

Update on accessing Federal Income supports

This FAQ document provides additional information on the current process for accessing federal income supports for employees whose income has been impacted by the response to COVID-19:

- [Canada Emergency Response Benefit](#)
 - The Canada Emergency Response Benefit (CERB) is accessible through a secure Service Canada web portal, as of April 6, 2020. Applicants can also apply via an automated telephone line or via a toll-free number.
- [Employment Insurance \(EI\) benefits](#) (for regular and sick benefits)

Records of Employment

Records of Employment (ROEs) provide information on employment history and are an important document used by Service Canada to provide eligible employees with Employment Insurance (EI) benefits. Service Canada uses the information on the ROE to determine whether a person is eligible to receive EI benefits, what the benefit amount will be, for how long the benefits will be paid and to ensure that no one misuses EI funds or receives benefits in error.

UPDATED: What are the CERB eligibility periods and how does this apply to City Top-Up payments?

The CERB program has distinct and separate eligibility requirements and re-application processes. An eligibility period is a fixed 4-week payment period. Each period has a pre-set start and end date. This means when you apply for the CERB, you will receive a payment for a specific four-week period. Please note the [CERB eligibility periods](#) are as follows:

Eligibility period	Start and end date
1	March 15, 2020 to April 11, 2020
2	April 12, 2020 to May 9, 2020
3	May 10, 2020 to June 6, 2020
4	June 7, 2020 to July 4, 2020
5	July 5, 2020 to August 1, 2020
6	August 2, 2020 to August 29, 2020
7	August 30, 2020 to September 26, 2020

If your layoff situation continues, you can re-apply for another four-week CERB period, up to a maximum of four periods (or 16 weeks in total).

Employees who continue to be on layoff will be required to provide proof of each CERB payment they receive during each eligibility period.

City Top Up Allowance

City employees on layoff are entitled to also receive City Top Up payments in addition to the federal CERB benefits.

At this time the federal government allows the City to 'top up' your CERB payment by a maximum of \$1,000 per month:

- The City will provide a Top Up payment of up to \$1,000 (maximum allowed by the federal government) which, when combined with your federal CERB benefit, will provide up to a maximum of \$3,000 monthly income in an attempt to achieve 75% of your average weekly insurable earnings before deductions.
- The maximum allowance under CERB rules will not get all employees to 75% of average weekly (insurable) earnings. The City and its union partners are working very hard to advocate on your behalf to convince the federal government to address this problem. If Edmonton and other cities are successful in getting the federal government to permit a 'top up' of the CERB benefit with SUB Plans then the City of Edmonton's SUB 'top up' payment will provide employees with approximately 75% of their average weekly earnings (insurable), before deductions.
 - As of today, June 8, the federal government has not confirmed permission for a top up beyond \$1,000, and so we are not able to provide the 75%. We will communicate any decision on this to you as soon as we can.
- The City Top Up will be paid for 16 weeks for permanent employees and eight weeks for laid off temporary and provisional employees.
- In order to continuously receive the City Top Up payment (for maximum weeks outlined), employees must provide proof of CERB benefits for every four-week period for which they are eligible.

To ensure continuity of the City's Top Up plan please email CERB benefit payment confirmation for each eligibility period to the City's payroll team (along with your employee #) to:

employeeservicecentre@edmonton.ca

What is the usual process for issuing an ROE?

ROEs cannot be generated until an absence of pay occurs, or that pay has dropped significantly below 60% of normal wages. Once confirmed, the Employee Service Centre (ESC) will receive notice of the temporary layoff to create and submit the ROE directly online using Service Canada's secure website. This way, Service Canada has immediate access to the ROEs and can match them to the Social Insurance Number that the employee has stated on their online EI or CERB benefits application.

Please visit the Service Canada website link below for the latest information on available benefits and starting your online [EI application](#) or your [CERB application](#).

I've been temporarily laid off. What can I expect?

To support workers whose income has been significantly affected by COVID-19 the federal government has passed legislation to establish the [Canada Emergency Response Benefit \(CERB\)](#). The CERB taxable benefit is the initial and primary federal support plan that may provide up to \$2,000 a month for up to four months for eligible workers.

Workers may be eligible for [normal EI benefits](#) after the CERB benefit period has been exhausted.

As CERB is taxable income, employees should note that they could be assessed with the income tax attributable to the CERB benefit payments when they file their 2020 Federal Income Tax Return. For more information please access the Government of Canada's [website](#).

What is the expected timeline?

Please review the current CERB [application process](#), dates and payment timelines.