



## Important notice for non-teaching support staff – 2024

### 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

Always apply for EI benefits **as soon as possible after you stop working**. You can apply for benefits even if you have not yet received your record of employment (ROE). If you apply more than four weeks after your last day of work, you may lose benefits.

If you received benefits in the last 52 weeks and there are still weeks payable on that claim, **we will automatically reactivate (renew) your existing claim when you submit your 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 apply.

#### How to apply

1. Visit [Canada.ca/ei](https://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.

#### After you apply

To avoid delays in processing your application, it is important you:

1. provide any required documents or missing information;
2. check online for your ROEs;
3. submit your reports every two weeks.



## Benefit statement and access code

A benefit statement is mailed to you shortly after you apply for EI benefits. The statement includes your access code, a four-digit number. You will need your access code and your SIN to complete your EI reports.

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 may 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

Payments are only issued after your reports have been processed. You will receive your first payment **about 28 days after you apply** if you are eligible and have provided all required information.

## Sign up for My Service Canada Account (MSCA)

With MSCA, you can:

- check the status of your application;
- find out when your payments start and end;
- view your electronic ROEs or confirm if they have been issued;
- upload documents, including your paper ROEs;
  - you should upload a paper ROE only if no electronic copy is available in MSCA.

Visit [Canada.ca/msca](https://Canada.ca/msca) to sign up.

## For more information

If you have any questions, visit [Canada.ca/ei](https://Canada.ca/ei) or contact Service Canada at 1-800-206-7218.

