per week. EI sickness benefits can be paid for a maximum period of 15 weeks, depending on how long you are unable to work. Note that rates and amounts are reviewed each year.

### Starting your EI Claim

- Before you can start receiving EI benefits, there is a one-week waiting period where you will not be paid EI. This “waiting period” is like the deductible that you must pay for other types of insurance.
- To receive sickness benefits, you need to obtain a medical certificate signed by your doctor or approved medical practitioner.
- Apply for EI Benefits as soon as possible after you stop working, even if a Record of Employment (ROE) has not yet been issued. For a full list of requirements, consult the following: [EI Sickness Benefit – What you need before you start](#).

### If there's a Problem

If you are experiencing financial hardship while experiencing delays in receiving EI benefits, priority payments may be available to you. Your departmental HR unit or your manager can help with this process. The **Directive on Terms and Conditions of Employment has been amended** to provide emergency replacement pay to your approximate regular net pay entitlement (i.e. 66% of your gross pay)

**If you are an employee** who has already left the workplace (on leave):

1. **contact** your manager and departmental HR unit to request priority payment if needed
2. **contact** the Compensation Web Applications (CWA) Help Desk ([link below](#)) to ask for a printed copy of your pay stub to be sent to your home address, or call 1-855-634-2358
3. **contact** the Pay Centre if you have not received your ROE and have not been put onto leave of absence

**If there's a  
Problem  
cont'd**

4. **apply for EI** with the printed pay stub right away
5. once you are receiving EI, **contact your departmental HR unit** or the pay centre to arrange for repayment of any priority payments received

**If you are a manager** with employees who are already on leave without pay:

1. **if one of your employees indicates that they are experiencing financial hardship, help them access information and systems unreachable from outside the office or outside the government network, and initiate a request for priority pay on an emergency basis.**
2. **contact** your employees to ensure they have been put onto leave and have received their ROE and/or EI
3. **if required, contact** the [CWA Help Desk](#) to arrange for a printout of your employee's last pay stub mailed to the employee's home address or call 1-855-634-2358