



Applying for Employment Insurance (EI) Benefits

IMPORTANT NOTICE FOR NON-TEACHING SUPPORT STAFF – 2018

This information will help you complete your application for Employment Insurance (EI) benefits. Ensuring your application is completed correctly and on time will help reduce processing delays.

IMPORTANT NOTICE: You will not be issued a 16-digit reference code. Please complete your application without using a reference code.

Are you eligible for EI?

Canada.ca provides information on the number of insurable hours you need to work to be eligible for EI benefits.

All workers that meet EI requirements—including non-teaching support staff—are eligible to receive EI benefits.

More EI information is available on Canada.ca.

When to apply

You must submit your application no later than four weeks from your last day of work, even if you receive money after you stop working. If you submit your application after the four-week deadline, you may lose benefits.

How to apply

Note that you will not be issued a 16-digit reference code. Please complete your application without using a reference code. When you begin the [online application process](#), you will need:

- your Social Insurance Number;
- information on your dates of employment; and
- your bank account information for direct deposit of your EI payments.

If you have any weeks left on a previous EI claim, it will automatically be renewed. If you wish to start a new claim, contact the EI call centre at 1-800-206-7218 before starting an application.



Documents to submit when you apply

Record of Employment (ROE):

- If your employer(s) submits ROEs electronically to Service Canada, you do not need to provide your ROE in application. You can review it in [My Service Canada Account](#).
- If your employer(s) issues ROEs in paper format, you must get copies of all ROEs from your employer(s), issued during the last 52 weeks, and submit them to Service Canada [by mail or in person at a Service Canada Centre](#).
- You can start your application while waiting for your ROE.

What's next?

- You will receive a four-digit access code in the mail. If you are reactivating a previous claim, a new access code will not be issued.
- The four-digit code will be used to submit your first bi-weekly report to Service Canada [before you can receive any EI payments](#).
- There is usually a one-week waiting period before you will receive any EI payments.
- If you are entitled to receive EI regular benefits, you should receive your first EI payment within 28 days of the date Service Canada receives your application and all required documents.
- Recipients of EI regular benefits must be available for and looking for work, and must also declare any income. If you are receiving EI regular benefits, you must declare days when you are not available for work and any income you earn on your bi-weekly reports.
- Keep a detailed record as proof of your job search efforts to find suitable employment.
- Submit your bi-weekly reports, view your claim information, change your address and add, change or stop direct deposit at [My Service Canada Account](#).
- If you already established an EI claim during the summer break, you can reactivate that claim during the Christmas and other breaks by filing an [EI application online](#). A new ROE is not required.

If you have any questions, contact the EI call centre at 1-800-206-7218 or visit [Canada.ca](#).