



2020/2021

Employment Insurance Monitoring and Assessment Report





March 2022

The Honourable Carla Qualtrough, P.C., M.P.
Minister of Employment, Workforce Development and Disability Inclusion
House of Commons
Ottawa ON K1A 0A6

Dear Minister:

In accordance with the provisions of section 3 of the *Employment Insurance Act*, we are pleased to present the 2020/2021 Employment Insurance Monitoring and Assessment Report, to be laid by you before Parliament. This report is the twenty-fifth in a series of annual reports submitted by the Canada Employment Insurance Commission.

This report, which covers the period from April 1, 2020 to March 31, 2021, analyzes the overall effectiveness of Employment Insurance (EI) income benefits, active measures and service delivery. In particular, it focuses on how the EI program adapted in a period where the Canadian economy and labour market experienced an unprecedented shock due to the COVID-19 pandemic.

As in previous years, we relied on key studies and evaluations to complement EI administrative data and to provide in-depth analysis. Information on each of the studies referenced in the report is included in Annex 6.

In closing, we would like to express our appreciation to Employment and Social Development Canada and Service Canada employees for their support in preparing this report. We trust you will find the report informative.

The original version was signed by:

Jean-François Tremblay, Chairperson

Lori MacDonald, Vice-chairperson

Nancy Healey, Commissioner for Employers

Pierre Laliberté, Commissioner for Workers



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LIST OF ABBREVIATIONS

AD	Appeal Division
ADR	Alternative Dispute Resolution
ASETS	Aboriginal Skills and Employment Training Strategy
B/C Ratio	Benefits-to-Contributions ratio
BDM	Benefits Delivery Modernization
CAWS	Client Access Workstation Services
CCDA	Canadian Council of Directors of Apprenticeship
CCIS	Corporate Client Information Service
CEIC	Canada Employment Insurance Commission
CERB	Canada Emergency Response Benefit
CESB	Canada Emergency Student Benefit
CEWS	Canada Emergency Wage Subsidy
COLS	Community Outreach and Liaison Service
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRB	Canada Recovery Benefit
CRCB	Canada Recovery Caregiving Benefit
CRF	Consolidated Revenue Fund
CRSB	Canada Recovery Sickness Benefit
CSO	Citizen Service Officer
CX	Client Experience
EBSM	Employment Benefits and Support Measures
ECC	Employer Contact Centre
EI	Employment Insurance
EI ERB	Employment Insurance Emergency Response Benefit
EICS	Employment Insurance Coverage Survey
eROE	Electronic Record of Employment
ESDC	Employment and Social Development Canada
eSIN	Electronic Social Insurance Number
FY	Fiscal Year
G7	Group of Seven
GDP	Gross Domestic Product
GIS	Guaranteed Income Supplement
HCCS	Hosted Contact Centre Solution
IQF	Individual Quality Feedback

ISET	Indigenous Skills and Employment Training
IVR	Interactive Voice Response
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
MIE	Maximum Insurable Earnings
MSCA	My Service Canada Account
NAICS	North American Industry Classification System
NESI	National Essential Skills Initiative
NIS	National Investigative Services
NOM	National Operating Model
OAS	Old Age Security
PAAR	Payment Accuracy Review
PPE	Premium-paid eligible individuals
PRAR	Processing Accuracy Review
PRP	Premium Reduction Program
PTs	Provinces and Territories
QPIP	Quebec Parental Insurance Plan
R&I	Research and Innovation
ROE	Record of Employment
RPA	Robotics Process Automation
SAT	Secure Automated Transfer
SCC	Service Canada Centre
SDP	Service Delivery Partner
SEPH	Survey of Employment, Payrolls and Hours
SIN	Social Insurance Number
SIR	Social Insurance Registry
SST	Social Security Tribunal
STDP	Short-term disability plan
SUB	Supplemental Unemployment Benefit
TRF	Targeting, Referral and Feedback
TTY	Teletypewriter
UV	Unemployed-to-vacancy
VBW	Variable Best Weeks
VER	Variable Entrance Requirement
VRI	Video Remote Interpretation
WCAG	Web Content Accessibility Guidelines
WWC	Working While on Claim



The Employment Insurance Monitoring and Assessment Report presents the analysis of the impact and effectiveness of the benefits and other assistance provided under the *Employment Insurance Act*. The reporting period is the fiscal year starting on April 1, 2020 and ending on March 31, 2021 (referred to as FY2021). The highlights below relate to this period or reflect changes between FY1920 and FY2021.

The COVID-19 pandemic had an unprecedented impact on the Canadian economy and labour market throughout FY2021.

- During the first months of the pandemic, the Canadian economy experienced its steepest output decline since quarterly data were first recorded in 1960. By April 2020, employment had declined by 3.0 million (-15.7%) compared with February 2020. In addition, the number of workers still employed, but working less than half their usual hours had increased by 2.5 million (+308.2%).
- The Canadian economy and labour market showed resiliency. Subsequent waves of COVID-19 brought volatility, but by the end of FY2021, the Canadian economy had partially recovered the output and employment losses due to the pandemic. In March 2021, real GDP and employment were still 1.9% and 1.6% below their pre-pandemic levels, respectively.
- Some sectors, specifically those that were more affected by public health measures and for which teleworking was not an option suffered important output and employment losses. Other industries rebounded quickly and were experiencing robust output and employment growth towards the end of FY2021. These uneven impacts affected some groups more than others, such as youth, women and low-wage workers.
- The pandemic led to significant movements in several labour market indicators. The average duration of unemployment spells, the share of long-term unemployed, the number of hours worked and wages were all severely impacted during the first two months of the pandemic. This brought significant changes to these figures compared to trends recorded over the past fiscal years. Although the labour market recovery brought those indicators closer to familiar levels, by the end of FY2021, they remained significantly affected.

On March 15, 2020, the Government implemented the Canada Emergency Response Benefit (CERB) to provide income support to eligible employed and self-employed Canadians who stopped working due to COVID-19.

- No new claims for EI regular or sickness benefits were established during the weeks CERB was in effect. Claims for other EI special benefits, fishing benefits and Work-Sharing benefits could still be established.

- Analysis of the CERB is not included in the Report.

In fall 2020, the Government transitioned from the CERB to a simplified EI program. A set of EI temporary measures were introduced between September 27, 2020 and September 25, 2021, facilitating access to EI benefits, providing up to 50 weeks of regular benefits and a minimum benefit rate of \$500 per week.

Both the number of new EI regular claims established and the total amount paid in EI regular benefits largely increased over the previous year.

- During the second half of FY2021 when EI regular benefits were available, 2.47 million new EI regular claims were established in Canada. This was almost double the number from the entire FY1920 (1.37 million).
- The total amount paid in EI regular benefits jumped to \$24.9 billion in FY2021, compared to \$11.1 billion in FY1920. This increase was mainly due to the higher number of regular claims and the temporary minimum benefit rate of \$500 per week.
- Proportionally more women and claimants aged 24 and under established regular claims in FY2021 than the previous year. This was primarily due to the lower number of hours of insurable employment required to qualify for EI benefits under the EI temporary measures in the second half of FY2021.
- Under the current seasonal measure effective in 13 EI economic regions, a total of 106,500 claims by eligible seasonal claimants received additional weeks of EI regular benefits since the measure started in August 2018. On average, each of these claims received an additional \$1,707 and 4.2 weeks of EI regular benefits. By the end of FY2021, a total of \$181.8 million in additional benefits had been paid to these claimants. The seasonal pilot project has been extended until October 29, 2022.

The eligibility rate for EI regular benefits increased from the previous year.

- Using a new data source due to the unavailability of the EI Coverage Survey, it was estimated that 90.7% of job separators had enough hours of insurable employment and were eligible to receive EI regular benefits during the second half of FY2021. This is an increase from the previous year's rate of 73.6% (calculated using the same methodology).
- This increase can be explained by the historically high number of job separations following the outbreak of the COVID-19 pandemic and by the temporary measures facilitating access to EI benefits.
- Women and individuals aged 24 and under experienced the highest increases in their eligibility rate.

The Work-Sharing program played a key role in helping businesses and workers address COVID-19 related challenges and keep businesses open and employees on the job, ensuring a skilled and job-ready workforce as the economy recovers. The number of Work-Sharing agreements, new claims and total amount paid increased sharply due to the COVID-19 pandemic, the highest increase in the program's history.

- Work-Sharing program participation increased with more than 4,200 (+1,135%) agreements started compared to 370 in the previous year. As a result, employers reported averting more than 60,000 layoffs with over 130,000 employees.
- The number of claims from workers participating in a Work-sharing agreement increased to 82,991 (+750%). The total amount paid rose to \$183.5 million (+1,100%) compared to \$16.5 million last year.

EI special benefits were available throughout FY2021, except for sickness benefits which resumed on September 27, 2020.

- The number of new claims established for EI special benefits was 671,260 in FY2021, similar to FY1920. The total amount paid in EI special benefits rose to \$6.7 billion in FY2021, from \$6.2 billion in FY1920.
- A slightly higher number of claims for sickness benefits (450,400) were established in the second half of FY2021 compared to the entire FY1920. This may be partly due to the epidemiological situation associated with the second wave of COVID-19 and the temporary measures facilitating access to EI benefits.
- Since March 2019, parents who share parental benefits receive additional weeks of benefits. New data show that 21.1% of claimants for standard parental benefits and 25.4% of claimants for extended parental benefits shared weeks of parental benefits in FY2021.

In FY2021, Labour Market Development Agreements (LMDAs) were an important support for workers and employers in the context of the COVID-19 pandemic.

- LMDAs supported more than 226,000 participants while they were out of work and receiving federal emergency income benefits (Canada Emergency Response Benefits or Canada Recovery Benefits), helping them to be ready with the skills needed to participate in the economic recovery. Over 155,000 Canadians returned to work following assistance funded through EI Part II.
- Over \$2.4 billion was invested to help those most affected, to enhance the capacity of service delivery organizations, and to improve labour market information. Almost \$2.2 billion of the total was transferred to provinces and territories under LMDAs to respond to regional needs and opportunities.
- Over 414,000 clients received Employment Benefits or Support Measures (EBSMs), of which over 394,000 were served by provinces and territories under the LMDAs and the remainder, by Indigenous organizations, through the Indigenous Skills and Employment Training (ISET) Program. Underrepresented groups were well supported by LMDA funded programs.
- Provinces and territories were proactive, despite pandemic-imposed constraints, and successfully adapted their services and programs. Service staff were equipped and trained on virtual communications platforms to sustain service, while physical locations were closed, clients were supported in the switch from in-person to phone, mail and online service. Clients and staff were protected by added physical barriers and sanitization when service locations reopened.
- The Government's pan-Canadian programming addressed national challenges.

In FY2021, Service Canada implemented a series of measures to further enhance its services for EI clients, while responding to the unprecedented nature of the COVID-19 pandemic.

- Designed and implemented, within a short period of time, a service delivery model for the EI Emergency Response Benefit (EI ERB)
- Enhanced communications with clients
 - Leveraged the eServiceCanada portal as replacement to the Service Canada Centres that were temporarily closed. This helped process an exceptionally high number of EI and EI ERB claims
 - Made services more accessible to vulnerable and remote populations by launching the Service Canada Outreach Support Centre, providing virtual information sessions, and worked to improve accessibility online and on site.
- Call centre improvements
 - The Hosted Contact Centre Solution capacity was increased in response to heightened EI call volume
 - The system's capacity for EI to handle calls in the Interactive Voice Response system was quadrupled
 - The system's capacity to handle calls in the queue was doubled
 - Staffing capacity was increased from approximately 1,100 agents to 3,000 agents by the end of March 2021
 - This all resulted in call centre agents being able to answer 5.6 million calls in FY2021, which is 1.2 million more calls than during last fiscal year
- Use of technology
 - Artificial Intelligence
 - since June 2020, Service Canada has used artificial intelligence to support the review and interpretation of information added by employers in record of employment comment sections
 - artificial intelligence has addressed over 1.25 million comments, successfully automating an additional 47.9% of records of employment
 - Robotics Process Automation
 - this software solution helped complete repetitive and manual tasks, such as data entry, allowing officers to focus on tasks that are more complex
 - New document upload functionality for EI clients
 - Launched in March 2021, this allowed clients to upload medical documents directly into their files
 - this new feature lessens the burden on claimants and reduces the need for manual intervention from Service Canada officers



As per Section 3 of the *Employment Insurance Act*, the Employment Insurance Commission is pleased to present this report to Parliament. Its objective is to monitor and assess the impact and effectiveness of benefits and other assistance offered under the Employment Insurance (EI) program. The intention is to provide a clear understanding of the impact of EI on the Canadian economy and the way it works to address the needs of Canadians.

The Employment Insurance program

The program provides temporary income support to replace part of a person's employment income. It is available for people who are eligible, unemployed, and contribute to the program. The support is available while they search for work, upgrade their skills or are absent from work due to specific life circumstances.¹

EI Part I provides direct income support through EI Regular Benefits, Fishing Benefits, Work-Sharing Benefits and Special Benefits². EI Part II provides Employment Benefits and Support Measures (EBSMs). This includes those offered under the Labour Market Development Agreements (LMDAs) and the Indigenous Skills and Employment Training program.

Through the income benefits funded through Part I and the EBSMs funded through Part II, workers across Canada are provided support for optimal employment transitions.

EI regular benefits provide temporary income support to partially replace lost employment income for eligible claimants while they search for work or upgrade their skills. To qualify, individuals must have worked a minimum number of hours in insurable employment, paid EI premiums and had a valid job separation. Individuals must be available for and actively seeking work during their claim period.

EI provides **fishing benefits** to qualifying self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility is based on earnings, not insurable hours of employment.

Work-sharing is an adjustment program designed to help employers and employees avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the control of the

¹ These circumstances include sickness, pregnancy, providing care to a newborn or newly adopted child, providing care or support to a critically ill or injured person or someone needing end-of-life care.

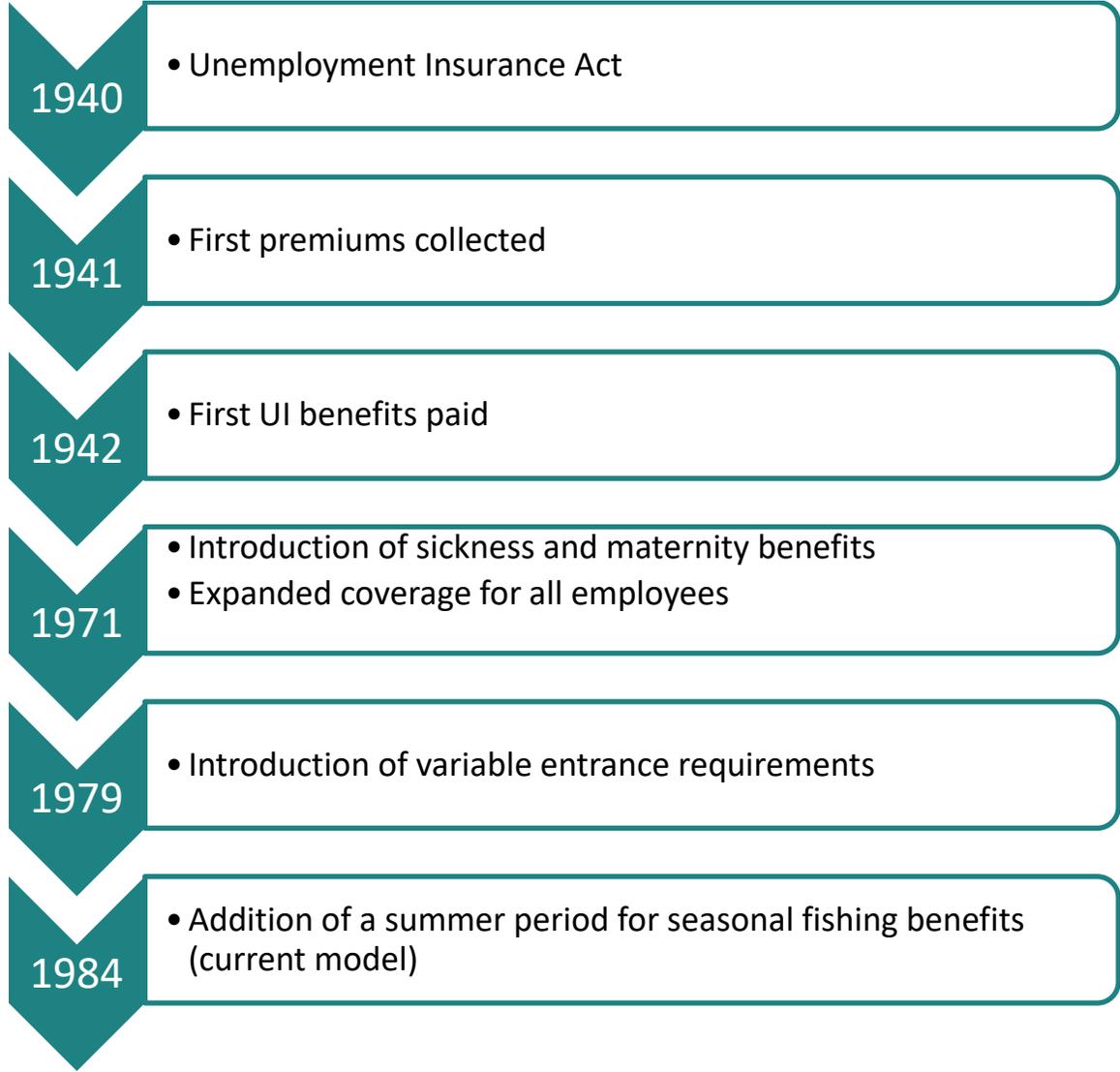
² For the purposes of the Employment Insurance Monitoring and Assessment Report, EI benefits for self-employed persons (under Part VII.1 of the *Employment Insurance Act*) and fishing benefits (under Part VIII) are considered to be EI Part I benefits.

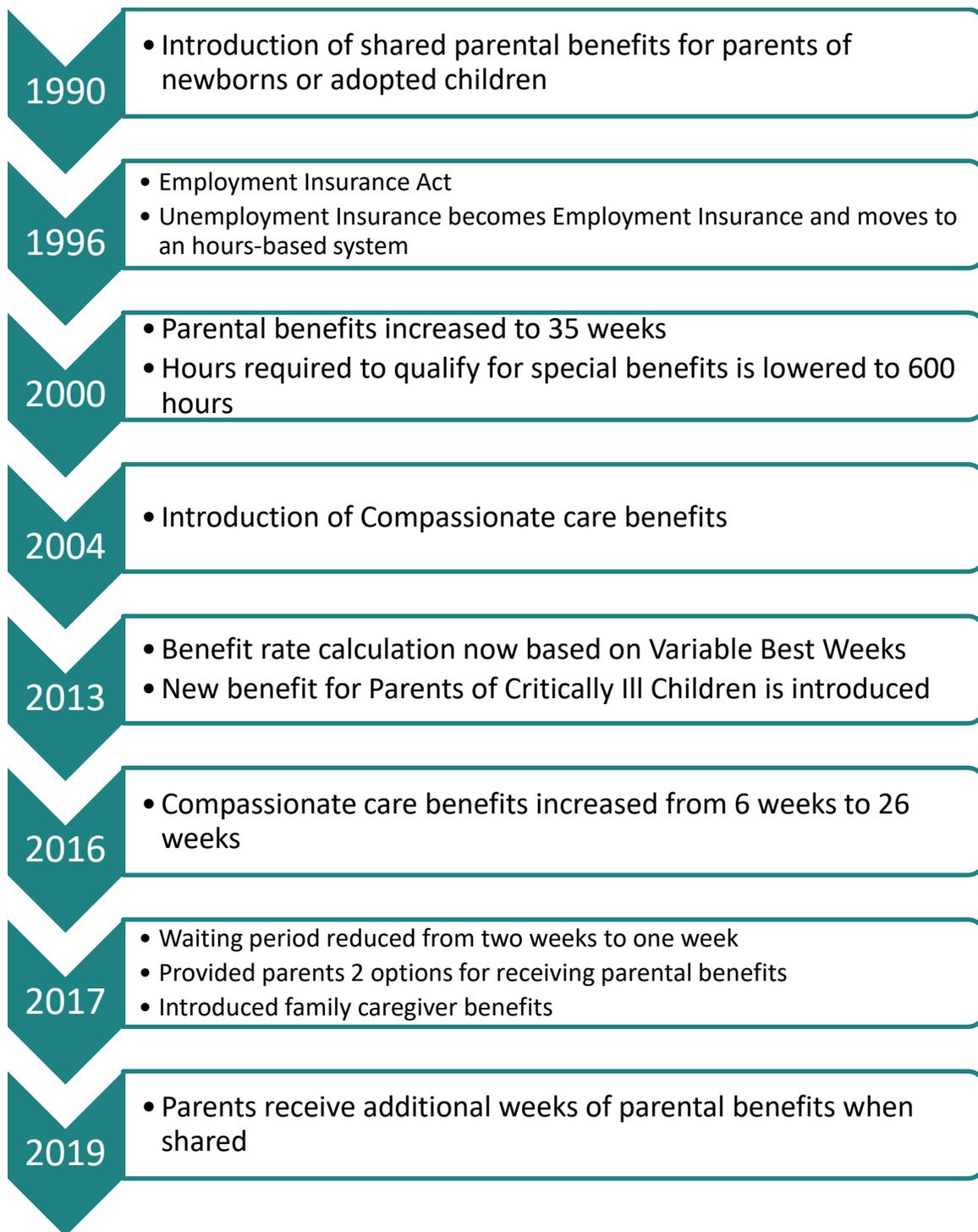
employer. The measure provides income support to employees eligible for EI benefits who work a temporarily reduced work week while their employer recovers.

EI special benefits provide support to employees or self-employed persons who are sick, pregnant, recently gave birth, caring for a newborn or a newly adopted child, or caring for a family member who is critically ill, injured or requires end-of-life care.

Employment Benefits and Support Measures include programs delivered under EI Part II to help individuals in Canada prepare for, find, and maintain employment. These help to “help maintain a sustainable Employment Insurance system through the establishment of employment benefits for insured participants and the maintenance of a national employment service”. The provinces and territories deliver these programs through LMDAs. In the case of pan-Canadian programming, the Government of Canada is responsible for program delivery.

Employment Insurance – 80 years





The Canada Employment Insurance Commission

The Canada Employment Insurance Commission (CEIC) has the legislated mandate to monitor and assess the EI program. CEIC also oversees a research agenda that supports the preparation of its annual EI Monitoring and Assessment Report. At the end of each fiscal year, the CEIC presents the report to the Minister of Employment, Workforce Development and Disability Inclusion (the Minister). The Minister then tables the report in Parliament.

The CEIC has four members. Three are voting members and represent the interests of workers, employers and government. The Commissioners for Employers and Workers are appointed for renewable terms of up to five years. Their mandates are to represent the concerns and positions of workers and employers on policy development and program delivery related to EI and the labour market. The Deputy Minister of ESDC represents the federal government and acts as the Chairperson of the CEIC. The Senior Associate Deputy Minister of ESDC acts as the Vice Chairperson, with voting privileges only when acting on behalf of the Chairperson.

The CEIC makes regulations under the authority of the *Employment Insurance Act*, with the approval of the Governor in Council. The CEIC also plays a key role in overseeing the EI program, reviewing and approving policies related to program administration and delivery. Employment and Social Development Canada (ESDC) and Service Canada carry out EI program operations on behalf of the CEIC.

In another key role, the CEIC contributes to the financial transparency of the EI program. Each year, it commissions an EI premium report from the Chief Actuary and prepares a summary report. It delivers both reports to the Minister as well as the Minister of Finance for tabling in Parliament. The CEIC also sets the maximum insurable earnings, according to legislative requirements. As of 2017, the CEIC is responsible for rate-setting based on a seven-year-break-even principle for the EI Operating Account.

The CEIC advises on which EI appeal decisions to send for review by the Federal Court of Appeal. The Commissioner for Employers and the Commissioner for Workers serve in a tri-partite committee with the chair of the Social Security Tribunal. The Minister consults this committee regarding Governor-in-Council appointments of members for the EI section of that Tribunal.

The Report

ESDC and Service Canada produce the Employment Insurance Monitoring and Assessment Report under the direction and guidance of the CEIC. The report relies on many sources of information to give a thorough analysis of the impact and effectiveness of the EI program. Sources include EI administrative data, Statistics Canada survey data, internal and external analytical reports and peer-reviewed evaluation studies.

The first chapter discusses how the COVID-19 pandemic had an unprecedented impact on the Canadian economy and labour market throughout FY2021. The second chapter studies the usage, impact and effectiveness of EI Part I benefits during the same period, including the impact of the EI temporary measures that were in place. The third chapter assesses supports provided under EI Part II through Employment Benefits and Support Measures. In FY2021, provinces and territories had to adapt their LMDA funded services and programs to remain effective while operating within the constraints of the pandemic. This entailed a rapid shift, both for staff and clients, from walk-in access and in-person delivery to service by mail, phone and virtual communications platforms. The fourth and final chapter on EI program administration and delivery presents information on how Service Canada responded to the unprecedented nature of the pandemic.



CHAPTER I

Labour Market Context

This chapter outlines the overall economic situation and key labour market developments in Canada during the fiscal year beginning on April 1, 2020 and ending on March 31, 2021 (FY2021).¹ This is the same period for which this Report assesses the Employment Insurance (EI) program. The chapter starts with a short timeline of the COVID-19 pandemic, including the public health measures and the emergency programs that were put in place. Section 1.1 provides a general overview and context of the economic situation for FY2021. Section 1.2 summarizes key labour market developments in the Canadian economy during the reporting period.² Section 1.3 concentrates on the evolution of the job vacancies during the last two quarters of FY2021³. Definitions and more detailed statistical tables related to key labour market concepts discussed in this chapter can be found in Annex 1.

COVID-19 and public health measures timeline

On March 11th 2020, the World Health Organization announced that COVID-19 could be characterized as a pandemic. In the following days, the federal and provincial governments imposed different public health measures to reduce the spread of COVID-19, forcing non-essential businesses to close. International travelling restrictions were put in place and the Canada/United States border was closed for all non-essential travel. This led to a massive and an unprecedented output decline and employment losses during the first two months of the pandemic, in March and April 2020.

In response to those exceptional events, the Government of Canada provided support to Canadians and businesses facing hardship. Among others, measures such as the Canada Emergency Response Benefit (CERB), the Canada Emergency Student Benefit (CESB) and the Canada Emergency Wage Subsidy (CEWS) were implemented.

As the number of COVID-19 cases started to decline in early May 2020 (consult Chart 1), several provincial governments announced partial and progressive reopening of some non-essential services. By mid-July 2020 all provinces had allowed reopening of a significant proportion of business that had been closed in March and April.

¹ However, in cases where the data is not available in the fiscal year format, it is then provided by calendar year (that is, starting on January 1st and ending on December 31st). Totals may not always add up due to rounding.

² All data are reported using seasonally adjusted monthly data, unless otherwise stated.

³ The collection of the Job Vacancy and Wage Survey was suspended during the second and third quarters of 2020 (or first and second quarters of FY2021), due to the COVID-19 pandemic.

Following the emergence of a second wave of COVID-19 cases in late September, many provinces began introducing targeted public health measures. In early November, additional restrictions were imposed, including the closure of many recreational and cultural facilities, in-person dining services, as well as various degrees of restrictions on retail businesses.

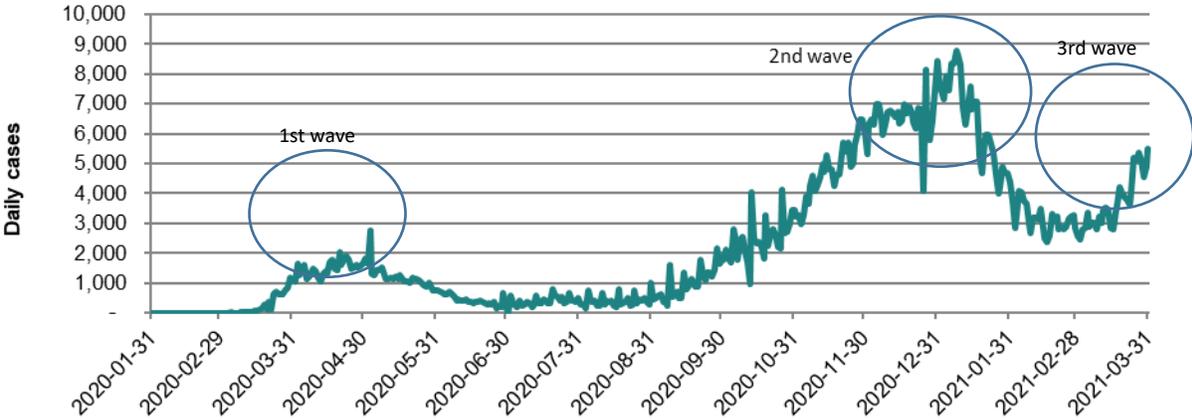
In the meantime, temporary changes were made to the EI program to broaden its access, permitting previously ineligible contributors to get full access to the benefits. CERB and CESB ended in September 2020 and were replaced by a set of new programs, the Canada Recovery Benefit (CRB), the Canada Recovery Sickness Benefit (CRSB) and the Canada Recovery Caregiving Benefit (CRCB) for those who were not eligible to receive EI benefits⁴.

In early February 2021, public health restrictions were eased in many provinces. This allowed for the re-opening of many non-essential businesses, cultural and recreational facilities, and some in-person dining. However, capacity limits and other public health requirements, which varied across jurisdictions, remained in place.

By the end of FY2021, a third wave of COVID-19 emerged. In response, public health measures were tightened again in several provinces in late March and early April.

This succession of closures and reopening of non-essential services led to important fluctuations in employment, hours worked and unemployment during the whole fiscal year.

Chart 1 – Daily cases of COVID-19 infections



Source: Public Health Agency of Canada.

1.1 Economic overview

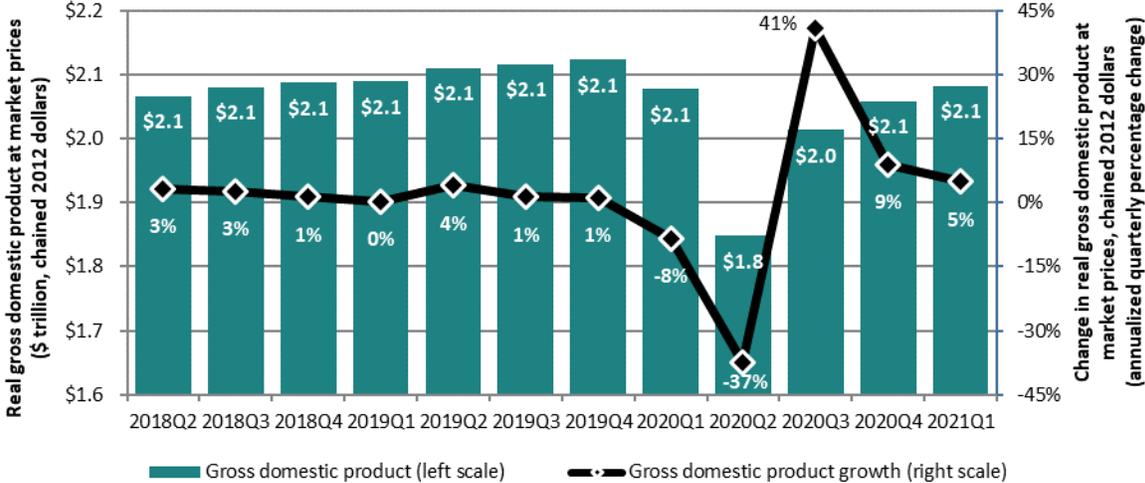
As a result of the public health measures put in place in early 2020, the Canadian economy experienced its steepest decline since quarterly data were first recorded in 1960. In the first quarter of FY2021, real gross domestic product (GDP) fell at an annualized rate of 37.4% (consult Chart 2). Sharp decreases in household spending, business investment, and international trade were recorded due to widespread shutdowns of non-essential businesses, border closures, and restrictions on travel and tourism.

⁴ For example, self-employed and workers that contracted the virus that were not eligible to receive EI benefits.

With the progressive reopening of non-essentials services and the relaxation of public health measures, the Canadian economy rebounded in the second quarter of FY2021. The economy grew by 41.1%, led by substantial upturns in housing investment, household spending on durable goods, and exports.

Starting in late September, ongoing fluctuations in the number of COVID-19 cases in following months led to a succession of closures and reopenings. Despite this, the Canadian economy remained resilient in the last two quarters of FY2021, recording solid economic growth. Despite this rebound, by the end of FY2021, the Canadian economy still remained 1.9% below its pre-pandemic peak recorded in the third quarter of the previous fiscal year (FY1920).

Chart 2 – Real gross domestic product, Canada, FY1718 to FY2021



Source: Statistics Canada, Table 36-10-0104-01.

All industries were affected by the COVID-19 restrictions imposed in March and April 2020. However, some industries experienced greater challenges than others. With mandatory closures of all non-essential businesses, industries where social distancing⁵ was difficult to implement or teleworking⁵ was not an option, recorded unprecedented drops in output. For instance, the accommodation and food services industry recorded a cumulative decline of more than 60% in output during those two months alone. The transportation sector was also severely impacted by international traveling restrictions. On the other hand, sectors where teleworking was generally possible⁶, such as finance and insurance; as well as professional, scientific and technical services, recorded only relative modest declines.

The progressive reopening of non-essential services and the relaxation of public health measures starting in mid-2020 led to a generalized, but still uneven recovery of the economy. The burden of subsequent closures and reopenings accompanying the second and third wave of COVID-19 remained

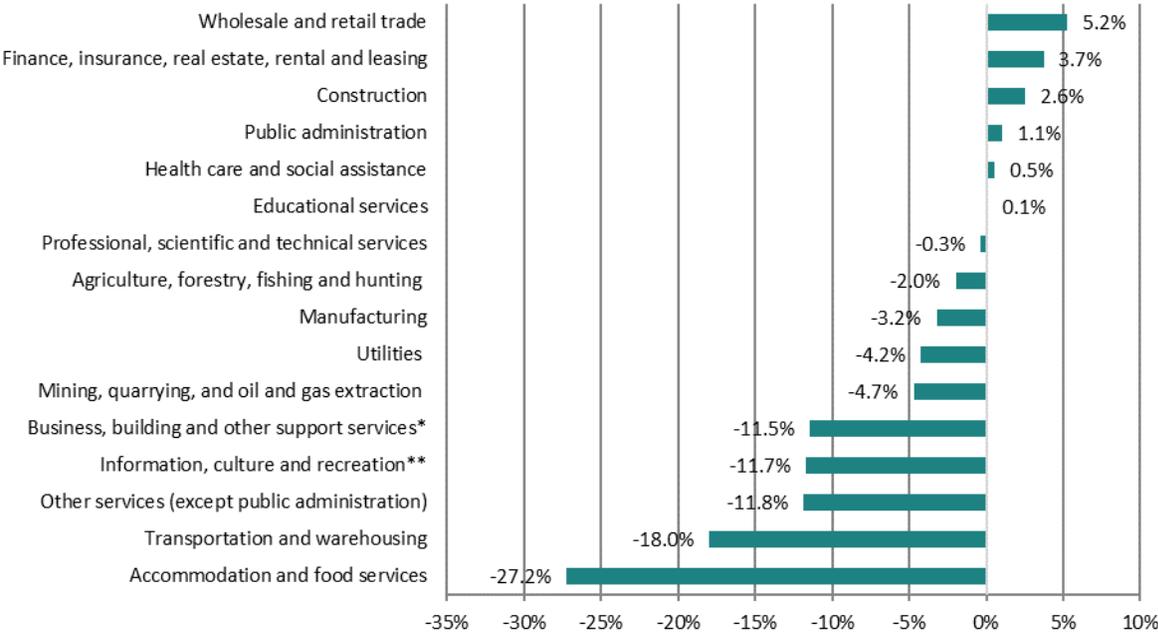
⁵ According to supplementary questions included in the Labour Force Survey, an estimated 5.0 million Canadians worked from home in April 2020 (40.9% of all employed individuals aged 15 to 69). This included 3.3 million workers who usually worked at a location other than home. This number of workers fluctuated during FY2021, reaching a low of 3.9 million in August 2020 (26.2% of all employed individuals aged 15 to 69) and a high of 5.3 million in January 2021 (33.1% of all employed individuals aged 15 to 69).

⁶ According to supplementary questions included in the Labour Force Survey in 2020, on average about 7 in 10 workers in finance, insurance, real estate, rental and leasing; and professional, scientific and technical services worked from home during FY2021, the highest share among all industries. Accommodation and food services had the lowest share, with less than 1 in 10 workers.

on the same sectors such as accommodation and food services; information, culture and recreation; and retail trade; while other sectors recorded uninterrupted output growth.

In March of 2021, six of the sixteen main industries had fully recovered output losses during the first months of the COVID-19 pandemic. However, for the other remaining 10 industries, output was still lagging compared to their pre-pandemic levels, with accommodation and food services remaining the most impacted sector, having a GDP that was still 27.2% below its pre-pandemic level, followed by transportation and warehousing (-18.0%, consult Chart 3).

Chart 3 – Change in real gross domestic product by industry, Canada, March 2021 relative to February 2020



* Includes management of companies and enterprises and administrative and support, waste management and remediation services.
 ** Includes information and cultural industries and arts, entertainment and recreation industries.
 Source: Statistics Canada, Table 36-10-0434-01.

As for international comparison, all G7 countries—a group consisting of the world’s major industrialized and advanced countries including Canada⁷—experienced significant economic activity declines in the second quarter of 2020. While they all saw a rebound in the following quarter, the recovery was uneven across the G7. The recovery across these countries reflected the timing and relative importance of COVID-19 cases fluctuations and the severity of the public health measures put in place.⁸

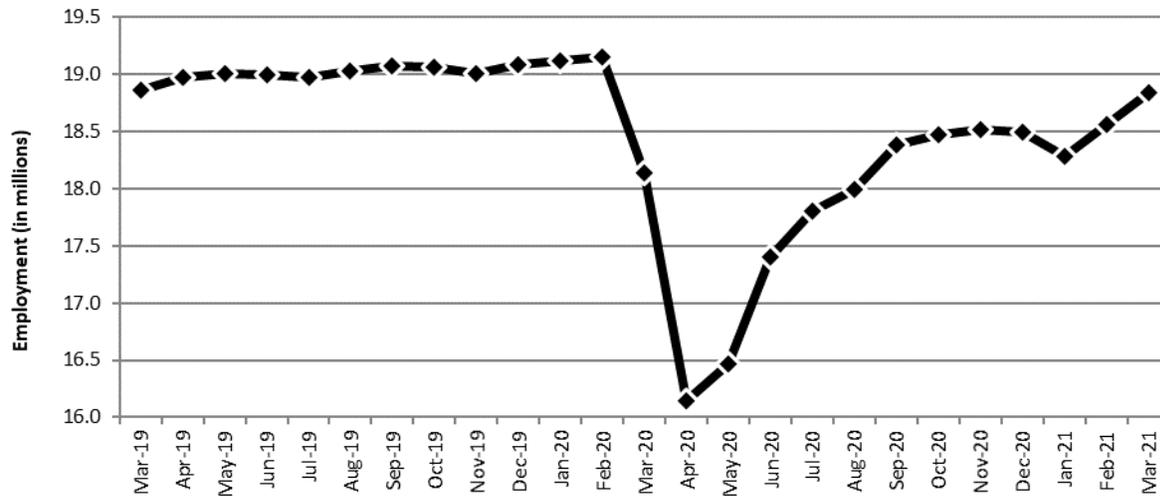
⁷ The Group of Seven (G7) is an inter-governmental political forum consisting of Canada, France, Germany, Japan, the United Kingdom and the United States.
⁸ Source: Organisation for Economic Co-operation and Development, National Accounts, September 2021.

1.2 The Canadian labour market

This section highlights key labour market developments in Canada during the reporting period, including some that are linked to the EI program.⁹

The decline in economic activity described in the previous section was accompanied by massive employment losses. At its peak in April 2020, employment declined by 3.0 million (-15.7%) compared with February 2020 (consult Chart 4). In addition, the number of workers still employed, but working less than half their usual hours increased by 2.5 million (+308.2%). This increase mostly reflected a surge of those that worked zero hours (2.2 million or +391.6%, consult Chart 5).

Chart 4 – Total employment (in millions), March 2019 to March 2021

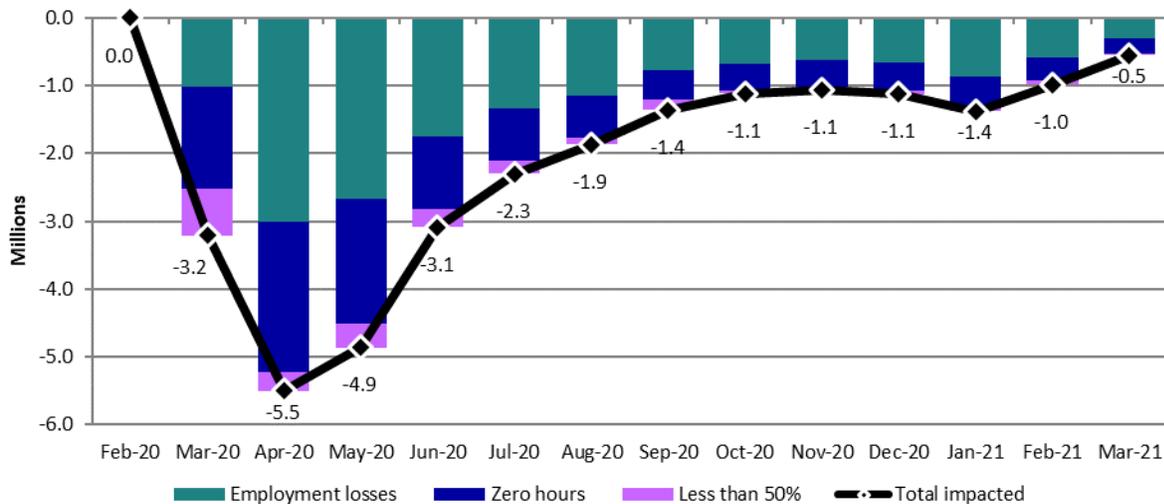


Source: Statistics Canada, Labour Force Survey. Table 14-10-0287-01.

As of March 2021, about 547,600 Canadians were still impacted by the pandemic, including an additional 309,200 unemployed (-1.6%). In addition, another 238,400 were still employed but working less than half their usual hours relative to February 2020 (+29.4%).

⁹ Figures in this section come from Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted data, unless otherwise stated.

Chart 5 – Number of workers (15+) impacted by COVID-19, relative to February 2020, FY2021



Source: Statistics Canada, Labour Force Survey, Supplement Table.

Labour force growth and the labour force participation rate

As millions of Canadians lost their job, a significant proportion of them dropped out of the labour force. Given the high level of uncertainty, many individuals were not actively looking for work, leading to a significant decline in the labour force.¹⁰ Indeed, in April 2020, there were 1.7 million fewer Canadians in the labour force compared to February 2020. Of those, 1.15 million wanted to work but did not look for a job.

With the reopening of the economy, by June 2020 the size of the labour force was only 2.4% below its February 2020 level. As restrictions continued to loosen across the country, the gradual recovery continued through the rest of the summer and into the fall. As a result, more individuals either returned to their jobs or look for (and eventually find) new jobs. By October 2020, the size of the Canadian labour force was 0.1% above its February level. However, new public measures put in place during the second wave of COVID-19 halted the recovery of the labour market. This led to a second, but less pronounced, decline in the size of the labour force, reaching its lowest point in January 2021. Yet, as the second wave eased, restrictions started being lifted and by March 2021, the labour force had rebounded, standing 0.3% above its pre-pandemic level.

Led by the large decrease in the labour force, the participation rate fell from 65.6% in February to 59.9% in April 2020. The participation rate remained slightly lower in March 2021 (65.2%) than it was in February 2020 (65.6%), despite the size of the labour force being slightly above its pre-pandemic level. This is explained by the fact that the size of the population aged 15 and over grew at a faster rate than the labour force.

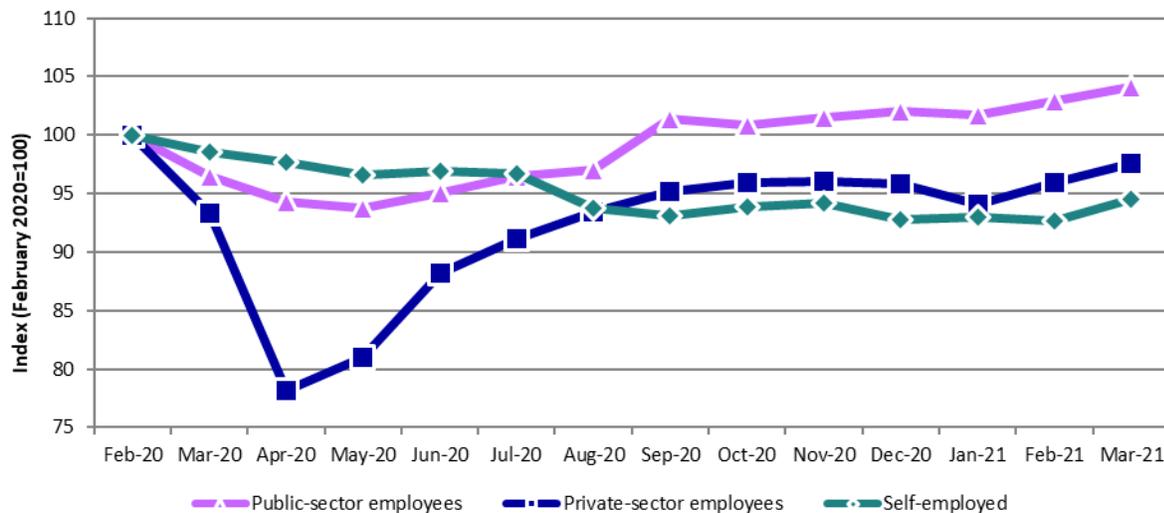
¹⁰ To be classified as unemployed and still be part of the labour force, an individual needs to be 15 years old, jobless, available to work and actively looking for one, unless he/she is on temporary layoff with an expectation of being recalled or has a job to start in the future within four weeks from the reference period.

Employment growth

As mentioned earlier, public health measures led to significant employment losses, and by April 2020, employment had fallen by 15.7% from its February level (consult Chart 5). With the gradual reopening of non-essentials services and the relaxation of public health measures, employment grew consistently through the summer and fall. In December 2020 and January 2021, the second wave caused a new, but much smaller, decline in employment. Once Canada has passed this wave, employment rebounded as public health restrictions were once again relaxed. By March 2021, employment levels had reached their highest point since the beginning of the COVID-19 pandemic, but still remained 1.6% (-309,200) below pre-pandemic high.

Public health measures imposed led to massive lay-offs in the private sector. The number of private-sector employees fell by 21.8% (-2.7 million) during the first two months of the pandemic (consult Chart 6). They progressively recovered during the summer and fall, but slightly declined again at the time of the second wave. By the end of FY2021, it had risen to its highest level since February 2020, but still remained 2.5% (-307,800) below pre-pandemic level.

Chart 6 – Employment index by class of worker, relative to pre-pandemic levels (February 2020=100), FY2021



Source: Statistics Canada, Labour Force Survey. Table 14-10-0288-01.

On the other hand, public-sector employment fell relatively modestly during the first three months of the pandemic. At its worst, in May 2020, the number of public-sector employees had fallen by 6.0% (-234,300) compared to February 2020. This is more than three times less than that observed in the private-sector. Starting in June 2020, employment in the public sector increased at a relatively steady pace and by March 2021, it was 4.0% (+154,400) higher than its February 2020 level. Public-sector employment includes individuals working in government funded establishments such as hospitals. As a result, the increased employment in this sector partially reflected the growing need for workers in these organisations to meet the new demands brought on by the COVID-19 pandemic.

Finally, throughout the fiscal year, the number of self-employed workers in Canada fell gradually. There was no dramatic decline at the beginning of the COVID-19 pandemic, and it reported relatively small growth only during a few sporadic months. By the end of FY2021, there were 5.4% fewer self-employed workers (-155,800) than in February 2020.

Turning to full-time and part-time employment, while employment losses were widespread, part-time workers were much more affected. By April 2020, part-time employment had declined by 29.3% compared to February 2020, a rate more than twice as high as the decline in full-time employment. This is largely because part-time workers are more likely to work in sectors that were heavily impacted by public health restrictions or sectors for which teleworking was not an option. Over the course of the summer and the fall, employment grew among both full-time and part-time workers. However, when the second wave hit in January 2021, part-time employment accounted entirely for decline in overall employment. By March 2021, full-time employment was only 1.1% (-168,100) lower than its February 2020 levels, progressing in every month since May 2020. In contrast, part-time employment was still 3.9% (-141,100) below its pre-pandemic levels, as its recovery continued to lag behind that of full-time employment.

Employment by industry

The relative importance of employment losses across industries¹¹ was largely driven by the ease with which social distancing or remote working could be practiced and whether essential services were being provided. Industries with broader remote work options were able to bounce back quickly and maintain employment growth through the remainder of FY2021, despite additional waves of COVID-19 and public health measures. Conversely, industries that were more exposed to constraining public health measures experienced deeper losses and much more volatile employment growth throughout FY2021.

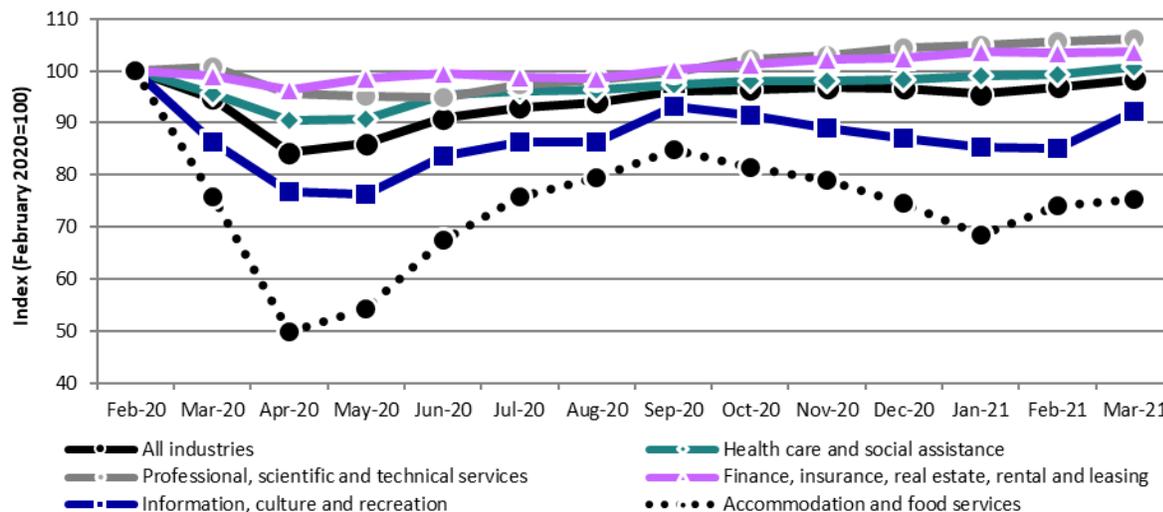
The most severe employment losses were experienced in the accommodation and food services, as well as information, culture, and recreation industries. In April 2020, employment in these industries was 50.2% and 23.1% below pre-pandemic levels, respectively (consult Chart 7). These industries experienced another significant decline in employment during the second wave of the pandemic. At the end of FY2021, employment remained 24.8% and 7.7% below February 2020 levels, respectively. Meanwhile, employment losses in finance, insurance, real estate, rental and leasing; as well as professional, scientific, and technical services industries were more modest. It declined by 3.7% and 4.4% respectively during the first two months of the pandemic. Moreover, employment levels had fully recovered by September and October 2020, respectively, in these two industries. By the end of FY2021, eight out of sixteen industries had recovered all employment losses recorded during early months of the pandemic.¹²

¹¹ As defined in Statistics Canada Labour Force Survey table 14-10-0355-01.

¹² The eight industries were forestry, fishing, quarrying, oil and gas; utilities; manufacturing; finance, insurance, real estate, rental and leasing; professional, scientific, and technical services; educational services; health care and social assistance; public administration.

Employment losses were unevenly spread across enterprises of all sizes over FY2021.¹³ Small-medium-sized and medium-large-sized firms recorded the largest decline in the number of employees. It declines by 27.4% and 21.4%, respectively, in the first quarter of FY2021 relative to their pre-pandemic levels recorded in the third quarter of FY1920.¹⁴ Small-sized and large-sized firms recorded more modest decline in their payroll (-17.9% and -12.2%, respectively). By the end of FY2021, the distribution of employees by enterprise size shift slightly from medium-sized to small and large-sized enterprises.

Chart 7 – Employment index relative to pre-pandemic levels (February 2020=100), by selected industry, FY2021



Source: Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

Employment by age group

Youth aged 15 to 24 were disproportionately impacted in FY2021 by the pandemic (consult Chart 8), relative to other age groups, as they are more likely to be overrepresented in industries that were severely impacted by the public health restrictions (e.g., accommodation and food services; wholesale and retail trade). Indeed, in the first wave of the pandemic (February to April 2020), employment among youth declined by 34.2%, compared with 12.7% for core-age (aged 25 to 54) and 13.0% for older individuals (aged 55 and over).

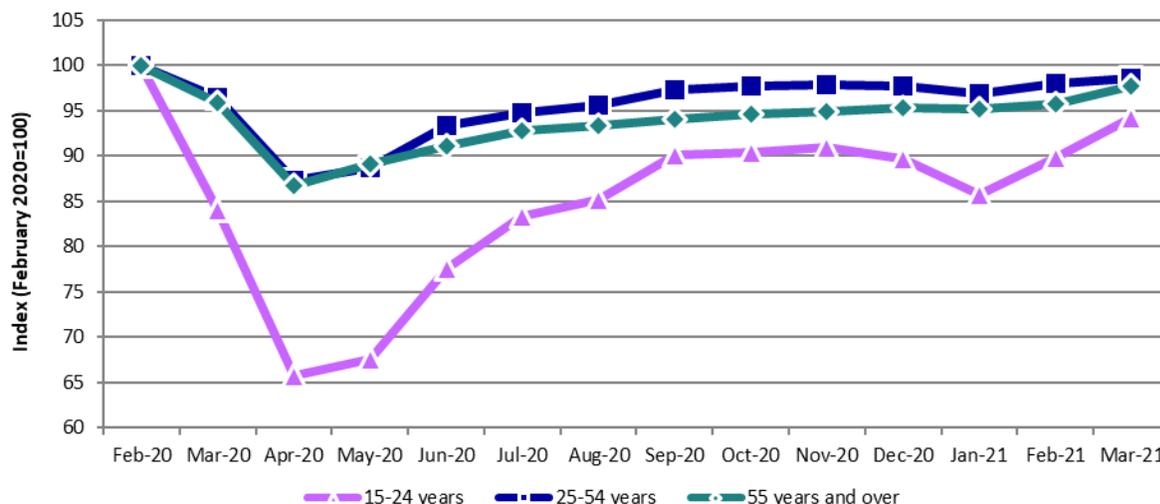
With successive waves of closures and reopening in these industries, youth employment recovery was much more volatile. Core-age and older workers also suffered job losses, but the immediate impact was much more limited and their recovery has been less bumpy. In March 2021, youth employment remained 6.2% below their pre-pandemic level. In contrast, employment among core-age individuals

¹³ Innovation, Science and Economic Development Canada defines the size of enterprises based on the number of persons they employ: small-sized firms employ 1 to 19 employees; small-to-medium-sized firms employ 20 to 99 employees; medium-to-large-sized firms employ 100 to 499 employees; and large-sized firms employ 500 employees or more. https://www.ic.gc.ca/eic/site/cis-sic.nsf/eng/h_00005.html#

¹⁴ Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01, quarterly seasonally unadjusted data. The overall employment declined calculated with the SEPH (-8.9%) between the last quarter of FY2021 and the pre-pandemic level recorded in the third quarter of FY1920 is significantly more pronounced than the one using the Labour Force Survey (+4.4%).

was 1.2% below February 2020, while employment among older individuals had returned to its pre-pandemic level.

Chart 8 – Employment index by age group, (February 2020=100), FY2021



Source: Statistics Canada, Labour Force Survey. Table 14-10-0287-01.

Employment by gender

During the first two months of the pandemic, employment losses among women were slightly more pronounced (16.8%) than among men (14.6%). In addition, 22.2% of women were still employed, but working less than half their usual hours, compared to 19.1% for men. This reflected the fact that women were more likely than men to work in industries that were severely affected by public health measures. These industries include accommodation and food services; information, culture and recreation; other services; as well as retail trade (27% for women on average in 2019 versus 20% for men, for all four of those industries). Because of this, the employment recovery of women also lagged that of men (consult Chart 9).

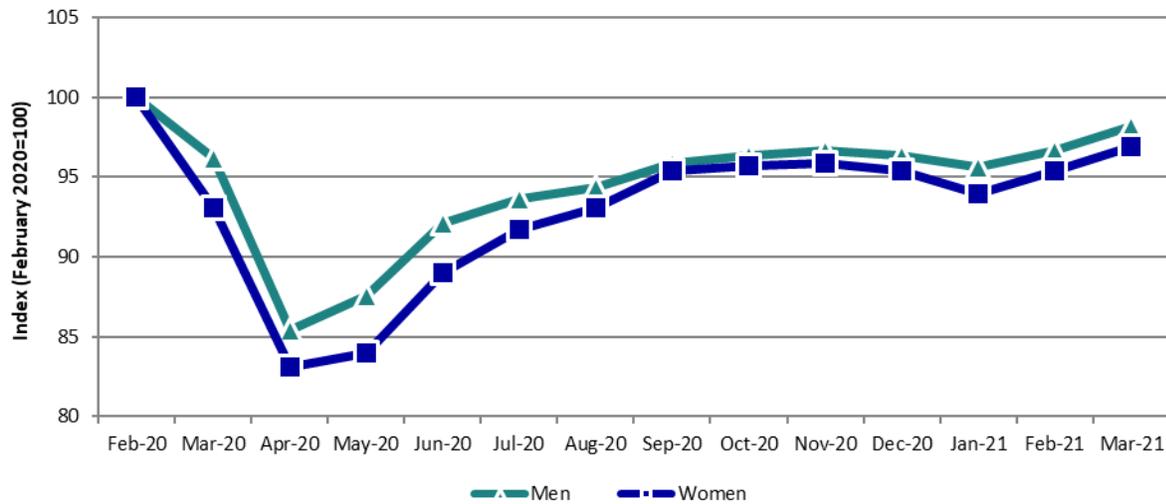
In addition to weak labour market conditions, gender trends in employment during the pandemic were also partly due to balancing work and family obligations.¹⁵ Employment of parents decreased for both men and women during the pandemic. However, the decline was greater for mothers with children aged less than 12 years old. This is in part because they were more likely to engage in unpaid work such as caring for children or family members.

As previously mentioned, in the initial months of the pandemic, the decline in employment was considerably more pronounced among part-time than full-time workers. This was true for both men and women (consult Chart 10). As a greater proportion of women than men work in part-time jobs (25% vs 13%), it also contributed to the larger employment losses observed among women. As business

¹⁵ Qian, Yue and Sylvia Fuller “COVID-19 and the Gender Employment Gap among Parents of Young Children” Canadian Public Policy, August 2020, S89-S101.

reopened following public health measures easing, full-time employment partially recovered. By the end of FY2021, it was standing 1.4% below its pre-pandemic level for men and 0.7% below for women.

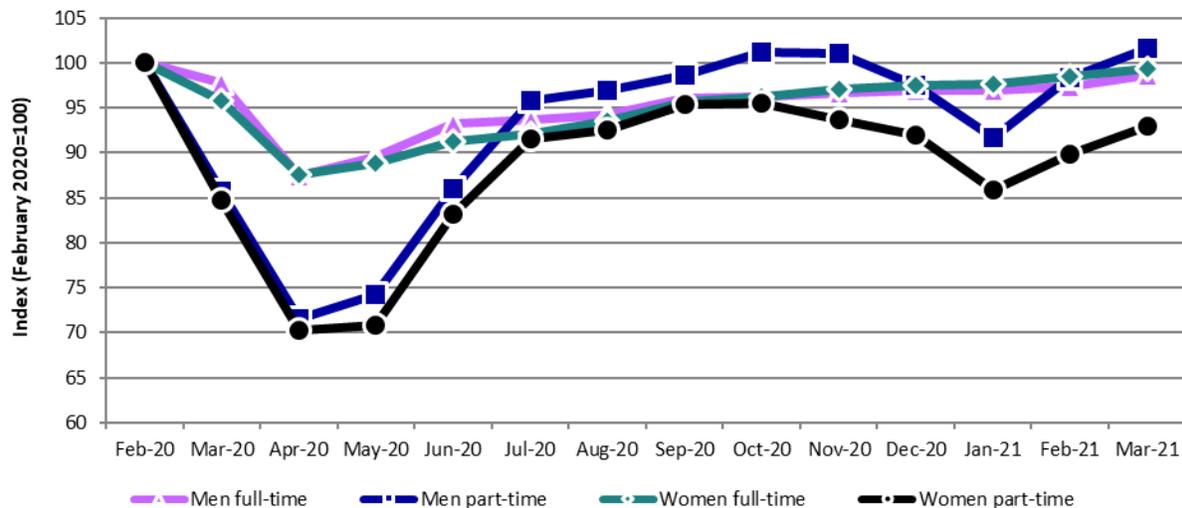
Chart 9 – Employment index by gender, (February 2020=100), FY2021



Source: Statistics Canada, Labour Force Survey. Table 14-10-0287-01.

While the initial impact on part-time employment was similar for men and women, the recovery was faster for men. During the second wave, employment losses were concentrated among part-time workers, affecting both men and women. By the end of FY2021, part-time employment among men had fully recovered, standing 1.6% above its pre-pandemic level. However, for women working part-time, it was still 7.0% below the February 2020 level.

Chart 10 – Full-time and part-time employment index by gender (February 2020=100), FY2021



Source: Statistics Canada, Labour Force Survey. Table 14-10-0287-01.

Examining the role of the Canada Emergency Response Benefit during the first wave of the COVID-19 pandemic

A recent departmental study* examined the usage of the Canada Emergency Response Benefit (CERB) patterns and how short-term labour market outcomes differed between laid off CERB recipients and non-recipients.

The study found that workers in “hard-hit” industries (i.e. workers in the arts, entertainment and recreation industry and the accommodation and food services industry) displayed the highest likelihoods of layoffs. Educational service workers also had a high likelihood of layoff (but a seasonal component needs to be taken into account) and finally, workers in the finance and insurance industry had the lowest likelihood of layoff.

Younger workers, those aged between 15 and 24, were disproportionately impacted, with employment losses significantly more pronounced than other age groups. Overall, workers who are more concentrated in those “hard-hit” industries, namely women, youth, immigrant, less educated, as well as low paid, low tenure, part-time, and private sector employees were more likely to be laid off than their respective counterparts.

Across nearly all characteristics studied, those who displayed higher layoff likelihoods were also more likely to receive the CERB than their counterparts. These workers also tended to receive the CERB for a longer period of time (or with lower exit likelihoods); however, there are noteworthy exceptions to this pattern, including young workers and workers in the construction industry, the finance and insurance industry, and the professional, scientific and technical services industry.

Laid off workers who had not received CERB payments in a given month were more likely to be re-employed the following month than CERB recipients.

Overall, these results suggest that the factors associated with CERB use and duration were very similar to those that determined layoffs during the first wave of the COVID-19 pandemic in Canada. The results hold for both men and women.

*ESDC, Examining the role of the Canada Emergency Response Benefit during the first wave of the COVID-19 pandemic (Ottawa: ESDC, Economic Policy Directorate, 2022).

Employment rates

The indicator of employment growth presented in the previous section does not take into consideration the working-age population growth. The measure of employment rate, which is the proportion of people aged 15 years and over who were employed, accounts for that.

The employment rate dropped significantly during the first two months of the pandemic, falling by nearly 10 percentage points from 61.9% in February to 52.1% in April 2020. As the pandemic ran its course, the rate followed similar patterns to that of employment levels, finally bouncing back to 60.3% at the end of FY2021. However, by March 2021, the employment rate remained well below the level

observed in February 2020 (61.9%). This reflects the fact that not only employment had not fully recovered, but also the working age population had increased over the fiscal year.

The decline in employment rates was widespread across all the Canadian population. As already mentioned, youth were disproportionately impacted by the pandemic. This was also reflected in their employment rate, which fell by 19.9 percentage points during the first two months (58.1% in February 2020 to 38.2% in April 2020). By March 2021, their employment rate had recovered significantly but remained 3.4 percentage points below its pre-pandemic level. Individuals aged 25 to 54 experienced a 10.6 percentage points decline in their employment rate during the first two months of the pandemic. Those aged 55 and over recorded a milder decline of 4.8 percentage points. By the end of FY2021, both had recovered a large part of that loss. The employment rate of individuals aged 25 to 54 stood at 82.0% compared to 83.2% in February 2020. For those aged 55 and over, it stood at 35.3%, compared to 36.1% prior to the pandemic.

Men and women recorded similar decline in their employment rates during the first two months of the pandemic (-9.7 percentage points for men and -9.8 for women). However the recovery was slower for women. By the end of FY2021, the employment rate for men stood at 64.5% compared to 65.8% in February 2020, a gap of 1.3 percentage points. Women's employment rate stood at 56.2% compared to 58.0% prior to the pandemic, a gap of 1.8 percentage points.

Unemployment rates

By May 2020, the number of unemployed individuals reached its highest level since comparable data collection began in 1976. The number of unemployed individuals increased from 1.2 million in February 2020 to 2.6 million in May 2020. Over the same period, the unemployment rate more than double, from 5.7% to 13.4%. As public health restrictions loosened over the summer and fall, many individuals returned to work. As a result, unemployment and the unemployment rate fell consistently until the second wave of the COVID-19 pandemic, which brought a temporary rebound in both. By the end of the fiscal year, both were at their lowest levels since the COVID-19 pandemic began. After peaking at 2.6 million in May 2020, unemployment had fallen to 1.5 million in March 2021, still remaining 31.5% (+364,600) higher than its February 2020 level. Correspondingly, the unemployment rate had fallen to 7.5% in March 2021.

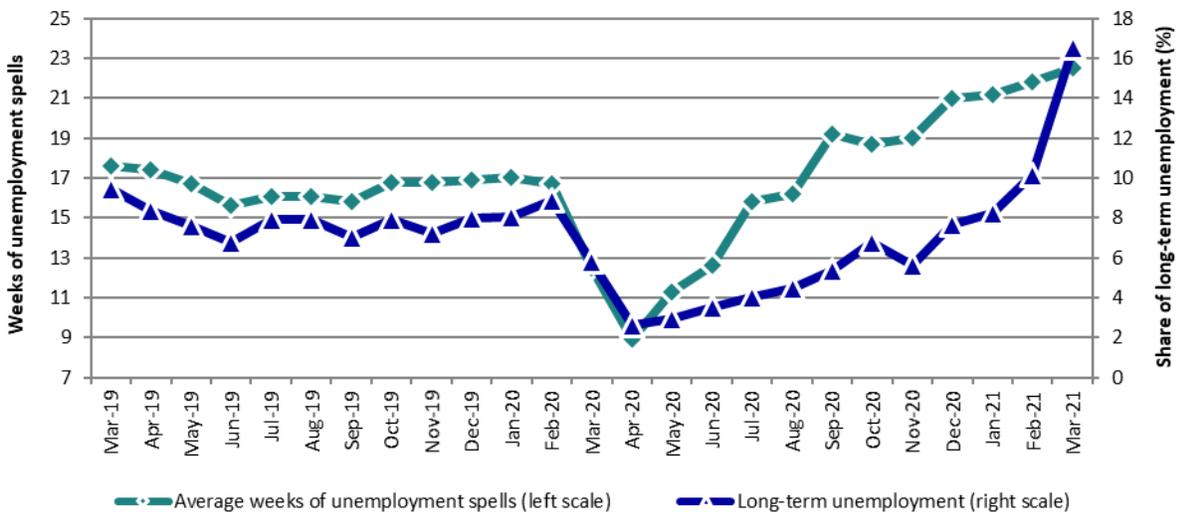
Focusing solely on the unemployment rate, however, underestimates the true impact of the COVID-19 pandemic. As individuals who left the labour force were not counted as unemployed, the unemployment rate underestimated unused labour. Labour underutilization¹⁶, a broader measure of unemployment that includes inactive individuals that wanted to work, but did not look, increased from 11.4% in February 2020 to 36.1% in April. This increase was explained by the number of individuals who wanted to work but did not look, which almost quadruple. As with the unemployment rate, the labour utilization rate declined relatively quickly, standing at 14.7% in March 2021.

¹⁶ This measure combines those who were unemployed with those who wanted to work, but did not look and hence were out of the workforce; as well as with those who remained employed, but lost all or the majority of their usual hours work because of the COVID-19 pandemic.

Duration of unemployment

In addition to the large overall increase in unemployment, the COVID-19 pandemic also had an important impact on unemployment duration and the share of long-term unemployed.¹⁷ The number of new unemployed individuals increased significantly due to the early impact of the COVID-19 pandemic. This led to a quick decline in the average duration of unemployment, from 16.7 weeks in February 2020 to 8.9 weeks in April 2020 (consult Chart 11). The same happened with long-term unemployment. In February 2020, they accounted for 8.9% of total unemployment, a share that had remained relatively stable throughout FY1920. By April 2020, the share of long-term unemployed fell to 2.6% as a result of the increase in newly unemployed individuals. While the unemployed who had been temporarily laid off gradually returned to their jobs, a significant number of those who had permanently lost their job remained jobless for several months. As a result, the average duration of unemployment and the share of long-term unemployment increased constantly throughout FY2021, reaching 22.5 weeks and 16.5%, respectively, in March 2021. Compared to their respective pre-pandemic levels, this is six more weeks of unemployment and almost twice the share of long-term-unemployed.

Chart 11 – Average duration of unemployment spells and share of long-term unemployment*, Canada, March 2019 to March 2021



Source: Statistics Canada, Labour force Survey, Table 14-10-0342-01.

*Long-term unemployment is defined as unemployed individuals who have been searching for a job for a period of at least twelve consecutive months. The percentages presented in this chart are the long-term unemployed as a proportions of all unemployed individuals.

Long-term unemployment is usually more common among older individuals. In February 2020, the share of long-term unemployed was 13.0% among those aged 55 and over, compared to 8.9% among the core-age and 5.8% among youth. By the end of FY2021, the share of long-term unemployed had increased to 24.2% among older individuals, 18.2% among core-age and 7.8% among youth. Similarly, relative to February 2020, at the end of FY2021, the average duration of unemployment increased by 7.9 weeks among older workers reaching 29.6 weeks. Among core-age, it increase by 7.3 week, reaching 24.5 weeks. Among youth, the duration increased by only 2.8 weeks, reaching 14.5 weeks.

¹⁷ Long-term unemployment is defined as unemployed individuals who have been searching for a job for a period of at least twelve consecutive months.

Prior to the pandemic, the share of long-term unemployment was similar for men and women. Compared to February 2020, by the end of FY2021, the share of long-term unemployment reached 18.4% for men compared to 14.3% for women. Unemployment duration increased by 6.9 weeks for men, reaching 24.4 weeks, while it increased by 4.8 weeks for women, reaching 20.4 weeks.

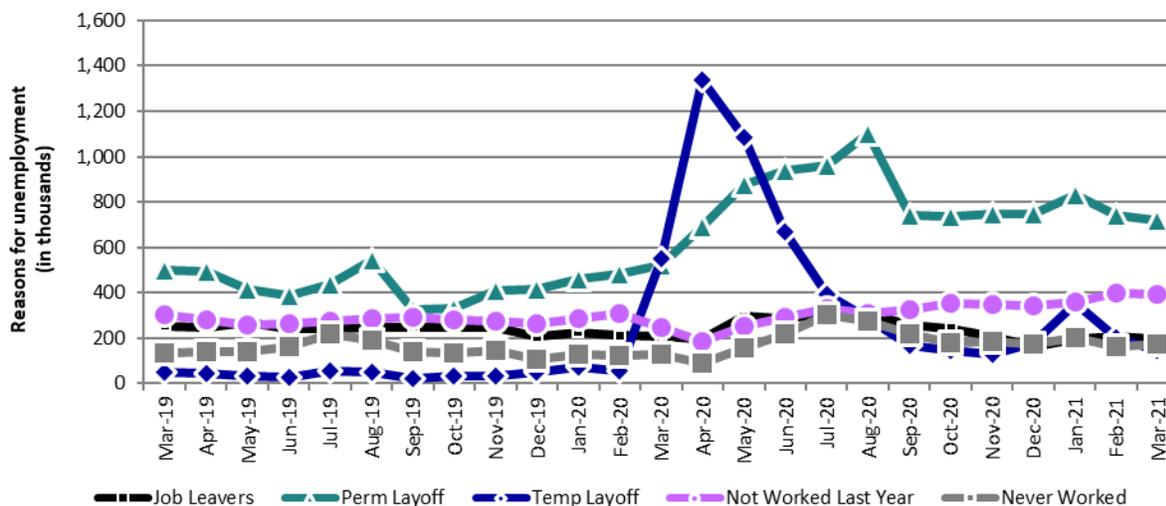
Reasons for unemployment

In general, workers can become unemployed for a number of reasons, and the cause of unemployment is a key factor in determining if the individual is eligible for EI benefits.¹⁸ As a result of the COVID-19 pandemic, and subsequent variation in labour market conditions, reasons for unemployment significantly shifted during FY2021.

At the beginning of the pandemic, as businesses expected closures to be short and anticipated a relatively quick return to normal, several Canadian were temporarily laid off. As a result, temporary layoffs quickly accounted for a little more than half of total unemployment by April 2020 (53%). A large proportion of those who were temporarily laid off returned to work relatively quickly. By the end of the FY2021, they accounted for less than 10% of total unemployment (consult Chart 12). However, as the economy was still operating under a number of restrictions, permanent layoffs started to grow and outpaced the number of temporary layoffs. By the end of FY2021, temporary and permanent layoffs accounted for 10% and 44% of unemployed, respectively, slightly above their pre-pandemic share.¹⁹

Individuals who have not worked in the previous year and those who had never worked before accounted for 37% of total unemployment in February 2020. During the first two months of the pandemic, their numbers fell by 35.9%, as a number of them became inactive. By the end of FY2021, their number had doubled.

Chart 12 – Unemployment levels by reason for unemployment, March 2019 to March 2021



Source: Statistics Canada, Labour Force Survey. Table 14-10-0125-01. Data not adjusted for seasonality.

¹⁸ Service Canada determines whether a claimant’s reason for job interruption is valid in terms of EI eligibility, in accordance with the *Employment Insurance Act* and the *Employment Insurance Regulations*.

¹⁹ At its peak in August 2020, permanent layoffs accounted for 48% of unemployed, a similar peak than the one recorded during the 2009 recession. However, the share of permanent layoffs declined faster during this recession compared to the previous one.

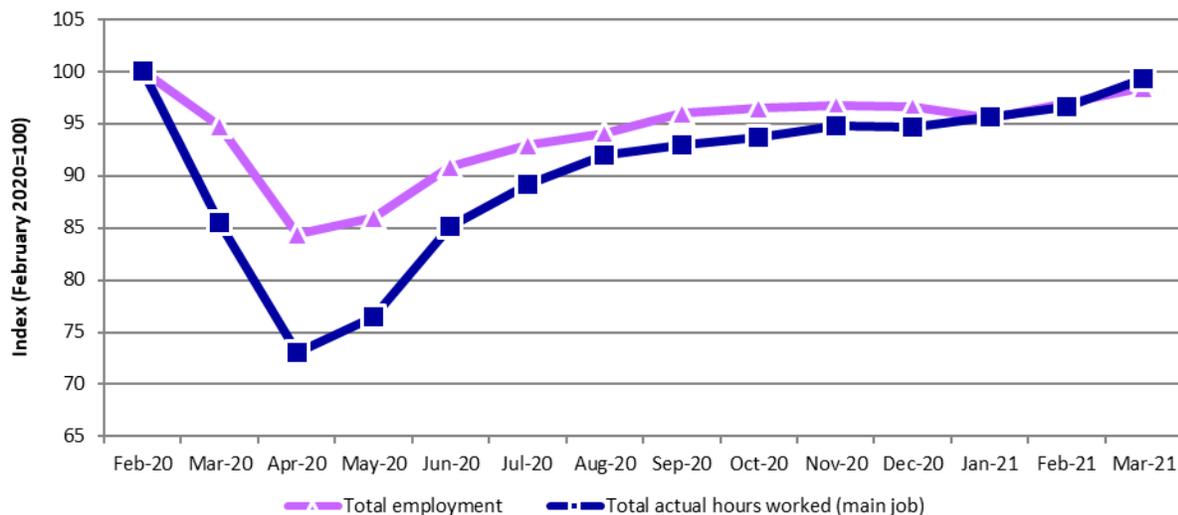
Hours of work

The number of hours of insurable employment is a key eligibility criterion of the EI program, as claimants must have worked a minimum number of insurable hours in the previous year to qualify for EI benefits. It also determines, along with the regional unemployment rate, the maximum number of weeks of EI regular benefits a claimant is entitled to receive.

The total number of hours actually worked by Canadians declined significantly at the beginning of FY2021. This was due to the massive employment losses, as well as the significant number of Canadians that were employed, but that worked reduced hours due to public health measures. As a result, the level of actual hours worked was 27.0% below pre-pandemic levels in April 2020 (consult Chart 13). Since then, actual hours worked increased every month throughout the remainder of the fiscal year. There was one exception, a slight decline in December 2020, coinciding with the second wave of the pandemic. By the end of FY2021, actual hours worked were still 0.8% below their February 2020 level.

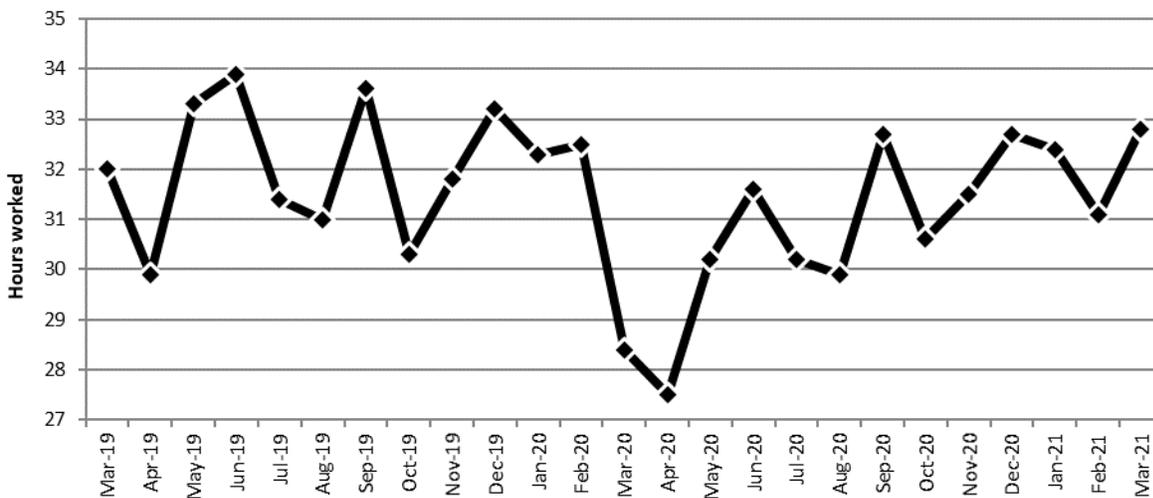
As mentioned previously, many workers suffered a significant reduction in the number of hours worked. As a result, the average of actual hours worked per worker fell from 32.5 hours a week in February 2020 to 27.5 hours in April (consult Chart 14). This means that on a year-over-year basis, March, April, and May of 2020, the average declined by 11.2%, 8.0%, and 9.3%, respectively. The average then rebounded through the summer of 2020 and remained near levels observed in the previous year for most of the second wave of the pandemic. Following the second waves of COVID-19 cases, public health measures were eased further. This resulted in an increase in the average of actual hours worked, reaching 32.8 hours a week in March 2021, 2.5% above the level observed in March 2019.

Chart 13 – Index of total employment and total hours worked relative to pre-pandemic levels (February 2020=100), FY2021



Source: Statistics Canada, Labour Force Survey. Table 14-10-0287-01 and 14-10-0289-01.

Chart 14 – Weekly average of actual hours worked, March 2019 to March 2021 (unadjusted for seasonality)



Source: Statistics Canada, Labour Force Survey, Table 14-10-0042-01.

Wages²⁰

Earnings are also an important element for the administration of the EI program. They determine the EI premiums paid by employers and employees, as well as the level of benefits that claimants can receive. Earnings can be a combination of hourly wages and hours worked, a fixed amount paid for a specific time period (for example, a week) or in the form of commissions, tips or bonuses.²¹ Indicators of average hourly wages and average weekly earnings are therefore examined.

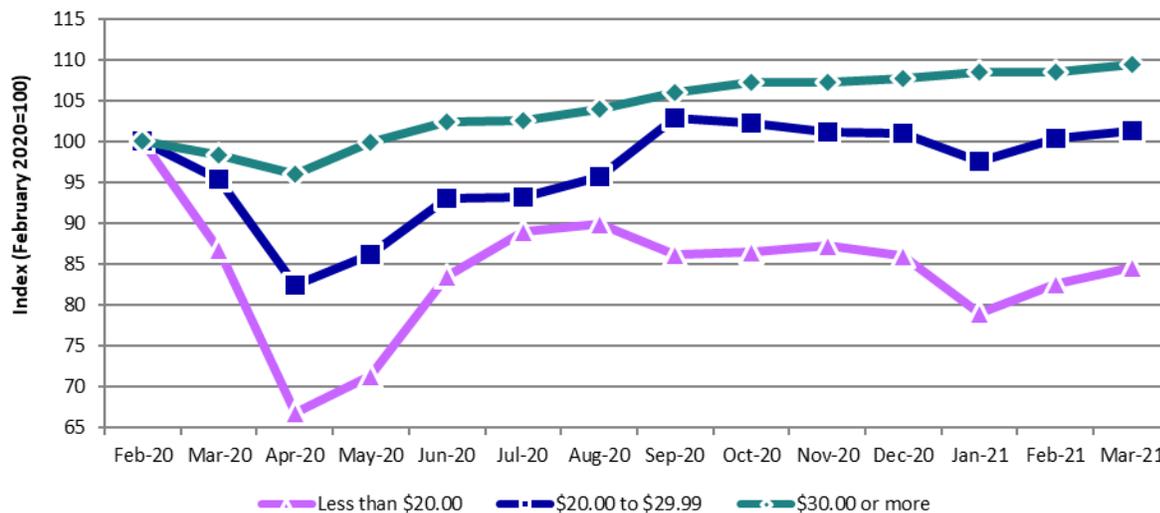
First, looking at the impact of the COVID-19 pandemic by hourly earnings threshold, low-wage employees²² were disproportionately impacted. When analyzing the distribution of job losses by wage group, we can see that employees earning less than \$20.00 per hour were significantly more affected by the crisis than others (consult Chart 14). This group represents one-third of all employees. Compared to February 2020, employment among these employees was down by one-third in April 2020. In comparison, it fell by 17.6% for those earning between \$20 and \$29.99 per hour, and by only 4% among those earning more than \$30. Moreover, by March 2021, employees with higher wages had fully recovered their pre-pandemic level. By contrast, the number of low-wage employees was still 15.3% below its pre-pandemic level (consult Chart 15).

²⁰ The data presented in this section covers employees only, as the LFS does not provide wages for self-employed.

²¹ Consult <https://www.canada.ca/en/services/benefits/ei/earnings-chart.html> for more information on what is considered as insurable earnings under the EI program.

²² While there are no official definition of low-wage workers, in this report, they are defined as workers earning less than \$20.00 per hour. This is the category available in Table 14-10-0113-01. Other possible definition of low-wage workers include those earning less than \$500 a week, as well as those earnings less than 2/3 of the median wage. The result that low-wage workers were more disproportionately impacted holds regardless of the definition used.

Chart 15 – Employment index by hourly wage group (February 2020=100), FY2021 (unadjusted for seasonality)



Source: Statistics Canada, Labour Force Survey. Table 14-10-0113-01.

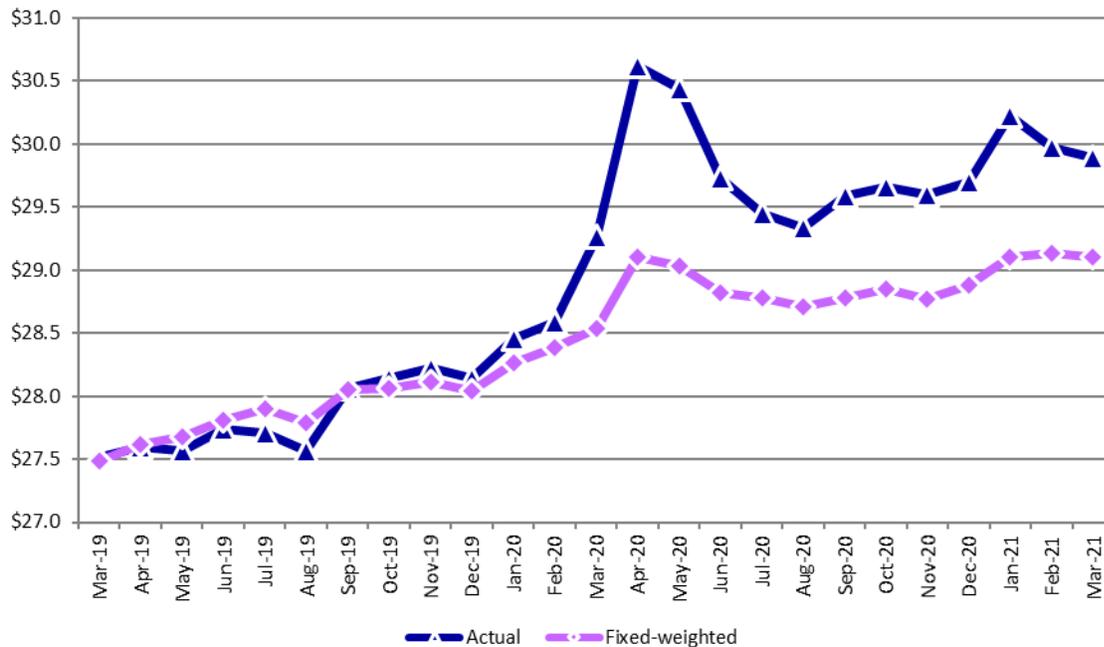
This reflects the fact that the two industries with the highest share of low-wage employees, accommodation and food services and retail trade, were among those that were hit the hardest. This means that those still employed were, on average, earning more than those who had lost their job. This caused a shift in the wage distribution that resulted in a higher overall nominal average hourly wage in months following the closure of the economy. Based on Labour Force Survey (LFS) data, in April 2020, average hourly wage was up by 10.9% (+\$3.02) compared to April 2019²³, reaching \$30.62 per hour. As low-wage employees were slowly re-employed, the nominal average hourly wage dropped from its inflated level and by March 2021, it had declined to \$29.89, remaining 8.6% (+\$2.37) above their March 2019 level, as the number of low-wage employees remained below their pre-pandemic level (consult Chart 16).

Statistics Canada published a fixed-weighted average wage using LFS data to paint a picture of wage trends that are less influenced by these structural shifts. This approach maintains employment composition by occupation and tenure at the 2019 average. The fixed-weighted nominal average hourly wage was 5.4% (+\$1.48) higher in April 2020 than in April 2019, reaching \$29.10 per hour.²⁴ By the end of FY2021, the fixed-weighted nominal hourly wage still stood at \$29.10, 5.9% (+\$1.61) above its March 2019 level.

²³ As the wage data used in this section are not adjusted for seasonality, a comparison with February 2020 levels would be incorrect. Therefore, the comparison is done on an annual basis, with a corresponding month of the previous year, 2019.

²⁴ Source: Statistics Canada, *The Daily*, Labour Force Survey, September 2021 <https://www150.statcan.gc.ca/n1/daily-quotidien/211008/dq211008a-eng.htm>

Chart 16 – Average hourly wage (\$) by actual and Fixed-weighted, March 2019 to March 2021



Source: Statistics Canada, Labour Force Survey, Custom tabulation.

Similarly, the nominal average weekly wage increased significantly at the beginning of the pandemic, by 9.5% in April 2020 compared to the same months in 2019. The average wage was influenced not only by the average hourly wage, but also by the number of hours worked per worker. As low-wage employment progressively increase, the annual growth in nominal weekly wage slowly declined. However, it remained at 7.0% in March 2021, reaching \$1,120.90 a week compared to \$1,047.79 a year earlier, an increase of \$73.11 per week.²⁵

During FY2021, the inflation rate fluctuated significantly as the massive output losses experienced during the first two months led to price declines. The inflation rate fell from 2.2% in February 2020 to -0.4% in May 2020. With the progressive reopening and economic recovery, prices started to go up, and inflation rate was back at 2.2% in March 2021.²⁶

As a result, the real average hourly wage also fluctuated significantly during the period. By April 2020, the average real hourly wage was up by 11.2%, and by a more modest 5.6% based on the fixed-weighted measure. From that point, gains in real average hourly wage progressively fell and ended FY2021 at essentially the same level as it was in March 2020. Looking over a two-year period to smooth out the heavy fluctuations, real average hourly wage was up by 5.3% in March 2021 compared to March 2019. Looking at the fixed-weighted measure, the increase was a more modest 2.7%. Similarly, in March 2021, the average real weekly wage was up by 7.1% compared to March 2019.

²⁵ Statistics Canada, Survey of Employment, Payroll and Hours, Table 14-10-0223-01.

²⁶ Statistics Canada, Consumer Price Index, Table 18-10-0004-01.

1.2.1 Canada's regional labour market

Canada's regional labour markets were characterized by high volatility during FY2021 because of the evolving COVID-19 crisis and the different associated public health measures. The fiscal year started with record employment losses across the country, followed by an inconsistent recovery. By April 2020, every province experienced employment declines greater than 13.0% relative to the pre-pandemic levels, mostly led by Quebec who recorded the largest employment losses. By the end of FY2021, British Columbia had temporarily recovered all the employment losses suffered during the pandemic.

Looking at industries, the impacts of COVID-19 in Canada's regional labour markets were fairly similar during FY2021, although different in magnitude. Due to the nature of the pandemic, employment losses were largely driven by the same characteristics across all regions. That is, workers in industries in which physical distancing was difficult and remote work options were limited were especially at risk, regardless of region. The accommodation and food services; as well as the information, culture, and recreation industries experienced above average employment declines in every province. Conversely, the finance, insurance, real estate, rental and leasing and professional; as well as the scientific and technical services industries experienced relatively mild declines in each province. The health care and social assistance sector, which led the frontline fight against COVID-19 in FY2021, maintained above average employment growth in every province except for Manitoba.

Labour Force

Each province experienced a significant decline in their respective labour force and participation rate in March and April 2020, as a significant proportion of individuals dropped out of the labour force. The largest labour force declines were observed in Nova Scotia (-12.1%), Prince Edward Island (-12.0%), and Newfoundland and Labrador (-11.1%). Those same provinces also experienced declines in labour force participation rates that were greater than the national average, along with Ontario, Alberta, and British Columbia. Quebec experienced the lowest declines in labour force and participation rates, in part due to the high proportion of workers temporarily laid off relative to the other provinces.²⁷ Notable declines were also observed in the territories at the beginning of the pandemic, especially Nunavut (consult Table 1).

By September 2020, provincial labour forces were at or within 1% of pre-pandemic levels in the majority of provinces. There were three exceptions, Prince Edward Island (-4.8%), Nova Scotia (-3.9%), and Saskatchewan (-2.6%). During the second wave of the pandemic in the ensuing months, provinces were able to avoid the scale of labour force exit experienced during the first wave. As a result, most provincial labour forces and participation rates were near or above pre-pandemic levels by the end of the fiscal year. Prince Edward Island and Saskatchewan were the two exceptions to this. Their labour force and participation rates remained notably lower than their relative pre-pandemic level, when compared to other provinces. In the territories, the labour force fully recovered in Yukon and Northwest Territories

²⁷ The LFS classifies temporarily laid off individuals as unemployed, and hence as part of the labour force, even if they do not look for another job. For the rest of jobless individuals (including those laid off permanently), they must actively look for work to be classified as unemployed. Otherwise, they are categorized as inactive, and therefore, out of the labour force.

during the final quarter of FY2021. Nunavut's labour force and participation rate remained, however, well below pre-pandemic levels.

Table 1 – Monthly labour force growth (relative to February 2020) and labour force participation rate, by province/territory, FY2021

Province or territory	Characteristic	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
NFL	Growth (%)	-11.1	-5.8	-5.1	-3.1	-4.1	0.1	0.4	-0.2	0.2	-0.8	-4.1	-1.3
	Participation rate (%)	51.0	54.1	54.5	55.6	55.0	57.4	57.6	57.3	57.5	57.0	55.1	56.7
PEI	Growth (%)	-12.0	-6.5	-1.9	-4.0	-3.0	-4.8	-3.3	-2.4	-3.1	-4.4	-3.5	-3.4
	Participation rate (%)	59.3	63.0	66.0	64.5	65.1	63.9	64.9	65.4	64.8	64.0	64.6	64.5
NS	Growth (%)	-12.1	-9.3	-3.1	-4.7	-3.9	-3.9	-2.2	-2.9	-1.7	-0.8	-0.2	0.3
	Participation rate (%)	55.0	56.7	60.5	59.5	60.0	59.9	60.9	60.4	61.1	61.7	62.1	62.3
NB	Growth (%)	-7.7	-3.5	-0.2	0.1	-0.5	1.2	1.4	1.9	1.6	0.8	0.3	0.9
	Participation rate (%)	56.2	58.7	60.7	60.8	60.5	61.4	61.6	61.9	61.6	61.2	60.8	61.2
QC	Growth (%)	-6.2	-4.6	-1.8	-1.1	-0.4	-0.2	-0.3	-0.4	-1.1	-1.5	-1.0	-0.5
	Participation rate (%)	60.8	61.8	63.6	64.1	64.4	64.5	64.4	64.3	63.8	63.5	63.8	64.1
ON	Growth (%)	-9.1	-7.4	-3.5	-2.1	-1.2	0.2	0.7	0.5	1.1	-0.7	-0.1	0.5
	Participation rate (%)	59.1	60.2	62.7	63.5	64.0	64.9	65.1	65.0	65.3	64.1	64.5	64.8
MB	Growth (%)	-8.2	-6.1	-2.3	-1.8	-1.2	0.5	0.3	-2.0	-2.3	-2.1	-0.8	-0.2
	Participation rate (%)	61.5	62.9	65.4	65.7	66.1	67.2	67.0	65.5	65.3	65.4	66.2	66.6
SK	Growth (%)	-8.2	-6.9	-2.8	-2.4	-3.3	-2.6	-2.9	-2.7	-2.9	-3.4	-2.9	-3.4
	Participation rate (%)	63.3	64.3	67.1	67.4	66.8	67.3	67.0	67.2	67.0	66.7	67.0	66.6
AB	Growth (%)	-9.3	-6.0	-1.6	-1.2	-1.6	-0.1	0.0	-0.4	-0.6	-0.2	-0.4	-0.4
	Participation rate (%)	63.7	66.0	69.0	69.2	68.9	69.8	69.8	69.5	69.3	69.5	69.3	69.3
BC	Growth (%)	-9.3	-6.1	-1.1	-0.6	-1.1	-0.9	0.2	0.6	0.7	1.3	1.5	2.6
	Participation rate (%)	58.9	61.0	64.1	64.4	64.0	64.1	64.7	64.9	65.0	65.4	65.5	66.1
YK*	Growth (%)	-2.6	-4.3	-3.0	-2.1	-1.3	-3.8	-2.1	-1.7	-0.9	-1.7	-1.3	0.0
	Participation rate (%)	71.3	70.1	70.8	71.2	71.8	69.8	71.0	71.3	71.9	71.3	71.6	72.5
NWT*	Growth (%)	-2.5	-3.3	-4.9	-4.5	-4.9	-5.7	-4.1	-2.9	-1.6	-1.2	0.8	1.2
	Participation rate (%)	70.4	69.6	68.4	68.9	68.4	67.8	69.0	69.9	70.8	71.1	72.6	72.6
NT*	Growth (%)	-4.1	-10.1	-11.5	-2.7	-2.0	-1.4	-4.1	-5.4	-9.5	-12.2	-12.2	-10.8
	Participation rate (%)	58.2	54.1	53.3	58.2	58.6	58.8	57.1	56.3	54.1	52.3	52.1	53.0
Canada**	Growth (%)	-8.5	-6.3	-2.4	-1.6	-1.2	-0.3	0.1	-0.1	0.0	-0.6	-0.3	0.3
	Participation rate (%)	59.9	61.3	63.8	64.3	64.5	65.1	65.3	65.1	65.1	64.7	64.8	65.2

Sources: Statistics Canada, Labour Force Survey, Table 14-10-0287-01 for Canada and provinces and Table 14-10-0292-01 for territories.

* Three-month moving average.

** Excluding territories.

Employment

FY2021 began with unprecedented job losses, with employment declining by more than 13.0% in every province during the first two months of the pandemic. Compared to February 2020 levels, the greatest employment losses were recorded in Quebec (-18.9%), followed by Nova Scotia (-16.0%). The lowest declines in employment occurred in Saskatchewan (-13.0%) and Manitoba (-13.8%). The employment rate fell by more than 7.0 pp. in each province over the same period, with the largest declines observed in Quebec (-11.7 pp) and Alberta (-9.9 pp). In the territories, Nunavut experienced the largest declines in both employment (-14.1%) and the employment rate (-7.5 pp) relative to the pre-pandemic period (consult Table 2).

Employment started to rebound in all provinces with the gradual easing of public health measures throughout the summer of 2020. However, the recovery stalled with the onset of the second wave of the pandemic in September 2020. Employment losses during the second wave peaked in December 2020 and January 2021, with Prince Edward Island, Quebec, Ontario, and the Prairie provinces experiencing above average employment declines. Despite the second wave, British Columbia was able to maintain consistent employment growth until the end of FY2021. At this point, employment in the province had exceeded pre-pandemic levels (+0.8%). Conversely, Saskatchewan and Prince Edward Island were still the most affected provinces in terms of employment losses (-4.2% and -3.3%, respectively) and employment rates (-2.8 pp, for both). The Northwest Territories was the only territory with higher employment (+3.6%) and a higher employment rate (+1.9 pp) relative to the pre-pandemic period during the final quarter of FY2021.

Unemployment

The increase in total unemployment between February 2020 and April 2020 was largely driven by temporary layoffs. It was especially the case in Quebec, where unemployment rose by 260.1% and the unemployment rate by 12.9 pp. Among other provinces, British Columbia and Manitoba experienced the largest increases in total unemployment (+102.7% and +94.3%, respectively) and the unemployment rate (+6.4 pp and +5.8 pp, respectively). Modest increases occurred in Newfoundland and Labrador, Prince Edward Island, and Nova Scotia, where the unemployment rates were the highest prior to the pandemic. The largest rise in unemployment in the territories during the first quarter of FY2021 occurred in Yukon. Conversely, Nunavut experienced a decline in its unemployed population. Despite this, Nunavut recorded the highest rise in the unemployment rate over the same period as the labour force decline exceeded the decline in unemployment.

Table 2: Monthly employment growth (relative to February 2020) and employment rate, by province/territory, FY2021

Province or territory	Characteristic	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
NFL	Growth (%)	-14.5	-10.5	-10.0	-7.0	-4.9	-2.9	-0.3	-0.8	-0.7	-1.4	-7.5	-1.5
	Employment rate (%)	42.9	45.0	45.2	46.7	47.8	48.8	50.1	49.8	49.9	49.6	46.5	49.5
PEI	Growth (%)	-14.7	-11.7	-8.6	-7.3	-5.5	-7.0	-5.7	-4.9	-5.1	-4.4	-4.8	-3.3
	Employment rate (%)	52.8	54.6	56.5	57.2	58.3	57.3	58.0	58.5	58.3	58.8	58.5	59.3
NS	Growth (%)	-16.0	-14.1	-8.0	-7.2	-5.9	-3.8	-3.1	-1.3	-2.6	-1.0	-0.4	-0.2
	Employment rate (%)	48.3	49.3	52.7	53.1	53.8	55.0	55.4	56.3	55.6	56.5	56.8	56.9
NB	Growth (%)	-13.4	-9.1	-2.6	-2.3	-2.4	-2.4	-1.6	-0.9	-1.0	-0.9	-1.7	-1.1
	Employment rate (%)	48.7	51.2	54.8	54.9	54.8	54.8	55.2	55.6	55.6	55.6	55.2	55.5
QC	Growth (%)	-18.9	-13.3	-8.0	-6.0	-4.9	-3.4	-3.6	-3.3	-3.5	-5.8	-3.1	-2.5
	Employment rate (%)	50.2	53.6	56.9	58.1	58.8	59.6	59.4	59.6	59.4	58.0	59.6	59.9
ON	Growth (%)	-14.5	-15.0	-10.1	-8.1	-6.6	-4.3	-3.9	-3.6	-3.5	-5.5	-4.0	-1.7
	Employment rate (%)	52.5	52.2	55.2	56.3	57.2	58.6	58.7	58.9	58.9	57.7	58.6	59.9
MB	Growth (%)	-13.8	-11.7	-7.0	-5.2	-4.4	-1.7	-1.8	-4.6	-5.6	-5.0	-2.6	-1.9
	Employment rate (%)	54.7	56.0	59.0	60.1	60.6	62.3	62.2	60.4	59.8	60.2	61.6	62.0
SK	Growth (%)	-13.0	-12.8	-7.8	-5.0	-4.8	-3.4	-3.4	-3.8	-4.7	-4.3	-3.8	-4.2
	Employment rate (%)	56.2	56.4	59.6	61.4	61.5	62.4	62.4	62.2	61.6	61.9	62.1	61.8
AB	Growth (%)	-15.1	-13.9	-9.9	-7.0	-6.7	-4.9	-3.8	-4.3	-4.7	-3.7	-3.1	-2.0
	Employment rate (%)	55.2	55.9	58.4	60.2	60.4	61.5	62.1	61.8	61.5	62.1	62.4	63.0
BC	Growth (%)	-15.4	-14.1	-9.3	-6.9	-6.8	-4.4	-2.9	-1.9	-1.6	-1.6	-0.5	0.8
	Employment rate (%)	52.1	52.9	55.8	57.2	57.2	58.6	59.5	60.1	60.2	60.2	60.8	61.6
YK*	Growth (%)	-1.3	-4.9	-5.3	-5.8	-5.8	-6.6	-4.9	-2.7	-3.1	-4.0	-4.0	-2.7
	Employment rate (%)	69.5	67.0	66.5	65.9	65.9	65.1	66.4	67.9	67.6	67.0	67.0	67.9
NWT*	Growth (%)	-2.7	-2.7	-5.4	-5.8	-7.2	-6.7	-3.6	-0.4	1.3	1.8	2.7	3.6
	Employment rate (%)	64.2	64.0	62.2	62.1	61.1	61.4	63.4	65.5	66.7	67.0	67.6	67.9
NT*	Growth (%)	-8.6	-14.1	-14.1	-7.8	-5.5	-4.7	-3.9	-3.9	-4.7	-5.5	-4.7	-4.7
	Employment rate (%)	47.8	45.0	45.0	47.8	48.9	49.1	49.3	49.4	49.0	48.6	48.8	49.0
Canada**	Growth (%)	-15.7	-14.0	-9.1	-7.0	-6.0	-4.0	-3.5	-3.3	-3.4	-4.5	-3.1	-1.6
	Employment rate (%)	52.1	53.1	56.1	57.3	57.9	59.1	59.3	59.4	59.3	58.6	59.5	60.3

Sources: Statistics Canada, Labour Force Survey, Table 14-10-0287-01 for Canada and provinces and Table 14-10-0292-01 for territories.

* Three-month moving average.

** Excluding territories.

In most provinces, unemployment and the unemployment rate gradually decreased through the remainder of the fiscal year, with the exception of December 2020 and January 2021. During this time, reinstated public health measures led to an increase in the unemployed population, particularly in Quebec and Ontario. By the end of FY2021, Newfoundland and Labrador, Prince Edward Island, and Nova Scotia had the lowest unemployment rates relative to February 2020 (+0.2 pp, -0.1 pp, and +0.5 pp, respectively). On the other hand, Ontario (+2.0 pp), Quebec (+1.9 pp), and New Brunswick (+1.8 pp) had the highest. In the territories, both unemployment and unemployment rates were below pre-pandemic levels in the Northwest Territories and Nunavut during the final quarter of FY2021. The opposite was the case in the Yukon.

Table 3: Monthly unemployment growth (relative to February 2020) and unemployment rate, by province/territory, FY2021

Province or territory	Characteristic	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
NFL	Growth (%)	12.2	26.6	29.2	24.1	0.9	20.7	5.3	4.4	6.0	3.4	19.4	0.3
	Unemployment rate (%)	15.8	16.8	17.0	16.0	13.1	15.0	13.1	13.0	13.2	13.0	15.5	12.7
PEI	Growth (%)	17.8	52.1	71.2	32.9	24.7	19.2	24.7	24.7	20.5	-4.1	11.0	-4.1
	Unemployment rate (%)	11.0	13.3	14.3	11.3	10.5	10.3	10.6	10.5	10.2	8.2	9.4	8.1
NS	Growth (%)	30.5	43.9	51.8	23.9	18.6	-5.0	7.9	-20.3	7.9	1.4	2.1	5.3
	Unemployment rate (%)	12.2	13.1	12.9	10.7	10.2	8.1	9.1	6.8	9.0	8.4	8.4	8.7
NB	Growth (%)	62.6	64.3	29.3	29.3	22.9	43.8	38.7	35.4	32.3	20.9	23.6	25.3
	Unemployment rate (%)	13.3	12.9	9.8	9.8	9.3	10.7	10.3	10.0	9.8	9.1	9.3	9.4
QC	Growth (%)	260.1	178.4	129.0	102.7	92.5	65.4	70.2	59.5	49.2	88.7	42.8	42.0
	Unemployment rate (%)	17.5	13.3	10.6	9.3	8.8	7.6	7.8	7.3	6.9	8.7	6.6	6.5
ON	Growth (%)	84.6	123.5	111.3	101.6	91.6	78.3	80.8	71.0	79.8	82.3	67.0	38.4
	Unemployment rate (%)	11.1	13.2	12.0	11.3	10.6	9.7	9.8	9.3	9.7	10.1	9.2	7.5
MB	Growth (%)	94.3	95.6	84.4	60.4	57.1	40.7	39.1	45.1	57.7	50.5	31.7	31.1
	Unemployment rate (%)	11.0	10.9	9.9	8.5	8.3	7.3	7.2	7.7	8.4	8.0	6.9	6.9
SK	Growth (%)	61.1	79.0	71.1	36.8	19.9	9.2	4.3	12.0	23.3	9.0	10.7	9.0
	Unemployment rate (%)	11.2	12.3	11.2	8.9	7.9	7.1	6.9	7.3	8.1	7.2	7.3	7.2
AB	Growth (%)	61.5	91.1	99.7	69.8	61.8	58.4	47.4	48.2	48.8	43.0	32.2	19.1
	Unemployment rate (%)	13.4	15.3	15.2	12.9	12.3	11.9	11.1	11.2	11.2	10.8	10.0	9.0
BC	Growth (%)	102.7	141.0	149.2	115.3	104.4	63.8	58.1	45.3	42.8	54.9	39.0	35.1
	Unemployment rate (%)	11.6	13.3	13.0	11.2	10.7	8.5	8.2	7.5	7.3	7.9	7.1	6.8
YK*	Growth (%)	-22.2	11.1	55.6	88.9	111.1	66.7	66.7	22.2	44.4	44.4	66.7	66.7
	Unemployment rate (%)	3.1	4.4	6.1	7.4	8.2	6.6	6.5	4.8	5.6	5.6	6.5	6.4
NWT*	Growth (%)	0.0	-9.5	0.0	9.5	23.8	4.8	-9.5	-28.6	-33.3	-33.3	-19.0	-23.8
	Unemployment rate (%)	8.8	8.1	9.1	9.9	11.2	9.6	8.1	6.3	5.8	5.8	6.9	6.5
NT*	Growth (%)	-9.0	-14.3	-14.3	-9.0	-6.9	-6.5	-6.1	-5.9	-6.7	-7.4	-7.0	-6.7
	Unemployment rate (%)	17.8	16.8	15.5	17.9	16.4	16.5	13.5	12.2	9.3	7.1	6.5	7.5
Canada**	Growth (%)	109.3	120.5	108.4	87.7	77.8	61.6	60.7	53.0	55.9	63.1	45.5	31.5
	Unemployment rate (%)	13.0	13.4	12.2	10.9	10.3	9.2	9.2	8.7	8.9	9.4	8.3	7.5

Sources: Statistics Canada, Labour Force Survey, Table 14-10-0287-01 for Canada and provinces and Table 14-10-0292-01 for territories.

* Three-month moving average.

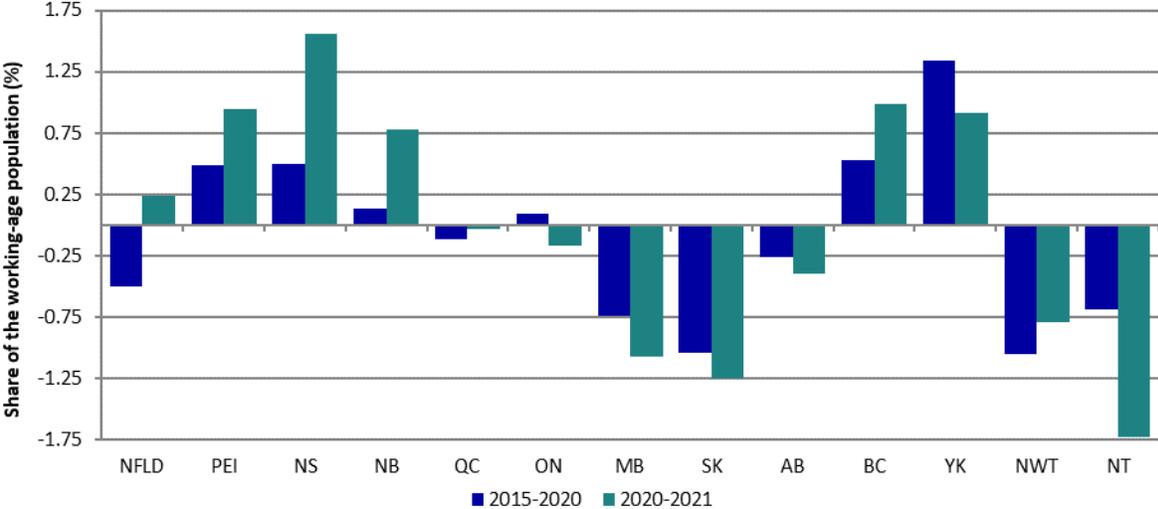
** Excluding territories.

Interprovincial mobility trends

A substantial number of people in Canada relocate across provincial and territorial borders each year. Several factors can influence an individual's decision to move across provinces and territories, including but not limited to, job opportunities, education/school, or family reasons. Interprovincial mobility attributable to emerging employment opportunities or declines in labour demand gives workers the possibility to access labour markets in other jurisdictions. It also give them the opportunity to find a job that may be better suited for their particular skillset.

The provinces and territories with the highest net migration²⁸ from July 2020 to June 2021²⁹ were Nova Scotia (+1.56%), British Columbia (+0.99%), Prince Edward Island (+0.94%), and Yukon (+0.91%). Conversely, negative mobility trends continued in the resource and agriculture dependent provinces of Manitoba (-1.08%), Saskatchewan (-1.25%), and Alberta (-0.40%). Nunavut experienced the lowest net migration over the period (-1.73%). Net migration also decreased in Ontario (-0.17%) after trending upwards in recent years (consult Chart 17).

Chart 17 – Net annual interprovincial mobility as a percentage share of the working-age population, by province/territory, July 2015 to June 2021*



Note: Annual is defined as the period from July 1 to June 30.
 *Preliminary data from July 1, 2020 to June 30, 2021.
 Source: Statistics Canada, Table 17-10-0015-01 (for interprovincial migration) and 17-10-0005-01 (for population estimates).

1.3 Job vacancies

In the third quarter of FY2021³⁰, as the economy recovers, the number of job vacancies (unoccupied positions for which employers are actively seeking workers) were up by 10.2% compared to the same quarter of the previous fiscal year. This increase happened despite employment being significantly lower than before the pandemic. The same situation prevailed in the last quarter of FY2021, with job vacancies being 7.9% higher than a year earlier. By the end of that quarter, the vaccination campaign had started and almost one million doses were already administered. This contributed to the provincial governments’ decision to progressively eased public health measures leading to further business reopenings. The job vacancy rate (the number of job vacancies expressed as a percentage of all occupied and vacant jobs) also increased, reaching a high of 3.6% in the last quarter of FY2021.³¹

Of the total number of vacancies, between two-third to three-quarters were for full-time positions. About 60% of the total vacant jobs required high school diploma or less, and about half required less than one year of experience. These three characteristics were comparable with FY1920. The duration of

²⁸ Measured as a share of working-age population
²⁹ Interprovincial mobility data is not available on a monthly or fiscal year basis.
³⁰ Statistics Canada temporarily suspended the data collection of the Job Vacancy and Wage Survey during the first and second quarter of FY2021.
³¹ Statistics Canada, Job Vacancy and Wage Survey, Tables 14-10-0325-01, 14-0356-01 and 14-0328-01, quarterly seasonally unadjusted data.

job vacancies was similar during the last two quarters of FY2021, compared to last quarter of FY1920. The proportion of positions that were vacant for a longer period of time (three months or more) was around 25% in both fiscal years.

Higher job vacancies during the last two quarters of FY2021 were recorded in most provinces compared to the same period a year earlier. The largest increases were in New Brunswick, Nova Scotia and Quebec. By industry, health care and social assistance had the strongest increased, close to 50%, followed by construction and retail trade. On the other hand, the industries that were heavily impacted by COVID-19 restriction, such as accommodation and foods services and information, culture and recreation, experienced significant decline in the number of vacancies (consult Table 4). Likewise, by occupation, those related to health recorded the strongest increase, followed by those related to education, law and social, community and government, manufacturing, and utilities. Occupations related to art, culture, recreation and sport as well as sales and services recorded declines.

Job vacancies usually become more difficult to fill when the available labour force, primarily unemployed individuals, declines relative to the number of vacant positions. The labour market is tightening in this case. On the other hand, job vacancies should become easier to fill when the number of unemployed individuals increases relative to the number of vacant positions. In this case, the labour market is loosening. An indicator of labour market tightness is the unemployment-to-vacancy (UV) ratio. It measures the potential number of available unemployed people for every vacant position, providing a measure of labour market tightness. A low UV ratio corresponds to a lower number of unemployed people relative to the total job vacancies, which indicates a tighter labour market. A high UV ratio corresponds to a higher number of unemployed people relative to the total job vacancies, which indicates a looser labour market.

The UV ratio increased significantly in FY2021, reaching 3.2 in the last quarter, compared to an average of 2.0 in the first three quarters of FY1920. While the number of vacant positions increased, the number of unemployed increased even more, leading to a much looser labour market by the end of FY2021.³²

³² Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0325-01. Seasonally unadjusted data (for data on job vacancies), and Labour Force Survey, Table 14-01-0287-01, seasonally unadjusted data (for data on unemployment).

Table 4: Job vacancies and job vacancy rate by industry, 2019Q1 to 2021Q1*

Industry	Characteristic	2019Q1	2019Q2	2019Q3	2019Q4	2020Q1	2020Q4	2021Q1
All industries	Job vacancies	506,140	581,595	562,910	508,590	512,760	560,215	553,480
	Job vacancy rate (%)	3.1	3.5	3.3	3.0	3.1	3.5	3.6
Agriculture, forestry, fishing and hunting	Job vacancies	15,070	16,080	15,595	12,035	12,105	11,785	11,700
	Job vacancy rate (%)	7.2	7	5.5	4.7	5.7	4.6	5.4
Mining, quarrying, and oil and gas extraction	Job vacancies	4,695	6,065	4,555	3,560	4,500	3,950	5,090
	Job vacancy rate (%)	2.3	3.0	2.2	1.7	2.2	2.0	2.7
Utilities	Job vacancies	1,930	2,035	1,470	1,725	2,080	1,605	1,560
	Job vacancy rate (%)	1.5	1.6	1.1	1.3	1.6	1.3	1.3
Construction	Job vacancies	33,135	42,690	40,985	32,850	34,830	39,425	46,370
	Job vacancy rate (%)	3.3	4.1	3.6	2.9	3.4	3.6	4.6
Manufacturing	Job vacancies	47,590	51,125	50,025	42,165	42,075	46,975	52,205
	Job vacancy rate (%)	3.0	3.1	3.0	2.6	2.6	3.1	3.4
Wholesale trade	Job vacancies	22,280	25,000	25,205	21,985	21,875	20,665	23,425
	Job vacancy rate (%)	2.7	3.0	2.9	2.6	2.6	2.6	2.9
Retail trade	Job vacancies	46,945	64,395	71,695	67,960	50,380	87,190	54,795
	Job vacancy rate (%)	2.3	3.1	3.4	3.3	2.4	4.3	2.8
Transportation and warehousing	Job vacancies	29,585	31,005	28,695	26,700	24,840	31,125	27,170
	Job vacancy rate (%)	3.7	3.9	3.6	3.2	3.0	3.9	3.4
Information and cultural industries	Job vacancies	12,460	12,585	13,545	13,770	12,860	10,125	11,225
	Job vacancy rate (%)	3.6	3.6	3.8	3.9	3.6	2.9	3.2
Finance and insurance	Job vacancies	21,430	22,080	21,845	21,120	22,820	22,315	23,760
	Job vacancy rate (%)	2.8	2.9	2.8	2.7	2.9	3.0	3.1
Real estate and rental and leasing	Job vacancies	7,300	8,130	8,825	7,755	7,535	5,995	6,790
	Job vacancy rate (%)	2.4	2.7	2.8	2.5	2.5	2.3	2.6
Professional, scientific and technical services	Job vacancies	41,675	39,885	36,780	35,820	42,565	37,860	47,795
	Job vacancy rate (%)	4.2	4.0	3.6	3.5	4.1	3.8	4.6
Management of companies and enterprises	Job vacancies	2,610	1,990	2,440	2,190	2,215	2,395	2,320
	Job vacancy rate (%)	2.4	1.8	2.2	1.9	1.9	2.0	2.0
Administrative and support, waste management services	Job vacancies	39,605	43,955	38,035	34,850	38,895	42,320	36,750
	Job vacancy rate (%)	4.7	5.2	4.3	3.9	4.6	5.2	4.6
Educational services	Job vacancies	15,080	15,960	14,670	14,435	15,380	16,145	15,760
	Job vacancy rate (%)	1.1	1.1	1.3	1.0	1.0	1.2	1.1
Health care and social assistance	Job vacancies	61,860	68,050	66,120	63,950	71,035	100,345	98,715
	Job vacancy rate (%)	3.00	3.3	3.1	3.0	3.3	4.7	4.5
Arts, entertainment and recreation	Job vacancies	15,350	16,060	10,615	11,060	11,270	6,345	6,630
	Job vacancy rate (%)	5.1	5.1	3.0	3.4	3.8	2.8	3.7
Accommodation and food services	Job vacancies	56,590	77,540	76,605	61,725	60,300	46,735	48,785
	Job vacancy rate (%)	4.2	5.6	5.2	4.3	4.4	4.4	5.3
Other services (except public administration)	Job vacancies	20,635	26,310	26,885	23,150	23,845	19,155	21,920
	Job vacancy rate (%)	3.6	4.6	4.5	4.0	4.2	3.7	4.4
Public administration	Job vacancies	10,320	10,655	8,330	9,785	11,355	7,765	10,715
	Job vacancy rate (%)	2.0	2.1	1.5	1.9	2.2	1.6	2.2

Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted.

*The collection of the Job Vacancy and Wage Survey was suspended during the second and third quarters of 2020 (or first and second quarters of FY2021), due to the COVID-19 pandemic.

Summary

The shape of the FY2021 economic and labour market was entirely driven by the COVID-19 pandemic and the public health measures that were put in place to limit its spread. Starting in March 2020, the COVID-19 pandemic had an unprecedented negative impact on the economy and the labour market in terms of output and employment losses during the first two months. However, the labour market showed resiliency and started to recover in May 2020 with the easing of public health restrictions. Subsequent waves of COVID-19 brought volatility, but by the end of FY2021, the Canadian economy had partially recovered the output and employment losses due to the pandemic. In March 2021, real GDP and employment were still 1.9% and 1.6% below their pre-pandemic levels, respectively. This translated

into a deficit of 309,200 people employed and an additional 238,400 individuals who were still employed but working less than half of their usual hours.

Some sectors, specifically those that were more affected by public health measures and for which teleworking was not an option suffered important output and employment losses and were still dragging. Other industries rebounded quickly and were experiencing robust output and employment growth towards the end of FY2021. These uneven impacts affected some groups more than others, such as youth, women and low-wage workers.

The pandemic also led to significant movements in several labour market indicators. The average duration of unemployment spells, the share of long-term unemployed, the number of hours worked and wages were all severely impacted during the first two months of the pandemic. This brought significant changes to these figures compared to trends recorded over the past fiscal years. While the labour market recovery brought those indicators closer to familiar levels, by the end of FY2021, they remained significantly affected and return to trends might still take time.

The impact of the pandemic was widespread across the country and the regional impact was similar. However, some differences emerged due to the timing and relative importance of the different provincial public health measures implemented during the FY2021. While some provinces and territories recovered slightly faster than others, most labour market indicators in every regions remained below pre-pandemic level at the end of FY2021.

Despite the high level of unemployment, the number of job vacancies increased and stood higher than they did at the end of FY1920, prior to the pandemic. By the end of FY2021, signs of tightness were still relatively mild.



CHAPTER II

Impact and Effectiveness of Employment Insurance Benefits (Part I of the *Employment Insurance Act*)

2.0 Introduction

This chapter of the *Employment Insurance Monitoring and Assessment Report* assesses income support provided by Employment Insurance (EI) Part I benefits: regular benefits, fishing benefits, Work-Sharing benefits and special benefits. This chapter includes several key indicators, such as the number of new claims established, total amount paid, level of benefits, maximum duration and actual duration of benefits as well as the exhaustion of benefits. Throughout the chapter, key EI program provisions and recent changes made to the EI program are discussed. Indicators related to level of claims and level of benefits are presented for claims established within the fiscal year for which at least one dollar in EI benefits was paid. Indicators such as maximum and actual duration are based on claims completed during the fiscal year for which at least one dollar was paid in EI benefits. Indicators related to the amount of EI benefits paid are presented on a cash basis, which means the expenses are accounted for during the fiscal year in which they are paid. More information on the definitions of the indicators presented throughout this chapter can be found in [Annex 2.1](#) of this report.

This chapter covers the period beginning April 1, 2020, and ending March 31, 2021 (FY2021). This period was characterised by major economic and labour market disruptions due to the COVID-19 pandemic. In response, the Government implemented the Canada Emergency Response Benefit (CERB) between March 15, 2020 and October 3, 2020¹ to provide income support to eligible employed and self-employed Canadians who stopped working and lost their income due to COVID-19. As a result, no new claims for EI regular or sickness benefits were established² during the weeks the CERB was in effect. However, claims for all other types of EI benefits could be established.

To continue supporting eligible workers, the Government transitioned from the CERB to a simplified EI program. Recognizing that many workers had lost their jobs or worked reduced hours, a set of temporary measures were introduced to facilitate access to EI benefits for all new claims established between September 27, 2020 and September 25, 2021. Table 1 lists the temporary measures and compares them to their associated original EI rules. The main temporary measures were:

¹ The CERB provided income support for up to 28 weeks. Individuals who claimed CERB consecutively since its beginning were transitioned to the EI program on September 27, 2020.

² A small number of EI claims established during this period received regular or sickness benefits. These claims started with another EI benefit type and were later combined with regular or sickness benefits. These few claims are counted in the total number of claims for FY2021.

- A one-time hours credit to allow workers to qualify for EI benefits with 120 hours of insurable employment, applicable to the first EI claim;
- A minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits;
- A maximum of 50 weeks of regular benefits³, and,
- A minimum unemployment rate of 13.1% applying to all EI economic regions across Canada.

New EI claims established between September 27, 2020 and March 31, 2021 were subject to different rules and were provided a different level of income support than EI claims established prior to September 27, 2020 under the original EI rules. Consequently, some of the key indicators in this chapter are presented for two distinct periods:

- from April 1, 2020 to September 26, 2020, referred to as “the first half of FY2021”, during which the original EI rules applied and no new claims for EI regular or sickness benefits were established; and
- from September 27, 2020 to March 31, 2021, referred to as “the second half of FY2021”, during which new EI claims were established under the EI temporary measures .

The results on amount of EI benefits paid, however, cover the full period of FY2021 (from April 1, 2020 to March 31, 2021). Year-over-year comparisons are not reported, unlike reports from previous years.

On September 27, 2020, the Government also implemented three temporary recovery benefits to provide income support to Canadian workers who were no longer employed or self-employed for reasons related to COVID-19. Those benefits were: the Canada Recovery Benefit (CRB), the Canada Recovery Sickness Benefit (CRSB), and the Canada Recovery Caregiving Benefit (CRCB). These three recovery benefits applied to specific circumstances and could not be claimed at the same time as EI benefits. That said, the income support provided to Canadian workers through any of the CERB, CRB, CRSB and CRCB is not included in this chapter.

This chapter relies on several sources of information to provide a comprehensive analysis of the EI program. EI administrative data, generally based on a 10% sample, underpins the majority of the analysis. Some sections of this chapter also make use of tax data provided by the Canada Revenue Agency related to T4 tax slips with employment income or T1 returns. Statistics Canada’s Labour Force Survey, as well as Records of Employment, provide the basis for analysis of coverage, eligibility and access to EI benefits for unemployed people. Throughout the chapter, results by sociodemographic characteristics are discussed and compared to previous years.

[Annex 2](#) of the report presents additional statistical information on benefits analyzed in this chapter and [Annex 7](#) provides an overview of major changes to the EI program between April 1996 and December 2021.

³ When the temporary measures started on September 27, 2020, claimants were entitled to receive between 26 and 45 weeks of regular benefits. This was increased to 50 weeks in March 2021 and was applied retroactively to all regular claims established since September 27, 2020.

Table 1 – Comparison between the Employment Insurance temporary measures and their associated original Employment Insurance rules

Original EI rules for claims established prior to September 27, 2020	EI temporary measures in effect for claims established between September 27, 2020 and September 25, 2021, or otherwise indicated
The EI program uses monthly regional unemployment rates that are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada.	Same rule but a minimum unemployment rate of 13.1% was applied to all regions across Canada, ¹ resulting in: <ul style="list-style-type: none"> • A minimum of 420 hours of insurable employment (without the hours credit) was required to qualify for EI benefits. • The benefit rate was calculated using the 14 highest weeks of insurable earnings.
A minimum of 420 to 700 hours of insurable employment to qualify for EI regular benefits based on the regional unemployment rate. A minimum of 600 hours of insurable employment to qualify for EI special benefits.	120 hours of insurable employment to qualify for regular and special benefits due to the one-time credit of 300 hours for claims for regular benefits and 480 hours for claims for special benefits. ²
The benefit rate is calculated by averaging the 14 to 22 highest weeks of insurable earnings depending on the regional unemployment rate.	The benefit rate was calculated by averaging the 14 highest weeks of insurable earnings. A minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits, was applied if the claimant's calculated rate was lower.
Between 14 and 45 weeks of regular benefits depending on the regional unemployment rate and the number of hours of insurable employment.	A maximum of 50 weeks of regular benefits. ³
A one-week waiting period must be served before a claimant can begin to receive EI benefits.	The one-week waiting period was waived for all EI claims established between January 31, 2021 and September 25, 2021. ⁴
The qualifying period is the shorter of the 52-week period immediately before the start date of an EI claim, or the period since the start of a previous claim.	The qualifying period was extended by 28 weeks if a claimant received CERB. ⁵
All reasons for separation from any employment within the qualifying period are considered in determining EI eligibility.	Only contentious reasons for separation in the 12 weeks before the Sunday where the claimant lost their job were assessed.
Separation monies are allocated against EI benefits.	Separation monies were not allocated against EI benefits.
Sickness benefit claimants must provide a medical certificate signed by a doctor or approved medical practitioner.	The need to submit a medical certificate for sickness benefits was waived between September 27, 2020 and September 25, 2021.
Work-Sharing agreements provide 6 to 26 weeks of benefits, with the possibility of an extension by 12 weeks if warranted.	Between March 15, 2020 and September 25, 2022, Work-Sharing agreements provided up to 76 weeks of benefits.
Between \$2,500 and \$4,200 insurable earnings threshold for fishers to qualify for fishing benefits depending on the regional unemployment rate. \$3,760 insurable earnings threshold for fishers to qualify for special benefits.	\$2,500 insurable earnings threshold for fishers to qualify for fishing or special benefits. The claim could be based on their earnings in their current qualifying period, or the earnings used to establish a fishing claim of the same type (summer or winter) from one of the two previous years, whichever amount was the highest.
The EI fishing benefit rate is calculated by using the earnings for the current claim.	The EI fishing benefit rate was calculated using either the earnings in the current qualifying period, or the earnings used to establish a fishing claim of the same type (summer or winter) from one of the two previous years, whichever was the highest.
In 2020, \$7,279 earnings threshold (2019 earnings) for self-employed workers who opted-in EI to qualify for special benefits.	Between January 3, 2021 and September 25, 2021, \$5,000 earnings threshold (2020 earnings) for self-employed workers who opted-in EI to qualify for special benefits.
The annual premium rate is set based on a seven-year break-even mechanism.	The EI premium rate was frozen at the 2020 premium rate for two years.

¹ Individuals in EI regions with an unemployment rate lower than 13.1% had their EI parameters calculated on the basis of the 13.1% rate, while those in regions with a higher rate had their parameters calculated using the actual higher rate. This temporary measure was supposed to end on September 11, 2021. The measure was extended to September 25, 2021 in Budget 2021.

² The hours credit measure was retroactive to March 15, 2020 for CERB claimants who were looking to switch to EI special benefits (except sickness benefits) or Work-Sharing benefits during the first half of FY2021, but couldn't because they did not have enough hours.

³ When the temporary measures started on September 27, 2020, claimants were entitled to receive between 26 and 45 weeks of regular benefits. This was increased to 50 weeks in March 2021 and was applied retroactively to all regular claims established since September 27, 2020.

⁴ The waiting period was also waived for all EI claims established between September 27, 2020 and October 25, 2020; and for new EI sickness claims established between September 27, 2020 and September 25, 2021.

⁵ The qualifying period was extended by 16 weeks for EI claims established before July 5, 2020 and by 24 weeks for claims established on or after July 5, 2020 for claimants who received CERB and needed to transition to special benefits (except sickness benefits) or Work-Sharing benefits during the first half of FY2021.

2.1 Employment Insurance Benefits Overview

The Employment Insurance (EI) program provides temporary income support to partially replace employment income for eligible unemployed contributors to the program while they search for work or upgrade their skills, and for those who are absent from work due to specific life circumstances (such as sickness, pregnancy, providing care to a newborn or newly adopted child, providing care or support to a critically ill or injured person or someone needing end-of-life care).

In this chapter, EI benefits refer to regular benefits, special benefits, fishing benefits and Work-Sharing benefits (consult Table 2). Special benefits include maternity benefits, parental benefits, sickness benefits, family caregiver benefits for adults or children, and compassionate care benefits. Subsection 2.1.1 covers the number of new claims established in the fiscal year and total amount paid over the fiscal year, and provides information on benefit levels of claims. Subsection 2.1.2 examines combined (or mixed) benefit claims. Subsection 2.1.3 provides an analysis of the usage of EI benefits relative to EI premiums contributed.

Table 2 – Summary of Employment Insurance benefit types

Benefit type	Circumstance	Insurable employment entrance requirement		Maximum entitlement in FY2021, or otherwise indicated
		First half of FY2021	Second half of FY2021 ¹	
Regular	Unemployed with a valid reason for separation and searching for suitable employment or retraining in certain cases	Not available due to the CERB	120 hours due to the one-time credit of 300 hours	Claims established in the second half of FY2021: 50 weeks
Fishing	Self-employed fishers without available work	Value of a catch between \$2,500 and \$4,200 depending on the Variable Entrance Requirement	Value of a catch of \$2,500 that can be based on the current qualifying period, or the earnings used to establish a fishing claim of the same type (summer or winter) from one of the two previous years, whichever is highest.	26 weeks per season (summer or winter)
Work-Sharing	Firm avoiding layoffs during a slowdown in business activity for reasons beyond the firm's control with a recovery plan and a Work-Sharing agreement in place	420 to 700 hours depending on the Variable Entrance Requirement and must be a year-round employee	120 hours due to the one-time credit of 300 hours	76 weeks ²
Special ³				
Maternity	Unavailable to work because of pregnancy or has recently given birth	600 hours	120 hours due to the one-time credit of 480 hours	15 weeks
Parental	Caring for a newborn or a newly adopted child	600 hours	120 hours due to the one-time credit of 480 hours	Standard parental: 40 weeks available to share, with no parent able to receive more than 35 weeks
				Extended parental (at a lower replacement rate): 69 weeks available to share, with no parent able to receive more than 61 weeks
Sickness	Unavailable to work because of illness, injury or quarantine	Not available due to the CERB	120 hours due to the one-time credit of 480 hours	15 weeks
Family caregiver for children	Providing care or support to a critically ill or injured child under the age of 18	600 hours	120 hours due to the one-time credit of 480 hours	35 weeks ⁴
Family caregiver for adults	Providing care or support to a critically ill or injured person 18 years or older	600 hours	120 hours due to the one-time credit of 480 hours	15 weeks ⁴
Compassionate care	Providing care to a person of any age who requires end-of-life care	600 hours	120 hours due to the one-time credit of 480 hours	26 weeks ⁴

¹ The hours credit measure was applicable to the first EI claim established between September 27, 2020 and September 25, 2021. It could be retroactive to March 15, 2020 for CERB claimants who were looking to switch to EI special benefits (except sickness benefits) or Work-Sharing benefits during the first half of FY2021, but couldn't because they did not have enough hours.

² Temporary Work-Sharing special measures between March 15, 2020 and September 24, 2022.

³ Self-employed workers (other than fishers) who have opted into EI special benefits must meet an insurable earnings threshold for the calendar year preceding the claim. The threshold was \$7,279 for claims established in 2020 and temporarily set to \$5,000 for claims established in 2021 (until September 25, 2021).

⁴ Benefits can be shared between eligible claimants (i.e. parents or family members).

2.1.1 Employment Insurance claims and amount paid

There were 3.0 million new EI claims established in FY2021 (consult Table 3). This is substantially higher than usual as, on average, 1.8 million EI claims were established annually over the last 10 fiscal years. The larger number of claims in FY2021 is attributable to the economic and labour market disruptions due to the COVID-19 pandemic and to the related EI temporary measures introduced during the reporting period (consult [section 2.0](#)). Total EI benefit payments were also significantly higher, reaching \$32.1 billion during FY2021.

Table 3 – Employment Insurance claims and amount paid by type of benefits, Canada, FY1920 to FY2021

Types of Employment Insurance benefit	New claims established				Amount paid (\$ millions)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Regular	1,367,080	n/a	2,472,860	2,472,860	\$11,064.4	\$24,930.1
Fishing	30,385	10,923	17,365	28,288	\$303.1	\$323.6
Work-Sharing	11,046	65,608	17,383	82,991	\$16.5	\$183.5
Special*	619,270	112,860	558,400	671,260	\$6,150.1	\$6,655.7
Maternity	167,690	74,330	92,580	166,910	\$1,208.1	\$1,324.7
Parental	212,750	97,960	115,140	213,100	\$2,921.7	\$3,177.8
Sickness	421,140	n/a	450,350	450,350	\$1,888.8	\$1,999.3
Family caregiver for children	5,403	2,272	3,250	5,522	\$36.3	\$41.2
Family caregiver for adults	11,592	4,190	8,018	12,208	\$55.7	\$69.3
Compassionate care	7,581	2,518	4,284	6,802	\$39.6	\$43.4
Canada	1,874,480	185,630	2,863,060	3,048,690	\$17,502.7	\$32,075.0

Notes: Totals may not add up due to rounding. Includes all claims for which at least \$1 of Employment Insurance benefits was paid. The sum of claims by benefit type does not add up as multiple benefit types can be combined in one single claim.

* Starting in FY2021, data on family caregiver benefits are included in the total number of special benefit claims, which could affect comparisons with previous years. They were previously excluded due to the incompatibility of administrative data sources.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data, except for family caregiver, Work-Sharing and compassionate care benefits as well as claims for fishing benefits (100%).

According to Statistics Canada,⁴ there were 588,600 beneficiaries receiving EI benefits on average each month during the first half of FY2021. This number was higher than the amount of new EI claims established during that period (consult Table 3). This is because some claims that were established in the previous fiscal year still received EI benefits in FY2021. The number increased to 1.8 million beneficiaries on average each month over the second half of FY2021 when regular and sickness benefits resumed.

New Employment Insurance claims established

The high number of new EI claims observed during the reporting period is largely due to claims for regular benefits established in the second half of FY2021. The share of regular claims among all new claims established increased from 72.9% in FY1920 to 81.1% in FY2021. Conversely, the share of claims for sickness benefits – which are the second most common benefit type claimed – decreased from 22.5% to 14.8% during the same period.

All provinces and territories experienced a higher number of new EI claims in FY2021 compared to the previous fiscal year (consult Table 4). The distribution of new claims among regions also remained fairly

⁴ Statistics Canada, Employment Insurance Statistics, Table 14-10-0009-01. This measure represents the number of EI claimants who received at least \$1 in EI benefits during the reference period of a given month (usually the week comprising the 15th day of the month). The number of claimants is affected by the inflow of new EI claimants and the outflow of EI claimants no longer receiving benefits, mainly because they have exhausted the number of weeks of benefits to which they were entitled and/or because they have returned to work.

stable, except for Ontario. The share of claims established in this province increased by 3.8 percentage points, from 31.2% in FY1920 to 35.0% in FY2021.

Table 4 – Employment Insurance claims and amount paid by province or territory, gender and age, Canada, FY1920 to FY2021

Province or territory	New claims established				Amount paid (\$ millions)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Newfoundland and Labrador	81,790	6,450	93,660	100,110	\$992.5	\$1,274.8
Prince Edward Island	21,770	1,700	23,490	25,190	\$226.0	\$293.8
Nova Scotia	82,540	7,530	95,530	103,060	\$851.3	\$1,187.6
New Brunswick	89,380	4,800	105,870	110,670	\$925.1	\$1,248.4
Quebec	475,220	17,760	731,550	749,310	\$3,210.3	\$6,547.8
Ontario	585,670	78,180	989,710	1,067,890	\$5,680.5	\$11,347.0
Manitoba	64,780	10,700	91,410	102,110	\$631.2	\$1,082.2
Saskatchewan	57,280	6,160	71,340	77,500	\$639.3	\$952.5
Alberta	200,450	25,900	338,520	364,420	\$2,266.4	\$4,304.4
British Columbia	210,060	25,620	314,770	340,390	\$2,004.3	\$3,734.2
Yukon	2,300	260	2,950	3,210	\$26.0	\$39.5
Northwest Territories	2,030	270	2,590	2,860	\$29.7	\$37.0
Nunavut	1,210	300	1,670	1,970	\$20.0	\$25.7
Gender						
Male	1,018,710	78,350	1,527,190	1,605,540	\$8,833.7	\$16,252.2
Female	855,770	107,280	1,335,870	1,443,150	\$8,669.0	\$15,822.8
Age category						
24 years old and under	171,760	9,280	431,680	440,960	\$1,302.6	\$3,601.1
25 to 44 years old	914,700	129,980	1,252,340	1,382,320	\$9,554.9	\$15,819.2
45 to 54 years old	352,040	23,750	500,800	524,550	\$2,915.8	\$5,272.4
55 years old and over	435,980	22,620	678,240	700,860	\$3,729.3	\$7,382.4
Canada	1,874,480	185,630	2,863,060	3,048,690	\$17,502.7	\$32,075.0

Notes: Totals may not add up to the total due to rounding. Includes claims for which at least \$1 of EI benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data.

Men continued to account for just over half (52.7%) of all new claims in FY2021. However, during the first half of the reporting period, their share of all claims established drop to 42.2% because no new claims for regular or sickness benefits could be established at that time, and men are less likely to claim parental benefits and cannot receive maternity benefits.

All age groups registered a higher number of new EI claims in FY2021 compared to FY1920. The share of claims established by claimants 25 to 54 years old declined, while it remained unchanged for claimants 55 years old and over. The number of new EI claims more than doubled for claimants 24 years old and under in FY2021 compared to the previous fiscal year. Younger claimants established only 9.2% of the total number of claims in FY1920, whereas they established 14.5% of all claims in FY2021. This can be attributable, in part, to the EI temporary measure allowing claimants to qualify for benefits with as little as 120 hours of insurable employment (consult [section 2.0](#)).

Early impact of COVID-19 on Employment Insurance benefits and the Canadian labour market

At the beginning of 2020, the COVID-19 pandemic and the ensuing health measures including provincial lockdowns led to an unprecedented number of Canadian workers that either suffered a job loss or experienced a reduction in their number of hours worked. The Government introduced the

Canadian Emergency Response Benefit (CERB) to provide support to workers who had stopped working due to the pandemic.

A recent departmental study* analyzed different sources of EI administrative data** to examine patterns of job separations, EI applications and EI claims established in the weeks leading up to the coming into force of the CERB on March 15, 2020. The study compared the data in the weeks before CERB to the same period in 2019 to examine the early impact of COVID-19 on the EI program. This comparison using EI administrative data yielded a wealth of information about changes in the labour market.

A significant increase in job separations was observed in the 5-week period before CERB when compared to the same period in 2019 (+14.5% or about 100,000 more job separations). The majority of this increase was for job separations due to shortage of work (layoff), and illness or injury. Inversely, job separations related to quit or dismissal decreased.

The study found that individuals who were laid-off during this 5-week period were significantly different compared to those laid-off during the same period in 2019. In general, they worked fewer weekly hours and had lower employment income. When examining the factors associated with the probability of having a job separation in 2020 compared to 2019 (using a regression analysis), the study found that the industry sector of previous work was a more important predictor of having a job separation than employment income. Workers in the Art, entertainment and recreation sector, and those from the Accommodation and food services sector experienced the highest increase in the probability of having a job separation. In addition, the probability of having a job separation in 2020 compared to 2019 was higher in British Columbia and Alberta. This seemed to be related to job separations in the Educational services sector, probably due to the timing of winter school breaks in these regions.

In terms of EI applications, data showed a significant increase in volume but only in the week before the coming into force of CERB.

Analysis on the number of EI claims established for regular or sickness benefits showed an increase in the 6-week period before CERB when compared to the same period in 2019. However, this increase was lower than the one in job separations, which might indicate that a portion of laid-off workers were not eligible for EI benefits. In addition, while the study found some differences in the characteristics of laid-off workers between 2019 and 2020 (such as, lower employment income), there was no such difference for EI claimants (such as, similar distribution of employment income between 2019 and 2020).

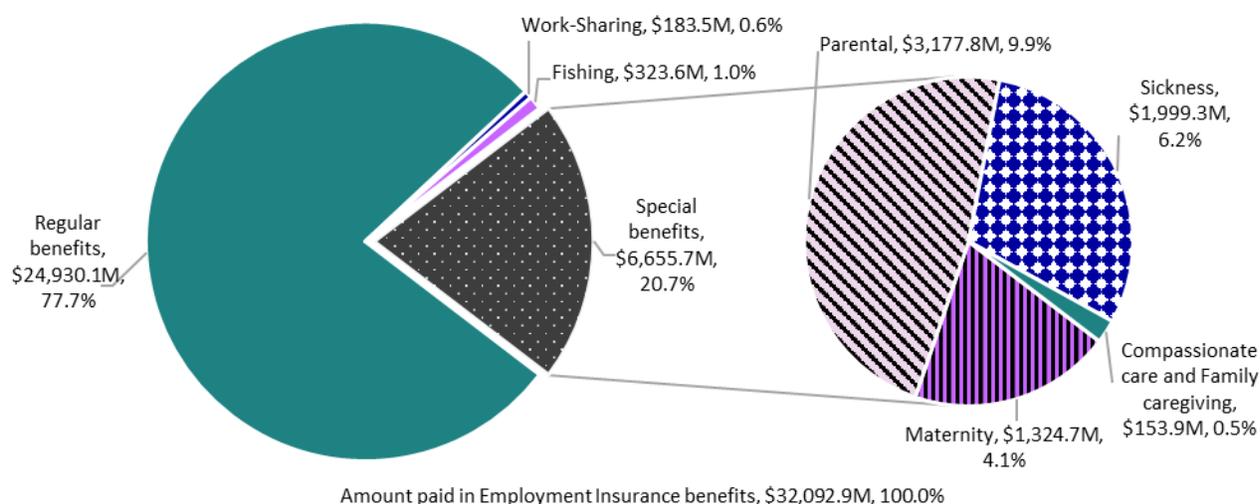
* ESDC, Early impact of COVID-19 on Employment Insurance benefits and the Canadian Labour Market (Ottawa: ESDC, Evaluation Directorate, 2022).

** Datafile on Records of Employment (ROEs) for job separations, Status Vector file for EI claims established, and Appliweb for EI applications.

Total amount paid in Employment Insurance benefits

The amount paid for all types of EI benefits combined reached \$32.1 billion in FY2021 compared to \$17.5 billion in FY1920. This increase was mainly attributable to the high number of EI regular claims established in the second half of FY2021 and to the EI temporary measures generally providing a higher weekly benefit rate to claimants relative to the original EI rules (consult [section 2.0](#) and the [box on the initial impacts of temporary EI measures in Canadian communities during the pandemic](#)). The share of EI benefits paid by benefit type also changed compared to the previous reporting period. The shares of regular and Work-Sharing benefits increased (+14.6 and +0.5 percentage points, respectively), whereas the shares of special benefits and fishing benefits decreased in FY2021 (-14.3 and -0.7 percentage points, respectively).

Chart 1 – Amount paid in Employment Insurance benefits*, by benefit type, Canada, FY2021



* The total amount paid reported in Chart 1 does not correspond to the total reported in Tables 3 and 4 because data on compassionate care benefits and family caregiver benefits can only be reported on a 100% sampling basis on an aggregate level.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data, except for Work-Sharing, family caregiver and compassionate care benefits (100%).

Claimants in Ontario and Quebec received higher shares of the amount paid in EI benefits in FY2021 compared to the previous fiscal year (+2.9 and +2.1 percentage points, respectively). As observed with the number of new claims, claimants 24 years old and under also saw their share of EI benefits paid increase by 3.8 percentage points, from 7.4% in FY1920 to 11.2% in FY2021.

Initial impacts of temporary Employment Insurance measures in Canadian communities during the pandemic

As presented in [section 2.0](#), a set of EI temporary measures were introduced to facilitate access to EI benefits for all new claims established between September 27, 2020 and September 25, 2021. A recent departmental study* examined the initial impacts of the additional income support provided by the main temporary measures compared to what would have been provided under the original EI rules. The study covered the period from September 27, 2020 to April 3, 2021, which is virtually

identical to the second half of FY2021. Since the EI temporary measures were in effect until September 25, 2021, the study did not cover the entire period of the measures.

Some temporary measures allowed claimants to qualify for benefits with only 120 hours of insurable employment. Among claims established during the study period, 13.2% of regular claims (about 326,000) and 7.6% of special benefit claims (about 37,000) benefitted from these measures. Those claimants would not have been able to qualify for EI benefits if the original eligibility requirements had been in place.

As part of the temporary measures, claimants could receive an increased benefit rate in one of two ways; either from a minimum \$500 weekly benefit rate or, because the benefit rate was calculated based on their best 14 weeks of earnings. Among claims established during the study period, 65.6% of regular claims and 57.2% of special benefit claims had a higher weekly benefit rate than what they would have been entitled to without the temporary measures.

Among claimants who benefitted from the minimum weekly benefit rate of \$500,** they received, on average, an additional \$199 per week for regular claims and \$167 per week for special benefit claims.*** Among claims with a weekly benefit rate above \$500 and that benefitted from a higher benefit rate, claimants received, on average, an additional \$56 per week for regular claims and \$34 per week for special benefit claims.

Up to 50 weeks of regular benefits were available to eligible claimants under the temporary measures. All regular claims could potentially benefit from additional weeks (19 more weeks on average) compared to their original maximum entitlement. However, only a small proportion of claims (16.5%) had benefitted from additional weeks at the end of the study period. This is because most of the claimants had not exhausted their original entitlement at that time, and consequently, they had not started using the additional weeks of regular benefits offered to them.

The study also estimated the additional cost generated by the main EI temporary measures between September 27, 2020 and April 3, 2021. The additional cost represents the amount of EI benefits that would not have been paid if the temporary measures had not been implemented. Overall, around \$6.1 billion was paid in additional income support through the EI temporary measures over the study period. The largest share is associated with the minimum \$500 weekly benefit rate (\$4.6 billion over the study period).

* ESDC, Initial impacts of temporary Employment Insurance measures in Canadian communities during the pandemic (Ottawa: ESDC, Employment Insurance Policy Directorate, 2022).

** Minimum \$300 weekly benefit rate for extended parental benefits.

*** The additional weekly benefit rate for claims of extended parental benefits is calculated using the 55% replacement rate in order to reflect the cost on the same scale than other EI benefit types.

Calculation of the benefit rate

The weekly benefit rate to which EI claimants are entitled is typically subject to the Variable Best Weeks (VBW) provision. Under this provision, the weekly benefit rate is calculated based on an EI claimant's highest (best) weeks of insurable earnings during their qualifying period. The number of weeks used to

calculate the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate.

Unemployment rate*	Number of weeks
6.0% and under	22
6.1% to 7.0%	21
7.1% to 8.0%	20
8.1% to 9.0%	19
9.1% to 10.0%	18
10.1% to 11.0%	17
11.1% to 12.0%	16
12.1% to 13.0%	15
More than 13.0%	14

*The monthly regional unemployment rates used for the EI program are a moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

The weekly benefit rate is paid as 55%⁵ of the average weekly insurable earnings, up to the maximum weekly benefit rate.⁶ Claimants with children (under the age of 18 years) and low annual family income may be eligible for the Family Supplement provision.⁷

However, the COVID-19 pandemic may have had a negative impact on a worker’s weekly earnings either because they lost their job or saw their hours of work reduced. Therefore, as part of the EI temporary measures (consult [section 2.0](#)), the Government introduced a minimum benefit rate for new EI claims established between September 27, 2020 and September 25, 2021. Claimants could receive a minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits, less applicable taxes, up to the maximum weekly benefit rate.

In addition, the Government applied a minimum unemployment rate of 13.1% to all EI economic regions across Canada until September 25, 2021. As a result, the number of best weeks of earnings used in the calculation of the weekly benefit rate was 14 for all claims established between September 27, 2020 and September 25, 2021. If a claimant’s benefit rate based on this calculation was higher than the minimum \$500, their benefit rate was set to that amount up to the maximum weekly benefit rate.

Consequently, the weekly benefit rate calculation was different depending on when a claim was established during FY2021. New EI claims established during the first half of FY2021 were subject to the Variable Best Weeks provision, whereas new EI claims established during the second half of FY2021 benefitted from the temporary measures.

⁵ Except for extended parental benefits which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits.

⁶ The maximum weekly benefit rate is directly linked to the maximum insurable earnings (MIE) threshold which is outlined in the *Employment Insurance Act* and in the 2021 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2020). The MIE was \$54,200 in 2020 and \$56,300 in 2021. Accordingly, the maximum weekly benefit rate was \$573 in 2020 and \$595 in 2021, except for extended parental benefits where the maximum was \$344 in 2020 and \$357 in 2021.

⁷ Results on weekly benefit rates in this chapter include Family Supplement top-ups paid to eligible claimants.

Results on average weekly benefit rates by benefit type and by FY2021's first or second half are presented throughout the chapter in their respective section.

Family Supplement provision

The Family Supplement provision, which targets low-income families, provides additional benefits to EI claimants with children under the age of 18 who have an annual family net income equal to or less than \$25,921. The claimant must also receive the Canada Child Benefit. Under the Family Supplement provision, which is available to claims in all benefit types, the weekly amount of family supplement can increase a claimant's benefit rate from 55% to a maximum of 80% of his or her weekly insurable earnings, up to the maximum weekly benefit rate. The supplement provided to eligible claimants is determined by the claimant's family net income, the number of children in the claimant's family, and the age of the claimant's children.⁸

In FY2021, low-income families received a total of \$108.6 million in additional benefits through the Family Supplement provision. A total of 95,070 claims received the family supplement in FY2021, which represents 3.1% of all claims established during the reporting period, compared to 3.5% in FY1920. The proportion of EI claims receiving the family supplement has now decreased for the past 20 years, from a high of 10.7% of all claims in FY0001. This decrease can be explained by the fact that the eligibility threshold has not been indexed over time, as well as by changes in family composition and wage growth. Women (83.2%) and claimants aged 25 to 44 (72.8%) continue to be the main demographic groups benefitting from the Family Supplement provision. The average weekly family supplement was \$39 in FY2021 which is slightly lower than the previous year (\$45) mainly due to the EI temporary measures generally providing a higher weekly benefit rate to claimants relative to the original EI rules (consult [Annex 2.22](#) for more statistics on the Family Supplement provision).

Supplemental Unemployment Benefit plans

While the temporary support from EI benefits provide an income floor for claimants, employers can use a Supplemental Unemployment Benefit (SUB) plan to increase their employees' weekly earnings when they are unemployed due to a temporary stoppage of work, training, illness, injury or quarantine.⁹ These SUB plans need to be registered with Service Canada so that supplemental payments (or top-ups) are not considered as earnings and are not deducted from EI benefits. The combined weekly payments from the plan and EI weekly benefits cannot exceed 95% of the employee's normal weekly earnings.

Employers can also provide supplemental payments to maternity, parental (including adoption), compassionate care and family caregiver benefits.¹⁰ These plans do not have to be registered with Service Canada. The top-up amounts are not deducted from EI benefits if the combined weekly payments do not exceed 100% of the employee's normal weekly earnings and the plan does not use the supplemental payments to reduce other accumulated employment benefits (such as banked sick leave, vacation leave credits or severance pay).

⁸ For more information on the Family Supplement provision, consult [section 34 of the Employment Insurance Regulations](#).

⁹ For more information, consult [section 37 of the Employment Insurance Regulations](#).

¹⁰ For more information, consult [section 38 of the Employment Insurance Regulations](#).

Results on average weekly benefit rates presented in this chapter do not include any supplemental payments made to EI claimants.

Study on Supplemental Unemployment Benefit plans

A departmental study* examined the characteristics of employers and employees with SUB plans**, and their utilization pattern of the EI program. From 2008 to 2017, an annual average of over 6,800 firms (0.5% of all firms in Canada) had active SUB plans, increasing over time. Around 63% of these plans were for illness, injury or quarantine, while plans for temporary stoppage of work, training and plans consisting of a combination of top-up plans accounted for around 10%, 7% and 20% respectively. Firms offering SUB plans were generally larger in size and more likely to be associated with the services industries.

Overall, EI claims that receive top-up payments through SUB plans constituted between 40,000 and 60,000 claims per year (around 3% of all EI claims). Most of these claims were for EI regular benefits, followed by claims for EI sickness benefits.

When firms offering SUB plans are compared with firms having similar characteristics but that do not offer SUB plans, results showed that the average number of EI claims and number of claims per worker were higher for firms offering SUB plans. However, EI claimants from firms offering SUB plans had shorter duration of EI benefits and lower EI exhaustion rates.

One of the main rationales behind a firm offering a SUB plan to their employees is to maintain the employee-employer relationship and facilitate employee retention. When comparing regular benefit claimants who previously worked in firms offering SUB plans, those who received SUB top-ups were more likely to return to the same firm after a claim compare to those who did not receive top-ups.***

* ESDC, Supplemental Unemployment Benefit Plans (Ottawa: ESDC, Evaluation Directorate, 2021).

** Excluding SUB plans for maternity, parental (including adoption), compassionate care, and family caregiver benefits.

*** The study found that among all EI claimants within SUB firms, only 13% received a top-up payment over the period examined. This suggests that not all employees in a given firm are entitled to SUB payments.

2.1.2 Combined Employment Insurance claims

Under certain provisions of the EI program, a claimant may receive multiple types of benefits as part of a single claim, assuming that the claimant meets each benefit type's eligibility requirements.¹¹ A "pure" claim is one in which an EI claimant receives a single benefit type, while a "combined" claim is one in which the claimant receives more than one benefit type. The combination of EI benefit types in a single claim is examined using claims completed in FY2021, regardless of the year in which the claim was established. Pure claims represented 79.8% of all completed claims in FY2021 (consult Table 5).

¹¹ The only exception to this is the combination of EI regular and fishing benefits, as these cannot be mixed together as part of a single claim, reflecting the fact that these benefits are both meant to respond to periods of unemployment.

Table 5 – Completed pure and combined Employment Insurance claims by types of benefits, Canada, FY2021

Benefit type	Total Claims	Pure Claims		Combined Claims		Benefit type most often combined with (share of combined claims)
	Level ('000s)	Level ('000s)	Share (%)	Level ('000s)	Share (%)	
Regular	1,470.7	1,248.2	84.9%	222.5	15.1%	Sickness (89.9%)
Fishing	30.3	26.2	86.5%	4.1	13.5%	Sickness (90.0%)
Work-Sharing	49.7	41.1	82.8%	8.5	17.2%	Regular (75.5%)
Maternity	172.0	2.2	1.3%	169.8	98.7%	Parental (98.7%)
Parental*	225.1	47.6	21.2%	177.5	78.8%	Maternity (94.4%)
Sickness	414.9	180.9	43.6%	234.0	56.4%	Regular (85.5%)
Compassionate care	7.4	4.3	58.7%	3.0	41.3%	Sickness (59.2%)
Family caregiver for children**	4.1	3.1	74.3%	1.1	25.7%	Regular (56.6%)
Family caregiver for adults**	11.4	7.4	64.9%	4.0	35.1%	Regular (74.1%)
All claims***	1,957.1	1,561.0	79.8%	396.1	20.2%	n/a

Note: Data may not add up to the total due to rounding. Includes completed claims for which at least \$1 of EI benefits was paid. The sum of claims by benefit type for the "Total claims" and "Combined claims" columns does not add up to the total because more than one benefit type can be part of the same claim. This does not apply to pure claims that include only one benefit type.

*Parental benefits include benefits for biological parents and adoptive parents.

** Starting in FY2021, data on family caregiver benefits are included in the analysis on combined claims. They were previously excluded due to the incompatibility of administrative data sources.

*** The total number of claims is based on claims completed during the fiscal year. This explains why the total number of claims here is different from the total numbers of claims in Tables 3 and 4 which are based on established claims.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Women were more likely to claim more than one type of EI benefit (31.6%) than men (11.7%), mostly due to their high probability of claiming both maternity and parental benefits.

In fact, maternity benefits were the benefits most often combined with other types of benefits, usually parental benefits. However, a significant proportion also claimed sickness benefits with maternity benefits (15.3%), resulting in the claimant starting her leave before becoming eligible for maternity benefits (available twelve weeks prior to the child's expected date of birth). The combination of sickness, maternity and parental benefits was the most common among claims with three or more benefit types (24,970 claims representing 14.5% of completed claims for maternity benefits in FY2021).

Claims for parental benefits were combined at a slightly lower rate than maternity, as only 16.5% of men who claimed parental also received another benefit payment. Of those male claimants, 86.7% received regular benefits and 16.9% claimed sickness benefits. Among women, virtually all (99.4%) who combined parental benefits with other types of benefits combined them with maternity benefits.

Sickness benefits were the third most likely to be combined with other benefit types, mostly with regular benefits. Men combined their sickness benefits predominantly with regular benefits (95.2%), while sickness claims from women were most often combined with regular (75.7%), maternity (22.2%) and parental benefits (21.4%). Sickness also represented the greatest share of combined regular claims.

When combined, compassionate care benefits are shared with sickness benefits (59.2%) or regular benefits (58.9%). Men tended to combine compassionate care benefits with regular benefits (68.4%) more often than women (54.5%). Women were most likely to combine compassionate care benefits with sickness benefits (62.2%) compared to men (52.6%).

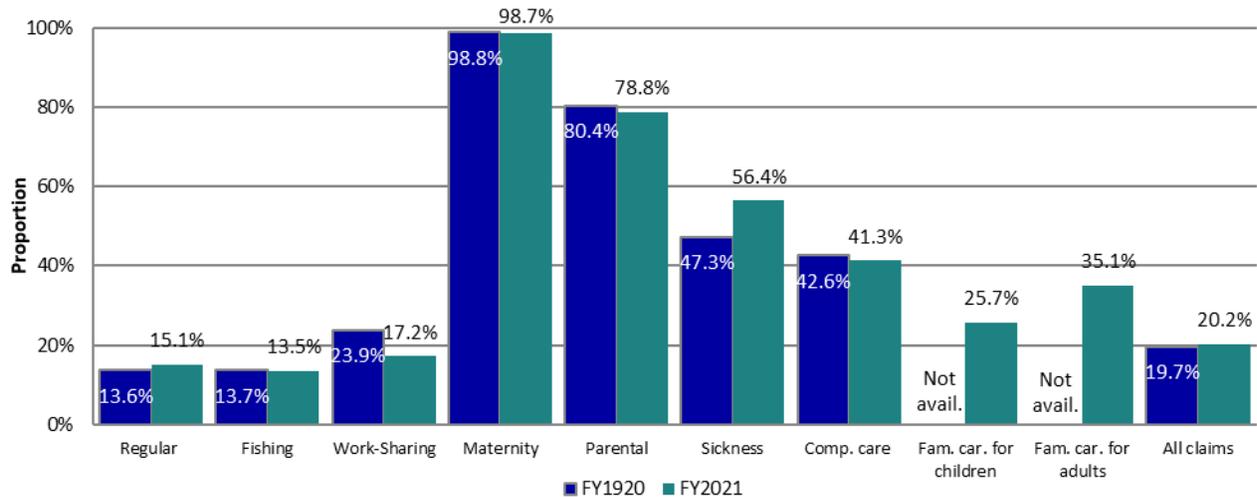
Similarly to compassionate care benefits, family caregiver benefits for children were most often combined with regular benefits by men (84.6%), while women were more likely to combine them with sickness benefits (70.1%). Conversely, when family caregiver benefits for adults were combined, both men and women most often received them with regular benefits (84.2% and 68.3%, respectively).

Less than one-fifth of all Work-Sharing claims were combined with other benefit types (17.2%), predominantly regular benefits. This is attributable to the fact that both benefit types are typically used during a downturn in business activity, which increases the risk of layoffs (Work-Sharing benefits) and actual layoffs (regular benefits). Regular benefits are usually claimed following Work-Sharing benefits, reflecting a continued downturn in a participating firm's activity that eventually leads to a downsizing of the firm's labour force.

While it is possible for fishers to combine fishing benefits with other benefit types (under some restrictions), only 13.5% of fishing claims were combined claims. Of those claims, 90.0% were combined with sickness benefits. No fishing claims were shared with maternity, parental, compassionate care or Work-Sharing benefits during the reporting period.

Trends in combined claims are relatively stable over time. However, in FY2021, the proportion of claims combining sickness benefits with other benefit types increased compared to the previous fiscal year, whereas the proportion of claims receiving Work-Sharing benefits with other benefit types decreased (consult Chart 2). The fact that no pure EI sickness claims could be established during the first half of FY2021 could explain that there were less pure sickness claims among all sickness claims completed in FY2021. In terms of Work-Sharing benefits, the labour market and economic conditions which improved throughout the reporting period could, in part, explain that firms using Work-Sharing were less likely to lay employees off compared to previous years. Therefore, a lower proportion of completed Work-Sharing claims were combined with other benefit types (generally regular benefits) in FY2021.

Chart 2– Proportion of completed Employment Insurance claims that were combined by type of benefits*, Canada, FY1920 to FY2021



Note: Includes completed claims for which at least \$1 of EI benefits was paid.

* Starting in FY2021, data on family caregiver benefits are included in the analysis on combined claims. They were previously excluded due to the incompatibility of administrative data sources.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.1.3 Benefits-to-Contributions ratios

The EI benefits paid to eligible claimants are financed solely by the mandatory contributions (that is, EI premiums) made by employers and employees, and by the self-employed who have opted into the EI program. The amount of EI benefits paid relative to the contributions made provides valuable insights into the usage of the program, especially when the claimants are analyzed by their socio-demographic characteristics. This subsection examines this using two different ratios: the total benefits-to-contributions ratio (total B/C ratio) and the regular benefits-to-contributions ratio (regular B/C ratio) for 2019.¹² As EI contributions are not assigned to specific benefit types, the regular B/C ratio accounts for reductions in EI contributions related to special benefits.¹³

The total B/C ratios and the regular B/C ratios presented below are normalized, with the ratio for Canada set at 1.0. Consequently, the adjusted total and regular B/C ratios provide a quick interpretation of the net usage of the EI program by socio-demographic characteristic relative to the national level. An adjusted ratio higher than 1.0 means that the underlying sub-population (such as region or industry) received comparatively more benefits than contributions made than the Canadian average, and thus is a net beneficiary of the EI program. On the other hand, an adjusted ratio less than 1.0 means that the representing sub-population received comparatively less benefits than contributions made relative to the national level, and is a net contributor.

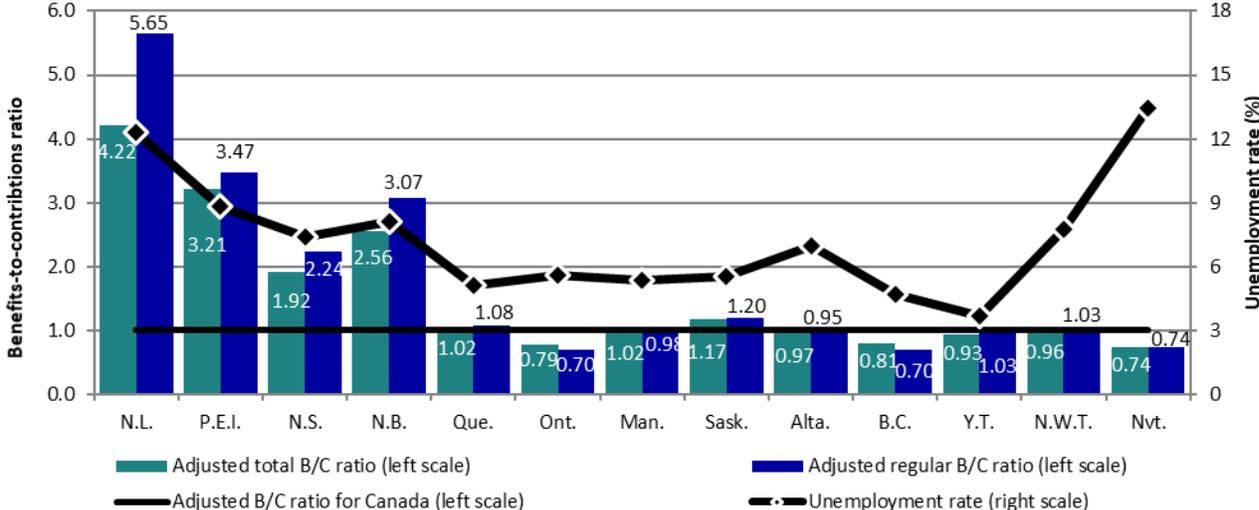
¹² The B/C ratios are based on the latest tax data available (calendar year 2019) at the time of preparing this report from the Canada Revenue Agency. Thus, they are unaffected by the economic and labour market disruptions caused by COVID-19 that started in March 2020.

¹³ The Quebec Parental Insurance Plan (QPIP) reduces the EI premiums paid by employers and employees in Quebec. In addition, the Premium Reduction Program (PRP) reduces the premiums paid by both employers and employees for businesses offering short-term disability plans that meet certain requirements established by the Canada Employment Insurance Commission. The regular B/C ratios have been calculated based on an estimate of the EI contributions that would have been paid by employers and employees in the absence of the QPIP and PRP.

In 2019, the Atlantic provinces and Saskatchewan had adjusted total B/C ratios above the national level, meaning claimants in these provinces received comparatively more in EI benefits than the contributions made (consult Chart 3). Generally, regions¹⁴ with a larger share of seasonal claimants exhibit adjusted total B/C ratios that are above 1.0, highlighting the greater use of EI benefits by claimants in these regions compared with other regions. On the other hand, Ontario, British Columbia and Nunavut had adjusted total B/C ratios below the national average, as claimants in these regions received comparatively less in EI benefits than the contributions made to the EI program. Quebec, Manitoba, Alberta, Yukon and the Northwest Territories had ratios very close to the national level.

A similar pattern can be observed when the payments for EI special benefits are excluded. In 2019, the Atlantic provinces, Quebec and Saskatchewan had adjusted regular B/C ratios above the national average; while Ontario, British Columbia and Nunavut had ratios below the national average. Manitoba, Alberta, Yukon and the Northwest Territories had ratios very close to the national level.

Chart 3 – Adjusted benefits-to-contributions (B/C) ratios and unemployment rate by province or territory, Canada, 2019



Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits); and Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0292-01 (for data on unemployment rates). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

As outlined in Table 6, in 2019 women received approximately \$1.12 in EI benefits for each dollar they contributed in premiums (adjusted total B/C ratio of 1.12). In particular, women aged between 25 and 44 years received the highest level of EI benefits relative to their contributions compared to those in other age groups (adjusted total B/C ratio of 1.57). This is likely due to the fact that women aged between 25 and 44 years are more likely to receive EI maternity and/or parental benefits. In comparison, men received approximately 90 cents in EI benefits for each dollar contributed in premiums (adjusted total B/C ratio of 0.90). However, this was reversed when only EI regular benefits were

¹⁴ Provincial and territorial B/C ratios are determined by the location of employers for premiums paid and by the residence of claimants for benefits received. As a result, it is possible that some provincial and territorial B/C ratios may be under or overstated if contributions are being accredited to a province or territory, while the employment is in fact situated in a different province or territory.

considered—the overall adjusted regular B/C ratio for men was higher than that for women (1.19 versus 0.76, respectively). Notably, the adjusted regular B/C ratios for men in all age groups were higher than the national average and greater than those for women.

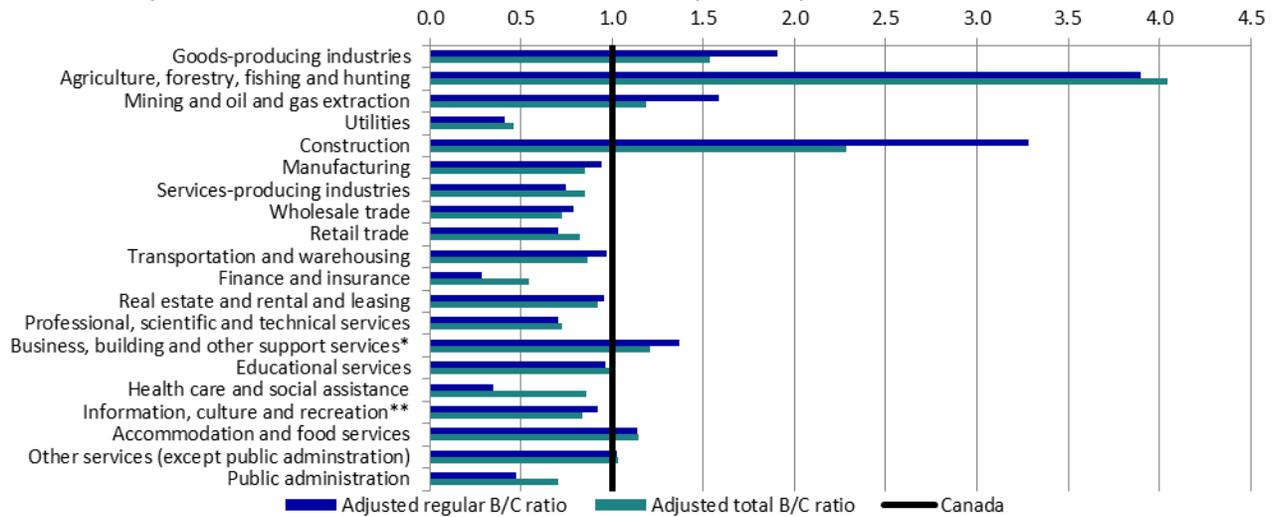
Table 6 – Adjusted benefits-to-contributions (B/C) ratios by gender and age, Canada, 2019

Age category	Adjusted total B/C ratio			Adjusted regular B/C ratio		
	Men	Women	Total	Men	Women	Total
24 years old and under	1.06	0.87	0.98	1.31	0.50	0.96
25 to 44 years old	0.81	1.57	1.13	1.04	0.68	0.88
45 to 54 years old	0.82	0.65	0.74	1.11	0.79	0.96
55 years old and over	1.14	0.79	0.99	1.57	1.01	1.32
Total	0.90	1.12	1.00	1.19	0.76	1.00

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

As illustrated in Chart 4, claimants who had worked in the goods-producing industries were net beneficiaries of EI benefits with both adjusted B/C ratios above the national average in 2019, while those who had worked in the services-producing industries were net contributors. The greater use of EI regular benefits by claimants who had worked in the goods-producing industries relative to those who had worked in the services-producing industries may be due to the higher proportion of seasonal employment in these industries, particularly the Agriculture, forestry, fishing and hunting industry and the Construction industry. As seasonal employment fluctuates during certain periods of the year, workers employed in these industries generally rely on EI benefits during the “off-seasons”, leading to higher adjusted regular B/C ratios. The difference between the goods-producing industries and the services-producing industries is less significant for the adjusted total B/C ratio. This may partly be due to the larger proportion of women working in certain services-producing industries, such as the Health care and social assistance industry and the Educational services industry, who can claim EI maternity and/or parental benefits and thus increase the relative use of EI in these industries.

Chart 4 – Adjusted benefits-to-contributions (B/C) ratios by industry, Canada, 2019



*Includes Management of companies and enterprises and Administrative support, waste management and remediation services.

** Includes Information and cultural industries and Arts, entertainment and recreation services.

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

Implicit income redistribution and the Employment Insurance program

Due to differences in income support provided by the EI program across socio-economic sub-populations, the program can act as an implicit income redistribution mechanism in Canada, providing greater income support (relative to contributions) to individuals in the lower part of the income distribution as compared to those with greater earnings. A 2012 evaluation study* showed that the benefit and contribution aspects of the program tend to be redistributive and that the impact of the program on the redistribution of earnings increased substantially during the late 2000s recession.

Moreover, a study on the financial impact of receiving EI benefits** concluded that the EI program has a considerable positive income redistribution effect, with lower income families having a higher adjusted total benefits-to-contributions ratio than higher income families. In fact, families with after-tax incomes below the median received 34% of total EI benefits and paid 18% of all premiums, representing an adjusted total benefits-to-contributions ratio of close to 2.0.

*Ross Finnie and Ian Irvine, *The Redistributive Impact of Employment Insurance 2007 to 2009* (Ottawa: HRSDC, Evaluation Directorate, 2013).

**Constantine Kapsalis, *Financial Impacts of Receiving Employment Insurance* (Ottawa: Data Probe Economic Consulting Inc., 2010).

2.2 Employment Insurance regular benefits

Employment Insurance (EI) regular benefits are designed to provide temporary income support to partially replace lost employment income for eligible claimants while they search for work or upgrade their skills.

As explained in [section 2.0](#), no new claims for EI regular benefits were established during the first half of FY2021, and some of the main indicators covered in the following subsections are presented separately for the first and the second half of FY2021.¹⁵

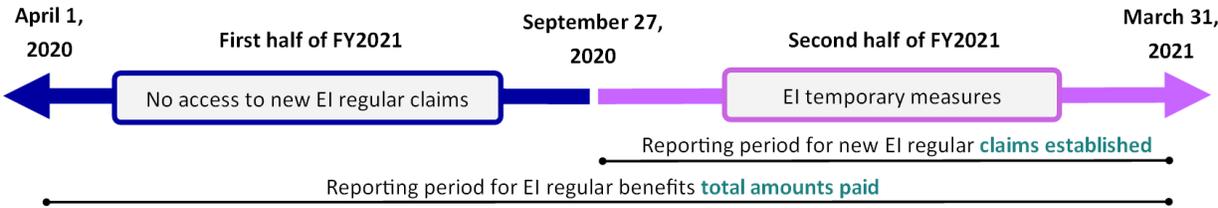
Under the EI temporary measures, to qualify for EI regular benefits in the second half of FY2021, the claimant must:

- be unemployed and available for work;
- have worked a minimum number of 420 hours of insurable employment (essentially 120 hours with the one-time 300 hours credit) and paid EI premiums during the qualifying period (defined as either the previous 52 weeks (or 80 weeks for claimants who received CERB) or since the establishment of their last claim, whichever is shorter); and
- have had a valid reason for job separation according to the *Employment Insurance Act*

2.2.1 Employment Insurance regular claims and benefits paid

Since no new EI regular claims could be established between April 1, 2020 and September 26, 2020, the reporting period of new EI regular claims is limited to only the second half of FY2021. However, the total amounts paid is reported on the entirety of FY2021 as EI regular benefits from previously established claims continued to be paid throughout the whole year.

Chart 5 – Reporting periods of Employment Insurance regular claims and benefits paid



The number of new claims established during a given period tends to be influenced by labour market conditions and overall economic cycles, as well as initiatives such as EI pilot projects or changes to the program design. During periods of economic growth and robust labour market conditions, fewer claims for EI regular benefits are established, while the opposite is true during periods of economic stagnation and unfavourable labour market conditions. As discussed in Chapter 1, the COVID-19 pandemic and the public health measures in place to limit its spread had an unprecedented negative impact on the economy and the labour market in terms of employment losses aligned with each wave of the pandemic. In the second half of FY2021, 2.47 million new EI regular claims were established. This is

¹⁵ The first half of FY2021 is the time period from April 1, 2020 to September 26, 2020, while the second half of FY2021 is the time period from September 27, 2020 to March 31, 2021.

almost double the number of claims established in the entire FY1920 (1.37 million). However, given the temporary changes to the EI program and the unprecedented labour market conditions and benefit schemes available in FY2021, this is not comparable with previous years. Therefore, year-over-year comparisons of the number of new EI regular claims established are not examined in this section.

The total amount of EI regular benefits paid increased from \$11.1 billion in FY1920 to \$24.9 billion in FY2021. The increase in the total amount of EI regular benefits paid in FY2021 is attributable to the temporary changes to the EI program¹⁶ and the relatively higher number of EI regular claims established.

There was an average of 1.5 million beneficiaries receiving EI regular benefits each month in the second half of FY2021 when the EI temporary measures were in place.¹⁷ This is significantly higher than the 344,200 average monthly EI regular beneficiaries in the first half of FY2021.¹⁸

Because the number of beneficiaries is based on previously established claims, these two measures generally trend in the same direction, with the count of beneficiaries usually lagging behind the number of new claims established. To illustrate this, suppose there is an increase in the number of claims established for EI regular benefits after an economic shock. The number of beneficiaries will increase following the increase in claims. However, the count of beneficiaries can still remain elevated even after the volume of new claims has subsided once the labour market conditions improve, as payments continue to be made on previously established claims until benefits are exhausted or the claimants have found employment. Because no new EI regular claims could be established between April 1 and September 26, 2020, the number of beneficiaries of EI regular benefits in the first half of FY2021 were solely from claims established in the previous fiscal year and were decreasing each month. When EI regular benefits were made available again on September 27, 2020 under the temporary measures, there was a large increase in new EI regular claims established and the number of beneficiaries climbed. The effect of the increase in the number of claims established will likely continue to be reflected on the number of beneficiaries in the next reporting period.

Employment Insurance regular claims and amount paid by province or territory, gender and age

Table 7 outlines the number of EI regular claims established in the second half of FY2021 and the total amount paid over the entire reporting period by province or territory, gender and age. The columns presenting the percentage point change (p.p.) show the change of the shares of each respective category over the total population in FY2021 in comparison to their relative shares in FY1920. While both the number of new EI regular claims established and total amount paid increased in every category in FY2021, changes in certain categories were more significant than in others in terms of their relative shares.

¹⁶ Consult [section 2.0](#) for a list of the main temporary measures.

¹⁷ Source: Statistics Canada, monthly Employment Insurance statistics release, Table 14-10-0010-01. The beneficiary count represents the number of EI claimants who received at least \$1 of EI regular benefits during the reference period (usually the week of the 15th day on a given month), and is affected by the inflow of new EI regular claimants and the outflow of EI regular claimants who have stopped receiving benefits due to benefit exhaustion or claimants returning to work. The average beneficiary count for the second half of FY2021 is calculated by averaging the monthly EI regular beneficiaries between the months of October 2020 and March 2021.

¹⁸ In comparison, 507,200 beneficiaries received EI regular benefits on average each month between FY1516 and FY1920.

Table 7 – Employment Insurance regular claims and amount paid by province or territory, gender and age, Canada, FY1920 and FY2021

Province or territory	Number of claims (% share)			Amount paid (\$million) (% share)		
	FY1920	Second half of FY2021	p.p. change of relative share compared to FY1920	FY1920	FY2021	p.p. change of relative share compared to FY1920
Newfoundland and Labrador	62,980 (4.6%)	81,400 (3.3%)	-1.3	\$759.2 (6.9%)	\$1,029.1 (4.1%)	-2.7
Prince Edward Island	14,860 (1.1%)	18,820 (0.8%)	-0.3	\$155.5 (1.4%)	\$211.6 (0.8%)	-0.6
Nova Scotia	62,100 (4.5%)	81,630 (3.3%)	-1.2	\$588.6 (5.3%)	\$905.1 (3.6%)	-1.7
New Brunswick	68,720 (5.0%)	91,520 (3.7%)	-1.3	\$680.0 (6.1%)	\$989.9 (4.0%)	-2.2
Quebec	400,460 (29.3%)	653,980 (26.4%)	-2.8	\$2,622.2 (23.7%)	\$5,906.0 (23.7%)	0.0
Ontario	393,950 (28.8%)	848,920 (34.3%)	+5.5	\$3,011.1 (27.2%)	\$8,352.1 (33.5%)	+6.3
Manitoba	42,900 (3.1%)	76,120 (3.1%)	-0.1	\$370.7 (3.4%)	\$785.2 (3.1%)	-0.2
Saskatchewan	40,800 (3.0%)	60,370 (2.4%)	-0.5	\$405.9 (3.7%)	\$700.7 (2.8%)	-0.9
Alberta	140,540 (10.3%)	296,840 (12.0%)	+1.7	\$1,354.1 (12.2%)	\$3,304.1 (13.3%)	+1.0
British Columbia	135,800 (9.9%)	257,310 (10.4%)	+0.5	\$1,068.7 (9.7%)	\$2,675.9 (10.7%)	+1.1
Yukon	1,680 (0.1%)	2,440 (0.1%)	0.0	\$17.0 (0.2%)	\$27.6 (0.1%)	0.0
Northwest Territories	1,520 (0.1%)	2,200 (0.1%)	0.0	\$19.5 (0.2%)	\$26.4 (0.1%)	-0.1
Nunavut	770 (0.1%)	1,310 (0.1%)	0.0	\$12.2 (0.1%)	\$16.4 (0.1%)	0.0
Gender						
Men	830,770 (60.8%)	1,371,140 (55.4%)	-5.3	\$7,348.8 (66.4%)	\$14,578.4 (58.5%)	-7.9
Women	536,310 (39.2%)	1,101,720 (44.6%)	+5.3	\$3,715.6 (33.6%)	\$10,351.7 (41.5%)	+7.9
Age category						
24 years old and under	122,860 (9.0%)	381,160 (15.4%)	+6.4	\$939.3 (8.5%)	\$3,157.6 (12.7%)	+4.2
25 to 44 years old	603,290 (44.1%)	1,042,340 (42.2%)	-2.0	\$4,783.1 (43.2%)	\$10,578.0 (42.4%)	-0.8
45 to 54 years old	286,640 (21.0%)	445,220 (18.0%)	-3.0	\$2,342.4 (21.2%)	\$4,660.7 (18.7%)	-2.5
55 years old and over	354,290 (25.9%)	604,140 (24.4%)	-1.5	\$2,999.6 (27.1%)	\$6,533.9 (26.2%)	-0.9
Canada	1,367,080 (100.0%)	2,472,860 (100.0%)	0.0	\$11,064.4 (100.0%)	\$24,930.1 (100.0%)	0.0

Note: Data may not add up to the total due to rounding. Percentage point change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Specifically, the relative share of claims established for EI regular benefits increased in Ontario (+5.5 p.p.), Alberta (+1.7 p.p.), and British Columbia (+0.5 p.p.) in the second half of FY2021 compared to the previous fiscal year. The relative share of claims for EI regular benefits decreased across all Atlantic provinces and Saskatchewan, while staying relatively unchanged in Manitoba and all three territories. The most significant relative decrease in the share of EI regular claims established was observed in

Quebec (-2.8 p.p.). The relative share of total amount paid in EI regular benefits similarly increased in Ontario (+6.3 p.p.), British Columbia (+1.1 p.p.) and Alberta (+1.0 p.p.) in FY2021 compared to FY1920. It stayed relatively unchanged in all three territories, Quebec and Manitoba, while decreasing slightly in the Atlantic provinces and Saskatchewan. Similar to previous years, Ontario and Quebec continued to account for more than half (60.8%) of total EI regular claims established in the second half of FY2021. They also made up over half (57.2%) of the total amount paid in EI regular benefits in FY2021, up from 50.9% in FY1920.

The relative share of new claims established by women increased by 5.3 percentage points during this period. Despite this, men still accounted for the majority (55.4%) of EI regular claims in the second half of FY2021, similar to previous reporting periods. In FY2021, men accounted for the over half (58.5%) of the total amount paid in EI regular benefits. This share has remained relatively stable in recent years as well.

Those aged 24 years and under had the most significant increase in their relative shares of new claims, from 9.0% in FY1920 to 15.4% in the second half of FY2021 (+6.4 p.p.). In terms of total amount paid in EI regular benefits, the share of younger claimants also had the highest increase (+4.2 p.p.) in FY2021 from FY1920. Similar to the previous years, claimants aged between 25 and 44 years continued to account for the largest share of new regular claims (42.2%) in the second half of FY2021 as well as the total amount paid in FY2021 (42.4%). Despite the largest relative increases among age groups, those aged 24 years and under still had the smallest shares (15.4% of total claims and 12.7% of total amount paid, respectively).

Employment Insurance regular claims and amount paid by industry

As outlined in Table 8, the relative share of new EI regular claims established in the second half of FY2021 increased in services-producing industries (+9.0 p.p.) from FY1920. This increase was driven mostly by increases in the share of new claims in Accommodation and food services (+7.5 p.p.) and Retail trade (+6.0 p.p.), two sectors heavily impacted by closures and economic shutdowns during the COVID-19 pandemic. Among the goods-producing industries, the overall share of new claims established in FY2021 decreased in all industries with a total relative decline of 11.3 percentage points from the previous reporting period. A notable relative decrease was observed in the Construction industry (-7.0 p.p.). The relative share of new claims in the Unclassified industries category also increased by 2.3 percentage points. This was due to the missing information in the EI claims that is required to classify them. This indicates that the increases in the number of EI regular claims in some industries in FY2021 would have been even higher if these unclassified claims had been categorized. Similar to previous reporting periods, the Construction sector continued to hold the largest share of new claims established among all industry groups (14.2%).

Table 8 – Employment Insurance regular claims and amount paid by industry, Canada FY1920 and FY2021

Industry	Number of claims (% share)			Amount paid (\$million) (% share)		
	FY1920	Second half of FY2021	p.p. change of relative share compared to FY1920	FY1920	FY2021	p.p. change of relative share compared to FY1920
Goods-producing industries	523,350 (38.3%)	667,470 (27.0%)	-11.3	\$4,590.7 (41.5%)	\$7,138.4 (28.6%)	-12.9
Agriculture, forestry, fishing, and hunting	51,240 (3.7%)	59,370 (2.4%)	-1.3	\$525.8 (4.8%)	\$689.3 (2.8%)	-2.0
Mining and oil and gas extraction	24,130 (1.8%)	33,730 (1.4%)	-0.4	\$270.0 (2.4%)	\$430.8 (1.7%)	-0.7
Utilities	4,870 (0.4%)	3,980 (0.2%)	-0.2	\$42.2 (0.4%)	\$46.8 (0.2%)	-0.2
Construction	289,330 (21.2%)	350,210 (14.2%)	-7.0	\$2,592.1 (23.4%)	\$3,691.3 (14.8%)	-8.6
Manufacturing	153,780 (11.2%)	220,180 (8.9%)	-2.3	\$1,160.7 (10.5%)	\$2,280.1 (9.1%)	-1.3
Services-producing industries	801,070 (58.6%)	1,671,510 (67.6%)	+9.0	\$6,151.8 (55.6%)	\$16,428.9 (65.9%)	+10.3
Wholesale trade	41,670 (3.0%)	83,080 (3.4%)	+0.3	\$425.2 (3.8%)	\$937.8 (3.8%)	-0.1
Retail trade	76,100 (5.6%)	286,270 (11.6%)	+6.0	\$610.1 (5.5%)	\$2,405.4 (9.6%)	+4.1
Transportation and warehousing	64,460 (4.7%)	114,250 (4.6%)	-0.1	\$499.1 (4.5%)	\$1,131.8 (4.5%)	0.0
Finance and insurance	12,480 (0.9%)	22,230 (0.9%)	0.0	\$148.8 (1.3%)	\$258.8 (1.0%)	-0.3
Real estate, rental, and leasing	18,800 (1.4%)	39,840 (1.6%)	+0.2	\$174.8 (1.6%)	\$445.6 (1.8%)	+0.2
Professional, scientific, and technical services	55,220 (4.0%)	87,120 (3.5%)	-0.5	\$516.5 (4.7%)	\$996.0 (4.0%)	-0.7
Business, building, and other support services*	85,720 (6.3%)	170,190 (6.9%)	+0.6	\$768.0 (6.9%)	\$1,845.5 (7.4%)	+0.5
Educational services	170,300 (12.5%)	120,670 (4.9%)	-7.6	\$823.5 (7.4%)	\$793.5 (3.2%)	-4.3
Health care and social assistance	50,050 (3.7%)	105,120 (4.3%)	+0.6	\$359.2 (3.2%)	\$978.2 (3.9%)	+0.7
Information, culture, and recreation**	39,900 (2.9%)	110,510 (4.5%)	+1.6	\$317.1 (2.9%)	\$1,156.8 (4.6%)	+1.8
Accommodation and food services	72,130 (5.3%)	317,070 (12.8%)	+7.5	\$489.4 (4.4%)	\$3,383.5 (13.6%)	+9.1
Other services (excluding Public administration)	45,450 (3.3%)	116,740 (4.7%)	+1.4	\$376.7 (3.4%)	\$1,126.7 (4.5%)	+1.1
Public administration	68,790 (5.0%)	98,420 (4.0%)	-1.1	\$643.4 (5.8%)	\$969.2 (3.9%)	-1.9
Unclassified***	42,660 (3.1%)	133,880 (5.4%)	+2.3	\$321.8 (2.9%)	\$1,362.9 (5.5%)	+2.6
Canada	1,367,080 (100.0%)	2,472,860 (100.0%)	0.0	\$11,064.4 (100.0%)	\$24,930.1 (100.0%)	0.0

Note: Data may not add up to the total due to rounding. Percentage point change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

* This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administration and support, waste management and remediation services).

** This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation).

*** For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Similar to new EI regular claims established, the relative share of EI regular benefits paid to claimants in the services-producing industries saw a significant increase (+10.3 p.p.) in FY2021, whereas the relative

share paid to claimants in goods-producing industries declined by 12.9 percentage points from FY1920. The Accommodation and food services industry saw the largest relative share increase (+9.1 p.p.), followed by Retail trade (+4.1 p.p.), and unclassified industries (+2.6 p.p.). Among goods-producing industries, Construction saw the largest decline in the relative share of amounts paid (-8.6 p.p.), followed by the Agriculture, forestry, fishing, and hunting (-2.0 p.p.) industry. Despite the decline in its relative share, Construction remained the industry with the highest total amount paid, at \$3.7 billion, closely followed by Accommodation and food services (\$3.4 billion), Retail trade (\$2.4 billion), and Manufacturing (\$2.3 billion).

The Employment Insurance benefit repayment provision

EI benefit payments are taxable income, regardless of the type of benefits. Depending on their net income and whether they were paid EI regular benefits, including fishing benefits, individuals may be required to repay some of the EI benefits at the time they file income tax returns.

In accordance with the *Employment Insurance Act*, claimants must repay a percentage of EI benefits they received if their net income* in a given year exceeds 1.25 times the maximum yearly insurable earnings. In the 2019 taxation year**, claimants whose net income exceeded \$66,375*** were required to repay 30% of the lesser of:

- the net income in excess of \$66,375, or
- the total regular benefits, including regular fishing benefits, paid in the taxation year

Claimants who received EI special benefits were exempt from the benefit repayment requirement.**** In addition, claimants who received less than 1 week of EI regular or fishing benefits in the preceding 10 taxation years were also exempt from repaying benefits.

In the 2019 taxation year, around 178,500 EI claimants repaid a total of \$259.4 million in EI benefits. On average, each claimant subject to the EI benefit repayment provision repaid \$1,453 while they received \$6,075 in EI benefits. Similar to previous years, individuals who resided in Quebec, Ontario and Alberta together represented more than two-thirds (69.0%) of the total number of claimants who repaid benefits and almost three-fifths (59.5%) of the total amount repaid in 2019. Among those who repaid benefits, men and core-aged individuals (aged between 25 and 54 years) are generally over-represented—in 2019, men accounted for 88.3% of the total claimants who repaid benefits and 89.6% of the total amount repaid. These proportions were 68.4% and 63.2%, respectively, for core-aged individuals. By industry classification, claimants who had worked in the goods-producing industries accounted for 66.7% of the total number of individuals who repaid benefits and 64.9% of the total amount repaid in 2019. In particular, claimants who had worked in the Construction industry accounted for the largest proportions of individuals who repaid benefits as well as the total amount repaid (46.1% and 41.9%, respectively). These proportions have remained relatively unchanged in recent years.

A recent departmental study***** looked at the sociodemographic characteristics and claim patterns of individuals subject to the EI benefit repayment provision over the period 2011 to 2019. The study

found that these individuals, on average, had income \$12,500 above the repayment threshold in respective years while they repaid a yearly average of \$1,430 in benefit repayment over the study period. Claimants who were men, older, worked in larger firms, resided in Alberta or worked in the Construction industry were more likely to be subject to the benefit repayment provision. Among claimants who had repaid benefits, those who were men, older, single, resided in the Atlantic provinces or worked in the primary industry repaid higher amounts of EI benefits on average.

While looking at claim patterns of individuals who had repaid EI benefits, the study found that eligible repeat claimants had a higher likelihood of receiving EI regular benefits (64.6%) than eligible first-time claimants (32.1%). Furthermore, there was no indication that the EI benefit repayment provision deterred eligible claimants from collecting EI regular benefits. The study also found that the timing of establishing a claim and its duration had an effect on the prevalence of being subject to the benefit repayment provision—claimants whose claims overlapped two taxation years were more prevalent among individuals who repaid benefits than those whose entire claims fell within one year. Claimants with claims overlapping two taxation years were also found to be repaying higher amounts of benefit on average during this period compared to those with an entire claim within a year.

* Net income includes employment income and EI benefits received during the taxation year.

** The most recent taxation year for which data on individuals who repaid EI benefits are available is 2019. Data are as of September 2020 and preliminary, as the Canada Revenue Agency extended the 2019 tax filing deadline to June 1, 2020 and the payment due date to September 30, 2020 due to the COVID-19 crisis.

*** The maximum annual insurable earnings in 2019 was \$53,100.

**** If claimants received a combination of regular and special benefits within the same tax year, they may still have to repay a percentage of the regular benefits received.

***** ESDC, Analysis of the EI Clawback Provision (Ottawa: ESDC, Evaluation directorate, 2022).

Employment Insurance regular benefits and firms

According to the 2019 tax data¹⁹ available from the Canada Revenue Agency (CRA), there were around 1.26 million firms operating in Canada in 2019, up slightly (+2.1%) from the previous year. Of those, 288,100 firms (22.9%) employed at least one employee who had received EI regular benefits in that year.

As outlined in Table 9, the proportion of firms which employed at least one employee receiving EI regular benefits increased with firm size²⁰, with smaller firms being less likely to be the last employer of a claimant. In 2019, 17.6% of small-sized firms had at least one former employee who received EI regular benefits, compared to 70.6% of small-to-medium sized firms, 93.7% of medium-to-large sized firms and 99.5% of large-sized firms.

However, when the number of claimants for EI regular benefits is compared with distribution of workforce by firm size, employees from smaller firms are found to be over-represented among EI regular claimants. As shown in Table 9, smaller firms accounted for 21.2% of the total workforce while

¹⁹ The data sources used in this section for the analysis on firms are EI and Canada Revenue Agency (CRA) administrative data. The 2019 CRA data is the most recent tax year available and are subject to change.

²⁰ The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Firms with 500 employees or more are defined as large-sized firms.

they represented 26.4% of the total EI regular benefit claimants in 2019. Similarly, employees in the small-to-medium sized firms were also over-represented among EI regular claimants, as they accounted for 19.5% of the total employees and 24.2% of the total EI regular claimants in 2019. This gap between the share of employment and the share of EI regular claimants narrows for the medium-to-large sized firms. For the large-sized firms, however, the opposite can be observed—these firms represented 43.0% of the total workforce in Canada in 2019 but accounted for only 31.7% of the total EI regular claimants. The higher proportion of usage of EI regular benefits among employees in the smaller-sized firms suggest that smaller firms are more vulnerable to difficult business or economic conditions than larger firms, and need to make broader adjustments to their workforces. This results in a larger share of their employees claiming EI regular benefits as a result of layoffs following a reduction in business activities. Moreover, this trend can also be influenced by industry-related characteristics such as the greater prevalence of seasonal jobs in small-sized firms that are generally more likely to rely on Employment Insurance, relative to the national average in some industries.²¹

Table 9 – Firms, employment and Employment Insurance regular claimants by size* of firms, Canada, 2019

Firm size*	Number of firms		Employment distribution** (% share)	EI claimant distribution*** (% share)
	All firms	Firms with at least one employee receiving EI regular benefits		
Small	1,138,620	200,750	21.2%	26.4%
Small-medium	96,890	68,380	19.5%	24.2%
Medium-large	16,740	15,680	16.2%	17.8%
Large	3,350	3,330	43.0%	31.7%
Canada	1,255,600	288,140	100.0%	100.0%

Note: Data may not add up due to rounding.

* The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

** The number of workers in a firm is the number of individuals with employment income in that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee that earned \$25,000 in firm 1 and \$25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

*** These are based on the number of people receiving EI regular benefits in 2019.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data. Canada Revenue Agency, CRA administrative data. CRA data are based on a 100% sample.

Employment Insurance regular claims and amount paid by EI claimant category

Table 10 outlines the number of claims established for EI regular benefits in the second half of FY2021 and amount paid by EI claimant category²² over the entire FY2021 year. Occasional claimants saw the highest increase in relative shares of new EI regular claims established (+7.1 p.p.) and total amount paid (+8.0 p.p.), compared to the previous reporting period. Simultaneously, frequent claimants saw the largest decrease in relative shares of new EI regular claims established (-9.3 p.p.) and total amount paid (-11.4 p.p.). This is likely due to the repercussions of the COVID-19 pandemic on non-frequent EI claimants who experienced job separations at unprecedented higher rates in FY2021.

²¹ For example, in 2019, within the Agriculture and Construction industries, which consist of jobs that are predominantly seasonal, employees working in small-sized firms accounted for 59.9% and 47.1%, respectively, of the total workers in these industries. Source: Statistics Canada, Labour Force Survey, Table 14-10-0068-01.

²² Consult [Annex 2.1](#) for the definitions of EI claimant categories.

Long-tenured workers accounted for 27.2% of all new regular claims established in the second half of FY2021, while they received 26.2% of the total amount paid in FY2021. Occasional claimants accounted for 61.1% of all new regular claims established, but received 59.9% of the total amount paid during the reporting periods. Frequent claimants, on the other hand, accounted for 11.7% of total new regular claims established and received 13.9% of the total amount paid in EI regular benefits.

Table 10 – Employment Insurance regular claims and amount paid by EI claimant category, Canada, FY1920 and FY2021

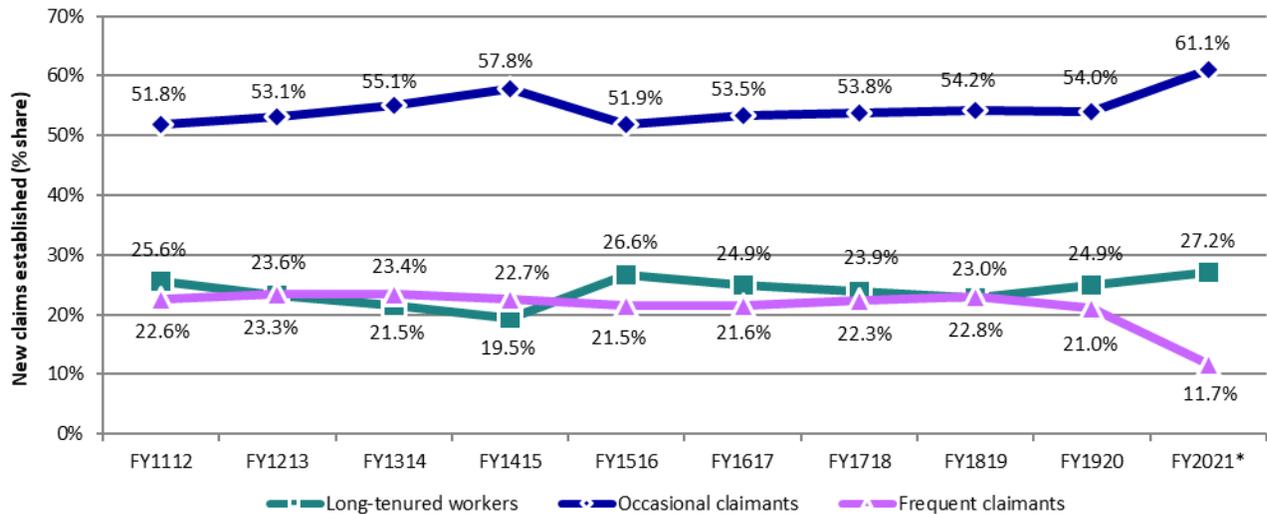
Claimant category	Number of claims (% share)			Amount paid (\$million) (% share)		
	FY1920	Second half of FY2021	p.p. change of relative share compared to FY1920	FY1920	FY2021	p.p. change of relative share compared to FY1920
Long-tenured workers	340,900 (24.9%)	670,790 (27.2%)	+2.2	\$2,518.1 (22.8%)	\$6,533.0 (26.2%)	+3.4
Occasional claimants	738,600 (54.0%)	1,511,990 (61.1%)	+7.1	\$5,746.6 (51.9%)	\$14,933.4 (59.9%)	+8.0
Frequent claimants	287,580 (21.0%)	289,080 (11.7%)	-9.3	\$2,799.7 (25.3%)	\$3,463.6 (13.9%)	-11.4
Canada	1,367,080 (100.0%)	2,472,860 (100.0%)	0.0	\$11,064.4 (100.0%)	\$24,930.1 (100.0%)	0.0

Note: Data may not add up to the total due to rounding. Percentage point change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 6 and Chart 7 illustrate the share of new EI regular claims established and the share of total amount paid by claimant categories in the past decade, respectively. During this period, the share of EI regular claims established by occasional claimants has ranged between 51.8% (FY1112) and 57.8% (FY1415), before increasing to 61.1% in the second half of FY2021. The share of claims established by long-tenured workers has experienced some variation in the last decade, while the share by frequent claimants has remained relatively unchanged before dropping sharply to 11.7% in the second half of FY2021. This can be explained by the fact that the number of new claims by frequent claimants did not increase as much as the number of new claims by long-tenured workers and occasional claimants in the second half of FY2021, compared to previous years.

Chart 6 – Share of Employment Insurance regular claims established by claimant category, Canada, FY1112 to FY2021*



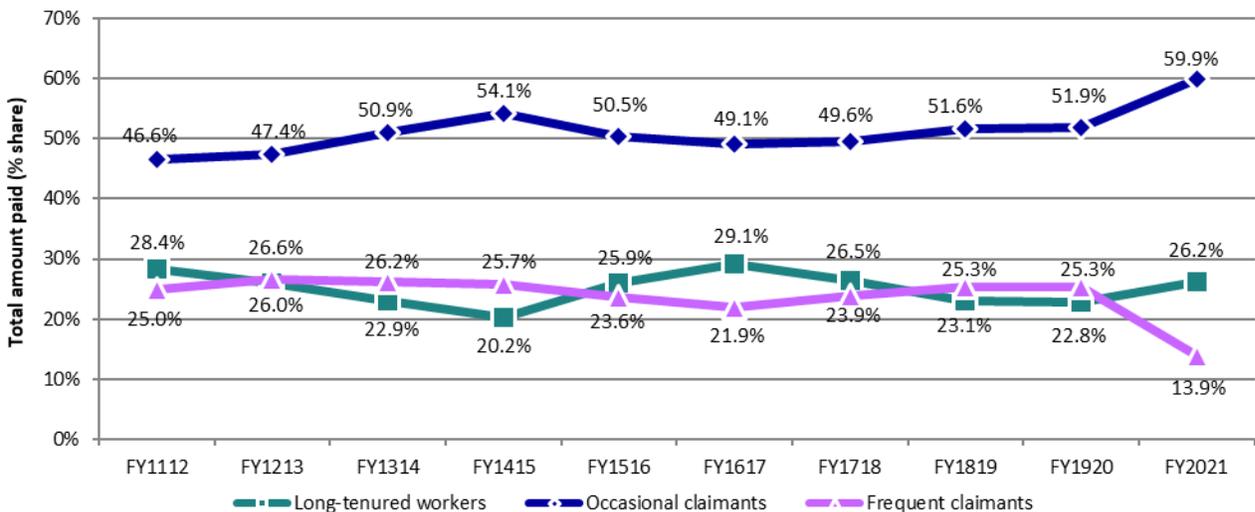
Note: Includes claims for which at least \$1 of EI regular benefits was paid.

* FY2021 only includes the second half of the fiscal year, as no new claims for regular benefits were established in the first half of FY2021 because of the CERB.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The share of EI regular benefits paid to occasional claimants has trended upward in the last decade. The share paid to long-tenured workers and frequent claimants saw slight variations over time without distinctly trending in either direction, with the exception of a sharp drop in the share of frequent claimants in FY2021 to 13.9% (down from 25.3% in FY1920).

Chart 7 – Share of total amount paid in Employment Insurance regular benefits by claimant category, Canada, FY1112 to FY2021



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Section 2.2.2 Coverage and eligibility to Employment Insurance regular benefits

As mentioned at the beginning of section 2.2, there are three eligibility criteria to qualify for EI regular benefits:

- the claimant must have had insurable employment and paid EI premiums during the qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter). Beginning September 27, 2020, the EI temporary measures extended the qualifying period by 28 weeks for claimants who met certain criteria;²³
- have a valid reason for job separation according to the *Employment Insurance Act*;
- have worked a minimum number of hours of insurable employment (ranging from 420 hours and 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the establishment of the claim) during the qualifying period. Between September 27, 2020 and September 25, 2021, the EI temporary measures introduced a minimum unemployment rate for all EI regions of 13.1% and a one-time credit of 300 insurable hours for EI regular benefits. These allowed new EI regular claims to be established with only 120 hours of insurable employment during the qualifying period.

This subsection provides an overview of the unemployed population and job separators in Canada for the second half of FY2021 in terms of these three eligibility criteria. The coverage and eligibility of EI regular benefits is not reported on during the first half of FY2021 as there was no access to new EI regular claims during this period due to the provisional CERB available at the time. Chart 8 outlines the timeline of rules in effect regarding coverage and eligibility during FY2021 and the original rules preceding this fiscal year.

Unlike previous Monitoring and Assessment Reports that used the Employment Insurance Coverage Survey (EICS)²⁴ as the base of the results, this year this subsection relies on the Labour Force Survey (LFS)²⁵ for coverage rates, the Records of Employment (ROE)²⁶ for eligibility rates, and information from the EI administrative data²⁷ for a broader eligibility discussion. Because of these key changes in the source of these estimates, results from this subsection are not comparable to those of Monitoring and Assessment Reports of previous years.

²³ For an extended qualifying period, the claimant must (a) make the initial claim for benefits on or after September 27, 2020 or in relation to an interruption of earnings that occurs on or after that date, and (b) have received the Canada Emergency Response Benefit (CERB).

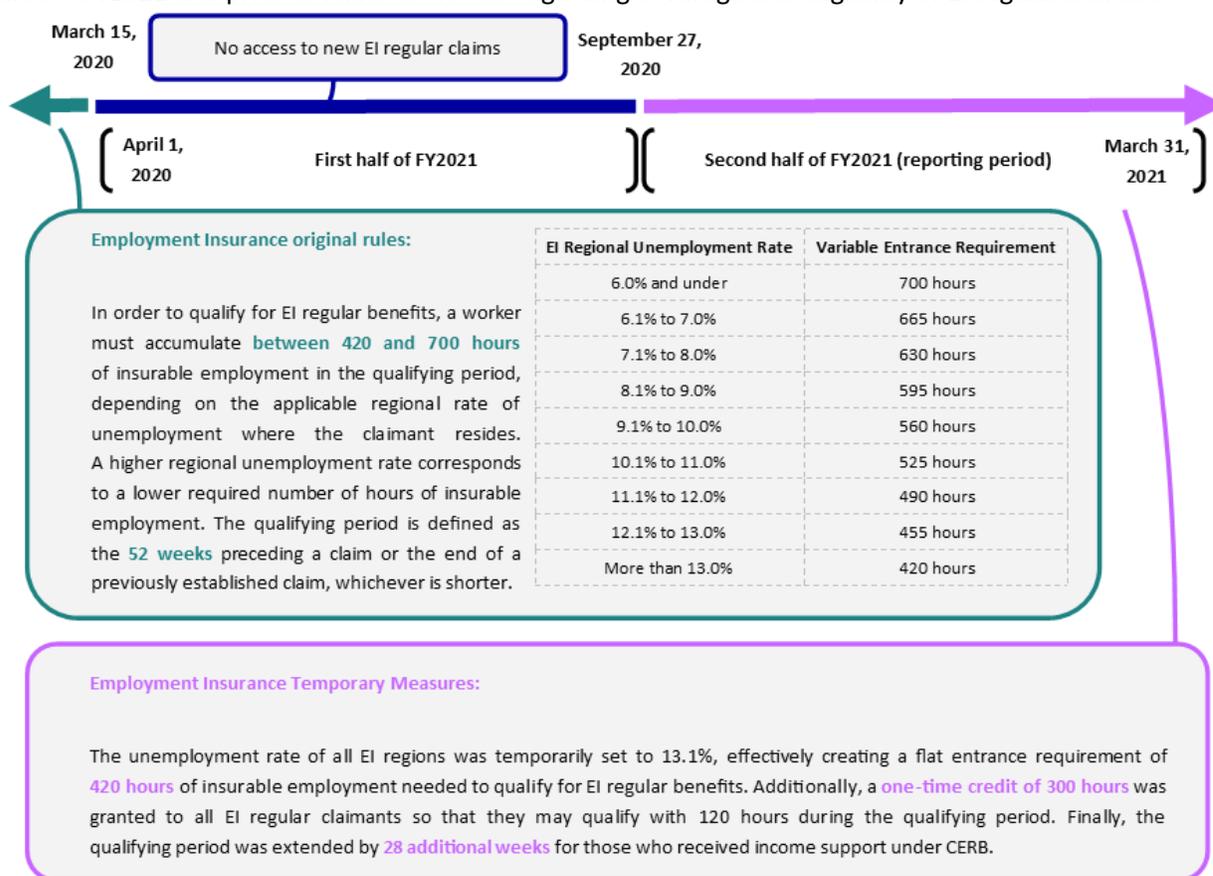
²⁴ Because of changes to the EI program introduced in response to COVID-19, the 2020 EICS did not collect any information on EI regular benefits and was limited to parents of infants aged 18 months and younger. Consequently, alternate source were used in this subsection. The EICS will once again be used in the EI Monitoring and Assessment Report for FY2122 to estimate the coverage and eligibility rates of EI regular benefits.

²⁵ The Labour Force Survey is a monthly survey that provides statistics on the unemployed population and the overall state of the Canadian labour market.

²⁶ A Record of Employment is a form completed by the employer when an employee stops working. It contains information on employment history, such as hours of insurable employment from the past year.

²⁷ EI administrative data provides information about EI beneficiaries' hours of insurable employment.

Chart 8 – FY2021 and prior timeline of criteria regarding coverage and eligibility of EI regular benefits



Coverage of Employment Insurance regular benefits

The coverage rate of EI regular benefits shows the proportion of unemployed individuals who contributed to the EI program by paying EI premiums in the preceding 52 weeks prior to becoming unemployed. It is calculated by dividing the number of unemployed individuals who had insurable employment and paid EI premiums within the previous 52 weeks by the number of total unemployed individuals in Canada. This relies on Labour Force Survey data, differing from previous Monitoring and Assessment Reports, and so the results of this sub-subsection are not comparable to results published in prior years. In the second half of FY2021, the coverage rate was 64.8%, up from 63.5% in FY1920.²⁸

Higher coverage rates of EI regular benefits are usually observed during economic downturns, as slowing economic activities lead to layoffs that increase the share of unemployed EI contributors among all unemployed individuals. The coverage rates rose in 2009, corresponding with the FY0809 recession, and during the downturn in commodity prices in 2015 and 2016. The higher coverage rate observed in the

²⁸ Source: Statistics Canada Labour Force Survey: Public Use Microdata File. The second half of FY2021 include data from October 2020 to March 2021. The count of unemployed contributors used to calculate these coverage rates are based off insurable employment in the previous 52 weeks. Since the qualifying period was extended by 28 weeks for claimants in the second half of FY2021 who meet certain criteria, the FY2021 coverage rate may underestimate the real coverage rate under the EI temporary measures as it excludes the unemployed population with most recent insurable employment history over 52 weeks ago.

second half of FY2021 can in turn be partially explained by the increase of unemployed EI contributors following the COVID-19 pandemic and its resulting economic impacts.

Table 11 outlines the coverage rates of EI regular benefits by province, gender, age in FY1920 and the second half of FY2021. Despite a slight decrease from the previous year, Prince Edward Island remained the province with the highest coverage rate. Nova Scotia (-8.7 p.p.), Newfoundland and Labrador (-6.5 p.p.), and British Columbia (-6.3 p.p.) all saw significant decreases in coverage rates with British Columbia having the lowest of all provinces in the second half of FY2021 at 58.4%. Conversely, Quebec saw the highest increase of 8.0 percentage points, with a coverage rate of 73.8% in the reporting period.

Table 11 – Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, and age, Canada, FY1920 and second half of FY2021

Province	FY1920	Second half of FY2021	Change (percentage points)
Newfoundland and Labrador	78.0%	71.5%	-6.5
Prince Edward Island	82.4%	81.6%	-0.8
Nova Scotia	75.2%	66.5%	-8.7
New Brunswick	75.7%	71.0%	-4.7
Quebec	65.7%	73.8%	+8.0
Ontario	59.4%	62.3%	+2.9
Manitoba	65.3%	68.3%	+2.9
Saskatchewan	63.3%	65.5%	+2.1
Alberta	61.6%	61.9%	+0.2
British Columbia	64.7%	58.4%	-6.3
Gender			
Men	65.4%	66.9%	+1.5
Women	61.4%	62.2%	+0.9
Age category			
24 years old and under	55.4%	58.2%	+2.8
25 to 44 years old	65.7%	68.4%	+2.8
45 years old and over	67.8%	65.8%	-2.0
Canada	63.5%	64.8%	+1.3

Source: Statistics Canada, Labour Force Survey (Public Use Microdata File), April 2019 – March 2020, October 2020 – March 2021.

Compared to FY1920, the coverage rate of both men and women saw slight increases in the second half of FY2021. Women continue to have lower coverage rates (62.2%) than men (66.9%) which can be explained by the fact that unemployed women are less likely to have recent insurable employment compared to unemployed men. The coverage rate of older unemployed individuals dropped slightly while it increased for both the unemployed 24 years and under as well as the unemployed aged between 25 and 44 years old. Despite a 2.8 percentage point increase, the coverage rate of the unemployed 24 years old and under (58.2%) remained significantly lower than the national average. This can be explained by the fact that unemployed youth are the least likely to have recent employment history (for instance, new graduates).

Eligibility for Employment Insurance regular benefits

As mentioned at the beginning of this subsection, applicants for EI regular benefits must meet three criteria to be considered eligible (they must have paid EI premiums, have a valid reason for job separation and have accumulated enough hours of insurable employment during their qualifying

period). The eligibility rate is expressed as the share of job separators²⁹ with sufficient hours of insurable employment among those who meet the other two eligibility criteria. This relies on Records of Employment (ROE)³⁰ data, differing from previous Monitoring and Assessment Reports, and so the results of this sub-subsection are not comparable to prior years.³¹ The eligibility rate is defined as the share of job separators who had enough hours of insurable employment from combined ROEs issued in the previous 52 weeks from the issue date of the latest ROE to qualify for EI regular benefits among all job separators.

The eligibility rates for EI regular benefits are sensitive to economic conditions and specific employment patterns during the reporting period. In the second half of FY2021, the eligibility rate for EI regular benefits increased significantly by 17.1 percentage points from FY1920 to 90.7%³². Eligibility rates increased in all provinces and territories, for both genders, and for all age groups. The increase in the eligibility rate can in part be explained by the historically high number of job separations following the outbreak of the COVID-19 pandemic. Additionally, beginning in September 27, 2020, the temporary setting of the unemployment rate to 13.1% and the introduction of the one-time 300 hours credit, reduced the minimum entrance requirement and effectively allowed job separators to apply for EI regular benefits with 120 hours of insurable employment. This is significantly lower than the variable entrance requirements in place until March 15, 2020 (ranging from 420 hours to 700 hours).

As outlined in Table 12, job separators in Newfoundland and Labrador had the highest eligibility rate (94.5%) among all provinces and territories in the second half of FY2021, followed by New Brunswick (93.5%) and Prince Edward Island (92.9%). The eligibility rate of Prince Edward Island increased the most (+20.5 p.p.) out of all provinces. All three territories also had significant increases in eligibility rates (ranging from +19.9 p.p. to +20.0 p.p.), with all having greater than the national average in the second half of FY2021. This contrasts with FY1920, where the territories had the lowest eligibility rates in Canada (ranging from 71.0% to 71.8%).

²⁹ Job separators are persons with at least one job separation (at least one Record of Employment issued) during the reporting period.

³⁰ The ROE is a form that employers must issue to an employee when the employee leaves a job, regardless of the reason for leaving. The ROE contains information on the employee's work period, hours of insurable employment, reason for the job separation and employer's postal code.

³¹ The eligibility rates published in previous EI Monitoring and Assessment Reports are based on estimates on the number of eligible contributors with enough hours of insurable employment during their qualifying period from the Employment Insurance Coverage Survey (EICS). Because of changes to the EI program introduced in response to COVID-19, the 2020 EICS did not collect any information on EI regular benefits and was limited to parents of infants aged 18 months and younger. Consequently, ROE-based eligibility rates are published in this year's EI Monitoring and Assessment Report as an alternative. The EICS will once again be used in the EI Monitoring and Assessment Report for FY2122 to estimate the eligibility rate.

³² Because the qualifying period was extended by 28 weeks for claimants in the second half of FY2021 who meet certain criteria, the FY2021 eligibility rate may underestimate the real eligibility rate under the EI temporary measures as it excludes the hours worked from records of employment over 52 weeks ago.

Table 12 - Employment Insurance regular benefits eligibility rates by province or territory, gender, and age, Canada, FY1920 and second half of FY2021

Province or territory*	FY1920			Second half of FY2021			Eligibility rate change (percentage points)
	Number of job separators	Number of eligible job separators***	Eligibility rate	Number of eligible job separators	Number of eligible job separators***	Eligibility rate	
Newfoundland and Labrador	86,577	64,301	74.3%	53,866	50,880	94.5%	+20.2
Prince Edward Island	31,628	22,914	72.4%	20,704	19,242	92.9%	+20.5
Nova Scotia	148,480	107,244	72.2%	87,522	79,892	91.3%	+19.1
New Brunswick	128,754	99,659	77.4%	82,322	76,995	93.5%	+16.1
Quebec	1,551,265	1,147,427	74.0%	1,173,459	1,068,458	91.1%	+17.1
Ontario	2,224,767	1,605,585	72.2%	1,643,600	1,483,139	90.2%	+18.1
Manitoba	277,961	209,355	75.3%	164,740	148,037	89.9%	+14.5
Saskatchewan	139,049	106,499	76.6%	76,717	69,640	90.8%	+14.2
Alberta	629,664	489,882	77.8%	396,555	363,588	91.7%	+13.9
British Columbia	686,048	500,471	72.9%	479,270	432,023	90.1%	+17.2
Yukon	7,567	5,373	71.0%	4,264	3,878	90.9%	+19.9
Northwest Territories	8,142	5,844	71.8%	4,554	4,176	91.7%	+19.9
Nunavut	5,191	3,719	71.6%	2,846	2,608	91.6%	+20.0
Gender**							
Men	3,160,342	2,412,289	76.3%	2,236,396	2,033,480	90.9%	+14.6
Women	2,938,416	2,074,470	70.6%	2,001,848	1,745,074	87.2%	+16.6
Age category							
24 years old and under	1,440,208	782,344	54.3%	827,789	693,121	83.7%	+29.4
25 to 44 years old	2,653,103	2,119,445	79.9%	1,838,925	1,698,529	92.4%	+12.5
45 to 54 years old	875,431	713,928	81.6%	610,271	570,783	93.5%	+12.0
55 years old and over	1,130,016	871,042	77.1%	1,105,570	1,012,046	91.5%	+14.5
Canada	6,098,758	4,486,759	73.6%	4,382,555	3,974,479	90.7%	+17.1

* The provinces and territories of the job separators are based on the employers' postal codes. The sum for provinces and territories do not add up to the national total as some ROEs were missing this information.

** The ROEs in FY2021 are matched with a masked datafile of the Social Insurance Registry to associate them with the job separators' gender and age. The sum for genders in FY2021 do not add up to the national total as some ROEs could not be matched.

*** Number of job separators who met the minimum entrance requirements in the previous 52 weeks.

Sources: Records of Employment (ROE) data (for information on hours of insurable employment in the qualifying period for job separators), Employment Insurance (EI) administrative data (for information on variable entrance requirements, and on gender and age of the job separators in FY1920) and Social Insurance Registry (for information on gender and age of the job separators in FY2021). ROE and EI administrative data are as of August 2021 and based on a 100% sample.

Compared to FY1920, the eligibility rate gap between genders closed slightly with the eligibility rate for women rising to 87.2% (versus 90.9% for men). The eligibility rate for those 24 years old and under, which historically is low (54.3% in FY1920) saw the most notable increase of +29.4 percentage points in the second half of FY2021. However, at 83.7%, this is still lower than the national eligibility rate and those of all other age groups in the reporting year. This can be interpreted as the EI temporary measures having a significantly positive impact on the eligibility for EI regular benefits of women and younger job separators.

Quits and the use of Employment Insurance regular benefits

One of the eligibility criteria to qualify for EI regular benefits is that the claimants have a valid reason for job separation according to the *Employment Insurance Act*. Claimants generally do not qualify for EI regular benefits if they voluntarily quit their jobs without a just cause. However, some justified reasons for quits, such as adverse working conditions, obligation to care for immediate family members, harassment or discrimination on a prohibited ground, may allow individuals to claim EI benefits.* A recent departmental study** examined the reasons for quits by demographic characteristics of individuals between 2013 and 2020. It was found that taking another job, returning to school and retirement were the main reasons for quits, together accounting for 93.1% of all quits during this period. Variations in the reasons for quits were also observed between men and women, and for individuals in different age groups. Furthermore, countercyclical patterns in the share of quits of all job separations to the business cycle was also evident.

The study also looked at the reasons for quits from the perspective of qualifying for EI benefits and found that almost 6 in every 10 quits (59.1%) during this period had a valid reason for job separation that could potentially qualify for EI benefits. However, among applicants for EI regular benefits between 2013 and 2019, only around 1 in every 10 applicants (10.6%) had quits as their reason for job separation, although the share of quits among all reasons for job separations during this period was much higher (32.7%). This implies that individuals who quit their jobs are much less likely to apply for EI regular benefits than those with other reasons for job separation. Nonetheless, a high proportion of these individuals (85.0% in 2019) were approved for EI regular benefits once they had submitted their applications.

* Consult the *Employment Insurance Act*, section 29-30 for a detailed list of justified reasons for quits.

** ESDC, Quits and the use of Employment Insurance regular benefits (Ottawa: ESDC, Employment Insurance Policy Directorate, 2022).

2.2.3 Level of Employment Insurance regular benefits

The weekly benefit rate to which EI claimants are entitled is typically subject to the Variable Best Weeks (VBW) provision.³³ Under this provision, the weekly benefit rate that eligible claimants are entitled to receive is calculated as 55% of the average of their highest (best) weeks of insurable earnings during their qualifying period, up to the maximum weekly benefit rate.³⁴ The number of weeks used to calculate the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate of the claimant's EI economic region at the time their claim is established (consult [subsection 2.1.1](#) for the VBW table).

Claimants with children (under 18 years old) and low annual family income may be eligible for the Family Supplement provision. This can increase their benefit rate from 55% up to a maximum of 80% of their weekly insurable earnings, subject to the maximum weekly benefit rate (consult [subsection 2.1.1](#) for additional details). The results on weekly benefit rates in this subsection include the Family Supplement amounts paid to eligible claimants.

As explained in [section 2.0](#), in response to the COVID-19 pandemic, a minimum benefit rate was introduced under temporary EI measures for new EI claims established between September 27, 2020 and September 25, 2021. Claimants received a minimum benefit rate of \$500 per week, up to the maximum weekly benefit rate. In addition, with the minimum unemployment rate set at 13.1% in all EI economic regions during this period, the number of best weeks of earnings used in the calculation of the weekly benefit rate was set to 14 weeks for all EI economic regions across Canada. If a claimant's benefit rate based on this calculation was higher than the minimum \$500, their benefit rate was set to that amount up to the maximum weekly benefit rate.

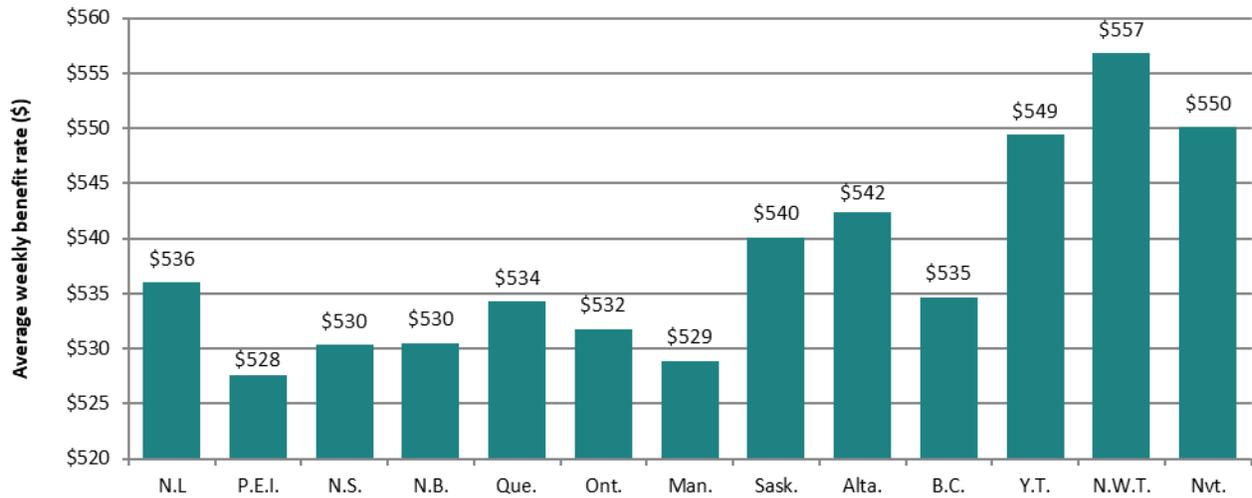
The average weekly benefit rate for EI regular benefits discussed in this subsection focuses on claims established between September 27, 2020 and March 31, 2021 for FY2021, given that CERB was in effect between April 1, 2020 and September 26, 2020 and no new claims for EI regular benefits could be established during that period (consult [section 2.0](#) for more information).

In FY2021, the average weekly benefit rate for EI regular benefits was \$534. Claimants from the territories received, on average, the highest weekly regular benefit rate at \$552, followed by those from Alberta (\$542), and Saskatchewan (\$540). Claimants from Atlantic Canada (except for Newfoundland and Labrador) and Manitoba received the lowest weekly regular benefit rate (consult Chart 9).

³³ In effect since April 7, 2013.

³⁴ The maximum weekly benefit rate is 55% of the maximum yearly insurable earnings divided by 52. The maximum yearly insurable earnings amount was \$54,200 in 2020 and \$56,300 in 2021. Consequently, the maximum weekly benefit rate was \$573 in 2020 and \$595 in 2021.

Chart 9 - Average weekly benefit rate for Employment Insurance regular benefits, by province and territory, Canada, Second half of FY2021



Note: Includes all claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data is based on a 10% sample of EI administrative data.

Table 13 outlines the average weekly regular benefit rates by age group for men and women in the reporting period. In FY2021, men had a higher average weekly regular benefit rate (\$544) than women (\$522). The overall gap in the average weekly benefit rate between men and women narrowed significantly for the first time in FY2021, from an average of \$63 over the past five years to \$22 in FY2021. This suggests that the minimum weekly benefit rate of \$500 may have benefited more women than men.

Claimants aged 45 to 54 years had the highest average weekly regular benefit rate (\$540) in FY2021, while those aged 24 years old and under received the lowest average weekly benefit rate (\$514). When claimants are categorized by age group and gender, it can be seen that both men (\$553) and women (\$527) aged 45 to 54 years had the highest average weekly regular benefit rate in FY2021. However, the difference in the average weekly regular benefit rate between men and women was also the highest for claimants in this age group (\$27).

Table 13 – Average weekly regular benefit rate by age group and gender, Canada, Second half of FY2021

Age category	Men	Women	All claimants
24 years old and under	\$520	\$507	\$514
25 to 44 years old	\$548	\$526	\$539
45 to 54 years old	\$553	\$527	\$540
55 years old and over	\$545	\$521	\$534
Canada	\$544	\$522	\$534

Note: Includes all claims for which at least \$1 in EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

In terms of claimant category,³⁵ the average weekly regular benefit rate was the highest for both long-tenured workers and frequent claimants (\$547), while the lowest was for occasional claimants (\$526), which was below the national level (\$534) (consult Table 14).

Table 14 – Average weekly regular benefit rate by Employment Insurance claimant category, Canada, Second half of FY2021

El claimant category	Average weekly regular benefit rate (\$)
Long-tenured workers	\$547
Occasional claimants	\$526
Frequent claimants	\$547
Canada	\$534

Note: Includes all claims for which at least \$1 in EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

As outlined in Table 15, 38.8% of all claims established for EI regular benefits in FY2021 received the maximum weekly benefit rate. The share of claims receiving the maximum weekly benefit rate established by men (52.0%) was more than double of those established by women (22.5%), which is partly attributable to the fact that a higher proportion of women work in part-time jobs than men, leading to a lower average weekly insurable earnings for them.

By age group, the share of claims receiving the maximum weekly benefit rate was the highest for claimants aged between 45 and 54 years (46.8%), while the lowest was for those who were aged 24 years and under (14.5%). Long-tenured workers and frequent claimants had the highest share of claims receiving the maximum weekly benefit rate in FY2021, both with 55.4%, while occasional claimants had the lowest share of claims (28.3%) at the maximum benefit rate.

In addition to the 38.8% at the maximum weekly benefit rate, 52.2% of claims received the minimum weekly benefit rate of \$500 and the remaining 9.0% received between \$500 and the maximum. The share of claims receiving the minimum weekly benefit rate was the highest for women (68.8%) compared to men (38.8%). Claimants under 24 years old had the highest share of claims receiving the minimum weekly benefit rate (79.4%), while those aged between 45 and 54 years had the lowest share of claims receiving the minimum weekly benefit rate (43.2%).

³⁵ Consult [Annex 2.1](#) for definitions of the EI claimant categories.

Table 15 – Share of claims receiving the maximum weekly regular benefit rate and the minimum weekly regular benefit rate by gender, age and claimant category *, Canada, Second half of FY2021

Gender	Share of claims that received the maximum weekly benefit rate	Share of claims that received the minimum weekly benefit rate
Men	52.0%	38.8%
Women	22.5%	68.8%
Age category		
24 years old and under	14.5%	79.4%
25 to 44 years old	44.0%	46.9%
45 to 54 years old	46.8%	43.2%
55 years old and over	39.5%	50.7%
EI claimant category		
Long-tenured workers	55.4%	34.4%
Occasional claimants	28.3%	63.7%
Frequent claimants	55.4%	32.7%
Canada	38.8%	52.2%

Note: Includes all claims for which at least \$1 in EI regular benefits was paid.

* Consult [Annex 2.1](#) for definitions claimant categories referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.2.4 Employment Insurance regular benefit entitlement

This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in this subsection are based on claims that were completed³⁶ during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future.

Maximum and actual duration of Employment Insurance regular benefits

Claimants who have successfully established an EI claim are entitled to a set maximum number of weeks of EI regular benefits, known as their entitlement. The maximum number of weeks for claims established prior to March 15, 2020, usually ranging between 14 and 45 weeks, was determined by the number of hours of insurable employment accumulated by claimants during the qualifying period³⁷ and the effective unemployment rate in the claimant's EI economic region at the time the claim is established.³⁸ As explained in [section 2.0](#), the maximum entitlement for claims established on or after September 27, 2020 was increased to 50 weeks as part of the EI temporary measures.

The actual duration of a claim is the number of weeks of benefits an EI claimant actually receives during a claim. Average actual duration of EI regular claims is usually lower than the maximum entitlement, reflecting circumstances that can lead to reduced use of EI regular benefits over a claim's benefit period (such as the claimant has found work and is no longer unemployed, has switched to EI special benefits or became unavailable to work³⁹).

Claims that were established prior to March 15, 2020 and were completed in FY2021 had an average maximum entitlement of 31.1 weeks and an average actual duration of 21.1 weeks. This is slightly higher than the claims completed in FY1920 (maximum entitlement of 29.7 weeks and average actual duration of 18.2 weeks). Out of the 2.5 million claims established in the second half of FY2021, approximately 450,000 (or 18.4%) were considered completed on March 31, 2021. These claims had an average actual duration of 8.6 weeks. Since their maximum entitlement was 50 weeks, these completed claims were relatively short. Therefore, the overall average duration is likely underestimated. Statistics based on more claims completed and more mature data will be presented in future Monitoring and Assessment Reports.

The average maximum entitlement of EI regular claims completed in FY2021 and established before March 15, 2020 varied significantly across provinces and territories, reflecting differences in regional labour market and labour force characteristics, as outlined in Table 16. The EI regular claims established in Newfoundland and Labrador (39.6 weeks) had the highest average maximum entitlement, followed by Nunavut (39.2 weeks). These significantly higher maximum entitlements compared to the national average can be explained in part by the high unemployment rate observed in these jurisdictions (the unemployment rate was 14.5% in Newfoundland and Labrador and 12.2% in Nunavut in FY2021).⁴⁰ In

³⁶ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³⁷ The qualifying period is generally the shorter of the 52-week period immediately before the start date of an EI claim, or the period since the start of a previous claim.

³⁸ The number of weeks of entitlement does not change even if the claimant moves to another region after the benefit period begins.

³⁹ To continue receiving EI regular benefits, claimants need to show that they are ready, willing and capable of working each day.

⁴⁰ Statistics Canada, Labour Force Survey, Tables 14-10-0017-01 and 14-10-0292-01.

comparison, EI regular claims established in Quebec had the lowest average entitlement (29.3 weeks), followed by British Columbia (29.5 weeks), and Ontario and Yukon (both 29.6 weeks).

The average maximum entitlement of EI regular claims was higher for men, and for claimants between 45 and 54 years old. Long-tenured workers generally have higher maximum entitlements than frequent and occasional claimants, as they are more likely to accumulate hours of insurable employment well above the minimum requirements for EI regular benefits (consult Table 16).

Table 16 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, FY2021

Province or territory	Average maximum entitlement (weeks)		Average actual duration (weeks)	
	Claims established before March 15, 2020	Claims established in the second half of FY2021	Claims established before March 15, 2020 ^P	Claims established in the second half of FY2021 ^P
Newfoundland and Labrador	39.6	50	30.0	7.6
Prince Edward Island	34.3	50	24.6	9.0
Nova Scotia	33.8	50	24.8	9.6
New Brunswick	34.8	50	24.0	8.9
Quebec	29.3	50	18.1	7.5
Ontario	29.6	50	20.2	8.9
Manitoba	30.7	50	21.6	9.4
Saskatchewan	33.3	50	23.6	10.3
Alberta	32.6	50	23.5	9.4
British Columbia	29.5	50	20.4	9.5
Yukon	29.6	50	20.6	10.3
Northwest Territories	33.3	50	26.7	11.3
Nunavut	39.2	50	33.6	8.4
Gender				
Men	31.6	50	21.2	8.7
Women	30.0	50	20.9	8.6
Age category				
24 years old and under	29.6	50	18.9	8.1
25 to 44 years old	31.0	50	20.3	8.6
45 to 54 years old	31.7	50	21.4	8.8
55 years old and over	31.1	50	22.8	8.9
EI claimant category*				
Long-tenured workers	33.3	50	19.7	7.9
Occasional claimants	29.9	50	20.6	8.8
Frequent claimants	31.1	50	23.7	11.2
Canada	31.1	50	21.1	8.6

Note: Includes all completed claims for which at least \$1 of EI regular benefits was paid.

* Consult [Annex 2.1](#) for definitions of EI claimant categories referenced in this table.

^P Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Similar to the average maximum entitlement, the average actual duration of EI regular benefits completed during the reporting period in provinces and territories were also affected by regional labour markets and labour force characteristics, leading to variations across provinces and territories.

EI regular claims established prior to March 15, 2020 and completed in FY2021 in Nunavut and in Newfoundland and Labrador had the highest average actual duration (33.6 weeks and 30.0 weeks, respectively). All provinces in the Atlantic and Prairies had an average duration higher than the national average (21.1 weeks). In comparison, Quebec (18.1 weeks), followed by Ontario (20.2 weeks) and British Columbia (20.4 weeks) posted the lowest average actual duration.

By gender, the average actual duration of claims completed for men and women was almost the same, at 21.2 weeks and 20.9 weeks, respectively. In terms of age groups, older claimants were likely to have higher average actual duration than younger claimants were (consult Table 16). Furthermore, concerning claimant categories, on average, frequent claimants (23.7 weeks) benefitted longer actual duration than occasional claimants (20.6 weeks) and long-tenured workers (19.7 weeks).

In terms of industry breakdown and during the same period, EI regular claims completed by claimants from Finance, insurance, real estate, rental and leasing sector reported, on average, the highest actual duration (24.6 weeks), followed by those from Agriculture, forestry and mining and oil and gas extraction (23.6 weeks). Moreover, claims established by unemployed individuals from the Educational services sector had the lowest average actual duration (14.8 weeks) due to the seasonal nature of this sector and the relatively short and well-defined “off-season” over the summer months (consult [Annex 2.6.2](#)).

For claims completed that were established in the second half of FY2021, the maximum entitlement was the same (50 weeks) for all claims. For those that no longer had any activity as of March 31, 2021, their average actual duration was 8.6 weeks. This varied across provinces and territories, with Northwest Territories having the highest average actual duration (11.3 weeks), followed by Yukon and Saskatchewan both with 10.3 weeks. Men and women registered almost the same average actual duration, 8.7 weeks and 8.6 weeks, respectively. Older claimants (55 years old and over) and frequent claimants posted the highest average actual duration, with 8.9 weeks and 11.2 weeks, respectively. From an industry perspective, EI regular claims from the Information, culture and recreation sector had the greatest average actual duration (10.4 weeks), followed by those from Agriculture, forestry and mining and oil and gas extraction (10.2 weeks).

Proportion of Employment Insurance regular benefit weeks used

As with the duration of EI regular benefits, a few factors may influence the proportion of entitlement used by claimants; for instance, the number of hours of insurable employment and the regional unemployment rates. Claimants with greater hours of insurable employment and those residing in regions with lower unemployment rates have higher entitlements and are more likely to find employment following a job separation and before they exhaust their weeks of EI benefits. Therefore, they use a lower proportion of their maximum entitlement for EI regular benefits. Consequently, greater maximum entitlements are generally associated with lower proportions of regular benefits’ weeks used.

The average proportion of EI regular benefit weeks used is defined as the average number of weeks of EI regular benefits received by claimants as a share of their maximum entitlement.

For claims completed in FY2021 that were established before March 15, 2020, the average proportion of EI regular benefit weeks used was 70.3%. The highest levels occurred in Nunavut (86.4%), Northwest Territories (81.9%) and Newfoundland and Labrador (76.8%). These higher proportions of EI regular benefits’ weeks used were associated with EI regular claims with the highest entitlements, on average. Among provinces and territories, Quebec was the only one that registered a proportion below the national level, 65.5%.

From a gender perspective, women used slightly more of their entitlement of EI regular benefits compared to men (71.0% and 69.9%, respectively). This result contrasts with what is observed historically. Indeed, during the past five years men used a slightly higher proportion of their entitlement weeks when compared to women.

Furthermore, the average proportion of regular benefit entitlement used increased with age—with older claimants (aged 55 and over) using the highest proportion of their regular benefits entitlement (75.6%) and younger claimants (aged 24 years or less) using the lowest proportion (66.7%).

Long-tenured workers (60.7%) used a lower portion of their EI regular benefit entitlement than occasional (71.2%) and frequent claimants (78.7%) did.⁴¹ This discrepancy between categories of claimants can be explained by the fact that long-tenured workers generally have stronger labour market attachment, tend to have more weeks of entitlement, and collect fewer weeks of benefits. As such, they use a lower proportion of their benefit weeks. This also applies to claimants working while on claim, as they may have a stronger labour market attachment and may also defer weeks of EI regular benefits—leading to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim (consult Table 17).⁴²

For claims established and completed during the second half of FY2021, the average proportion of weeks of EI regular benefits used was 17.2%. As indicated above, these completed claims were relatively short. Statistics on weeks of benefits used based on more mature data will be presented in future years' report. The average proportion of weeks used varied by province and territory, gender, age group and claimant category, with Territories (20.8%) and claimants aged 55 years and older (17.9%) using a greater proportion of their regular benefit weeks in their respective categories. Women and men used almost the same proportion of their regular benefit weeks in the second period of FY2021 (17.3% and 17.1%, respectively).

⁴¹ Consult [Annex 2.1](#) for more information on EI claimant categories.

⁴² Consult [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

Table 17 – Proportion of Employment Insurance regular benefits' weeks used by province or territory, gender, age, claimant category and working while on claim status, Canada, FY2021

Province or territory	Proportion of weeks of Employment Insurance regular benefits used (%)	
	Claims established before March 15, 2020 ^p	Claims established in the second half FY2021 ^p
Newfoundland and Labrador	76.8%	15.2%
Prince Edward Island	74.4%	17.9%
Nova Scotia	75.7%	19.1%
New Brunswick	71.7%	17.8%
Quebec	65.5%	14.9%
Ontario	70.7%	17.9%
Manitoba	72.2%	18.8%
Saskatchewan	72.6%	20.6%
Alberta	74.0%	18.9%
British Columbia	71.1%	18.9%
Yukon	72.5%	20.5%
Northwest Territories	81.9%	22.6%
Nunavut	86.4%	16.8%
Gender		
Men	69.9%	17.3%
Women	71.0%	17.1%
Age category		
24 years old and under	66.7%	16.2%
25 to 44 years old	68.1%	17.3%
45 to 54 years old	69.5%	17.6%
55 years old and over	75.6%	17.9%
EI claimant category*		
Long-tenured workers	60.7%	15.9%
Occasional claimants	71.2%	17.5%
Frequent claimants	78.7%	22.4%
Working while on claims status		
Not working while on claim	77.2%	16.9%
Working while on claim	64.2%	17.7%
Canada	70.3%	17.2%

Note: Includes all completed claims for which at least \$1 of EI regular benefits was paid.

* Consult [Annex 2.1](#) for definitions of EI claimant categories referenced in this table.

^p Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 18 outlines the proportion of entitlement used, sorted by weeks of entitlement and regional unemployment rate⁴³ for claims completed in FY2021 that were established prior to March 15, 2020. The proportion of entitlement used generally fell as entitlement weeks increased, as claimants with shorter entitlement tend to use a greater proportion of their entitlement. As shown in Table 18, claimants with the lowest number of EI entitlement weeks (between 14 and 19 weeks) used 85.9% of their entitlement compared to claimants with the highest number of weeks of entitlement (45 weeks) who only used 58.3% of their entitlement in FY2021.

Furthermore, higher proportions of regular benefit weeks used were also associated with EI economic regions with higher unemployment rates. Indeed, the proportion of regular benefit weeks used generally increased with the regional unemployment rate. Regions with higher unemployment rates are often characterized by weaker labour market conditions. This is partly due to a greater importance of

⁴³ Unemployment rates used for the Employment Insurance (EI) program are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations. Consult [Annex 2.28](#) for the unemployment rates for the purpose of the EI program by EI economic regions.

seasonal employment and therefore there is a larger share of frequent EI claimants in regions with high unemployment rates relative to EI economic regions with lower unemployment rates.

As illustrated in Table 18, claimants in lower EI unemployment rate regions (6% or lower) used 69.4% of their weeks of entitlement compared to claimants in higher EI unemployment rate regions (13.1% and above), who used 75.2% of their entitlement.

Table 18 – Proportion of entitlement used by weeks of entitlement for EI regular benefits and regional rate of unemployment, Canada, FY2021

Weeks of entitlement for EI regular benefits	Claims established before March 15, 2020^p
Between 14 and 19 weeks	85.9%
Between 20 and 24 weeks	81.5%
Between 25 and 29 weeks	73.6%
Between 30 and 34 weeks	68.6%
Between 35 and 39 weeks	62.3%
Between 40 and 44 weeks	62.9%
45 weeks	58.3%
Unemployment rate in the EI economic region	
6.0% or less	69.4%
Between 6.1% and 8.0%	70.3%
Between 8.1% and 10.0%	66.9%
Between 10.1% and 13.0%	70.2%
13.1% or more	75.2%
Canada	70.3%

Note: Includes all completed claims for which at least \$1 of EI regular benefits was paid.

^p Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.2.5 Employment Insurance regular benefits and seasonal claimants

EI claimants who established at least three regular or fishing claims in the five years preceding the reference year, with at least two of these claims having started during the same period of the year⁴⁴ as the current claim, are referred to as seasonal claimants. The definition of seasonal claimants is not exclusive of the definitions for other EI claimant categories.⁴⁵

The criterion that defines seasonal claimants is based on the timing of the current claims and previously established claims within past 5 years, which may or may not correspond with the timing of their seasonal layoff.

A total of 323,820 EI claims were established in the second half of FY2021⁴⁶ by seasonal claimants. Of these, 296,750 claims (91.6%) were for EI regular benefits and the remaining 27,070 claims were for EI fishing benefits.⁴⁷ The analysis presented in this subsection focuses only on seasonal regular claims.⁴⁸

Because EI regular claims in the reporting period could only be established during the second half of the fiscal year and were affected by simplified eligibility rules brought on by the temporary measures⁴⁹ due to COVID-19, year-over-year comparison in the number of seasonal regular claims is not meaningful. Instead, this subsection mainly focuses on the distribution of claims across regions, and by gender and age groups. In addition, due to the seasonal pattern observed in the establishment of these claims,⁵⁰ only claims established in the third and fourth quarter⁵¹ of previous fiscal years are considered.

The share of seasonal regular claims of all regular claims established in FY2021 was 12.0%, decreasing significantly from the level observed in the previous year (30.2%). Regular claims that could be identified as 'seasonal' remained relatively stable in FY2021 as they had to have a history of claims in the previous five years to meet the definition. During the same period, the number of EI regular claims established in the reporting year (2.47 million) increased by almost 1.8 times from the level observed in the previous year (1.37 million) notably because of the temporary measures that eased eligibility rules.

Table 19 outlines the number of EI seasonal regular claims in FY2021 and their share of total regular claims by regions, gender, age and industry. Generally, the share of seasonal regular claims of total

⁴⁴ The "same period of the year" is defined as the 8 weeks before and the 8 weeks after the current claim's establishment date, for a total window of 17 weeks.

⁴⁵ The definition of seasonal claimants overlaps with the definitions of long-tenured workers, occasional and frequent claimants. Consult [annex 2.1](#) for the definitions of these claimant categories.

⁴⁶ The Government of Canada introduced the Canada Emergency Response Benefit (CERB) between March 15, 2020 and October 3, 2020 for eligible individuals who stopped working or lost their income due to COVID-19. Consequently, new claims for EI regular benefits could only be established as of September 27, 2020 in the reporting fiscal year.

⁴⁷ The number of EI fishing claims reported here is based on a 10% sample of EI administrative data to be compatible with the reported number of EI regular claims, which is also based on a 10% sample. However, the number of EI fishing claims reported in [section 2.4](#) is based on a 100% sample of EI administrative data, hence leading to the slight discrepancy between them. Consult [section 2.4](#) for more information on EI fishing benefits.

⁴⁸ Seasonal regular claims referenced throughout this subsection are those claims for which at least \$1 of EI regular benefits was paid and established by seasonal claimants.

⁴⁹ Consult [section 2.0](#) for a list of the main temporary measures.

⁵⁰ Generally, the largest share of seasonal regular claims are established in the third quarter (October to December) of the fiscal year, followed by claims established in the second quarter (July to September). Variations across regions can also be observed. Consult previous *Employment Insurance Monitoring and Assessment Reports* for details on the distribution of EI seasonal regular claims by quarters and regions.

⁵¹ The third quarter of the fiscal year is from October to December and the fourth quarter is from January to March.

regular claims are higher in the Atlantic provinces and Quebec, compared to the Western provinces and the territories. These regions also account for more than half of all seasonal regular claims in Canada. This is likely due to the composition of industries in these regions, which contains a large share of goods-producing industries, leading to a higher proportion of seasonal employment in these regions relative to the rest of the country. Among regions in FY2021, Quebec had the largest decrease in the share of seasonal regular claims of total regular claims from the previous year, followed by New Brunswick and Manitoba. The share of seasonal regular claims of total regular claims decreased significantly in FY2021 from the previous year for women, older claimants and those who worked in the services-producing industries (consult Table 19).

Table 19 – Employment Insurance seasonal regular claims by region, gender, age and industry, Canada, FY1920 and FY2021

Region	Seasonal regular claims (number) in the second half of FY2021	Seasonal regular claims as a share of total regular claims (%)		
		FY1920*	Second half of FY2021	Change (% points) FY1920 to FY2021
Newfoundland and Labrador	24,750	44.6%	30.4%	-14.2
Prince Edward Island	6,210	51.9%	33.0%	-18.9
Nova Scotia	17,190	39.8%	21.1%	-18.7
New Brunswick	26,070	48.0%	28.5%	-19.5
Quebec	114,120	37.5%	17.5%	-20.1
Ontario	60,960	26.1%	7.2%	-18.9
Manitoba	7,290	28.8%	9.6%	-19.2
Saskatchewan	7,430	20.8%	12.3%	-8.5
Alberta	15,870	12.6%	5.3%	-7.3
British Columbia	16,170	20.2%	6.3%	-13.9
Territories	690	17.4%	11.6%	-5.8
Gender				
Men	230,780	30.8%	16.8%	-14.0
Women	65,970	29.4%	6.0%	-23.4
Age category				
24 years old and under	7,590	6.5%	2.0%	-4.5
25 to 44 years old	118,510	25.5%	11.4%	-14.1
45 to 54 years old	63,800	36.0%	14.3%	-21.7
55 years old and over	106,850	41.8%	17.7%	-24.2
Industry				
Goods-producing industries	169,270	34.6%	25.4%	-9.3
Services-producing industries	116,380	27.9%	7.0%	-21.0
Unclassified**	11,100	19.8%	8.3%	-11.5
Canada	296,750	30.2%	12.0%	-18.2

Note: Includes claims for which at least \$1 of EI regular benefits was paid. Change in percentage points are based on unrounded numbers.

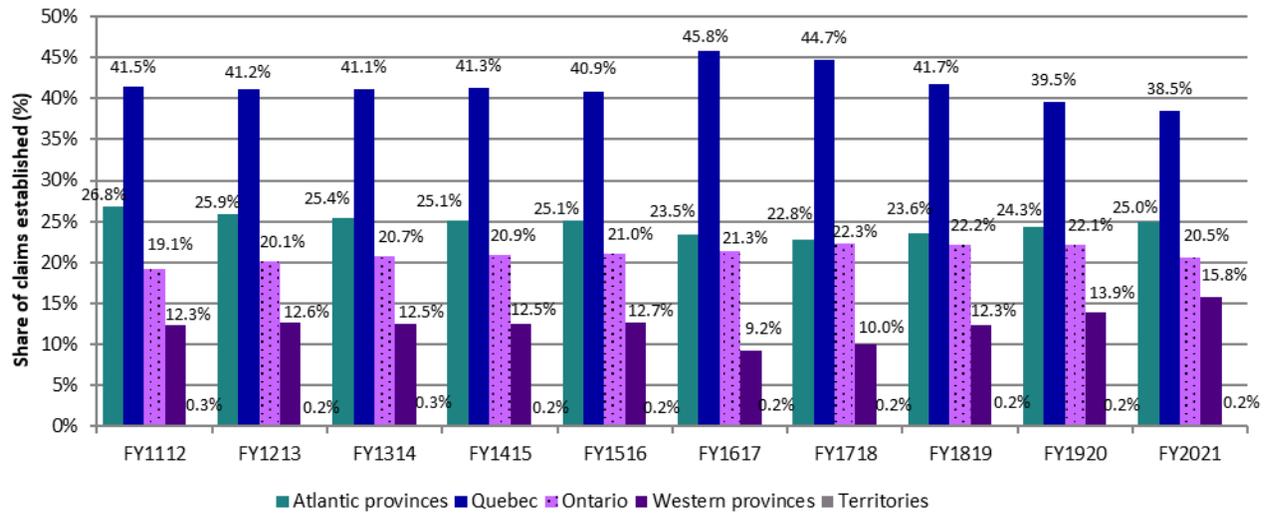
* Unlike seasonal regular claims, total regular claims generally do not vary by quarters. Hence, the full year of FY1920 is considered here to have entirety in the comparison between FY1920 and FY2021. As explained above, regular claims could only be established in the second half of FY2021.

** For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Of the 296,750 seasonal regular claims established in FY2021, the largest share (38.5%) was established in Quebec, followed by claims established in the Atlantic provinces (25.0%) and Ontario (20.5%). As illustrated in Chart 10, the share of seasonal regular claims established in Quebec declined in FY2021 for the fourth consecutive year, whereas in Atlantic provinces and Ontario they have remained relatively unchanged. Notably, the share of seasonal regular claims established in the Western provinces reached the highest level (15.8%) in the past 10 years during the reporting period.

Chart 10 – Distribution of Employment Insurance seasonal regular claims across regions (third and fourth quarter for previous years and the second half for FY2021), Canada, FY1112 to FY2021



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 20 outlines the distribution of seasonal regular claims established by gender, age group and industry classification in the past 10 years. As mentioned, only claims established in the third and fourth quarter are considered for previous years so that their compositions are comparable with claims established in FY2021.

Table 20 – Distribution of Employment Insurance seasonal regular claims by gender, age and industry (third and fourth quarter for previous years and the second half for FY2021), Canada, FY1112 to FY2021

	FY1112	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	Change (% points) FY1920 to FY2021
Gender											
Men	77.3%	77.4%	77.9%	78.5%	79.6%	78.7%	78.6%	78.6%	78.6%	77.8%	-0.8
Women	22.7%	22.6%	22.1%	21.5%	20.4%	21.3%	21.4%	21.4%	21.4%	22.2%	+0.8
Age category											
24 years old and under	3.9%	3.8%	3.5%	3.5%	3.4%	3.0%	2.8%	2.5%	2.5%	2.6%	0.0
25 to 44 years old	38.3%	37.8%	38.0%	38.3%	38.5%	39.6%	39.5%	39.4%	39.0%	39.9%	+0.9
45 to 54 years old	29.4%	28.6%	27.6%	26.6%	25.9%	24.8%	23.6%	23.1%	22.7%	21.5%	-1.2
55 years old and over	28.4%	29.8%	30.9%	31.6%	32.1%	32.7%	34.1%	34.9%	35.8%	36.0%	+0.3
Industry											
Goods-producing industries	56.8%	55.8%	57.0%	55.8%	57.8%	55.5%	57.5%	58.4%	58.2%	57.0%	-1.2
Services-producing industries	40.9%	40.1%	40.1%	38.8%	39.5%	39.7%	40.5%	40.2%	39.1%	39.2%	+0.1
Unclassified*	2.3%	4.1%	2.8%	5.4%	2.7%	4.8%	2.0%	1.4%	2.7%	3.7%	+1.0

Note: Includes claims for which at least \$1 of EI regular benefits was paid. Change in percentage points are based on unrounded numbers.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Notably, the share of seasonal regular claims established by claimants aged between 45 and 54 years has been decreasing in the past 10 years, whereas the share of claims established by older claimants (aged 55 years and over) has been increasing during this period. Younger claimants (aged 24 years and under) accounted for only 2.6% of total seasonal regular claims in FY2021, slightly down from 3.9% observed a decade ago. Although younger individuals are more likely to work in seasonal jobs (consult the text box ‘Seasonal workers in the Labour Force Survey’ below), a larger share of them tend to quit jobs and return to school, which is an invalid reason for job separation under the *Employment Insurance Act*. Because of their ineligibility to qualify for EI regular benefits, these younger individuals are less likely to have established three EI regular claims in the past five years and meet the definition to be classified as seasonal claimants.

Not much variation in the share of claims across other categories was observed in FY2021 from the previous year, as well as over the past 10 years (consult Table 20).

Seasonal workers in the Labour Force Survey

Every month, Statistics Canada provides information on employment, unemployment and other key labour market indicators by a variety of demographic characteristics through the Labour Force Survey (LFS). The LFS defines seasonal workers as those whose employment is in an industry where employment levels rise and fall with the seasons. This is different from the definition used for EI claim purposes, which is not related to a claimant’s industry of employment, but rather is based on the claimant’s recent history of EI regular or fishing benefits usage.

According to the LFS, there were 300,500 seasonal workers in Canada* for the full year in FY2021, down significantly (-25.8%) from the level observed in the previous year (405,100 seasonal workers). This is attributable to the labour market disruptions in the reporting period due to COVID-19. The number of seasonal workers decreased across all provinces in FY2021 compared with the previous year, with the most significant relative change observed in Quebec where seasonal employment was down by almost one-third (-32.0%) from the level observed in FY1920. The decrease in the number of seasonal workers in the services-producing industries was more significant than the decrease in the goods-producing industries (-27.6% and -22.4%, respectively). Seasonal employment in the Finance, insurance, real estate, rental and leasing industry (-46.9%), Other services except public administration industry (-45.6%) and the Accommodation and food services industry (-41.1%) were particularly hit by the disruptions caused by COVID-19.

Nationally, seasonal workers represented 2.0% of total employment and 17.3% of temporary employment in FY2021, down slightly from last year (2.5% and 19.6%, respectively). In Atlantic provinces, seasonal workers accounted for 4.5% of total employment in FY2021, down slightly from the previous year (5.5%). In comparison, seasonal workers accounted for only 1.9% of total employment in the Western provinces in FY2021.

Historically, younger individuals aged between 15 and 24 years are more likely to work in seasonal jobs, attributed to summer employment patterns for students. In FY2021, they represented 43.7% of total seasonal employment. Similar to the pattern observed for EI seasonal regular claims, men are

over-represented in seasonal employment—in FY2021, they accounted for 65.5% of all seasonal employment, increasing slightly from the previous year (62.8%).

Seasonal employment is largely concentrated in the services-producing sector. In FY2021, slightly less than two-thirds (64.2%) of all seasonal jobs were in the services-producing sector. The Information, culture and recreation industry (14.9% of all seasonal jobs) and the Wholesale and retail trade industry (11.5% of all seasonal jobs) accounted for over a quarter (26.4%) of all seasonal jobs in Canada in FY2021. On the other hand, the Construction industry in the goods-producing sector accounted for nearly one-fifth (18.7%) of all seasonal jobs in FY2021, relatively unchanged from the previous year.

* Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

Duration of Employment Insurance regular benefits among seasonal claimants

The average maximum entitlement⁵² of seasonal regular claims that were established before March 15, 2020 and completed⁵³ in FY2021 was 30.9 weeks, whereas for claims established and completed in the second half of FY2021 it was 50.0 weeks. The increased entitlement for claims established and completed in the second half of FY2021 was attributable to the temporary measures⁵⁴ introduced to facilitate access to EI benefits. The average maximum entitlement of non-seasonal claims that were established before March 15, 2020 and completed in FY2021 was 31.1 weeks.

The average actual duration⁵⁵ of seasonal regular claims established before March 15, 2020 and completed in FY2021 was 20.5 weeks, whereas for those established and completed in the second half of FY2021 it was 9.3 weeks. The average actual duration of non-seasonal regular claims established before March 15, 2020 and completed in FY2021 was 21.4 weeks, whereas for those established and completed in the second half FY2021, it was 8.5 weeks. The average actual duration of claims established and completed in the second half of FY2021 is likely underestimated.⁵⁶ The average maximum duration and the average actual duration of regular benefits are generally shorter for seasonal regular claimants than for non-seasonal regular claimants, reflecting the fact that seasonal claimants typically accumulate fewer hours of insurable employment prior to establishing a claim than non-seasonal claimants. However, the higher average actual duration for seasonal regular claims in the reporting fiscal year (20.5 weeks) compared to FY1920 (16.7 weeks) are likely due to the additional

⁵² The maximum entitlement refers to the maximum number of weeks during which EI benefits can be paid to a claimant. Data on average maximum entitlement and average actual duration for the reporting year are preliminary.

⁵³ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

⁵⁴ Under these temporary measures, the maximum entitlement for claims established for EI regular benefits was increased to 50 weeks. Consult [section 2.0](#) for a list of the main temporary measures.

⁵⁵ Consult [Annex 2.1](#) for the definition of average actual duration.

⁵⁶ Notably, the majority (98.7%) of claims established and completed in the second half of FY2021 were dormant as of August 31, 2021. Because these claims had maximum entitlement of 50 weeks, they could be reactivated and have further activity on them after that date. The reported average actual durations of the claims completed in FY2021 are preliminary, and will be revised in next year's *Employment Insurance Monitoring and Assessment Report* to account for any activity reported on them after August 31, 2021.

weeks of EI regular benefits provided to eligible seasonal claimants under current seasonal measures that have been in place since August 2018.⁵⁷

Current seasonal measure: Additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions*

To better support seasonal workers, the Government of Canada introduced seasonal measures under a pilot project (no. 21) in August 2018. These seasonal measures provide 5 additional weeks of EI regular benefits to eligible seasonal claimants in 13 EI economic regions**, up to a maximum of 45 weeks of EI regular benefits in total. Under this measure, eligible seasonal claimants in these 13 EI economic regions who start a benefit period between August 5, 2018 and October 29, 2022 may receive additional weeks of EI regular benefits.***

Of the 252,000 eligible EI seasonal regular claims that were established on or after August 5, 2018 and were completed by March 31, 2021 in these 13 EI economic regions, a total of 106,500 claims (42.3%) received additional weeks of EI regular benefits under the current seasonal measure. The largest share of these claims that received additional weeks was in Central Quebec (17.7%), followed by Restigouche-Albert (14.5%), Newfoundland and Labrador (14.4%) and Lower Saint Lawrence and North Shore (12.4%). Together, these EI economic regions accounted for almost 3 in 5 (59.0%) of the total seasonal regular claims that received additional weeks. Men accounted for almost two-thirds (65.6%) of these claims while almost half of them (49.3%) was established by older claimants aged 55 years and over. Around 1 in 5 (20.5%) of the claims that received additional weeks were established by claimants who had worked in the Construction industry. Among services-producing industries, claimants who had worked in the Accommodation and food services industry accounted for almost 1 in 10 claims (9.2%) that received additional weeks.

Around two-thirds (66.4%) of the completed seasonal claims received the full additional 5 weeks. On average, eligible seasonal claims in these 13 EI economic regions received 4.2 additional weeks of EI regular benefits. The additional number of benefit weeks received was identical for men and women, and across different age groups. Claimants who had worked in the Educational services industry received the highest average additional weeks of benefits (4.4 weeks) while those who had worked in the Manufacturing industry had the lowest (4.0) average weeks. Overall, seasonal regular claims that received additional weeks of benefits under the seasonal measure and were completed in FY2021 received 30.7 weeks of EI regular benefits in total, compared with the average of 19.7 weeks received by seasonal regular claims completed in FY2021 in the same 13 EI economic regions that were eligible for additional weeks but did not receive any.

By the end of FY2021, a total of \$181.8 million in additional benefits had been paid to eligible seasonal claims that received additional weeks under the seasonal measure. On average, each eligible claim received \$1,707. Claims established by men received almost 1.3 times the additional amount received by women (\$1,853 and \$1,429, respectively). Seasonal claims established by those who had

⁵⁷ These seasonal measures were introduced under a pilot project (no.21) to provide up to 5 additional weeks of EI regular benefits to eligible claimants in 13 EI economic regions who establish claims on or between August 5, 2018 and October 29, 2022.

worked in the goods-producing industries received \$1,857 on average, compared with the average of \$1,558 received by those who had worked in the services-producing industries. Among all industries, seasonal claims established by individuals who had worked in the Mining, oil and gas extraction industry received the highest amount on average (\$2,067).

* Results presented here are based on a 100% sample of Employment Insurance (EI) administrative data. Data are preliminary and are as of October 2021.

** These selected EI economic regions are: Newfoundland-Labrador (excluding St. John's), Charlottetown, Prince Edward Island, Eastern Nova Scotia, Western Nova Scotia, Madawaska-Charlotte, Restigouche-Albert, Gaspésie-Îles-de-la-Madeleine, Central Quebec, North Western Quebec, Lower Saint Lawrence and North Shore, Chicoutimi-Jonquière and Yukon (excluding Whitehorse).

*** Except for EI regular claims established between September 27, 2020 and September 25, 2021, during which period no additional weeks of EI regular benefits under the current seasonal measure were provided. Claims established during this period were entitled to a maximum of 50 weeks of EI regular benefits under the temporary measures introduced to facilitate access to EI benefits following the economic and labour market disruptions caused by the COVID-19 pandemic. Consult [section 2.0](#) for a list of these temporary measures. In addition, the Canada Emergency Response Benefit (CERB) provided up to 28 weeks of benefits between March 15, 2020 and October 3, 2020. During this period no EI regular claims could be established, and therefore no additional weeks of benefits were provided under the current seasonal measure.

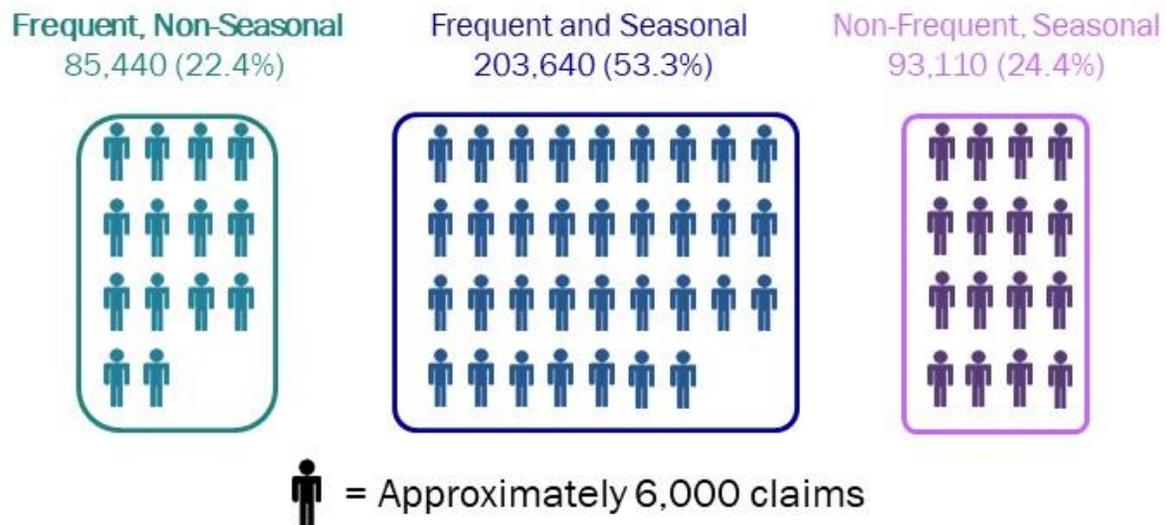
Overlapping definitions of seasonal and frequent claimants

Frequent claimants are those who have had three or more regular or fishing claims and have collected benefits for more than 60 weeks in total within the past five years. There is a significant overlap between the definition of frequent and seasonal claimants.⁵⁸

In FY2021, there were 289,080 EI regular claims that were established by frequent claimants (compared with 296,750 seasonal regular claims). This suggests that many seasonal regular claimants collect less than 60 weeks of EI regular benefits over the course of five fiscal years, while a large proportion of frequent claimants can also be considered seasonal. This is illustrated in Chart 11—in FY2021, the number of claims established by claimants who could be classified as both seasonal and frequent was 203,640, more than twice as many claims as those established by seasonal claimants who were non-frequent (93,110 claims).

⁵⁸ Consult [Annex 2.1](#) for more information on EI claimant categories.

Chart 11 – Distribution of Employment Insurance regular claims established by seasonal and/or frequent* claimants, Canada, FY2021



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

* Consult [Annex 2.1](#) for definitions of frequent and seasonal claimants referenced in this chart.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

When the two non-overlapping populations by claimant type (the frequent, non-seasonal claimants and the non-frequent, seasonal claimants) are characterized in terms of average duration, proportion of regular entitlement weeks paid and exhaustion rate, some differences can be observed. Among seasonal claimants in FY2021, those who could also be classified as frequent claimants received, on average, EI regular benefits for a much longer duration, used a greater proportion of their regular entitlement weeks and were more likely to exhaust their entitlement than their non-frequent counterparts. However, once defined as frequent claimants, the differences in average duration, proportion of regular entitlement weeks paid and exhaustion rate between seasonal and non-seasonal claimants become less significant (consult Table 21). In the reporting year, claimants who could be classified as both frequent and seasonal were less likely to exhaust their EI regular benefits compared to those who were frequent and non-seasonal. This was likely due to the current seasonal measures that provided additional weeks of EI regular benefits to eligible seasonal claimants in 13 EI economic regions.

Table 21 – Characteristics of completed Employment Insurance regular claims by frequent and/or seasonal* claimants, Canada, FY2021

Claimant type	Average duration of EI regular benefits (in weeks) ^a	Proportion of regular benefits paid (%) ^a	Exhaustion rate (%) ^a
Frequent, non-seasonal	22.3	72.3%	35.3%
Frequent and seasonal	22.5	73.2%	27.7%
Non-frequent, seasonal	13.8	46.5%	12.7%

Note: Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

* Consult [Annex 2.1](#) for definitions of frequent and seasonal claimants referenced in this chart.

^a Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Section 2.2.6 Exhaustion of Employment Insurance regular benefits

As mentioned in [subsection 2.2.4](#), entitlement for EI regular benefits depends on two factors—the regional unemployment rate where the applicants lived at the time of establishing the claim, and the number of hours of insurable employment accumulated in the previous 52 weeks or since the establishment of their last claim, whichever is shorter. Entitlement for claims established prior to September 27, 2020 (first half of FY2021) generally ranged from 14 weeks to a maximum of 45 weeks.⁵⁹ For claims established on or after September 27, 2020 (second half of FY2021), the maximum entitlement was increased to 50 weeks as part of the EI temporary measures (consult [section 2.0](#)).

Claimants have exhausted their entitlement to EI regular benefits when the number of weeks of benefits received (actual duration) equals the entitlement available over the course of the benefit period (the period during which an EI claimant can receive EI benefits). The incidence of exhaustion of EI regular benefit entitlement can inform analysis related to the adequacy of EI regular benefits provided to those looking for suitable employment following a job separation.

Since a claim must be completed⁶⁰ in order to determine whether the entitlement is exhausted or not, the analysis in this section focuses on EI regular claims completed during FY2021, regardless of their start date.

Entitlement exhaustion of Employment Insurance regular benefits

Of the total EI regular claims completed in the reporting fiscal year that were established before March 15, 2020, 37.0% (or 362,600) exhausted their entitlement, slightly higher than the exhaustion rate of 33.1% for EI regular claims completed in FY1920. Given the entitlement was 50 weeks, no EI regular claim established in the second half of FY2021 had exhausted its entitlement before March 31, 2021. As a result, the analysis of the entitlement exhaustion of EI regular benefits focused only on completed claims established before March 15, 2020.

The high proportion of EI regular claims completed in FY2021 with entitlement exhaustion can be attributed in part to a substantial economic slowdown observed beginning in the last quarter of FY1920.

In FY1920, the number of EI regular claims increased by 5.8%, with most of this increase occurring during the last quarter of the fiscal year. Indeed, in March 2020, employment fell by almost one million and the unemployment rate increased to 7.9% because of the COVID-19 pandemic. Almost all Canadian industries were affected by the COVID-19 economic shutdown. Because of the sharp decline in labour market activity starting in March 2020 and the high unemployment rates, unemployed individuals who received EI regular benefits following a job separation were not able to find employment as quickly as during stable economic times. This is reflected by the upward trend observed for the entitlement exhaustion rate in FY2021.

During the reporting period, the entitlement exhaustion rate varied across provinces and territories. Nunavut, Northwest Territories and Alberta registered the highest entitlement exhaustion rates (67.4%,

⁵⁹ Consult [Annex 2.2](#) for the entitlement table.

⁶⁰ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

58.6% and 45.9% respectively). Conversely, Quebec and Atlantic Canada posted the lowest entitlement exhaustion rates (consult Table 22).

Generally, claims established by women tend to have a higher entitlement exhaustion rate compared to those established by men. This held true in FY2021, with an entitlement exhaustion rate of 38.9% for women and 35.9% for men. This may be due to the fact that women, on average, tend to qualify for fewer weeks of entitlement of EI regular benefits. A higher proportion of women also work in part-time and/or temporary jobs than men, and thus accumulate, on average, fewer hours of insurable employment.

By age group, claimants aged 55 and over had the highest entitlement exhaustion rate (40.2%), followed by those aged 24 and under (39.1%). These claimants tend to exhaust their entitlement more often, which may reflect the challenges they face in securing new employment following a job loss. In comparison, claimants between 45 and 54 years old had the lowest entitlement exhaustion rate (34.3%), followed by those aged 25 to 44 (35.8%).

Occasional claimants tended to exhaust their entitlement more often (42.0%) than frequent claimants (32.1%) and long-tenured workers (31.3%), both of whom had lower exhaustion rates than the national level (37.0%).

Table 22 – Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits by province or territory, gender, age and claimant category*, Canada, FY2021

Province or territory	Entitlement exhaustion rate Claims established before March 15, 2020 ^P	Benefit period exhaustion rate Claims established before March 15, 2020 ^P
Newfoundland and Labrador	32.7%	29.4%
Prince Edward Island	34.2%	24.4%
Nova Scotia	39.3%	24.2%
New Brunswick	29.5%	27.5%
Quebec	29.7%	26.6%
Ontario	41.1%	26.1%
Manitoba	39.6%	28.4%
Saskatchewan	41.3%	26.2%
Alberta	45.9%	28.1%
British Columbia	42.4%	28.4%
Yukon	41.4%	26.1%
Northwest Territories	58.6%	19.5%
Nunavut	67.4%	23.9%
Gender		
Men	35.9%	25.6%
Women	38.9%	29.3%
Age category		
24 years old and under	39.1%	23.7%
25 to 44 years old	35.8%	28.0%
45 to 54 years old	34.3%	28.5%
55 years old and over	40.2%	25.0%
EI claimant category		
Long-tenured workers	31.3%	30.1%
Occasional claimants	42.0%	26.5%
Frequent claimants	32.1%	24.2%
Canada	37.0%	26.9%

Note: Includes all completed claims for which at least \$1 of EI regular benefits was paid.

* Consult Annex 2.1 for definitions of EI claimant categories referenced in this table.

^P Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Entitlement exhaustion versus benefit period exhaustion

While claims may end when the number of weeks of benefits received equals the entitlement over the course of the benefit period, they may also end when the benefit period ends before all potential regular benefit weeks of entitlement have been paid.⁶¹ When this occurs, unless the claimant has stopped filing EI biweekly reports,⁶² the claim is considered to have exhausted its benefit period. Generally, the benefit period exhaustion rate is lower than the entitlement exhaustion rate.

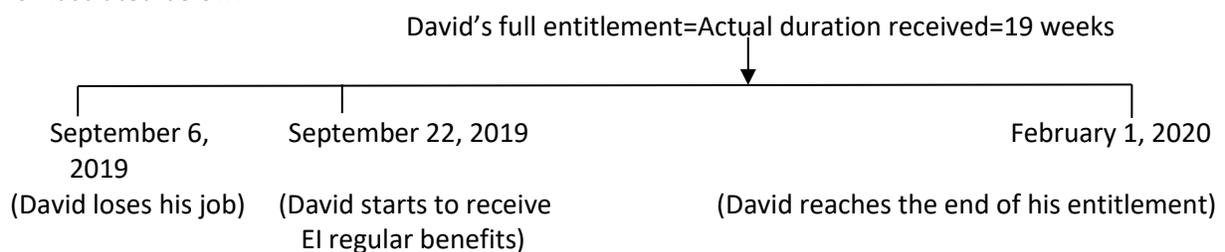
In FY2021, 26.9% of all completed EI regular claims established before March 15, 2020 exhausted their benefit period (see Table 22). At the time of analysis, no EI regular claim established during the second half of FY2021 had exhausted its benefit period by March 31, 2021. As a result, the benefit period exhaustion analysis only focused on completed claims established before March 15, 2020.

Example: Entitlement exhaustion versus benefit period exhaustion

David works as a full-time sales person at a car dealership in Saskatoon, Saskatchewan. Due to unfavourable economic conditions, car sales in Saskatoon have plummeted and he is laid off on September 6, 2019. Following the job separation, David applies for EI regular benefits. After carefully going through his application, Service Canada decides that David is eligible and entitled to receive 19 weeks of EI regular benefits based on his accumulated hours of insurable employment during the qualifying period and the regional unemployment rate. Service Canada establishes David's benefit period (during which benefits may be collected) starting the week of September 22, 2019 for a length of 52 weeks. David starts receiving EI regular benefits in the week starting September 22, 2019.

Scenario: Entitlement exhaustion

David is unable to find suitable employment for the next 19 weeks since starting to receive EI regular benefits. As of February 1, 2020, he has received his full entitlement of 19 weeks of EI regular benefits. In this situation, David is said to have exhausted his regular benefit entitlement as the number of weeks of benefits received equals the entitlement available during the benefit period. This is illustrated below.



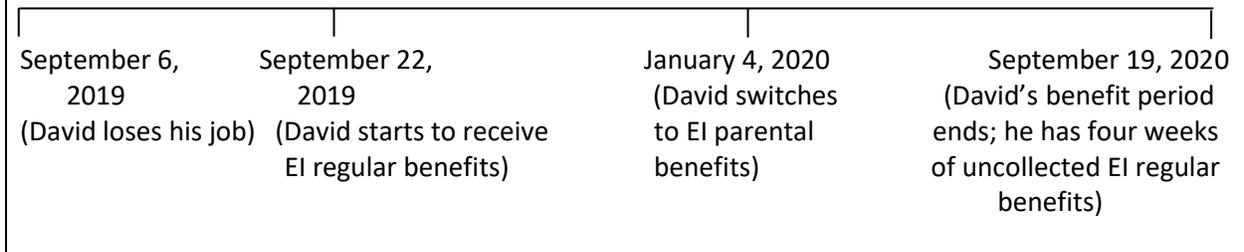
Scenario: Benefit period exhaustion

In this scenario, David started receiving EI regular benefits in the week starting September 22, 2019 and continued for the next 15 weeks until January 4, 2020. At that point, David decided to switch to parental benefits, as he became a parent on December 30, 2019. David shared his parental benefits with his spouse and received benefits for the next 37 weeks until September 19, 2020. David also found new employment as of September 20, 2020. As David's benefit period ended before he could

⁶¹ The benefit period is usually 52 weeks for EI regular claims.

⁶² Claimants who do not file their biweekly reports are not considered eligible to receive EI benefits. This usually occurs when the claimants have found a new job.

collect all 19 weeks of EI regular benefits that he was entitled to, in this case David is said to have exhausted his benefit period. This is illustrated below.



The circumstances that result in benefit period exhaustion are generally different from those associated with entitlement exhaustion. Many variables influence benefit period exhaustion, including regular benefit entitlement, weeks worked while on claim (leading to deferred benefit weeks) and the use of special benefits (adding another type of entitlement to the claim). Table 23 outlines different characteristics of completed EI regular claims by exhaustion type in the reporting year. For instance, when completed EI regular claims are categorized by their seasonality status, seasonal claims are seen to have lower entitlement exhaustion rates than non-seasonal claims, but this result is reversed when benefit period exhaustion is considered. This implies that seasonal claimants are less likely to collect EI regular benefits for the full duration of their entitlement than non-seasonal claimants, most likely due to the predictability of their work pattern.⁶³

In FY2021, completed EI regular claims established in EI economic regions with unemployment rates of 6.0% or less had, on average, the highest entitlement exhaustion rate (38.5%), while those established in EI economic regions with unemployment rate between 8.1% and 10.0% had, on average the highest benefit period exhaustion rate (33.6%). Furthermore, a much greater proportion of claims that exhausted the benefit period included at least one week worked while on claim (68.6%) compared with claims that exhausted their entitlement (34.3%). This is likely due to the Working While on Claim provision that allows claimants to defer weeks of entitlement to be used later in the benefit period. Claims that exhausted the benefit period through Working While on Claim had, on average, a greater number of weeks worked while on claim (12.8 weeks) compared with claims that exhausted their entitlement (9.4 weeks) (consult Table 23).

Because a larger share of claims that exhausted their benefit period also worked while on claim, claimants who exhausted their benefit period are thus more likely to accumulate enough hours of insurable employment during their benefit period to meet the eligibility requirements to establish a new claim following the end of their claim. As a result, a much greater proportion of claimants who exhausted their benefit period requalified for a new claim within 4 weeks following the termination of their claim (39.9% in FY2021 compared with 8.8% of completed claims that exhausted their entitlement).

⁶³ Many seasonal workers are laid off temporarily and likely to find employment in the same industry the following season.

In FY2021, the share of completed EI regular claims combined with EI special benefits that exhausted their benefit period (23.7%) was greater compared with mixed claims that exhausted their entitlement (13.3%). Claims that exhausted their benefit period also received fewer weeks of EI regular benefits (17.8 weeks) compared with claims that exhausted their entitlement (27.2 weeks). Completed EI regular claims that exhausted their benefit period used, on average, just over half (55.4% in FY2021) of their entitlement (consult Table 23).

Table 23 – Completed Employment Insurance regular claim characteristics by exhaustion type, Canada, FY2021

Category	Entitlement exhaustion for claims established before March 15, 2020 ^p	Benefit period exhaustion for claims established before March 15, 2020 ^p
Exhaustion rate – overall	37.0%	26.9%
Exhaustion rate by seasonality status		
Exhaustion rate – seasonal claims	25.0%	31.6%
Exhaustion rate – non-seasonal claims	42.4%	24.7%
Exhaustion rate by regional unemployment rate at the time of claim establishment		
6.0% or less	38.5%	25.1%
6.1% to 8.0%	38.4%	28.5%
8.1% to 10.0%	33.4%	33.6%
10.1% to 13.0%	32.4%	28.6%
13.1% to 14.0%	29.3%	23.5%
14.1% or above	31.6%	30.0%
Other characteristics		
Proportion of claims involving at least one week worked while on claim	34.3%	68.6%
Requalification rate for EI regular benefits*	8.8%	39.9%
Average weeks worked while on claim**	9.4	12.8
Average weeks of EI regular benefits paid	27.2	17.8
Share of mixed claims (EI regular and special benefits)	13.3%	23.7%
Average proportion of regular entitlement used	100.0%	55.4%

Note: Includes all completed claims for which at least \$1 of EI regular benefits was paid.

^p Preliminary data.

* The requalification rate refers to the proportion of claimants who are able to requalify for a new claim within 4 weeks following the termination of their claim.

** Includes only claims with at least 1 week worked while on claim.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.2.7 Working while on claim

In addition to providing temporary income support to eligible unemployed contributors, the Employment Insurance (EI) program is also designed to encourage claimants to accept available jobs, maintain their skills and remain connected to the labour market while they receive EI regular benefits. The Working While on Claim (WWC) provision of the *Employment Insurance Act* does this by allowing claimants to earn additional employment income while on claim. The WWC provision applied to all types of EI benefits in FY2021.

The WWC provision, which previously existed under legislation or pilot projects,⁶⁴ determines how EI benefits are adjusted to reflect employment income earned while being on claim. It allows claimants to keep their employment earnings while continuing to receive a portion of their EI benefits, up to a limit after which benefits are reduced to zero. If benefits are reduced to zero, the week of entitlement is deferred and can be used later during the benefit period.⁶⁵

Under WWC, claimants can keep 50 cents of their EI benefits for every dollar earned while on claim, up to a maximum of 90% of the average weekly insurable earnings used to calculate their weekly benefit rate, before benefits are deducted dollar-for-dollar.⁶⁶

Some eligible claimants⁶⁷ may choose a temporary alternate earnings rule that allows them to earn \$75 per week or 40% of weekly benefits, whichever is greater, without their EI benefits being reduced. Any amount earned above is deducted from their benefits dollar-for-dollar. This alternate earnings rule was in place for a 3-year transition period and ended on August 14, 2021.

Example: Working while on claim (illustrative example)

Sophia used to work full-time at a construction company where she earned \$600 per week before getting laid off due to a reduction in workload. Following the job loss, she applies for EI regular benefits and her weekly benefit rate is calculated to be \$330 (55% of \$600). However, after a few weeks she finds part-time employment at a local plumbing company where she can work 3 days each week and earn \$350 per week.

If Sophia decides to accept the part-time job, she simply needs to declare her earnings on her bi-weekly EI report. In that case, her weekly EI regular benefits are reduced by \$175 or 50 cents for every dollar she earns at her part-time job (\$350 divided by 2). This would bring her total weekly EI regular benefits to \$155 (\$330-\$175=\$155).

⁶⁴ The WWC rules became permanent as of August 12, 2018. Over time, various pilot projects have been put in place to test whether increasing the eligible earnings that can be drawn for working while on claim would encourage more claimants to accept employment while receiving benefits. Consult Annex 7 for more details on the various pilot projects.

⁶⁵ Some claimants also have the option of deferring a week of entitlement to use it later in the benefit period. Claimants receiving one or more weeks of reduced benefits may request a refusal of payment for any or all of those weeks. If the payment refusal is allowed, then the weeks of EI benefits are deferred and can be claimed later in the benefit period.

⁶⁶ This ensures that claimants do not receive more in pay and benefits than their previous earnings.

⁶⁷ Claimants may be eligible for this temporary option if they previously chose the alternate earnings rule when they had established an EI claim under Pilot Project no. 20 for any benefit period between August 7, 2016 and August 11, 2018, and have since established a new claim starting on or after August 12, 2018, regardless of the benefit type.

In the end, under the working while on claim provision, Sophia can take home \$505 in total weekly income (\$155 in weekly EI regular benefits and \$350 from her part-time work), compared to the \$330 from EI regular benefits if she decides not to accept the part-time employment.

This subsection focuses on claims and their beneficiaries who reported employment income from part-time or full-time work in at least one week while on claim, regardless of whether the EI benefits paid for those weeks were completed in full, partial or zero. To make the text easier to read, these claims and their beneficiaries are referred to in this subsection as having "at least one week worked while on claim" even if the week or weeks of work were partially completed (for example, two days of work). It is also important to note that the WWC provisions also apply to many other forms of income, such as pensions or severance pay, which are not included in the results presented.

Number of Employment Insurance regular claims and claimants working while on claim

The use of the WWC provision is reported using two different but complementary approaches. The first approach is based on EI claimants who had an open regular claim during the reporting fiscal year, regardless of when their claim was established. This focuses on the WWC activities in the fiscal year under review and therefore better reflects the labour market conditions and prevailing WWC provisions during the reporting period. The second approach is based on regular claims completed in the reporting fiscal year. This provides a better estimate of the relative incidence of WWC as it takes into consideration the entire duration of the claim and not only a specific period (such as the reporting fiscal year, as done under the first approach).

Of all EI regular benefit claimants who had an open claim in FY2021, 1,161,010 (39.5% of total) worked at least one week while on claim during the fiscal year (consult Table 24). This share (39.5%) is lower than the levels observed in past few years (around 43.0%), likely due to the labour market disruptions caused by the COVID-19 restrictions for most of the first half of the reporting fiscal year. In comparison, 49.4% of all completed regular claims included at least one week worked while on claim in FY2021. In general, the claimant-based volumes are higher than the claim-based ones as the first approach, as already explained, accounts for all claimants with an open claim regardless of their establishment date, whereas the latter approach considers only those claims completed during the fiscal year. In addition, the significantly higher number of claimants with an open claim⁶⁸ in FY2021 reflects the temporary measures⁶⁹ put in place to qualify for EI benefits in the second half of FY2021, as well as improved labour markets conditions⁷⁰ following the gradual lifting of COVID-19 pandemic restrictions that were established in March 2020.

⁶⁸ While EI regular benefits was not available during the first half of FY2021 due to the Canada Emergency Response Benefit (CERB), some claimants had an open claim during that period which was established prior to CERB coming into effect on March 15, 2020.

⁶⁹ Consult [section 2.0](#) for a list of the main temporary measures.

⁷⁰ Consult [section 1.2](#) for a detailed discussion on labour market conditions in Canada in FY2021.

Table 24 — Number and share of regular Employment Insurance (EI) claimants working at least one week while on claim and of completed EI regular claims with at least one week worked while on claim, by region, gender, age and seasonality, Canada, FY2021

Region	Claimants with an open claim during the fiscal year who have worked at least one week while on claim during the fiscal year		Completed claims with at least one week worked while on claim over a claim's life	
	Number	Share (%)	Number ^P	Share (%) ^P
Newfoundland and Labrador	47,630	49.9%	35,720	59.5%
Prince Edward Island	9,120	41.5%	6,560	47.8%
Nova Scotia	42,840	43.0%	28,030	51.8%
New Brunswick	51,810	48.2%	36,580	57.2%
Quebec	341,000	44.2%	243,970	55.0%
Ontario	360,610	36.3%	181,210	44.1%
Manitoba	33,640	36.4%	19,640	44.9%
Saskatchewan	26,050	34.4%	16,680	42.8%
Alberta	124,880	34.8%	69,590	44.1%
British Columbia	121,630	38.7%	68,940	48.4%
Territories	1,800	24.1%	1,200	32.4%
Gender				
Men	611,000	37.1%	433,380	47.6%
Women	550,010	42.6%	274,740	52.5%
Age category				
24 years old and under	166,190	38.9%	80,600	46.8%
25 to 44 years old	526,720	42.1%	339,450	52.5%
45 to 54 years old	245,570	45.4%	160,620	57.1%
55 years old and over	222,530	31.0%	127,450	38.3%
Seasonality*				
Seasonal	207,700	53.8%	211,210	60.4%
Non-seasonal	953,310	37.4%	496,910	45.9%
Canada	1,161,010	39.5%	708,120	49.4%

Note: Includes all claimants (or claims) to which at least \$1 of EI regular benefits was paid.

^P Preliminary.

* Consult [Annex 2.1](#) for definitions of seasonal claimants referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The proportion of regular benefit claimants (or completed claims) with at least one week worked while on claim varies by, among other things, region and industry, which may be partly explained by local labour market conditions in the regions where the claimants resided. Generally, regions that have a higher proportion of seasonal claimants have greater shares of EI regular benefit claimants who worked at least one week while on claim. This may be due in part to the limited availability of work during the “off-peak season” and better re-employment opportunities should the benefit period of claimants exceed the “off-peak season” duration. In FY2021, the Atlantic provinces (46.6%) and Quebec (44.2%), and the Educational services industry (54.3%) as well as the Construction industry (45.3%), which had higher proportions of seasonal claimants, had relatively higher proportion of claimants who worked at least one week while on claim.

Weeks worked while on claim

This subsection analyzes the proportion and the average number of weeks worked while on claim. It examines whether employment income was reported during a week in which a claimant was entitled to receive EI regular benefits.

The first reported measure is the proportion of weeks worked while on claim among weeks for which claimants were entitled to receive EI regular benefits in the reporting fiscal year (regardless of the

establishment date of the claim). It reflects the relative frequency of WWC usage among regular claimants, is indicative of local labour market conditions and WWC provisions in effect during the reporting period. The proportion of weeks worked while on claim was 20.5% nationally in FY2021, down from the 23.6% observed in the previous year (consult Table 25). This decline is likely due to the economic and labour market disruptions due to COVID-19 in the reporting fiscal year. In addition, a lower share of seasonal claimants⁷¹ among EI regular claimants in FY2021 may have also contributed to the decrease in the proportion of weeks worked while on claim in the reporting year. Notably, the proportions of weeks worked while on claim went down by 4.3 percentage points among seasonal claimants whereas it remained relatively unchanged among non-seasonal claimants (-1.0 percentage points). This difference points out the increased difficulty of finding employment for seasonal claimants while on claim in an already disrupted labour market than their non-seasonal counterparts. This is also reflected across regions—the proportions of weeks worked while on claim decreased in FY2021 in the Atlantic provinces and Quebec, which account for more than half of all seasonal claimants in Canada. Conversely, these proportions increased slightly in FY2021 in the Western provinces which account for a comparatively lower share of seasonal claimants.⁷²

The second measure is the average number of weeks worked while on claim for EI regular claims completed during the fiscal year with at least one week of work during the entire claim period. This measure of WWC frequency is based on the entire duration of the claim, rather than a specific reference period. In FY2021, the average number of weeks worked while on claim was 9.2 weeks, down slightly from the previous year (consult Table 25). This is likely due to the economic and labour market disruptions because of COVID-19 restrictions established in March 2020.

An analysis by demographic characteristics shows that the proportion of weeks worked while on claim varied in the same way as the proportion of claimants who worked at least one week while on claim. Seasonal claimants, women, claimants aged 25 to 44 and 45 to 54 years, and those in the Atlantic provinces and Quebec had higher proportions of weeks worked while on claim as well as proportions of claimants who worked at least one week while on claim than the national average in FY2021 (consult Table 24 and Table 25). This trend has been generally consistent with previous years.

⁷¹ Consult [Subsection 2.2.5](#) for detailed discussion on EI regular benefits and seasonal claimants.

⁷² Consult [Subsection 2.2.5](#) for the distribution of seasonal claimants by regions.

Table 25 — Proportion of weeks worked while on claim among weeks for which claimants were entitled to receive EI regular benefits, and average number of weeks worked while on claim for regular claims completed with at least one week of work, by region, gender, age and seasonality, Canada, FY1920 and FY2021

Region	Proportion of weeks worked*			Average number of weeks worked		
	FY1920	FY2021	Change (% points)	FY1920 ^r	FY2021 ^p	Change (number of weeks)
Newfoundland and Labrador	27.6%	24.1%	-3.4	16.2	14.8	-1.4
Prince Edward Island	22.4%	22.0%	-0.4	12.1	12.1	0.0
Nova Scotia	25.3%	24.2%	-1.2	12.9	12.5	-0.4
New Brunswick	30.4%	28.2%	-2.2	15.4	14.8	-0.6
Quebec	33.1%	25.4%	-7.7	12.8	10.8	-2.1
Ontario	17.2%	17.3%	+0.1	8.0	6.8	-1.1
Manitoba	12.6%	15.1%	+2.5	6.1	5.7	-0.3
Saskatchewan	12.8%	15.3%	+2.5	6.8	6.6	-0.2
Alberta	14.3%	15.5%	+1.2	7.1	6.2	-1.0
British Columbia	19.4%	20.7%	+1.3	8.2	7.4	-0.8
Territories	10.1%	8.5%	-1.7	6.2	6.1	-0.1
Gender						
Men	22.6%	18.4%	-4.2	11.3	9.6	-1.6
Women	25.3%	23.5%	-1.8	9.9	8.6	-1.3
Age category						
24 years old and under	21.9%	19.2%	-2.7	8.9	6.4	-2.4
25 to 44 years old	25.1%	21.5%	-3.6	9.9	8.6	-1.3
45 to 54 years old	29.5%	25.7%	-3.8	12.1	10.7	-1.4
55 years old and over	17.3%	16.0%	-1.4	11.8	10.9	-0.9
Seasonality**						
Seasonal	30.5%	26.3%	-4.3	12.1	12.3	+0.2
Non-seasonal	20.4%	19.4%	-1.0	9.9	7.9	-2.0
Canada	23.6%	20.5%	-3.1	10.7	9.2	-1.5

Note: Changes are based on unrounded numbers. Includes all claims for which at least \$1 in EI regular benefit was paid.

^r Data are based on weeks worked while on claim during the reporting fiscal year, regardless of the year in which their claim was established.

** Consult [Annex 2.1](#) for definitions of seasonal claims referenced in this table.

^r Revised.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Weekly income associated with working while on claim

As outlined in Table 26, there is a difference between the average weekly income of claimants who worked while on claim and those who did not. For EI regular claims completed in FY2021, claimants who worked while on claim had lower average weekly EI regular benefits (\$369) for the entire claim period compared to the average weekly EI regular benefit of those who did not work (\$490). However, claimants who worked while on claim had significantly higher average weekly total income (\$673) compared to that of those who did not work while on claim (\$490). When only the weeks worked were considered, claimants who worked while on claim received an average of \$790 per week in FY2021 (consult Table 26).

Table 26 — Average weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, FY2021

Income type	Claims without working while on claim	Claims with working while on claim (all weeks*)	Claims with working while on claim (weeks worked only**)
Average weekly EI regular benefits	\$490	\$369	Not available
Average weekly employment earnings	n/a	\$304	\$790
Average weekly total income (EI regular benefits and employment earnings)	\$490	\$673	Not available

Note: Includes completed claims for which at least \$1 of EI regular benefits was paid.

* Includes deferred weeks of EI benefits (that have thus \$0 of EI benefits paid and high amount of employment earnings). Average incomes for this category are the sum of all regular benefits paid and/or employment earnings divided by the number of weeks the claim was active.

** The average weekly employment earnings for this category are total employment earnings divided by the number of weeks worked while on claim.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

2.3 Employment Insurance support while on training

Some EI program flexibilities allow unemployed EI claimants to train and get the skills they need to succeed in the labour market. Individuals who qualify for EI regular benefits may pursue training under different scenarios.

A claimant may be referred to training by a designated authority, such as a province, territory or Indigenous organization. Such training may be funded through provincial and territorial Labour Market Development Agreements (LMDA), or it may be self-funded by the claimant. In both situations, the provincial or territorial government must agree that the desired training is a reasonable part of the claimant's return-to-work action plan. In these cases, claimants continue to receive EI regular benefits while they upgrade their skills. Consult [Chapter III](#) for more information on LMDAs.

If claimants decide on their own to take training, they must declare their training, prove that they are still able and willing to work, and are continuing to look for a job to continue receiving EI regular benefits. They must be ready to work if they receive a job offer, and to adjust or cancel their training plan if necessary. Service Canada assesses these situations on a case-by-case basis, taking into account the individual claimant's circumstances.

Through Skills Boost, EI regular claimants who are long-tenured workers and wish to self-fund full-time training at an approved institution can request permission directly from Service Canada to continue receiving EI regular benefits while taking training that would otherwise restrict their ability to meet program requirements (i.e. searching and being available for work). Skills Boost also introduced measures that took effect August 1, 2018, to provide enhanced Student Financial Assistance targeting working or unemployed Canadians looking to return to school to upgrade their skills.

Subsection 2.3.1 examines support for apprentices and subsection 2.3.2 discusses the training permission provided by Service Canada.

2.3.1 Employment Insurance support for apprentices

For many skilled trades, apprenticeship is the path to gain the skills and experience that are necessary for certification and to participate fully in the labour market. In Canada, the apprenticeship system is an industry-driven learning system that combines on-the-job and technical training. Each province or territory is responsible for apprenticeship training within its jurisdiction. As a result, apprenticeship programs in Canada, including the duration and delivery method of technical training, vary across trades and across provinces and territories.

In Quebec for instance, apprentices generally complete all of their technical training at a college (CEGEP) or at a training institution before beginning on-the-job training. In the rest of Canada, apprentices start with on-the-job training followed by technical training through a variety of approaches. These include in-class learning, self-learning, distance learning, night classes or day release programs.

In most jurisdictions, to enter an apprenticeship program, a prospective apprentice must be at least 16 years old and have successfully completed Grade 12 or have an equivalent amount of work experience

or related education. In addition, the potential apprentice must find a job with an employer who will sponsor and train him or her under the mentorship of a qualified person.

To help EI contributors continue their apprenticeship and become certified journeypersons or tradespeople, the EI program offers temporary income support to those who are unemployed and attending full-time technical training (sometimes referred to as block-release training). To qualify, they must meet EI regular benefits eligibility requirements,⁷³ and their respective province, territory or Indigenous organization must have referred them to training under section 25 of the *Employment Insurance Act* for each block of full-time technical training that is required as part of their apprenticeship. Employers may also offer their apprentices Supplemental Unemployment Benefit (SUB) plans to increase their weekly income during their periods of technical training, up to 95% of the apprentice's normal weekly earnings.⁷⁴

Apprentices can apply for EI benefits up to seven days before their last day of work and they are only required to serve one waiting period for the full duration of their apprenticeship, even if it involves multiple blocks of full-time technical training, as long as they remain in the same apprenticeship program.

To help ensure that apprentices receive EI benefits without delay while they attend full-time technical training, their province, territory or Indigenous organization provides them with a special reference code issued for each block of full-time technical training. This code facilitates faster processing and payment of their EI benefits and helps speed up payment to apprentices.

Apprentices may be entitled to receive financial support under Part II of the *Employment Insurance Act*,⁷⁵ which is delivered by the provinces and territories (under the Labour Market Development Agreements) and Indigenous organizations (under the Indigenous Skills and Employment Training Program). These EI benefits help cover accommodation, childcare, transportation and other costs incurred while attending technical training. Other financial support from the Government of Canada is also available through programs such as the Canada Apprentice Loan and various apprenticeship grants.

The following sections present detailed statistics on the number of EI claims from apprentices, the weekly level and duration of their benefits. EI claims from apprentices are those referred under section 25 of the *Employment Insurance Act* and who received at least one dollar of EI regular benefits during a period of full-time apprenticeship training.

Employment Insurance claims from apprentices and amount paid

As enrollment in trades programs is influenced by the health of local labour markets, the implementation of government temporary measures related to COVID-19 and the closure of non-

⁷³ Have a valid reason for separation and sufficient hours of insurable employment over the qualifying period.

⁷⁴ The purpose of a SUB plan is to provide employees with supplemental payments to EI benefits during a period of unemployment due to temporary stoppage of work, training, illness, injury or quarantine. Employers must register their SUB plans with Service Canada in order for payments made under such plans to not be considered earnings, which would reduce EI benefits.

⁷⁵ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. See [Chapter III](#) for more information.

essential businesses and facilities negatively affected those enrolled in skilled trades and apprenticeship programs in FY2021.

According to the Registered Apprenticeship Information System, the number of new registrations (-43.0%) and certifications (-48.7%) in trade programs decreased by almost half in the first nine months of 2020 compared to the same period in 2019 due to the COVID-19 pandemic. These declines, which began in March 2020, reached their highest levels in April and June, with -71.2% and -76.4% respectively (compared to the same period in 2019). This was especially the case in industry sectors where apprenticeship training is concentrated, including employment in trades, transport and equipment operators and related occupations.⁷⁶

As shown in Table 27, in FY2021 the number of new claims established by apprentices decreased by 32.8% compared to the previous year (from 47,180 to 31,700).⁷⁷ This decline was largely attributable to a decrease in the number of new claims established in Alberta (-5,320 claims), Ontario (-5,150 claims), and British Columbia (-1,960 claims), although all provinces (except Quebec) and territories experienced a decrease in claims. Jurisdictions with the largest year-over-year decrease were Prince Edward Island (-65.7%), followed by Newfoundland and Labrador (-48.9%), Saskatchewan (-40.4%), and Alberta (-40.1%).

Outside of periods of full-time training and during the benefit period of a claim, an apprentice may experience a loss of employment income due to circumstances that may require the apprentice to access other types of EI benefits (for instance, regular benefits for lack of available work or special benefits for care for a newborn child). The claimant may claim those benefits if he or she meets the eligibility requirements for the relevant EI benefits. Of all claims established by apprentices in the reporting fiscal year, 40.1% (or 12,710 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 2.1% (or 660 claims) contained at least one week of special benefits paid outside of periods of full-time training, including 570 claims for sickness benefits.

Like the number of new claims established, the total amount of EI benefits paid to apprentices decreased by 35.5% to \$212.5 million compared to the previous year. The largest relative decrease occurred in the Territories (-52.0%), followed by Prince Edward Island (-51.9%), and Saskatchewan (-47.6%). Quebec, which administers its own apprenticeship program, was the only province that experienced an increase in the amount paid.

Of the total of \$212.5 million paid in benefits, \$147.5 million (or 69.4% of the total EI benefits paid to apprentices) were paid while they attended full-time technical training. EI regular benefits paid outside of periods of full-time training accounted for most of the remaining benefits paid to apprentices (\$59.9 million, or 28.2%), with a small fraction paid in special benefits (\$5.0 million, or 2.4%).

⁷⁶ Statistics Canada : *The Daily*, Wednesday, December 9, 2020.

⁷⁷ 99.6% of claims established occurred in the second half of FY2021.

In FY2021, 79.0% of EI claims by apprentices were established in Ontario, Alberta, and British Columbia, consistent with trends observed over past years. Total benefits paid followed a pattern very similar to the one for EI claims over the same period.

As in previous years, men established the vast majority of claims by apprentices (94.2%) and accounted for the largest share of all EI benefits paid to apprentices (92.9%) in FY2021. The low proportion of claims by women and benefits paid to them is largely due to the low share of women registering in apprenticeship-training programs (11.5% in 2020).⁷⁸

Table 27 – Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, FY1920 to FY2021

Region	New claims established			Amount paid (\$ millions)		
	FY1920	FY2021	Change (%)	FY1920	FY2021	Change (%)
Newfoundland and Labrador	940	480	-48.9%	\$10.2	\$5.7	-44.3%
Prince Edward Island	350	120	-65.7%	\$2.0	\$1.0	-51.9%
Nova Scotia	1,470	1,060	-27.9%	\$10.3	\$7.3	-29.2%
New Brunswick	1,500	1,080	-28.0%	\$10.6	\$7.1	-33.5%
Quebec*	60	140	+133.3%	\$0.4	\$1.7	+333.5%
Ontario	14,700	9,550	-35.0%	\$102.1	\$63.1	-38.2%
Manitoba	2,710	2,160	-20.3%	\$17.3	\$13.5	-22.2%
Saskatchewan	2,500	1,490	-40.4%	\$16.8	\$8.8	-47.6%
Alberta	13,270	7,950	-40.1%	\$99.1	\$56.5	-43.0%
British Columbia	9,500	7,540	-20.6%	\$59.3	\$47.2	-20.4%
Territories	180	130	-27.8%	\$1.5	\$0.7	-52.0%
Gender						
Men	44,680	29,860	-33.2%	\$309.7	\$197.4	-36.2%
Women	2,500	1,840	-26.4%	\$20.0	\$15.0	-24.8%
Age category						
24 years old and under	20,910	13,550	-35.2%	\$132.9	\$83.2	-37.4%
25 to 44 years old	24,920	17,260	-30.7%	\$186.9	\$120.6	-35.5%
45 years old and over	1,350	890	-34.1%	\$9.8	\$8.7	-12.0%
Canada	47,180	31,700	-32.8%	\$329.6	\$212.5	-35.5%

Note: Totals may not add up due to rounding. Percentage change is based on unrounded numbers. Includes all claims from apprentices referred under Section 25 of the *Employment Insurance Act* for which at least \$1 of EI benefits was paid while the claimant was on training.

* The low number of claims from apprentices in Quebec is due to the unique program design in which apprentices complete all of the technical training prior to beginning on-the-job training.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

From an age perspective, claimants between 25 and 44 years old accounted for the largest share of EI claims associated with apprenticeship programs and full-time technical training (54.4%), and for the largest share of all EI benefits paid to apprentices (56.8%). They were followed by claimants aged 15 to 24 years old, who accounted for 42.7% of all claims and 39.2% of the total amount paid in benefits. Claimants aged 45 years and over accounted for 42.4% of all EI regular claims established, but only 2.8% of all EI apprenticeship claims in FY2021. This result was expected, as the incidence of job-related training declines with age, though the gap between older and younger workers appears to be shrinking over time.⁷⁹

⁷⁸ Statistics Canada, Registered Apprenticeship Information System, Table 37-10-0023-01, Number of apprenticeship program registrations.

⁷⁹ Jungwee Park, Job-related Training of Older Workers (Ottawa: Statistics Canada, Labour Statistics Division, 2012).

Similar to previous years, claimants from the Construction sector established the majority of the new apprentice claims (58.1%) and accounted for the largest share of the total amount paid in benefits (60.4%) in FY2021 (consult Table 28).

From the occupational grouping perspective, the majority of EI claimants participating in apprenticeship programs and attending full-time technical training were associated with the Trades and skilled transport and equipment operators occupational group⁸⁰ (91.3%), which also accounted for 90.2% of the total benefits paid to apprentices. While apprentice claimants from this occupational group were mainly employed in the Construction sector, they were also found in the Manufacturing, Other services (excluding Public administration) and Retail trade sectors.

Table 28 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, FY1920 to FY2021

Sector	New claims established			Amount paid (\$ millions)		
	FY1920	FY2021	Change (%)	FY1920	FY2021	Change (%)
Construction	27,410	18,430	-32.8%	\$204.8	\$128.4	-37.3%
Manufacturing	3,540	2,310	-34.7%	\$25.7	\$15.4	-39.9%
Wholesale Trade	2,040	1,480	-27.5%	\$11.5	\$7.9	-31.3%
Retail Trade	3,170	2,120	-33.1%	\$16.9	\$12.2	-27.8%
Other services (excluding public administration)	3,900	2,360	-39.5%	\$22.4	\$13.4	-40.0%
Other sectors	7,120	5,000	-29.8%	\$48.4	\$35.1	-27.5%
Occupational grouping						
Trades and skilled transport and equipment operators	43,430	28,950	-33.3%	\$303.5	\$191.6	-36.9%
Other occupations	3,750	2,750	-26.7%	\$26.1	\$20.9	-20.0%
Canada	47,180	31,700	-32.8%	\$329.6	\$212.5	-35.5%

Note: Totals may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims from apprentices referred under Section 25 of the *Employment Insurance Act* for which at least \$1 of EI benefits was paid while the claimant was on training.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Level and duration of Employment Insurance benefits for apprentices

Claims established by apprentices during the second half of FY2021, received, on average, \$547 per week. This amount was higher than in the previous year and was aligned with the temporary changes made to the EI program's parameters during that period (consult [Section 2.0](#)), including the \$500 minimum weekly benefit rate. Consistent with previous years, the average weekly benefit rate for apprentices was also higher than the average for EI regular claims overall (\$534).

Apprentice claimants from Alberta received the highest average weekly benefit rate during the reporting period (\$561), while those who established claims in Nova Scotia received the lowest average weekly benefit rate (\$512). In terms of gender and age, on average, the weekly benefit rate received was higher among men (\$549) than women (\$525) and among claimants aged 55 years old and over (\$562),

⁸⁰ Trades and skilled transport and equipment operators group comprise the following occupational subgroups: Contractors and Supervisors, Trades and Related Workers; Supervisors, Railway and Motor Transportation Occupations; Machinists and Related Occupations; Electrical Trades and Telecommunication Occupations; Plumbers, Pipefitters and Gas Fitters; Metal Forming, Shaping and Erecting Trades; Carpenters and Cabinetmakers; Masonry and Plastering Trades; Other Construction Trades.

followed by those aged between 25 and 44 years old (\$553). Claimants under 25 years old received the lowest average weekly benefit rate (\$540), followed by those between 45 and 54 years old (\$544).

The average duration of EI regular claims completed in FY2021 by EI claimants while on full-time technical training was 8.8 weeks,⁸¹ relatively unchanged from FY1920 (8.9 weeks). Claims in Ontario (9.2 weeks) and Manitoba (9.1 weeks) were above the national average (8.8 weeks). As in the previous year, the average duration of EI regular benefits received by men while on full-time technical training was almost equal than women (8.8 weeks vs. 8.6 weeks). Similar to FY1920, claimants aged 55 years or older received more weeks of benefits (10.5 weeks) compared with claimants under 25 years old (8.8 weeks) and those between 25 and 54 years old (8.7 weeks) in FY2021.

Characteristics of firms that hire apprentices

A departmental study* examined the characteristics of firms that employ EI-supported apprentices from 2001 to 2016.

The study found that the share of apprentices in a firm's workforce was positively correlated with its productivity, a pattern that has become more apparent since the FY0809 recession. Larger firms (more than 500 employees) are more likely to hire an apprentice every year and are more likely to have hired an apprentice at least once in the study period than other sizes of firms. However, smaller firms hire disproportionately more apprentices; almost half of apprentices work in a firm with 5 to 49 employees.

On average, four out of five apprentices claimed EI from a single employer from 2001 to 2012. However, apprentices in the construction sector were more likely to make claims related to multiple employers. In addition, just under 50% of apprentices stay for more than three years with the firm that trained them.

* ESDC. Characteristics of firms that hire apprentices. (Ottawa: ESDC, Labour Market Information Directorate. 2020)

2.3.2 Training with permission from Service Canada to keep receiving EI

Under Skills Boost, claimants who are long-tenured workers⁸² and wish to self-fund full-time training at an approved institution may request permission directly from Service Canada to continue receiving EI regular benefits during training that would otherwise restrict their ability to meet program requirements (i.e. searching and being available for work). Service Canada does not offer services normally provided by the provinces and territories such as employment counselling, job search assistance, needs assessments and assistance with the development of return to work action plans.

In FY2021, Service Canada gave permission to (or "referred") 612 claimants to continue receiving EI benefits in order to train under Skills Boost, representing a decrease of 31.7% compared to the previous

⁸¹ The average duration of claims completed in FY2021 that were established before March 15, 2020 was very similar to the one of completed claims in FY2021 that were established on or after September 27, 2020. Consequently, the average duration of regular claims by apprentices while on full-time technical training is presented for FY2021 as a whole.

⁸² EI claimants who have paid at least 30% of the maximum annual EI premiums in 7 of the past 10 years and who, over the last five years, have collected EI regular or fishing benefits for 35 weeks or less.

year. Out of the 612 claims established during which claimants received permission from Service Canada to train in FY2021, 556 (90.8 %) contained at least one week of EI regular benefits while on training and 532 (86.9%) included at least one week of EI regular benefits while not on training. The amount paid to claimants while on training was \$6.5 million (or 57.2% of the total amount paid), while the amount paid in EI regular benefits while not on training reached \$4.6 million (or 40.3% of the total amount of \$11.4 million).

As in the previous year, the largest number of training referrals by Service Canada was in Quebec (30.6%), followed by Alberta (24.0%) and Ontario (20.6%). These three provinces also made up the bulk of EI regular claims with 26.4%, 12.0% and 34.3%, respectively.

In FY2021, claimants who had been referred by Service Canada received benefits totalling \$11.4 million, representing a decrease of 1.0% from the previous year. Quebec (30.1%), Alberta (24.9%), Ontario (21.3%), and British Columbia and the territories (14.8%) accounted for 91.2% of the total amount paid in EI benefits of all types.

Like in the previous year, women accounted for over half of referrals (59.3%) and total benefits paid (58.6%). Claimants aged 44 and under established 71.4% of all referrals and total benefits paid.

From an industry perspective, claimants who previously worked in the Wholesale and retail trade sector accounted for the largest share of referrals (15.4%), followed by those from Accommodation and food services (12.3%), Manufacturing (9.3%), and Health care and social assistance sectors (8.8%). Claims associated with both the Wholesale and retail trade and Accommodation and food service sectors received the largest share of total benefits paid for all types of benefits (15.7% and 11.7%, respectively), for regular benefits while on training (14.6% and 11.5%, respectively) and EI regular benefits (17.2% and 11.9%, respectively).

For claims established during the second half of FY2021, claimants received, on average, a weekly benefit rate of \$526 for all types of EI benefits, which was both lower than the average weekly EI regular benefit rate (\$534) and the average weekly regular benefit rate paid to long-tenured workers claimants (\$547). Furthermore, the average weekly benefit rate claimants received while on training was \$530 compared to \$521 for claimants looking for a job during their claim.

Using a breakdown by gender and age, the average weekly benefit rate received by claimants was higher for men (\$539) than for women (\$517) and for claimants over 55 years old (\$535) compared to the other age groups.

In FY2021, claimants with a referral to training by Service Canada received, on average, 19.5 weeks of EI benefits while on training and 13.1 weeks of EI benefits while looking for a job during their claim period.

Claimants from the Atlantic provinces received, on average, the highest number of EI weeks while taking training (22.4 weeks), followed by those from Saskatchewan (20.4 weeks) and Alberta (20.3 weeks). Claimants from British Columbia and the territories received, on average, the highest number of EI

regular benefits weeks while not on training (15.1 weeks), followed by those from Ontario (13.8 weeks) and Saskatchewan (13.3 weeks).

As in the previous year, women received, on average, more weeks of EI benefits than men while attending full-time training (20.4 weeks vs. 18.6 weeks). Conversely, when they were looking for a job, men received more weeks of regular benefits than women (13.4 weeks vs 12.7 weeks).

Claimants aged between 35 and 44 received, on average, the highest number of benefits weeks (20.3 weeks) while on training, followed by those aged 34 years and under and those aged between 45 and 54 (19.4 weeks for both age groups). Claimants aged 55 years and over received the most weeks of EI regular benefits while not on training (14.3 weeks).

Table 29 – Claims established during which claimants received permission from Service Canada to train, amount paid, by region, gender, age and industry, Canada, FY1920 to FY2021

Region	New claims established			Amount paid (\$ millions)		
	FY1920	FY2021	Change (%)	FY1920	FY2021	Change (%)
Atlantic provinces	44 ¹	23	-47.7%	\$0.5	\$0.4	-28.8%
Quebec	248	187	-24.6%	\$3.1	\$3.4	+10.7%
Ontario	231	126	-45.5%	\$2.9	\$2.4	-17.1%
Manitoba	31	19	-38.7%	\$0.4	\$0.3	-23.4%
Saskatchewan	29	17	-41.4%	\$0.4	\$0.3	-24.4%
Alberta	192	147	-23.4%	\$2.7	\$2.9	+7.5%
British Columbia and Territories ¹	121	93	-23.1%	\$1.5	\$1.7	+13.8%
Gender						
Men	430	249	-42.1%	\$5.6	\$4.7	-14.9%
Women	466	363	-22.1%	\$6.0	\$6.7	+11.9%
Age category						
34 years old and under	346	208	-39.9%	\$4.3	\$3.7	-13.1%
35 to 44 years old	299	229	-23.4%	\$4.0	\$4.4	+10.0%
45 to 54 years old	189	131	-30.7%	\$2.5	\$2.4	-4.4%
55 years old and over	62	44	-29.0%	\$0.7	\$0.9	+22.2%
Industry						
Goods-producing industries	220	110	-50.0%	\$2.9	\$2.1	-29.1%
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	31	19	-38.7%	\$0.4	\$0.4	-9.9%
Construction	85	34	-60.0%	\$1.0	\$0.7	-30.2%
Manufacturing ²	104	57	-45.2%	\$1.5	\$1.0	-33.5%
Service-producing industries	659	475	-27.9%	\$8.4	\$8.9	+5.1%
Wholesale and retail trade	133	94	-29.3%	\$1.8	\$1.8	+1.0%
Transportation and warehousing	43	36	-16.3%	\$0.6	\$0.7	+18.3%
Finance, insurance, real estate, rental and leasing	47	23	-51.1%	\$0.6	\$0.4	-28.3%
Professional, scientific, and technical services	62	36	-41.9%	\$0.8	\$0.8	-3.3%
Business, building, and other support services ³	69	41	-40.6%	\$1.0	\$0.8	-18.4%
Educational services	53	24	-54.7%	\$0.5	\$0.4	-10.6%
Healthcare and social assistance	64	54	-15.6%	\$0.8	\$1.0	+24.0%
Information, culture, and recreation ⁴	45	29	-35.6%	\$0.6	\$0.5	-7.9%
Accommodation and food services	42	75	+78.6%	\$0.5	\$1.3	+192.8%
Other services (excluding public administration)	35	35	0.0%	\$0.5	\$0.6	+26.8%
Public administration	66	28	-57.6%	\$0.9	\$0.5	-47.6%
Unclassified⁵	17	27	+58.8%	\$0.2	\$0.5	+130.9%
Canada	896	612	-31.7%	\$11.6	\$11.4	-1.0%

¹ For confidentiality reasons, data for the territories have been included with those for British Columbia.

² For confidentiality reasons, data for Utilities industry have been combined with Manufacturing.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administration and support, waste management and remediation services).

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation).

⁵ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

2.4 Employment Insurance fishing benefits

Employment Insurance (EI) provides fishing benefits to qualifying, self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility for EI fishing benefits is based on earnings, not hours of insurable employment.⁸³ Fishers may be eligible to receive regular fishing benefits as well as sickness, maternity, parental, compassionate care and/or family caregiver benefits.

Under the *Employment Insurance (Fishing) Regulations*, a “fisher” is defined as a self-employed person engaged in fishing activities and includes a person engaged, other than under a contract of service or for their own or another person’s sport:

- in making a catch;
- in doing any work incidental to making or handling catch;⁸⁴ or
- in the construction of a fishing vessel for their own use or for the use of a crew of which the person is a member in making a catch.

To be entitled to receive EI fishing benefits, applicants must:

- be unemployed and available for work;
- meet the definition of a self-employed fisher;
- have paid EI premium during their qualifying period;
- not qualify for regular benefits;
- have earned a minimum of between \$2,500 and \$4,200 from self-employment in fishing during their qualifying period,⁸⁵ depending on the regional unemployment rate of their residence.

The weekly benefit rate is calculated by dividing the fisher’s total insurable earnings during the qualifying period by the earnings divisor associated with the claimant’s regional unemployment rate. For the first half of FY2021, Chart 12 outlines the minimum insurable earnings needed to qualify for EI fishing benefits and the earnings divisor used for this calculation. This result is then multiplied by the basic rate of 55%, without exceeding the allowed maximum weekly benefit rate.

⁸³ For more information, consult <https://www.canada.ca/en/services/benefits/ei/ei-fishing.html>

⁸⁴ This type of work consists of loading, unloading, transporting or curing the catch made by the crew of which the person is a member, or of preparing, repairing, dismantling or laying up the fishing vessel or fishing gear used by that crew in making or handling the catch, where the person engaged in any such incidental work is also engaged in making the catch.

⁸⁵ The qualifying period for EI fishing benefits is different from other types of benefits. It is defined as either the 31 weeks prior to the new claim’s establishment or since the establishment of a previous claim, whichever is shorter.

Chart 12 – Fishing benefit rate calculation under original rules, first half of FY2021

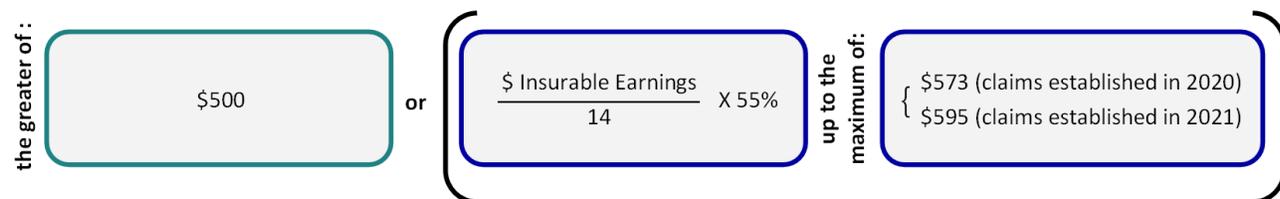


Note: Insurable earnings include all earnings earned from self-employment in fishing during their current qualifying period. The qualifying period is defined as either the 31 weeks prior to the new claim’s establishment or since the establishment of a previous claim, whichever is shorter.

The Government implemented EI temporary measures to support self-employed fish harvesters who rely on EI fishing benefits in the off-season. For fishing claims established between September 27, 2020 and September 25, 2021, these measures allowed claimants to establish a fishing claim based on their earnings in their current qualifying period or the earnings used to establish a fishing claim of the same type (summer or winter) in 2018 or 2019, whichever was the highest. The EI temporary measures also granted fishers the ability to request to switch to fishing benefits even if they qualified for regular benefits as a result of the hours credit.⁸⁶

The EI temporary measures also set the unemployment rate to 13.1% for all regions for one whole year for EI administrative purposes. Thus, during the second half of FY2021, the required insurable earnings was \$2,500 and the earnings divisor was 14 weeks. In addition, fishing benefits were subject to the same provisional minimum benefit rate (\$500) and maximum insurable earnings threshold as other types of EI benefits⁸⁷ (a maximum benefit of \$573 in 2020 and \$595 in 2021), as illustrated in Chart 13.

Chart 13 – Fishing benefit rate calculation under Employment Insurance temporary measures, second half of FY2021



Note: Insurable earnings include all earnings earned from self-employment in fishing during their current qualifying period or their earnings used to establish a fishing claim of the same type (summer or winter) in 2018 or 2019, whichever is highest. The qualifying period is defined as either the 31 weeks prior to the new claim’s establishment or since the establishment of a previous claim, whichever is shorter.

⁸⁶ The hours credit granted an additional 300 insurable hours to all EI regular claimants and was introduced on September 27, 2020 as part of the EI temporary measures (consult [section 2.0](#)).

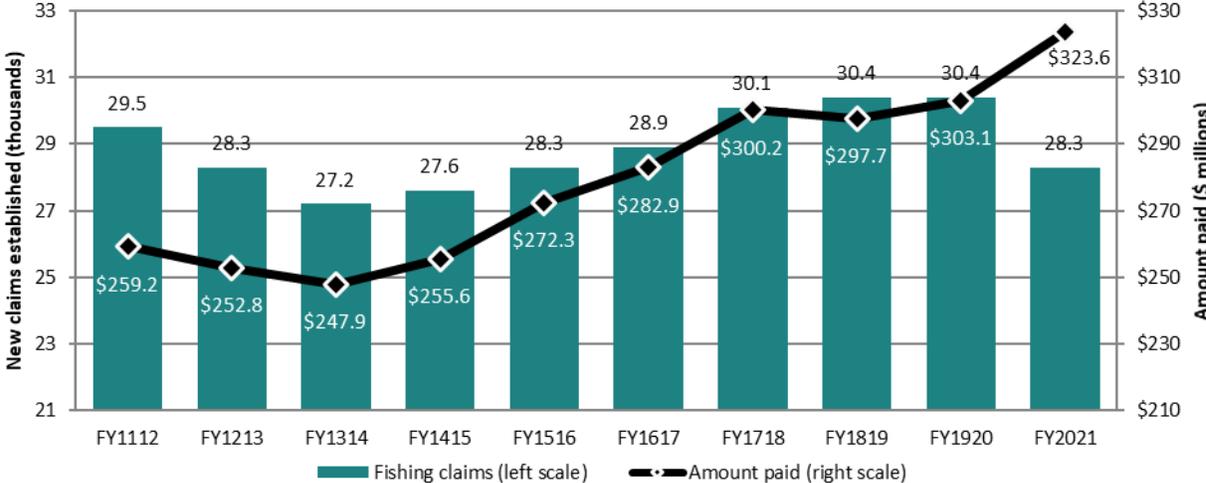
⁸⁷ Except EI extended parental benefits.

Any claimant who qualifies for EI fishing benefits may receive a maximum entitlement of 26 weeks of EI fishing benefits per claim within the fixed benefit period, with the possibilities of establishing two claims a year, one in the winter and one in the summer. The benefit period for a winter claim can start as early as the week of April 1 and must end no later than the week of December 15, whereas the benefit period for a summer claim can start as early as the week of October 1 and must end no later than the week of June 15.⁸⁸ These weeks of benefits may be received consecutively or intermittently, but are limited by the fixed start and end dates of the benefit period. In some cases, claimants can defer earnings from one season to the other. For the purpose of this section, EI fishing claims refer to claims for which at least one dollar of EI fishing benefits were paid.

2.4.1 Employment Insurance fishing claims and benefits paid

In FY2021, after five consecutive years of increases, the total number of new EI fishing claims decreased to 28,288 new claims. This may be explained by many fishers in the first half of FY2021 opting to instead apply for the provisional Canada Emergency Response Benefits (CERB), which was available at the time. Despite the decline in new EI fishing claims, the total amount of EI fishing benefits paid increased to \$323.6 million in FY2021 (consult Chart 14). This can be partly explained by the minimum benefit rate of \$500 offered under the EI temporary measures during the second half of FY2021.

Chart 14 – Employment Insurance fishing claims established and amount paid, Canada, FY1112 to FY2021



Note: Includes claims for which at least \$1 of fishing benefits was paid.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on claims are based on a 100% sample of EI administrative data, while data on amount paid are based on a 10% sample.

In FY2021, 96.6% of claimants who relied on EI fishing benefits resided in six provinces (Newfoundland and Labrador, Nova Scotia, New Brunswick, Prince Edward Island, British Columbia and Quebec). As outlined in Table 30, on a year-over-year basis, the number of new fishing claims established in FY2021 decreased in almost every province and territory. Table 30 also differentiates the number of new fishing claims between the first and second half of FY2021, when the significant program changes of the EI

⁸⁸ The qualifying period for summer fishing benefits cannot start earlier than the week of March 1, while for winter fishing benefits it cannot start earlier than September 1. The qualifying period also cannot start more than 31 weeks immediately before the start of a benefit period.

temporary measures were introduced, as outlined in the beginning of this section. There were significantly more new EI fishing claims established in the second half of FY2021 (17,365) than the first half of FY2021 (10,923). This can be partially explained by the availability of CERB in the first half of FY2021, which many fishers may have claimed instead of EI fishing benefits, as well as the lowered entrance requirement in the second half of FY2021. British Columbia saw the most notable difference between the number of fishing claims established between the first half of FY2021 (250) and the second half (2,184).

Table 30 – Employment Insurance fishing claims and amount paid by region, gender and age group, Canada, FY1920 to FY2021

Region	Number of claims established (% share)				Amount paid (\$ millions) (% share)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Newfoundland and Labrador	13,041 (42.9%)	4,693 (43.0%)	7,373 (42.5%)	12,066 (42.7%)	\$126.5 (41.7%)	\$133.7 (41.3%)
Prince Edward Island	3,236 (10.6%)	1,149 (10.5%)	1,996 (11.5%)	3,145 (11.1%)	\$30.0 (9.9%)	\$36.1 (11.2%)
Nova Scotia	5,750 (18.9%)	2,659 (24.3%)	2,710 (15.6%)	5,369 (19.0%)	\$59.2 (19.5%)	\$63.4 (19.6%)
New Brunswick	3,244 (10.7%)	1,204 (11.0%)	1,817 (10.5%)	3,021 (10.7%)	\$36.5 (12.0%)	\$38.6 (11.9%)
Quebec	1,372 (4.5%)	525 (4.8%)	764 (4.4%)	1,289 (4.6%)	\$11.6 (3.8%)	\$13.0 (4.0%)
British Columbia	2,424 (8.0%)	250 (2.3%)	2,184 (12.6%)	2,434 (8.6%)	\$26.1 (8.6%)	\$26.8 (8.3%)
Other provinces and territories	1,318 (4.3%)	443 (4.1%)	521 (3.0%)	964 (3.4%)	\$13.2 (4.4%)	\$12.1 (3.7%)
Gender						
Men	24,203 (79.7%)	8,958 (82.0%)	13,650 (78.6%)	22,608 (79.9%)	\$242.9 (80.1%)	\$260.2 (80.4%)
Women	6,182 (20.3%)	1,965 (18.0%)	3,715 (21.4%)	5,680 (20.1%)	\$60.2 (19.9%)	\$63.4 (19.6%)
Age category						
24 years old and under	1,593 (5.2%)	544 (5.0%)	797 (4.6%)	1,341 (4.7%)	\$16.9 (5.6%)	\$15.5 (4.8%)
25 to 44 years old	8,428 (27.7%)	2,869 (26.3%)	4,625 (26.6%)	7,494 (26.5%)	\$88.5 (29.2%)	\$92.8 (28.7%)
45 to 54 years old	7,901 (26.0%)	3,007 (27.5%)	4,224 (24.3%)	7,231 (25.6%)	\$75.3 (24.8%)	\$77.2 (23.9%)
55 years old and over	12,463 (41.0%)	4,503 (41.2%)	7,719 (44.5%)	12,222 (43.2%)	\$122.4 (40.4%)	\$138.1 (42.7%)
Canada	30,385 (100.0%)	10,923 (100.0%)	17,365 (100.0%)	28,288 (100.0%)	\$303.1 (100.0%)	\$323.6 (100.0%)

Note: Data may not add up to total due to rounding. Includes all claims for which at least \$1 in EI fishing benefits was paid.

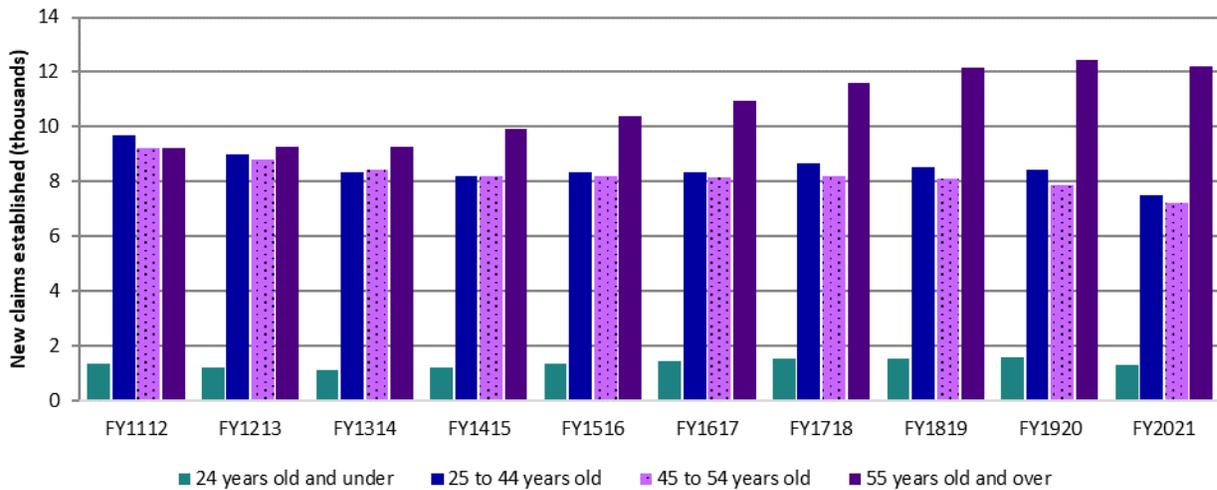
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for amount paid which is based on a 10% sample.

Atlantic Canada accounted for the largest share of all new EI fishing claims in FY2021 (83.4%), a proportion identical to the previous year. Within those provinces, Newfoundland and Labrador had the largest share of claims (42.7%), followed by Nova Scotia (19.0%), Prince Edward Island (11.1%) and New Brunswick (10.7%). Claimants in Atlantic Canada also received the largest share of EI fishing benefits (84.0%) paid in FY2021. Newfoundland and Labrador had the largest share (41.3%) of the total amount of EI fishing benefits paid, followed by Nova Scotia (19.6%), New Brunswick (11.9%) and Prince Edward Island (11.2%).

As in previous years, men still accounted for the largest shares of both new claims (79.9%) and the total amount paid in EI fishing benefits (80.4%) in FY2021. The shares of amount paid in EI fishing benefits to both men and women were proportional to their shares of claims established.

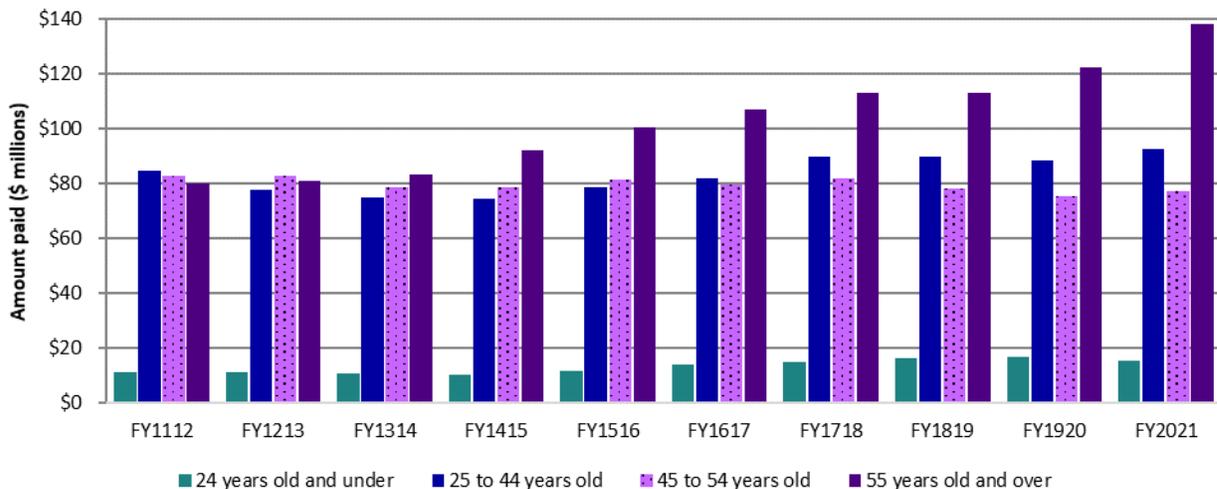
The share of EI fishing claims established by claimants aged 54 years old and under was lower in FY2021 compared to FY1920. As in previous years, older claimants (55 years and older) account for the largest shares of both new claims (43.2%) and the total amount paid in fishing benefits (42.7%), with the total amount paid to older claimants continuing to increase over time. This is illustrated in Chart 15 and Chart 16.

Chart 15 – Employment Insurance fishing claims established by age group, Canada, FY1112 to FY2021



Note: Includes claims for which at least \$1 of fishing benefits was paid.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Chart 16 – Employment Insurance amount paid in fishing benefits by age group, Canada, FY1112 to FY2021



Note: Includes claims for which at least \$1 of fishing benefits was paid.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

In the first half of FY2021, the average weekly fishing benefit rate was \$532. This increased to \$565 in the second half of FY2021, when the EI temporary measures were introduced. This rate was above the average weekly rate for EI regular benefits in the second half of FY2021 (\$534), when EI regular benefits were available, consistent with previous reporting periods. Among the six provinces with a significant fishing industry, during the first half of FY2021, the average weekly fishing benefit rate was the highest in Quebec (\$565), while it was the lowest in British Columbia (\$482). During the second half of FY2021, the average weekly fishing benefit rate was the highest in New Brunswick (\$573), while it was the lowest in Newfoundland and Labrador (\$561). The average weekly fishing benefit rate for men (\$537 for the first half of FY2021 and \$567 for the second half of FY2021) was still higher than that for women (\$506 and \$559 for each period, respectively). Claimants who were aged between 45 and 54 years had the highest average weekly fishing benefit rate in both periods (\$540 and \$567, respectively) (consult [Annex 2.9.3](#)).

The proportion of fishing claims that received the maximum weekly benefit rate was 69.8% in the first half of FY2021 and 70.6% in the second half of FY2021. This proportion is almost double the proportion of EI regular claims that received the maximum benefit rate in the reporting period (38.9%).⁸⁹ Table 31 further shows the proportion of fishing claims that received the maximum weekly benefit rate by those established in the first and second half of FY2021.

Table 31 – Proportion of Employment Insurance fishing claims at the maximum weekly benefit rate, by region, gender, and age group, Canada, FY1920 to FY2021

Region	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	Change FY1920 to FY2021 (% points)
Newfoundland and Labrador	73.2%	52.7%	53.1%	52.9%	-20.3
Prince Edward Island	81.0%	87.0%	92.2%	90.3%	+9.3
Nova Scotia	80.6%	86.9%	74.8%	80.8%	+0.2
New Brunswick	88.1%	86.8%	93.7%	90.9%	+2.8
Quebec	91.6%	92.4%	85.3%	88.2%	-3.4
British Columbia	44.1%	54.8%	87.1%	83.8%	+39.7
Other provinces and territories	44.3%	38.6%	43.6%	41.3%	-3.0
Gender					
Men	77.5%	73.4%	74.4%	74.0%	-3.5
Women	61.7%	53.3%	56.8%	55.6%	-6.1
Age category					
24 years old and under	63.0%	56.4%	57.6%	57.1%	-5.9
25 to 44 years old	72.5%	70.8%	71.8%	71.4%	-1.1
45 to 54 years old	79.0%	72.7%	75.0%	74.1%	-4.9
55 years old and over	73.9%	68.8%	68.9%	68.9%	-5.1
Canada	74.3%	69.8%	70.6%	70.3%	-4.0

Note: Includes all claims for which at least \$1 in EI fishing benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Similar to previous reporting periods, in both the first and second half of FY2021, a lower proportion of fishing claims established by women were at the maximum weekly benefit rate (53.3% and 56.8%, respectively) compared to those established by men (73.4% and 74.4%, respectively). Claimants aged 24 years and under had the lowest proportion of fishing claims at the maximum weekly benefit rate in both

⁸⁹ Consult [subsection 2.2.3](#) for detailed discussion.

the first and second half of FY2021 (56.4% and 57.6%, respectively). In the second half of FY2021, 8.1% of fishing claims received the temporary minimum weekly benefit rate of \$500.

2.4.2 Seasonal component of Employment Insurance fishing benefits

EI fishing benefits are available for two fishing seasons per year (winter and summer), allowing eligible claimants to establish more than one claim in a year. The 28,288 new fishing claims established during the reporting period were established by 19,970 fishers—of them, 11,663 established a single claim while the rest (8,307 fishers) established multiple claims.

Table 32 outlines the number of fishers that established claims by season of establishment for the past five years. Overall, the number of fishers who established a fishing claim during the reporting period decreased by 5.9% from the previous year. The number of fishers who established solely a winter claim markedly decreased during this period by 17.8%, likely due to the introduction of the CERB that was available at the time. In contrast, the number of fishers who established solely a summer claim increased by 2.0%.

Table 32 – Number of fishers by season of establishment, Canada, FY1617 to FY2021

Season of establishment	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
One season	12,398	12,709	12,611	12,054	11,663	-3.2%
Winter	2,720	3,031	3,145	3,192	2,624	-17.8%
Summer	9,678	9,678	9,466	8,862	9,039	+2.0%
Two seasons	8,267	8,667	8,876	9,162	8,307	-9.3%
Canada	20,665	21,376	21,487	21,216	19,970	-5.9%

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

In FY2021, fishers who established a single claim received an average of \$12,873 (+10.2% year-over-year) in EI fishing benefits. This has increased steadily over the past 5 years. Those who had established two fishing claims received an average of \$10,021 (+0.9%) for the first claim and an average of \$9,816 (-8.0%) for the second claim, for a total average of \$19,838 (-3.7%) received in EI fishing benefits in FY2021. In comparison, the average EI regular benefits paid to claimants was \$12,668 for regular claims established in the second half of FY2021.

2.4.3 Duration of Employment Insurance fishing benefits

Regardless of the local labour market conditions in a claimant's region of residence, the maximum entitlement of a claim established for EI fishing benefits is 26 weeks. In FY2021, the average duration of a fishing claim was 20.3 weeks, down from 20.8 weeks (-0.5 week or -2.5%) from the previous fiscal year.

Among the provinces with a significant fishing industry, claims established in British Columbia have historically had the highest average duration of fishing benefits and this reporting year was of no exception—the average duration in FY2021 was 23.3 weeks, same as the previous year. The average duration of EI fishing benefits in Atlantic Canada (20.0 weeks in the reporting year) has historically been lower than the national average (20.3 weeks in the reporting year), ranging between 19.7 weeks in Prince Edward Island and 20.4 weeks in Nova Scotia. Claims established in Quebec had the lowest average duration at 18.6 weeks in FY2021 (consult [Annex 2.9.2](#)).

The lower average duration of claims in the Atlantic Provinces and Quebec may be attributable to the fact that a greater share of fishers in these regions establish two claims per year compared to those in other regions who mostly establish a single claim per year. For example, within the past five years, on average 48.6% fishers in the Atlantic Provinces and 66.3% fishers in Quebec established two claims per year, whereas the share of fishers with two claims during this period was 2.0% in British Columbia and 8.9% in all other provinces and territories combined.

Table 33 outlines the average duration of fishing benefits. During the reporting period, fishers who established a single fishing claim received an average of 23.4 weeks, unchanged from the previous fiscal year. Fishers who established two claims received an average of 18.9 weeks for their first claim and 17.4 weeks for their second claim, for a total average of 36.3 weeks for the whole year in FY2021, a decrease of 5.4% or 2.0 weeks compared to FY1920.

Table 33 – Average duration of Employment Insurance fishing benefits by fishers, Canada, FY1920 to FY2021

Season	Average duration (weeks)		Change (%) FY1920 to FY2021
	FY1920	FY2021	
One season / one claim	23.4	23.4	+0.3%
Two seasons / two claims	38.3	36.3	-5.4%
First claim	18.6	18.9	+1.8%
Second claim	19.8	17.4	-12.1%

Note: Percentage change is based on unrounded numbers.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

2.5 Employment Insurance Work-Sharing benefits

2.5.1 Overview

The COVID-19 pandemic created a context with economic challenges of pandemic-related supply chain disruptions, regional lockdowns, closures of essential services such as schools and childcare and of non-essential businesses with restricted occupancy levels for workplaces that remained open over the last year. The Work-Sharing program played a key role in helping businesses and workers address these challenges and keep businesses open and employees on the job, ensuring a skilled and job-ready workforce as the economy recovers.

The Work-Sharing program is a key instrument in supporting employers and their workers in avoiding layoffs when there is a temporary reduction in business activity that is beyond the control of the employer. Layoffs are avoided by offering income support to EI-eligible workers who work a reduced workweek while their employer recovers. In this way, Work-Sharing agreements not only help employers retain skilled workers and avoid the costs of recruiting and training new employees once business activities return to normal but also help workers maintain their employment and skills while their employer recovers. They supplement reduced wages with EI benefits for the reduction in work hours. The goal of the program is for all participating employees to return to normal working hours by the end of the Work-Sharing agreement (consult [subsection 2.5.7](#) for a comprehensive Program description).

Employment Insurance Work-Sharing benefits (illustrative example)

Fatima is a full-time employee providing valuable services to clients at a Regina, Saskatchewan not-for-profit organization that supports women from visible minorities. Since the start of the pandemic, public health restrictions limiting store occupancy have resulted in a steep decline in the organization's normal revenue from the sale of raffle tickets in grocery stores across the city. To avoid layoffs and ensure the business remains viable, the organization, with the agreement of employees, established a Work-Sharing agreement with Service Canada.

Under the Work-Sharing agreement, participating, eligible employees reduced their weekly work hours by 35% and received EI Work-Sharing benefits for the hours they were not working. Prior to the Work-Sharing agreement, Fatima earned \$35,000 per year, or \$673 weekly. Under the Work-Sharing program, Fatima received a total of \$567 per week (\$437 in wages from her employer plus \$130 from EI Work-Sharing benefits). If laid off, EI regular benefits could have provided her with a weekly income of \$370. The Work-Sharing agreement not only helped Fatima and her colleagues maintain earnings closer to their regular levels, but also to keep their jobs, retain their skills and their employee benefits: health, dental and disability insurance, pension and paid vacation.

2.5.2 Work-Sharing temporary special measures: part of Canada's COVID-19 economic response

In March 2020, measures to limit the spread of the COVID-19 virus caused sudden interruptions in business operations across Canada. Public health restrictions disrupted transit, education and childcare systems, closed non-essential businesses and restricted client access to many that remained open. As a result, over 3 million Canadians were impacted by either job loss or reduced work hours.⁹⁰

As part of Canada's COVID-19 Economic Response Plan, temporary special measures were put in place in March 2020, at the onset of the pandemic, to assist workers and employers in all industries and sectors across Canada facing unexpected downturns due to COVID-19 to access the program. To support these temporary special measures, a total of \$4.4M was provided via the Fall Economic Statement 2021, and \$1.2B in additional funding via Budget 2021. COVID-19 temporary special measures are set to remain in effect until September 24, 2022. By helping to keep employers in business and employees employed, Work-Sharing contributed to maintaining a skilled and job-ready workforce as the economy recovers.

Key changes included:

- **Extending the maximum duration for agreements to 76 weeks (from 38 weeks).** In FY2021, 40% of agreements exceeded 39 weeks, of which three quarters used up to 52 weeks recognizing that some employers require longer duration of supports than the standard 38 weeks during periods of economic downturn.
- **Expanding employer and worker eligibility to include employers from the not-for-profit sector who were experiencing a reduction in revenue.** This temporary measure to the not-for-profit sector allowed them to retain workers in a sector where it is difficult to recruit while providing much needed support to communities and vulnerable populations as highlighted by the pandemic.
- **Streamlining the application process.** This resulted in shorter Work-Sharing application processing timeframes, from 30 calendar days to 10 business days and made it easier for employees to access EI Work-Sharing benefits in a timely manner.
- **Eliminating the cooling-off period.** This meant that businesses were no longer required to wait the length of time of their previous Work-Sharing agreement before being eligible for a new agreement. Under standard program parameters, the cooling-off period ensures that employers and their employees cannot participate in back-to-back agreements thus helping to avoid over reliance on Work-Sharing benefits while ensuring appropriate access for businesses weathering temporary downturns.
- **Expanding eligibility to employees essential to the recovery and viability of the business.** These workers were previously excluded from the program to ensure that they could focus on business recovery. Given the extremely unusual circumstances of the pandemic (closures/restrictions etc.),

⁹⁰ Source: Statistics Canada Infographics 11-627-M. "The impact of COVID-19 on the Canadian labour market".

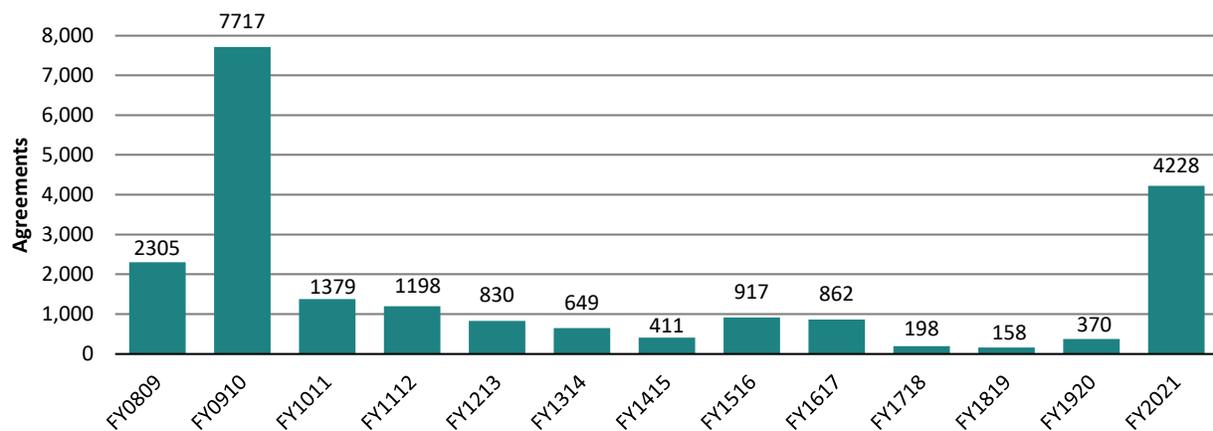
even those individuals deemed necessary to the success of the business were no longer required to work full time to do this essential work. For example, if business activity was basically eliminated, at some point essential workers such as managers, marketing staff and IT staff did not have any full-time work to do.

2.5.3 Employers - increases in agreements across Canada

As part of Canada’s COVID-19 Economic Response to the pandemic, other federal emergency support measures, such as the Canada Emergency Response Benefit, Canada Emergency Wage Subsidy, Canada Emergency Commercial Rent Assistance and Business Credit Availability Program were put in place. The temporary special measures to the parameters of the Work-sharing program were part of a toolkit to assist employers and their workers during the pandemic.

As the employment rate for Canadians aged 15 to 64 fell from record highs to record lows due to the pandemic, demand for the Work-Sharing program increased with more than 4,200 agreements put in place compared to 370 in the previous fiscal year (consult Chart 17). As a result, employers reported averting more than 60,000 layoffs and over 130,000 employees participated in Work-Sharing agreements during this unprecedented time.

Chart 17 – Total count of Work-Sharing agreements, Canada, FY0809 to FY2021



Source: Employment and Social Development Canada, Common System of Grants and Contributions.

Nearly 98% of agreements were with small and medium sized businesses, which were the hardest hit employers by layoffs and suffered declining revenues during the pandemic. The demand for Work-Sharing agreements was immediate at the onset of the pandemic with nearly half (2,100) of the agreements coming into effect between April and May of 2020, during this first wave of the COVID-19 pandemic.

Across the country, in absolute terms, Ontario, Alberta and Quebec had the largest increases in agreements year-over-year. As expected, the number of agreements largely increased proportionally with respect to the size of the affected population in each jurisdiction. Alberta is a bit of an outlier in this

context as oil prices in FY2021 may have added to their COVID-19 challenges. Table 34 provides details on regional distribution of agreements.

Table 34 – Number of agreements by province and territory

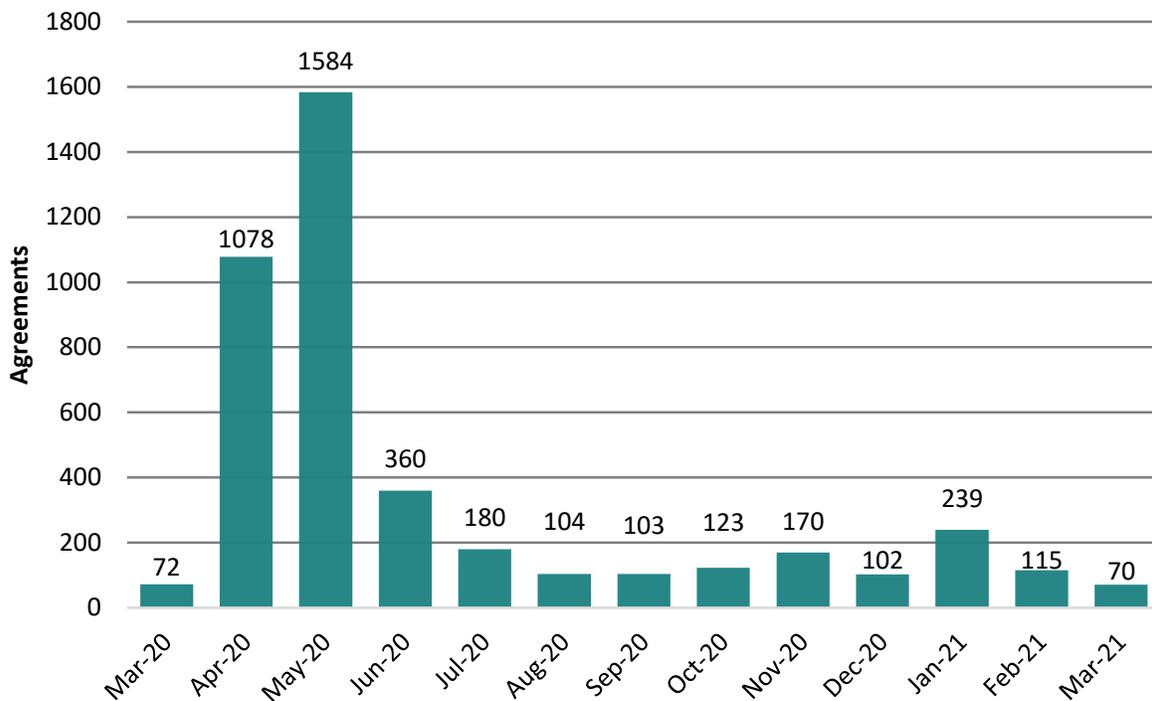
Regions	Number of agreements	
	FY1920	FY2021
Newfoundland and Labrador	6	35
Prince Edward Island		8
Nova Scotia	5 ^c	78
New Brunswick		58
Quebec	64	818
Ontario	161	1,388
Manitoba	19	234
Saskatchewan	24	124
Alberta	65	873
British Columbia	26	603
Territories	0	7
Canada	370	4,228

Source: Employment and Social Development Canada, Common System of Grants and Contributions.

^c Data for some regions have been combined for confidentiality purposes.

There were small increases in agreements that coincided with the subsequent waves of infections that occurred throughout the year (consult Chart 18).

Chart 18 – Monthly Work-Sharing agreement take-up of COVID-19 temporary special measures, March 2020 to March 2021



Source: Employment and Social Development Canada, Common System of Grants and Contributions.

Historically, two-thirds or more of Work-Sharing agreements were in goods-producing industries. The situation changed significantly in FY2021, as pandemic-related restrictions also impacted services-producing industries. Of the 2.7 million employment losses in April 2020, 76% (over 2 million) were in the services sector, with the arts, entertainment and recreation, accommodation and food services particularly impacted⁹¹. The number of Work-Sharing agreements within the service sector increased by 2,400% in FY2021 compared to the previous year, accounting for the majority of all agreements (57%) (consult Table 35, below, for details on the share of Work-sharing agreements by industry).

Table 35 – Number and percentage share of Work-Sharing agreements by industry, Canada, FY1617 to FY2021

Industry	FY1617	FY1718	FY1819	FY1920	FY2021
Goods-producing industries	606 (70.3%)	130 (65.7%)	126 (79.7%)	266 (71.9%)	1,752 (41.4%)
Mining, quarrying, and oil and gas extract	90 (10.4%)	3 (1.5%)	4 (2.5%)	5 (1.4%)	56 (1.3%)
Construction	86 (10.0%)	14 (7.1%)	11 (7.0%)	25 (6.8%)	262 (6.2%)
Manufacturing	426 (49.4%)	109 (55.1%)	106 (67.1%)	223 (60.3%)	1,365 (32.3%)
Rest of goods-producing industries	4 (0.5%)	4 (2.0%)	5 (3.2%)	13 (3.5%)	69 (1.6%)
Services-producing industries	256 (29.7%)	68 (34.3%)	32 (20.3%)	104 (28.1%)	2,476 (58.6%)
Wholesale trade	65 (7.5%)	14 (7.1%)	4 (2.5%)	10 (2.7%)	257 (6.1%)
Retail trade	26 (3.0%)	12 (6.1%)	4 (2.5%)	16 (4.3%)	307 (7.3%)
Professional, scientific and technical services	66 (7.7%)	25 (12.6%)	11 (7.0%)	24 (6.5%)	621 (14.7%)
Rest of services-producing industries	99 (11.5%)	17 (8.6%)	13 (8.2%)	54 (14.6%)	1,291 (30.5%)
Canada	862 (100.0%)	198 (100.0%)	158 (100.0%)	370 (100.0%)	4,228 (100.0%)

Source: Employment and Social Development Canada, Common System of Grants and Contributions.

The distribution of Work-Sharing agreements by employer size has remained consistent since the FY0809 recession. Since then, over 95% of agreements assisted small and medium sized businesses (fewer than 500 employees) to recover from disruptions to their normal levels of business activities.

2.5.4 Workers - Employment Insurance Work-Sharing claims and amount paid

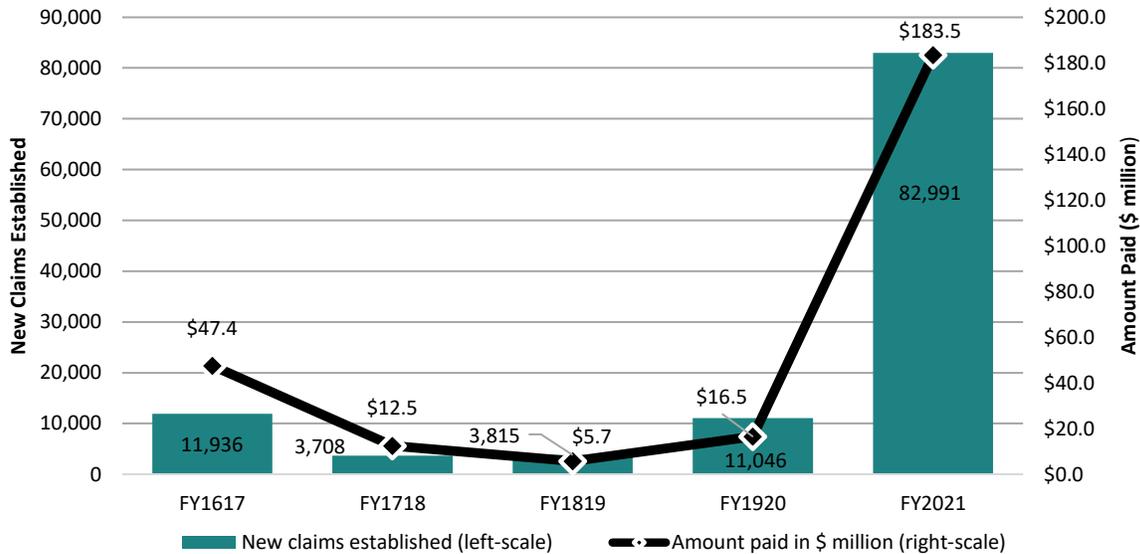
Claims from workers participating in a Work-sharing agreement increased over 650% and the amount of EI benefits paid increased by 1,000% compared to the previous year. The increases in Work-Sharing program agreements and benefits paid are directly linked to the decline in economic activity and the slow recovery across sectors and regions (consult Chart 19).

Claims: While the number of new claims from workers and the amounts paid increased in all provinces and territories, Ontario and Quebec, the two most populous provinces, continued to account for over half of both new claims and amounts paid. In addition, there were 40 claims from workers in the

⁹¹ Source: Statistics Canada, catalogue no. 36-28-0001. "Gender differences in employment one year into the COVID-19 pandemic: An analysis by industrial sector and firm size".

territories (Nunavut, Northwest and the Yukon), for the first time in the last six fiscal years prior to which there were no claims.

Chart 19 – Employment Insurance Work-Sharing claims and benefits paid, Canada, FY1617 to FY2021



Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data is based on a 100% sample of EI administrative data.

Demographics: There were notable changes in the demographics of program participants from the previous year. Notably, women accounted for over one-third of claims in FY2021 and received a commensurate proportion of benefits paid, up from approximately one-fifth compared to the previous year. This increase could be linked to the tripling of the proportion of claims established and quadrupling of benefits paid to workers in the service industries.

Age distribution: The age distribution of claimants remained relatively unchanged. Individuals aged 25 to 54 continued to account for two-thirds of claims established and benefits paid. Youth remained under-represented among new Work-Sharing claims established, relative to their share of national employment figures (12% in FY2021).⁹² Fewer youth are likely to qualify for EI; only about half of employed youth were occupying full-time positions compared to 89% of workers aged 25 to 54.

Sectors: Some key highlights for sectors of claimants include:

- In previous years, employees in the goods-producing industries accounted for over four-fifths of claims and benefits paid. Despite the number of claims established in the goods-producing industries increasing by almost 350% compared to the previous year, the service sector increase was over 2,200%.

⁹² Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

- The increased take-up of claims and benefits in the service industry was led by the wholesale trade sector and professional, scientific and technical services sector accounting for nearly half of all participating employees from the group.
- The utilities, finance and insurance sectors remained steady, less affected by restrictions for onsite workplaces or with a greater ability to work remotely.⁹³
- Although the amounts increased in FY2021, the proportionate share of benefits paid to the sectors remained stable.
- The employees from the manufacturing sector account for nearly half of the claimants participating to the program and continue to receive close to half of the total EI Work-Sharing benefits paid, which is disproportionate to their approximately 9%⁹⁴ share of total national employment figures.

Additional details on regional, gender, age and industry breakdowns on claims and the amount of EI benefits paid are presented in Table 36, below.

Table 36 – Number and percentage share of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, FY1920 and FY2021

Region	New claims established		Amount paid (\$ millions)	
	FY1920	FY2021	FY1920	FY2021
Newfoundland and Labrador	47 ^c (0.4%)	498 (0.6%)	\$0.08 (0.5%)	\$1.0 (0.5%)
Prince Edward Island		121 (0.1%)	\$0.00 (0.0%)	\$0.3 (0.2%)
Nova Scotia	70 (0.6%)	2,029 (2.4%)	\$0.07 (0.4%)	\$3.8 (2.1%)
New Brunswick	70 (0.6%)	1,253 (1.5%)	\$0.01 (0.0%)	\$2.0 (1.1%)
Quebec	2,385 (21.6%)	19,666 (23.7%)	\$4.2 (25.2%)	\$36.1 (19.7%)
Ontario	3,969 (35.9%)	29,381 (35.4%)	\$5.4 (32.8%)	\$68.3 (37.2%)
Manitoba	1,729 (15.7%)	6,733 (8.1%)	\$2.7 (16.3%)	\$11.2 (6.1%)
Saskatchewan	642 (5.8%)	1,742 (2.1%)	\$1.7 (10.0%)	\$5.6 (3.1%)
Alberta	1,089 (9.9%)	11,770 (14.2%)	\$1.4 (8.6%)	\$32.9 (17.9%)
British Columbia	1,045 (9.5%)	9,758 (11.8%)	\$1.0 (6.1%)	\$21.8 (11.9%)
Territories	0 (0.0%)	40 (0.05%)	\$0.00 (0.0%)	\$0.4 (0.2%)
Gender				
Men	8,528 (77.2%)	52,895 (63.7%)	\$12.8 (77.7%)	\$117.8 (64.2%)
Women	2,518 (22.8%)	30,096 (36.3%)	\$3.7 (22.3%)	\$65.6 (35.8%)
Age category				
24 years old and under	748 (6.8%)	4,272 (5.1%)	\$1.0 (6.1%)	\$7.6 (4.1%)
25 to 44 years old	4,644 (42.0%)	36,683 (44.2%)	\$6.3 (38.2%)	\$76.7 (41.8%)

⁹³ Source: Statistics Canada. Catalogue no. 36-28-0001. "How did the COVID-19 pandemic affect the hours worked in Canada? An analysis by industry, province and firm size".

⁹⁴ Source: Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

45 to 54 years old	2,809 (25.4%)	21,295 (25.7%)	\$4.5 (27.0%)	\$48.7 (26.6%)
55 years old and over	2,845 (25.8%)	20,741 (25.0%)	\$4.7 (28.6%)	\$50.5 (27.5%)
Industry				
Goods-producing industries	9,347 (84.6%)	43,142 (52.0%)	\$14.9 (90.4%)	\$97.3 (53.0%)
Manufacturing	9,025 (81.7%)	40,246 (48.5%)	\$14.3 (86.6%)	\$88.2 (48.1%)
Rest of goods-industries	322 (2.9%)	2,896 (3.5%)	\$0.6 (3.8%)	\$9.0 (4.9%)
Service-producing industries	1,642 (14.9%)	37,959 (45.7%)	\$1.6 (9.4%)	\$81.7 (44.5%)
Wholesale trade	581 (5.3%)	10,321 (12.4%)	\$0.5 (3.0%)	\$18.9 (10.3%)
Professional, scientific and technical services	311 (2.8%)	8,474 (10.2%)	\$0.4 (2.6%)	\$17.9 (9.7%)
Rest of service-producing industries	807 (7.3%)	21,054 (25.4%)	\$0.7 (4.0%)	\$49.4 (26.9%)
Canada	11,046 (100.0%)	82,991 (100.0%)	\$16.5 (100.0%)	\$183.5 (100.0%)

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers. Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

^c Data for some regions have been combined for confidentiality purposes.

Source: Employment and Social Development Canada, EI administrative data. Data for claims and amount paid are based on a 100% sample of EI administrative data.

2.5.5 Level and duration of Employment Insurance Work-Sharing benefits

In FY2021, the national average weekly Work-Sharing benefit paid amount of \$133 remained almost unchanged over the previous year.⁹⁵ It increased in Prince Edward Island, Ontario and Saskatchewan. The territories had the highest weekly rates while Manitoba and the Atlantic provinces had the lowest average weekly benefit rates in Canada.

Gender: From a gender perspective, a modest increase in women's average benefit rate in FY2021 brought them closer to parity with men. Younger workers' average weekly Work-Sharing benefit rate continued to decline compared to those in older age groups.

Sector: While the overall average weekly Work-Sharing benefit rate decreased by only 4% since the previous year, there was significant variability across industries, with a 15% drop in the benefit rates in Wholesale Trade. There was a 28% increase for the Accommodation and Food Services which may be due to higher earners participating in Work-Sharing Agreements although program data to substantiate this is not available.

Consult Table 37, below, for breakdowns of EI Work-Sharing average weekly benefit rate by region, gender, and industry.

⁹⁵ The Work-Sharing program provides partial income to offset reductions in regular hours. The reduction in work-hours can fluctuate over the duration of the agreement, resulting in fluctuations in the weekly benefit rates for claimants. As a result, the level of benefits reported on Work-Sharing claims are not directly comparable to other types of EI benefits.

Table 37 – Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, Canada, FY1920 and FY2021

Region	FY1920	FY2021	Change (%)
Atlantic provinces ^c	\$151	\$122	-18.8%
Quebec	\$136	\$127	-6.4%
Ontario	\$127	\$139	+9.4%
Manitoba	\$149	\$119	-20.0%
Saskatchewan	\$152	\$154	+1.5%
Alberta	\$159	\$139	-12.8%
British Columbia	\$142	\$130	-8.5%
Yukon	0	\$143	n/a
Northwest Territories	0	\$180	n/a
Nunavut	0	\$197	n/a
Gender			
Men	\$143	\$134	-6.3%
Women	\$124	\$131	+5.5%
Age category			
24 years old and under	\$134	\$122	-8.7%
25 to 44 years old	\$139	\$132	-5.3%
45 to 54 years old	\$140	\$134	-4.4%
55 years old and over	\$138	\$137	-1.2%
Industry			
Good-producing industries	\$138	\$136	-1.3%
Construction	\$173	\$151	-13.1%
Manufacturing	\$136	\$134	-1.3%
Service-producing industries	\$143	\$129	-9.7%
Wholesale trade	\$138	\$117	-15.1%
Finance and insurance	\$122	\$130	+6.7%
Accommodations and food services	\$111	\$142	+27.4%
Canada	\$139	\$133	-4.1%

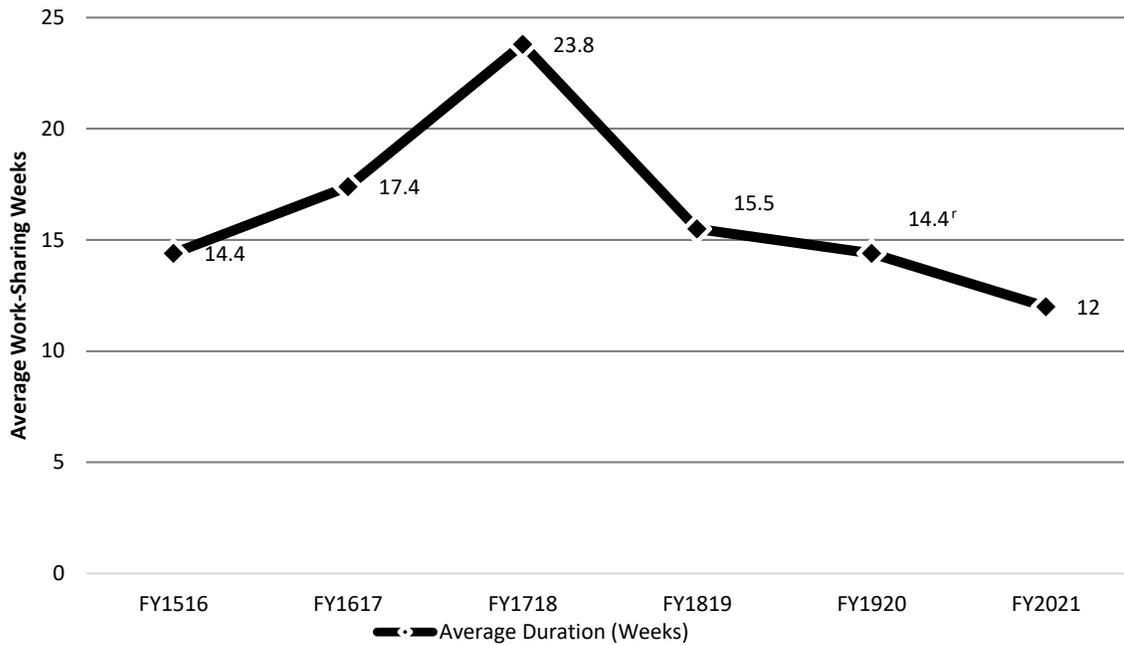
Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of Work-Sharing benefits was paid.

^c Data for some provinces have been combined for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

As shown in Chart 20, the average duration of Work-Sharing claims completed in FY2021 was 12 weeks, a decrease of close to two and a half weeks from the previous year. The reduced average duration of agreements is likely a result of an increased number of agreements terminating early (consult [subsection 2.5.6](#) for additional insights).

Chart 20: Average duration of completed Employment Insurance Work-Sharing claims, Canada, FY1516 to FY2021



Note: Includes all claims for which at least \$1 of Work-Sharing benefits was paid.

^r Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

2.5.6 Employment Insurance Work-Sharing agreements subject to early termination and layoffs averted

When a Work-Sharing agreement ends before the anticipated end date, this is termed an early termination. Early termination may be due to a number of reasons, for example, a return to normal levels of business activity, a decision to proceed with layoffs, or a shutdown.⁹⁶ Early terminations in FY2021 increased to almost three-quarters of all agreements, up from half the previous year. The significant increase in early terminations could be an indication of a high proportion of employers using the program intermittently between periods of mandatory lockdowns and public health restrictions. Additional emergency CRA COVID-19 benefits, following the introduction of ESDC’s Work-Sharing COVID-19 Temporary Special Measures, may have also led some employers to switch benefits to meet their specific needs.

2.5.7 What is the Work-Sharing program?

Work-Sharing is a labour market adjustment program operating under the authority of section 24 of the *EI Act*, and sections 42-49 of the EI regulations. Work-Sharing agreements must include a reduction in work activity ranging between 10% and 60% of the employees’ regular weekly work schedule. In any given week, the work reduction can vary depending on available work, as long as the work reduction on

⁹⁶ If an employee is laid off during or at the end of a Work-Sharing agreement, the employee can apply to transfer their claim to EI regular benefits. That claim duration would be extended by the number of weeks of Work-Sharing.

average over the life of the agreement is between 10% and 60%. The proposed reduction in work hours should correspond with the number of anticipated temporary layoffs.

During participation in a Work-Sharing agreement, employer initiated training activities may take place. Training costs maybe funded by the employer or through other available supports, such as provincial or territorial programming. The salary costs of employees taking part in training activities during normal scheduled working hours/days cannot be compensated through the Work-Sharing agreement. Training can take place during the non-working days/hours for which the participating employees are in receipt of EI Work-Sharing benefits.

Under the standard program eligibility parameters, employers must meet the following criteria:

- Have been in business in Canada year-round for at least two years.
- Be a publicly-held company, private business or a not-for-profit organization.
- Experience temporary shortages of work and reductions in business activity that are beyond their control, and the shortage of work is not a cyclical or recurring slowdown.
- Employ at least two EI-eligible employees in the work unit.
- Demonstrate a recent decrease of approximately 10% to 60% of their business activity.
- Submit and implement a recovery plan, indicating activities and measures that will return employees to normal levels of employment upon the completion of the Work-Sharing agreement.
- Commit to maintain employee benefits throughout the Work-Sharing agreement period.

Employees participating in a Work-Sharing agreement must:

- Be year-round permanent full-time or part-time employees who are required to carry out the everyday functions of normal business activity.
- Be eligible to receive EI regular benefits; and,
- Agree to a reduction of their normal working hours and to share equally the available work among all members of their Work-Sharing unit over a specified period of time.

Under the standard program, an initial Work-Sharing agreement can last between a minimum of 6 and a maximum of 26 consecutive weeks. This duration can be extended for up to 12 additional weeks (allowing a Work-Sharing agreement to last up to 38 weeks), if needed. In the case of an extension, employers must continue to experience a reduction in business activity, attest that Work-Sharing will result in averting the layoff of one or more employees and that the period of the extension is needed to complete the return to normal working hours. After completing an agreement, employers requesting another agreement are required to serve a mandatory cooling-off period between agreements equal to the previous agreement's duration (up to a maximum period of 38 weeks).

2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to employees, self-employed persons participating in the program and fishers, who are eligible and unable to work due to specific life circumstances. These include sickness or injury; pregnancy or giving birth; providing care to a newborn or newly adopted child, and providing care or support to a critically ill or injured person or someone needing end-of-life care.

To qualify for EI special benefits, insured employees must have accumulated a minimum number of hours of insurable employment during their qualifying period.⁹⁷ The minimum was 600 hours for claims established during the first half of FY2021, and 120 hours (due to the EI temporary measure relating to the one-time credit of 480 hours) for claims established during the second half of FY2021 (consult [section 2.0](#)).⁹⁸ Insured employees must also meet the eligibility criteria for the special benefits claimed, and have their normal weekly earnings reduced by more than 40%. Self-employed persons may qualify if they opted into the EI program and paid EI premiums at least one full year prior to claiming benefits, had self-employment income that met the minimum self-employment eligibility threshold⁹⁹ in the calendar year preceding the claim, and met other eligibility criteria specific to the special benefits being claimed.

As explained in [section 2.0](#), no new claims for sickness benefits were established during the first half of FY2021, and some of the key indicators in the following subsections are presented separately for the first and second half of FY2021.

Subsection 2.6.1 provides a summary overview of special benefits in terms of the number of new claims established, amount paid and level of benefits. The following subsections examine the EI special benefits by type. Subsection 2.6.2 discusses maternity and parental benefits. Sickness benefits are introduced in subsection 2.6.3. Subsections 2.6.4, 2.6.5 and 2.6.6 examine compassionate care benefits, the family caregiver benefit for adults and the family caregiver benefit for children, respectively. Finally, subsection 2.6.7 looks at the use of special benefits by self-employed persons who have opted into the EI program. For the purpose of the following section, EI special benefit claims refer to EI claims for which at least one dollar of special benefits was paid.¹⁰⁰

2.6.1 Employment Insurance special benefit claims overview

During FY2021, almost 671,300 new EI special benefit claims were established (consult Table 38). More than eight special benefit claims out of ten were established during the second half of FY2021. This may be due to the fact that sickness benefits were not available in the first half of FY2021 and to the EI

⁹⁷ The qualifying period could be extended if claimants received the CERB (consult [section 2.0](#)).

⁹⁸ The hours credit measure was also retroactive to March 15, 2020 for CERB claimants who were looking to switch to EI maternity, parental, compassionate care, family caregiver or Work-Sharing benefits but couldn't because they did not have enough hours.

⁹⁹ This threshold was \$7,279 (2019 earnings) for claims established in 2020 and temporarily set to \$5,000 for claims established in 2021 (until September 25, 2021). Self-employed fishers could also qualify for special benefits with fishing earnings, consult [section 2.4](#) for details.

¹⁰⁰ EI administrative data are as of August 2021. Data are based on a 10% sample of claims for maternity benefits, parental benefits and sickness benefits; and on a 100% sample of claims for compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children.

temporary measure that allowed to be eligible for benefits with only 120 hours of insurable employment for claims established in the second half of FY2021 (consult [section 2.0](#)).

Table 38 – Employment Insurance special benefit claims* and amount paid according to benefit type, Canada, FY1920 to FY2021

Benefit type	Number of claims				Amount paid (\$ million)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Maternity	167,690	74,330	92,580	166,910	\$1,208.1	\$1,324.7
Parental	212,750	97,960	115,140	213,100	\$2,921.7	\$3,177.8
Sickness	421,140	n/a	450,350	450,350	\$1,888.8	\$1,999.3
Compassionate care	7,581	2,518	4,284	6,802	\$39.6	\$43.4
Family caregiver for adults	11,592	4,190	8,018	12,208	\$55.7	\$69.3
Family caregiver for children	5,403	2,272	3,250	5,522	\$36.3	\$41.2
Canada	619,270	112,860	558,400	671,260	\$6,150.1	\$6,655.7

Note: Data may not add up to total due to rounding. Includes all claims for which at least \$1 in EI special benefit was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

* Starting in FY2021, data on family caregiver benefits for adults and children are included in the total number of special benefit claims, which could affect comparisons with previous years. They were previously excluded due to the incompatibility of administrative data sources.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on maternity, parental and sickness benefits are based on a 10% sample of EI administrative data, whereas data on compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children are based on a 100% sample.

Similar to FY1920, sickness benefits continued to represent more than two-thirds (67.1%) of special benefit claims established in FY2021 as a whole. During the same period, 31.7% and 24.9% of special benefit claims included parental and maternity benefits, respectively. Approximately 1.8% of all special benefit claims included family caregiver benefits for adults, 1.0% had compassionate care benefits, and 0.8% included family caregiver benefits for children.¹⁰¹

The total amount paid out in special benefits reached \$6.7 billion for FY2021. Amounts paid have increased for all benefit types compared to FY1920.

In FY2021, women established a larger share (62.1%) of special benefit claims than men (37.9%). This breakdown of claims by gender remained virtually unchanged from the previous fiscal year. Women also continued to receive a greater share of the amounts paid in special benefits than men during FY2021 (80.5% and 19.5%, respectively). This is mainly because only women can receive maternity benefits, a higher share of women than men receive parental benefits, and on average, men who receive parental benefits receive fewer weeks of benefits than women.

By age, claimants under 45 years continued to account for almost two-thirds (65.8%) of new special benefit claims and receive the largest share of the total amount paid in special benefits (82.0%) in FY2021. However, the share of claims established by claimants aged 24 years and under increased by 2.4 percentage points, from 6.6% in FY1920 to 9.0% in FY2021. This increase may be due to the EI temporary measure that reduced the number of hours of insurable employment required to qualify for EI special benefits for claims established in the second half of FY2021. Individuals aged 24 years and under are generally less likely to have enough hours of insurable employment to qualify for EI benefits.

¹⁰¹ The total share of each type of special benefits does not add up to 100%, because a claimant can receive multiple benefit types on a single claim.

Excluding extended parental benefits, which are paid at a lower benefit rate than other types of special benefits (consult [subsection 2.6.2](#)), the average weekly benefit rate was \$518 for special benefit claims established during the first half of FY2021. It was \$539 for claims established during the second half of the fiscal year when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)).

For all types of special benefits combined, the proportion of claims receiving the maximum weekly benefit rate that applied in the first and second half of the fiscal year was 64.0% and 42.5%, respectively. The share of claimants receiving the minimum weekly benefit rate of \$500 (or \$300 for extended parental benefits) in the second half of FY2021 was 47.0%.

Employment Insurance special benefits and firms

According to 2019 tax data, which is the most recent microdata available when writing this report, there were approximately 209,830 firms (16.7% of all firms in 2019) which were associated with the establishment of an EI special benefit claim as a claimant’s current or most recent employer (consult Table 39). This is an increase of 1.7% from 2018.

Table 39 – Firms, employment and Employment Insurance special benefit claimants by firm size *, Canada, 2019

Firm size	Number of firms	Number of firms with at least one employee receiving EI special benefits	Employment distribution** (% share)	Distribution of EI special benefit claimants*** (% share)	Distribution of EI sickness benefit claimants*** (% share)
Small	1,138,620	121,690	21.2%	18.3%	20.6%
Small-medium	96,890	68,780	19.5%	21.7%	26.1%
Medium-large	16,740	16,040	16.2%	18.9%	21.3%
Large	3,350	3,330	43.0%	41.1%	32.0%
Canada	1,255,600	209,830	100.0%	100.0%	100.0%

* The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

** The number of workers in a firm is the number of individuals with employment income in that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee earned \$25,000 in firm 1 and \$25,000 in firm 2, then he or she would be recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

*** These figures are based on the number of people receiving EI special benefits or EI sickness benefits in 2019.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI data. Canada Revenue Agency (CRA) administrative data. CRA data are based on a 100% sample.

The distribution of the workforce and of EI special benefit claimants is roughly similar by firm size, which is unlike EI regular benefits in that larger firms are typically under-represented (consult [section 2.2](#)). For special benefits, the biggest difference between employee and claimant distributions was observed in small-sized firms, with a difference of 2.9 percentage points. While workforce adjustment issues during a difficult business or economic context may offer some explanation of the higher relative use of EI regular benefits among small firms, the use of EI special benefits is more likely related to the demographic profile of the workforce, individual circumstances, and the nature of the work in the industry.

However, when the distribution of the workforce is compared solely to the one of EI sickness benefit claimants, larger firms are under-represented (-11.0 percentage points). This difference can be explained notably by the fact that large-sized firms are generally more likely to offer short-term disability plans to their employees. As a result, employees who are unable to work because of illness or injury and are covered by their employers' plans may not have to collect EI benefits, as benefits from the registered plans have to be paid before EI benefits are paid.

2.6.2 Employment Insurance maternity and parental benefits

EI maternity benefits are available to eligible persons who cannot work because they are pregnant or have recently given birth. EI maternity claimants need to provide Service Canada with a signed statement attesting to their pregnancy and their expected or actual date of delivery. Qualified claimants may receive up to 15 weeks of maternity benefits. Benefits can begin to be paid as early as 12 weeks prior to the expected date of birth and can end as late as 17 weeks after the child's actual birth date.

EI parental benefits are available to eligible parents who take a leave from work to care for a newborn or recently adopted child or children. Claimants must provide a signed certificate certifying the child's date of birth or the date of the child's placement in their home for an adoption. Parents must choose between standard parental benefits or extended parental benefits.

- Standard parental benefits provide up to 40 weeks of benefits paid over a maximum of 12 months (this includes the additional five weeks of benefits available to parents who share parental benefits).¹⁰² A parent cannot receive more than 35 weeks of standard benefits. The benefit rate is 55% of weekly insurable earnings up to a maximum of \$573 in 2020 and \$595 in 2021. However, for claims established during the second half of FY2021, the EI temporary measure relating to the minimum \$500 benefit rate was in effect (consult [section 2.0](#)).
- Extended parental benefits provide up to 69 weeks of benefits paid over a maximum of 18 months (this includes the additional eight weeks of benefits available to parents who share parental benefits).¹⁰³ A parent cannot receive more than 61 weeks of extended benefits. The benefit rate is 33% of weekly insurable earnings up to a maximum of \$344 in 2020 and \$357 in 2021. However, for claims established during the second half of FY2021, the EI temporary measure relating to the minimum \$300 benefit rate for extended parental benefits was in effect (consult [section 2.0](#)).

Parents can share and use parental benefits at the same time or different times within 12 months (standard parental benefits) or 18 months (extended parental benefits) of birth or adoption. When parental benefits are shared by parents, only one parent will need to serve a waiting period. Parents must choose the same parental benefits option (standard or extended) when they apply for benefits. The choice of the first parent who completes the application is binding on other parents. Once parental

¹⁰² Parents whose children were born or placed with them in the case of adoption before March 17, 2019, could receive up to 35 weeks of standard parental benefits. These parents could share parental benefits, but they were not entitled to the additional five weeks of standard parental benefits.

¹⁰³ Parents whose children were born or placed with them in the case of adoption before March 17, 2019, could receive up to 61 weeks of extended parental benefits. These parents could share parental benefits, but they were not entitled to the additional eight weeks of extended parental benefits.

benefits have been paid out to any eligible parent, they cannot change their duration option but may change how they share the weeks of benefits.

It should be noted that the maternity and parental benefits offered under the EI program are available across Canada with the exception of Quebec. For parents who reside in Quebec, the Quebec Parental Insurance Plan (QPIP) has provided eligible salaried workers and self-employed persons with maternity, paternity, parental, or adoption benefits since January 1, 2006.

Employment Insurance maternity and parental benefits: coverage and accessibility

According to the 2020 Employment Insurance Coverage Survey (EICS),¹⁰⁴ 77.8% of parents with a child aged 18 months or younger living outside Quebec had insurable employment in 2020. Among these new parents with insurable employment, 91.0% reported having received maternity or parental benefits, which is similar to previous years.

According to EICS data, the proportion of spouses living outside Quebec who received or intended to claim EI parental benefits remained relatively stable at 19.5% in 2020. In 2019 and 2020, 2 in 10 spouses claimed or intended to claim parental benefits compared to 1 in 10 spouses in 2017. This increase can be explained by the additional weeks of EI benefits that have been available since March 2019 to new parents sharing parental benefits.

The main reasons spouses did not claim parental benefits, as reported in the 2020 EICS, were that it was the family's preference (25.1%), that the spouse was not eligible for benefits (21.8%), or for financial reasons (17.9%).¹⁰⁵

As in previous years, 2020 EICS data continue to show that the share of new parents with insurable employment in Quebec who received maternity or parental benefits under QPIP (99.1%) is greater than that of parents having received EI maternity or parental benefits in the rest of Canada (91.0%). This situation can be explained by several factors, most notably the lower eligibility requirement based on earnings under QPIP (\$2,000) and the mandatory participation of self-employed persons under QPIP in comparison to the voluntary participation in the EI program. In addition, in Quebec, a larger share of spouses received parental benefits or intended to receive them (78.1%), which may be largely due to the paternity benefits paid specifically to fathers as part of QPIP.

Employers may choose to offer their employees a supplement to EI maternity and parental benefits (consult [subsection 2.1.1](#) for more details). According to the 2020 EICS data, 43.3% of parents with a child aged 18 months or younger living outside Quebec received top-ups to their EI benefits from their employer.

¹⁰⁴ In 2020, the EICS questionnaire and survey population were redesigned to reflect changes in the EI program. The survey population of parents was expanded from mothers of infants aged 1 year or younger to parents of infants aged 18 months or younger to include fathers in families without a female parent and parents who chose to receive EI extended parental benefits. As a result of these changes, the results for 2020 are not fully comparable with those of previous years.

¹⁰⁵ These results include spouses in Quebec who claimed paternity benefits, but not parental benefits.

Employment Insurance maternity claims, amount paid and level of benefits

In FY2021, nearly 166,900 new maternity claims were established, which is similar to FY1920 (consult Table 40). The breakdown of the number of claims by province and territory remained stable between the first and second half of FY2021. Ontario continued to account for almost half of all maternity claims.

Table 40 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, FY1920 to FY2021

Province or territory	Number of claims				Amount paid (\$ millions)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Newfoundland and Labrador	2,210	1,030	1,490	2,520	\$16.6	\$17.2
Prince Edward Island	830	460	640	1,100	\$5.8	\$8.2
Nova Scotia	4,640	2,060	2,980	5,040	\$34.1	\$36.8
New Brunswick	3,830	1,650	2,430	4,080	\$26.2	\$30.3
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	84,930	37,560	44,700	82,260	\$607.0	\$657.4
Manitoba	8,280	3,930	4,670	8,600	\$55.5	\$66.6
Saskatchewan	7,970	3,350	4,330	7,680	\$55.9	\$59.7
Alberta	29,580	12,090	16,100	28,190	\$218.4	\$227.9
British Columbia	24,790	11,700	14,700	26,400	\$183.5	\$212.6
Yukon	210	160	180	340	\$1.7	\$2.9
Northwest Territories	250	200	230	430	\$2.1	\$3.0
Nunavut	170	140	130	270	\$1.3	\$2.0
Age category						
24 years old and under	12,370	4,410	8,320	12,730	\$68.5	\$83.3
25 to 39 years old	148,280	66,650	80,550	147,200	\$1,088.2	\$1,184.6
40 years old and over	7,040	3,270	3,710	6,980	\$51.3	\$56.7
Canada	167,690	74,330	92,580	166,910	\$1,208.1	\$1,324.7

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI maternity benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Women between 25 and 39 years old established 88.2% of new maternity claims during the entire reporting period, while women aged 24 years and under and those aged 40 years and over represented 7.6% and 4.2%, respectively. However, the proportion of claims established by women aged 24 years and under was slightly higher (9.0%) in the second half of FY2021, which may be attributable to the EI temporary measure that allowed to be eligible for benefits with as few as 120 hours of insurable employment during this period (consult [section 2.0](#)). Individuals aged 24 years and under are generally less likely to have enough hours of insurable employment to qualify for EI benefits.

The total amount paid in maternity benefits reached \$1.3 billion in FY2021, compared to \$1.2 billion in the previous fiscal year (consult Table 40). The total amount paid increased in each province and territory compared to FY1920. At the same time, mothers aged 25 to 39 years received 89.4% of maternity benefit payments in FY2021, while mothers aged 24 years and under and those aged 40 years and over received 6.3% and 4.3%, respectively.

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental and sickness benefits; 98.7% of all EI maternity claims completed during FY2021 included another type of EI benefit (consult [subsection 2.1.2](#)).

The average weekly maternity benefit rate was \$510 for the first half of FY2021 and \$551 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect

(consult [section 2.0](#)). On average, the highest weekly maternity benefit rate was for claims established in the Northwest Territories and by mothers aged 40 years and over (consult [annex 2.13.3](#)).

There were 59.8% of claimants who received the maximum weekly maternity benefit rate during the first half of the fiscal year. This proportion was slightly lower (54.1%) during the second half of the fiscal year, due in part to a higher share of claims established by young mothers who generally have lower benefit rates. The share of claimants receiving the minimum weekly benefit rate of \$500 in the second half of FY2021 was 36.9%.

Employment Insurance parental claims, amount paid and level of benefits

The total number of new parental claims established was 213,100 in FY2021, almost unchanged from the previous fiscal year (consult Table 41). Extended parental benefits accounted for 18.2% of all claims established during the reporting period, similar to the 17.8% observed in FY1920. Claims from adoptive parents continued to account for less than 1.0% (about 1,200) of all parental claims in FY2021.

Table 41 – Employment Insurance parental claims and amount paid by benefit type, province or territory, gender and age, Canada, FY1920 to FY2021

Type of parental benefit	Number of claims				Amount paid (\$ millions)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Standard	174,980	80,290	94,040	174,330	\$2,416.0	\$2,612.5
Extended	37,770	17,670	21,100	38,770	\$505.7	\$565.3
Province or territory						
Newfoundland and Labrador	2,360	1,140	1,590	2,730	\$37.8	\$39.3
Prince Edward Island	1,000	530	800	1,330	\$13.2	\$16.0
Nova Scotia	5,990	3,060	3,670	6,730	\$80.5	\$89.0
New Brunswick	5,010	2,110	3,100	5,210	\$66.1	\$69.2
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	109,200	50,060	56,450	106,510	\$1,468.8	\$1,603.6
Manitoba	10,600	5,260	5,790	11,050	\$139.9	\$150.3
Saskatchewan	9,720	4,230	5,220	9,450	\$133.7	\$145.2
Alberta	35,290	14,980	19,120	34,100	\$517.5	\$551.8
British Columbia	32,710	15,910	18,710	34,620	\$449.5	\$496.2
Yukon	320	220	220	440	\$4.9	\$5.9
Northwest Territories	300	250	250	500	\$5.7	\$6.0
Nunavut	250	210	220	430	\$4.1	\$5.3
Gender						
Men	47,390	23,370	26,730	50,100	\$315.5	\$359.2
Women	165,360	74,590	88,410	163,000	\$2,606.2	\$2,818.6
Age category						
24 years old and under	13,200	4,830	8,440	13,270	\$170.2	\$171.8
25 to 39 years old	184,640	86,280	99,220	185,500	\$2,581.0	\$2,816.2
40 years old and over	14,910	6,850	7,480	14,330	\$170.4	\$189.8
Canada	212,750	97,960	115,140	213,100	\$2,921.7	\$3,177.8

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI parental benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

As with maternity benefits, the breakdown of parental claims by province and territory remained relatively stable in FY2021. The majority of new parental claims in FY2021 were established by women (76.5%). However, the share of claims established by men reached 23.5%, which is relatively unchanged compared to the previous fiscal year, but higher than the share in FY1819 (16.8%). This higher proportion can be attributed to the additional weeks of benefits available to parents of a child born or adopted on or after March 17, 2019, who share parental benefits.

Claims established by claimants aged 24 years and under accounted for 6.2% of new parental claims in FY2021, while those established by claimants aged 25 to 39 years and 40 years and over accounted for 87.0% and 6.7%, respectively. The breakdown of parental claims by age of claimant remained similar to that in FY1920.

The benefits paid in parental benefits totalled \$3.2 billion in FY2021, compared to \$2.9 billion in the previous fiscal year. Extended parental benefits paid represented 17.8% of total parental benefits paid in FY2021, which was equivalent to the proportion (18.2%) of these claims among all parental claims.

All provinces and territories recorded increases in parental benefits paid compared to FY1920. The amount paid to men accounted for 11.3% of the total amount paid in parental benefits in FY2021, while claims established by men accounted for 23.5% of new parental claims established in the same period. This may be explained, in part, by the smaller number of weeks of parental benefits typically received by men compared to women. The breakdown of the amount paid in parental benefits by age group for FY2021 is roughly the same as for new claims established during the period.

As stated above, the benefit rate (55% or 33% of average weekly earnings) and the maximum weekly benefit are calculated differently depending on whether the claimant is receiving standard or extended benefits.

The average weekly standard parental benefit rate was \$521 for the first half of FY2021, and \$556 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the weekly benefit rate was higher for standard parental claims established in the Northwest Territories, by men and by claimants aged 40 years and over (consult Table 42 and [annex 2.14.5](#)). Almost two-thirds (66.2%) of claimants received the maximum weekly standard parental benefit rate during the first half of the fiscal year, compared to 60.9% during the second half. The share of claimants receiving the minimum weekly benefit rate of \$500 in the second half of FY2021 was 30.7%.

Table 42 – Average weekly parental benefit rate by benefit type, gender and age, Canada, FY2021

Gender	Standard parental benefits		Extended parental benefits	
	First half of FY2021	Second half of FY2021	First half of FY2021	Second half of FY2021
Men	\$557	\$570	\$336	\$346
Women	\$510	\$552	\$307	\$333
Age category				
24 years old and under	\$417	\$525	\$247	\$321
25 to 39 years old	\$526	\$558	\$315	\$337
40 years old and over	\$538	\$563	\$332	\$339
Canada	\$521	\$556	\$313	\$336

Note: Includes claims for which at least \$1 of EI parental benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The average weekly extended parental benefit rate was \$313 for the first half of FY2021, and \$336 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the weekly benefit rate was higher for extended parental claims established in the territories, by men and by claimants aged 40 and over (consult Table 42 and [annex 2.14.9](#)). In FY2021, 65.2% of claimants received the maximum weekly extended parental benefit rate

during the first half of the fiscal year, compared to 60.9% during the second half. The share of claimants receiving the minimum weekly extended parental benefit rate of \$300 in the second half of FY2021 was 29.9%.

Duration and sharing of Employment Insurance maternity and parental benefits

As observed during previous fiscal years, mothers typically use almost all of the EI maternity weeks to which they were entitled. In FY2021, 93.4% of mothers received maternity benefits during the 15 weeks available to them. The average duration of completed maternity claims was 14.7 weeks during the reporting period (consult Table 43).

Table 43 – Average duration of Employment Insurance maternity and parental* benefits for completed claims, Canada, FY2021

Benefit type	Men ^P	Women ^P	Family ^P
Maternity	n/a	14.7	n/a
Not shared			
Standard parental	17.3	33.3	n/a
Extended parental	26.4	57.1	n/a
Shared**			
Standard parental	8.8	30.4	37.8
Extended parental	16.7	47.0	62.9

Note: Includes completed claims for which at least \$1 of EI maternity benefits or parental benefits was paid.

^P Preliminary estimates.

* Information on the actual sharing and duration of parental benefits is only available for a small number of claims established before September 2019. As a result, figures in this table may not include some claims established before September 2019.

** Includes only claims established on or after March 17, 2019. Starting on that date, parents who shared parental benefits were entitled to additional weeks of benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on duration of maternity and parental benefits are based on a 100% sample of EI administrative data.

Effective March 17, 2019, parents who establish new claims for parental benefits and share those benefits are eligible for additional weeks of benefits. Among claims established after that date and completed in FY2021, 21.2% of those receiving standard parental benefits had shared weeks of benefits, compared with 25.4% of those receiving extended parental benefits.¹⁰⁶

When weeks of benefits were shared, women and men received, on average, 30.4 and 8.8 weeks of benefits, respectively, in the case of standard parental benefits; and 47.0 and 16.7 weeks of benefits, respectively, in the case of extended parental benefits (consult Table 43). The combined number of weeks of parental benefits used by families was, on average, 37.8 weeks for standard parental claims, and 62.9 weeks for extended parental claims.

Of all families sharing standard parental benefits, 86.9% used at least one of the extra weeks available to them, and just over half (54.5%) used all 40 weeks of parental benefits they were entitled to. On the shared extended parental benefits side, 74.1% of families used at least one of the additional weeks available, while 39.4% used all 69 weeks of available parental benefits.

¹⁰⁶ New data on sharing of parental benefits are only available for a small number of claims established before September 2019. As a result, some claims established between March and September 2019 and completed in FY2021 may not be included in the calculation of the sharing rate.

In nearly 9 out of 10 families, parents used weeks of maternity or parental benefits at the same time. There was, on average, 5.6 weeks of overlap for families receiving standard parental benefits, and 12.0 weeks for those receiving extended parental benefits.

For parental claims completed in FY2021 for which benefit weeks were not shared, the average duration of standard parental benefits was 33.3 weeks for women and 17.3 weeks for men. For extended parental claims, the average duration was 57.1 weeks for women and 26.4 weeks for men. Three-quarters (74.4%) of non-shared standard parental claims used the 35 weeks of benefits available to them. Two-thirds (66.4%) of non-shared extended parental claims received all 61 weeks of benefits to which they were entitled.

Methodological note: New methodology related to the sharing and duration of parental claims

In previous Monitoring and Assessment Reports, statistics were presented on the average number of weeks of parental benefits used by claimants who shared or did not share these benefits. Information on sharing parental benefits was based on the EI application form completed by the claimants and reflected the intention to share benefits at the time of the application, rather than how benefits are actually shared when they are received.

In this report, information on sharing of parental benefits is based on new data that makes it possible to match parental claims of the parents of the same child, and therefore know the total number of weeks received by families. This new data is available since September 2019*. Therefore, the statistics on the duration of shared and non-shared parental claims in previous Monitoring and Assessment Reports are not comparable with those in FY2021.

* New data on sharing of parental benefits are only available for a small number of claims established before September 2019. As a result, some claims established before September 2019 and completed in FY2021 may not be included in the calculation of the sharing rate.

2.6.3 Employment Insurance sickness benefits

EI sickness benefits are paid for up to 15 weeks to eligible people who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. The maximum duration of benefits to which a sickness claimant is entitled depends on the recommendations from their physician or an approved medical practitioner. With job protection through the *Canada Labour Code* and the provincial and territorial statutes under labour law, EI sickness benefits allow claimants to recover while maintaining their attachment to the labour market. Claimants must usually provide Service Canada with a medical certificate signed by a doctor or approved medical practitioner. However, this requirement was waived for claims established between September 27, 2020 and September 25, 2021.

As explained in [section 2.0](#), no new claims for sickness benefits were established during the first half of FY2021. Therefore, the results on new claims established in this subsection only cover the second half of FY2021. Furthermore, the results on amount of benefits paid out cover the full period of FY2021.

Premium Reduction Program

Employers who offer short-term disability plans to their employees that meet requirements stipulated in the *Employment Insurance Act* and *Employment Insurance Regulations* can register their plans with the Employment Insurance Commission to obtain a lower EI premium rate than the regular employer rate through the Premium Reduction Program (PRP).

More information on the effect on premiums and the number of firms affected can be found in [section 2.7](#).

Employment Insurance sickness claims, amount paid and level of benefits

During the second half of FY2021, almost 450,400 new sickness claims were established. This number is higher than that recorded for the entire FY1920 period (consult Table 44). The high number of claims established during the reporting period may be, in part, due to the epidemiological situation associated with the second wave of COVID-19 in the second half of FY2021, and to the EI temporary measure that allowed to be eligible for benefits with only 120 hours of insurable employment (consult [section 2.0](#)).

Table 44 – Employment Insurance sickness claims and amount paid by province or territory, gender and age, Canada, FY1920 to FY2021

Province or territory	Number of claims		Amount paid (\$ millions)	
	FY1920	Second half of FY2021	FY1920	FY2021
Newfoundland and Labrador	11,340	10,880	\$50.9	\$52.8
Prince Edward Island	6,120	4,770	\$21.1	\$20.8
Nova Scotia	21,910	18,300	\$85.7	\$85.9
New Brunswick	30,080	25,230	\$114.0	\$115.0
Quebec	134,070	135,660	\$553.4	\$567.6
Ontario	111,200	132,800	\$545.8	\$603.6
Manitoba	11,380	12,990	\$49.3	\$56.5
Saskatchewan	7,890	8,750	\$39.3	\$36.4
Alberta	32,930	42,370	\$162.9	\$173.8
British Columbia	53,390	57,700	\$261.4	\$281.8
Yukon	440	460	\$2.1	\$2.6
Northwest Territories	250	220	\$1.8	\$1.4
Nunavut	140	220	\$1.2	\$0.9
Gender				
Male	189,250	199,620	\$880.6	\$890.4
Female	231,890	250,730	\$1,008.2	\$1,109.0
Age category				
24 years old and under	30,010	47,750	\$104.8	\$163.2
25 to 34 years old	91,570	98,030	\$379.2	\$409.9
35 to 44 years old	86,210	87,500	\$396.3	\$390.6
45 to 54 years old	90,670	90,810	\$436.2	\$418.2
55 to 64 years old	99,220	98,840	\$463.1	\$476.6
65 years old and over	23,460	27,420	\$109.2	\$140.8
Canada	421,140	450,350	\$1,888.8	\$1,999.3

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI sickness benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

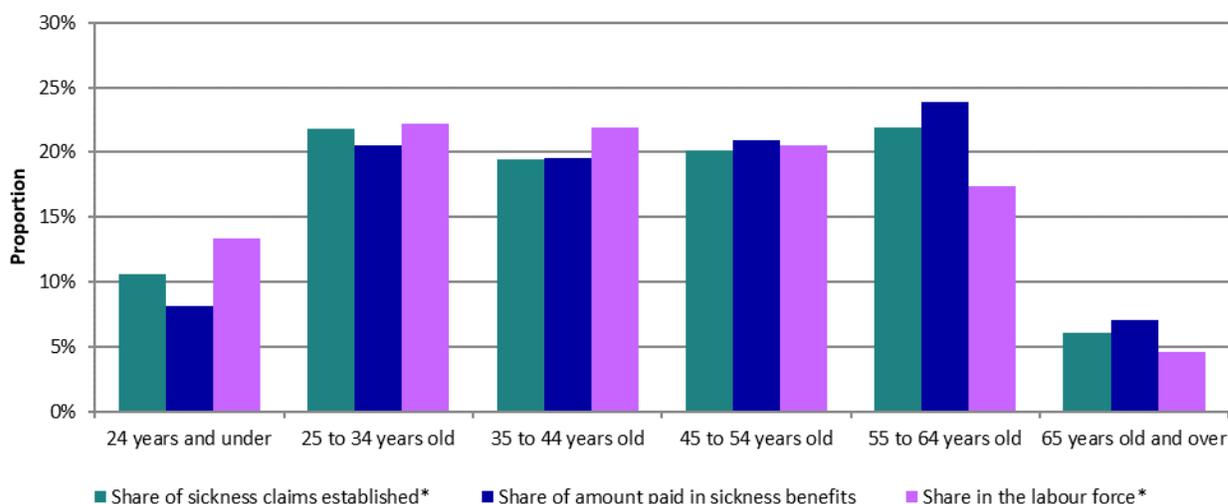
Except for the Atlantic provinces and the Northwest Territories, all regions had more sickness claims established during the second half of FY2021 than during the entire previous fiscal year. There was also a greater share of sickness claims established by claimants living in Ontario and Alberta (+3.1 and +1.6

percentage points, respectively) in the reporting period compared to FY1920. Conversely, the proportion of claimants from the Atlantic provinces and Quebec decreased.

As in the past, a larger share of new EI sickness claims were established by women (55.7%) than men (44.3%). Claimants aged 55 to 64 years and those aged 25 to 34 years established the largest shares of new sickness claims during the second half of FY2021 (21.9% and 21.8%, respectively). However, compared to the previous fiscal year, the share of claims established by claimants aged 24 years and under increased by 3.5 percentage points, from 7.1% in FY1920 to 10.6% during the second half of FY2021.

Relative to their representation in the labour force, claimants aged 24 years and under and those aged 35 to 44 years were the most underrepresented in terms of sickness claims and amount paid, while those aged 55 to 64 years were the most overrepresented during the reporting period (consult Chart 21).¹⁰⁷

Chart 21 – Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, FY2021



Note: Includes claims for which at least \$1 of EI sickness benefits was paid.

* Second half of FY2021 only.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The total amount paid in sickness benefits was close to \$2.0 billion in FY2021, compared to \$1.9 billion in FY1920 (consult Table 44). The breakdown of total sickness benefits by province and territory remained fairly similar to FY1920, except for Ontario which experienced a 1.3 percentage points increase in its relative share.

¹⁰⁷ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

As with new claims, women received a slightly larger share of the amount paid in sickness benefits than men, with 55.5% and 44.5%, respectively. Compared to FY1920, women experienced a 2.1 percentage points increase in their share of payments in FY2021.

Claimants over the age of 55 received a larger share of the total amount of payments for sickness benefits than their share in the labour force, while claimants under the age of 44 received a smaller share (consult Chart 21).

By industry, the goods-producing industries continued to be overrepresented, in general, among EI sickness claims and total benefits paid. They accounted for 25.7% of new EI sickness claims during the second half of FY2021, while they represented only 20.8% of workers during the same period (consult Table 45).

Table 45 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, FY2021

Industry	Number of claims (thousands) (% share) Second half of FY2021	Amount paid (\$ millions) (% share) FY2021	Employment (thousands) (% share) Second half of FY2021
Goods-producing industries	115.7 (25.7%)	\$504.4 (25.2%)	3,814.1 (20.8%)
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	13.4 (3.0%)	\$70.9 (3.5%)	573.7 (3.1%)
Utilities	0.4 (0.1%)	\$2.7 (0.1%)	139.8 (0.8%)
Construction	41.3 (9.2%)	\$188.6 (9.4%)	1,378.1 (7.5%)
Manufacturing	60.6 (13.5%)	\$242.3 (12.1%)	1,722.5 (9.4%)
Service-producing industries	314.9 (69.9%)	\$1,416.7 (70.9%)	14,556.5 (79.2%)
Wholesale and retail trade	80.8 (17.9%)	\$362.3 (18.1%)	2,754.6 (15.0%)
Transportation and warehousing	23.4 (5.2%)	\$113.0 (5.7%)	963.0 (5.2%)
Finance, insurance, real estate, rental and leasing	12.4 (2.8%)	\$60.9 (3.0%)	1,267.0 (6.9%)
Professional, scientific, and technical services	11.5 (2.6%)	\$50.8 (2.5%)	1,594.1 (8.7%)
Business, building, and other support services*	30.2 (6.7%)	\$139.3 (7.0%)	682.0 (3.7%)
Educational services	12.9 (2.9%)	\$51.7 (2.6%)	1,487.7 (8.1%)
Healthcare and social assistance	60.4 (13.4%)	\$290.5 (14.5%)	2,490.9 (13.6%)
Information, culture, and recreation**	7.7 (1.7%)	\$30.1 (1.5%)	656.9 (3.6%)
Accommodation and food services	32.5 (7.2%)	\$122.1 (6.1%)	907.3 (4.9%)
Other services (excluding public administration)	18.7 (4.2%)	\$77.2 (3.9%)	747.1 (4.1%)
Public administration	24.4 (5.4%)	\$118.7 (5.9%)	1,006.0 (5.5%)
Unclassified***	19.7 (4.4%)	\$78.1 (3.9%)	n/a
Canada	450.4 (100.0%)	\$1,999.3 (100.0%)	18,370.6 (100.0%)

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

* Includes management of companies and enterprises and administrative support, waste management and remediation services.

** Includes information and cultural industries and arts, entertainment and recreation services.

*** For some claims, this information was not available in the data

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, Table 14-10-0022-01 (for employment data).

However, the proportion of sickness claims established by the goods-producing industries fell by 2.2 percentage points from FY1920. In contrast, the proportion of claims from the Wholesale and retail trade and Healthcare and social assistance industries increased by 2.0 and 0.9 percentage points, respectively. The relative increase in sickness claims in these two industries during the reporting period

may be due, in part, to the second wave of COVID-19 infections given that some activities in these industries require contact with the public and they have a lower capacity for teleworking.¹⁰⁸

The average weekly sickness benefit rate was \$535 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the highest weekly sickness benefit rate was paid for claims established in Nunavut, by men, and by claimants aged 35 to 44 years (consult [annex 2.15.3](#)). As in FY1920, a little more than a third (37.3%) of all sickness claimants received the maximum weekly benefit rate during the second half of FY2021. The share of claimants receiving the minimum weekly benefit rate of \$500 was 51.6% during the same period.

Duration of Employment Insurance sickness benefits

A maximum of 15 weeks of EI sickness benefits may be paid, though the number of weeks could be less depending on the claimant's physician's assessment.

The average duration of sickness benefits completed during FY2021 was 9.1 weeks, compared to 10.0 weeks in FY1920. On average, men and women received 8.5 and 9.5 weeks of sickness benefits, respectively.

As in the past, the average number of weeks of sickness benefits paid increased with the age of claimants. Claimants aged 24 years and under experienced, on average, the shortest duration (7.9 weeks), while those aged 55 years and over registered the longest duration (10.0 weeks).

One-third (33.3%) of all completed sickness claims in FY2021 used the maximum number of 15 weeks of sickness benefits, which is slightly lower compared to the previous fiscal year (37.0%) (consult Table 46). This decrease is due to claims completed in FY2021 that were established before the second half of the fiscal year. Only 30.4% of these claims had used the 15 weeks of sickness benefits, compared to 38.1% of claims established and completed in the second half of FY2021.

Women (36.2%) were generally more likely than men (30.0%) to use the maximum number of sickness weeks for claims completed in FY2021. The use of all 15 weeks of benefits appears to be correlated with the age of claimants. There were 24.9% of claimants 24 years old and under using the maximum number of sickness weeks, compared to 40.9% of claimants 55 years old and over (consult Table 46).

The *Evaluation of Employment Insurance Sickness Benefits* concluded that “the duration of the benefits is adequate for most claimants, but those with severe and/or long-term illnesses are more likely to use the full 15 weeks of sickness benefits and remain sick thereafter”.¹⁰⁹

¹⁰⁸ Statistics Canada, « Working from home during the COVID-19 pandemic, April 2020 to June 2021 », Ottawa: Statistics Canada, The Daily, August 4, 2021. Component of Statistics Canada catalogue no. 11-001-X.

¹⁰⁹ ESDC, *Evaluation of the Employment Insurance Sickness Benefits*, page 3. (Ottawa: ESDC, Evaluation Directorate, 2020).

Table 46 – Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, FY1617 to FY2021

Age category	FY1617	FY1718	FY1819	FY1920 [†]	FY2021 [†]
24 years old and under	28.2%	26.6%	25.8%	29.6%	24.9%
25 to 44 years old	32.2%	31.7%	31.6%	33.0%	28.9%
45 to 54 years old	38.9%	38.2%	37.0%	39.9%	35.2%
55 years old and over	42.7%	40.5%	39.7%	42.5%	40.9%
Canada	36.3%	35.3%	34.7%	37.0%	33.3%

Note: Includes all completed claims for which at least \$1 in EI sickness benefits was paid.

[†] Preliminary data

[†] Revised data

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Employment Insurance sickness benefits and short-term disability plans (STDP) offered by employers

A departmental study* showed that the number of employers who offered qualifying STDPs (recognized by the Premium Reduction Program) decreased between 2000 and 2015, but this was offset by an increase in large employers (500 or more employees) offering STDPs. Despite the overall decrease in number of employers offering STDPs, the number of employees covered by those plans increased over the same period.

The study also compared the characteristics of EI sickness claims established by claimants who benefitted from a STDP offered by their employer before turning to EI sickness benefits with people who turned directly to EI sickness benefits. Claimants for whom the EI program was the second payer were proportionally more likely to use the maximum 15-week period provided for EI sickness benefits than those who received only EI sickness benefits (an average of 39.7% compared to 32.0%, respectively, for the period between 2000 and 2015). In 2015, 21.9% of all EI sickness claimants used EI as a second payer, while the remaining 78.1% of EI sickness claimants used EI as a first payer.

The majority of employers offered weekly indemnity plans, which provide benefits for a minimum of 15 weeks. Given that claimants who were covered by a plan offered by their employer had to use all of their short-term disability insurance benefits before establishing an EI sickness claim, it appears that those who used all 15 weeks of EI sickness benefits were more likely to have severe medical issues that require longer recovery time.

* ESDC, Enhance Understanding of the Use of the Premium Reduction Program. (Ottawa: ESDC, Evaluation Directorate, 2019).

2.6.4 Employment Insurance compassionate care benefits

EI compassionate care benefits offer temporary income support for up to 26 weeks to eligible claimants who need to take time away from work to provide end-of-life care to family members who have a serious medical condition with a significant risk of death within 26 weeks.¹¹⁰ The benefits may be paid to one caregiver or shared among caregivers, and only one of them needs to serve the waiting period. Claimants must submit a medical certificate issued by the family member’s medical doctor or nurse practitioner to Service Canada.

¹¹⁰ A family member includes a member of the immediate family as well as any close relative or person considered to be a member of the family. Visit [Service Canada’s website](#) for more information on the term “family members” in relation to individuals who are gravely ill.

Employment Insurance compassionate care claims, amount paid and level of benefits

Over FY2021, there were almost 6,800 new claims established for compassionate care benefits, which is lower than the number of claims recorded in the previous fiscal year (consult Table 47). It is the third consecutive year that compassionate care benefit claims decrease. Less than one in ten claims completed in FY2021 had weeks of benefits that were shared among two or more caregivers (5.9%).¹¹¹ This proportion was slightly lower than the one observed in FY1920 (7.0%).

All regions, except Prince Edward Island and New Brunswick, experienced a decrease in the number of claims for compassionate care benefits over the reporting period (consult Table 47). However, the breakdown of the number of claims by region remained fairly stable in FY2021. Women continued to establish the largest share of compassionate care benefit claims compared to men. Claims established by women accounted for 72.5% of new claims in FY2021, an increase of 2.0 percentage points from FY1920.

Table 47 –Employment Insurance compassionate care claims and amount paid, by region, gender and age, Canada, FY1920 to FY2021

Region	Number of claims				Amount paid (\$ thousand)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Newfoundland and Labrador	95	45 ^c	73 ^c	87	\$472.6	\$620.4
Prince Edward Island	29			31	\$163.3	\$247.2
Nova Scotia	273	85	128	213	\$1,302.2	\$1,572.8
New Brunswick	173	73	121	194	\$959.4	\$1,173.2
Quebec	1,305	402	765	1,167	\$5,547.0	\$5,905.6
Ontario	3,223	1,018	1,808	2,826	\$17,170.7	\$18,496.2
Manitoba	301	100	164	264	\$1,494.5	\$1,689.4
Saskatchewan	175	65	107	172	\$1,024.6	\$1,161.2
Alberta	776	298	435	733	\$4,806.3	\$5,038.9
British Columbia	1,205	418	672	1,090	\$6,486.3	\$7,300.9
Territories	26	14	11	25	\$128.4	\$182.0
Gender						
Men	2,239	660	1,211	1,871	\$13,009.4	\$13,620.4
Women	5,342	1,858	3,073	4,931	\$26,563.8	\$29,767.5
Age category						
24 years old and under	136	52	93	145	\$578.9	\$848.7
25 to 44 years old	2,446	832	1,365	2,197	\$12,339.1	\$13,757
45 to 54 years old	2,409	746	1,311	2,057	\$12,560.7	\$12,796.9
55 years old and over	2,590	888	1,515	2,403	\$14,094.5	\$15,984.8
Canada	7,581	2,518	4,284	6,802	\$39,573.2	\$43,387.9

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

^c For confidentiality purposes, cells have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative.

As in the past, people aged 44 years and under established a significantly smaller share of claims for compassionate care benefits (34.4%) compared to their relative representation in the Canadian labour force (57.8%) in FY2021.¹¹² Conversely, people aged 45 years and over established a larger share of

¹¹¹ In previous Monitoring and Assessment Reports, sharing of weeks of compassionate care benefits was based on claims established during the fiscal year under review. Beginning with FY2021, this statistic is based on completed claims and is preliminary. The result for FY1920 has been revised to reflect the new methodology.

¹¹² Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

claims (65.6%) than their presence in the Canadian labour force (42.2%). The breakdown of compassionate care claims by age group remained essentially the same as that observed in FY1920.

The total amount paid in compassionate care benefits was \$43.4 million in FY2021, compared to \$39.6 million in FY1920. The amount paid in compassionate care benefits increased in all regions, age groups and for men and women over the reporting period (consult Table 47).

As for claims, the share of compassionate care benefits received by women increased by 1.5 percentage points compared to the previous fiscal year. Women received 68.6% of the total amount of compassionate care benefits paid in FY2021, compared to 31.4% for men.

Claimants aged 44 years and under continued to receive a smaller share of the amount paid in compassionate care benefits (33.7%) than their demographic weight in the Canadian labour force (57.8%). Conversely, claimants aged 45 years and over received a higher share of the total amount of compassionate care benefits paid (66.3%) than their relative representation in the labour force (42.2%).

The average weekly benefit rate for compassionate care benefits was \$509 for the first half of FY2021, and \$549 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the highest weekly benefit rate for compassionate care benefits was paid for claims established in the Territories, by men, and by claimants aged between 25 and 44 years (consult [annex 2.17.3](#)).

A little more than half (55.5%) of claimants received the maximum weekly benefit rate for compassionate care benefits during the first half of FY2021. This proportion was slightly lower during the second half on FY2021 (52.4%). The share of claimants receiving the minimum weekly benefit rate of \$500 in the second half of FY2021 was 35.4%.

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate care claims completed in FY2021 was 11.8 weeks, a small increase compared to FY1920 (11.1 weeks) (consult Table 48).

Table 48 – Average duration and share of completed Employment Insurance compassionate care claims that used six weeks of benefits or more, or 26 weeks of benefits, Canada, FY1617 to FY2021

	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p
Average duration (weeks)	9.8	12.0	11.4	11.1	11.8
Share (%) of compassionate care claims using:					
6 weeks of benefits or more [*]	64.5%	64.9%	62.0%	61.3%	62.3%
26 weeks of benefits	13.8%	20.3%	17.2%	16.7%	21.5%

Note: Includes completed claims for which at least \$1 of EI compassionate care benefits was paid.

^p Preliminary data.

^r Revised data.

^{*} Statistics on the share of claims that received 6 weeks of benefits or more are presented because prior to January 3, 2016 a maximum of 6 weeks of benefits were available.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Men and women received, on average, 12.3 and 11.6 weeks of compassionate care benefits, respectively, for claims completed during FY2021. Over the same period, claimants aged 25 years and

under received, on average, 10.1 weeks of compassionate care benefits, while claimants aged 55 years and over received an average of 12.5 weeks (consult [annex 2.17.2](#)).

Among compassionate care claims completed in FY2021, 62.3% used six weeks of benefits or more. This proportion is similar to those recorded over the previous fiscal years (consult Table 48). This appears to show that despite an increase in the maximum number of weeks of compassionate care benefits available, that increased from 6 to 26 weeks on January 3, 2016, a large share of claims did not receive any extra available weeks. This may be due, in part, to the death of a care recipient. In total, 21.5% of completed compassionate care claims received the maximum number of 26 weeks of benefits during FY2021. This is the highest proportion recorded since the available number of weeks increased to 26.

A departmental study¹¹³ on the use and duration of compassionate care benefits confirmed that claimants who took care of their spouse or lived with the care recipient are most likely to use the entire benefit entitlement. However, one of the main reasons for not receiving or claiming the maximum number of weeks of benefits is related to the death of a care recipient, which would cause benefits to end in the week of the death.

Among the completed claims in FY2021, a higher proportion of men than women used six weeks or more of compassionate care benefits (64.1% and 61.5%, respectively), as well as all 26 weeks of benefits (24.0% and 20.4%, respectively).

In addition, the use of weeks of compassionate care benefits tends to increase with the age of the claimant. Claimants aged 24 years and under (54.4%) were less likely to receive six weeks or more of compassionate care benefits in FY2021, than claimants aged 55 years and over (65.1%). Similarly, claimants aged 24 years and under were less likely to use the total 26 weeks of compassionate care benefits than claimants aged 55 years and over (13.9% compared to 24.5%).

2.6.5 Employment Insurance family caregiver benefits for adults

The EI family caregiver benefits for adults came into effect on December 3, 2017. They are offered to any EI eligible person who need to take temporary leave from work to provide care or support to a person aged 18 or older who is critically ill or injured. Family caregivers can obtain up to 15 weeks of benefits, which may be shared among eligible family members or other eligible people who are considered members of the family. Claimants must provide Service Canada with a medical certificate issued by the medical doctor or nurse practitioner of the family member who is critically ill or injured.

Employment Insurance claims for family caregiver benefits for adults, amount paid and level of benefits

In FY2021, about 12,200 claims were established for family caregiver benefits for adults, a slight increase compared to the previous fiscal year (consult Table 49). Compared to FY1920, the breakdown of claims by region remained relatively stable, and women continued to establish over two-thirds of claims (68.1%).

¹¹³ ESDC. Compassionate Care Benefits: Update (2004/2005 to 2015/2016). Ottawa: ESDC, Evaluation Directorate, 2018).

Table 49 –Employment Insurance claims for family caregiver benefits for adults and amount paid by region, gender and age, Canada, FY1920 to FY2021

Region*	Number of claims				Amount paid (\$ thousands)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Newfoundland and Labrador	184	54	112	166	\$783.7	\$1,088.0
Prince Edward Island	87	24	62	86	\$421.7	\$446.2
Nova Scotia	322	125	257	382	\$1,588.1	\$2,058.9
New Brunswick	282	80	147	227	\$1,310.7	\$1,295.4
Quebec	1,934	699	1,532	2,231	\$8,801.9	\$12,096.3
Ontario	5,419	1,979	3,700	5,679	\$25,654.8	\$31,877.4
Manitoba	407	132	256	388	\$1,979.0	\$2,251.0
Saskatchewan	304	119	181	300	\$1,586.7	\$1,788.6
Alberta	1,031	378	668	1,046	\$5,599.0	\$6,330.8
British Columbia	1,575	588	1,080	1,668	\$7,647.9	\$9,832.6
Territories	47	12	23	35	\$295.8	\$224.3
Gender						
Men	3,725	1,405	2,485	3,890	\$19,098.4	\$23,445.0
Women	7,867	2,785	5,533	8,318	\$36,570.9	\$45,844.5
Age category						
24 years old and under	229	122	245	367	\$740.2	\$1,724.4
25 to 34 years old	1,292	536	973	1,509	\$5,831.3	\$8,196.6
35 to 44 years old	2,128	794	1,444	2,238	\$10,236.5	\$12,218.4
45 to 54 years old	3,521	1,172	2,168	3,340	\$17,264.8	\$19,364.6
55 to 64 years old	3,682	1,317	2,599	3,916	\$18,022.9	\$22,901.0
65 years old and over	740	249	589	838	\$3,573.7	\$4,884.4
Canada	11,592	4,190	8,018	12,208	\$55,669.3	\$69,289.4

Note: Data may not add up to total due to rounding. Includes claims for which at least \$1 of EI family caregiver benefit for adults was paid.

* Claims for which the region was unknown have been combined with Ontario for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

By age, the proportion of claims established by individuals aged 34 years and under increased by 2.2 percentage points (from 13.1% in FY1920 to 15.4% in FY2021), while the proportion of claims established by individuals aged 45 to 54 years decreased by 3.0 percentage points (from 30.4% in FY1920 to 27.4% in FY2021). The larger share of claims established by individuals aged 34 years and under may be due to the EI temporary measure that allowed to be eligible for benefits with only 120 hours of insurable employment (consult [section 2.0](#)).

During FY2021, the amount paid out in family caregiver benefits for adults reached \$69.3 million compared to \$55.7 million in FY1920 (consult Table 49). Similar to the number of claims established, the proportion of benefit payments by region remained virtually unchanged from the previous year, as did the proportion of payments to women. Claimants aged 34 years and under received a larger share of benefits paid out compared to FY1920, whereas claimants aged 45 to 54 years received a smaller share of benefits paid out during the same period.

The average weekly benefit rate for family caregiver benefits for adults was \$488 for the first half of FY2021, and \$539 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the highest weekly benefit rate was paid for claims established in the Territories, by men and by claimants aged 35 to 44 years (consult [annex 2.18.3](#)).

Duration of Employment Insurance family caregiver benefits for adults

Under the family caregiver benefits for adults, claimants are provided with up to 15 weeks of benefits that can be shared among eligible caregivers and split into segments over the 52-week benefit period.

The average duration of completed claims for EI family caregiver benefits for adults in FY2021 was 11.1 weeks. This was slightly higher compared to FY1920 (10.6 weeks). Men and women received 10.9 and 11.2 weeks of family caregiver benefits for adults on average in FY2021, respectively. The average number of weeks was higher for claimants 65 years old and over (12.3 weeks) than for other age groups (ranging from 10.3 to 11.5 weeks).

2.6.6 Employment Insurance family caregiver benefits for children

The EI family caregiver benefits for children¹¹⁴ offers temporary income support for a maximum period of 35 weeks to eligible persons who take leave from work to provide care for or support to a critically ill or injured child under 18. Caregivers can include, in addition to the child's parents, any qualifying members of the immediate and extended family. Benefits can be shared among caregivers, who may receive them simultaneously or separately, up to the maximum number of weeks of eligibility.

Claimants need to provide Service Canada with a medical certificate signed by the medical doctor or nurse practitioner of the critically ill or injured child. To be considered critically ill, a child's life must be at risk as a result of illness or injury, there must have been a significant change in the child's baseline state of health and the child must require the care or support of his/her parent(s) or other qualifying family members.

Employment Insurance claims for family caregiver benefits for children, amount paid and level of benefits

The number of claims established for family caregiver benefits for children was 5,500 in FY2021, which is similar to the 5,400 claims recorded in FY1920 (consult Table 50). In general, the breakdown of claims by region, gender, and age group remained similar to that observed in the previous year. Therefore, in FY2021, more claims for family caregiver benefits for children were established by women (76.8%) rather than men (23.2%). In addition, claimants aged 25 to 44 years established the largest share of claims (84.0%) during the entire reporting period.

¹¹⁴ Previously named EI benefits for Parents of Critically Ill Children.

Table 50 –Employment Insurance claims for family caregiver benefits for children and amount paid by region, gender and age, Canada, FY1920 to FY2021

Region*	Number of claims				Amount paid (\$ thousands)	
	FY1920	First half of FY2021	Second half of FY2021	Total FY2021	FY1920	FY2021
Newfoundland and Labrador	72	22	49	71	\$554.1	\$515.9
Prince Edward Island	25	11	33	44	\$115.0	\$192.2
Nova Scotia	140	40	83	123	\$990.4	\$980.7
New Brunswick	104	47	54	101	\$708.3	\$751.2
Quebec	1,054	467	688	1,155	\$6,724.9	\$7,161.2
Ontario	2,056	830	1,198	2,028	\$14,104.3	\$16,636.2
Manitoba	195	101	108	209	\$1,393.5	\$1,802.8
Saskatchewan	180	88	121	209	\$1,031.4	\$1,504.9
Alberta	798	347	444	791	\$5,715.7	\$6,153.3
British Columbia	759	319 ^c	472 ^c	791 ^c	\$4,820.7	\$5,341.2
Territories	20				\$120.8	\$180.4
Gender						
Men	1,201	476	805	1,281	\$8,036.3	\$9,302.0
Women	4,202	1,796	2,445	4,241	\$28,242.7	\$31,918.0
Age category						
24 years old and under	226	95	147	242	\$1,168.8	\$1,426.1
25 to 44 years old	4,546	1,960	2,679	4,639	\$30,061.8	\$33,250.0
45 to 54 years old	551	188	358	546	\$4,395.3	\$5,644.8
55 years old and over	80	29	66	95	\$653.2	\$899.2
Canada	5,403	2,272	3,250	5,522	\$36,279.1	\$41,220.0

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI family caregiver benefit for children was paid.

* Claims for which the region was unknown have been combined with Ontario for confidentiality purposes.

^c For confidentiality purposes, cells have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

The amount paid in family caregiver benefits for children reached \$41.2 million during FY2021, compared to \$36.3 million in the previous fiscal year. As with claims established, the proportion of benefits paid by region and gender remained relatively stable compared to FY1920. Conversely, the proportion of benefits paid decreased by 2.2 percentage points for claimants aged 25 to 44 years, while it increased by 1.6 percentage points for claimants aged 45 to 54 years. However, claimants aged 25 to 44 years continued to receive the majority of benefits paid for this benefit type (80.7%) in FY2021.

The average weekly benefit rate for family caregivers for children was \$506 for the first half of FY2021, and \$551 for the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the highest weekly benefit rate was paid for claims established by men and by claimants aged 45 to 54 years (consult [annex 2.19.3](#)).

Duration of Employment Insurance family caregiver benefits for children

Under the family caregiver benefits for children, claimants are provided with up to 35 weeks of benefits that can be shared among eligible caregivers and can be taken in separate periods over the 52-week benefit period.

Individuals receiving family caregiver benefits for children used, on average, 14.8 weeks of benefits in FY2021, compared to 15.4 weeks in FY1920. On average, women received more weeks of benefits than men, with 15.4 weeks and 13.1 weeks respectively. The average number of weeks used was higher for claimants aged 45 to 54 years (19.3 weeks) and for those aged 55 years and over (19.1 weeks).

2.6.7 Employment Insurance special benefits for self-employed persons

Self-employed persons may make a claim for EI special benefits after signing up for the EI program. The special benefits available to self-employed persons are the same as those offered to salaried employees.

To be eligible for EI special benefits for self-employed persons, an individual must:

- register with Service Canada;
- pay EI premiums at the same rate as salaried employees for at least one year before they may claim benefits;
- wait for 12 months from the date of their confirmed registration before claiming EI special benefits;
- have earned the minimum amount of self-employed earnings during the calendar year preceding the year they apply for benefits;¹¹⁵
- have reduced the amount of time devoted to their business by more than 40%; and
- meet the eligibility criteria specific to the special benefits being claimed.¹¹⁶

As soon as a self-employed person receives EI benefits, they would have to pay premiums on their self-employment earnings for the rest of their self-employment career. Those who also have paid employment earnings have the choice to apply for EI special benefits as self-employed persons or as insured claimants (if they have paid EI premiums through their paid employment). If they claim benefits under the former, their benefits would be calculated on the basis of both self-employment and paid employment income, whereas for the latter, only earnings from paid employment would be taken into account.

During FY2021, close to 12,800 additional self-employed persons entered into a voluntary agreement with Service Canada, bringing the total number of participating self-employed persons just under 42,700. This represents a growth of 42.8% from FY1920 (consult Table 51). This increase in enrolment may be due, in part, to the COVID-19 pandemic, which prompted some self-employed persons to join the program.

Table 51 – Self-employed persons registered in the Employment Insurance program, Canada, FY1617 to FY2021

Number of workers	FY1617	FY1718	FY1819	FY1920	FY2021
Net enrolments	1,820	1,874	2,046	6,572	12,778
New participants to the program (opted in)	2,547	2,475	2,627	7,775	17,932
Registrants who cancelled or terminated participation (opted out)	-727	-601	-581	-1,203	-5,154
Cumulative total, at the end of the fiscal year	19,366	21,240	23,286	29,858	42,636

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample.

¹¹⁵ This threshold was \$7,279 (2019 earnings) for claims established in 2020 and temporarily set to \$5,000 (2020 earnings) for claims established in 2021 (until September 25, 2021).

¹¹⁶ For more information on special benefits for self-employed persons, please visit the [website](#).

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

A total of 820 special benefit claims were established by self-employed persons in FY2021, which is similar to the previous fiscal year (consult Table 52). The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits.

Table 52 – Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, FY1920 to FY2021

Benefit type	Number of claims		Amount paid (\$ thousands)	
	FY1920	FY2021	FY1920	FY2021
Maternity	619	604	\$3,240.6	\$3,697.7
Parental	667	667	\$7,048.4	\$7,924.4
Other special benefits*	198	177	\$551.5	\$805.5
Region				
Atlantic	44	53	\$519.9	\$704.7
Quebec	32	24	\$84.9	\$106.4
Ontario	341	339	\$4,794.7	\$5,286.8
Prairies	208	177	\$2,626.3	\$2,744.4
British Columbia and the Territories	209	227	\$2,814.6	\$3,585.3
Gender				
Men	38	38	\$169.8	\$266.2
Women	796	782	\$10,670.7	\$12,161.4
Age category				
29 years old and under	136	122	\$1,912.5	\$1,894.5
30 to 39 years old	589	585	\$8,329.1	\$9,517.2
40 to 54 years old	77	80	\$501.5	\$828.7
55 years old and over	32	33	\$97.4	\$187.3
Canada	834	820	\$10,840.5	\$12,427.6

Note: Data may not add up to the total due to rounding. Includes all claims to self-employed persons for which at least \$1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

* Sickness benefits were not available during the first half of FY2021 (consult [section 2.0](#)).

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Ontario is the region that established the largest number of claims in FY2021, and its relative share of total claims has remained relatively stable compared to the previous year. Conversely, the proportion of claims established in the Prairies decreased from 24.9% in FY1920 to 21.6% in FY2021, while the proportion for British Columbia and the territories increased from 25.1% to 27.7% over the same period. Quebec continued to be under-represented in terms of new claims established (2.9% of all self-employed benefits in FY2021) due to the fact that the province offers maternity, parental, adoption and paternity benefits under the Quebec Parental Insurance Plan with mandatory participation of self-employed persons (consult [subsection 2.6.2](#)).

As in the past, women made up the vast majority (95.4%) of new claims established for self-employed persons. By age, claimants between 30 and 39 years old accounted for the largest share of new claims (71.3%). Conversely, claimants aged 55 years and over represented the smallest share of new claims, notably because sickness benefits were not available during the first half of FY2021.

The total amount paid in EI special benefits to self-employed persons was \$12.4 million for the reporting period. Similar to the breakdown of claims by region, the proportion of special benefits paid to the Prairies was slightly lower than in FY1920, while the proportion of special benefits paid to British Columbia and the territories was higher.

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons in FY2021. Claimants aged 39 years and under also continued to receive the largest share of special benefits paid to self-employed persons.

The average weekly benefit rate¹¹⁷ for self-employed persons who established a special benefit claim during the first half of FY2021 was \$387. It was \$510 for claims established during the second half of FY2021 when the EI temporary measure relating to the minimum benefit rate was in effect (consult [section 2.0](#)). On average, the highest weekly benefit rate was for claims established in British Columbia and the Territories and by men.

¹¹⁷ Calculated as 55% of the claimant's average weekly earnings over the preceding tax year where average weekly earnings are total self-employment income minus any losses, as calculated according to the *Income Tax Act*, divided by 52.

2.7 Employment Insurance financial information

The EI program is financed through mandatory premium contributions made by both employers and employees across Canada. These contributions are based on the employees' insurable earnings up to the annual Maximum Insurable Earnings (MIE).¹¹⁸ Since January 2010, self-employed individuals who have opted into the EI program are also required to pay EI premiums in order to be eligible for EI special benefits.

EI premiums and all other types of revenues (such as interest and penalties) related to the EI program under the authority of the *Employment Insurance Act* are first deposited into the Consolidated Revenue Fund (CRF)¹¹⁹ and then credited to the EI Operating Account (Account). All EI benefits paid and administrative costs provided for under the *Employment Insurance Act* are paid out of the CRF and debited from the Account.

The following section provides information on EI premium rates and recent trends in revenues and expenditures recorded for the Account.

2.7.1 Employment Insurance premium rate

As defined in the *Employment Insurance Act*, one of the key duties of the Canada Employment Insurance Commission (the Commission) is to set the annual EI premium rate. Since April 1, 2016, the Commission has been responsible for setting the EI premium rate. The rate is set according to a 7-year break-even mechanism (under which the projected balance for the Account is expected to be \$0 in 7 years) as forecasted by the EI Senior Actuary. Premium rates are therefore expected to generate sufficient premium revenue to cover expected EI expenditures over the following 7 years and eliminate any existing cumulative surplus or deficit in the Account. In addition, annual changes to the EI premium rate are legislatively limited to increases or decreases of no more than 5 cents every year.¹²⁰ The 7-year break-even mechanism ensures predictable premium rates for employees and employers. Employers pay EI premiums that are 1.4 times the employee rate.

The Senior Actuary's forecasted EI premium rates are calculated based on the forecasted insurable earnings on which premiums are paid. EI premiums are paid by employers, employees and self-employed persons who have opted into the EI program, for every \$100 of insurable earnings up to the annual MIE threshold. In 2021, the MIE was \$56,300, increasing by \$2,100 (+3.9%) from the previous year's MIE of \$54,200.

¹¹⁸ Section 4 of the *Employment Insurance Act* provides for the annual calculation of the MIE, which is indexed to the annual percentage increase in the average weekly earnings of the industrial aggregate in Canada, as published by Statistics Canada under the authority of the *Statistics Act*. This indexation ensures that the level of insured income maintains its relative value.

¹¹⁹ The Consolidated Revenue Fund of Canada is the financial account used by the Government of Canada to deposit all revenues from taxes and other federal revenue sources once they are collected, and from which the Government withdraws funds to cover its expenses. Funds are deposited and withdrawn by the Receiver General of Canada. Source: "Financial Procedures." Edited by Robert Marleau and Camille Montpetit, House of Commons Procedures and Practice, Parliament of Canada, 2000.
<http://www.parl.gc.ca/marleaumontpetit/DocumentViewer.aspx?DocId=1001&Language=E&Sec=Ch18&Seq=0>

¹²⁰ The Governor in Council may change this maximum if it is in the public interest. The only exception to the 5 cents limit was in 2017 when the premium rate was reduced by 25 cents to \$1.63 per \$100 of insurable earnings, from \$1.88 in 2016.

The EI program grants a reduction in the EI premium rate paid on insurable earnings to employees who are covered by a provincial parental insurance plan. Since January 1, 2006, Quebec is the only province in Canada that has been administering its own parental insurance plan, known as the Quebec Parental Insurance Plan (QPIP). QPIP provides paid parental, adoption, maternity and paternity benefits to eligible claimants and is financed by contributions made by workers and employers in Quebec. These benefits replace maternity and parental benefits provided by the EI program and, as such, EI premiums in Quebec are lowered to reflect the savings that are generated for the EI program as a result of the existence of QPIP.

In 2021, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was \$1.58 per \$100 of insurable earnings, unchanged from the previous year.¹²¹ As a result, the maximum annual EI premiums paid by employees was \$889.54 in 2021. As mentioned previously, employers pay EI premiums that are 1.4 times the employee rate such that employers contribute approximately 58% of the total EI premium revenues versus approximately 42% contributed by the employees. This means that employers paid \$2.21 (\$2.212 unrounded) for every \$100 of insurable earnings of their employees in 2021, up to a maximum of \$1,245.36. Self-employed persons who opted into the program pay the same EI premium rate as employees, and also pay premiums up to the annual MIE.¹²² In 2021, the EI premium rate for employees in Quebec was set at \$1.18 per \$100 of insurable earnings, while for employers it was \$1.65 (\$1.652 unrounded) per \$100 of insurable earnings of their employees. Table 53 summarizes this information for the past 5 years.

Table 53 – Employment Insurance maximum insurable earnings, premium rates* and annual maximum contributions for employees and employers in Canada, 2017 to 2021

Category	Contributor	2017	2018	2019	2020	2021
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.63	\$1.66	\$1.62	\$1.58	\$1.58
	Employers	\$2.282	\$2.324	\$2.268	\$2.212	\$2.212
Premium rates for residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.27	\$1.30	\$1.25	\$1.20	\$1.18
	Employers	\$1.778	\$1.820	\$1.750	\$1.680	\$1.652
Maximum insurable earnings	Employees	\$51,300	\$51,700	\$53,100	\$54,200	\$56,300
Annual maximum contribution	Employees	\$836.19	\$858.22	\$860.22	\$856.36	\$889.54
	Employers	\$1,170.67	\$1,201.51	\$1,204.31	\$1,198.90	\$1,245.36

* Per \$100 of insurable earnings.

Source: Summary of the Actuarial Report on the 2021 Employment Insurance Premium Rate: <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/premium/rates2021.html>.

Example: Employment Insurance premium contributions

Olivia is an employee working at a call centre in Halifax, Nova Scotia, and earns \$45,000 per year.

Based on Olivia's income level and assuming she remained employed throughout the year; her annual contribution to the EI program in 2021 would be \$711 at the premium rate of \$1.58 for every \$100 of

¹²¹ On August 20, 2020, the Government announced that the EI premium rate for 2021 and 2022 would be frozen at the 2020 premium rate (\$1.58 per \$100 of insurable earnings).

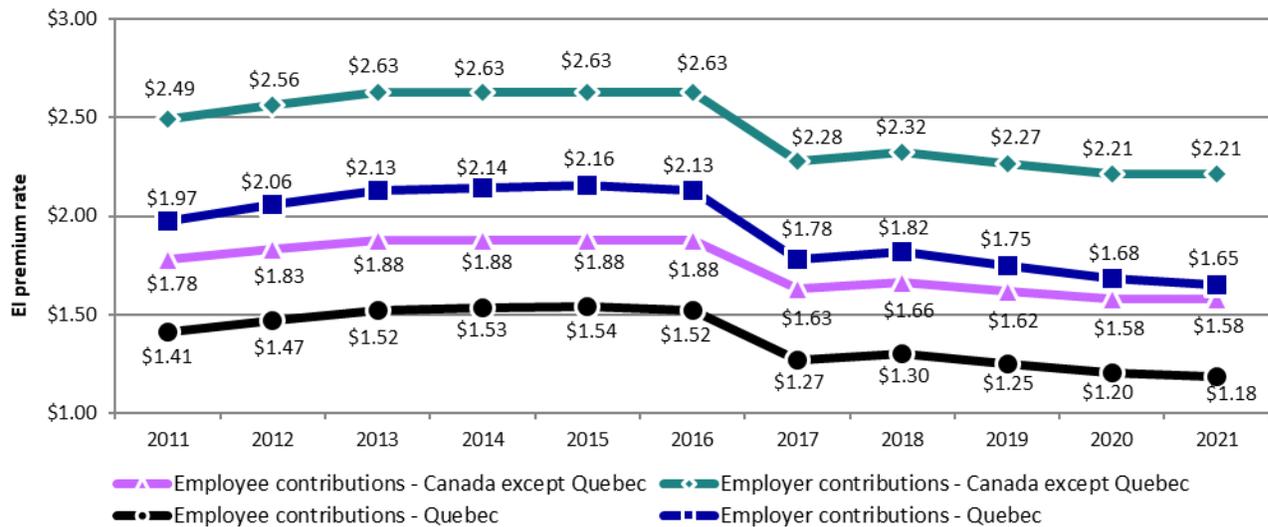
¹²² Self-employed workers (other than fishers) who have opted into EI special benefits must meet a minimum self-employed earnings threshold for the calendar year preceding the claim. The threshold was \$7,279 (2019 earnings) in net self-employed earnings for claims established in 2020 and temporarily set to \$5,000 (2020 earnings) for claims established between January 3 and September 25, 2021.

insurable earnings. Her employer would contribute \$995.40 in EI premiums on her insurable earnings, for a combined total of \$1,706.40 in contributions made to the Account in 2021.

However, if Olivia was working and living in Quebec, her annual EI contribution in 2021 would be reduced to \$531, and her employer would have contributed \$743.40 in EI premiums on her earnings, for a combined total of \$1,274.40 in contributions made to the Account. At the premium rate of \$0.494 for every \$100 of insurable earnings in 2021, Olivia’s contribution to the Quebec Parental Insurance Plan (QPIP) would be \$222.30, while her employer’s contribution would be \$311.40 (at the employers’ premium rate of \$0.692 for every \$100 of insurable earnings of employees). Note that QPIP premiums are set by the Quebec Parental Insurance Plan’s Conseil de gestion and not by the Commission.

Chart 22 illustrates the EI premium rates for employees and employers¹²³ over the past 10 years in Quebec and the rest of Canada. The Government froze the 2014 premium rate for employees at the 2013 level of \$1.88 per \$100 of insurable earnings, and legislated the 2015 and 2016 rates at that amount. The 2021 rate, as well as the 2022 rate, has been frozen at the 2020 premium rate level of \$1.58 per \$100 of insurable earnings, as part of the Government’s economic response to COVID-19.

Chart 22 – Employment Insurance premium rates (rounded) per \$100 of insurable earnings, Canada, 2011 to 2021



Source: Government of Canada, Public Accounts of Canada 2021, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2021) and past year versions of the Public Accounts Report.

2.7.2 Premium refund provision

Under certain circumstances, a share or all of EI premiums paid can be refunded to contributors if certain conditions are met.

¹²³ Different measures were implemented over the past decade to reduce EI premiums paid by certain employers. The Temporary Hiring Credit for Small Businesses, in effect from 2011 to 2013, provided small businesses with a temporary hiring credit of up to \$1,000 against a year-over-year increase in the firms’ EI premiums paid. The Small Business Job Credit, introduced on September 11, 2014, lowered EI premiums for small businesses, from the legislated rate of \$1.88 to \$1.60 for every \$100 of insurable earnings in 2015 and 2016.

The EI program includes a provision that grants EI premium refunds to employees with insurable earnings equal to or less than \$2,000 in a given calendar year, as they are unlikely to qualify for EI benefits. In addition to this, some employees, such as those with multiple jobs or those who change jobs during the year, may pay EI premiums on earnings that exceed the MIE and the maximum annual contribution in a given tax year. Under these circumstances, affected employees are entitled to receive a refund of all or a portion of their EI premiums paid in the year when filing their income tax returns. It is important to note that employers do not receive a corresponding refund.

According to Canada Revenue Agency (CRA) data on T4 slips¹²⁴ from employers, there were 863,100 individuals in 2019 (the most recent taxation year for which data is available) that were eligible to receive full EI premium refund under the Premium Refund Provision, representing 4.7% of those with insurable earnings. Of these individuals who were eligible to receive full refund paid on EI premiums, 75.4% (651,200 individuals) had filed income taxes and 66.3% (572,500 individuals) received a full premium refund based on CRA T1 tax filer data. A total of \$8.5 million in premiums were refunded to the eligible individuals in 2019. On average, each eligible individuals received \$14.90 in EI premium refund.

2.7.3 Premium reduction program

The Premium Reduction Program (PRP) was introduced in 1971 to encourage employers to provide short-term income protection coverage plans to their employees. The PRP recognized employer-based plans that already existed and encouraged employers to continue to offer them as the EI sickness benefits became available.

Under the *Employment Insurance Act*, employers who provide qualified wage-loss plans, also known as short-term disability plans, to their employees that are at least equivalent to the protection provided by EI sickness benefits may be eligible to receive a reduction in the EI premiums payable through the PRP. The PRP puts less strain on the EI program as employees who are covered by such short-term disability plans may not have to collect EI benefits, or may collect them for a shorter period of time, as benefits from the registered plans provided by employers have to be paid before EI benefits are paid.

There are two types of wage-loss replacement plans for which EI premium reductions may be granted: cumulative paid sick leave plans and weekly indemnity programs. These plans must also meet certain requirements established by the Commission.¹²⁵ The premium reduction reflects the average savings generated to the EI Account due to the existence of these plans, and is provided directly to employers. As EI premiums are paid by both employers and employees in a proportion of 7/12 and 5/12, respectively, employers are required to ensure that their employees benefit from the reduction of the employers' premium in an amount at least equal to 5/12 of the reduction.

¹²⁴ The T4 slip or the Statement of Remuneration Paid is an information slip on employment income, commissions, taxable benefits or allowances that is provided by the employer to the employee.

¹²⁵ Basic requirements that must be met by these plans include: providing at least 15 weeks of benefits for short-term disability, matching or exceeding the level of benefits provided under EI, paying benefits to employees within 8 days of illness or injury (the elimination period cannot exceed 7 consecutive days), being accessible to employees within 3 months of hiring, and covering employees on a 24-hour-a-day basis. For specific requirements unique to cumulative sick leave plans and weekly indemnity plans, consult the EI Premium Reduction guide Annex 1: <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/reduction-program/annex.html>

In each calendar year, the rates of premium reduction are established based on 4 categories of qualified plans, with a distinct rate for each category, as explained below:

- Category 1: cumulative paid sick leave plans that allow for a minimum monthly accumulation of one day and for a total accumulation of at least 75 days
- Category 2: cumulative paid sick leave plans that allow for a minimum monthly accumulation of one and two-third days and for a total accumulation of at least 125 days
- Category 3: weekly indemnity plans with a benefit period of at least 15 weeks
- Category 4: weekly indemnity plans with a benefit period of at least 52 weeks (this reduction is available only to public and para-public employers of a province)

Rates of premium reduction are expressed as a percentage of the insurable earnings of employees. In 2021, the rates of reduction were 0.23%, 0.37%, 0.37% and 0.40% of insurable earnings for categories 1 through 4, respectively.¹²⁶ An estimated \$993.7 million in premium reductions were generated by the wage-loss plans in 2019 (the most recent taxation year for which data is available), compared to \$953.1 million in 2018 and \$922.2 million in 2017.¹²⁷

A departmental study¹²⁸ on the PRP estimated that there were approximately 27,220 employers receiving EI premium reductions through the PRP in 2015. About 7.8 million of workers were employed in those firms receiving a premium reduction in 2015. The departmental study also shows that, during the period of 2000 to 2015, approximately 89.0% of all employers in the program offered a category 3 plan with weekly indemnity to their employees. Another 7.0% of employers offered category 1 with cumulative paid sick leave plans, followed by 1.5% offering the combination of 2 or more types of short-term disability plan. The last 2.5% is shared between employers offering category 2 or category 4 plans. These breakdowns have remained stable during the 15 years examined.

2.7.4 Recent trends in revenues and expenditures

As required by Section 64 of the *Financial Administration Act*, the Receiver General prepares the Public Accounts of Canada annually to report on the financial transactions of the Government for the fiscal year. According to the Public Accounts of Canada, EI revenue was \$22.9 billion in FY2021, up from \$22.7 billion (+0.8%) from the previous year. Over the same period, EI expenditures jumped from \$23.7 billion in FY1920 to \$61.8 billion in FY2021 (+\$38.1 billion or 160.6%) (consult Table 54).

The significant increase in EI expenditures in FY2021 are mostly due to the rise in the amount paid in EI Emergency Response Benefit (+\$22.9 billion) and the temporary measures¹²⁹ that facilitated access to benefits under EI Part-I (+\$13.8 billion). Following the announcement made on September 14, 2020, the Government of Canada credited the Account \$27.3 billion for costs associated with EI Emergency

¹²⁶ Source: Office of the Chief Actuary, 2021 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2020).

¹²⁷ Source: Office of the Chief Actuary, 2022 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2021).

¹²⁸ ESDC, Enhance Understanding of the Use of the Premium Reduction Program. (Ottawa: ESDC, Evaluation Directorate, 2019).

¹²⁹ Consult [section 2.0](#) for these temporary measures.

Response Benefit. The Account had an annual deficit of \$11.6 billion by the end of FY2021 (consult Table 54).

Table 54 – Employment Insurance Operating Account revenues and expenditures, Canada, FY1617 to FY2021 (\$ million)

Operating Account	FY1617	FY1718	FY1819	FY1920	FY2021
Revenues*	\$22,603.3	\$21,614.0	\$22,781.6	\$22,713.7	\$22,896.5
Premiums	99.7%	99.6%	99.6%	99.7%	99.9%
Interest and penalties	0.3%	0.4%	0.4%	0.3%	0.1%
Expenditures**	\$22,518.9	\$21,662.0	\$20,817.4	\$23,724.8	\$61,838.3
Employment Insurance benefits (Part I)	83.5%	82.4%	81.0%	74.8%	51.0%
Employment benefits and support measures (Part II)	9.7%	10.0%	11.1%	10.4%	4.0%
Benefit repayments	-1.2%	-1.4%	-1.4%	-1.0%	-0.4%
Employment Insurance Emergency Response Benefit***	n/a	n/a	n/a	7.4%	39.9%
Administration costs	7.9%	8.7%	8.8%	8.0%	4.1%
Bad debts	0.1%	0.3%	0.5%	0.3%	1.5%
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit****	n/a	n/a	n/a	n/a	27,331.4
Annual surplus (deficit)	\$84.4	(\$48.0)	\$1,964.3	(\$1,011.1)	(\$11,610.3)

Note: Data may not add up to the total due to rounding.

* Includes all revenues and funding from EI premiums, interest owed on accounts receivable, penalties applied to claimants for violations of terms and conditions of the EI program and additional funding measures introduced for Employment Insurance under the federal budget.

** Includes all expenses related to funding and operations of the EI program, including benefit payments under Part I of the EI program, Employment Benefit and Support Measure (EBSM) expenditures under Part II of the EI program, EI benefit repayments, administrative costs and outstanding debts counted as liabilities against the EI Operating Account.

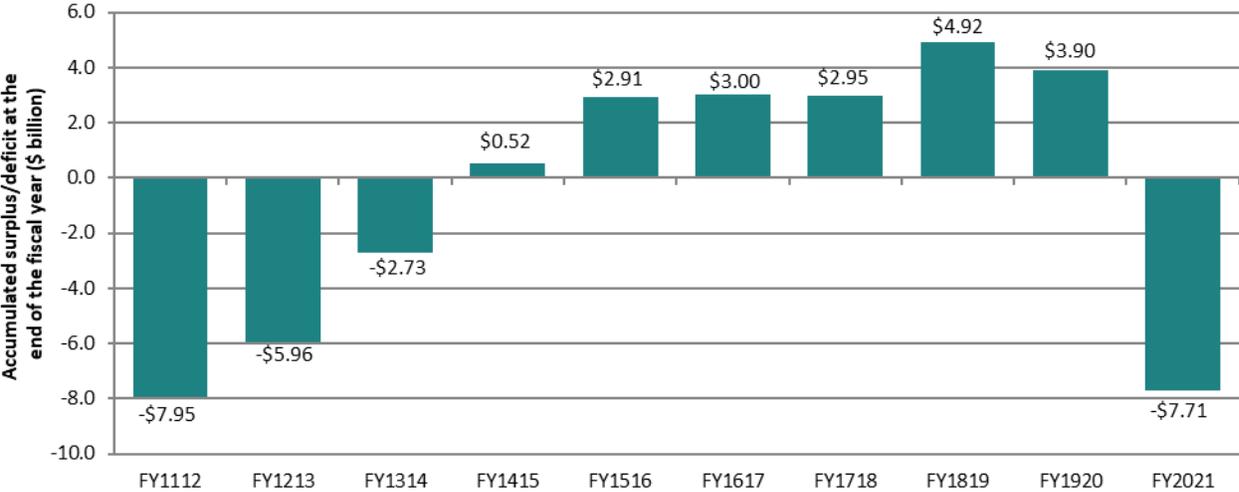
*** The Employment Insurance Emergency Response Benefit is the portion of the Canada Emergency Response Benefit that was administered by Employment and Social Development Canada. Expenses related to the EI Emergency Response Benefit were paid from the EI Operating Account and are included in this financial statement.

**** Pursuant to section 153.111 of the *Employment Insurance Act*, the Account was credited the reported amount determined by the Minister of Finance that corresponds to the total cost of the EI Emergency Response Benefit (EI-ERB), including all costs related to the benefit and its administration. The funding from the Government of Canada is recognized in the period in which the transfer was authorized. Funding for FY2021 is comprised of the current year and previous year's EI-ERB expenses, incremental costs related to the administration of the EI-ERB and bad debt related expenses.

Source: Government of Canada, Public Accounts of Canada 2021, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2021) and past year versions of the Public Accounts Report.

Chart 23 shows the financial position of the Account at the end of the fiscal year for the past 10 years. On March 31, 2021, the accumulated deficit in the Account was \$7.71 billion, down from the \$3.90 billion in accumulated surplus at the end of the previous fiscal year. As previously mentioned, this decline is mainly attributable to the costs associated with the EI temporary measures related to EI Part I.

Chart 23 – Employment Insurance Operating Account financial position at the end of the fiscal year, Canada, FY1112 to FY2021



Source: Government of Canada, Public Accounts of Canada 2021, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2021) and past year versions of the Public Accounts Report.

CHAPTER III

Impact and Effectiveness of Employment Benefits and Support to Workers and Employers (Part II of the *Employment Insurance Act*)

Summary

The Federal government's largest investment in training is through bilateral Labour Market Development Agreements (LMDAs) with Provinces and Territories (PTs). Each year, the Government of Canada provides over \$2 billion for individuals and employers to receive training and employment supports, through the LMDAs. In FY2021, more than 600,000 participants across Canada received training and employment supports.

LMDAs were an important support in the context of the COVID-19 pandemic. LMDAs assisted more than 226,000 participants while they were out of work and receiving federal emergency income benefits (Canada Emergency Response Benefits or Canada Recovery Benefits) helping them to be ready with the skills needed to participate in economic recovery. Over 155,000 Canadians returned to work following assistance funded through EI Part II.

Employers are an important partner in helping workers receive the training and supports they need to succeed in the labour market. Under the LMDAs, PTs collaborate and support employers and industry stakeholders to develop strategies to attract and retain skilled and diverse workforce, and other creative solutions to help address the labour market needs.

Supporting underrepresented individuals is a priority for the Government of Canada. Individuals from underrepresented groups, such as Indigenous peoples, persons with disabilities, visible minorities and women, have been disproportionately affected by unemployment, reduced working hours and business disruptions as result of the pandemic.

As jurisdictions continue to navigate the uncertainties related to the pandemic and fill labour shortages, assisting underrepresented groups gain access to training and employment programming is key for economic recovery. With the training supported by the LMDAs, underrepresented individuals will be better positioned to find and maintain in-demand employment opportunities. This year, under the LMDAs, clients served included:

- 92,000 participants were **persons with disabilities** representing 14% of participants served; persons with disabilities account for 16% the labour force.
- 87,000 participants were **visible minorities** representing 17% of participants served; visible minorities account for 22% of the labour force.
- 50,000 participants were **Indigenous Peoples** representing 8% of participants served; Indigenous Peoples account for 4% of the labour force.
- 63,000 participants were **older workers (55+)** representing 10% of participants served; older workers account for 22% of the labour force.
- 157,000 participants were **youth (15-24)** representing 24% of participants served; youth account for 14% of the labour force.

- 301,000 participants were **women** representing 47% of participants served; women account for 47% of the labour force.

El Part II

Part II of the EI Act sets out the framework for the LMDAs, who is eligible for supports, and the categories of programs and supports that can be delivered by PTs. In addition, Part II includes the framework for the Government of Canada's pan-Canadian programming and the functions of the National Employment Service (NES).

Employment Benefits and Support Measures include programs delivered under EI Part II to help individuals in Canada prepare for, find, and maintain employment. The PTs deliver these programs through LMDAs. In the case of pan-Canadian programming, the Government of Canada is responsible for program delivery.

Under the LMDAs, PTs deliver programs and services similar to the Employment Benefits and Service Measures (EBSMs) established under Part II of the Employment Insurance Act in 1996, and reflect the program categories delivered by Canada prior to the introduction of the LMDAs in 1997. The eight EBSM categories are as follows:

Employment Benefits:

- Targeted Wage Subsidies
 - Assists participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants.
- Targeted Earnings Supplements
 - Encourages unemployed persons to accept employment by offering them financial incentives.
- Self-Employment
 - Provides financial assistance and business planning advice to eligible participants to help them start their own business.
- Job Creation Partnerships
 - Provides participants with opportunities to gain work experience that will lead to ongoing employment.
- Skills Development
 - Helps participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for their own training.

Support Measures:

- Employment Assistance Services
 - Provides funding to organizations to enable them to provide employment assistance to unemployed persons, which may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, and more.
- Labour Market Partnerships
 - Provides funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments.
- Research and Innovation

- Supports activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force.

To ensure the broadest reach for EI contributors, EI Part II supports are available to active EI claimants, former EI claimants, premiums-paid eligible individuals (PPE), and non-insured clients.

- Active claimants are those who had an active EI Part I regular claim when they requested labour market supports. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment.
- Former claimants are those who completed an EI claim in the previous five years, or who claim in the last five years when they requested assistance under Part II.
- In 2018, eligibility was expanded to include all unemployed individuals who have made EI premium contributions on \$2,000 or more in earnings in at least five of the last ten years. This change particularly benefits individuals with weaker labour force attachment.
- Non-insured individuals can receive employment assistance services and include new labour force participants and individuals who were formerly self-employed without paid employment earnings. While these clients are not eligible for Employment Benefits under EI Part II, they may access Employment Assistance Services.

Results

This chapter presents program results for the year beginning on April 1, 2020 and ending on March 31, 2021.

- Section 1 - labour market context.
- Section 2 - activities and results by PT.
- Section 3 - national results.
- Section 4 - Pan-Canadian Activities and the National Employment Service.

Further details on the following are provided in Chapter 3 annexes: the national overview, PT programming, evaluation studies, and targeting, referral and feedback (TRF) results.

3.1 Overview

3.1.1 Labour market context

In 2020, employment in Canada declined by almost 1 million compared to 2019, with the national unemployment rate rising by 3.8 percentage points to 9.5%. All jurisdictions experienced net job losses. Newfoundland and Labrador was the province to face the highest unemployment rate (14.1%), while the largest year-over-year increases were experienced by Alberta (+4.4 percentage points) and British Columbia (+4.2 percentage points).

The Government of Canada introduced support programs for businesses as the pandemic affected their ability to operate and survive. In the first quarter of FY2021, nearly 41% of businesses reported that they laid off staff¹. Even in the period between the first and second waves of the COVID-19 pandemic, employers continued to face challenges ranging from a limited availability of inputs to rising prices or insufficient demand for their goods or services, leaving them uncertain how to hire or train staff for a post-pandemic recovery.

¹ [The impact of COVID-19 on apprenticeship programs in Canada, 2020 \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2021001/article/00001-eng.htm)

Both laid-off and actively employed workers were increasingly unsure about what type of training to take in the rapidly changing labour market. For example, Canada saw a drop of almost 29% in new apprenticeship registrations², which could have a lasting impact on the supply of skilled trade workers in coming years.

In a weaker economy, and with a 35% decrease in active claimants served, the fact that over 155,000 Canadians returned to work following assistance funded through EI Part II, and saving \$800 million in unpaid EI Part I income benefits, are both positive results.

In the context of a year marked by COVID-19, PTs adapted their services and programs to respond to public health conditions which affected access to in-person training and services.

3.1.2 Adapting service delivery

In FY2021, PTs adapted their services and programs to remain effective while operating within the context of the pandemic. This entailed a rapid shift both for staff and clients from walk-in access and in-person service to mail, phone, and virtual communications platforms.

For example, in Newfoundland and Labrador, the suspension of in-person access for the general public and working from home arrangements for staff led to a new approach to case management. All program delivery models were revised to accommodate internal and external individuals' ability to access on-line delivery. British Columbia's efforts to effectively engage potential clients online included testing marketing emails, in collaboration with the B.C. Behavioural Insights Group. The province found that the best performing version, presenting information as a checklist, increased engagement by up to 60%.

As local public health measures permitted, in-person services resumed, in some cases by appointment. In Manitoba, both direct and alternate service models required adaptation, learning, and the acquisition of new tools and resources, such as online meeting platforms. Organizations also had to ensure their physical locations were in compliance with public health regulations, such as social distancing, physical barriers, and enhanced sanitization measures.

To address labour shortages caused by the COVID-19 pandemic and support economic recovery, Quebec established a free online employment service that helped match job seekers (full-time, part-time, student or seasonal workers) and employers according to profiles and labour market needs.

3.1.3 Working with stakeholders

All jurisdictions undertake extensive consultations with employers and with organizations representing employers. Under the LMDAs, PTs consult with labour market stakeholders in their jurisdictions to set priorities and inform the design and delivery of programs and services that meet the needs of their local labour markets. The resulting insights on their labour market needs then inform the programs and services offered to support employers through the LMDAs.

This year, in Atlantic Canada, provinces worked with communities and regional stakeholders to ensure programming responded to the demographic pressures posed by an aging workforce and out-migration.

Quebec launched an initiative to provide direct support to businesses that were experiencing a reduction in their usual operations due to the effects of the COVID-19 pandemic. With the Programme d'actions concertées pour le maintien en emploi (PACME), Quebec used its LMDA funds to offer businesses a subsidy of up to 100% of wage expenses when their workers underwent training, helping

² [The impact of COVID-19 on apprenticeship programs in Canada, 2020 \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2020001/article/00001-eng.htm)

employers retain workers and increase their skills. In FY2021, more than 6,000 businesses or organizations were assisted under the Business component of the program.

Quebec, in collaboration with the Commission des partenaires du marché du travail (CPMT), organized a Virtual Forum on Labour Force Requalification and Employment. A consensus reached at this forum on the need to upgrade skills and requalify unemployed workers, led to the launch of Programme d'aide à la relance par l'augmentation de la formation (PARAF). The objective of PARAF was to encourage unemployed people, including the pandemic unemployed, to upgrade their skills in preparation for economic recovery. With a budget of \$115 million from the Canada-Quebec LMDA, this program increased participants' income support to \$500 per week. This benefited approximately 20,000 people, 40% of them in priority sectors such as Information Technology (IT), health, construction, and early childhood education and care.

Saskatchewan hosted webinars with Chambers of Commerce and industry associations to ensure employers were aware of provincial and federal support programs. More than 1,000 individuals from over 80 organizations participated in these events. The province also aided businesses by identifying critical jobs and competencies in order to offer the right training to help maintain a supply of qualified workers. The flow of workers to priority sectors was also promoted through hands-on, immersive virtual technology that allows labour market entrants and workers in transition to try out in-demand occupations.

As the pandemic increased the demand for health care services, job vacancies in that sector increased. British Columbia launched the Health Career Access Program to help employers attract, train, and retain health care assistants. This program expanded to address staffing shortages in the long term care, assisted living and home and independent living sectors.

British Columbia: Fast Track Training for Health Care Aides Project

Western Community College in British Columbia, received over \$620,000 in LMDA funding to support 48 unemployed job seekers to gain the skills needed to become employed in the health care industry. Participants in the project included immigrant job seekers and youth. The Fast Track Training for Health Care Aides project provided participants with occupational skills training and work experience to prepare them for employment as health care assistants. The participants of this project contributed to the care of individuals in care facilities, as well as the support of frontline workers, during the COVID-19 pandemic.

Alberta launched the Energy Career Transition and Employment Resource website to help unemployed and under-employed oil and gas workers assess emerging opportunities in adjacent sectors, including clean technology and high technology in oil and gas.

In Nova Scotia, under the Cape Breton Infrastructure Projects: Workforce Development, the province partnered with industry and communities in Cape Breton to support training and skills development to ensure a qualified, ready, local construction sector workforce and to enhance employment opportunities among diverse communities. Nova Scotia also introduced the Human Resources Support Services (HRSS) for employers. Through HRSS, provincial workforce consultants work with employers to identify human resource (HR) needs, recommend flexible and innovative services to address those needs, and also to support employers with assistance in recruitment, training and other areas of HR management.

New Brunswick also introduced targeted supports for employers, through its own HRSS which mirror the case-management approach the province uses with individuals. HRSS assists employers in assessing their HR needs, recommends options and supports workforce management, including attracting and retaining the right employees to meet operational needs. Workforce consultants across the province conducted approximately 2,200 HR needs assessments and provided approximately 2,100 HRSS services in FY2021. A new client management system used to collect and track HR needs assessments and provided services was used to report on local labour market information and support evidence-based decisions related to employer initiatives.

New Brunswick provided employers and job seekers virtual job fairs. These events continued to be in high demand, as they not only were able to continue during the COVID-19 crisis, but they also allowed participation by job seekers from outside of New Brunswick.

In Ontario, the LMDA-funded Canada-Ontario Job Grant (COJG) program provided direct support to individual employers or employer consortia who wished to purchase training for their employees. COJG supports workforce development, encourages greater employer involvement in training and provides individuals with the skills necessary to obtain or maintain employment and to advance in their careers.

Also in Ontario, the LMDA-funded Skills Advance Ontario (SAO) initiative funds partnerships that connect employers with the employment and training services required to recruit and advance workers with the right essential, technical, and employability skills. It also supports jobseekers and incumbent workers by connecting them to the right employers and by providing them with sector-specific employment and training services. Approximately 7% of SAO clients in FY2021 were persons with disabilities and 14% of SAO were social assistance recipients.

3.1.4 Meeting the needs of underrepresented groups

Despite varying economic and labour market conditions, all jurisdictions prioritized improvements to both the labour market attachment of underrepresented groups, such as persons with disabilities, Indigenous people, recent immigrants, youth, and older workers, and employers' access to a skilled workforce.

For example, the Yukon's Working UP program focuses on strengthening workplace skills to build or maintain the labour market attachment of individuals from under-represented groups. The program has increased individuals' foundational and vocational skills and their movement along the employment continuum in the food production, tourism and hospitality sectors. Support activities include training current staff for internal promotion or hiring and training new staff for hard to fill positions. Through LMDA supports, a number of employers have developed annual essential skills development programs for their employees.

As a result of the flexibility and diversity in Yukon's Building UP program, Yukon's commitment to Truth and Reconciliation and developing labour market programming with First Nations, Kwanlin Dün First Nation House of Learning has delivered employment programming through traditional ways of knowing and doing. Whether on the land or through traditional knowledge circles, Yukon has noted that participation in this programming has resulted in progression toward citizen's employment goals.

Alberta used LMDA funds to implement programs to serve the province's youth. Both in Edmonton and Calgary, new Transition to Employment Services (TES) programs aimed at combating the high unemployment rates among 18 to 24 year-olds. TES programs support unemployed or marginally employed young Albertans who require career change assistance or access to short term training funds to facilitate entry or re-entry into the workforce. To aid in securing a job, participants can access job

placement, job search assistance, job matching, and skill transferability assistance, along with unpaid work exposure.

In Edmonton, a new Workplace Training program, YouthCO, provides workplace training opportunities for individuals aged 18 to 24. The program provides a progression of training and work experience that will lead to sustainable employment.

British Columbia: Heavy Equipment Operator Training for Tla’amin Nation Land Development for Cultural Gatherings

The Vancouver Island University received over \$550,000 from the LMDA to support unemployed job seekers gain the skills needed to become employed as heavy equipment operators. Participants on the project included Indigenous job seekers. The Heavy Equipment Operator Training for Tla’amin Nation Land Development for Culture Gatherings project provided participants with occupational skills training and work experience to prepare them for employment as heavy equipment operators in the areas of road building, forestry operations, land development, mining, landscaping, and demolition.

The participants in this project contributed to development of raw land into cultural gatherings spaces for the Tla’amin Nation, including a campsite relocation, new cultural building site, and other land development projects to host up to 5,000 guests. This project helped achieve greater labor market participation for Indigenous Peoples.

3.2 Provincial and territorial activities

Each year, the Government of Canada provides support for individuals and employers across Canada to obtain skills training and employment supports through the bilateral LMDAs with PTs. All jurisdictions engage employers and other key stakeholders in establishing programming priorities to ensure that active labour market programs and services are responsive to local labour market needs, and that job seekers are connected with employers.

Table 1 - FY2021 Final LMDA Allocation (\$M) by Province and Territory

Province / Territory	Base Funding	Administrative Funding	Budget 2017 Top Up	Final Total
Newfoundland and Labrador	\$127.3	\$8.9	\$14.1	\$150.3
Prince Edward Island	\$23.8	\$2.7	\$3.3	\$29.8
Nova Scotia	\$77.3	\$10.1	\$13.7	\$101.1
New Brunswick	\$88.7	\$8.9	\$13.9	\$111.5
Quebec	\$558.6	\$58.9	\$89.0	\$706.5
Ontario	\$568.8	\$57.3	\$115.2	\$741.3
Manitoba	\$43.8	\$6.1	\$11.8	\$61.7
Saskatchewan	\$37.8	\$6.0	\$10.6	\$54.4
Alberta	\$140.5	\$9.6	\$42.3	\$192.4
British Columbia	\$273.9	\$20.5	\$34.8	\$329.2
Yukon	\$3.9	\$0.4	\$0.3	\$4.6
Northwest Territories	\$2.9	\$1.5	\$0.5	\$4.9
Nunavut	\$2.7	\$0.8	\$0.5	\$4.0
Canada	\$1,950.0	\$191.7	\$350.0	\$2,491.7

3.2.1 Newfoundland and Labrador

In FY2021, \$150.3M was provided through the Canada-Newfoundland and Labrador LMDA for training and employment supports to individuals and employers. More than 15,700 participants across the province received training and employment supports, including more than 7,400 participants who were receiving federal emergency income benefits (CERB or CRB). Close to 1,500 individuals gained employment after receiving LMDA-funded supports. Compared to FY1920, the number of clients served dropped by 29%. For details, see Annex A.

The pandemic affected many key industries in Newfoundland and Labrador, including the oil and gas, hospitality, and retail sectors. In some cases COVID-19 compounded existing drivers of change in the labour market, such as outsourcing, offshoring and the increased use of digital technologies to monitor and control the production and delivery of products and services.

Partnerships with the business community in several sectors focussed on generating new economic activity and fostering job creation. The province's Workforce Innovation Centre hosted sessions with a number of organizations, including those representing: Indigenous people, persons with disabilities, youth, older workers, women, and newcomers to the province.

Key themes and focus areas included:

- Increased collaboration and partnerships;
- Continued emphasis on immigration and attracting talent;
- Improved access to labour market information;
- Closing skills gaps through skills development and mentorship opportunities;
- Enhanced awareness and access to programs and services; and
- Promotion of inclusive and diverse workplaces.

Newfoundland and Labrador's Performance Recording Instrument for Meaningful Evaluation (PRIME) research project was completed in FY2021. PRIME was piloted by career practitioners and data from this project demonstrated significant positive changes in clients across a range of employability indicators and outcomes as they progress through career and employment services. PRIME is now being implemented for wider use by community partners delivering employment assistance services.

3.2.2 Prince Edward Island

In FY2021, \$29.8M was provided through the Canada-Prince Edward Island LMDA for training and employment supports to individuals and employers. More than 9,700 participants across the province received training and employment supports, including more than 4,900 participants who were receiving federal emergency income benefits (CERB or CRB). Close to 1,900 individuals gained employment after receiving LMDA-funded supports. For the second consecutive year, the number of clients served in Prince Edward Island declined. Compared to FY1920, the number of clients served decreased by 15%. For details, see Annex A.

In FY2021, Prince Edward Island experienced labour shortages in many industries. This was acute in rural areas already affected by demographic decline. Pandemic-related closures of schools and non-essential businesses, border shutdowns and travel restrictions had a negative impact on the economy immediately, and continued to have a lingering effect on the labour market. The province increased expenditures in support measures to help industries prepare for the transitional requirements of the workforce and to support under-represented groups to participate in the workforce. In addition, small businesses were aided by access to human resource assistance.

Prince Edward Island concentrated on collaboration with industry partners to identify possible solutions to address labour current shortages and to ensure future sustainability and growth in priority areas such as bioscience, manufacturing, healthcare and early childhood education. Approximately 70 employers and representatives of industry and business groups, service providers, and post-secondary institutions participated in the Stakeholder Consultation Roundtable on Workforce Needs to inform planning and development of labour market programs and service delivery to help address workforce needs, and to share best practices and explore innovative opportunities for collaboration.

Overarching themes emerged:

- Alignment of flexible and relevant education and training to industry needs;
- Attraction, integration, and retention of newcomers, youth, and underrepresented groups;
- Importance of building HR capacity within PEI's employers and industries;
- Evolution to flexible, modern workplaces that incorporate intergenerational and cultural awareness, accommodations, and development opportunities; and
- Opportunities for pilots, flexible funding and supports that best reflect industry needs.

While the province worked quickly with service providers and internal staff to transition to virtual and essential services, organizations needed time to respond to the changing conditions and requirements for public safety in group settings. This impacted programs' participation rates.

Prince Edward Island invested in substantial IT system updates to improve the quantity and quality of data-collected from clients, programs and outcomes from its LMDA-funded programs. Prince Edward Island redesigned its client management system and enhanced its reporting capabilities, allowing for better analysis and understanding of the barriers affecting clients, as well as the barriers leading to specific programming decisions.

3.2.3 Nova Scotia

In FY2021, \$101.1M was provided through the Canada-Nova Scotia LMDA for training and employment supports to individuals and employers. More than 17,500 participants across the province received training and employment supports, including more than 8,000 participants who were receiving federal emergency income benefits (CERB or CRB). Almost 2,800 individuals gained employment after receiving LMDA-funded supports. In FY2021, the number of clients served decreased by 28%. For details, see Annex A.

Labour shortages due to the absence of temporary foreign workers, and recruitment challenges in retail and healthcare affected key industries. The province introduced several targeted measures within the LMDA funding streams to address COVID-19 impacts and also carried out a series of system innovations and service enhancements.

Changes in Nova Scotia Works (NSW) service provision include new approaches to job fairs, quality assurance, diversity and inclusion, and the development of essential skills. There was new emphasis on proactive engagement and recruitment of potential users who most need services. Focus groups were held with African Nova Scotian youth to inform the application of an Afrocentric lens in programming planning, development, delivery, and evaluation. Through the NSW Diversity and Inclusion Initiative, sixteen African Nova Scotians were hired to be trained as Career Practitioners and will work across the NSW system. Mentors from within the system are being trained to support the new hires.

Service providers continue to develop their cultural competences and their focus on social equity, diversity and inclusion when addressing barriers to employment.

Under the NSW Service Provider Incentive, the service-providing organization will receive additional operating budget funding where case-managed individuals are known to have found employment either immediately, at 24 weeks, or at 52 weeks of unemployment. The performance incentive schedule prioritizes underrepresented individuals such as African Nova Scotians, Indigenous participants, new immigrants, and persons with disabilities.

The province consulted extensively with stakeholders to better understand employer needs in the areas of recruitment, retention, and training, and to explore potential solutions. A new data collection and reporting process, and tools for NSW Employer Engagement Specialists resulted in quarterly narrative reports and dashboards on the trends, challenges, and successes of regional employers across the province. Sectoral/government working groups have been established to address labour shortages, support productivity improvement initiatives, online job fairs, and the creation, implementation, and delivery of online learning to meet the immediate needs of small businesses. Industry focussed projects include the Cape Breton Infrastructure Projects, partnering with the construction sector industry and diverse communities for jobs the local workforce.

3.2.4 New Brunswick

In FY2021, \$111.5M was provided through the Canada-New Brunswick LMDA for training and employment supports to individuals and employers. More than 30,900 participants across the province received training and employment supports, including more than 15,700 participants who were receiving federal emergency income benefits (CERB or CRB). In FY2021, the total number of clients served in New Brunswick dropped by 28%. Around 6,800 individuals gained employment after receiving LMDA-funded supports. For details, see Annex A.

New Brunswick continued to experience a high unemployment rate relative to the rest of Canada. COVID-19 exacerbated challenges related to slow population growth, an aging population and the net out-migration of youth and skilled workers. Over the next decade, 127,000 job vacancies are expected. New Brunswick continues to focus on attracting, retaining and educating a highly skilled workforce and in FY2021, redesigned its labour market programming to respond to evolving challenges and opportunities.

The province's LMDA-funded recruitment supports included financial support for work placements, assisting with job postings, promoting and supporting the use of its newest job matching platform, JobMatchNB, as well as organizing local, provincial and national job fairs, referring to partnering departments to address international recruitment needs, and experiential education through FutureNB. LMDA-funded training was provided through the Labour Force Training program and referrals to Workplace Essential Skills training.

Employers benefited from funding for external HR expertise in areas such as strategic planning, development of policies and procedures, job analysis and coaching on cultural diversity and workplace culture. Employers are the target of a new service delivery approach which focuses on collaborative assessment of HR needs and flexible, customized solutions. Employers, job seekers and workers will benefit from a new Employer Directory, a new virtual job fair platform and better dissemination of relevant labour market information.

New Brunswick continued to provide client-focused wage subsidies to employers through Workplace Connections (WPC). Under WPC, a work placement is initiated as part of a job seeker's employment action plan. While driven primarily by the needs of job seekers, they also meet employers' recruitment needs identified through HR needs assessments and often result in long-term employment.

New Brunswick consulted extensively with stakeholders, including with Francophone groups, organisations serving persons with disabilities and the New Brunswick Multicultural Council Immigrant Settlement Agencies. Consultations with stakeholders serving persons with disabilities focused on a new outsourced service delivery model for target groups, scheduled for implementation in 2022.

3.2.5 Quebec

In FY2021, \$706.5M was provided through the Canada-Quebec LMDA for training and employment supports to individuals and employers. More than 114,400 participants across the province received training and employment supports funded by the Canada-Quebec LMDA, including more than 43,300 participants who were receiving federal emergency income benefits (CERB or CRB). Almost 43,800 individuals gained employment after receiving LMDA-funded supports. In FY2021, the total number of clients served dropped by 54%. For details, see Annex A.

As in other jurisdictions, COVID-19 had significant impacts as the intermittent shut-down of non-essential services to control the spread of the virus raised unemployment rates and reduced labour force participation. In response, Quebec established new activities to support businesses and individuals:

- A simple and free job placement service which allowed personalized research and optimal matching between businesses and job seekers;
- The Programme d'actions concertées pour le maintien en emploi (PACME) to support businesses so that they can retain and train their workforce;
- The Programme d'aide à la relance par l'augmentation de la formation (PARAF) which encouraged unemployed workers to upgrade their skills and retrain, in preparation for economic recovery; and
- A virtual forum on the requalification of workers with labour market partners on the actions to be implemented for a post-pandemic recovery.

To ensure that it responds adequately and quickly to the needs of the labour market, Quebec leverages the Commission des partenaires du marché du travail (CPMT). The CPMT brings together employers, unions, education sector, and community organizations to work with the Minister of Labour, Employment and Social Solidarity to guide action on public employment services. This collaboration takes the form of an annual action plan for labour and employment. During the pandemic period, partners came together for a virtual forum on worker retraining. They also actively participated in the development and monitoring of the exceptional measures implemented by Quebec, including the PARAF.

While they still adhere to the direction of the national action plan, the regional branches of Services Quebec identify their contribution in their regional employment and workforce action plan, are autonomous in the implementation of labour market strategies and manage their own budgets. To adapt to the needs of regional labor markets, employment services may differ from one region to another, depending on the priorities and characteristics of the region. Public employment services are managed according to a results-based approach. This management method allows for the implementation of effective supports and the assessment of concrete results, particularly with regard to those who have benefited from public employment services and have consequently returned to work.

The province of Quebec also worked in partnership with specialized employability development organizations and economic organizations to complement the activities of public employment services, as well as to offer businesses and the public a variety of services based on their training needs. During

the pandemic period, the province maintained its support to these organizations despite a significant drop in traffic.

3.2.6 Ontario

In FY2021, \$741.3M was provided through the Canada-Ontario LMDA for training and employment supports to individuals and employers. More than 186,700 participants across the province received training and employment supports funded by the Canada-Ontario LMDA, including more than 77,400 participants who were receiving federal emergency income benefits (CERB or CRB). Almost 51,600 individuals gained employment after receiving LMDA-funded supports. The total number of clients served in Ontario decreased by 30% in FY2021. For details see Annex A.

The pandemic profoundly affected the Ontario job market and disrupted the way people work. As of March 2021, an estimated 215,000 Ontarians had been affected by job loss, work absence or significantly reduced work hours. COVID also accelerated longer-term economic changes caused by automation, international economic recovery, changes in investor confidence, shifts in business models and new business costs. The magnitude of employment challenges differed by sector and client group. Many Ontarians sought support from the federal government. More than 2.5 million Ontarians received CERB benefits beginning in March 2020.

While public health measures resulted in a substantial decrease in client intake and exit activity for Employment Ontario programs, throughout FY2021 the province engaged stakeholders to help inform a policy and program response to the COVID-19 pandemic, as well as to address longer-term structural issues. For example, 40 providers in the SkillsAdvance Ontario program were engaged to assess the effects of COVID-19 on service delivery and to identify considerations and potential adjustments to support service delivery during and after the pandemic.

A key apprenticeship program supported by LMDA funding is the Apprenticeship Development Benefit, which provides financial assistance to EI-eligible apprentices who attend full-time in-class training. Assistance can be used to ease barriers to apprenticeship participation, including basic living expenses, dependent care, expenses for living away from home, and special assistance for persons with disabilities.

Several Ontario ministries sought feedback from Indigenous groups regarding employment and training programs across the province. During conversations regarding apprenticeship with the ministry and Youth Advisors, common themes expressed included:

- General lack of opportunity for Indigenous people to obtain the “hours” required to qualify as apprentices and/or journeypersons;
- Anti-Indigenous racism in the skilled trades;
- Barriers to Indigenous participation in the skilled trades including travel for apprentices from remote and rural communities and for youth without access to a car; and
- General lack of Indigenous people with skilled trades, carpenters, electricians, plumbers, construction craft workers, etc. available for projects in First Nations communities which makes it more difficult for youth in those communities to gain exposure to the trades.

Ontario: Skilled Trades Strategy

In FY2021, Ontario began implementing a client-focused apprenticeship and skilled trades system through the Skilled Trades Strategy. The strategy is intended to modernize Ontario's skilled trades and apprenticeship system and help enable the province's economic recovery by breaking the stigma and supporting awareness of the skilled trades, simplifying the system and encouraging employer participation. A Skilled Trades Panel was established to capture industry perspectives from employers, tradespeople, unions, trainers, and apprentices on a new service delivery model.

Ontario also engaged with various stakeholders as part of a comprehensive review of its provincial workforce development and training system. In addition to stakeholder meetings, three bilingual surveys were distributed to service providers, employers and industrial partners, and learners currently participating in workforce development programs. The review aims to support programming to meet the evolving needs of Ontario's jobseekers, workers and industries, and to develop Ontario's first Workforce Development Action Plan.

Ontario's goal is an efficient service delivery and outcomes-based system that meets the needs all job seekers, particularly those with a more tenuous labour market attachment, as well as employers and communities. As part of the transformation, the government integrated employment services from the Ontario Ministry of Children, Community and Social Services' Social Assistance programs into the Ministry of Labour, Training and Skills Development's Employment Ontario - Employment Service. In the transformed system, selected Service System Managers plan, design and deliver core employment service activities and specialized services for people with higher or more complex employment needs. Managers receive outcome-based funding for assisting clients to achieve sustainable employment outcomes across the spectrum of need and are also required to meet other key performance indicators.

Implementation of the integrated employment services system started with three prototype catchment areas in January 2020. In June 2021, the province-wide phased roll-out of the model was announced and will be implemented through a sequenced approach, starting with four additional Targeting Referral and Feedback (TRF) catchment areas in 2022.

3.2.7 Manitoba

In FY2021, \$61.7M was provided through the Canada-Manitoba LMDA for training and employment supports to individuals and employers. More than 72,500 participants across the province received training and employment supports funded by the Canada-Manitoba LMDA, including more than 29,100 participants who were receiving federal emergency income benefits (CERB or CRB). Almost 4,800 individuals gained employment after receiving LMDA-funded supports. The total number of clients served in Manitoba decreased by 29% in FY2021. For details, see Annex A.

As in other jurisdictions, the emergence of COVID-19 in Manitoba had a severe impact on the labour market. The intermittent closure of non-essential businesses and services to control the spread of the virus raised unemployment rates, reduced labour force participation and significantly reduced hours worked.

Throughout FY2021, most direct services through the 13 Manitoba Jobs and Skills Development Centres and contracted programming through community-based organizations shifted to alternate service delivery models. Manitoba consulted regularly with stakeholders whose operations were adversely impacted by the pandemic to inform the development and design of government relief and recovery supports and to address matters related to the public health orders.

Manitoba also held virtual meetings with its contracted disability service providers regarding the changes made to their programming as a result of COVID-19. Key themes in consultations included:

- Impacts of COVID-19 and opportunities to support businesses, organizations and individuals with economic recovery;
- Engagement of underrepresented groups to fill employment opportunities and increase availability of skilled workers, including Indigenous peoples, persons with disabilities, and newcomers to Manitoba;
- Access to supports to facilitate success in training, education and the workplace and address barriers to participation, including financial supports and other wrap around services;
- Improved alignment of education and training programming with the needs of the labour market; and
- Creation of opportunities for Indigenous peoples to participate in the labour market and promote economic development opportunities in the north.

Manitoba engaged across sectors, communities and regions of the province. These stakeholders identified key labour market barriers and opportunities, and informed annual planning priorities and employment programming. Following extensive engagement, the province officially launched its Skills, Talent and Knowledge Strategy to ensure Manitobans have the skills needed to rebound from the effects of the pandemic and support economic resilience and growth.

Manitoba implemented enhancements to its main IT systems to improve service level data collection and reporting functions related to service provider needs determination, support for continuous improvement, and labour market outcomes. A number of planned program evaluations and reviews were put on hold temporarily due to the ongoing COVID-19 pandemic.

3.2.8 Saskatchewan

In FY2021, \$54.4M was provided through the Canada-Saskatchewan LMDA for training and employment supports to individuals and employers. More than 23,900 participants across the province received training and employment supports, including more than 8,900 participants who were receiving federal emergency income benefits (CERB or CRB). Around 6,900 individuals gained employment after receiving LMDA-funded supports. In FY2021, the total number of clients declined by 22%. For details, see Annex A.

The COVID-19 pandemic caused labour market disruption, impacting all major sectors of the economy. Saskatchewan's seasonally adjusted unemployment rate fluctuated from a high of 12.4% in May 2020 to 7.3% in March 2021 when employment in construction, health care and social assistance, and wholesale and retail trade sector returned to or exceeded pre-pandemic levels. Reduced hours of work and job shortfalls persisted in other sectors, particularly accommodation and food services, culture and recreation, and agriculture.

In response, Saskatchewan shifted its focus to help businesses avoid or mitigate the impact of layoffs and service providers were engaged to ensure business continuity plans were activated and service delivery was maintained through:

- Transitioning to online service delivery, meeting the demand from individuals and businesses;
- Supporting community-based organizations and other third-party service delivery partners to convert career, employment, and training services to a virtual environment and to modify employment service centres;

- Incremental program investments to support post secondary institutions to continue addressing the training needs of Saskatchewan business and industry in the areas of greatest labour market demand;
- Expanded access to virtual reality technology to try out different occupations and support career decision-making for in-demand occupations;
- Outreach to create awareness around the availability of various supports in response to the pandemic; and
- Identification of critical public services for employers and support to ensure a supply of qualified workers for these critical roles.

Saskatchewan regularly engages and consults with clients, stakeholders and government partners to determine priorities and consider program design and service delivery improvements. In response to the issues raised in the course of outreach and consultations, Saskatchewan took the following actions:

- Introduced new apprenticeship legislation and supporting regulatory framework;
- Supported employers in hiring essential staff through SaskJobs.ca, the National Job Bank and the Saskatchewan Immigrant Nominee Program;
- Worked with the Northern Labour Market Committee to align programs and services to the skill demand of northern industry;
- Made additional mid-year investments in programming including training for Indigenous health care workers and workers affected by the phase out of the coal industry; and
- Through the Training Voucher Program, provided funding assistance to support participation in skills training for laid-off workers in sectors impacted by the pandemic.

The province continued to offer the Enhanced Career Bridging program to help unemployed individuals gain skills necessary to participate in the changing world of work. Most participants are from under-represented groups. As of March 31, 2021, of the 57 participants who completed the program, 34 were employed, eight went on to further training. Additionally, 27 individuals were still participating in the program.

3.2.9 Alberta

In FY2021, \$192.4M was provided through the Canada-Alberta LMDA for training and employment supports to individuals and employers. More than 87,200 participants across the province received training and employment supports, including more than 39,600 participants who were receiving federal emergency income benefits (CERB or CRB). Almost 17,900 individuals gained employment after receiving LMDA-funded supports. For a fifth consecutive year, the total number of clients served in Alberta decreased. In FY2021, the year-over-year decline was 34%. For details, see Annex A.

Alberta offers a range of programs through its LMDA. This includes a comprehensive suite of employment services, such as career planning, job search, job placement and labour market information, available through in-person, print and online services. Transition to Employment Services provide customized, work-directed services to help individuals acquire workplace and occupational skills to facilitate their rapid reattachment to the labour market.

Immigrant Bridging programs provide training for skilled immigrants with prior education and/or experience in a specific occupation to fill gaps in knowledge or skills necessary to gain employment in that occupation, or a related occupation. English as a Second Language training assists those individuals whose first language is other than English. Through its Occupational Training programs, Alberta offers

work experience to participants, and its Integrated Training programs combine academic and general employability skills with occupation-related skills. A Living Allowance program provides participants in other Alberta labour market programs with the basic costs of maintaining their household while in training.

Most career planning and job search support services were provided remotely, via the Alberta Learning Information Service website and through Alberta Supports phone access. Workers in the retail, tourism, hospitality and aerospace sectors experienced near total business closures as a result of the pandemic. Workers in the transportation, energy and construction sectors were classified as essential, and while not as negatively impacted, they still experienced reduced activity. An increased reliance on technology to maintain business operations in the face of COVID-19 placed a spotlight on the importance of this industry to Alberta's economic resilience.

In addition to delivering its ongoing suite of LMDA programs in FY2021, Alberta responded to the pandemic by programs to address high unemployment among youth and adults transitioning from one sector to another, by developing training for new occupations and for emerging industry sectors, and by supporting individuals looking work.

Alberta: Supports for Francophones

In July 2020, francophone career and employment services in downtown Calgary transitioned from a single stand-alone service provider to a model where French-language services are delivered as a part of the services offered in three locations across the city. An additional job placement service for French-speaking job seekers was added to the services available.

To ensure a seamless transition for services from the single location to three locations, meetings were held with francophone stakeholders (including Francophone Secretariat, Canadian Heritage, Immigration, Refugees and Citizenship Canada, Cité des Rocheuses, and Conseil de développement économique de l'Alberta) in June, August and September 2020.

On the basis of consultations with frontline staff, community service providers and current contract holders, it was determined that existing employment supports with providers in northwest Alberta are sufficient to meet the current need of the francophone community in the North Zone.

Alberta regularly engaged stakeholders via the ministries that administer their labour market programs. The Ministry of Community and Social Services met civil society organizations to develop techniques that use the ministry's procurement process to increase the value of career and employment programs and assist vulnerable Albertans to secure employment while supporting social enterprises.

Feedback from stakeholders is incorporated into the labour market information used to track current and evolving needs and to plan for needed supports. For example, Alberta's new apprenticeship legislation will make apprenticeship education and the trades profession system more flexible, reduce red tape for apprentices, employers, educators and industry, and enable Alberta to respond quickly to changing needs.

3.2.10 British Columbia

In FY2021, \$329.3M was provided through the Canada-British Columbia LMDA for training and employment supports to individuals and employers. More than 81,400 participants across the province received training and employment supports, including more than 35,700 participants who were receiving federal emergency income benefits (CERB or CRB). Close to 17,000 individuals gained

employment after receiving LMDA-funded supports. For a seventh consecutive year, British Columbia served a decreasing total number of clients, dropping by 34% year-over-year. For details, see Annex A.

Prior to FY2021, British Columbia's economy was among the strongest in the country. The consequences the COVID-19 pandemic included the fastest and largest declines in employment and contraction in overall economic activity in the province's history.

British Columbia consulted extensively with stakeholders and with service providers to understand the pandemic challenges clients faced and to inform the development of strategies to ensure services met evolving needs. With funding provided under the province's LMDA:

- 102 WorkBC Centres quickly shifted to safe service delivery strategies, including adoption of innovative virtual service delivery, and physically distanced in-person service, by appointment;
- Facilitated forums helped service providers to discuss struggles and share best practices for working in the context of the pandemic;
- Clients did not experience a disruption in living supports due to COVID-19 while participating in services;
- Employer outreach prioritized sectors with severe staffing shortages in promoting promote WorkBC Centres as a source of talent;
- Community and Employer Partnerships provided targeted funding for projects that provided work experience and skills development to help unemployed individuals get and keep jobs and support businesses and communities with economic recovery; and
- Community and Employer Partnerships project eligibility expansion was pursued, to include more persons with disabilities.

Regular communications supported an understanding of challenges and collaboration on progress during the COVID-19 pandemic. Discussions included Indigenous service providers, persons with disabilities service delivery partners, Community Living BC and the Ministry of Health. Employers provided valuable insights into in-demand skills and workforce training gaps.

British Columbia engaged with large, provincial-footprint employers and facilitated connections between them to increase employment opportunities for individuals. Partnerships with organizations such as TC Energy and its prime contractors as well as BC Infrastructure Benefits helped to ensure service providers were aware of job opportunities on large infrastructure projects around the province. In 2020, a virtual roundtable discussion with employers from the province's trucking sector identified skill gaps and barriers to entry into the industry. This work continued in 2021 with the province facilitating dialogue between WorkBC service providers and the BC Trucking Association HR Advisory committee. Opportunities for greater collaboration between trucking sector employers and WorkBC service providers remains a priority.

3.2.11 Northwest Territories

In FY2021, \$4.9M was provided through the Canada-Northwest Territories LMDA for training and employment supports to individuals and employers. More than 390 participants across the territory received training and employment supports, including more than 125 participants who were receiving federal emergency income benefits (CERB or CRB). Around 150 individuals gained employment after receiving LMDA-funded supports. The Northwest Territories served a total of 248 clients in FY2021, a decline of 17% year-over-year. For details, see Annex A.

In the Northwest Territories, as elsewhere in Canada in FY2021, most education and training courses either were delivered remotely or postponed. Since education and training providers were expected to deliver their programming almost entirely online, the territory aimed to ensure, to the greatest extent possible, that participating students and individuals in were not negatively impacted by these pandemic-related changes.

In addition to providing financial assistance for tuition, books, course materials, software and other fees, the LMDA funded a \$750 Technology Grant for students in the Skills Development Program and the Self-Employment Program, to assist with the purchase of equipment required to learn remotely, such as computers, printers and scanners. Resources and materials outlining tips, tricks and best practices were developed to assist students in achieving success in online learning. Participants also were eligible for a new COVID-19 Support Grant, a monthly grant of \$100 to assist with additional costs related to online learning and training, such as internet fees.

Northwest Territories' suite of LMDA-funded programs includes its Skills Development Program which provides training opportunities to upgrade skills and knowledge and/or develop essential employability skills. Eligible activities include education and training programs that lead to labour market attachment. This may include academic upgrading, life skills, employment readiness programs, pre-employment training courses, skill-specific training programs and post-secondary programs.

The Self-Employment Program provides support to eligible clients with the opportunity to start a small business. This program provides supports for clients in assessing their business idea, their personal suitability, family issues, financial risks, and the resources available, or required, to be successful.

Through the Wage Subsidy Program, the territory provides support to an employer to hire and train Northwest Territories residents. This program is intended to provide work experience and training that will better enable clients to obtain meaningful long-term employment.

The Northwest Territories also uses its LMDA to fund Job Creation Partnerships that provide opportunities to improve the subsequent employment prospects of the clients. The program provides support for third party organizations to deliver community and regional activities that either include a work experience component or have a guarantee of meaningful employment at the end of the project. Work experience projects may also include a skills development component.

Finally, through its Strategic Workforce Initiatives, the Northwest Territories supports community partners in undertaking labour market activities that promote labour force development, workforce adjustments and effective human resources planning. Activities must address a community labour market need, and may include identifying economic trends, creating strategies, and initiating projects to develop a responsive local labour force.

The territory regularly engaged with employers, employee organizations, not-for-profit organizations, and community stakeholders to identify and discuss key labour market needs and priorities and how they could be supported and advanced through labour market programs and services. Consultations with underrepresented groups also included, but were not limited to, organizations serving persons with disabilities and official language minority communities; Indigenous organizations and Governments, and other Northwest Territories' government departments.

From April to June 2020, Career Development Officers and Regional Managers of the five Regional Service Centres met with Designated Community Authorities, employers and organizations. The meetings and consultations were in-person and/or remotely, depending on the region and the level of access to a community. Some employers and community organizations were notified of the funding

opportunities via emails, and offered an opportunity to meet and discuss further the program that fit their needs.

3.2.12 Yukon

In FY2021, \$4.6M was provided through the Canada-Yukon LMDA for training and employment supports to individuals and employers. More than 220 participants across the territory received training and employment supports, including 14 participants who were receiving federal emergency income benefits (CERB or CRB). Almost 100 individuals gained employment after receiving LMDA-funded supports. The total number of clients served in Yukon decreased by 19% in FY2021. For details, see Annex A.

Yukon began to feel the impacts of the pandemic in March 2020; the cancelation of the Arctic Winter Games, businesses closing and people working and studying from home. That month, a Business Advisory Council was established to gather and share information to guide the government's COVID response. The flexibilities built into Yukon's existing Building UP, Working UP, and Staffing UP programs meant that it was not necessary to design new programs to respond to COVID, however, Yukon did pivot its labour market strategy to respond to the ongoing feedback received from First Nations, industries and stakeholders.

Yukon continued to use its LMDA to invest in preserving jobs and preventing layoffs, especially for populations at-risk, or in circumstances that have a greater impact on the labour market. For example, in rural Yukon, if the only hotel or gas station closes due to reduced revenue, other businesses relying on those services are severely impacted, leading to additional job losses. With wage subsidies to prevent layoffs and keep businesses open, Yukon is ensuring communities are positioned to support their employers and to grow once the economy stabilizes. Through the Working UP program, Yukon increased participants' foundational and vocational skills, and helped individuals advance along the employment continuum. Working UP focuses on individuals from under-represented groups.

Yukon consulted with stakeholders, for example, large employers and the Chambers of Commerce. Employers reported challenges recruiting staff with the skills and competencies they require, even in entry-level jobs. They also indicated they valued funding for third-party training for their staff. As a result, Yukon continued providing LMDA training funds in the Staffing UP program. To encourage new hires, especially for persons in underrepresented groups, Yukon provided incentives by funding a larger percentage of costs. Via the Staffing UP program, there was increased or sustained employment in the food production, tourism and hospitality sectors. Staffing UP helped to strengthen workplace skills, and to build or maintain attachment to the labour market during the pandemic.

Yukon's Labour Market Framework guided its consultations with other governments, employers and organizations such as First Nation governments and service organizations, Chambers of Commerce, educational institutions, labour market service providers, unions and associations. The Framework's three strategies have corresponding action plans: Labour Market Information, Recruitment and Employee Retention, and Comprehensive Skills and Trades Training. While not active, the principles of the framework are longstanding and continue to guide the Yukon's work to strengthen the labour market. Renewing employer engagement and participation in strategic discussions remains a priority.

In March 2021, the Yukon Department of Economic Development released its Economic Resilience Plan: Building Yukon's COVID-19 economic resiliency. This plan was informed by local industry organizations, the Business Advisory Council and experts from multiple sectors.

3.2.13 Nunavut

In FY2021, \$4.0M was provided through the Canada-Nunavut LMDA for training and employment supports to individuals and employers. More than 720 participants across the territory received training and employment support, including 14 participants who were receiving federal emergency income benefits (CERB or CRB). Approximately 10 individuals gained employment after receiving LMDA-funded supports. The total number of clients served in Nunavut increased by 16% in FY2021. For details, see Annex A.

The COVID-19 pandemic had three significant effects on LMDA-funded programs in Nunavut. First, the Territory's ability to offer programming was curtailed as it became very difficult to persuade trainers to take up temporary residence in Nunavut to deliver much needed programming. Second, as a consequence of the uncertain course of the pandemic in Southern Canada and the need to protect Nunavut's Elders and health care system from the worst effects of COVID-19, clients were urged to postpone training at southern-based institutions. Third, the creation of the CERB benefit diverted some potential clients from seeking EI-funded supports.

The COVID-19 pandemic also severely curtailed outreach and consultation activities in FY2021. The only significant activity was the conclusion of the public consultations on reform of the apprenticeship legislation and programming. The Territory conferred with:

- Employers;
- Journeypersons;
- Apprentices;
- Career Development and Apprenticeship Officers;
- Cities and hamlets;
- Inuit Organizations;
- Training partners and providers;
- Housing Associations;
- Nunavut Arctic College; and
- Territorial Government Departments.

The results were a complete overhaul of the apprenticeship and vocational certification legislation, and a redesign of support programs for apprentices. These changes will be gradually introduced in the next two fiscal years.

3.3. LMDA results

While unemployed individuals in receipt of EI benefits often have strong labour market attachment and recent work experience, many require targeted supports to quickly find new employment. Evidence shows that individuals who receive training and employment supports while receiving EI income benefits earn more and reduce their dependence on EI and social assistance. If provided to participants early, during the first four weeks of an EI claim, less intensive supports also have a positive impact on earnings and facilitate earlier returns to work. While approximately 25% of individuals take training while receiving EI benefits, one-quarter of those clients wait six months into their EI claim before starting training activities.

Recent evaluations have examined the effectiveness of LMDA-funded supports and sought out lessons for the design and delivery of particular measures. An incremental impact analysis examined unemployed individuals who participated in programs and services in the years 2010 to 2012 and cover a five-year post-participation period up to 2017. Incremental impacts estimate the effects on

employment, earnings, and collection of Social Assistance and EI due to participation, and are estimated by comparing participants' experience to that of similar non-participants. The incremental impact analysis demonstrated that Employment Assistance Services (EAS), Skills Development (SD) and Targeted Wage Subsidies (TWS) resulted in improvements in labour market attachments overall. These supports have also been shown to benefit subgroups of participants: females, males, youth, older workers, Indigenous people, persons with disabilities, recent immigrants and visible minorities.

The first in-depth examination of the Labour Market Partnerships (LMP) Support Measure delivered under the LMDAs provides detailed descriptions of design and delivery, challenges and valuable lessons that will help inform future potential improvements. Key findings indicated funded organizations included non-profits, businesses/employers, educational institutions and training providers, municipal and local governments, and Indigenous organizations. Funded projects targeted current and/or forecasted skills and/or labour shortages. These projects also targeted specific populations, for example, women, youth, Indigenous people, newcomers, persons with disabilities and the self-employed.

Partnerships were established to support the delivery of the majority of projects and partners made a financial or in-kind contribution. PT departments and key informants explained that partners' expertise, network and financial contribution are all essential to project implementation and success. For details, see Annex C.

3.3.1 Repeat and combined use of skills development³

A recent study⁴ examined the repeat use of SD benefits and how SD is used in combination with similar skills-oriented programs outside of the LMDA framework. The analysis indicated that repeated participation in skilled-related labour market programming occurs most frequently among SD-Apprentice clients, who typically participated in apprentice-oriented, rather than other skilled-related services:

- 18% of active and 19% of former claimant participants in SD-Apprentice were repeat users, compared to participants in SD-Regular programming, where less than 1% of active and former claimants were repeat users;
- The typical active claimant among repeat SD-Apprentice users was male (97%), young (78%), and working in skilled crafts and trades (88%). Most of the SD-Apprentice repeaters had a college diploma (92%); and
- Repeat SD-Apprentice users had a strong labour market attachment, with the highest average earnings (approximately \$43,000) and no reliance on social assistance benefits one year before the participation.

Participants with weak labour force attachment are expected to be rare among individuals who repeatedly engage in apprentice-oriented training.

3.3.2 Targeting, referral and feedback

In 2018, the LMDAs introduced a requirement for PTs to implement the federal Targeting, Referral and Feedback (TRF) solution to actively reach out to unemployed individuals to offer them employment programs and services available in their jurisdiction.

³ ESDC, Analysis of the Repeat and Combined Use of Skills Development (Ottawa: ESDC, Evaluation Directorate, 2022)

⁴ This study focuses on participants who used Skills Development supports during the period of January 2015 to April 2018. Repeat users of Skills Development are defined as individuals who have two or more Action Plan Equivalents containing Skills Development related supports in the five calendar years preceding their most recent Action Plan Equivalents (during the reference period). A combined user of Skills Development is defined as an individual who has multiple Skills Development supports in the reference Action Plan Equivalents.

Through the TRF system, PTs set criteria to identify the new EI applicants in their jurisdiction, and select by location and demographic characteristics to match individuals with training and employment opportunities in their local labour markets.

Since the introduction of the TRF system, PTs have reached out to more than two and a half million EI applicants across Canada. In FY2021, half (1.5 million) of all EI applicants (3.1 million) were referred to PTs for outreach. For details, see Annex D.

3.4. Pan-Canadian activities and the National Employment Service

The Government of Canada plays a leadership role in responding to challenges that extend beyond local and regional labour markets by delivering pan-Canadian activities. Pan-Canadian activities have three primary objectives:

- Promoting an efficient and integrated national labour market and preserving and enhancing the Canadian economic union;
- Helping address common labour market challenges and priorities of international or national scope that transcend provincial and territorial borders; and
- Promoting equality of opportunity for all Canadians with a focus on helping underrepresented groups reach their full potential in the Canadian labour market.

These objectives are supported through three funding streams:

- Indigenous Programming;
- Enhancing Investments in Workplace Skills and Labour Market Information; and
- Supporting Agreements with PTs and Indigenous Organizations.

In FY2021, expenditures on pan-Canadian activities totalled \$144.3 million, compared to \$147.3 million in FY1920. Pan-Canadian programming delivered through the Indigenous Skills and Employment Training Strategy (ISET) comprised \$122.5 million of the total, followed by expenditures on Labour Market Partnerships at \$19.6 million and Research and Innovation at \$2.2 million.

3.4.1. Indigenous programming

With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous people and helping to help reduce the skills and employment gaps between Indigenous and non-Indigenous people. The ISET program was introduced in April 2019 as the successor to the Aboriginal Skills and Employment Training Strategy (ASETS).

Co-developed with Indigenous partners, ISET's objective is to increase the skills of Indigenous people and support their participation in the Canadian labour market, ensuring that First Nations, Inuit, Métis and Urban/Non-affiliated Indigenous people have access to skills development training and employment supports to meet their long-term career goals. The four distinct labour market strategies include separate funding envelopes for each of those groups.

ISET provides new investments and longer term, more flexible agreements to Indigenous service delivery organizations. ISET funds a network of over 110 Indigenous contribution recipients with over 650 points of service across Canada that support a holistic approach to service delivery. Eligible activities encompass a wide range of locally designed programs in support of each distinctions-based labour market strategy: employment-related and career development assistance, wrap-around services such as living expenses, financial assistance to support individuals in obtaining skills for employment, business coaching and mentorship and disability-related supports.

In FY2021, through EI Part II, the ISET program received \$122.5 million⁵ and served over 41,000 Indigenous clients. This includes more than 35,500 new clients, including 16,000 EI clients. Out of the total number of clients, more than 14,000 found a job, including 8,000 EI clients, and more than 5,000 clients returned to school.

Grand River Employment and Training (GREAT)

Through the ISET program, GREAT empowers clients to pursue their employment goals by providing training, professional development and employment opportunities to Six Nations band members, regardless of their residency. GREAT serves clients from their Ontario headquarters as well as three additional locations in Brantford, Hamilton and Fort Erie. GREAT's activities and services support the First Nation Labour Market Strategy and aim to provide:

- Employment-related and career development assistance and outreach to First Nations, including youth;
- Employment-related assistance to First Nation people with disabilities;
- Wrap-around expanded social supports that contribute to client success, including dependent care costs (e.g. child care), living expenses, transportation, counselling, and other supports needed to ensure clients' success with skills development, training and employment;
- Better employer linkages, enhanced labour market information and skills inventories to enable organizations to accurately forecast in-demand employment opportunities, recommend relevant training programs and to connect Indigenous workers to available jobs matching their qualifications; and
- Leveraging of existing programs (e.g., Job Bank, Employment Insurance Program and provincial income assistance) for referrals and up-to-date labour market information to better use and/or integrate existing data collection systems.

In FY2021, GREAT served almost 1,400 clients. Of these, 745 obtained a job, including more than 300 EI clients, and almost 300 returned to school.

3.4.2. Investments in Workplace Skills

National Essential Skills Initiative

The National Essential Skills Initiative (NESI) helps Canadians improve their essential skills so that they can better prepare for, obtain and keep jobs, and adapt and succeed at work. NESI funded projects are focussed on testing, replicating and scaling up proven approaches to skills upgrading, as well as improving the quality and responsiveness of employment and training supports to job seekers, workers and employers. Particular emphasis is placed on the needs of individuals with low skills who face multiple barriers to employment, such as Indigenous peoples, newcomers, youth, and official language minority communities.

In FY2021, the NESI program received \$6.1 million in EI Part II funding to support 7 projects. The COVID-19 pandemic and physical distancing orders in place in most PTs affected NESI funding recipients. Many projects sought additional time and funding to address program delays in FY2021.

The pandemic provided an impetus for funding recipients to extend their online presence. Some were already delivering their training supports online and experienced very few delays, while others had to make fundamental shifts in their approaches to offer programming in ways not previously envisioned.

⁵ ISET is financed both through EI Part II and the Consolidated Revenue Fund (CRF). In FY2021, combined funding totalled \$368.95 million.

Skilled trades, Apprenticeship and the Red Seal Program

In FY2021, \$5.5 million of EI Part II funding was provided for the skilled trades, apprenticeship and the Red Seal Program. The Red Seal Program develops common interprovincial standards and examinations for each of the designated Red Seal trades and provides the public with up-to-date descriptions of trades in Canada.

The common interprovincial standards and examinations are used to harmonize apprenticeship training in PTs and serve as the basis for assessment. Harmonization facilitates greater labour mobility across the country and helps more apprentices complete their training, even if they move to another jurisdiction during their apprenticeship. Since each PT needs to certify thousands of apprentices and experienced tradespersons each year, the collaboration involved in developing interprovincial Red Seal standards and examinations results in significant economies of scale for governments.

A Red Seal endorsement is a nationally recognized standard for skilled trade workers in Canada. Experienced tradespeople and apprentices who are successful on the interprovincial Red Seal examination receive a Red Seal endorsement on their provincial or territorial certificate of qualification, indicating they meet both their PT requirements and the national standard in that trade. In most PTs, the Red Seal examination has been adopted as the final examination for certification for Red Seal trades.

The Canadian Council of Directors of Apprenticeship (CCDA) is responsible for the Red Seal Program. PTs, which are responsible for apprenticeship training and trade certification in their jurisdictions, and the federal government participate as members of the CCDA. Employment and Social Development Canada (ESDC) sponsors a Red Seal Secretariat to provide strategic and secretariat support to the CCDA and the Red Seal Program.

Red Seal Program

The Red Seal Program currently covers 55 skilled trades, encompassing 77% of registered apprentices. The top five Red Seal trades by number of endorsements issued were: Construction Electrician, Automotive Service Technician, Plumber, Truck and Transport Mechanic, and Carpenter.

More than 27,000 examinations were written and 15,000 Red Seal endorsements were issued to apprenticeship completers and trade qualifiers in 2020.

In FY2021, five new Red Seal Occupational Standards were completed and 16 Red Seal examinations were released for five trades.

Red Seal Occupational Standards include industry-defined performance expectations, evidence of skills attainment, learning objectives and outcomes, and essential skills. The standards are developed with broad input from stakeholders, including tradespeople, instructors and employers. In FY2021, approximately 240 subject matter experts participated in ESDC-organized workshops to develop Red Seal products and harmonize apprenticeship training. In addition, stakeholders were conferred with to validate and peer review standards and examinations, 273 through online surveys and 187 through PT consultations. At the end of FY2021, consensus was reached for 42 trades covering approximately 95% of apprentices in participating jurisdictions. Due to pandemic limitations, product development activities were adapted as much as possible from in-person to virtual meetings. While work continued, progress and completion of some processes were delayed.

Sectoral Initiatives Program (transformed into the Sectoral Workforce Solutions Program effective June, 17, 2021)

The objective of the Sectoral Initiatives Program (SIP) is to help key sectors of the Canadian economy identify, forecast and address their human resources and skills issues. The Program supports sectors and employers to address current and future skills shortages by funding the development and distribution of sector-specific labour market intelligence, national occupational standards, and skills certification and accreditation systems. SIP also supports innovative workforce development approaches.

SIP's key stakeholders are primarily partnership-based organizations engaged in skills and workforce development in their respective economic sectors or employment groups. Across Canada, these include: employer consortia and Sector Councils, workplace organizations, industry associations, unions, education and training bodies, professional associations, and Indigenous organizations. In FY2021, \$19.0 million was invested in SIP.

Sectoral Initiatives Program

In FY2021, the SIP supported 34 active projects in 18 economic sectors, resulting in:

- 93 labour market intelligence reports and 3 forecasting systems;
- 21 national occupational standards;
- 2 certification systems;
- 2 accreditation programs;
- 23 curricula or training programs; and
- 1 pilot project report.

3.4.3 Labour Market Information

Labour Market Information (LMI) remains an integral component of the Government of Canada's economic agenda. LMI in Canada includes any qualitative or quantitative information that pertains to the enhancement of the economy through labour market development. More precisely, LMI can include relevant information on the supply and demand of the various types of labour services (employment), such as information on wages and other forms of compensation, as well as detailed and aggregate-level information about work trends and the skills, experience, education and training Canadians will need for jobs today, and in the future. In FY2021, \$12.5 million of EI Part II funding was invested in LMI.

National Occupational Classification (NOC)

ESDC's LMI portfolio includes the administration of the National Occupational Classification (NOC), the national framework for collecting, analyzing and disseminating occupational data in Canada in support of employment-related programming.

The NOC describes job titles, functions, tasks and duties, employment requirements, responsibilities and qualifications. The current version of the NOC gathers more than 30,000 job titles into 500 Unit Groups, which are groups of occupations that have similar main duties, employment requirements, skill levels and skill types.

Regional and labour market analysts develop and deliver regular LMI based on the NOC. Job vacancies information, weekly Labour Market News, monthly, quarterly and annual Labour Market Bulletins, Sectoral Outlooks, as well as Environmental Scans, wage analyses, job vacancies, employment outlooks and economic forecasts are available to all Canadians on the Job Bank website. These help inform students of education and skill requirements for in-demand occupations, and match current and future job seekers to available and potential job opportunities. Employment-based programming, such as EI,

the Temporary Foreign Worker Program, and programming for the integration of injured workers and persons with disabilities rely on NOC-based information to analyze labour market conditions for strategic considerations, policy development, program design and service delivery.

The NOC 2021 introduces a major change to the "Skill Level" structure by a new categorization representing the degree of Training, Education, Experience and Responsibilities required for an occupation and better reflects skill and knowledge development occurring through on-the-job experience. The NOC 2021 is based on a 5-digit hierarchical structure, compared to a 4-digit hierarchical structure in the previous versions of the classification.

Work to incorporate changes associated with the NOC 2021 revision in the department's IT infrastructure was launched in late FY1920.

National Employment Service Initiative Job Bank

ESDC delivers the National Employment Service including Job Bank. Job Bank, a free-to-use, bilingual platform providing a listing of job opportunities across Canada, is co-delivered with provincial and territorial governments. Job seekers can use its Job Search, Job Alerts, Job Match and Resume Builder tools and the Job Bank Mobile Application to find suitable employment. Employers can use Job Bank to post their job vacancies and find qualified candidates. In FY2021, 1.84 million job seekers created a Job Bank user account.

In FY2021, a COVID-19 resource page helped connect workers looking for jobs during the pandemic and employers in essential industries. The COVID-19 resource page on Job Bank generated 1.4 million sessions. In addition, a job search activity-tracking feature was introduced to support individuals looking for employment while claiming an emergency assistance, i.e., Canada Emergency Student Benefit.

EI regular and fishing benefits applicants continued to be enrolled for Job Alerts automatically. Despite the 5-month pause of the auto-enrolment immediately following the first lockdown, 1.57 million claimants were enrolled for the service. After the pause, an email campaign was launched, in collaboration with the PTs, with a goal of supporting the claimants' return to work during the pandemic. Another new feature, Resume Builder, helped job seekers to promptly apply for jobs, fostering direct communication between employers. Job seekers created over 200,000 resumes on Resume Builder.

Job Bank: Job Alerts

In FY2021:

- 88% of new Job Alerts users enrolled via AppliWeb;
- 39% of the new users who received at least one Job Alert email, clicked to view more information;
- Top occupations of users were in the retail, construction and food service sectors; and
- Upon unsubscribing, 40% of Exit Survey respondents stated having found a job, regardless of source.

The Job Bank Mobile Application completed updates in FY2021 to improve user experience, branding and back-end processes. Job seeker user accounts were synchronized between the website and mobile versions allowing users to connect actions such as saving an alerts. In FY2021, the mobile app received over 2.3 million sessions, which led to over 3.9 million job posting views.

Job Bank receives job feeds from 14 provincial and territorial, and private job boards. To respond to the increasing demands in the restaurant and agri-food industries, four new feeds were introduced in FY2021: AgCareers, CareersInFood, EightSixNetwork, and the Greenest Workforce. Outgoing feeds are

established systematically with external sites to improve the visibility of Job Bank jobs. Continued analysis of sectorial gaps informs discussions with new incoming feeds to satisfy labour market needs.

Job Bank also works within ESDC to increase interoperability between programs. For the third year, Job Bank continued to post Canada Summer Jobs on the Job Bank website and mobile app. In support of the Temporary Foreign Worker Program, the latest feature includes displaying the status of Labour Market Impact Assessments on job postings. In FY2021, about 25,000 job postings were associated with the Temporary Foreign Worker Program.

Job Bank: Job Postings

In FY2021, Job Bank:

- Received a total of 58.4 million sessions, representing 160,000 site sessions and 744,000 page views per day;
- Offered over 784,200 job postings, of which over 208,400 were directly posted on Job Bank by employers; and
- Received over 80 million job posting views.

The Career Planning and Trend Analysis sections (LMI) received about 20,000 site visits per day, leading to the generation of over 42,000 job profiles daily.

Work Integration Social Enterprises research

The Work Integration Social Enterprises (WISE) research program is a five-year longitudinal study composed of six main projects to measure the impact of social enterprises on labour market outcomes for vulnerable populations. Vulnerable populations include persons with disabilities, youth, recent immigrants, individuals homeless or at risk of homelessness, and Indigenous peoples.

The research projects are funded through the Research and Innovation Support Measure of EI Part II. Four of six longitudinal projects are located in Ontario, one in Quebec, and one in British Columbia. These research projects focus on different at-risk groups, WISE modes of labour market integration and training programs. Almost all projects include cost benefit analyses and/or Social Return on Investment (SROI) to measure the return on investment and the social impacts of the supports and services provided. One in WISE project is based on a quasi-experimental design and five based on multi-site extended case studies.

In FY2021, research teams began submitting interim research reports with high-level preliminary findings, information on the project status, client profiles, and a discussion of the impact of COVID-19 on the research activities. A virtual format allowed the Department to include more participants in the annual facilitated workshop for research teams.

Annex A – Provincial and territorial results

Newfoundland and Labrador

The total number of clients served declined in FY2021. The number of active claimants and their relative proportion among individuals receiving services has been declining for several years.

Former claimant and non-insured client numbers remained higher in FY2021 than in the pre-pandemic year 2018-2019. There were increased expenditures in the EAS, LMP and R&I categories. Close to 1,500 individuals gained employment after receiving LMDA-funded supports.

Table 1 - LMDA Key Facts, Newfoundland and Labrador, FY2021

Total Clients Served: 6,813			
Insured Clients		Non-Insured Clients	
5,812	↓	1,001	↓
Total Participants: 15,743			
Program	FY2021	Year-over-Year Change	
Employment Benefits	5,315	42.9%	↓
Support Measures: EAS	10,428	32.1%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	33.8%	4.0	↓
Support Measures: EAS	66.2%	4.0	↑
Total Allocation: \$141.4 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$86.8	22.0%	↓
Support Measures: EAS	\$13.5	7.3%	↑
LMP and R&I	\$15.4	23.8%	↑
Total Expenditures ¹	\$115.8	15.1%	↓
Estimated Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$16.7	\$9.7	42.1%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 2 - LMDA Programming, Newfoundland and Labrador, FY2021

		Participants	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Newfoundland and Labrador Skills Development	3,069	-39.4%	68,249
SD-A	Newfoundland and Labrador Skills Development	621	-54.2%	
TWS	Newfoundland and Labrador Wage Subsidies	496	-46.4%	6,081
SE	Newfoundland and Labrador Self-Employment Assistance	217	-46.0%	5,534
JCP	Newfoundland and Labrador Job Creation Partnerships	911	-41.5%	6,943
Support Measures				
EAS	Newfoundland and Labrador Employment Assistance Services	10,428	-32.1%	13,538
LMP	Newfoundland and Labrador Labour Market Partnerships	N/A	N/A	12,501
R&I	Research and Innovation	N/A	N/A	2,941

Chart 1 - Client volumes by type, Newfoundland and Labrador, FY1011 to FY2021

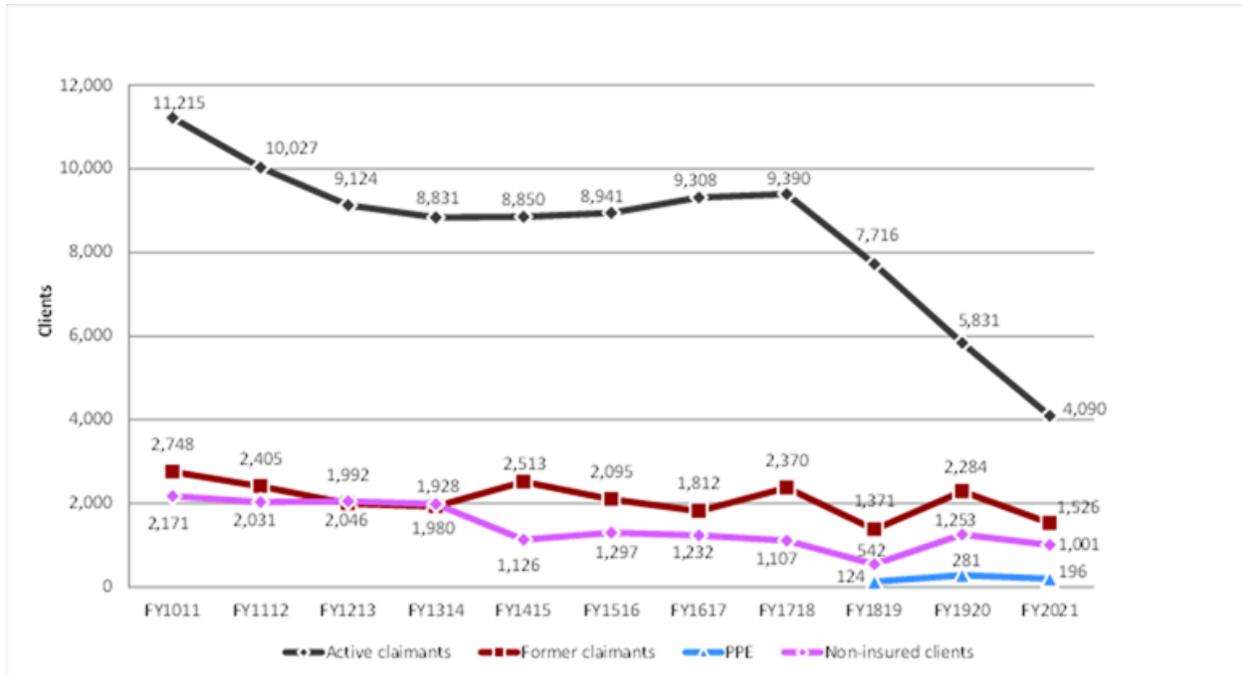
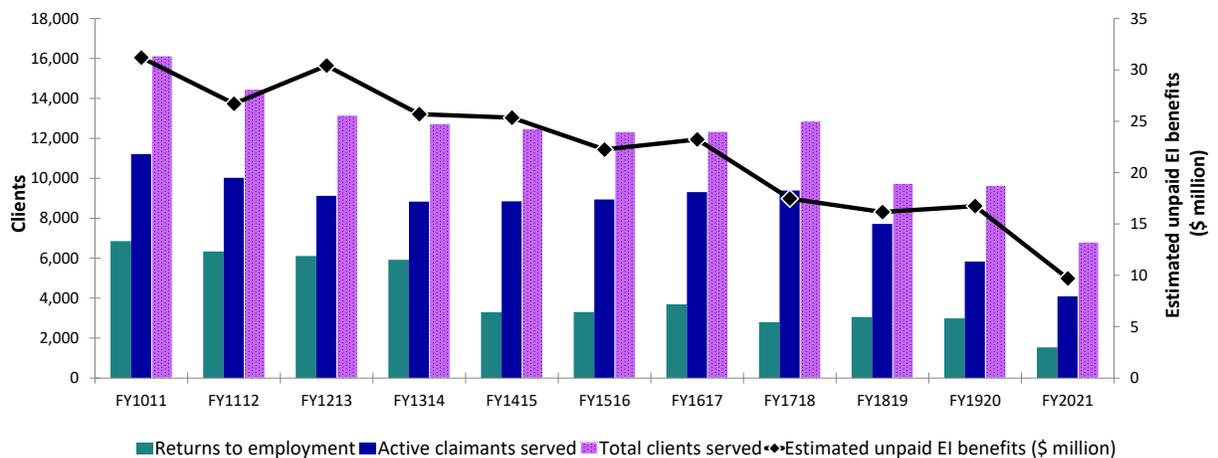


Chart 2 - Key performance indicators, Newfoundland and Labrador, FY1011 to FY2021



Prince Edward Island

The total number of clients served declined in FY2021. The lower client count was reflected in lower participation in EAS and most Employment Benefits. Skills Development - Apprentices (SD-A) was the exception, increasing by 10%. Close to 1,900 individuals gained employment after receiving LMDA-funded supports.

Table 3 - LMDA Key Facts, Prince Edward Island, FY2021

Total Clients Served: 5,013			
Insured Clients		Non-Insured Clients	
4,149	↓	864	↓
Total Participants: 9,726			
Program	FY2021	Year-over-Year Change	
Employment Benefits	3,267	7.3%	↓
Support Measures: EAS	6,459	5.9%	↓
Relative Share			
Program	FY2021	Year-over-Year Change (pp)	
Employment Benefits	33.6%	0.3	↓
Support Measures: EAS	66.4%	0.3	↑
Total Allocation: \$ 27.1 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$ 17.6	18.3%	↓
Support Measures: EAS	\$ 5.2	21.4%	↑
LMP and R&I	\$ 2.0	49.3%	↑
Total Expenditures ¹	\$24.9	8.7%	↓
Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$6.8	\$5.6	18.0%	↓

¹ Expenditures are estimates. Totals may not add up due to rounding; does not include accounting adjustments.

Table 4 - LMDA Programming Prince Edward Island, FY2021

	Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits			
SD-R Training PEI—Individual	2,411	-5.0%	12,874
SD-A Training PEI—Apprentice	327	10.1%	
TWS Employ PEI	406	-20.4%	2,895
SE Self-Employ PEI	98	-19.9%	1,332
JCP Work Experience PEI	25	-57.6%	515
Support Measures			
EAS Employment Assistance Services	6,459	-7.3%	5,246
LMP Labour Market Partnerships	N/A	N/A	1,988
R&I Research & Innovation	N/A	N/A	0

Chart 3 - Client volumes by type, Prince Edward Island, FY1011 to FY2021

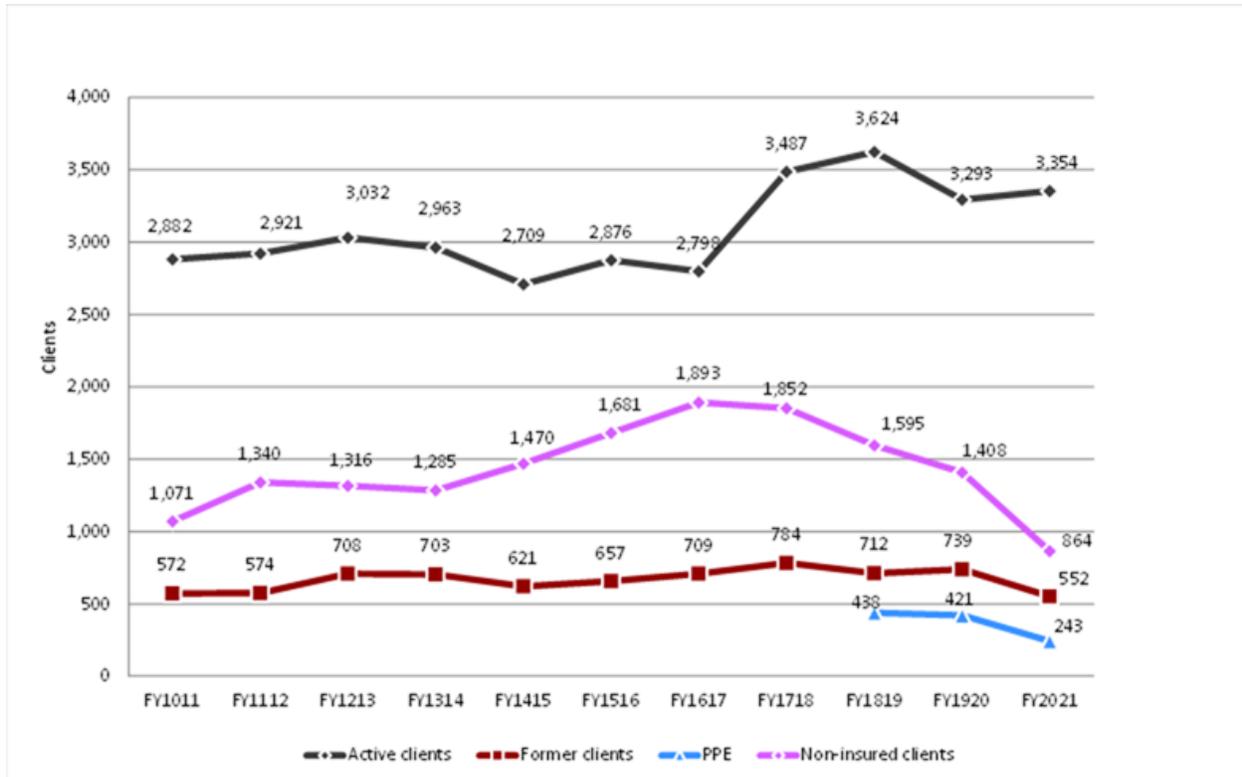
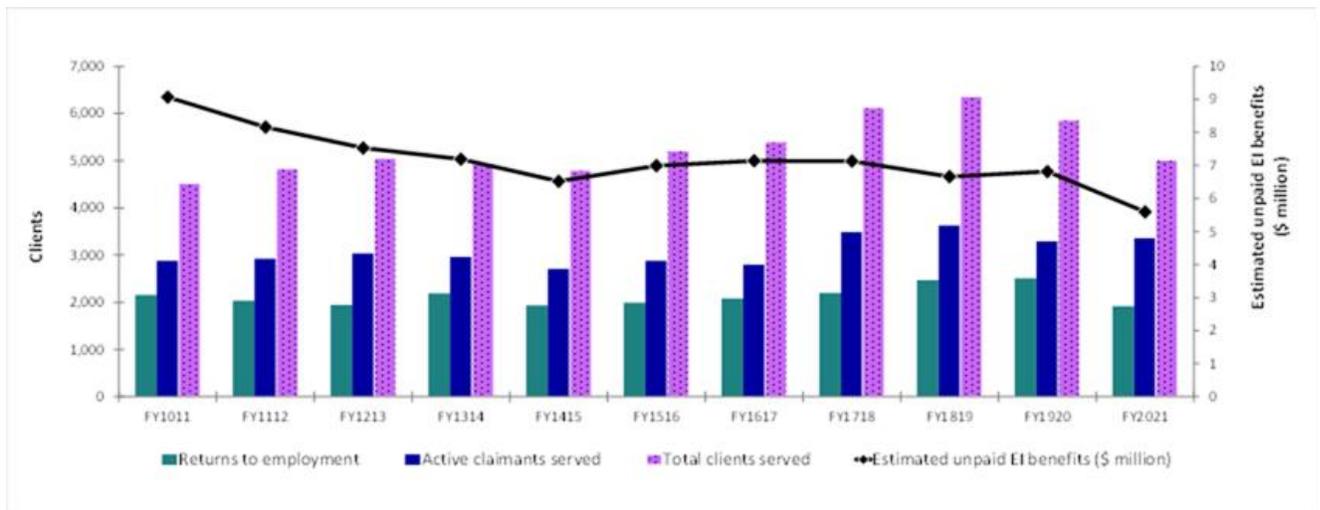


Chart 4 - Key performance indicators, Prince Edward Island, FY1011 to FY2021



Nova Scotia

The total number of clients served declined in FY2021. While total expenditures remained almost stable, the allocation of funds between program categories changed significantly. EAS expenditures were significantly higher than in FY1920, while LMP and R&I dropped by half. The latter decrease was due to one-time LMP expenditures in FY1920. Almost 2,800 individuals gained employment after receiving LMDA-funded supports.

Table 5 - LMDA Key Facts, Nova Scotia, FY2021

Total Clients Served: 9,064			
EI Clients		Non-Insured Clients	
7,287	↓	1,777	↓
Total Participants: 17,595			
Program	FY2021	Year-over-Year Change	
Employment Benefits	3,958	26.0%	↓
Support Measures: EAS	13,637	31.6%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	22.5%	1.3	↑
Support Measures: EAS	77.5%	1.3	↓
Total Allocation: \$91.0 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$41.1	11.1%	↓
Support Measures: EAS	\$42.4	54.1%	↑
LMP and R&I	\$7.4	52.4%	↓
Total Expenditures ¹	\$91.0	1.8%	↑
Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$23.0	\$17.3	24.7%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 6 - LMDA Programming, Nova Scotia, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Nova Scotia Skills Development	1,487	-13.0%	30,062
SD-A	Nova Scotia Skills Development	1,247	-27.7%	
TWS	START	716	-39.9%	4,008
SE	Nova Scotia Self-Employment Benefit	417	-26.8%	5,864
JCP	Nova Scotia Job Creation Partnerships	91	-40.1%	1,858
Support Measures				
EAS	Nova Scotia Employment Assistance Services	13,637	-31.6%	42,424
LMP	Nova Scotia Labour Market Partnerships	N/A	N/A	5,500
R&I	Research and Innovation	N/A	N/A	1,858

Chart 5 - Client volumes by type, Nova Scotia, FY1011 to FY2021

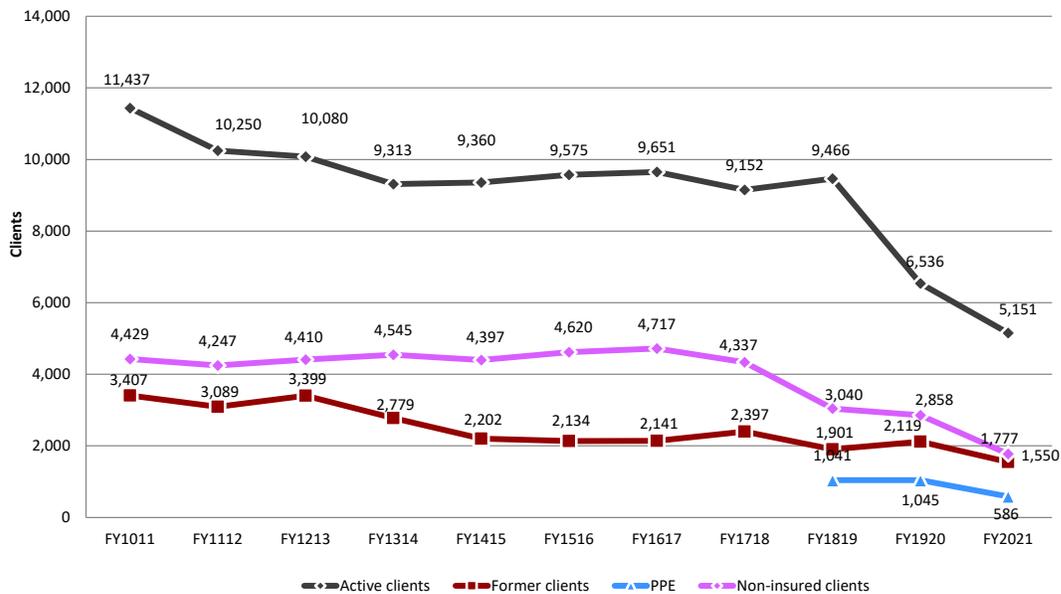
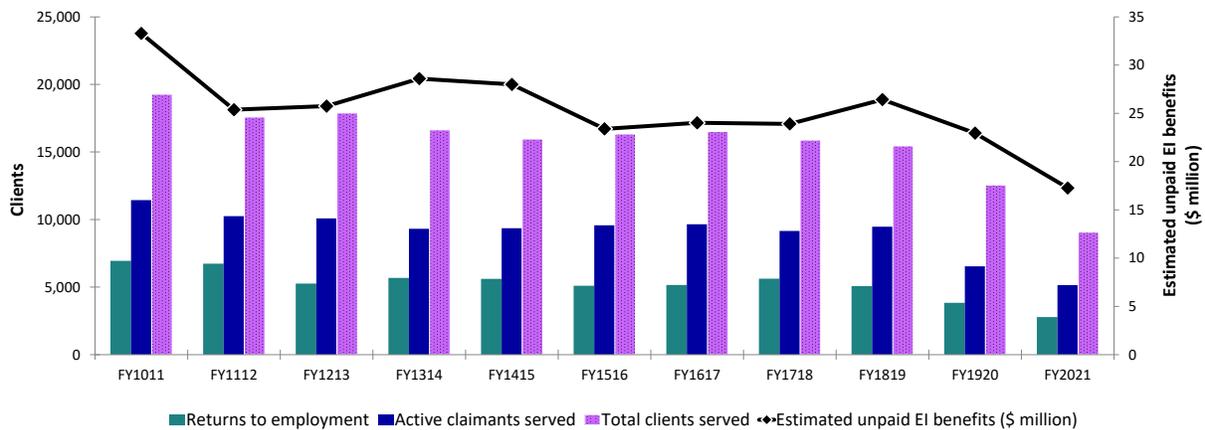


Chart 6 - Key performance indicators, Nova Scotia, FY1011 to FY2021



New Brunswick

The total number of clients served declined in FY2021. The most significant decrease was among the non-insured, down to half the volume of clients served in FY1920. While services delivered declined overall, the province was able to maintain SD-Apprentice participation at close to pre-pandemic levels. However, the impact of pandemic-related lockdowns is clear in the TWS programming, where participation decreased by 90%. Expenditure levels decreased for both Employment Benefits and EAS. Around 6,800 individuals gained employment after receiving LMDA-funded supports.

Table 7 - LMDA Key Facts, New Brunswick, FY2021

Total Clients Served: 15,750			
Insured Clients		Non-Insured Clients	
12,172	↓	3,578	↓
Total Participants: 30,979			
Program	FY2021	Year-over-Year Change	
Employment Benefits	9,534	28.6%	↓
Support Measures: EAS	21,445	31.7%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	30.8%	0.9	↓
Support Measures: EAS	69.2%	0.9	↑
Total Allocation: \$102.6 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	

Employment Benefits	\$60.9	16.9%	↓
Support Measures: EAS	\$6.9	18.9%	↓
LMP and R&I	\$17.2	1.1%	↓
Total Expenditures ¹	\$85.0	14.3%	↓

Estimated Unpaid EI benefits (\$ million)

FY1920	FY2021	Year-over-Year Change	
\$26.4	\$22.3	15.6	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 8 - LMDA Programming, New Brunswick, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Training and Skills Development Program	7,123	-12.6%	50,675
SD-A	Training and Skills Development Program	1,984	-5.3%	
TWS	Workforce Expansion—Employer Wage Subsidy	259	-90.9%	5,438
SE	Workforce Expansion—Self-Employment Benefit	168	-35.4%	4,816
Support Measures				
EAS	Employment Assistance Services	21,445	-31.7%	6,865
LMP	Adjustment Services	N/A	N/A	16,951
R&I	Research and Innovation	N/A	N/A	303

Chart 7 - Client volumes by type, New Brunswick, FY1011 to FY2021

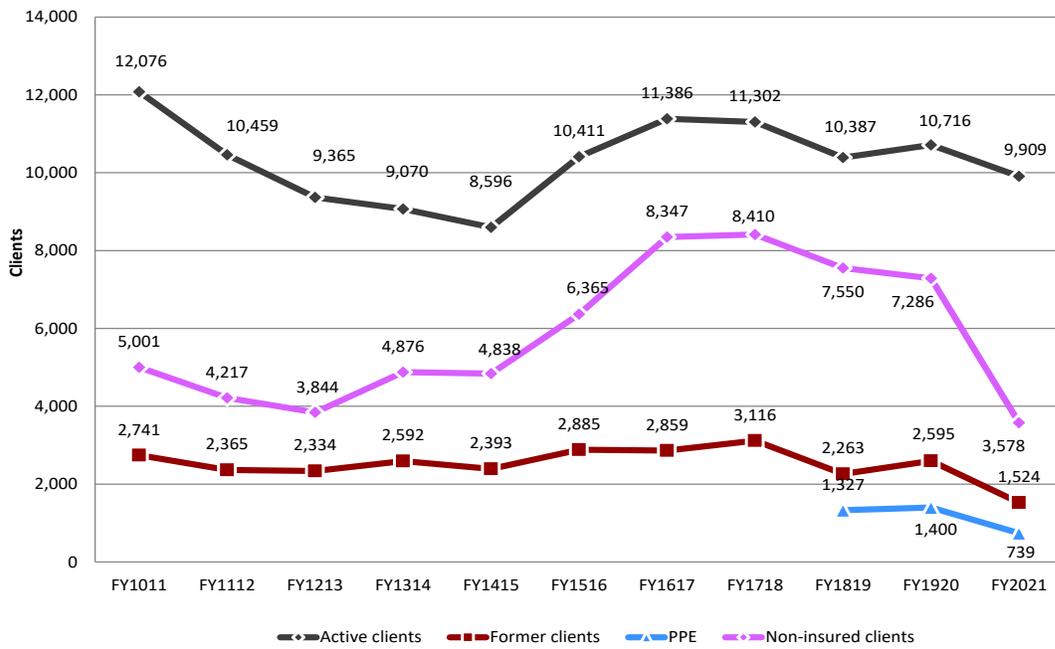
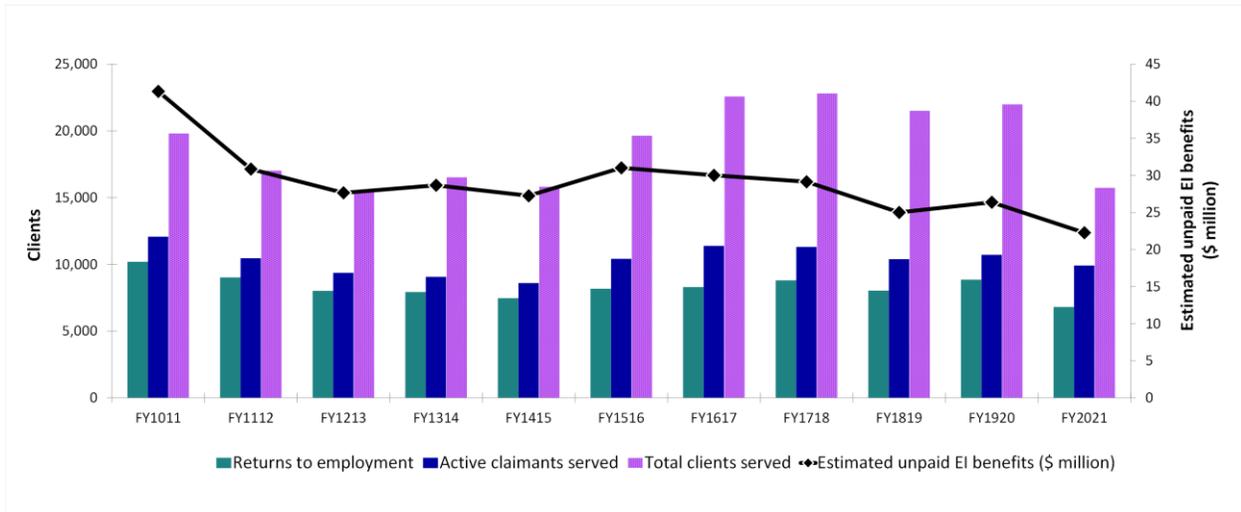


Chart 8 - Key performance indicators, New Brunswick, FY1011 to FY2021



Quebec

The total number of clients served declined in FY2021. The largest proportional decline was among active claimants, a decrease of two-thirds since FY1920. Participant counts also declined across all categories of Employment Benefits and in EAS. Expenditures were slightly higher than in FY1920. Quebec reported the largest year-over-year decrease in unpaid EI Benefits of all provinces. Almost 43,800 individuals gained employment after receiving LMDA-funded supports.

Table 9 - LMDA Key Facts, Quebec, FY2021

Total Clients Served: 92,290			
Insured Clients		Non-insured Clients	
63,093	↓	29,197	↓
Total Participants: 114,421			
Program	FY2021	Year-over-year Change	
Employment Benefits	25,697	20.9%	↓
Support Measures: EAS	88,724	58,6%	↓
Relative Share of Services			
Program	FY2021	Year-over-year Change (p.p.)	
Employment Benefits	22.5%	9.3	↑
Support Measures: EAS	77.5%	9.3	↓
Total Allocation: \$ 647.6 million			
Total expenditures	FY2021 (million \$)	Year-over-year Change	
Employment Benefits	\$293.8	17.0 %	↓
Support Measures: EAS	\$143.3	0.5 %	
LMP and R&I	\$210.5	50.1 %	↑
Total Expenditures ¹	\$647.6	1.1 %	↑
Estimated Unpaid EI Benefits (\$ millions)			
FY1920	FY2021	Year-over-year Change	
\$302.8	\$171.4	43.4%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 10 - LMDA Programming, Quebec, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Manpower Training Measure Job Readiness	17,717	-20.0%	197,311
TWS	Wage Subsidies	6,819	-21.0%	76,874
SE	Self-Employment	1,161	-32.3%	19,598
TES	Return to Work Supplement	0	NA	0
Support Measures				
EAS	Labour Market Information; Job Placement; Job Research and Assistance Services	88,724	-58.6%	143,291
LMP	Job Cooperation Services; Manpower Training Measure for Enterprises	N/A	N/A	113,212
R&I	Research and Innovation	N/A	N/A	97,299

Chart 9 - Client volumes by type, Quebec, FY1011 to FY2021

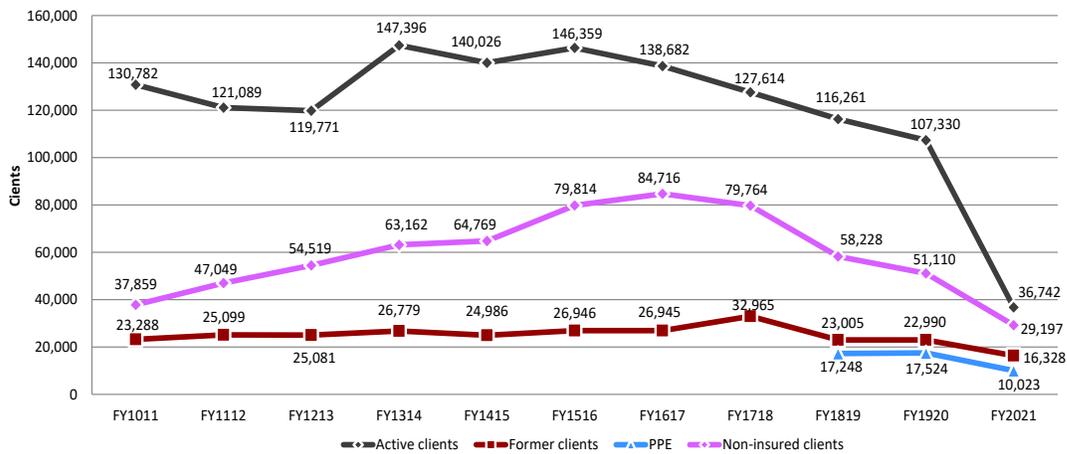
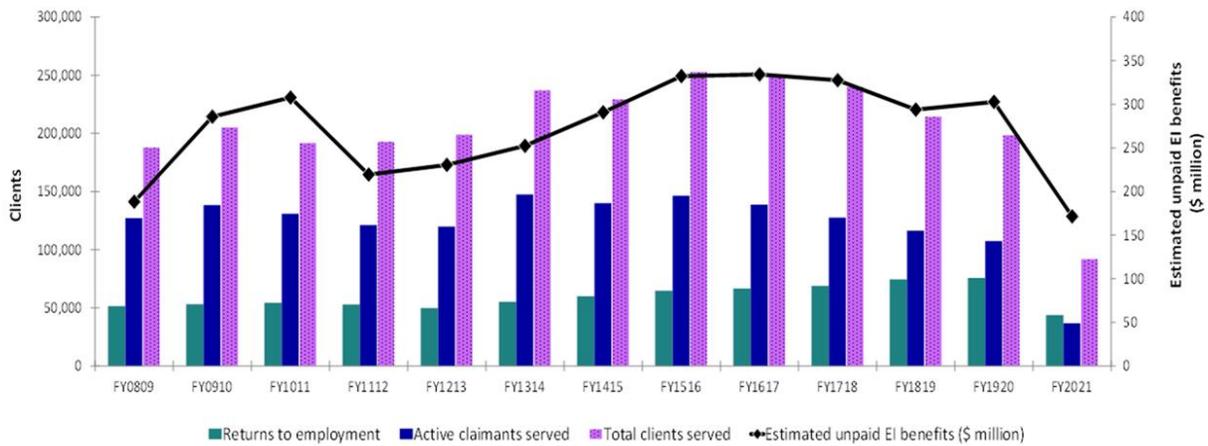


Chart 10 - Key performance indicators, Quebec, FY1011 to FY2021



Ontario

The total number of clients served declined in FY2021. The largest relative decreases were in the PPE and non-insured client groups. The overall drop in clients accompanied a downturn in program starts. In Ontario, the largest segment of participants are non-insured individuals. As in the previous fiscal year, EAS remained the most used programming type. The province reported significantly more SD-A participants than in FY1920. The significant increase in SD-Apprentice participants over FY1920 is due to changes made by the province to enhance the capture and reporting of client data. Almost 51,600 individuals gained employment after receiving LMEDA-funded supports.

Table 11 - LMDA Key Facts, Ontario, FY2021

Total Clients Served: 139,147			
Insured Clients		Non-Insured Clients	
77,893	↓	61,254	↓
Total Participants: 186,700			
Program	FY2021	Year-over-Year Change	
Employment Benefits	32,191	17.1%	↑
Support Measures: EAS	154,509	20.3%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	17.2%	4.8	↑
Support Measures: EAS	82.8%	4.8	↓
Total Allocation: \$684.1 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$163.7	1.4%	↓
Support Measures: EAS	\$343.0	8.7%	↑
LMP and R&I	\$177.4	0.7%	↑
Total Expenditures ¹	\$684.1	4.0%	↑
Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$250.51	\$222.9	11%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 12 - LMDA Programming, Ontario, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Second Career, Literacy and Basic Skills	8,207	-8.6%	
SD-A	Skills Development–Apprenticeship programs	23,894	+29.9%	161,905
TWS	Job Placement with Incentive	0	N/A	0
SE	Ontario Self-Employment Benefit	0	N/A	0
JCP	Ontario Job Creation Partnerships	90	-21.1%	1,769
Support Measures				
EAS	Ontario Employment Assistance Service programs	154,509	-20.3%	343,007
LMP	Ontario Labour Market Partnership programs	N/A	N/A	78,243
R&I	Research and Innovation programs	N/A	N/A	99,160

Chart 11 - Client volumes by type, Ontario, FY1011 to FY2021

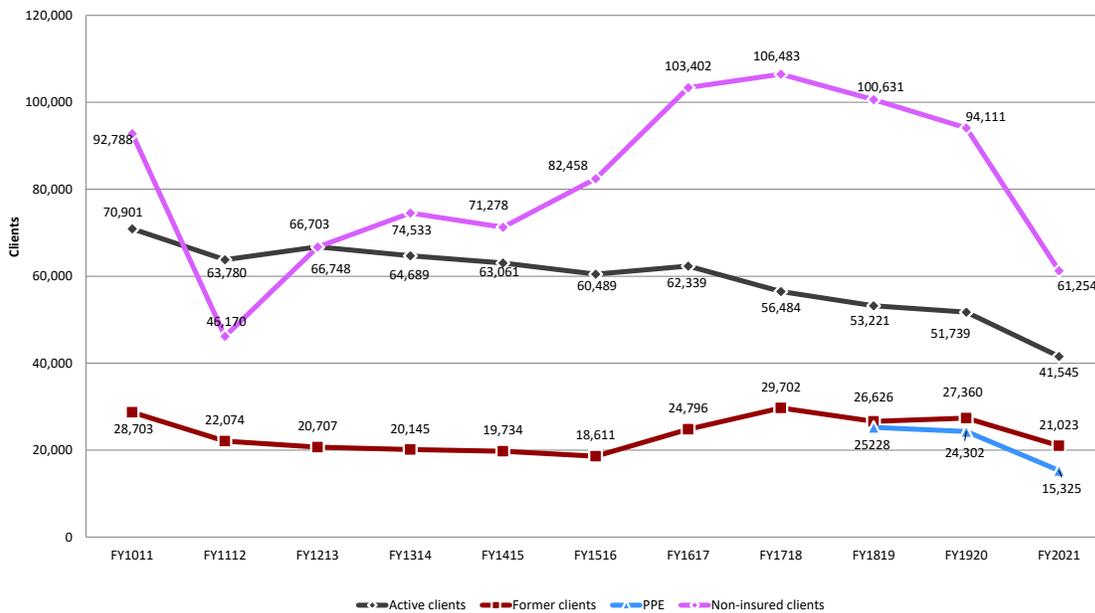
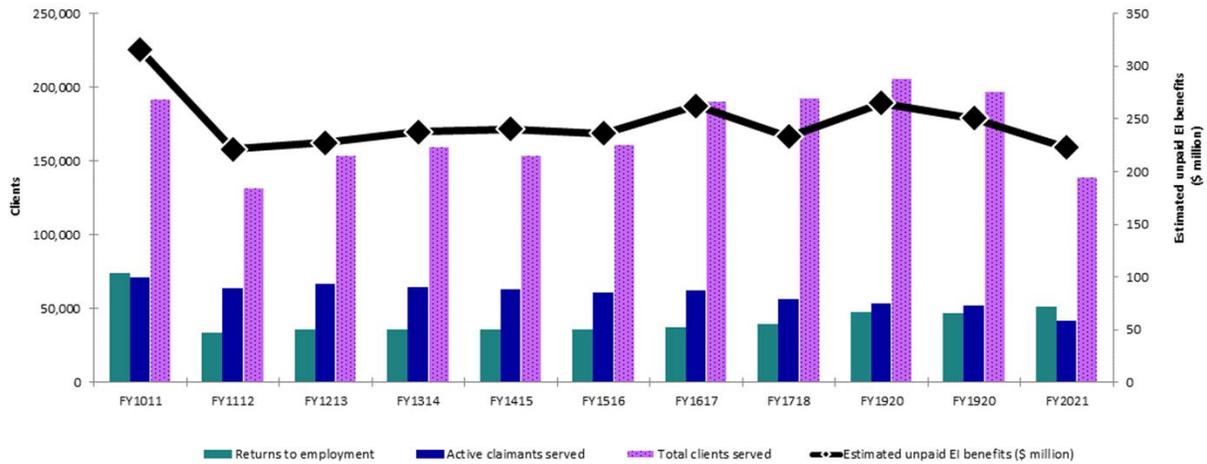


Chart 12 - Key performance indicators, Ontario, FY1011 to FY2021



Manitoba

The total number of clients served declined in FY2021. Active claimants and non-insured clients were represented almost equally as the two main client segments served. In line with national trends, the total number of services provided was far lower than the previous year, as fewer individuals sought services during the pandemic. JCP programming was most severely affected, with an 84% year-over-year decline. A year-over-year increase in expenditures on LMP reflected the province's focus on helping businesses increase their human resource capacity. Almost 4,800 individuals gained employment after receiving LMDA-funded supports.

Table 13 - LMDA Key Facts, Manitoba, FY2021

Total Clients Served: 17,902			
Insured Clients		Non-Insured Clients	
11,263	↓	6,639	↓
Total Participants: 72,546			
Program	FY2021	Year-over-Year Change	
Employment Benefits	10,112	32.2%	↓
Support Measures: EAS	62,434	31.3%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	13.9%	0.2	↓
Support Measures: EAS	86.1%	0.2	↑
Total Allocation: \$55.6 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$36.9	12.8%	↑
Support Measures: EAS	\$10.9	8.2%	↑
LMP and R&I	\$7.8	12.5%	↑
Total Expenditures ¹	\$53.6	11.8%	↑
Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$42.17	\$37.1	12.2%	↓

¹ Expenditures are estimates. Totals may not add up due to rounding; does not include accounting adjustments.

Table 14 – LMDA Programming, Manitoba, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development	5,742	-22.8%	33,995
SD-A	Skills Development-Apprenticeship	3,214	-16.3%	
TWS	Wage Subsidies	18	-52.6%	220
SE	Self-Employment	703	-17.5%	1,216
JCP	Employment Partnerships	435	-84.2%	1,441
Support Measures				
EAS	Employment Assistance Services	62,434	-31.3%	10,917
LMP	Labour Market Partnerships	N/A	N/A	6,710
R&I	Research and Innovation	N/A	N/A	1,128

Chart 13 – Client volumes by type, Manitoba, FY1011 to FY2021

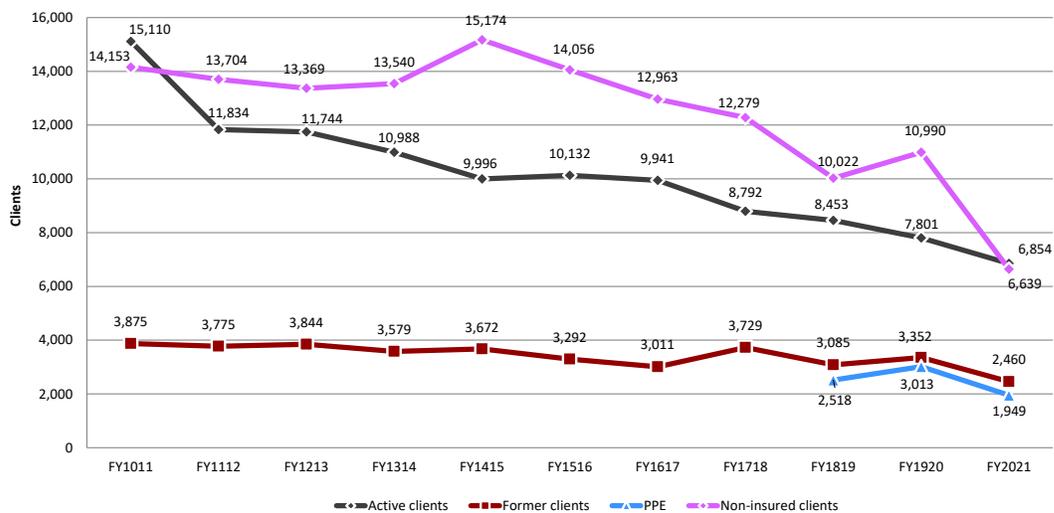
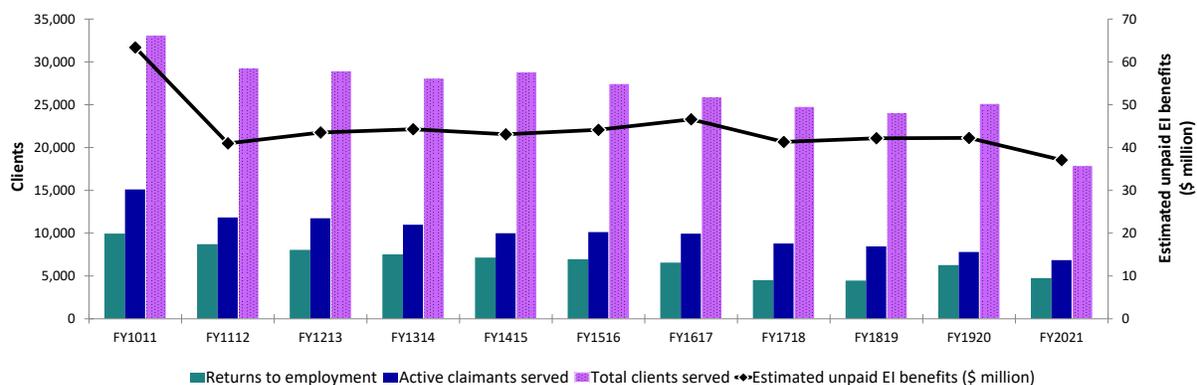


Chart 14 – Key performance indicators, Manitoba, FY1011 to FY2021



Saskatchewan

The total number of clients served declined in FY2021 across all client types. After four consecutive years of growth, the total number of participants dropped in for the second consecutive year. Employment Benefits remained the most provided services, accounting for 66% of program starts. Unpaid EI benefits decreased by 24% year-over-year. Around 6,900 individuals gained employment after receiving LMDA-funded supports.

Table 15 - LMDA Key Facts, Saskatchewan, FY2021

Total Clients Served: 17,175			
Insured Clients		Non-Insured Clients	
16,317	↓	858	↓
Total Participants: 23,921			
Program	FY2021	Year-over-Year Change	
Employment Benefits	15,732	26.5%	↓
Support Measures: EAS	8,189	24.5%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	65.8%	0.6	↓
Support Measures: EAS	34.2%	0.6	↑
Total Allocation: \$55.6 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	

Employment Benefits	\$29.5	9.9%	↓
Support Measures: EAS	\$11.4	8.9%	↑
LMP and R&I	\$7.5	72.6%	↑
Total Expenditures ¹	\$48.3	1.8%	↑
Unpaid Benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$48.3	\$36.5	24.3%	↓

¹ Expenditures are estimates. Totals may not add up due to rounding; does not include accounting adjustments.

Table 16 – LMDA Programming, Saskatchewan, FY2021

	Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits			
SD-R Skills Training Provincial Training Allowance	10,710	-30.6%	29,477
SD-A Apprenticeship Training	5,022	-16.1%	
TWS Skills Training Allocation	0	N/A	0
SE Self-Employment Program	0	N/A	0
JCP Employment Programs	0	N/A	0
Support Measures			
EAS Workforce Development	8,189	-24.5%	11,397
LMP Canada Saskatchewan Job Grant	N/A	N/A	7,349
R&I Research and Innovation	N/A	N/A	127

Chart 15 – Client volumes by type, Saskatchewan, FY1011 to FY2021

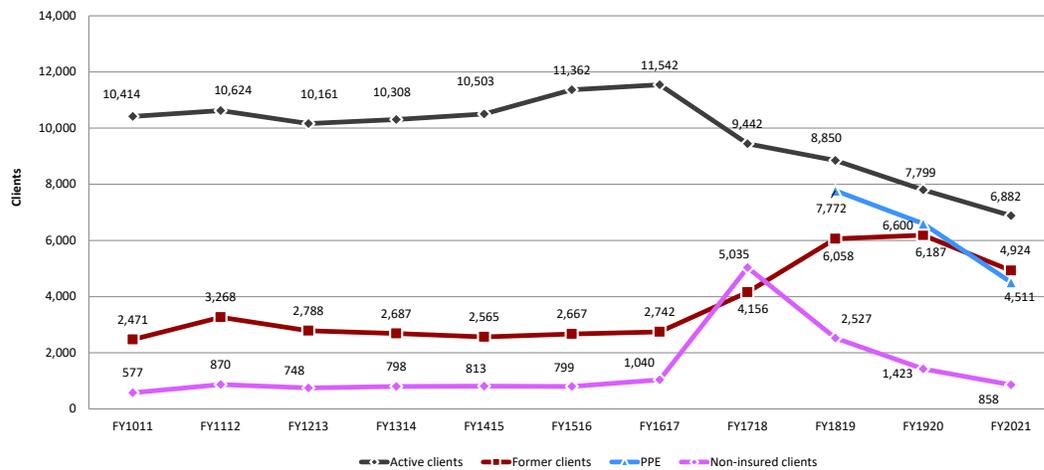
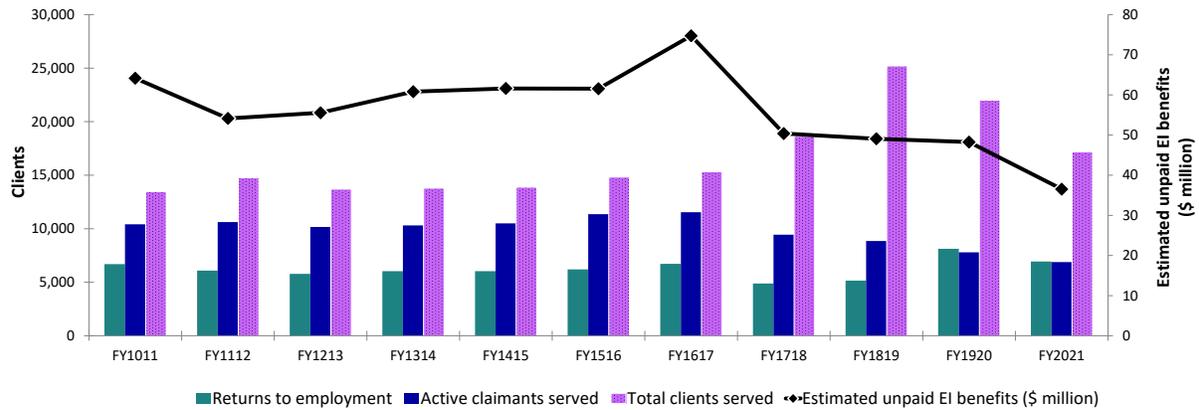


Chart 16 – Key performance indicators, Saskatchewan, FY1011 to FY2021



Alberta

The total number of clients served declined in FY2021. While there were fewer program starts overall in Employment Benefits compared to the previous year, the number of TWS Workplace training increased by 143%. Despite a 30% decrease in Career Information sessions, EAS continued to account for the large majority of all services provided. Almost 17,900 individuals gained employment after receiving LMDA-funded supports.

Table 17 - LMDA Key Facts, Alberta, FY2021

Total Clients Served: 50,973			
Insured Clients		Non-Insured Clients	
33,467	↓	17,506	↓
Total Participants: 87,219			
Program	FY2021	Year-over-Year Change	
Employment Benefits	18,137	10.3%	↓
Support Measures: EAS	69,082	30.4%	↓
Relative Share			
Type	FY2021	Year-over-Year Change(pp)	
Employment Benefits	20.8%	3.9	↑
Support Measures: EAS	79.2%	3.9	↓
Total Allocation: \$182.8 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$118.1	11.0%	↑
Support Measures: EAS	\$48.6	0.0%	
LMP and R&I	\$3.6	0.0 %	
Total Expenditures ¹	\$182.8	6.9%	↑
Unpaid Benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$195.7	\$139.2	28.9%	↓

¹ Expenditures are estimates. Totals may not add up due to rounding; does not include accounting adjustments.

Table 18 – LMDA Programming, Alberta, FY2021

		Participants	Year over Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Occupational Training Work Foundations	3,908	+4.2%	97,512
SD-A	Skills Development-Apprenticeship	13,759	-12.9%	
TWS	Workplace Training	117	+143.8%	1,442
SE	Self-Employment	353	-6.9%	2,160
JCP	Integrated Training	0	-100%	16,958
Support Measures				
EAS	Career Information	69,082	-30.4%	61,068
LMP	Workforce Partnerships	N/A	N/A	3,644

Chart 17 – Client volumes by type, Alberta, FY1011 to FY2021

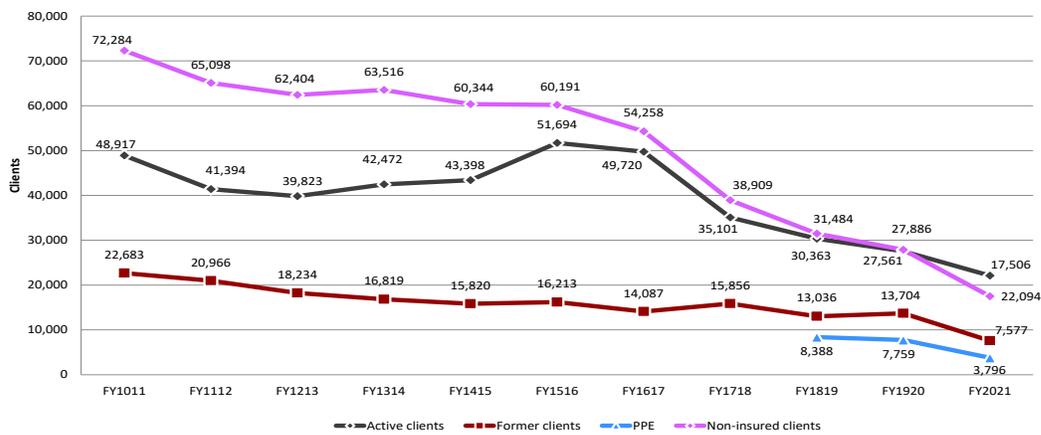
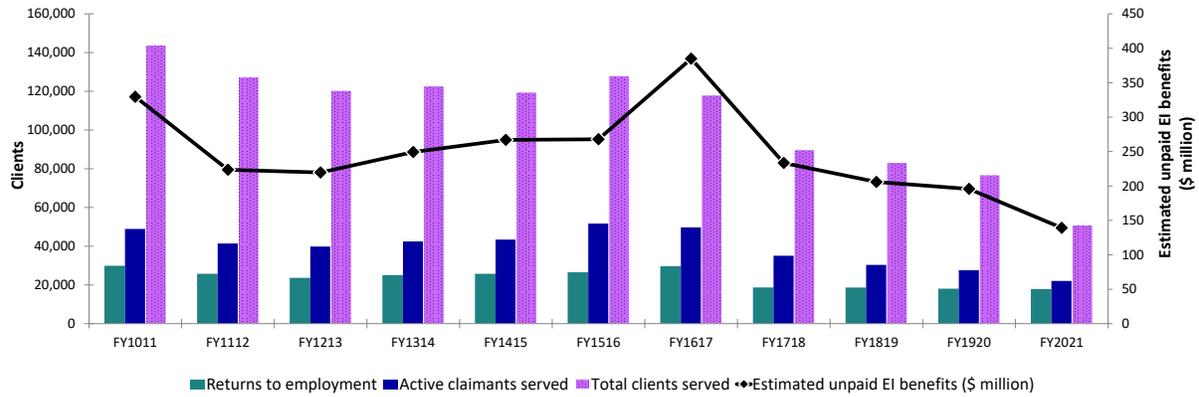


Chart 18 – Key performance indicators, Alberta, FY1011 to FY2021



British Columbia

The total number of clients served declined in FY2021. The most significant decrease was among the non-insured, down to less than half the volume of clients served in FY1920. The services provided changed significantly, with considerably high numbers of clients served with JCP and TWS programming. Close to 17,000 individuals gained employment after receiving LMDA-funded supports.

Table 19 - LMDA Key Facts, British Columbia, FY2021

Total Clients Served: 38,995			
Insured Clients		Non-Insured Clients	
30,119	↓	8,876	↓
Total Participants: 81,460			
Program	FY2021	Year-over-Year Change	
Employment Benefits	38,223	22.0%	↓
Support Measures: EAS	43,237	50.4%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	46.9%	10.9	↑
Support Measures: EAS	53.1%	10.9	↓
Total Allocation: \$308.7 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$191.8	11.9%	↓

Support Measures: EAS	\$42.6	17.1%	↑
LMP and R&I	\$14.4	10.4%	↓
Total Expenditures ¹	\$248.9	12.7%	↓

Unpaid EI benefits (\$ million)

FY1920	FY2021	Year-over-Year Change	
\$138.7	\$135.9	2.0%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 20 – LMDA Programming, British Columbia, FY2021

	Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits			
SD-R Skills Development - Regular	21,504	-34.3%	152,565
SD-A Skills Development - Apprenticeship	12,564	-8.4%	
TWS Wage Subsidies	1,483	69.3%	19,170
SE Self-Employment	1,247	-16.1%	12,136
JCP Job Creation Partnerships	567	168.7%	7,977
Support Measures			
EAS Employment Assistance Services	43,237	-50.4%	42,639
LMP Labour Market Partnerships - Employer Sponsored Training	N/A	N/A	8,797
R&I Research and Innovation	N/A	N/A	5,572

Chart 19 – Client volumes by type, British Columbia, FY1011 to FY2021

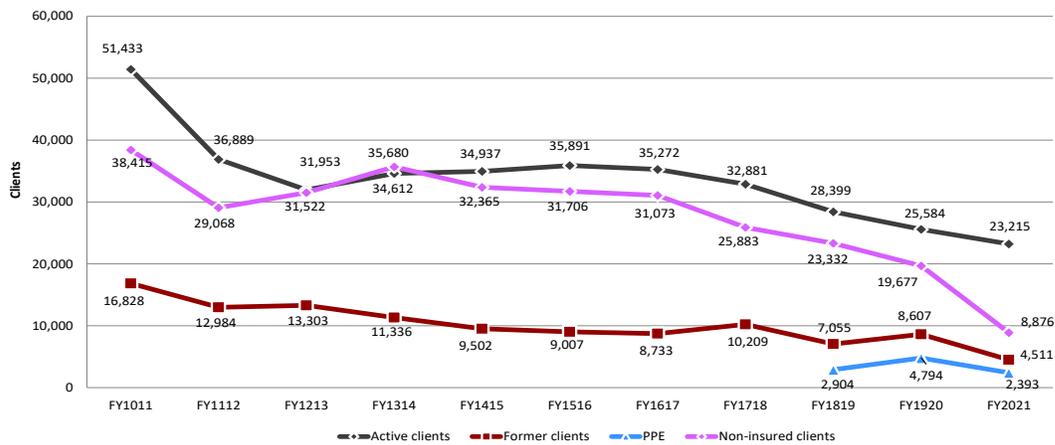
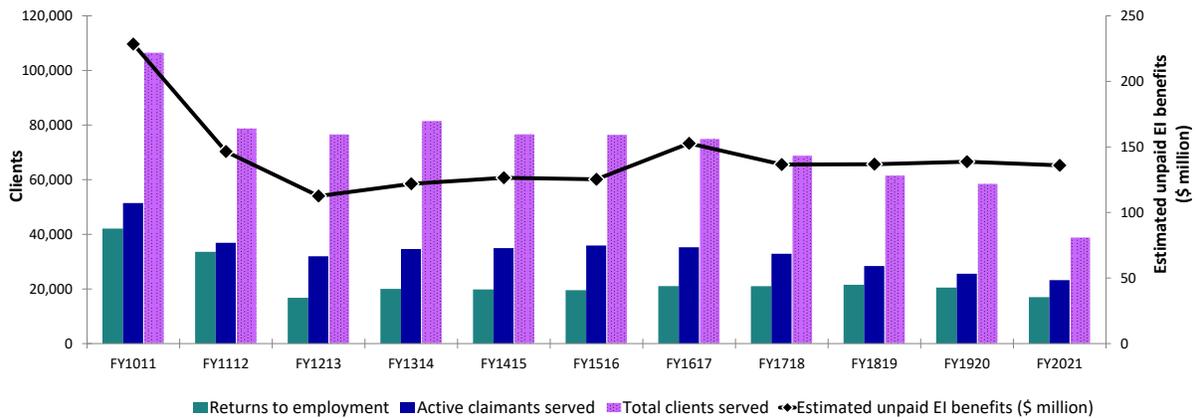


Chart 20 – Key performance indicators, British Columbia, FY1011 to FY2021



Northwest Territories

The total number of clients served declined in FY2021. The number of active claimants and PPE clients declined while the number of former claimants and non-insured clients increased slightly. Fewer services were provided in all categories, although the relative shares of Employment Benefits and Support Measures remained steady. EAS continued to comprise the majority of services provided to clients. Around 150 individuals gained employment after receiving LMDA-funded supports.

Table 21 - LMDA Key Facts, Northwest Territories, FY2021

Total Clients Served: 248			
Insured Clients		Non-Insured Clients	
228	↓	20	↑
Total Participants: 394			
Program	FY2021	Year-over-Year Change	
Employment Benefits	161	46.3%	↓
Support Measures: EAS	233	44.3%	↓
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	40.9%	0.9	↓
Support Measures: EAS	59.1%	0.9	↑
Total Allocation: \$3.3 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$1.3	41.5%	↑
Support Measures: EAS	\$0.8	5.6%	↓
LMP and R&I	\$0.2	135.7%	↑
Total Expenditures ¹	\$2.3	27.6%	↓
Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$1.4	\$1.1	25.6%	↓

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 22 – LMDA Programming, Northwest Territories, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development - Regular	77	-41.2%	579
SD-A	Skills Development - Apprenticeship	62	-54.7%	
TWS	Wage Subsidies	19	-26.9%	462
SE	Self-Employment	3	-50.0%	234
JCP	Job Creation Partnerships	0	NA	25
Support Measures				
EAS	Employment Assistance Services	233	-44.3%	787
LMP	Labour Market Partnerships (Strategic Workforce Initiatives)	N/A	N/A	0
R&I	Research and Innovation	N/A	N/A	181

Chart 21 – Client volumes by type, Northwest Territories, FY1011 to FY2021

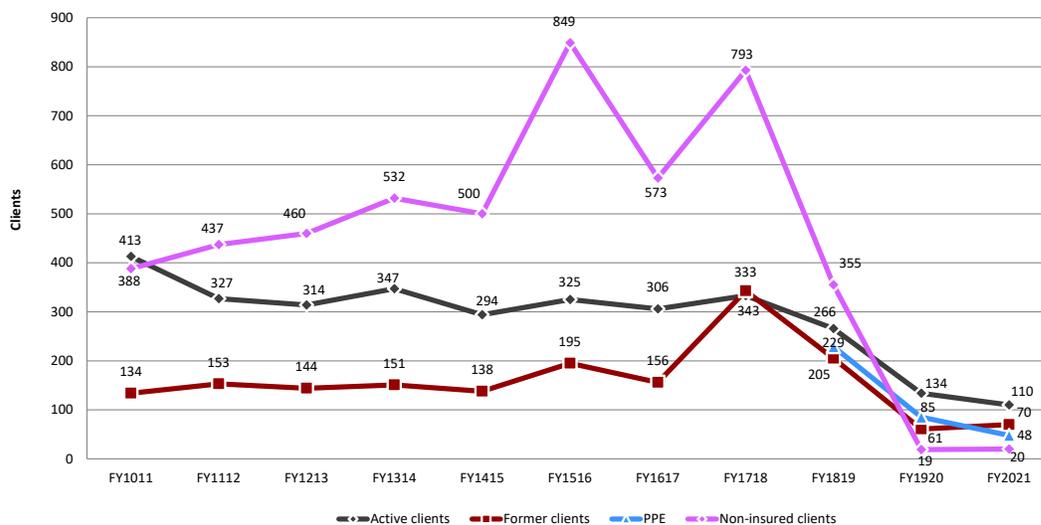
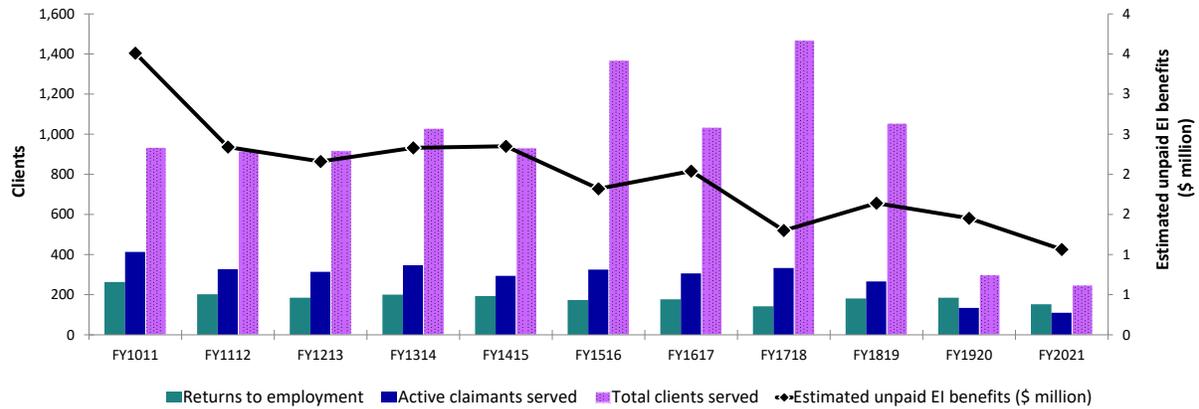


Chart 22 – Key performance indicators, Northwest Territories, FY1011 to FY2021



Yukon

The total number of clients served declined in FY2021, with the most pronounced drop among active claimants, the largest client group, representing 62% of all clients served. The territory provided significantly more SD-R services than in FY1920, but few services in other categories of Employment Benefits. Yukon is addressing system and process issue that impact the accuracy of reported data. In FY2021, almost 100 individuals gained employment after receiving LMDA-funded supports.

Table 23 - LMDA Key Facts, Yukon, FY2021

Total Clients Served: 187			
Insured Clients		Non-Insured Clients	
164	↓	23	↓
Total Participants: 224			
Program	FY2021	Year-over-Year Change	
Employment Benefits	166	9.3%	↓
Support Measures: EAS	58	26.6%	↓
Relative Share			
Program¹	FY2021	Year-over-Year Change (pp)	
Employment Benefits	74.1%	4.3	↑
Support Measures: EAS	25.9%	4.3	↓
Total Allocation: \$4.3 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	

Employment Benefits	\$1.3	31.1%	↓
Support Measures: EAS	\$1.4	18.5%	↓
LMP and R&I	\$0.1	48.4%	↑
Total Expenditures ²	\$2.8	23.4%	↓

Unpaid EI benefits (\$ million)

FY1920	FY2021	Year-over-Year Change	
\$1.01	\$1.0	14.6%	↓

¹ EAS data was manually verified and may contain some discrepancies. Expenditures are estimates provided by Yukon at time of writing. Totals may not add up due to rounding; does not include accounting adjustments.

² Expenditures are estimates provided by Yukon at time of writing. Totals may not add up due to rounding; does not include accounting adjustments.

Table 24 – LMDA Programming, Yukon, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Skills Development Employment Benefit	45	+55.2%	1,242
SD-A	Skills Development Employment Benefit - Apprenticeship	121	-20.4%	
TWS	Targeted Wage Subsidies	0	-100.0	12
SE	Self-Employment	0	N/A	0
JCP	Employment Programs	0	N/A	0
Support Measures				
EAS	Employment Assistance Services	58	-26.6%	1,408
LMP	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	0
R&I	Research and Innovation	N/A	N/A	119

Chart 23 – Client volumes by type, Yukon, FY1011 to FY2021

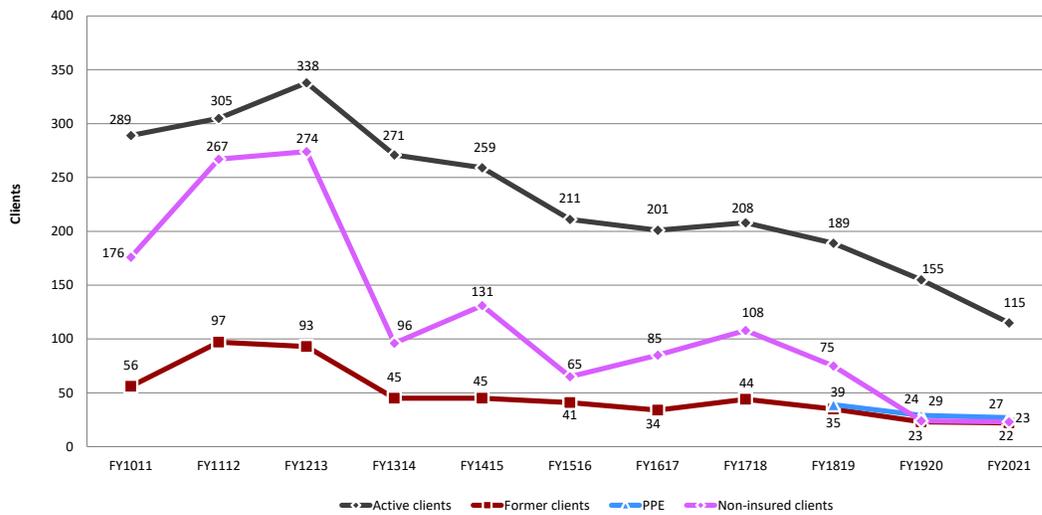
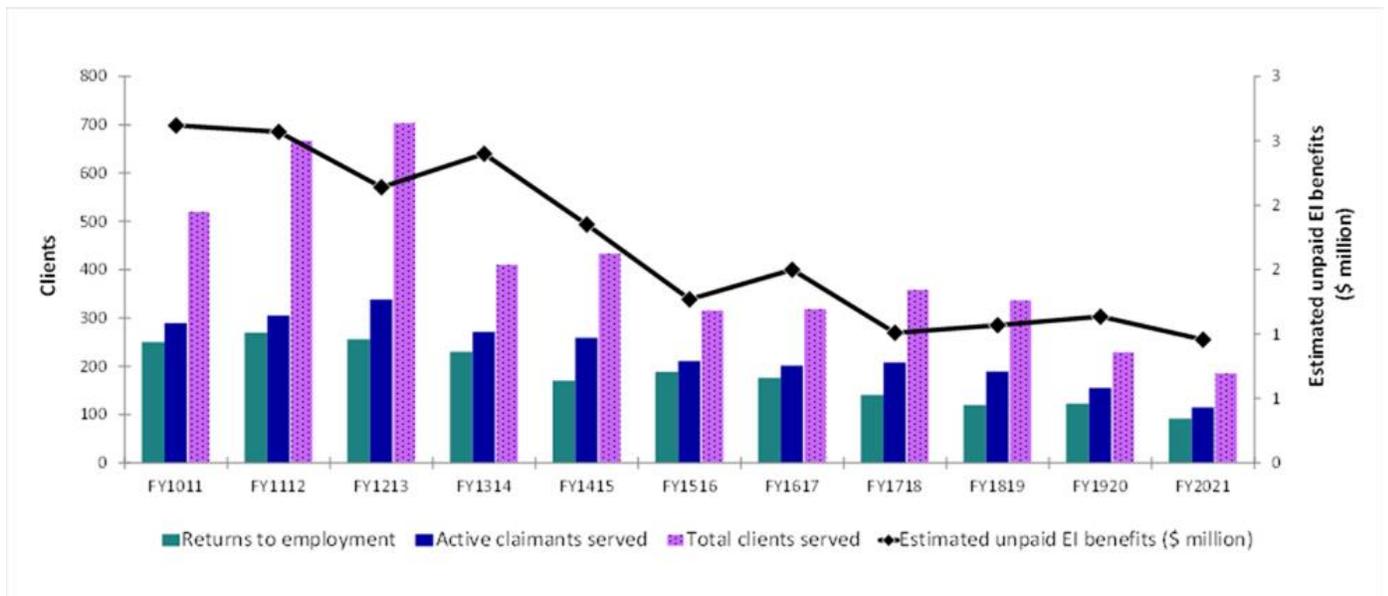


Chart 24 – Key performance indicators, Yukon, FY1011 to FY2021



Nunavut

The total number of clients served rose significantly in FY2021, due to large increases in non-insured and PPE clients. While fewer services were provided overall, there was a modest increase in EAS. Approximately 10 individuals gained employment after receiving LMDA-funded supports.

Table 25 - LMDA Key Facts, Nunavut, FY2021

Total Clients Served: 728			
Insured Clients		Non-Insured Clients	
217	↓	511	↑
Total Participants: 728			
Program	FY2021	Year-over-Year Change	
Employment Benefits	217	36.0%	↓
Support Measures: EAS	511	6.0%	↑
Relative Share			
Program	FY2021	Year-over-Year Change(pp)	
Employment Benefits	29.8%	11.5	↓
Support Measures: EAS	70.2%	11.5	↑
Total Allocation: \$3.2 million			
Total Expenditures	FY2021 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.3	5.2%	↑
Support Measures: EAS	\$0.0	0.0%	
LMP and R&I	\$0.8	5.2%	↑
Total Expenditures ¹	\$3.2	5.2%	↑
Unpaid EI benefits (\$ million)			
FY1920	FY2021	Year-over-Year Change	
\$0.6	\$0.3	-50.2%	↓

¹ Expenditures are estimates. Totals may not add up due to rounding; does not include accounting adjustments.

Table 26 – LMDA Programming, Nunavut, FY2021

		Participants	Year-over-Year Change	Expenditures (\$ 000s)
Employment Benefits				
SD-R	Adult Learning and Training Supports	128	-31.2%	1,736
SD-A	Adult Learning and Training Supports: Apprenticeship	41	-62.0%	
TWS	Training on the Job	47	+4.4%	584
SE	Nunavut Entrepreneurship Incentive	1	+100.0%	0
Support Measures				
EAS	Employment Assistance Services	511	+6.0%	0
LMP	Target Training Initiatives	N/A	N/A	848
R&I	Research and Innovation	N/A	N/A	N/A

Chart 25 – Client volumes by type, Nunavut, FY1011 to FY2021

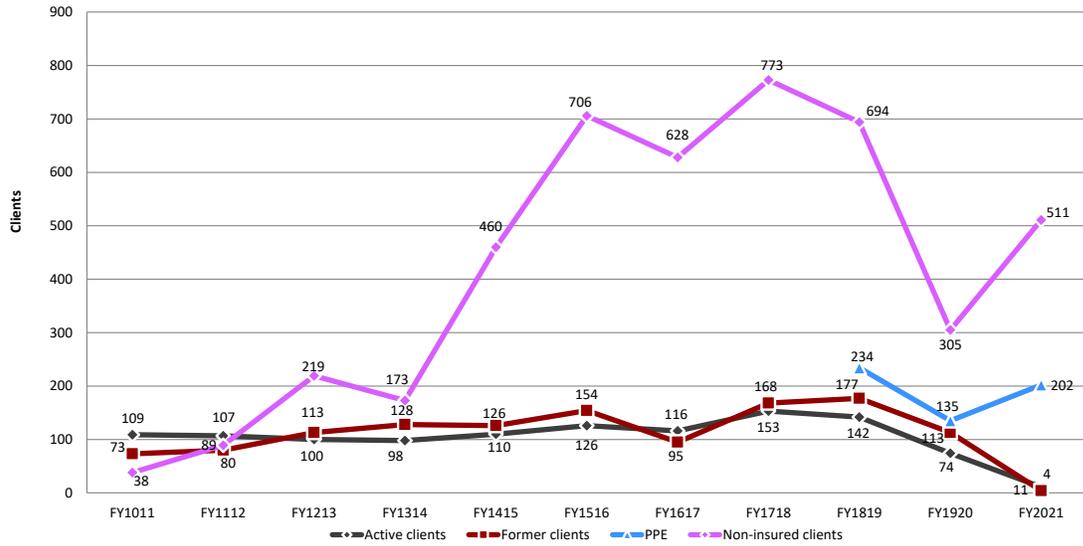
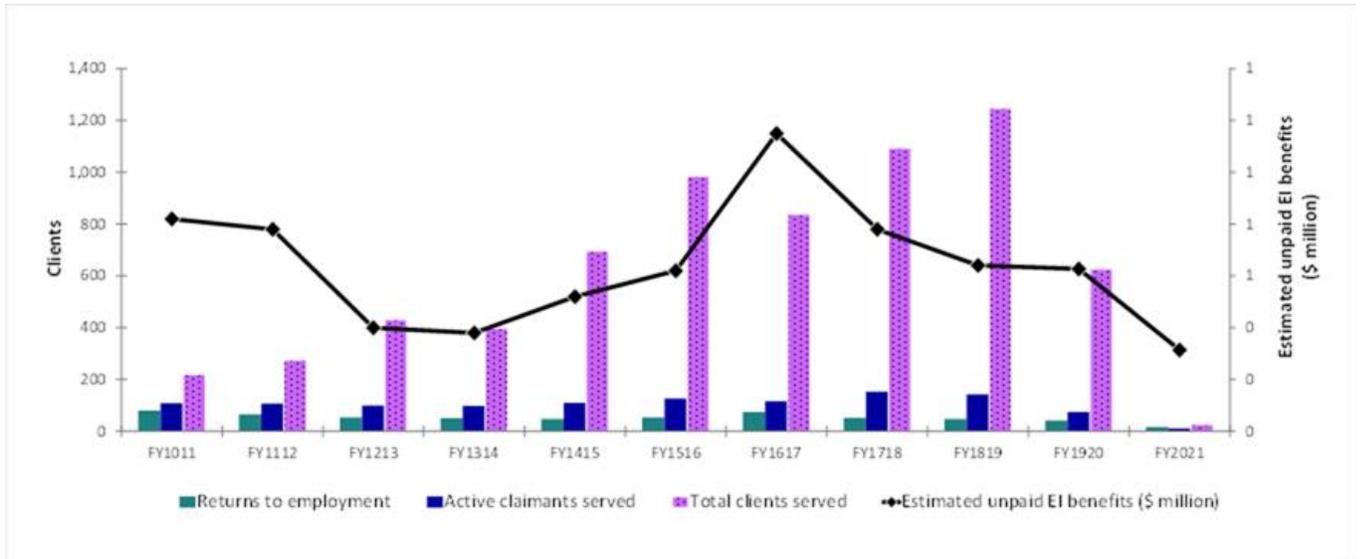


Chart 26 – Key performance indicators, Nunavut, FY1011 to FY2021



Supplemental indicators

EI applicants who participate in active measures early in their EI claim are more likely to return to work quickly. In FY2021, at the national level, slightly over half of active EI claimants began their first LMDA-funded programming within 12 weeks of starting their EI Part I benefit. This significant drop from the previous year, when two-thirds began services within 12 weeks, reflects pandemic-related challenges in providing and accessing employment programs.

Table 27: Supplemental indicators, provinces, territories and Canada, FY2021

Province / Territory	EI Active Claimants Beginning EI Part II within 12 Weeks Following their Part I Benefit Period Commencement ¹	Return to Work /Total Labour Force	Estimated Unpaid EI Regular Benefits Resulting from EBSM Supports, as a Proportion of Part I Regular Benefits Paid
Newfoundland & Labrador	41.3%	0.6%	0.9%
Prince Edward Island	62.4%	2.3%	2.6%
Nova Scotia	51.8%	0.6%	1.9%
New Brunswick	57.9%	1.7%	2.2%
Quebec	47.4%	1.0%	2.9%
Ontario	47.8%	0.7%	2.7%
Manitoba	41.5%	0.7%	4.7%
Saskatchewan	54.3%	1.2%	5.2%
Alberta	64.6%	0.7%	4.2%
British Columbia	67.8%	0.6%	5.1%
Northwest Territories	47.1%	0.6%	3.9%
Yukon	40.1%	0.4%	3.6%
Nunavut	80.0%	0.1%	1.9%
CANADA	53.9%	0.8%	3.2%

Sources: Table 14-10-0287-01 Labour force characteristics for Provinces, Table 14-10-0292-01 Labour force characteristics for Territories, and EI Administrative Data.

¹ This includes a small percentage of clients who began EI Part II programming up to two weeks prior to their Part I Benefit Period Commencement.

Notes to Readers

- i. The data used to analyze activities were collected from provinces, territories and ISET agreement holders. Governments continue to improve data quality and collection to ensure accurate, reliable and consistent information. While all data sets are verified before publication, systems and operational changes may affect the comparability of data from year to year.
- ii. A client is a person who has participated in programs or services funded by the Labour Market Development Agreements or by Indigenous organizations.
- iii. Participant counts are higher than client counts, as a client can receive supports or benefits from more than one program or service. Information on underrepresented groups is collected at the participant level, rather than individual client.
- iv. Active claimants are those who had an active EI Part I regular claim when they requested assistance under Part II of the Employment Insurance Act. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment. Active claimants who are considered job-ready from an analytical point of view often seek out short-term supports under EI Part II to find their next employment opportunity. Others require longer-term Employment Benefits to upgrade their skills, establish certification or refine their job search strategies.
- v. Former claimants are those who completed an EI claim in the previous five years, or who claimed EI Part I in the last five years when they requested assistance under Part II. They are no longer in receipt of EI Part I benefits; however, they remain eligible for EI Part II under certain criteria. Former claimants do not receive income support under Part I of the Employment Insurance Act while they complete an Employment Benefit support under EI Part II; however, they may receive Part II income support while completing training activities under their return-to-work action plan.
- vi. Premiums-paid Eligible are those who have made minimum Employment Insurance premium contributions above the premium refund threshold (i.e. \$2,000 in earnings) in at least five of the last ten years.
- vii. Non-insured clients are unemployed individuals who are neither active, former EI clients, nor PPE. Non-insured clients usually have little substantive or recent job attachment. They include new labour force participants and individuals who were formerly self-employed without paid employment earnings. While these clients are not eligible for Employment Benefits under EI Part II, they may access Employment Assistance Services.
- viii. References to average levels of activity and to highs and lows are based on the 10-year period from FY1011 to FY2021 as a frame of reference.

Annex B – National overview

Main results⁶

In FY2021, 414,379 clients received Employment Benefits or Support Measures, of which 394,285 were served by PTs under the LMDAs and the remainder by Indigenous organizations through the ISET Program. Slightly over 70% of the 676,675 services provided were Support Measures, 24% were Employment Benefits, and 5% fell under pan-Canadian initiatives. Expenditures for programming totalled \$2,336.5 million.

Active claimants represent the largest segment of clients served, followed by non-insured participants, former claimants and the Premiums-paid Eligible (PPE) client group. In the year-over-year 37% decline in clients served, the largest relative decreases were in the PPE non-insured and PPE categories, both down by approximately 40%.

Expanding eligibility to PPE

As of April 1, 2018, the eligibility for Employment Benefits was expanded to include all unemployed individuals who have made EI premium contributions above the premium refund threshold of \$2,000 in earnings in at least five of the last ten years. This change particularly benefits individuals with weaker labour force attachment.

In FY2021, more than half of PPE clients were in the 25-54 year age group. Women made up half of all PPE participants. Female clients were most likely to have a college-level education (30%), while male clients were most likely to have a high school level qualification (34%)⁷.

Underrepresented groups⁸

Women make up 47% of the available labour force, Indigenous peoples 4%, members of visible minority groups 22%, and 16% are persons with disabilities. In order to promote equity, ESDC collects information on the participation in Part II programming by women, Indigenous peoples, members of visible minority groups and persons with disabilities⁹. With respect to underrepresented population groups among PPE clients in FY2021, 13% of clients were persons with disabilities, 7% were visible minorities and 6% were Indigenous peoples.

Client participation was lower by 33% across all underrepresented groups in FY2021. However, two underrepresented groups increased their participation. Representation by women and members of visible minority groups each increased by 3%. Representation of Indigenous peoples and persons with disabilities remained constant.

Age distribution¹⁰

Of Canadians in the labour force, 64% are aged 25-54 (core-aged workers), 14% are aged 15-24 (youth) and 22% are aged 55 or older (older workers). In FY2021, 66% of clients were aged 25 to 54 years, almost unchanged since the previous year. While the proportion of clients aged 55 or older decreased to 10%, youth saw a year-over-year increase to 24% of clients after remaining almost constant over a decade.

⁶ Results data are based in part on estimates provided by PTs at time of writing.

⁷ No education data was available for one-third of PPE clients.

⁸ This information is collected at the participant level and comes from the dataset for EBSM programming.

⁹ Since participants voluntarily self-identify, annual fluctuations may be due to changes in self-identification rates.

¹⁰ Date of birth is not collected for clients in Skills Development-Apprentices and Group Services. As a result, client data in Chart 2 does not match the client totals in Annex 3.5.

Table 1 - LMDA Key Facts, Canada, FY2021

Total Clients Served: 414,379			
El Active, Former, & Premiums-Paid Eligible (LMDA)	Non-Insured Clients (LMDA)	Pan-Canadian ¹	
262,181	132,104	20,094	
Relative Shares			
Active Claimants	Former Claimants	PPEs	Non-Insured
40.9%	17.5%	9.7%	31.9%
Youth (15–24) ²	Core Age Workers (25–54) ²	Clients aged 55 or older ²	
24.5%	65.9%	9.5%	
Participants: 676,675			
	FY2021	Year-over-Year Change	
Employment Benefits	162,710	17.8%	↓
Support Measures: EAS	478,946	37.9%	↓
Pan-Canadian	35,019	16.5 %	
LMDA Relative Share			
	FY2021	Year-over-Year Change (p.p.)	
Employment Benefits	25.4%	5.0	↓
Support Measures: EAS	74.6%	5.0	↓
Expenditures³			
	FY2021 (\$ Million)	Year-over-Year Change	
Employment Benefits	\$1,045.2	10.6%	↓
Support Measures: EAS	\$682.6	6.7%	↑
LMPs and R&I	\$464.4	17.8%	↑
Pan-Canadian	\$144.3	2.0%	↓

Total Expenditures	\$2,336.5	0.6%	↓
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Managing for Results

Indicator	Total	Year-over-Year Change	
Active Claimants Served	169,514	35.3%	↓
Returns to Employment	155,183	20.1%	↓
Estimated Unpaid Benefits (\$ Million)	\$800.24	24.1%	↓

¹ Based in part on estimates provided by Nunavut at time of writing. EI Part II services to individuals are through the ISET program.

² Date of birth is not collected for clients in SD-Apprentices and Group Services.

³ Expenditures are in part based on estimates provided by PTs at time of writing. Totals may not add up due to rounding; does not include accounting adjustments.

Chart 1- Client volumes by client type, Canada FY1011 to FY2021

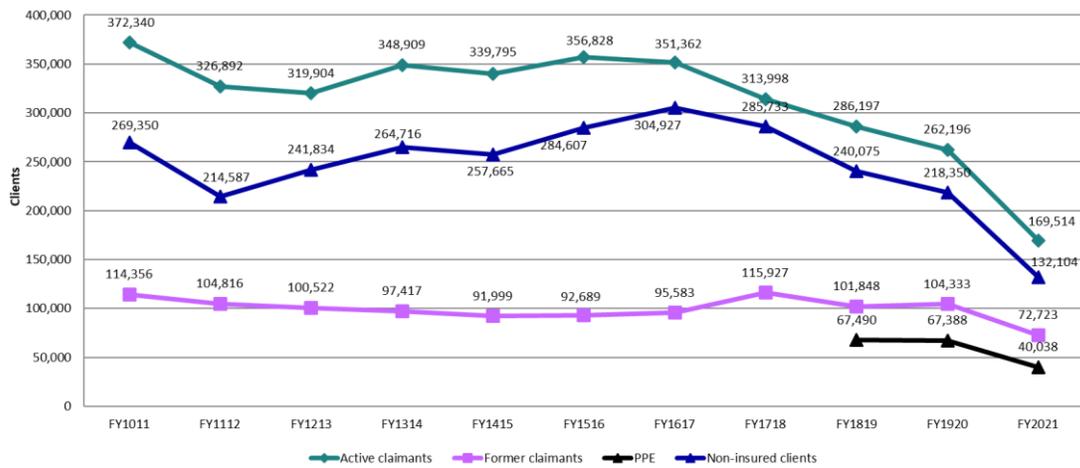
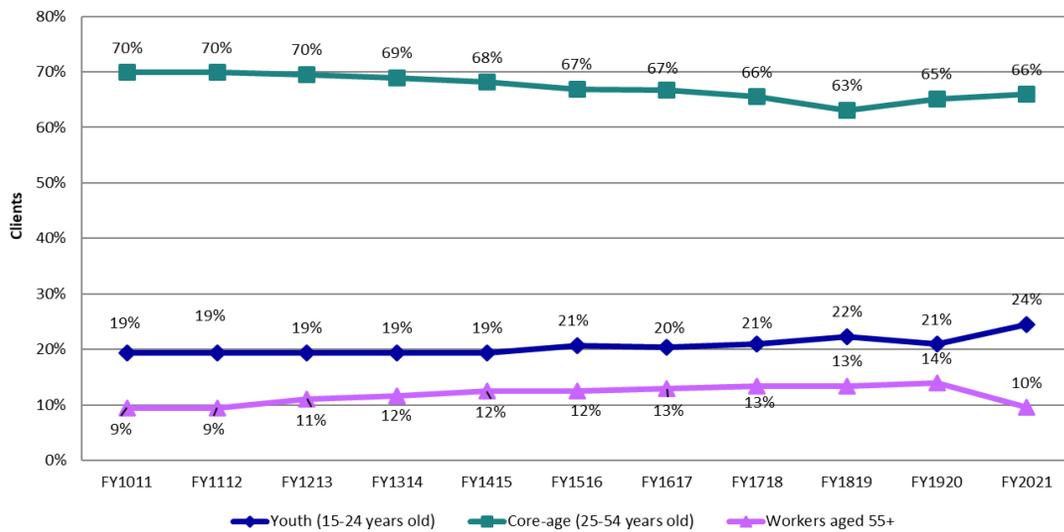


Chart 2- Age distribution of clients, Canada, FY1011 to FY2021



Employment Benefits

Under the LMDAs, PTs can provide Employment Benefits similar to the six benefit types outlined in the *EI Act*, shown in Table 2. At \$1.05 billion in FY2021, Employment Benefits represent the largest investment under the LMDAs, accounting for more than half of expenditures by PTs.

The decrease of 18% in Employment Benefit participants in FY2021 represents the first decline in three years. With the reduction in participants, expenditures on Employment Benefits decreased by nearly \$125 million (-11%) year-over-year. While expenditures decreased, the average duration of programming increased by 14%, from 98 days in FY1920 to 112 days in FY2021.

Table 2- Employment Benefits, Canada, FY2021

Employment Benefit	Participants	Share of Employment Benefits	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Participant
Targeted Wage Subsidies	10,380	6.4%	-31.4%	\$117,136	\$11,285
Self-Employment	4,368	2.7%	-24.6%	\$54,132	\$12,393
Job Creation Partnerships	2,119	1.3%	-58.4%	\$36,946	\$17,436
Skills Development-Regular	82,128	50.5%	24.2%	\$836,939	\$5,773
Skills Development-Apprentices	62,856	38.6%	-1.2%		
Targeted Earning Supplements	859	0.5%	N/A	N/A	N/A
Canada	162,710	100%	-17.8%	\$1,045,153	N/A

Support measures

Part II of the *EI Act* authorizes three support measures: Employment Assistance Services (EAS); Labour Market Partnerships (LMPs); and Research and Innovation (R&I). Under the LMDAs, PTs deliver these measures at regional and local levels, while ESDC retains responsibility for the pan-Canadian delivery of LMPs and R&I. Expenditures on Support Measures totalled over \$1.15 billion in FY2021.

Employment Assistance Services

EAS support clients to prepare for, find and keep employment through a full range of self-help and assisted services. EAS includes an initial assessment of clients' needs and often leads to the provision of other supports or training, such as career advice and employment counselling. EAS participation is reported in two categories: Employment Services, or Individual Counselling.

In FY2021, 478,946 EAS supports were provided, a ratio of almost 3 to 1 compared to Employment Benefits. EAS is the first level of supports provided to individuals and often lead to participation in more extensive training supports. EAS supports provided decreased 38% over FY1920, while total expenditures increased by almost 7% to \$682.6 million, compared to \$639.5 million in the previous reporting year.

Other support measures

The LMPs measure facilitates collaboration between employers, employees and employer associations, community groups and communities, to develop solutions to labour force imbalances, such as persistent high unemployment or skill shortages. In FY2021, LMPs expenditures totalled \$257.7 million, compared to \$276.9 million in the previous year, down 8% since FY1920.

R&I initiatives identify innovative ways of helping people prepare for, return to or maintain employment and participate in the labour force. In FY2021, R&I expenditures totalled \$208.7 million, compared to \$117.3 million in the previous year, an increase of almost 78%.

Table 3- Support Measures, Canada, FY2021

	Participants	Share of Support Measures	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Participant ³
Employment Assistance Service¹					
Employment Services	324,605	67.8%	-7.8%		
Group Services	0	0%	-100%	\$682,587	
Individual Counselling	154,341	32.2%	-62.2%		\$1,425
Total Employment Assistance Services	478,946	100.0%	-37.9%	\$682,587	
Other Support Measures					
Labour Market Partnerships ²	N/A	N/A	N/A	\$257,743	N/A
Research & Innovation	N/A	N/A	N/A	\$208,688	N/A
Canada	478,946	100%	-37.9%	\$1,149,018	N/A

¹Expenditures for Employment Assistance Services are reported at the aggregate level by most PTs.

²Expenditures for Labour Market Partnerships includes employer-sponsored training.

³LMP and R&I initiatives are generally not associated with direct client services, so cost per participant are not available.

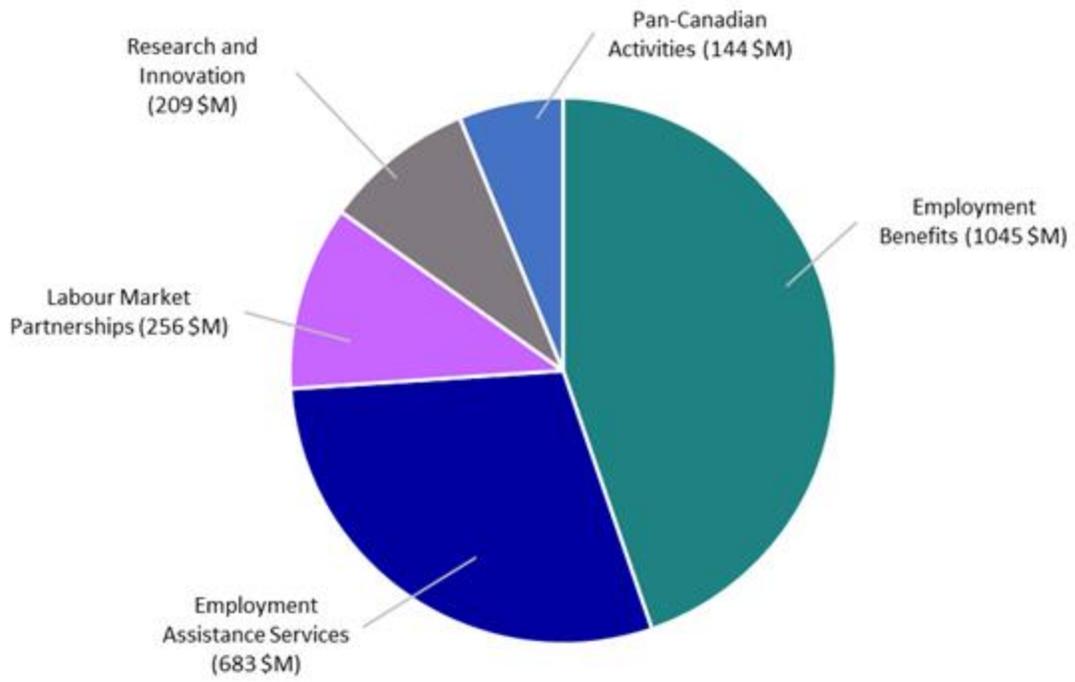
Expenditures¹¹

Total expenditures under Part II of the *EI Act* were \$2.34 billion in FY2021, which included provincial and territorial programming and pan-Canadian activities. This year-over-year decrease of almost 1%.

Compared to FY1920, spending on EAS and R&I measures increased, while expenditures on Employment Benefits, LMPs and Pan-Canadian activities contracted.

¹¹ Expenditures are estimates for Prince Edward Island, Manitoba, Saskatchewan, Alberta, Yukon and Nunavut. These jurisdictions were unable to provide their audited financial statements for FY2021 at the time this report was completed.

Chart 3 - Total EI Part II Expenditures, FY2021



Annex C – LMDA evaluation results

Incremental Impacts Findings

This evaluation examined the impacts of active labour market programs including: Employment Assistance Services, Skills Development, Targeted Wage Subsidies and Job Creation Partnerships on participants' earnings, incidence of employment, and dependence on EI and social assistance. This evaluation also focussed on the following subgroups of participants: female, male, youth, older workers, Indigenous people, persons with disabilities, recent immigrants and visible minorities.

Programs and services

Employment Assistance Services consists of a variety of services that support individuals as they prepare to enter or re-enter the workforce or assist them to find a better job. Services include job search assistance, career counselling, résumé writing, etc. These are referred to as “light touch interventions or supports” due to their very short duration and can be provided on a one-on-one basis or in a group setting. A typical support lasts less than one day, but a participant may receive multiple short supports over a few weeks. These services are generally the entry level support an individual receives which leads to the provision of more extensive supports.

Skills Development provides direct financial assistance to individuals to select, arrange, and pay for training. Training is tailored to the needs of participants through counselling and career orientation. It can include adult-based education, literacy and essential skills, language training, short-term training and occupational training leading to certification from an accredited institution. Training duration averages close to a year (between 46 and 48 weeks).

Targeted Wage Subsidies subsidize the wages of individuals whom employers would not ordinarily hire. The subsidy ranges in duration from 16 to 52 weeks, with the maximum level of the subsidy ranging from 50% to 100% of the employee's wage.

Job Creation Partnerships support community-oriented projects that provide work experience to participants. Participants can take part in a finite project for up to 52 weeks with non-for-profit organizations. In some PTs, the program is provided in combination with training.

Key estimated indicators

Improvement in the labour market attachment of participants was measured by: incidence of employment that captured the incidence of having earnings from employment and/or self-employment on an annual basis using income tax records; earnings which represented the average employment earnings from income tax records; and dependence on income support which measured the proportion of total earnings that is derived from EI and/or Social Assistance benefits. Participants' labour market attachment is improved by increases in the incidence of employment and earnings. The sustainability of improvement in labour market attachment is expected to decrease the dependence on income support.

In this evaluation, impacts were examined for unemployed individuals who participated in programs and services in the years 2010 to 2012 and cover a five-year post-participation period up to 2017.

Incremental impacts estimate the effects on employment, earnings, and collection of Social Assistance and EI due to participation and are estimated by comparing participants' experience to that of similar non-participants.

Results

Results presented incremental impacts for key sub-groups of participants where sufficient observations are available (that is, a minimum of 300 participants). Participants were compared to similar non-

participants based on a large number of observable labour market and socio-demographic characteristics. For example, for participants who self-identified as persons with disabilities, the comparison group was limited to similar non-participants who also self-identified as persons with disabilities, and who filed for Employment Insurance within the same window of time. Given the methodology used, results were not compared across sub-groups.

Females

Female participants improved their labour market attachment through increases in their incidence of employment and earnings. As shown in the table below, female participants in Skills Development increased their earnings by an annual average of \$1,964. This represents a cumulative \$7,856 over the 4 post-program years. Similar improvements were observed for the previous cohort of participants. Also as shown below, excluding Job Creation Partnerships, female participants decreased their dependence on government income support (that is, the combined use of Employment Insurance and Social Assistance benefits).

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former	Job Creation Partnerships Active	Job Creation Partnerships Former	Employment Assistance Services Active
Incidence of Employment (Percentage Points)	4.7***	2.4***	5.4***	5.6***	6.6***	5.3***	1.4***
Employment Earnings (\$)	1,964***	679***	1,485***	1,478***	1,724***	614	605**
Dependence on Income Support (Percentage Points)	-2.4***	-1.0***	-1.1***	-2.3***	1.7**	1.3	-1.6***

Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Males

As shown in the table below, males who participated in Skills Development and Targeted Wage Subsidies improved their labour market attachment and decreased their dependence on government income support. Similar positive findings were found for the previous cohort. Mixed and non-statistically significant results were found for participants in Job Creation Partnerships and Employment Assistance Services.

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former	Job Creation Partnerships Active	Job Creation Partnerships Former	Employment Assistance Services Active
Incidence of Employment (Percentage Points)	3.5***	2.5***	3.9***	6.7***	3.4***	0.6	0.1

Employment Earnings (\$)	3,291***	865***	1,657***	2,294***	832	-4,068***	544
Dependence on Income Support (Percentage Points)	-2.1***	-0.9***	-2.4***	-3.7***	0.6	2.1**	-1.4***

Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Youth

As shown in the table below, youth who participated in Skills Development and Targeted Wage Subsidies improved their labour market attachment and decreased their dependence on government income support. Similar positive findings were found for the previous cohort. Mixed and non-statistically significant results were found for participation in Job Creation Partnerships and Employment Assistance Services.

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former	Job Creation Partnerships Active	Job Creation Partnerships Former	Employment Assistance Services Active
Incidence of Employment (Percentage Points)	1.9**	2.9***	4.1***	5.1***	-1.2	3.0***	0.1
Employment Earnings (\$)	1,887***	1,144***	2,345***	2,122***	-1,857	-911	218
Dependence on Income Support (Percentage Points)	-2.4***	-0.6*	-1.9***	-3.3***	-3.2*	0	-1.4***

Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Older workers

As shown in the table below, older workers who participated in Skills Development and Targeted Wage Subsidies improved their labour market attachment. Similar positive findings were found for the previous cohort. Older workers who were active claimants and participated in Job Creation Partnerships also improved their labour market attachment.

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former	Job Creation Partnerships Active	Job Creation Partnerships Former	Employment Assistance Services Active
Incidence of Employment (Percentage Points)	11.8***	4.1***	8.1***	8.9***	8.3***	-0.2	0.2

Employment Earnings (\$)	3,847***	1,626***	3,479***	2,254***	1,241**	-2,498*	180
Dependence on Income Support (Percentage Points)	1.3***	0.5	0.1	-3.3***	1.0	2.4	-1.0***

Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Indigenous participants

As shown in the table below, Indigenous individuals who participated in Skills Development, Targeted Wage Subsidies and Employment Assistance Services improved their labour market attachment and decreased their dependence on government income support. The findings are consistent with those observed under the Indigenous Skills and Employment Training Strategy.

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former	Employment Assistance Services Active
Incidence of Employment (Percentage Points)	7.4***	5.1***	7.2***	6.7***	1.9***
Earnings (\$)	5,759***	3,996***	4,210***	2,312**	2,056***
Dependence on Income Support (Percentage Points)	-3.4***	-1.3*	-2.8**	-4.0***	-0.6

Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Persons with disabilities

As shown in the table below, persons with disabilities, who were active Employment Insurance claimants and who participated in Skills Development and Targeted Wage Subsidies, improved their incidence of employment and decreased their dependence on income support. They had small positive, but non-statistically significant, impacts on employment earnings¹².

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former
Incidence of Employment (Percentage Points)	5.6***	6.3***	8.1***	11.5***
Employment Earnings (\$)	38	2,087***	221	2,489***

¹² Having information on the type and severity of the disability, and the capacity/willingness to work full-time will further enhance the matching process. Such information is not collected nor available for comparison group members.

Dependence on Income Support (Percentage Points)	-2.3**	-1.7*	-8.1***	-9.2***
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Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years.

Recent immigrants

As shown in the table below, recent immigrants who were active EI claimants and who participated in Skills Development, Targeted Wage Subsidies and Employment Assistance Services improved their labour market attachment. The incremental impacts for recent immigrants who were former Employment Insurance claimants were non-statistically significant¹³.

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former	Employment Assistance Services Active
Incidence of Employment (Percentage Points)	6.7***	-0.7	6.7***	4.1	4.7***
Employment Earnings (\$)	2,942***	-3,110	5,167***	2,019	2,120***
Dependence on Income Support (Percentage Points)	-1.0***	-0.7	-0.1	-1.6	-0.3

Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Visible minorities

As shown in the table below, visible minorities (as defined by Statistics Canada) who were active EI claimants and who participated in Skills Development and Targeted Wage Subsidies improved their labour market attachment. Only those who participated in Skills Development decreased their reliance on income support. Former EI claimants who participated in Skills Development did not benefit from the program but those who participated in Targeted Wage Subsidies improved their labour market attachment¹⁴.

	Skills Development Active	Skills Development Former	Targeted Wage Subsidies Active	Targeted Wage Subsidies Former
Incidence of Employment (Percentage Points)	8.9***	-0.4	8.6***	5.0**
Employment Earnings (\$)	1,605**	-1,616**	5,812***	2,775**

¹³ Access to information on immigration and citizenship may further enhance the matching process and the identification of immigrants among participants and comparison group members. Variables related to the country of origin, the proficiency in English or French, and the relevance of credentials and work experience are important.

¹⁴ Access to information on immigration and citizenship may further enhance the matching process and the identification of visible minorities among participants and comparison group members. The place of birth is an important variable. Individuals born outside of Canada face different challenges compared to those born in Canada.

Dependence on Income Support (Percentage Points)	-3.3***	-0.2	-0.6	0.5
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Statistical significance level *** 1%; ** 5%; * 10%, other values are non-statistically significant.

Note: Impacts are presented as an annual average and they are estimated over 4 post-program years.

Labour market partnerships study

Labour Market Partnerships (LMPs) are one type of Support Measure delivered under the LMDAs. LMPs assist employers, communities and/or industries to address their labour force adjustments and human resource needs. The measure provides funding for a wide range of activities, such as labour market and human resource research; development of workforce strategies and plans; raising awareness about human resources and labour market information; labour force adjustment services; developing training curriculum; and engagement activities.

This study represents the first in-depth examination of LMPs. It provides a detailed description of the measure’s design and delivery, and highlights challenges and lessons learned that will help inform potential improvements. Findings are drawn from a document review (including 117 funded projects), a questionnaire completed by provincial or territorial departments and key informant interviews with 68 program officials and project holders across 10 PTs.

Key findings

- Funded organizations include non-profits, businesses/employers, educational institutions and training providers, municipal and local governments, and Indigenous organizations.
- Funded projects targeted current and/or forecasted skills and/or labour shortages. These projects also targeted specific unemployed populations (for example, women, youth, Indigenous people, newcomers, persons with disabilities and the self-employed).
- Partnerships were established to support the delivery of the majority of projects. Partners made a financial or in-kind contributions. Provincial and territorial departments and key informants explained that partners’ expertise, network and financial contribution are all essential to project implementation and success.
- Most, but not all, PTs collect performance data, in accordance with the Labour Market Transfer’s Performance Measurement Strategy.

Funded organizations

Funded organizations include non-profits (such as industry associations, sector councils, employer associations and Indigenous organizations), businesses/employers, educational institutions and training providers (private and non-profit) as well as municipal and local governments including Indigenous governments.

Targeted labour market issues

LMP projects targeted current and/or forecasted skills and/or labour shortages. These projects also targeted specific unemployed populations (for example, women, youth, Indigenous people, newcomers, persons with disabilities and the self-employed).

Generally, funded projects target labour market issues associated with:

- Lack of capacity for human resource planning resulting in employee attraction and retention challenges.
- Projected or actual growth of industry/business.
- Aging workforce.

- Businesses downsizing/closure.
- Limited employment opportunities in Indigenous, or small and remote communities.
- Barriers to employment experienced by a target population.

The majority of projects reviewed aligned with their respective provincial or territorial program objectives and eligible activities.

Partnerships

All participating PTs confirmed that program officials carried out activities to support the formation and maintenance of partnerships (with sector and community stakeholders) as a part of the program design and delivery. PT departments and key informants explained that partners' expertise, networks and financial contribution are all essential to project implementation and success.

The document review of 117 projects confirmed that:

- Partnerships were established to support the delivery of the majority of projects.
- Partners made a financial or in-kind contribution. The most common forms of in-kind contribution were expertise, as well as staff time for project administration and delivery, office/event space and usage of equipment.
- Project activities delivered with the support of partners included labour market and human resource research, training development and/or delivery, career/job awareness, workforce strategy/plan development, engagement, awareness of labour market information, and human resource tools development.

Performance measurement

As per the Labour Market Transfer Agreements' Performance Measurement Strategy, the majority, but not all, of participating PTs collect data on:

- Number of employers that participate in LMP.
- Under-represented groups targeted under LMP.
- Number of employers providing upskilling/upgrading or maintenance training to their employees through LMP.

Project holders collected additional data associated with project outputs and outcomes.

Challenges and lessons learned

PTs and key informants identified challenges related to project holder recruitment and setting up LMP projects (application, identifying partners), as well as to program administration and monitoring.

Actions of program officials and project characteristics that are conducive to the success of the program included:

- Ongoing communication and relationship building between PT government officials and project holders.
- Clearly defined labour market issues/needs that the projects aimed to address. These generally occur through clear project objectives, activities, expected outputs and outcomes, and performance measurement requirements.
- Ensuring that project holders have the capacity to deliver the project.
- Strong partnerships between project holders, government officials, and stakeholders (community, sector) resulting in valuable contributions to the project delivery.

Annex D – Targeting, Referral and Feedback study

Introduction

Individuals that receive training and employment supports while receiving EI income benefits earn more and reduce their dependence on EI and social assistance. Under the LMDAs, the federal government provides \$2 billion a year for labour market supports to workers and employers across Canada. These supports range from less-intensive employment counselling and job search assistance to more intensive supports such as skills training and experiential learning through targeted wage subsidies.

A quarter of individuals take training while receiving EI income benefits, with 25% of these individuals waiting six months into their EI claim before starting training. Evidence shows that even less intensive supports provided during the first four weeks of an EI claim have an impact on earnings and employment, and facilitate earlier returns to work for participants. Many unemployed individuals in receipt of EI benefits already have strong labour market attachment and recent work experience. They require targeted supports to quickly find new employment.

Context

In Canada, training is a shared responsibility between the federal and provincial and territorial governments. The Government of Canada's largest investment in training is through the LMDAs. PTs deliver the bulk of active employment measures in Canada. These programs are funded either through transfers from the federal government, like the LMDAs or the complementary Workforce Development Agreements (WDAs), or through provincial/territorial general revenues. Since devolution in the mid 1990s, PTs have developed the expertise and delivery infrastructure for training with the broadest reach geographically and at the community level. Each year, more than a million individuals and employers receive training and employment supports funded by the LMDAs and Workforce Development Agreements (WDAs) combined.

In 2018, the LMDAs were amended and introduced a requirement for PTs to implement the federal Targeting, Referral and Feedback (TRF) solution to actively reach out to unemployed individuals to offer them employment programs and services available in their jurisdiction. Prior to 2018, earlier versions of the TRF were used by some jurisdictions, largely for program integrity purposes.

Through this new TRF system, PTs can identify the new EI applicants in their jurisdiction and select by location and demographic characteristics to match individuals with training and employment opportunities in their local labour markets. Since then, PTs have reached out to more than two and a half million EI applicants across Canada. In FY2021, half (1.5 million) of all EI applicants (3.1 million) were referred to PTs for outreach.

During the pandemic, the LMDAs were amended to provide PTs with data on recipients of federal emergency income benefits so individuals would be made aware of labour market supports and employment opportunities in their respective jurisdictions. More than half a million emergency benefit recipients received training or employment supports during the pandemic. This meant that those individuals who lost employment and retrained during the pandemic were ready to participate in Canada's economic recovery once public health restrictions eased.

TRF during the pandemic

As part of its emergency response to the COVID-19 pandemic, the Government of Canada introduced temporary income supports, including the Canadian Emergency Response Benefit (CERB) under the Employment Insurance program and the Canada Recovery Benefit (CRB). The Government also provided

an additional \$1.5 billion under the WDAs to allow more Canadians to access skills training and employment supports.

Given that CERB was offered to unemployed Canadians affected by the pandemic, Employment and Social Development Canada (ESDC) was able to quickly provide aggregated data on CERB and CRB clients to PTs so that jurisdictions understood the impacts on their local labour markets.

After the CERB ended, the CRB benefit started for individuals continuously impacted by job losses as a result of COVID-19. ESDC supplemented the aggregate reports to PTs to provide updated quarterly reports on ERB/CRB combined.

With this data, PTs could inform their service delivery networks, and amend TRF criteria settings based on data trends to provide additional outreach. For example, Alberta used the EI-CERB data to conduct drive-through job fairs in Medicine Hat. During the pandemic, TRF was used to contact CERB recipients to offer services. More than 4,000 individuals from 40 different occupational groups participated in the Medicine Hat Drive-Thru Job Fair while receiving federal emergency benefits.

How does TRF work?

When an individual applies online for EI benefits, the TRF system instantly assesses their specific profile against selected criteria such as last occupation or education level. Other demographic filters are available, such as gender and age. ESDC works with each jurisdiction to define catchment areas which are comprised of a grouping of postal codes. This allows PTs to identify EI recipients who could be suitable for in-demand jobs or for labour market programs in the different parts of their region. Provincial and territorial officials can revise these criteria at any time to respond to labour market changes, program offerings and available capacity.

TRF in Action

A company plans to invest \$1 billion into a new cement plant in a rural community that is experiencing high unemployment.

The jurisdiction works with the company to determine its workforce needs. Based on this information, the jurisdiction sets its criteria in TRF to obtain a daily list of EI applicants to select individuals from related National Occupation Codes (NOC), such as manufacturing labourers (NOC 9619), concrete finishers (NOC 7282) and heavy equipment operators (NOC 7521). In parallel, the jurisdiction works with the company to design a suite of training supports to get individuals job-ready for the range of new positions available at the cement plant.

Using TRF, the jurisdiction will be able to contact selected individuals to offer them training supports directly related to the new positions, and to inform those that are a job-ready of the new job opportunities.

This new investment will help create close to 1,500 new jobs in and around that community.

TRF successes: provincial and territorial spotlight

Newfoundland and Labrador

In FY2021, Newfoundland and Labrador received applicant details on more than 40% of all EI applicants in the province. Since its implementation of TRF in 2019, Newfoundland and Labrador has been testing approaches for outreach to determine what works for different types of individuals, depending on their

labour market characteristics. The province found that contacting referred clients by phone after contacting them by email often resulted in better success, compared to only using email, which was often erroneously categorised as spam. The province found success in their initial contact email to the client, by indicating in the subject line that there was a potential employment opportunity.

Nova Scotia

In FY2021, Nova Scotia contacted more than 34,000 individuals, representing 35% of all EI applicants in the province. Nova Scotia launched TRF in February 2020 and divided its province into five catchment areas based on economic regions. The province focused its efforts on individuals whose jobs were affected by the idling of the pulp and paper mill in northern Nova Scotia. The province selected individuals that worked in occupation classifications associated with the industry to offer them services provided by local Nova Scotia Works (NSW) sites across the province. This effort resulted in more than 50 individuals gaining re-employment in that sector.

During the pandemic, as public health restrictions became more impactful, the province opened up TRF criteria to all EI applicants to advertise the Employment Assistance Services throughout the province. As the first and second waves subsided, the province scaled back its approach to target sectors that were the most at risk e.g. those in the health care support occupations.

New Brunswick

New Brunswick implemented TRF in the summer of 2020 and is currently adjusting their catchment areas to set criteria based on regional and local needs. Even in this early implementation phase, the province obtained referral information on more than 300 EI applicants in FY2021. New Brunswick started by focussing on retail and hospitality occupations. New Brunswick established 24 catchment areas and is currently pilot testing select areas.

Prince Edward Island

Prince Edward Island implemented TRF in August 2021, and over the remainder of the fiscal year they received applicant details on almost 1,400 EI applicants using catchment areas that were 50 km (or less) driving radius from a Service Canada Centre. The province is at the early stages of the implementation and is in the process of setting criteria to observe the flow of EI applicants within the five catchment areas.

Ontario

In FY2021, Ontario contacted almost 5,000 EI applicants in the province. Ontario implemented TRF in the spring of 2020 and started with a pilot to test in three catchment areas (Muskoka-Kawartha, Peel and Hamilton-Niagara). Ontario is currently establishing business processes with their service providers. Once this is complete, the province will implement TRF across all catchment areas with all their service providers. Ontario continues to test new approaches to reach even more individuals using TRF.

Quebec

Quebec began using a modernized version of TRF in November 2014. Quebec currently has 123 catchment areas in the province, and in FY2021, received applicant details on almost 500,000 EI applicants representing 60% of EI applicants in Quebec. Early success in Quebec demonstrated that setting criteria filters based on employer and economic demand resulted in better uptake for available jobs and training opportunities. Quebec continues to use TRF as a key instrument for monitoring program integrity.

Manitoba

Manitoba implemented TRF in the spring of 2020 with 12 catchment areas. At the start of the pandemic, Manitoba opened up their criteria sets in all catchments to conduct in-depth analysis on the number of referrals and the characteristics (National Occupation Classification Code (NOC), education, age, etc.) of clients referred. Although Manitoba started setting criteria early, they decided not to contact potential clients due to complications caused by the pandemic. Manitoba is currently focused on setting precise criteria in order to meet their labour market needs and ensure a quick economic recovery.

Saskatchewan

Saskatchewan implemented TRF in January of 2020 and due to the pandemic, like many other jurisdictions, they opened up their criteria filters to receive more referrals. In FY2021, Saskatchewan contacted almost 5,000 EI applicants, representing 6% of EI applicants in the province. Saskatchewan will soon be automating their system to contact and provide services to even more individuals. Saskatchewan is also reaching out to employers for job matching opportunities to fill vacant positions across the province.

Alberta

In FY2021, Alberta contacted more than 20,000 EI applicants. Early in the pandemic, Alberta pivoted their service delivery from in-person based offerings to online services, supplemented with phone and video chats. During this time, Alberta used TRF to generate a list of invitees to an annual Trucking conference in Northern Alberta and noticed an increased uptake at the conference with this targeted approach. Alberta has also found that contacting clients by mail first resulted in better success than email. Today, two thirds of Southern Alberta's Transition to Employment Services program participants result from TRF outreach.

Alberta began piloting TRF in January of 2017 with one service provider in each of the three following areas: Edmonton, Calgary and Red Deer. Alberta started the process with 14 catchment areas based on electoral boundaries and a set driving distance for a referred applicant to access a service centre. In 2019, Alberta divided the province into 37 catchments and successfully implemented TRF across the province.

Alberta's service providers set criteria informed by their engagement with employers, as well as by using intelligence on all activities related to production, consumption, and trade of goods and services in each catchment area. This maximizes efforts and prevents duplication of efforts between service providers.

British Columbia

In FY2021, British Columbia contacted 115,000 EI applicants, representing a 35% of EI applicants in the province. British Columbia piloted TRF from fall 2015 through spring 2016 with 17 catchment areas and completed a full provincial rollout in fall 2016. British Columbia's service delivery model is decentralised to a network of third-party service providers throughout the province. Following the successful pilot, British Columbia expanded to all service providers and refined its approach through feedback received from their stakeholders.

British Columbia leveraged their existing secure client management portal to manage criteria setting as well as transfer information on targeted clients and results of contact. The jurisdiction sets criteria to select applicants for quick returns to work, as well as to provide other programming supports to those needing additional assistance. British Columbia currently manages a service delivery network of 45 catchment areas.

During the start of the COVID-19 pandemic, there was increased pressure on service providers to reach out to clients due to the large number of EI applications. British Columbia introduced a pilot project with focus groups to change its messaging based on referrals received in March and April of 2020 to better attract specific applicants.

Since the launch of the WorkBC program in April 2019, the province received an average of 7,800 TRF referrals per month.

Yukon

Yukon began using the TRF application in fall 2020 and established 17 catchments. The number of EI applicants are relatively low given the territories small size, therefore Yukon is interested in a wide-ranging strategy to receive all EI applicants as referrals. Yukon also faced many challenges in the implementation of TRF due to the pandemic.

Northwest Territories

The Northwest Territories implemented TRF using five catchments in spring 2020. The territory started receiving information on individuals from a few of its catchment areas to analyse the uptake and client types. Northwest Territories is not contacting EI applicants due to the pandemic.

Nunavut

Nunavut defined 25 catchment areas based on feedback from their communities and Members of Legislative Assembly (MLAs). For Nunavut, it was important for each MLA to know the EI trends and employment situation of their respective communities. As such, Nunavut is looking at labour market information and socio-economic factors to set TRF criteria.

Mining is an in-demand sector in Nunavut, therefore the territory is interested in using TRF for outreach to EI applicants from the mining-related sectors for quick returns to work and for longer-term program training opportunities. Nunavut is also interested at setting criteria to target individuals who would be interested, but do not have the skills sets, to become managers and senior managers in various sectors. Upward mobility for individuals is very important to support the high cost of living in the territory.

TRF Successes: Implementation

Step 1 – Establishing Connectivity

ESDC worked with all jurisdictions to establish a reliable and secure data exchange for obtaining information on individuals and for sharing feedback and postal code groupings. This process varied across jurisdictions due to the uniqueness of their systems.

Step 2 – Defining Catchment Areas

PTs divide their jurisdiction by catchment areas based using groupings of postal codes, often determined on the proximity of service and program locations. Some define their catchment areas using electoral boundaries or census divisions, while others use their service delivery network and/or provincial/territorial administrative office locations. Jurisdictions can amend their catchment areas at anytime during to be responsive to shifts in their service delivery networks.

Step 3 - Privacy Safeguards

The privacy notice on the EI application informs individuals that their information could be shared with their home province or territory. Once an individual meets the TRF selection criteria of their jurisdiction, the individual is further advised that their information is being provided to their jurisdiction and that they may be contacted to discuss programs and services. Privacy and legal safeguards are embedded

into the system, and each year, PTs are required to attest that their officials meet the security requirements necessary to access information of this nature.

Step 4 – Data Exchange

The TRF system can filter EI applicants based on the following criteria:

- Level of education
- Rate of hourly pay
- Consecutive duration of unemployment – time elapsed since last employment
- Occupation of last employment
- Age
- Number of months of tenure in most recent job
- Place of residence
- Reason for job separation
- Target group (e.g. persons with disabilities, women, visible minorities)

Data is exchanged between ESDC and PTs on a daily basis, using a common format developed in collaboration with jurisdictions.

Summary

TRF has generated promising initial results across the country in terms of the benefits of active outreach opportunities. Since the start of the pandemic in March of 2020, most jurisdictions were quickly able to implement TRF and set open criteria filters, which allowed them to get as many referrals as possible. However, circumstances left applicants reluctant for in person services.

In general, it takes a province or territory approximately three years to implement TRF fully. Collaboration between ESDC, PTs, who in turn collaborate with labour market stakeholders in their respective jurisdictions, is key to enhancing active outreach opportunities and to supporting additional projects.

As PTs continue to implement TRF, there will be increased benefit to employers who seek skilled workers to fill labour shortages, and increased benefits to individuals seeking employment or reskilling to fill jobs in demand.



Information notes

This chapter refers to both claimants and clients. Claimants include individuals who are submitting or have submitted an Employment Insurance (EI) or an EI Emergency Response Benefit (EI ERB) claim, as well as those currently receiving benefits. Clients include claimants, employers and other interested parties.

In the EI program, the fiscal year runs from April 1 to March 31. This chapter uses "FY" with the last 2 digits of the specific year to indicate the fiscal year. For example, "FY2021" refers to the period starting on April 1, 2020 and ending on March 31, 2021.

This chapter uses "Budget" to refer to the Canadian federal budget.

The Canada Employment Insurance Commission (CEIC) has 4 members representing the interests of:

- government
- workers, and
- employers

The CEIC has a legislated mandate to monitor and assess the EI program. It has delegated EI administration and day-to day operational responsibilities to:

- Employment and Social Development Canada (ESDC), and
- Service Canada, which is part of ESDC

The CEIC retains a key role in overseeing the EI program, including reviewing and approving policies.

4.0 Chapter 4 at a glance

With an ever-raging pandemic and its impacts on Canadians' work and wellness, FY2021 was a challenging fiscal year for everyone. Service Canada witnessed those challenges firsthand as it delivered services to Canadians in need in unprecedented volumes.

Over the course of FY2021, Service Canada responded to the COVID-19 pandemic by implementing and administering a service delivery model for the EI Emergency Response Benefit. Following the termination of that benefit, Service Canada deployed other temporary measures to ensure Canadians

had ongoing support. These emergency measures were of such importance to Canadians during this challenging time that Service Canada processed 4.6 million more EI and EI ERB claims in FY2021 than in FY1920.

Throughout FY2021, Service Canada ensured continued and broad access to its services for Canadians. It developed and leveraged the online eServiceCanada portal to serve as an access point for Canadians when Service Canada Centres were temporarily closed. To further increase access for Canadians and to ensure capacity to answer an enormous volume of calls, call centres expanded their ability to handle the increased requests through technological upgrades and via considerable hiring, which saw a tripling of the number of agents available to take calls. As a result, Call Centre agents were able to answer over 1.2million more calls than last year.

Alongside the measures taken to ensure business continuity, Service Canada also continued to engage in ongoing upgrades to the EI program. Some of these upgrades include the launch of the online Social Insurance Number application; the transition to a National Operating Model to support departmental efficiency; and the introduction of artificial intelligence and Robotics Process Automation, software solutions that take on repetitive and manual tasks, freeing up officers to focus on complex issues.

All of these measures as well as others, including ongoing efforts to improve online and on-site access for people with disabilities, undertaken while Canada was in the grips of the global pandemic, points to the resilience of the EI program and its staff and their ability to remain agile, even during times of great upheaval.

4.1 Service Canada's major achievements during the COVID-19 pandemic

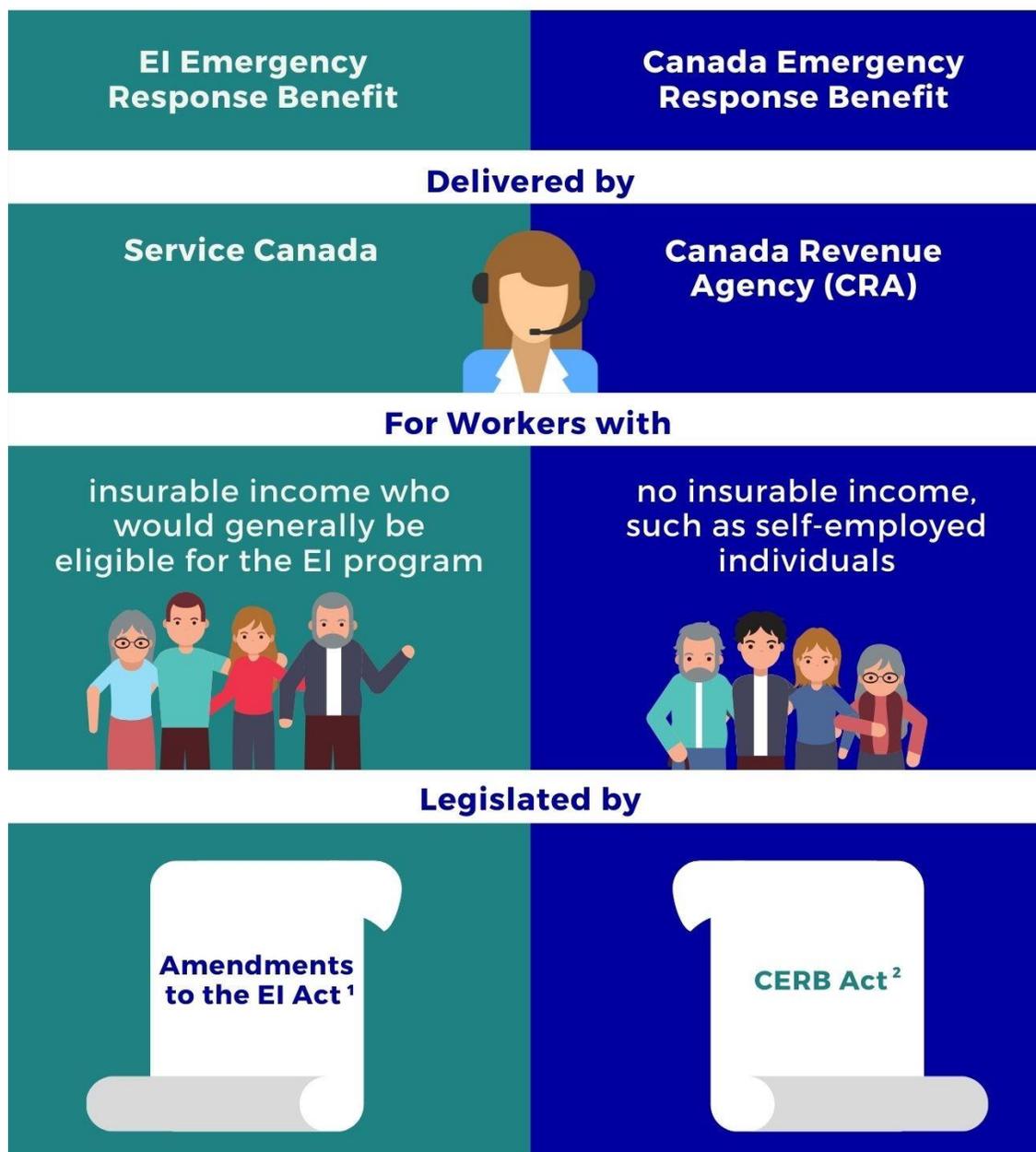
During FY2021, Service Canada worked to deliver EI benefits to Canadians when they needed it most. The Department's response to the crisis caused by the COVID-19 pandemic unveiled the significant amount of work undertaken in a short period of time. This work has laid the foundation for important measures that are expected to have positive impacts on EI clients in the years to come.

4.1.1 Canada Emergency Response Benefit

Due to COVID-19, many Canadians have been unable to work, or have lost their jobs. To ease the economic impact of the pandemic, the Government of Canada introduced the Canada Emergency Response Benefit (CERB) in March 2020.

In order to be able to quickly issue CERB payments, the Government of Canada assessed that it was necessary to rely on existing systems. However, none of the systems used within individual departments were built to accommodate the expected high volume of claims. To avoid putting undue pressure on a single department, Service Canada and the Canada Revenue Agency (CRA) co-delivered the Canada Emergency Response benefit through separate legislations and individual departmental systems, thereby enhancing the ability to promptly deliver benefits to Canadians in need.

DELIVERING THE CANADA EMERGENCY RESPONSE BENEFIT



¹ EI Act (<https://laws-lois.justice.gc.ca/eng/acts/e-5.6/>)

² CERB Act (https://laws-lois.justice.gc.ca/eng/annualstatutes/2020_5/page-2.html)

While 2 separate government organizations delivered the benefits, they were publicly advertised by the Government of Canada as a single Canada Emergency Response Benefit. A unique web portal offered information on eligibility requirements and helped clients assess their personal situation. The Government adopted a service excellence approach ensuring that clients did not experience delays. Clients could apply to either organization regardless of their situation, and have their applications processed. The objective was to ensure that Canadians applying for either income support were treated in a similar manner.

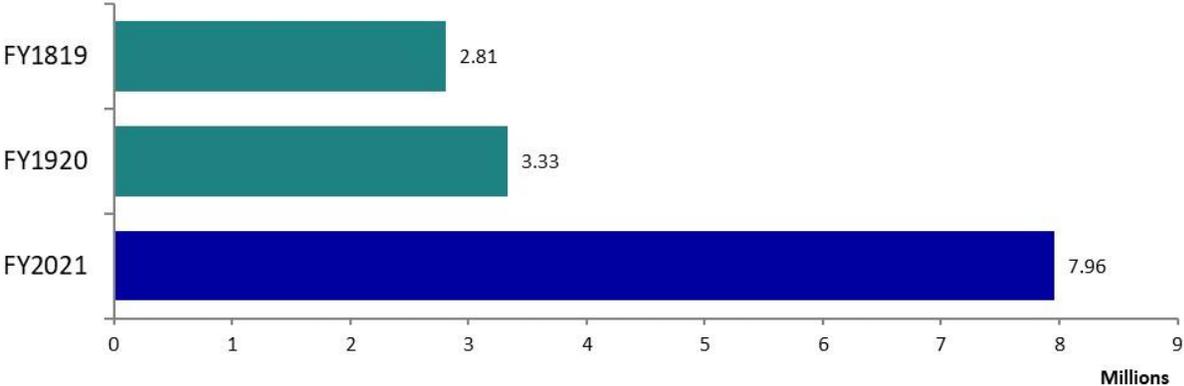
4.1.2 EI and EI Emergency Response Benefit

Working within a short time frame, ESDC quickly designed and implemented a service delivery model for EI Emergency Response Benefit (EI ERB). The Department assessed that the best way to swiftly provide benefits to Canadians was to process EI ERB benefits using the existing EI program systems. As a result, from March to October 2020, EI ERB temporarily replaced EI regular and sickness benefits. Therefore, the processing numbers reported in this chapter also include EI ERB benefits. In September 2020, the Government of Canada introduced measures meant to simplify and increase access to EI for Canadians who were still unable to work. ESDC dedicated efforts to streamline processes and make the necessary changes to support the transition from EI ERB back to EI.

4.1.3 Benefit processing

From March 15, 2020, to March 31, 2021, ESDC processed over 8.75 million EI and EI ERB claims. Chart 1 (below) indicates the number of claims processed during FY2021 and the 2 previous fiscal years.

Chart 1 – Total EI and EI ERB claims processed





over **4.6 million** more claims were processed in **FY2021**

As a result of the significant increase in claims needing to be processed, Service Canada quickly began to develop new initiatives to respond to the changing needs of its clients and alternative approaches to maintain service delivery.

4.1.4 COVID-19 service delivery

The COVID-19 pandemic highlighted even more that government services must be available to everyone and at any time. This level of availability is especially important for vulnerable clients, who, even under normal circumstances, experience barriers in accessing government services. In FY2021, the department made its services more accessible to vulnerable and remote populations by:

- launching the **Service Canada Outreach Support Centre** on April 14, 2020, to provide support to clients who would normally be served through in-person outreach
 - the Outreach Support Centre employees have the same qualifications as Service Canada Centre (SCC) employees and provide services similar to those available in person at SCCs or during outreach visits
 - this toll-free service provides direct, personalized support to clients facing barriers, including Indigenous communities and clients who do not have access to the technology required to use other service channels
 - Support Centre staff assist clients by providing information and answering enquiries, as well as submitting benefit applications on behalf of clients, as needed
 - staff assisted clients by completing 30,013 EI service requests, including:
 - 3,543 applications for EI benefits
 - 5,841 requests for general information on EI or T4Es
 - 20,629 requests for follow-up information related to an EI benefit claim
- leveraging the [eServiceCanada¹](https://eservices.canada.ca/) portal as replacement to the in-person SCCs that were temporarily closed
 - The portal allows clients to submit an online request and to be contacted within 2 business days. As a result of this new approach clients were served both in person at SCCs and through Canada.ca in FY2021.
- engaging with Indigenous and remote communities, employers, and community organizations and partners to offer and promote alternate service delivery mechanisms and virtual information sessions

¹ <https://eservices.canada.ca/>

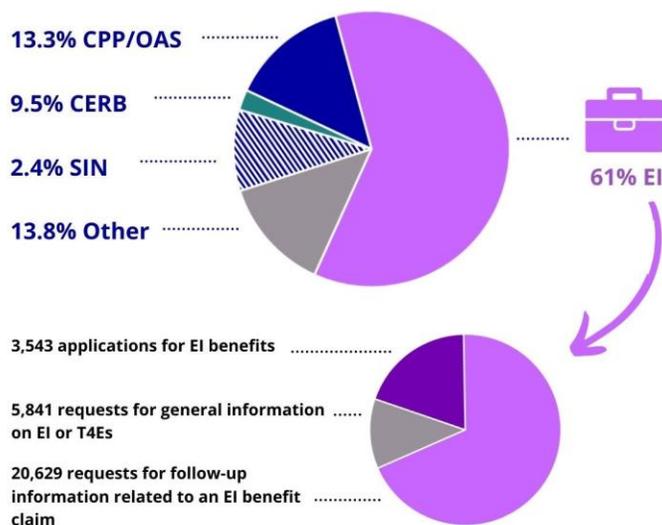
- More than 4,800 contacts were made with 740 Indigenous communities. Of those communities, 687 received service through the Service Canada Outreach Support Centre and virtual outreach activities in FY2021.
- providing virtual information sessions for employers and workers affected by layoffs
- delivering virtual information sessions to organizations that support vulnerable clients, to provide information on the emergency response benefits and to ensure they were aware of the new eService options

From April 14, 2020 to March 31, 2021
Outreach Officers completed

41,126 calls



completing **49,274** service requests



99.3%

of callers were assisted within 5 minutes



Launch of online applications for Social Insurance Numbers - eSIN portal

Due to the closure of Service Canada Centres during the COVID-19 pandemic, a new issue arose related to applications for Social Insurance Numbers. In order to overcome this challenge, an online Social Insurance Number application (eSIN) was developed to allow clients to apply and submit digital copies of their documents.

The eSIN application was launched on April 6, 2020. In FY2021, ESDC received 746,245 eSIN application requests.

Since the inception of eSIN, several key program updates have taken place:

- a complete review of the eSIN procedures and client-facing information was completed to provide recommendations for improvements to procedures and guidance
 - 10 system updates/releases improved the online client-facing platform as well as the frontline staff's processing platform
- 6 improved letters were developed to replace previous versions of rejection letters, which were found to not provide enough information to clients on the reasons for the rejection of their application
 - letters include a drop-down menu that allows Citizen Service Officers (CSO) to select the most appropriate reason for the rejection of an application
- in order to reduce the number of rejected applications, additional guidance has been provided on Canada.ca and the intranet to advise clients and processing staff with regard to the proof of address requirements

4.1.5 Call Centre improvements

This year was unprecedented in terms of EI service delivery because of the support provided to Canadians in response to the COVID-19 pandemic.

Although a CERB call centre was established in response to the COVID-19 pandemic, it dealt only with basic enquiries and advice about the program. When questions were more complex or a specific CERB file needed to be accessed to help a client, the client was directed to contact the EI or CRA call centres, depending on their situation. The specialized knowledge of the EI call centre agents was instrumental in answering EI-specific enquiries.

The impact of the COVID-19 pandemic was unparalleled for the EI Call Centre. The Call Centre received a record 53.3 million calls in FY2021. In fact, it received the number of calls it would typically expect to see in a year over 3 months (March 2020 to May 2020).

After the CERB ended, the EI Call Centre redirected efforts in order to support enquiries related to the transition back to Employment Insurance.

Hosted Contact Centre Solution

In March 2020, just as the COVID-19 crisis was fully emerging in Canada and declared by the World Health Organization to be a global pandemic, the EI Call Centre completed migration to the new platform, the Hosted Contact Centre Solution (HCCS).

The HCCS system was designed to fully handle historical annual EI call volume. However, the onset of the pandemic immediately resulted in a surge in calls which far exceeded any historical demand. This massive influx in volume, which initially overwhelmed telephone service providers, also overwhelmed the new platform.

Despite the unprecedented increase in call volume, the EI Call Centre was able to leverage the HCCS to increase capacity to meet the demand. HCCS facilitated critical elements of the EI Call Centre response to the pandemic, which would not have been possible with the former legacy system.

HCCS enabled Employment Insurance and Employer Contact Centre (ECC) agents to answer calls from any location using any phone, which was critical to ESDC's response to the COVID-19 pandemic, as it permitted agents to telework. The implementation also allowed call centres to increase the capacity of both the Interactive Voice Response and the queue to speak to an agent. This happened as the COVID-19 pandemic started to have an impact on Canadians. In FY2021, ESDC continued to increase HCCS capacity in response to increasing EI call volumes.

As a result of the implementation of the HCCS, the Department:

- quadrupled the system's capacity for EI to handle calls in the Interactive Voice Response system and doubled the system's capacity to handle calls in queue
- created targeted messaging for the EI Call Centre advising clients of wait times and of specific periods of high call volume and promoted the use of other channels that might support clients' needs in a timelier manner (for example, self-service on-line)
 - This strategy supported client expectations around services ensuring they were aware of the wait times should they choose to speak to an agent
- worked with Shared Services Canada to build functions into the system to manage the flow of calls that could enter the queue
 - These functions were used sparingly only to manage wait times and ensure equitable access to Call Centre agents across different geographical areas
- initiated a massive recruitment strategy to increase the call centres capacity from approximately 1,100 agents to 3,000 agents by the end of March 2021

4.1.6 Employee engagement and dedication

The new work reality brought by the COVID-19 pandemic made it more challenging and important to maintain cohesion and engagement within the work teams at Service Canada. A cohesive team made up of engaged employees is key to ongoing service excellence because an engaged employee is a dedicated one. Nurturing a dedicated workforce helps to maximize retention and business continuity.

Service Canada is developing a strong service culture that emphasizes employee engagement by providing employees with access to training, tools and expertise. This ensures that employees are able to provide high quality service to Canadians. Employees are encouraged to voice their opinions and engage in service improvements through multiple initiatives, including:

- engagement sessions
- social media
- surveys
- virtual events

- email campaigns

While facing the unprecedented work situation during the pandemic, ESDC employees have risen to the challenge and have continued to provide quality services to Canadians:

- in a short period of time, many employees had to adapt to their new virtual work environment as they were relocated from ESDC offices to their homes
 - even while dealing with pandemic-imposed personal challenges, ESDC staff successfully delivered benefits in a timely manner to Canadians
- in order to support the delivery of EI and EI ERB, as well as other high priority services, thousands of employees from other areas were redeployed and went through accelerated training

4.2 Transformations to improve the future of service delivery

ESDC is supporting the Government of Canada's commitment to improving services to Canadians by continuing its plans for service transformation. The Department is aligning its efforts under an Integrated Transformation Plan to achieve the Government of Canada and ESDC Service Strategy goals and commitments. This work builds on recent Service Transformation achievements and identifies gaps and opportunities to achieve the following:

- progress on seamless digital experience
- improved service accessibility
- empowered ways of working
- aligned policy and service design to maximize results

ESDC's business transformation responds to government priorities in a variety of ways by redesigning services. This is done by:

- understanding client needs in a way that is respectful of their time
- empowering employees with digital tools
- providing new ways of working together

4.2.1 Service transformation and the Benefits Delivery Modernization Programme

A key element of service transformation is the Benefits Delivery Modernization (BDM) Programme, ESDC's multi-year approach to improve client service experience and address aging IT infrastructure. The BDM Program will transform service delivery by modernizing business practices, workforce management, workload management, knowledge management practices, and underlying technology.

Started in 2018, the definition phase of the BDM Programme is now completed. Significant groundwork has been done to define the future platform, including the selection of the Core Technology for benefits delivery. Implementation has begun and is organized around a series of four phases, extending from 2021 to 2030. The first phase will see the development of a common benefits delivery platform, as well as the onboarding of Old Age Security and some EI benefits.

4.2.2 Transformations to the EI Program

In FY2021, the Department launched several improvements to further support EI and EI ERB processing.

Simplification of the EI Program

In September 2020, to continue supporting Canadians during the COVID-19 pandemic and to help process applications for benefits, targeted EI simplification measures were put in place until September 25, 2021. For more on these temporary EI simplification measures, consult [section 2.0](#).

System improvements to support transition from EI Emergency Response Benefits to EI

In fall 2020, the EI ERB transitioned back to EI. At this time, ESDC introduced an automated application process to ensure a smooth transition for claimants who were still receiving and were eligible for EI. The implementation of this process enabled the delivery of benefits without interruption and reduced the burden on claimants. With these changes, the Department was able to continue to support claimants with fast service and timely payments (consult [annex 4.2.2a](#)).

Launch of a National Operating Model

In FY2021, to better serve Canadians from coast to coast, the processing network² began transitioning to a National Operating Model (NOM). This model will support the Department with making timely decisions in a more efficient manner. The NOM implies that regions are all accountable to meet national objectives and to ensure equal service to clients.

Launched in FY2021, its key principles are:

- One workforce: uniform hiring and training of employees
- One process: standardizing processes and procedures
- One workload: assigning work to the next available officer

Introduction of Robotics Processing Automation

ESDC implemented the use of Robotics Process Automation (RPA), a software solution to complete repetitive and manual tasks, such as data entry, allowing officers to focus on tasks that are more complex. RPA empowers employees to focus on value-added work that requires human judgement and decision-making.

Since its introduction, the RPA initiative enabled the department to deploy a number of automated processes, including meeting its obligation of having all T4E ([Statement of EI and Other Benefits](#)³) forms mailed by the last day in February. Every year, the EI systems cannot issue T4Es automatically for various reasons. In FY2021, the volume of manually processed T4Es was over 60 times higher than normal. Prior to fall 2020, the Work-Sharing benefit reports were all manually processed. Using RPA, the Department is now automating a portion of these reports. Since the launch of this enhancement, 73% of the reports were processed without any human intervention, providing faster payments to claimants.

² The EI processing network is divided in 4 regions across Canada. In previous years, the EI workload was typically handled as per the claimant's region of residence.

³ <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/tax-slips/understand-your-tax-slips/t4-slips/t4e-statement-employment-insurance-other-benefits.html>

Artificial Intelligence to review records of employment

When issuing records of employment (ROEs) for their employees, many employers add free text comments to provide additional information. EI systems cannot automate claims with such ROEs because officers need to review the information in the comments, resulting in longer processing times.

Since June 2020, ESDC has used artificial intelligence to support the review of information added by employers in the ROE comment section. This reduces the need for human intervention, increases claims automation and improves the speed of payment, while reducing workload for the officers. Artificial Intelligence has addressed over 1.25 million comments, successfully automating an additional 47.9% of ROEs.

Launch of Document Upload for EI clients

Every year, the EI program receives millions of paper documents by mail or in person at the Service Canada centers. These documents need to be manually sorted and entered into the systems.

On March 6, 2021, a new document upload functionality was introduced for EI clients, which allowed them to upload supporting medical documents directly into their files. This new feature lessens the burden on claimants and reduces the need for manual intervention from officers. In the following months, the document upload functionality will be enhanced and will allow clients to directly upload additional documents related to their EI claims.

4.2.3 Call Centre improvement strategy

Given the need to focus efforts on supporting clients through the pandemic and on responding to the associated increased call volume, several of the call centre improvement elements described in previous reports were suspended during FY2021. However, the most significant improvement was completed in March 2020, with the EI Call Centre migration to a new modern technology platform with enhanced functionalities, which was a critical component in Service Canada's telephone service delivery during the pandemic in FY2021. Consult [section 4.1.5](#) for more details.

Other call centre continuous improvement activities that moved forward during the pandemic were:

- reducing the training time for new employees
 - The EI Call Centre piloted a shorter 6-week training program (down from 10 weeks) with a targeted group of agents in June 2020 with the intent to prepare agents to respond only to regular benefit enquiries.
 - Having a shorter training allows Service Canada the ability to hire agents and have those agents answering calls sooner.
 - This approach employs the functionality in the HCCS to direct specific calls to agents based on the caller's selections in the telephone menu and certain conditions on their claim. This means that agents receive calls for which they have the necessary training.
 - Agents can receive training on special benefits subsequently and then have the skills to answer additional calls.

- This approach continues to be evaluated on an ongoing basis.
- exploring the potential to automate tasks
 - During FY2021, the EI Call Centre began to explore the use of RPA.
 - RPA has the potential to automate manual tasks and reduce repetitive actions for agents. The potential impact of this technology will be evaluated going forward.

4.3 Accessing information and tools for Employment Insurance

The Department was able to provide uninterrupted, timely and safe access to Government of Canada information, services, and benefits during the COVID-19 pandemic. This was accomplished by increasing the capacity to deliver its **online and phone services** which addressed health and safety concerns associated with in-person services. When its **in-person offices** started to re-open, the Department ensured safe access by limiting seating in waiting areas, managing physical distancing, providing hand sanitizer and masks, and enhancing cleaning protocols. These offices are often the most convenient option for vulnerable individuals to access government assistance.

Service Canada provides services to EI clients in English and French, as per the [Official Languages Act](#)⁴. In addition, the Telephone Interpretation Service allows employees to serve clients in about 100 languages in all Service Canada Centres and outreach locations across the country.

4.3.1 In person (visit)

Service Canada Centres

In-person Service Canada Centres (SCCs) are managed and staffed by Service Canada employees and offer general information and transactional services. They are open up to 5 days a week. SCCs may be stand-alone, consolidated with Passport Services or co-located with other organizations.

SCC employees provide general program information and application intake support to clients. They help clients complete the application online by walking them through the various steps. Although SCC employees do not process claims, they perform support functions for the EI program, such as:

- authenticating identity
- validating supporting documents
- verifying information for completeness, and
- non-complex transactions: change of address, direct deposit (consult [annex 4.3.1a](#)), temporary access code issuance, change of tax code, and extension of sickness benefits

In FY1920, prior to the COVID-19 pandemic, access to employment assistance was provided via a combination of online, telephone and in-person delivery structures where in-person services was one of

⁴ <https://laws-lois.justice.gc.ca/eng/acts/o-3.01/>

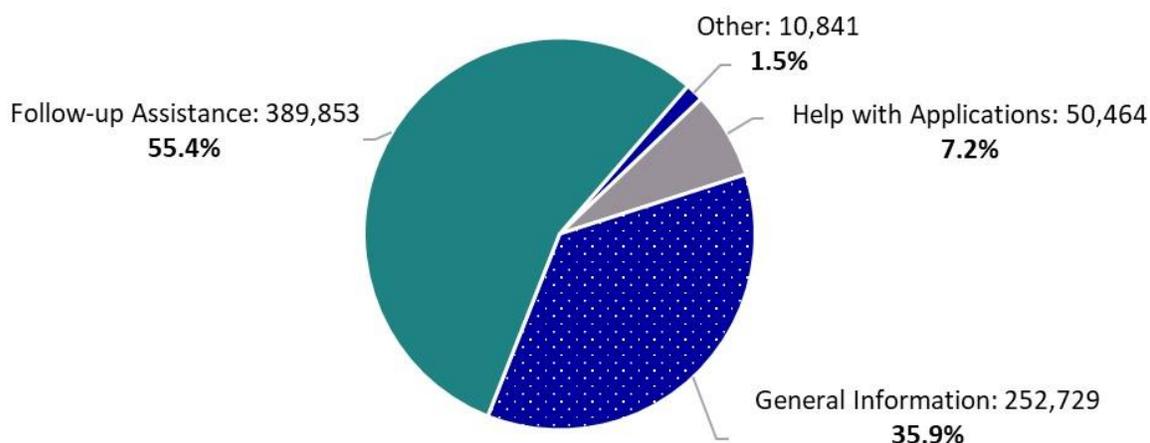
the preferred channels. Service Canada Centres (SCCs) closed temporarily in March 2020 because of the COVID-19 pandemic, which severely impacted a key service delivery channel. During this time, clients were able to maintain access to essential Service Canada programs, services and benefits through [eServiceCanada](https://eservices.canada.ca/en/service/)⁵. The gradual reopening of the Service Canada Centres started in July 2020.

On March 31, 2021⁶, Canadians were able to access our services at 350⁷ in-person points of service (consult [annex 4.3.1b](#)) across the country. These included:

- 310 SCCs
- 25 Service Canada Centre - Passport Service sites (provided in-person service by appointment)
- 15 Service Delivery Partner (SDP)⁸ sites and Service Canada Community Offices.

In FY2021, Service Canada in-person points of service staff completed over 700,000 service requests related to EI (consult [annex 4.3.1c](#)). This represents 35% of all service requests handled. The breakdown of the types of In-person services provided on the EI Program is as follows:

Chart 2 Breakdown of in-person services provided relating to the EI Program



Video chat

Video chat services, available in select sites, are designed to enhance the service experience of Canadians by allowing high volume Service Canada Centres (SCCs) to reduce client wait times. Over

⁵ <https://eservices.canada.ca/en/service/>

⁶ 7 Service Canada Centres and 247 scheduled outreach sites were not yet reactivated as of March 31, 2021 following deactivations due to COVID-19 responses.

⁷ The total of in-person points of service across the country including services such as for the EI Program is 579 as of March 31, 2021, this total does not include Service Canada Centre - Passport Service sites.

⁸ In the 15 Service Delivery Partner sites, employees of the Government of Northwest Territories provided services on behalf of Service Canada. They offered general information and referral services for federal government programs and services, including EI.

time, video chat service delivery has increasingly become an accepted mode of meeting clients' needs. Due to the ongoing COVID-19 pandemic and the temporary closure of SCCs, the video chat service was not available during FY2021. ESDC focused on adhering to all the public health procedures for safe and effective service delivery in SCCs across the country. As pandemic responses shift, Service Canada will continue to adapt while ensuring that everyone can access the service they need.

eServiceCanada

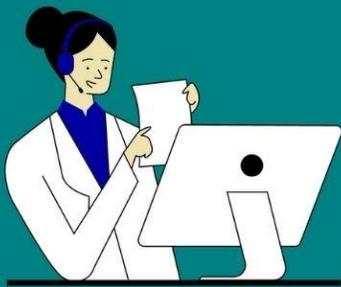
Following the temporary suspension of in-person service delivery in March 2020 due to the pandemic, the Department established [eServiceCanada](https://eservices.canada.ca/en/service/)⁹. The goal of eServiceCanada was to mirror the services typically provided within SCCs during their temporary closures. EI clients would receive personalized support with their applications and questions. eServiceCanada allowed for continued delivery of critical services while protecting the health of clients and employees during the COVID-19 crisis (consult [annex 4.3.1d](#)). In FY2021, EI clients who made a request through this channel were contacted within 2 days 85% of the time.

⁹ <https://eservices.canada.ca/en/service/>

EI Requests FY2021

The eServiceCanada initiative allowed **2.2 million clients** to keep accessing services that they would normally receive at in-person Service Canada Centres.

Of these, over **60%** (1,332,595) were **EI clients**



**1,332,595 clients submitted
1,602,537 EI requests through
eServiceCanada**



**666,094 clients submitted
703,887 EI requests
in person**

The breakdown of the types of eServiceCanada services requested on the EI program in FY2021 is as follows:

- help applying online - 424,811 or 26.5%
- submitting supporting documents - 232,330 or 14.5%
- updating Direct Deposit/Address - 231,755 or 14.5%
- amending an existing claimant report - 371,069 or 23.2%
- adding information to an existing file - 342,572 or 21.4%

Scheduled outreach sites

[Scheduled outreach sites](#)¹⁰ are points of service located outside an SCC but offer similar services. In general, Service Canada staff travel to a pre-determined location, typically in rural or remote areas that are otherwise underserved.

Due to the COVID-19 pandemic, the outreach sites were closed in March 2020. These sites continued to remain closed throughout FY2021. Service Canada developed alternate service delivery mechanisms to reach and support Canadians that would have previously accessed services through the scheduled outreach sites. This included proactively reaching out to all scheduled outreach site partners to ensure and increase awareness of virtual services and alternate service channels.

Community Outreach and Liaison Service

The [Community Outreach and Liaison Service](#)¹¹ (COLS) builds relationships and provides support to increase access to programs and benefits for Indigenous communities and vulnerable clients who face barriers to service. In addition, COLS provides responsive outreach to employers and workers facing labour market adjustments. COLS provides support by offering EI application assistance, EI information sessions for those affected by mass layoffs, and program information for employers.

Between April 1, 2020, and March 31, 2021, COLS conducted 27,401 outreach activities to 90,079 participants. Of these, 3,909 activities to 26,627 participants were related to EI. Service Canada outreach staff made proactive calls to employers at risk of conducting a layoff to promote other mitigation options. These options included the [Work-Sharing](#)¹² or [Work Force Reduction](#)¹³ programs.

In Budget 2018, the Government granted the Department 3-year funding to expand outreach efforts to all on-reserve, remote, and northern Indigenous communities. Each year since 2018, COLS has contacted all northern, on-reserve and remote Indigenous communities and offered them an in-person visit to provide services. These visits have proven successful in increasing awareness of and access to programs, services and benefits. In FY2021, the Department secured permanent funding for this initiative.

When the pandemic forced the suspension of in-person outreach, the Department contacted all Indigenous communities to ensure they were aware of the emergency response benefits and the alternative service delivery mechanisms that had been put in place to access services. More than 4500 contacts were made with the 740 Indigenous communities to promote the availability of the new service options. As a result of these engagement efforts and the activities of the Outreach Support Centre, 687 Indigenous communities received virtual services in FY2021. This is the highest number of communities served since Service Canada began conducting Indigenous outreach in 2016.

¹⁰ <https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada/charter/scheduled-mobile-outreach.html>

¹¹ <https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada/improving-services/service-transformation-solutions.html#h2.01>

¹² <https://www.canada.ca/en/employment-social-development/services/work-sharing.html>

¹³ <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-employers-workforce-reduction.html>

In the event of a mass layoff, outreach staff work in partnership with provincial and territorial governments and with the employer to organize information sessions for employees. The purpose of these joint sessions is to help reduce the stress and worry of employees facing a job loss and to provide participants with important information on:

- when, how, and why they should apply for EI
- how benefits can be affected by other monies received due to termination (such as severance or pay in lieu of notice)
- other federal programs and services such as the Canada Pension Plan, Old Age Security, the Job Bank, and My Service Canada Account

The provincial or territorial partner provided information on programs and services available to help participants find suitable employment. This included also information on re-training, resume writing, job search techniques and interview skills.

During FY2021, of the 3,909 EI-related outreach activities Service Canada delivered, 3469 were information sessions to 25773 participants:

- 826 EI information sessions to workers
 - 296 mass layoff sessions
 - 366 Work-Sharing sessions
 - 17,346 participants
- 2274 EI information sessions to employers
 - 184 mass layoff sessions
 - 1,947 Work-Sharing sessions
 - 4,301 companies and organizations participating
- 369 EI information sessions to other stakeholders
 - 58 mass layoff sessions
 - 17 Work-Sharing sessions
 - 4,126 stakeholder organizations participating.

For more information on the Community Outreach and Liaison Service, consult [annexes 4.3.1e-i](#).

Service Canada Outreach Support Centre

The Service Canada Outreach Support Centre was launched in April 2020. This Centre provided services to vulnerable clients, including clients with no reliable access to the internet or with other barriers to accessing services. Through this toll-free service, clients are immediately connected with a Service Canada representative to receive assistance, including for the EI program.

At the onset of this service, support for hearing-impaired clients was only available through the online eService option. The eService option required Service Canada to contact the client by phone, which did not work for hearing-impaired clients who were unable to communicate through regular telephone service.

The VOCALLS system was acquired for the Support Centre and offered clients the ability to communicate directly, and in real time, with Outreach Support Centre staff using a teletypewriter (TTY). This has proven to be a convenient and effective method for hearing-impaired clients to receive the support and assistance that they require.

4.3.2 By telephone (call)

1 800 O-Canada

EI clients frequently contact 1 800 O-Canada for general enquiries related to EI. For more complex and client-specific enquiries, the EI clients have the choice of calling the EI call centre, or logging into their My Service Canada Account.

In FY2021, the 1 800 O-Canada service supported the Government of Canada communication activities, both in regular times and in crises. 1 800 O-Canada officers provided up-to-date information on all COVID-19 special measures and their impact on Government of Canada programs and services, namely the availability of the CERB and how eligible EI applicants could apply.

During FY2021, the 1 800 O-Canada service provided timely service to Canadians answering more than 80% of calls within 18 seconds (or within 3 rings), during 8 months of the year. The exceptionally high call volumes experienced in April, shortly after the COVID-19 pandemic began, became more manageable by May, when wait times met service delivery targets once again. Pressure related to the pandemic returned from September to November. During these months, wait times were longer and monthly averages ranged from approximately 1 to 6 minutes.

As of March 31, 2021, 1 800 O-Canada agents had answered 2.051 million calls, which included 539,005 enquiries related to EI (consult [annex 4.3.2a-b](#)).

Employment Insurance Call Centre

FY2021 was unparalleled in the way that the pandemic increased call volume and affected clients' service delivery needs. Emergency benefit programs, such as the CERB, were partially delivered through the EI claim system and call centre.

In its normal role, the EI Call Centre network is the main point of contact for EI clients. The EI Call Centre spreads calls across the network based on availability of resources, regardless of from where in the country they are coming. The network increased from 1,100 employees at the beginning of the year to 3,000 employees by the end of the year (with an average of 2,300 full-time agents for FY2021).

EI call centre agents respond to questions about the application process for EI, eligibility for EI benefits, and enquiries specific to claimants' EI files. They resolve enquiries by:

- providing claim-specific information
- updating information on the claimant's file (for example, changing an address or direct deposit information)

- processing claimant reports for which a client requires an agent’s intervention in order to access the payment to which they are entitled
- adjudicating a wide variety of non-contentious issues (such as claim calculation and reason for separation)

Call volume

In response to the COVID-19 pandemic and an unprecedented increase in volume of calls, investments were made to improve accessibility to clients. The EI Call Centre initiated an unprecedented onboarding strategy that nearly tripled capacity as of the end of March 2021.

In FY2021 EI call volume reached almost **53.3 million** calls



more than **DOUBLE** FY1819, the last full year before the pandemic
 the largest number recorded since call centres started networking nationally (FY0405)

COVID-19 had a HUGE impact on EI call volumes



Interactive Voice Response system

The EI Call Centre is equipped with an Interactive Voice Response (IVR) system. The IVR allows clients to self-serve by:

- authenticating themselves
- updating their access code

- checking their application status
- getting details about their payments
- completing their bi-weekly claimant's reports

In FY2021, 54% of the calls (25.6 million) were resolved¹⁴ in the IVR system without the need to speak to an agent. This is 5.8 million more calls than were resolved in FY1920. Although a smaller percentage of calls were resolved in the IVR compared to FY1920 (59%), the total number of calls resolved calls increased. This is a result of the sheer volume of calls placed to the EI Call Centre this year (consult [annex 4.3.2c](#)).

Agents are available to guide clients through issues not resolved by self-service. For this reporting year, the top 5 reasons clients requested agent assisted services were regarding:

1. Questions about the status of a claim/decision
2. Support to complete an electronic claimant's report started through a self-service option
3. Questions about entitlement conditions for EI benefits unrelated to a claim
4. Help on how to file their application
5. Support to complete a claimant's report not started through a self-service option

Calls answered

This year, call centre agents answered 5.6 million calls, which is 1.2 million more calls than last year (consult [annex 4.3.2d](#)). The significant increase in hiring new employees and the upgraded telephone platform contributed to being able to answer the unprecedented influx of calls.

Call length is affected by the nature and complexity of the calls received. It is also affected by the proportion of new staff, who generally have longer call lengths than experienced agents. In FY2021 the average call length was approximately 16 minutes, a little under 3 minutes longer than in FY1920.

Agent accessibility is another important performance indicator for call centres. It represents the percentage of call attempts¹⁵ that are successfully placed in queue to wait to speak to an agent. The agent accessibility increased to 50.1% this reporting year, compared to 40.8% in FY1920. This change in accessibility is attributed to the migration to the HCCS platform, supported by the significant onboarding of new call centre agents.

Given the extraordinary volume of calls this year, the EI Call Centre IVR was 88.7% accessible, although it has been virtually 100% accessible in recent years. However, most of the reduction in IVR accessibility was a result of the volume of calls at the beginning of the fiscal year, at the onset of the COVID-19 pandemic. In response to the extreme increase in call demand, the EI Call Centre quickly improved accessibility by quadrupling the system's capacity for clients to self-serve in the IVR system.

¹⁴ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to an agent afterward.

¹⁵ A single client may represent multiple call attempts to call centres.

In FY2021, the average wait time to reach an agent was 62 minutes, which was 47 minutes longer than in FY1920. The longest wait times were at the beginning of the year when the average wait time was close to 2 hours, with some waiting up to 6 hours at the height of the pandemic. While the unforeseen volume of calls caused by the COVID-19 pandemic presented challenges to system capacity, the actions taken by the Department resulted in lowering average wait times to 19 minutes by the end of the year.

In March 2020 the EI Call Centre network migrated to a new telephone platform, the Hosted Contact Centre Solution (HCCS). This meant that FY2021 was the first full year with the upgraded telephone platform. One of the features of the platform was a larger queue size, as well as an ability to further increase that queue. The Call Centre leveraged this feature in response to the high volume of calls due to the COVID-19 pandemic. This resulted in more Canadians being able to choose to wait to speak to an agent, which in turn increased the wait time. Another feature of the HCCS is the ability to support telework. This was a crucial function at the onset of the pandemic, as it enabled the rapid onboarding of more agents. If the EI Call Centre agents were not able to pivot to telework, the EI Call Centre would not have had the staff to be able to respond to the call demand.

The enormous call volume associated with the pandemic in FY2021 negatively affected service level¹⁶ (consult [Service Standards](#)). Wait times were particularly impacted by the high volume of calls at the beginning of the pandemic, which also increased the rates of abandoned calls. From April 1, 2020 to May 31, 2020, there were 10,068,042 attempts to speak to an agent which accounts for 47% of the total for FY2021. During those 2 months there were 9,325,764 cases where the client either could not access an agent or abandoned the call. This represents 58% of the total calls for which an agent could not be accessed or for which the call was abandoned in FY2021. For more information on the rate of callers who chose to hang-up, rather than wait to speak to an agent, consult annex [4.3.2e](#).

Factors affecting call centre performance

The COVID-19 pandemic had a profound impact on the EI Call Centre, most notably in terms of call volume. Canadians called about their benefits, program changes, and the transition from the CERB to EI. Other factors also affected Call Centre performance throughout FY2021. This included system outages and increased enquiries resulting from the GCKey incident¹⁷ and the additional security measures implemented.

As noted above, the change to the new call centre platform also had an impact on Canadians' service experience. The migration to this modernized telephone system is described in the Call Centre

¹⁶ Service Level is calculated based on the sum of all calls answered within 10 minutes divided by the sum of all calls answered and the sum of all calls abandoned after 10 minutes.

¹⁷ In 2020, the Government of Canada took action in response to "credential stuffing" attacks mounted on the GCKey service and CRA accounts. These attacks took advantage of the fact that many people reuse passwords and usernames across multiple accounts. Of the roughly 12 million active GCKey accounts in Canada, the passwords and usernames of 9,041 users were acquired fraudulently and used to try and access government services, a third of which accessed such services and are being further examined for suspicious activity. For more information, consult the [statement](#) from the Treasury Board Secretariat.

Improvement Strategy section ([section 4.2.3](#)). With this migration complete, ESDC continues to review and adjust how it manages incoming calls to improve access to call centre services.

Calls resolved at first point of contact

Once a client connects to a call centre agent, most of their telephone enquiries are resolved at the call centre. There may be cases where the call centre environment is not well suited to handle a request efficiently. If this is the case, the call centre agent sends the request to EI processing officers for appropriate follow-up actions.

The EI Call Centres track the volume of calls resolved at first point of contact. The call is considered resolved if the agent was able to address the client's enquiry during the telephone interaction. Of note, it does not measure client satisfaction and is an internal organizational performance indicator.

During this reporting year, the percentage of calls that were resolved by a call centre agent with no additional follow-up required increased by 7.6% to 84.9% (consult [annex 4.3.2e](#)). This increase is largely related to implementation of the CERB. In response to the pandemic, the CERB introduced the broad application of simple entitlement rules and a reduction in issues that could affect EI entitlement (for example, travel outside the country). Given that CERB was a streamlined, time-limited program, it is likely that this is an isolated increase related to the unique situation of the pandemic.

Employer Contact Centre

Another critical component of the call centre network is the Employer Contact Centre (ECC). Launched in June 2011, the ECC provides enhanced services to employers through an accessible, national, single point of contact. The ECC network is comprised of approximately 72 full time agents.

Employers contact the ECC to get information and help on a variety of service offerings.

Calls volume

The total number of calls made by clients to the ECC in FY2021 was 861,035 calls. This volume includes:

- calls answered by ECC agents
- calls for which the self-serve option resolved the clients' needs
- calls for which the caller chose to abandon while waiting to speak to an agent
- calls prevented from accessing an agent

In FY2021, there were 385,835 calls resolved¹⁸ in the IVR system, which was a decrease compared to 569,340 calls the previous year. The ECC answered 2,834 more calls than in FY1920. This is mostly due to the following:

- the impact of COVID-19 (increase in record of employment and Work-Sharing related calls)

¹⁸ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to an agent afterward. It does not measure client satisfaction and is an internal organizational performance indicator.

- the impact of the GCKey incident and additional security measures implemented (increase in record of employment web, Grant and Contributions Online Services and non-employer calls)
- the migration of [EI Premium Reduction Program](#)¹⁹ calls on September 28, 2020
- the migration of [Supplementary Unemployment Benefits](#)²⁰ calls on February 1, 2021

Calls answered

In FY2021, 90.3% of clients who selected to speak to an agent were placed in queue. This is an 11.6% increase from the previous year. Calls for which a client could not access an agent decreased to 44,825, which is a decrease of 57,643 calls from the previous year. This change is due to the significant call volume associated with the COVID-19 pandemic.

The ECC has the same service level target as the EI Call Centre, which is to answer 80% of calls within 10 minutes. The ECC did not reach this target by answering 68.8% of calls within 10 minutes, a decrease of 20.3% from the previous year. The average length of time clients had to wait to speak to an agent increased by approximately 5.9 minutes to 9.6 minutes. The number of clients who chose to hang up after being placed in queue increased to 50,367 from 34,957 calls the previous year.

The service offerings about which clients called changed. Record of employment (ROE) orders are requests from employers to receive paper ROE forms, while ROE Web allows employers to complete and submit digital ROEs. In FY1920, ROE Order was the ECC's main service offering, then in FY2021, ROE Web was the ECC's main service offering. In fact, the ECC answered 48,927 additional ROE Web calls in FY2021. This shift in the distribution of calls is mostly due to the impacts of COVID-19 and the GCKey incident and response.

ECC agents answered 365,379 calls in FY2021, compared to 362,545 calls in FY1920. The following are the top 5 reasons employers called the ECC to speak to an agent for help:

1. To enquire about ROE Web registration and login
2. To order paper ROE forms (consult [section 4.4.1](#))
3. To receive technical support for ROE Web
4. To receive help on how and when to issue an ROE
5. To receive help about block specific information on ROEs

Training for call centre agents

The EI Call Centre and the ECC are committed to ensuring that clients receive consistent high-quality service. Agents are supported in delivering on this commitment from the moment they are hired, beginning with an extensive training program.

The initial training for call centre agents varies by program. EI Call Centre agents receive 10 weeks of onboarding training, whereas ECC agents receive a minimum of 8 weeks. The training takes various forms, including computer-based learning, classroom instruction, practical exercises, and reading

¹⁹ <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-employers/premium-reduction-program.html>

²⁰ <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-employers-supplemental-unemployment-benefit.html>

materials. A post-training monitoring program was then put in place to ensure that agents are supported as they begin to answer calls. Even once agents begin to work more independently, ongoing support is available through a dedicated agent-assist telephone line. Call centre agents receive more training when the Department introduces changes to programs or systems.

This training material was supplemented to support the CERB delivered by ESDC. Further, agents received additional training to address the transition from CERB back to EI and the temporary measures that came into force in September 2020.

When agents transitioned to remote work, the training for new employees shifted to a completely virtual environment. Resources were put in place to support trainers and learners in navigating this change.

Quality of call centre service delivery

Beyond supporting agents through training, Service Canada ensures the delivery of high-quality service to clients. The Department does this through its National Quality and Coaching Program for Call Centres.

This quality and coaching program monitors agent calls on an ongoing basis providing regular feedback to ensure that agents provide accurate and complete information. Feedback may include coaching or developing training plans tailored to individual needs. Based upon the feedback, the program can then do more monitoring as part of these plans to ensure continued performance improvements. In order to ensure consistency across the network, the program holds national calibration sessions on a regular basis to ensure that the same monitoring criteria is applied across all call centres.

The National Quality and Coaching Program evaluates specific elements of calls to the call centres to ensure quality of service. These elements include professionalism, authentication, accuracy, and resolution of the client's needs. The elements are categorized as meeting, partially meeting, or not meeting quality expectations. Of note, when the program categorizes an element as partially meeting expectations, the agent has satisfied the essential criteria of that indicator, but the program has identified a need for minor improvement or adjustments.

In FY2021, 85.5% of the reviewed calls to the EI Call Centre had an overall call score of meeting or partially meeting expectations. The specific element "Provides Accurate and Complete Information" is a key indicator of the result achieved for the client. For this element, 88.4% of reviewed EI calls met or partially met quality expectations.

For the ECC, 91.7% of calls monitored had an overall call score that the program categorized as meeting or partially meeting expectations, and 98.3% of reviewed ECC calls met or partially met quality expectations for the element "Provides Accurate and Complete Information".

Due to the onset of the COVID-19 pandemic, the program was suspended from March 2020 to January 2021. It resumed in February 2021.

In addition to the Department's formal quality program, clients may sometimes provide feedback about their service delivery experience, either directly to a Call Centre agent, or to the Office of Client Satisfaction. Call Centre agents have an ID number assigned to them. Clients can request this number during any call and reference it when providing feedback.

4.3.3 Online

Canada.ca

Detailed information on the [EI program](#)²¹ is available on [the main website of the Government of Canada](#)²².

To support and adapt to the pandemic, ESDC updated its web content to reflect temporary changes related to the EI ERB and simplification measures. The Department made every effort to quickly provide Canadians with timely and accurate information on the EI program.

In August 2020, ESDC updated the web pages for the EI benefits for self-employed people. The goal of the project was to improve the client experience and increase satisfaction with the quality of information. The changes included:

- simplifying content by using a client-centric approach and plain language
- adjusting the page layout for easier navigation

EI online information and services were among the most popular content on Canada.ca. In FY2021, there were 137.7 million visits across all EI web pages.

EI regular benefits pages

The EI regular benefits pages had 15.6 million visits in FY2021, which is 16% more visits than in FY1920. Many of the visits were concentrated in the first few months of the fiscal year, but the increased demand driven by the pandemic smoothed out over the course of the year.

Those EI regular benefits pages had a 45% task conversion rate²³. Last year it was noted that the conversion rate for this service was unusually high at 56%. This trend continued in FY2021 indicating the continued contributions of the online channel to supporting EI claimants.

Maternity and parental benefits pages

Claimants have access to an [estimator](#)²⁴ tool, which provides access to an interactive calculator that potential claimants can use to estimate how much they could receive when applying for maternity and parental benefits.

In FY2021 the data shows that:

²¹ <https://www.canada.ca/en/services/benefits/ei.html>

²² <https://www.canada.ca/home.html>

²³ A conversion rate means that 45% of those who visited the regular benefits pages went on to start an application using AppliWeb

²⁴ <https://www.canada.ca/en/services/benefits/ei/ei-maternity-parental.html>

- 234,782 clients used the Estimator tool, generating 606,230 estimates
- there were 2.2 million visits to the EI Maternity and Parental benefits information pages and 7% of those visits went on to start applications for benefits
 - Last year this conversion rate was 19%. Even though this information was accessed 8% more in FY2021, the rate at which web visitors started claims reduced by nearly 3 times

El sickness benefits pages

The EI sickness benefits pages had 3.3 million visits in FY2021, 36% fewer than in the previous year. About 6% of those visits went on to start applications. This is a more normal range for this benefit, which is indicative of the impact of redirecting clients impacted by COVID-19 to Canada Emergency Response Benefits.

Services

Clients use ESDC’s secure web applications to access information and make transactions. EI online tools are fundamental to the delivery of services.

With the numerous office closures caused by the pandemic, the availability of virtual tools has never been more essential to the delivery of EI benefits. This year, the Department’s ability to respond to the exceptional volume of requests is due in part to the availability of effective tools that already existed under the EI program.

AppliWeb

AppliWeb is the online tool EI claimants can use at any time to submit applications. Claimants can access AppliWeb from anywhere with internet access, including in Service Canada Centres (consult [annex 4.3.3a](#)). Information shared by claimants is automatically transferred to the EI systems and used to support claim processing automation.

In FY2021,
98.5 %
 of EI and EI Emergency Response Benefit (EI ERB)
 applications were submitted using AppliWeb.

To align with the Government of Canada’s ongoing commitment to offer inclusive services to all clients, improvements were made to AppliWeb in March 2021. The online questionnaire was updated to provide a more gender-inclusive client experience. Regardless of their gender identity, non-binary clients can now interact with the EI Program without having to identify themselves as a man or a woman.

Electronic reporting

Every 2 weeks, claimants must complete EI reports attesting to their work situation. In their report, claimants provide responses to a series of questions. Their answers determine, week to week, if they are entitled to benefits.

Electronic reports can be completed using the phone or the internet reporting services. While both services are simple, secure, and always available, the internet reporting service offers additional electronic questionnaires. Instead of having to contact the call centre, claimants are prompted to provide required supplemental information directly in their reports. The information is then instantly transferred to the EI systems and results in faster payment processing for claimants.

In FY2021, the internet service remained the preferred electronic reporting method for both EI and EI ERB. It experienced an increase in usage from 80.9% in FY1920 to 90.7%. The remaining 9.3% of electronic reports were completed by phone.

My Service Canada Account

[My Service Canada Account](#)²⁵ (MSCA) is an online portal that Canadians can access through Canada.ca. MSCA allows Canadians to access their information for:

- EI and, exceptionally, EI ERB in FY2021
- Canada Pension Plan (CPP)
- CPP disability
- Old Age Security (OAS)

MSCA is available 24 hours a day, 7 days a week, from anywhere there is internet access and offers self-serve options. As a result, the MSCA portal contributes to more accessible, accurate and timely services for Canadians.

EI claimants can:

- manage their account
- check the status of their application and transactions, including payment information
- update their mailing address or direct deposit information
- receive new information from Service Canada about their EI claim on changes to their account
- get their T4E tax slip
- view previous EI claim information
- submit or view supporting medical documents

The EI services on MSCA are promoted through Canada.ca, on AppliWeb, at Service Canada centres, and in communications sent to claimants.

For more information on the MSCA, consult [annexes 4.3.3b-c](#).

²⁵ <https://www.canada.ca/en/employment-social-development/services/my-account.html>

4.3.4 Service delivery to persons with disabilities

Several actions have been taken to make ESDC's outward facing programs and services, including EI, more accessible for people with disabilities in all service channels, for example:

In person

- counter loops, which project sound directly to a client's hearing aid, and Video Remote Interpretation (VRI) were made available in 145 Service Canada Centres (SCCs) and are being expanded to the remainders of the SCCs
- wayfinding beacons, technology used to help enable indoor navigation, were installed in 7 sites, with plans to expand to an additional 55 SCCs in the next fiscal year
- "talk through" microphones for Plexiglas barriers were installed in all offices to reduce communications barriers

By telephone

The EI Call Centre and the Employer Contact Centre both offer TTY (teletypewriter) service to support clients with hearing or speech disabilities. Additionally, call centre officers have procedures to support them in answering calls received through a relay service, in the event that a client leverages such a service to contact the call centre.

Online

ESDC has adopted [Web Content Accessibility Guidelines \(WCAG\) 2.1](#)²⁶ for Web accessibility and exceeded minimums in some areas, such as:

- introducing some top-level AAA features for [Accessibility Standards Canada](#)²⁷
- working with the blind and visually impaired community for added improvements to the [Job Bank Mobile app](#)²⁸

To better equip public servants to design and deliver accessible programs and services, ESDC developed several tools, such as:

- guidance for front line staff on how to assist clients affected by the COVID-19 protective measures
- the [AccessAbility Playbook](#)²⁹ for providing guidance to design an accessible service
- an accessibility checklist for assessing accessibility of services
- planned updates to the training curriculum to increase awareness and understanding for all employees, as well as specific skills for client-facing staff based on functions

Work was done across ESDC's call centres to improve accessibility throughout, for example:

- Voice-based services as an assistive technology were installed including:
 - chatbot pilots via Google Home and Alexa

²⁶ <https://www.w3.org/TR/WCAG21/>

²⁷ <https://accessible.canada.ca/>

²⁸ <https://www.jobbank.gc.ca/mobileapp>

²⁹ <https://ceacs-cesca.github.io/playbook/>

- publishing voice-ready content onto Canada.ca
- search engine optimization for voice content

Online literacy

ESDC's top 150 web pages (which generate over 90% of all visits to ESDC pages) are now meeting a grade 6-8 reading level. This includes the pages for EI sickness benefits and EI for the self-employed.

- EI sickness benefits pages:
 - literacy level was reduced from grade 11.2 to 8.8 reading level (additionally, there was a 42.5% reduction in the number of words)
 - by designing user-friendly content, there was a 21 point increase in task completion³⁰ on the EI sickness service delivery content
 - The average rate of success in using the web content increased from 44% to 65%
- EI for self-employed pages:
 - literacy level was reduced from grade 13 to grade 6 reading level (additionally, there was an 86% reduction in the number of words)

4.4 Application intake and claim processing

4.4.1 Employer intake

Record of employment

Records of employment (ROE) are electronic or paper forms issued by employers to provide information on an employee's work history. ROEs are at the core of EI processing. When claimants submit EI applications, ROEs are used to:

- determine eligibility to benefits
- calculate the benefit rate
- calculate the number of weeks of entitlement to benefits

Employers play a crucial role in EI claim processing. In order to avoid delays in the payment of EI benefits, employers must complete ROEs in a timely and correct manner. Failing to issue ROEs, issuing incorrect ROEs, or delays in issuing ROEs can impact payments for eligible claimants. This is because fact-finding with employers or manual interventions may be necessary in order to process these claims.

In FY2021, nearly 12.8 million ROEs were issued. Of these, 95.6% were electronic ROEs compared to 94.6% in FY1920 (consult [annex 4.4.1a](#))

Electronic records of employment

Service Canada encourages employers to issue electronic records of employment (eROE) through the ROE Web application as it offers many advantages:

³⁰ Task completion means that users can successfully find the information needed to complete desired transactions.

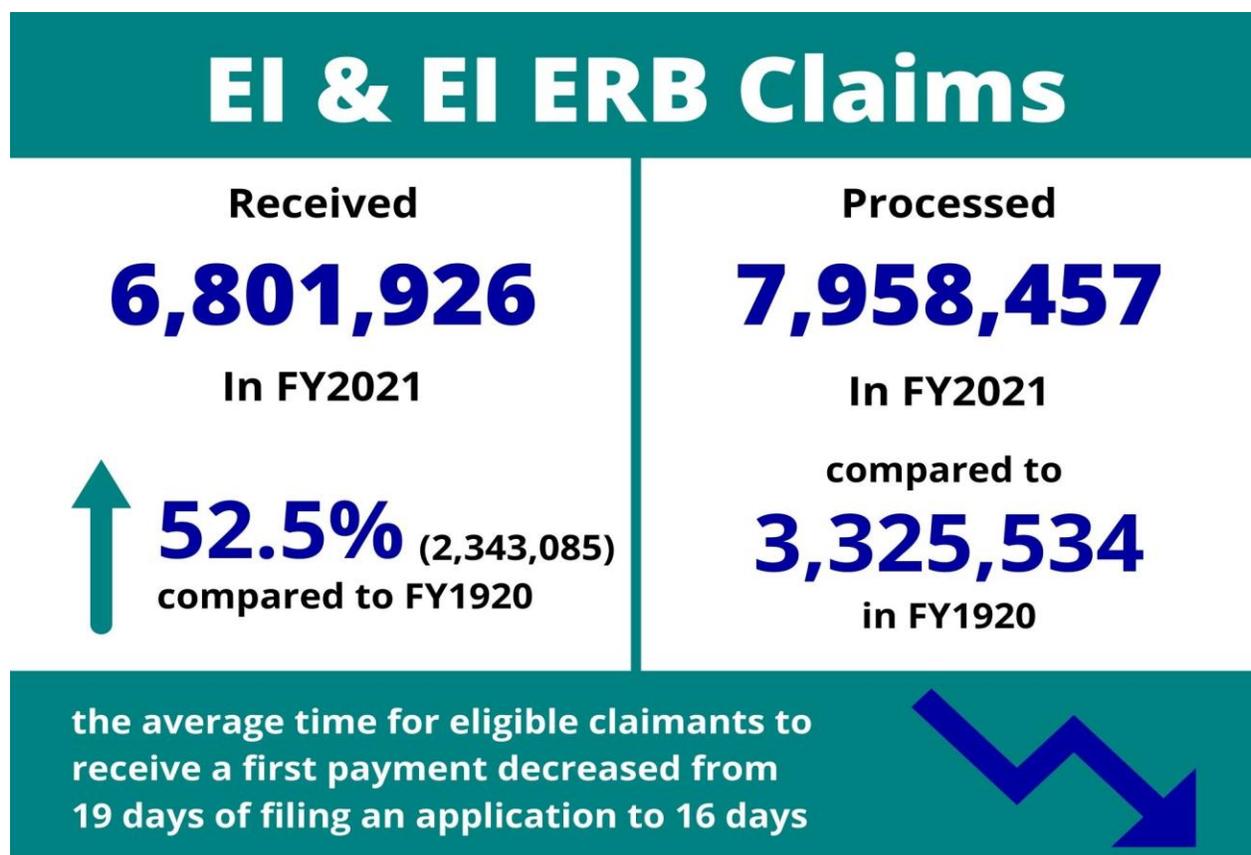
- direct interaction between the ROE Web application and pay systems
- reduction of errors from the manual input of paper ROEs
- no need for employers to order, fill, and send paper ROEs
- no need for employees to provide their paper ROEs to Service Canada
- Service Canada instantly receives the information in its EI processing systems

In FY2021, these advantages supported employers faced with massive office closures caused by the pandemic. Of note, 84,699 additional employers registered to ROE Web, compared to 45,849 in FY1920. This is a significant increase of 84.7%.

For more on electronic ROEs consult [annexes 4.4.1b-c](#).

4.4.2 Claimant application intake and processing

In FY2021, in addition to the EI program, Service Canada also delivered the Employment Insurance Emergency Response Benefit (EI ERB) using the same systems as those of the EI program. As the temporary EI ERB replaced the EI regular and sickness benefits for part of the year, these claims are included in the numbers below. A national network of officers process EI claims. They sort, review and make decisions about EI applications with support from EI processing systems. These processing systems automate the processing of EI claims and the management of the workload which, in turn, speed up the delivery of benefits.



For more on claims processed, consult [annex 4.4.2a](#).

In March 2020, at the end of FY1920, the high number of job losses due to the COVID-19 pandemic resulted in a sudden large increase in EI applications. Of note, a significant number of these claims were processed during FY2021. This explains the noticeable difference between the volumes of claims received and processed in FY2021.

As the Department had to process higher claim volumes, some employees from other areas were redeployed and more than 450 new employees were hired to sort, review and make decisions about EI applications with support from EI processing systems. To enable the onboarding of these officers the training material had to be redesigned for the virtual work environment.

4.5 Client service

4.5.1 Service standards at a glance

Payment of Employment Insurance, including Emergency Response Benefits

- Our standard: For EI benefit payments or non-benefit notifications to be issued within 28 calendar days of filing
- Our target: ESDC aims to meet this standard 80% of the time
- Our performance in FY2021: ESDC met this standard 88.8%³¹ of the time
- Consult [Speed of payment](#) for further details

Employment Insurance requests for reconsideration

- Our standard: For EI requests for reconsideration decisions to be finalized within 30 days of the request being received
- Our target: ESDC aims to meet this standard 80% of the time
- Our performance in FY2021: ESDC met this standard 88.7% of the time
- Consult [EI request for reconsideration](#) for further details

Access to an Employment Insurance call centre agent

- Our standard: for agents to answer EI calls within 10 minutes (once a caller is in the queue to speak to an agent)
- Our target: ESDC aims to meet this standard 80% of the time
- Our performance in FY2021: ESDC met this standard 11.2% of the time.
- Consult [Calls answered](#) and [Factors affecting Call Centres performance](#) for further details

³¹ Claim automation, amendments to EI Act as well as temporary measures introduced in September 2020 played a major role in helping the Department meet its target during the pandemic.

Although clients were not served as quickly as is targeted by the service standard, most clients were still able to wait to speak to an agent to resolve their issues, which would not have been possible without the technology enhancements and the unprecedented onboarding, nearly tripling the number of EI call centre agents within a year (consult section [4.1.5](#))

4.5.2 Client Experience Survey FY2021

Context of the Client Experience Survey

The annual Client Experience (CX) Survey tracks clients' ability to access the major ESDC programs, including EI. A public opinion research firm conducts the survey by telephone and assesses the ease, effectiveness, confidence and satisfaction with the client experience. This information comes from clients' description of applying up to receiving an initial decision or benefit. It also assesses reported take-up of self-service and assistance. Clients are asked to provide attributes of their service experience using a scale of 1 to 5. Clients who rate their satisfaction as 4 or 5 out of 5 are reported as satisfied. The FY2021 Survey results for EI clients reflect the service experience of claimants who received an initial decision between January 1 and March 31, 2021, inclusively. This wave is the fourth annual Service Canada-wide survey.

Client response

ESDC strives to meet Canadians' expectations with respect to service delivery. The Department takes the pulse of clients via the CX Survey on an annual basis. This helps provide clients with the best services that are adapted to their needs.

EI sample, statistical information and statistical errors

For the current survey, ESDC selected a random sample of recent clients, organized by province and territory, from the EI administrative databases. The sample included new and repeat clients, whether granted or denied benefits including all benefit types³²³³. Clients living in remote areas and from Indigenous communities were sampled in sufficient numbers for analysis of service delivery issues across all ESDC programs.

Results (EI items)

Results from the Service Canada CX Survey 2020-21 found that 84% of EI clients were satisfied with the overall service experience. This survey was conducted with clients who had completed the process of applying for EI and had received a decision in the period of January to March 2021. This is a significant 7% increase compared to FY1920's 77%.

The strongest drivers of satisfaction among EI clients in FY2021 were:

- helpfulness of Service Canada representatives on the phone

³² Compassionate care benefits and benefits for parents of murdered and missing children were excluded from the sample due to the sensitivity of the files.

³³ Renewals and revisions claims were not included in the sample, as these actions occur after clients have accessed the program

- 83% of EI clients found specialized call centre agents to be helpful and 84% found the agents that called them back (after completing a form online) helpful.
- timeliness
 - 80% of EI clients found the timeliness for going through the client journey³⁴ reasonable.
- ease of finding information timely either in person, by phone, or online,
 - 73% of EI clients found it easy to find information within a reasonable amount of time.

EI clients' satisfaction across various service channels also changed significantly (consult [annex 4.5.2a](#)):

- satisfaction with the **specialized call centre** increased to 70% in FY2021 from 59% in FY1920
- satisfaction with the **online** channel increased to 77% in FY2021 from 71% in FY1920
- satisfaction with the **in-person** channel decreased to 77% in FY2021 from 82% in FY1920

Notable shifts

- Timeliness
 - EI clients' rating of timeliness increased significantly to 80% in FY2021 from 68% in FY1920
 - EI clients' rating of being able to move smoothly through all the steps increased to 83% in FY2021 from 76% in FY1920
 - Previous waves of the annual Survey indicated that timeliness of the EI clients' journey had been a top driver of satisfaction (otherwise known as the "effectiveness" service dimension)
- Information
 - EI clients were more satisfied with receiving consistent information (82% in FY2021 from 76% in FY1920)
 - There were declines in the rating for the ease of getting help when needed (65% in FY2021 from 70% FY1920)
 - There were also declines in the rating for the ease of finding out the steps to apply (74% in FY2021 from 82% in FY1920)
- Ease of self-service
 - Clients indicated that being able to complete steps online made the process easier (87% in FY2021 from 82% in FY1920)
 - More clients also found that it was clear throughout the process what would happen next (77% in FY2021 from 65% in FY1920)

Service channel usage

EI clients reported they were less likely to have used the in-person service channel at all stages of their client journey and were more likely to have only self-served at the application and the follow-up stages.

³⁴ Client journey is defined as from when clients started gathering information to when they receive a decision.

EI clients were also more likely to have used assisted self-service at the awareness or application stages. Telephone usage remains the preferred channel at the follow-up stage.

- Compared to FY1920, the use of the in-person channel for EI clients in FY2021 declined in the **awareness stage** from 42% in FY1920 to 13% while use of the online channel increased from 71% to 83%
- The use of the in-person channel in the **application stage** for EI clients in FY2021 declined from 44% in FY1920 to 7% while the use of online channels increased from 69% to 94%
- EI clients continued to be most likely to use the telephone channel in the **follow-up stage**. 71% of EI clients that followed up used the phone compared to 75% in FY1920
- 28% of EI clients followed up with Service Canada to check on the status of their application, compared to 41% in FY1920
- 51% of EI clients reported completing their client journey using **only self-service** (without assistance by phone or in person) compared to 26% in FY1920
- 15% of EI clients reported having used the **in-person** channel at some point in the client journey compared to 55% in FY1920

For more on overall EI satisfaction, consult [annex 4.5.2b](#).

4.6 Service quality

Canadians expect sound stewardship and accountability from the EI program. Service Canada has well-established activities, processes, and tools in place to prevent, detect and manage error, fraud and abuse. This is to ensure that the right benefits are paid to the right person, in the right amount. These efforts improve the quality of EI services, strengthen the integrity of ESDC programs and demonstrate effective and prudent stewardship of public resources.

Service Canada's policies, processes and information technology systems are designed to ensure that EI contributions are handled appropriately and that claims are handled correctly the first time.

The Department also has two mechanisms in place to ensure that the calculated amount claimants receive are accurate. These mechanisms include:

- the Employment Insurance Payment Accuracy Review
- the Individual Quality Feedback Review³⁵

4.6.1 Employment Insurance Payment Accuracy

While the Department has several controls and processes in place to ensure claimants receive the appropriate amount of benefits when the claim is initially adjudicated, ESDC also controls the quality of

³⁵ In previous EI MAR reports, ESDC shared results related to a 3rd quality program, the Processing Accuracy Review (PRAR). In February 2021, a decision was made to merge the similarly scoped PRAR and Individual Quality Feedback (IQF) programs.

the claims once established. Specifically, through quality programs such as the Payment Accuracy Review (PAAR) program, ESDC can assess the EI program's overall payment accuracy.

EI Payment Accuracy Review sample

Using a monetary unit sampling (MUS) methodology, the EI PAAR program estimates the accuracy of EI benefit payments. The Department reviews several files each year to identify undetected errors that result in possible mispayments³⁶. This categorizes them as either an underpayment or an overpayment. In March 2020, due to the COVID-19 pandemic, Quality Programs were suspended in order to redeploy staff to focus on direct services for Canadians. The EI PAAR program resumed in August 2020. In consultation with the Office of the Auditor General and Chief Financial Officer Branch, it was determined that the EI PAAR program would review 334 files for FY2021, rather than the 500 normally reviewed.

EI Payment Accuracy Review results

ESDC has an established target accuracy rate of 95%³⁷ in benefit payments per year. This rate includes claimant, employer and Service Canada errors. Together, they have maintained an accuracy rate of approximately 95% over the last 15 years. However, it is important to note that the PAAR program activities occur after the claim is processed. Errors identified and corrected during the intake and processing of claims are not included in the accuracy results. During this reporting period, the overall accuracy rate reached 96%³⁸ (consult [annex 4.6.1a](#)). The Office of the Auditor General reports these results each year in the Public Accounts of Canada.

Claimant error rate

This year, the client error rate decreased from 3% to 2.3% (consult [annex 4.6.1b](#)). Most client errors occur after the initial claim is established. For example, 78% of the claimant error rate was caused by claimants incorrectly reporting their earnings while in receipt of benefits. 20% of the error rate was due to clients not declaring the refusal of jobs, quitting a job or being dismissed from a job. The Department continues to assess client errors to understand why they happen, the financial impact and how to avoid them.

Employer error rate

The employer error rate increased slightly this year, from 0.8% to 0.9% (consult [annex 4.6.1c](#)). Incorrect information reported by the employer for each period of employment accounts for 100% of the error

³⁶ As part of a methodology assessment, ESDC conducted a review of the EI PAAR mispayment calculation methods. During this process, it was determined that weighting the results by month would yield more accurate figures as it would be reflective of monthly variations in total payout, sample size, workload and associated processing. While this approach has a minimal impact on actual data reported, it is better aligned with reporting requirements for this type of program and as such, has been implemented for results reported on files reviewed as of April 2020.

³⁷ The EI PAAR was launched in FY8384 at the recommendation of the OAG. The accuracy target was set at 95% based on the results of two previous "payment accuracy" reviews: the first one conducted by the OAG in FY8182 and the second one conducted by the Department in FY8384. The results of these studies, and of the consultation work performed by the firm Clarkson Gordon, led senior officials to set the payment accuracy rate at 95%.

³⁸ March fiscal year-end results include both confirmed and potential monetary errors for overpayments and underpayments identified through the course of the payment accuracy review. Potential errors require additional actions to confirm whether an error has occurred. Until those actions are completed, they are captured as errors. Although Quality Services works diligently to resolve all potential errors by fiscal year-end, it is not always possible. The results presented in [Annex 4.6.1a](#) reflect the most current results for both FY1920 and FY2021.

rate. In order to identify employer errors, the Department reviews all ROEs used in the Payment Accuracy Review sample to establish a claim. The Department also continues to analyze employer errors to understand why these mistakes occur, the financial value, and possible ways to avoid them.

Service Canada error rate

The Service Canada error rate decreased from 1.7% to 0.8 %. Service Canada's continued efforts to automate processing contributed to maintaining low levels of errors (consult [annex 4.6.1d](#)).

4.6.2 Individual Quality Feedback

In March 2020, due to the COVID-19 pandemic, Quality Programs were suspended in order to redeploy staff to focus on direct services for Canadians. In February 2021, it was determined that the similarly scoped Processing Accuracy Review (PRAR) and Individual Quality Feedback (IQF) programs would be merged. Planning is currently underway to implement this change. The IQF program will likely resume in third quarter of FY2122.

4.6.3 Administrative reviews and investigations

Integrity activities at ESDC focus primarily on detection with the most significant of these activities being directed towards administrative reviews and investigations. The Department uses a variety of tools and processes to help identify and address instances of error, abuse, and fraud.

The Department maintained a steady inventory of claims to review and/or investigate which addressed non-compliance and fraud stemming from claimants and employers. For FY2021, there were 271,494 cases in the inventory. This figure includes completed cases and those that were assigned or about to be assigned to investigative staff.

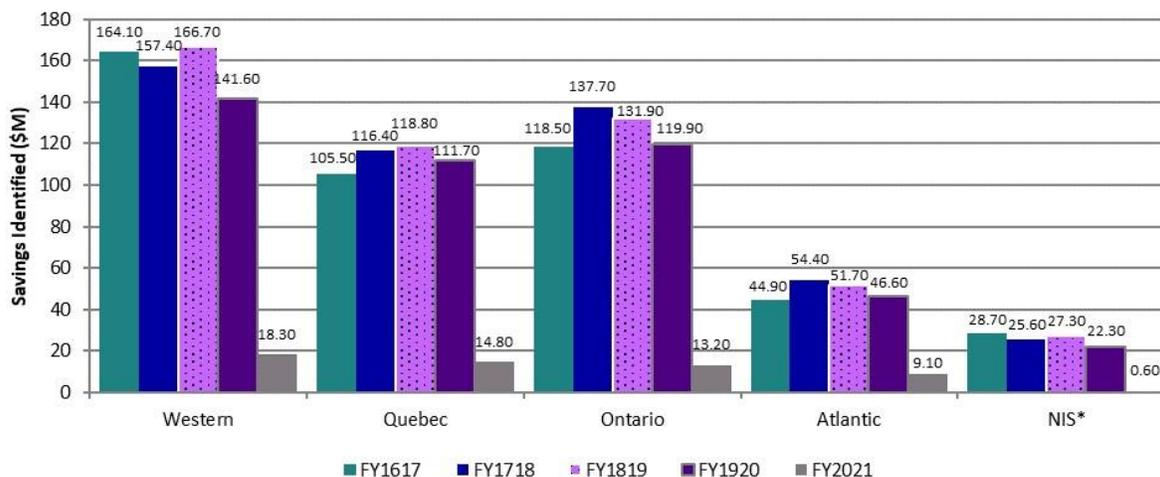
Typically, these types of administrative reviews and investigations uncover instances of unintentional error by claimants related to undeclared work and earnings. The most common types of intentional error are when a claimant knowingly:

- fails to declare work, earnings, or self-employment income
- fails to declare periods when unavailable for work
- fails to report absences from Canada

In the context of increases in cases of identity theft, in FY2021 the Department has focused a great deal on identity verification to ensure that the legitimate claimant receives benefits owing to them.

These administrative reviews and investigations generate significant savings for the EI Operating Account. In the preceding 4 years (FY1617 to FY1920), integrity actions identified over \$1.9 billion in savings (consult chart 3, below). In FY2021, savings of \$55.9 million were generated from the conduct of 15,596 administrative reviews and investigations.

Chart 3 Total net savings identified (\$M) due to integrity activities



*NIS: National Investigative Services (NIS). Cases dealing with unreported absences from Canada while on Employment Insurance, and the Report on Hiring program are centrally managed through Integrity's NIS centre in Miramichi, New Brunswick.

Note: The numbers (\$M) have been rounded to the nearest hundred thousand. The national amounts have been calculated using the raw data.

The savings amount reflects a combination of overpayments, penalties, as well as the prevention of future ineligible payments. These efforts benefit both employee and employer payers of EI premiums as the savings reduce the overall cost of the EI program when overpayments are recuperated.

ESDC uses several methods to recover funds from EI claimants who have been overpaid. These include:

- the automatic recovery of monies from active EI benefit claims (either the full amount or an agreed upon partial deduction)
- voluntary cash payments, or the collecting of debt by the CRA through an agreed upon repayment schedule

Disrupting wrongdoing³⁹

During the early stages of the pandemic, Departmental activities and resources were realigned to support the timely delivery of emergency benefits. At the same time, to address the increased threats, the Department undertook strategic and targeted measures to identify and disrupt instances of possible fraud. Furthermore, the past year has seen a significant increase in identity fraud as Canadians' use of online services has increased. Integrity resources, instrumental in maintaining the integrity of the EI ERB program and ensuring the sound stewardship of public funds, include:

- data analytics and partnerships with law enforcement and financial institutions were leveraged to detect and deter fraudulent activity in real time
- stop pays were imposed on over 30,000 potentially fraudulent EI ERB applications and approximately \$42 million in fraud was prevented
- efforts to prevent future payments by blocking the auto-enrolment of high-risk claimants in the transition from EI ERB to EI

³⁹ Wrongdoing includes situations involving fraud and less grievous cases of misrepresentation

Additionally, the Department worked to stop “credential stuffing” attacks mounted on the GCKey service. GCKey is a credential service that allows Canadians to access online Government services, including My Service Canada Account and ROEs. ESDC revoked the access rights for affected accounts and put in place several measures, including the imposition of stop pays, and prioritized claimant identity verification. A multi-factor authentication process is now mandatory for clients using GCKey to access their My Service Canada Account.

Addressing wrongdoing

Pre-payment controls were in place to validate EI ERB applicants’ identity, but integrity efforts for the EI ERB program focus primarily on post-payment verification and investigation. Reviews and investigations of high-risk cases began in 2020. A multi-year plan is currently in place to conduct the bulk of EI ERB reviews and investigations from FY2122 through FY2425. ESDC and the CRA continue to work closely together to ensure alignment of integrity measures related to the emergency response benefits.

In addition to starting investigations of high risk EI ERB cases, Integrity actions (administrative reviews and investigations) on claims under the regular EI program mirrored those of previous years and encompassed the following:

- claimant investigations into error, fraud and abuse
- employer investigations
- missing ROEs
- accuracy of ROEs
- employer noncompliance or misrepresentation

Claimant Information Sessions

In addition to administrative reviews and investigations, integrity activities also include outreach and prevention activities. These include mandatory Claimant Information Sessions for recipients of regular EI benefits (consult [annex 4.6.3a](#)). The purpose of these sessions is to:

- provide claimants with information on programs and services available to help them find suitable employment
- inform claimants about their rights and obligations regarding the EI program requirements and the consequences of abusing the system, namely penalties and prosecutions

Should claimants not attend or fail to provide evidence of an active job search, their EI benefits may be suspended.

ESDC identifies and directs claimants to a session based on the local job demand in their previous occupation, and the availability of work. In line with COVID-19 public health protocols governing in-person measures, the Claimant Information Sessions were temporarily suspended in FY2021.

4.6.4 The evolution of integrity in the Department

ESDC's Transformation efforts, such as [Benefits Delivery Modernization](#), represent an opportunity to use newer technologies within the integrity process. Through the design of a more proactive approach and the use of analytical tools, ESDC will further improve the accuracy of payments, and ensure stewardship.

Integrity quality initiatives

The Department has a National Quality Management Program in place to ensure a high level of quality and consistency across investigative activities. This includes conducting in-depth quality monitoring activities to measure work performance as it relates to the handling of investigations. The results from these investigations determine the type of corrective measure(s) to be implemented. This involves:

- amending the training material
- national guidance
- policy and system enhancements

Quality initiatives and results are tracked and reported both nationally and regionally. They are used to indicate trends, patterns of errors and to identify best practices. Due to the realignment of resources in FY2021, Quality Monitoring activities have been temporarily suspended.

Identity management

The accuracy of the Social Insurance Register (SIR) is fundamental to all programs and services that use the Social Insurance Number (SIN) to identify clients accurately. The EI program is one such program that relies on the accuracy of SIR outputs to ensure program integrity. The SIN program maintains accuracy of the SIR following strict identity and quality management practices. These practices are designed to ensure that claimants applying for a SIN (or updating their SIN records), are properly identified and that SIN records are accurate. The SIN program electronically validates the applicant's identity information with the issuing source when performing most transactions. When validated, the risk of critical errors when processing SIN transactions is significantly reduced.

Online applications to the EI program are facilitated in part by the electronic validation of claimant identities with the SIR in real-time. This amounts to approximately 35 million validations annually. These efforts ensure not only an efficient application process but also that the individual requesting benefits is the correct Social Insurance Number holder.

Risk management

ESDC uses various risk-based strategies to improve the overall integrity of the EI program and to ensure resources are directed to higher-risk cases. Higher-risk cases have an increased probability of misrepresentation, abuse, payment errors, or fraud. Detecting and flagging potential issues with higher-risk cases in the early stages of the benefit life cycle allows the Department to allocate scarce integrity resources to higher risk cases, thereby prioritizing investigation activities.

Generally, the number of EI administrative reviews and investigations that are conducted annually is in line with the number of cases, which are considered high-risk. However, in any given year, the volume might vary slightly based on the changing nature and significance of identified risks.

ESDC also has a risk analysis function to quantitatively and qualitatively assess program integrity risks and to understand better the root cause of "mispayments". This activity includes developing appropriate mitigation strategies which may involve implementing more controls, where required, to address any identified vulnerabilities.

4.7 Recourse

Any claimant, employer or any other person who is the subject of a decision by the CEIC may dispute the decision if he or she disagrees with it. There are 3 levels of recourse under the [Employment Insurance Act](#)⁴⁰:

- a formal request for reconsideration
- an appeal to the Social Security Tribunal, General Division
- an appeal to the Social Security Tribunal, Appeal Division

4.7.1 Employment Insurance requests for reconsideration

If claimants or employers disagree with an EI claim decision, they have the right to ask Service Canada to reconsider the decision. A request for reconsideration provides clients with the opportunity to submit new or additional information, and to have the decision reviewed.

A reconsideration is never done by the officer who made the first decision. A different officer considers all information on file, as well as the legislation and policies that apply. As a result of the review, the first decision is either kept, reversed, or changed. Once the review is completed, Service Canada informs the client of the outcome.

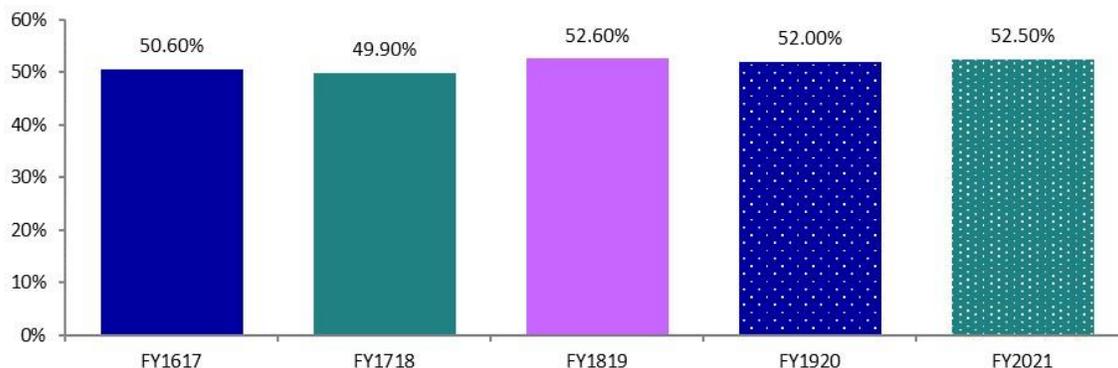
ESDC's service standard is to finalize requests for reconsideration within 30 days of the request being received. In FY2021, the target to meet this standard was increased from 70% to 80%. The Department was able to meet the standard for 88.7% of the requests, compared to 76.2% in FY1920.

This year, the CEIC received 22,250 requests for reconsideration, compared to 48,297 in FY1920. This decrease could be attributed to the fact that the EI ERB had a higher acceptance rate and that the subsequent simplification measures made it easier for claimants to qualify for the EI program. In addition, the average time to complete a request for reconsideration decreased from 27 days to 18 days.

⁴⁰ <https://laws-lois.justice.gc.ca/eng/acts/e-5.6/>

In FY2021, 52.5 % of reconsidered decisions were reversed or changed following review. Typically, the reasons for reversing or changing a decision are the receipt of new or additional information from clients or errors made by Service Canada.

Chart 4 Percentage of initial decisions reversed or changed following review



4.7.2 Employment Insurance appeals and the Social Security Tribunal of Canada

The [Social Security Tribunal](#)⁴¹ (SST) is an independent administrative tribunal that makes decisions on appeals related to:

- Employment Insurance benefits
- CPP disability benefits
- other CPP benefits
- OAS and Guaranteed Income Supplement (GIS) benefits

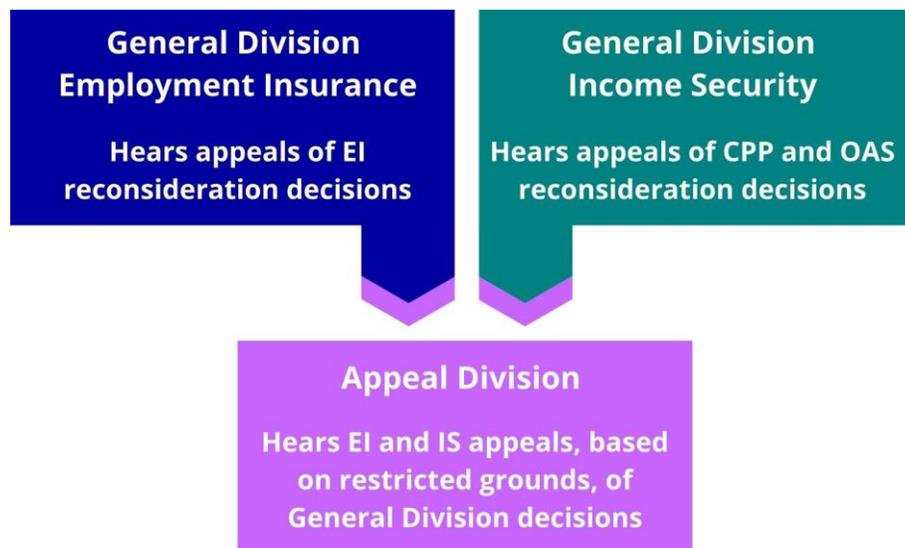
The Social Security Tribunal is separate and independent from the CEIC, ESDC, and Service Canada. The EI Operating Account, the CPP Operating Account, and the Consolidated Revenue Fund for OAS cases fund its activities.

There are 3 divisions at the SST:

- the General Division, Employment Insurance
- the General Division, Income Security
- the Appeal Division

Members appointed by the Governor in Council decide these appeals.

⁴¹ <https://www.sst-tss.gc.ca/en>



The mandate of the SST is to provide Canadians with an appeal process that is simple, quick, fair and more client-centric. To support this, the SST recourse process between 2013 and 2016 was studied and a review published in January 2018. It made several recommendations. Based on those recommendations, the Government put together an in-depth plan to make the process better. The following initiatives were put in place:

- simplifying the criteria to get an appeal started and proactively reaching out to appellants to complete their applications
- giving appellants their choice of form for their hearing at the General Division by offering parties the option of joining a hearing by videoconference from their home or office, instead of in person
- scheduling hearings as soon as permission to appeal is granted at the Appeal Division
- publishing more General Division, EI decisions and publishing all Appeal Division decisions along with the related General division decisions
- offering HTML forms and the option to email applications and documents
- training staff and Tribunal members in plain language writing
 - Tribunal letters that were once at a university reading level have been rewritten to be clear and simple
- training employees who work directly with the public over the phone on how to communicate clearly
- partnering with an independent distress and crisis helpline to support appellants who demonstrate a need for immediate support
- surveying claimants to evaluate and improve operations, publishing the [feedback](#)⁴² on the SST's website
- offering alternative dispute resolution (ADR) for suitable appeals at the Appeal Division

⁴² <https://www.sst-tss.gc.ca/en/our-work-our-people/client-survey-results>

- implementing navigator services

These initiatives have led to improvements in services. For example, processing times for the EI General Division went from 203 days in FY1617 to 36 days for FY2021. The Social Security Tribunal's [2021 Progress Report: Justice is a service for everyone](#)⁴³ includes more information on some of these initiatives, as well as statistics on the Tribunal's performance and service standards in FY2021.

This report includes information on EI appeals to the General Division and the Appeal Division.

Social Security Tribunal – General Division, Employment Insurance section

After the CEIC makes a reconsideration decision, a client has 30 calendar days to appeal the decision to the SST - General Division, EI section. In FY2021 the SST received 1832 appeals and concluded 1954. This resulted in a decrease of inventory from 709 active appeals in March 2020 to 587 in March 2021 (consult [annex 4.7.2a](#)).

On behalf of the CEIC, Service Canada is responsible for providing the SST with the reconsideration file. The reconsideration file includes all relevant documents used in making the reconsideration decision and reviewing the initial decision. When requested, CEIC will answer questions or requests for more information from the SST and may attend appeal hearings.

Service standards and performance

The SST manages and tracks EI appeals in 2 categories: Regular appeals and Group appeals.

A Group appeal includes more than one claimant appealing decisions made in the same or a similar matter. For example, when multiple claimants of the same employer lose their jobs under similar circumstances and do not agree with the reconsideration decision. Group appeals are more complex and require more time to complete.

An appeal that is filed at the tribunal that is not a part of a group case, is considered as a regular appeal.

The SST was able to meet its commitment to services throughout the COVID-19 pandemic. It continued to hold virtual hearings, in accordance with public health measures. Consequently, the inventory continued to decrease and the average number of days an appellant waited for their decision decreased. Through [client satisfaction surveys](#)⁴⁴, the overall satisfaction rate of our hearings went from 86% pre-pandemic to 92%.

The General Division's goal is to complete 80% of decisions within 45 days from the date the appeal is filed with the Tribunal. For FY2021, SST also met this goal of 80% of the decisions within 36 days (consult [annex 4.7.2b](#)).

⁴³ <https://www.sst-tss.gc.ca/en/our-work-our-people/2021-progress-report-justice-service-everyone>

⁴⁴ <https://www.sst-tss.gc.ca/en/our-work-our-people/client-survey-results>

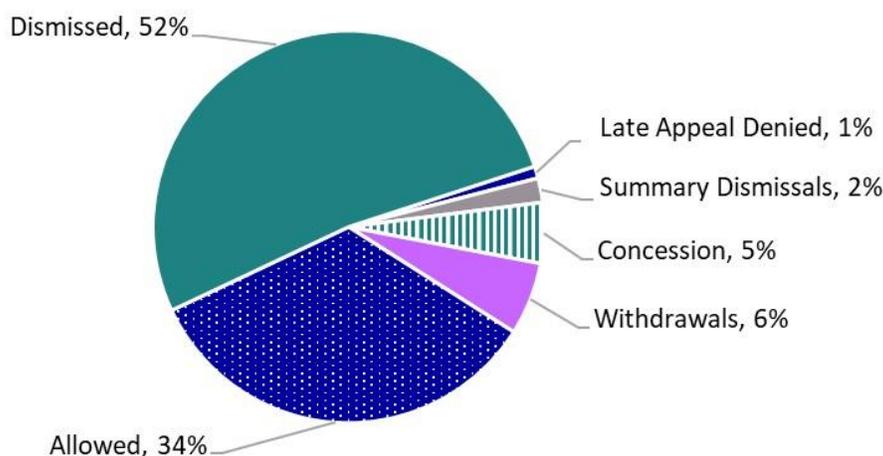
The General Division also improved its time from when a hearing occurs to the issuance of a decision. The goal was to issue decisions in 15 days at least 80% of the time, and in FY2021 the SST surpassed this goal by issuing decisions 8 days after the hearing.

Visit the [2021 Progress Report: Justice is a service for everyone](#)⁴⁵ for more statistics on the Tribunal’s performance and service standards in FY2021.

Outcomes at the General Division, Employment Insurance

An appeal to the General Division, EI may be concluded by a written decision or a withdrawal. In FY2021, 34% of cases were allowed, 52% were dismissed, 6% were withdrawn and the remaining were summarily dismissed or concluded for other reasons.

Chart 5 Outcomes of General Division-Employment Insurance Decisions in FY2021



dismissed – decision not in the claimant’s favour

allowed – decision is in the claimant’s favour

withdrawn/other – claimant either withdraws or abandons the appeal

concessions – Service Canada recommends that the Tribunal allows the appeal

summary dismissals – the Tribunal decides, based on the information in the file, that the appeal has no reasonable chance of success

late appeals denied – the Tribunal refuses the appeal filed beyond the 30-day deadline

Social Security Tribunal – Appeal Division, Employment Insurance section

When a party to an appeal disagrees with the decision made by the General Division, it may dispute this decision at the Appeal Division. Apart from appeals summarily dismissed by the General Division, the first step at the Appeal Division is to file an application for leave to appeal. The Appeal Division will grant permission to appeal if there is an arguable case. The grounds of appeal to the Appeal Division are

⁴⁵ <https://www.sst-tss.gc.ca/en/our-work-our-people/2021-progress-report-justice-service-everyone>

limited to certain errors of fact, law, jurisdiction or fair process. For more information, consult [annex 4.7.2c](#).

Service standards and performance

The Appeal Division has the following service standards:

- leave to appeal decisions are made within 45 days, 80% of the time
 - As of July 1, 2020, the service standard was updated from 60 days 85% of the time to 45 days 80% of the time.
 - The percentage met for FY2021 is a combination of Q1 at 60 days and Q2 onwards at 45 days.
 - For more information consult [annex 4.7.2d](#)
- final decisions are made within 150 days of the Leave to Appeal decision, 80% of the time
 - As of July 1, 2020, the service standard was updated from 210 days 85% of the time to 150 days 80% of the time.
 - The percentage met for FY2021 is a combination of Q1 at 210 days and Q2 onwards at 150 days.
 - For more information consult [annex 4.7.2e](#)

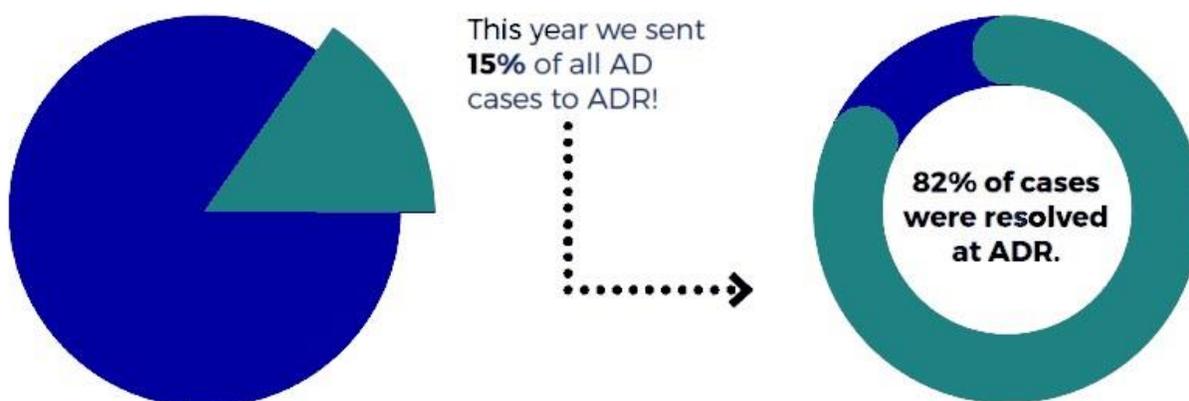
Alternative Dispute Resolution at the Appeal Division

The Appeal Division has adopted a form of mediation on appeals, which helps expedite the appeal process and assist with various issues, such as:

- a potential Charter appeal
- clarifying the requested documentation
- clarifying the issue under appeal

This is called the Alternative Dispute Resolution (ADR). The SST uses ADR to consider whether an appeal could be resolved without going through the full appeal process.

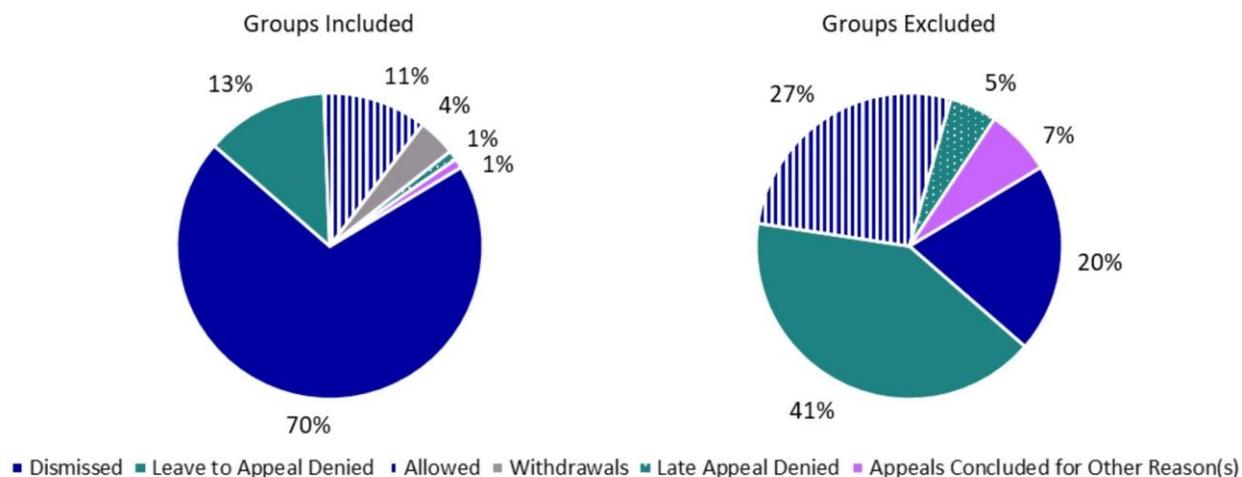
ADR at the Appeal Division (AD) has allowed parties to connect sooner and complete files 26% sooner than regular appeals.



Outcomes at the Appeal Division

An appeal to the Appeal Division may be concluded by a written decision or a withdrawal. In FY2021, 11% of cases were allowed, 70% were dismissed, 13% leave to appeal was denied, 4% were withdrawn and the remaining were denied/concluded for other reasons.

Chart 6 FY2021 Appeal Division decision outcomes



dismissed– decision unfavourable to the appellant

leave to appeal denied – the Appeal Division denies permission to appeal

allowed – decision is in the appellant’s favour

withdrawals – appellant withdraws the appeal

late appeal denied – the Appeal Division refuses the appeal filed beyond the 30-day deadline

Representation at the Social Security Tribunal

At each level of appeal, appellants can choose to either represent themselves or have a representative assist them during the appeal process. This can be formal representation or informal representation, such as by a friend or family member. The SST has collated a list of [organisations that can help free of charge](#)⁴⁶ across Canada to assist appellants.

Appeals with representation include files with any type of representative:

- professional
- friend and family
- advocacy group

This year indicates that at the General Division, cases where an appellant was represented had a slightly higher success rate than where the appellant was not represented. The same is true for applications for Leave to Appeal at the Appeal Division. However, there are many factors that go into a decision, and it

⁴⁶ <https://www.sst-tss.gc.ca/en/your-appeal/getting-representative>

is not possible to conclude that success on an appeal is due solely to having a representative. SST members make their decisions based on the law and the facts (consult [annexes 4.7.2f-h](#)).

4.8 Conclusion

FY2021 was an exceptional year due to the ongoing COVID-19 pandemic and its effect on Canada and Canadians. Service Canada saw unprecedented numbers of EI benefit applications and related calls. However, due to the resilience of the EI program and its staff, Service Canada was able to meet these challenges head on. It dealt with problems as they arose and continued to innovate ways to improve efficiency. Looking to the future, through initiatives such as the Benefits Delivery Modernization programme and other innovations, Service Canada will continue to improve and modernize the delivery of EI for Canadians when they need it most.



ANNEX 1

Key Labour Market Statistics

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Annex 1.1 – Key labour market statistics: Concepts and definitions

Chapter I and Annex 1 provide information on the labour force, employment, unemployment, participation rate, employment rate, unemployment rate, job vacancies and job vacancy rate. These concepts are defined below.

Concept	Definition
Labour force	<p>The labour force is comprised of those members of the civilian non-institutional population 15 years of age and over who were employed or unemployed during the Statistics Canada's Labour Force Survey reference week.</p> <p>Persons who are not in the labour force include those who were either unable to work or unavailable for work. They also include persons who were without work and who had neither actively looked for work in the past four weeks nor had a job to start within four weeks of the reference week.</p>
Employment	<p>Employed persons are those who, during the Statistics Canada's Labour Force Survey reference week:</p> <p>a) did any work at all at a job or business, that is, paid work in the context of an employer-employee relationship, or self-employment (it also includes persons who did unpaid family work, which is defined as unpaid work contributing directly to the operation of a farm, business or professional practice owned and operated by a related member of the same household); or</p> <p>b) had a job but were not at work due to factors such as their own illness or disability, personal or family responsibilities, vacation or a labour dispute (this excludes persons not at work because they were on layoff or between casual jobs, and those who did not then have a job even if they had a job to start at a future date).</p>
Unemployment	<p>Unemployed persons are those who, during the Statistics Canada's Labour Force Survey reference week:</p> <p>a) were without work but had looked for work in the past four weeks (ending with the reference week) and were available for work;</p> <p>b) were on temporary layoff due to business conditions, with an expectation of recall (either because they have a definite date to return to work or because they have an indication from their employer that they will be recalled in the future) and were available for work; or</p> <p>c) had not actively looked for work in the past four weeks but had a job to start within four weeks from the reference week and were available for work.</p>
Participation rate	<p>The participation rate is defined as the labour force expressed as a percentage of the population 15 years of age and over.</p> <p>The participation rate for a particular group (province, gender, age, etc.) is the labour force in that group expressed as a percentage of the population 15 years of age and over for that group.</p>
Employment rate	<p>The employment rate is defined as the number of employed persons expressed as a percentage of the population 15 years of age and over.</p> <p>The employment rate for a particular group (province, gender, age, etc.) is the number employed in that group expressed as a percentage of the population 15 years of age and over for that group.</p>
Unemployment rate	<p>The unemployment rate is defined as the number of unemployed persons expressed as a percentage of the labour force.</p> <p>The unemployment rate for a particular group (province, gender, age, etc.) is the number unemployed in that group expressed as a percentage of the labour force for that group.</p>
Job vacancies	<p>A job is vacant if it meets the following conditions:</p> <p>a) it is vacant on the reference date (first day of the month) or will become vacant during the month;</p> <p>b) there are tasks to be carried out during the month for the job in question; and</p> <p>c) the employer is actively seeking a worker outside the organization to fill the job.</p> <p>The job could be full-time, part-time, permanent, temporary, casual, or seasonal. Jobs reserved for subcontractors, external consultants, or other workers who are not considered employees, are excluded.</p>

Concept	Definition
Job vacancy rate	The number of job vacancies expressed as a percentage of labour demand; e.g., all occupied and vacant jobs.

Sources: Statistics Canada, "Guide to the Labour Force Survey", catalogue no. 71-543-G, Ottawa: Statistics Canada, 2020. Statistics Canada, "Labour Force Information: February 9 to 15, 2020", Catalogue no. 71-001-X, Ottawa: Statistics Canada, 2020. Statistics Canada, "Guide to the Job Vacancy and Wage Survey", Catalogue no. 75-514-G, Ottawa: Statistics Canada, 2020.

Annex 1.2 – Key labour market statistics¹

Labour market characteristics (levels in thousands)						
Statistics	FY1819	FY1920	FY2021	February 2020	March 2021	Change (%) February 2020 to March 2021
Population ²	30,339.6	30,804.9	31,118.4	30,949.3	31,234.5	+0.9
Labour force	19,835.4	20,147.0	19,946.6	20,301.3	20,356.7	+0.3
Employment	18,665.3	18,964.4	17,945.0	19,143.6	18,834.4	-1.6
Unemployment	1,170.1	1,182.6	2,001.7	1,157.6	1,522.2	+31.5
Labour market characteristics (rates in %)						
Statistics	FY1819	FY1920	FY2021	February 2020	March 2021	Change (% points) February 2020 to March 2021
Unemployment rate	5.9	5.9	10.0	5.7	7.5	+1.8
Participation rate	65.4	65.4	64.1	65.6	65.2	-0.4
Employment rate	61.5	61.6	57.7	61.9	60.3	-1.6

Note: Data may not add up to the total due to rounding. Changes in percentage and percentage points are based on unrounded numbers.

¹ Statistics exclude the territories.

² Number of working-age persons, 15 years of age and older.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted data.

Annex 1.3 – Employment by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency (levels in thousands)

Characteristics ¹	FY1819	FY1920	FY2021	February 2020	March 2021	Change (%) February 2020 to March 2021
Province or territory						
Newfoundland and Labrador	225.8	225.2	212.3	223.8	220.4	-1.5
Prince Edward Island	77.0	80.0	76.1	81.8	79.1	-3.3
Nova Scotia	453.7	460.5	441.7	466.4	465.6	-0.2
New Brunswick	359.3	360.8	351.8	363.7	359.8	-1.1
Quebec	4,237.7	4,303.7	4,080.5	4,358.1	4,248.3	-2.5
Ontario	7,216.1	7,391.2	6,989.8	7,494.6	7,368.3	-1.7
Manitoba	652.6	655.0	628.3	664.5	651.9	-1.9
Saskatchewan	563.3	570.2	540.1	574.1	549.9	-4.2
Alberta	2,268.0	2,268.2	2,123.7	2,273.4	2,227.4	-2.0
British Columbia	2,611.8	2,649.7	2,500.7	2,643.3	2,663.8	+0.8
Yukon ²	22.7	23.2	21.6	22.6	22.0	-2.7
Northwest Territories ²	22.9	22.5	21.9	22.3	23.1	+3.6
Nunavut ²	13.0	13.1	11.9	12.8	12.2	-4.7
Gender						
Men	9,802.0	9,972.0	9,500.8	10,052.6	9,950.3	-1.0
Women	8,863.3	8,992.5	8,444.1	9,091.0	8,884.2	-2.3
Age category						
15 to 24 years	2,550.0	2,559.5	2,189.1	2,605.0	2,444.0	-6.2
25 to 54 years	12,133.9	12,272.9	11,786.8	12,347.7	12,198.0	-1.2
55 years and older	3,981.4	4,132.0	3,969.1	4,190.9	4,192.5	0.0
Educational attainment						
Less than high school ³	1,556.1	1,517.5	1,282.2	1,449.3	1,249.7	-13.8
High school diploma ⁴	4,673.7	4,547.6	4,188.3	4,550.5	4,253.1	-6.5
Post-secondary certificate or diploma ⁵	6,678.0	6,787.4	6,261.7	6,620.7	6,469.5	-2.3
University degree ⁶	5,755.0	6,113.5	6,207.0	6,229.4	6,528.7	+4.8
Industry						
Goods-producing industries						
Agriculture	285.4	293.8	272.4	297.8	264.2	-11.3
Forestry, fishing, mining, quarrying, oil and gas	344.6	323.2	308.7	312.0	324.4	+4.0
Utilities	146.7	138.8	139.5	139.4	144.4	+3.6
Construction	1,445.9	1,479.0	1,364.2	1,486.2	1,463.3	-1.5
Manufacturing	1,734.6	1,737.0	1,677.5	1,745.4	1,750.8	+0.3
Services-producing industries						
Wholesale and retail trade	2,782.7	2,823.7	2,671.0	2,874.9	2,846.6	-1.0
Transportation and warehousing	1,006.1	1,032.0	939.6	1,030.1	974.3	-5.4
Finance, insurance, real estate, rental and leasing	1,172.7	1,216.0	1,246.5	1,237.7	1,283.6	+3.7
Professional, scientific and technical services	1,473.0	1,543.8	1,548.4	1,539.1	1,634.6	+6.2
Business, building and other support services ⁷	778.1	755.7	691.5	760.4	704.8	-7.3
Educational services	1,324.7	1,358.3	1,360.8	1,382.4	1,475.9	+6.8
Health care and social assistance	2,418.0	2,503.2	2,446.3	2,529.6	2,550.4	+0.8
Information, culture and recreation ⁸	756.8	761.0	668.4	776.5	716.5	-7.7
Accommodation and food services	1,232.3	1,188.6	883.0	1,225.9	922.0	-24.8
Other services (except public administration)	801.4	806.4	726.6	810.3	755.6	-6.8
Public administration	962.4	1,004.1	1,000.5	996.1	1,022.9	+2.7
Employment type						

Full-time employment ⁹	15,141.3	15,411.3	14,727.5	15,552.9	15,384.8	-1.1
Part-time employment ¹⁰	3,524.0	3,553.1	3,217.4	3,590.7	3,449.6	-3.9
Class of worker						
Employees	15,837.9	16,091.2	15,217.2	16,264.6	16,111.3	-0.9
Public sector employees	3,769.4	3,851.7	3,865.5	3,895.0	4,049.4	+4.0
Private sector employees	12,068.5	12,239.6	11,351.7	12,369.6	12,061.8	-2.5
Self-employed	2,827.4	2,873.2	2,727.7	2,879.0	2,723.2	-5.4
Job permanency						
Employees	15,837.5	16,094.0	15,195.8	16,007.2	15,817.3	-1.2
Permanent employees ¹¹	13,731.1	14,022.5	13,464.7	14,103.3	14,052.0	-0.4
Temporary employees ¹²	2,106.4	2,071.5	1,731.1	1,903.9	1,765.3	-7.3
Canada	18,665.3	18,964.4	17,945.0	19,143.6	18,834.4	-1.6

Note: Data may not add up to the total due to rounding.

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) also excludes territorial data.

² Figures for the territories are calculated based on three-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes zero to eight years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

⁷ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁸ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

⁹ Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.

¹⁰ Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job.

¹¹ A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.

¹² A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs, including work done through a temporary help agency; casual jobs; and other temporary work.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); 14-10-0026-01, seasonally adjusted (for data by class of workers); 14-10-0071-01, unadjusted (for data by job permanency); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.4 –Unemployment by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration (levels in thousands)

Characteristics ¹	FY1819	FY1920	FY2021	February 2020	March 2021	Change (%) February 2020 to March 2021
Province or territory						
Newfoundland and Labrador	35.1	31.6	36.0	31.9	32.0	+0.3
Prince Edward Island	7.9	7.3	9.1	7.3	7.0	-4.1
Nova Scotia	36.0	38.6	47.8	41.9	44.1	+5.3
New Brunswick	31.5	31.8	40.3	29.7	37.2	+25.3
Quebec	243.5	240.5	412.8	208.1	295.6	+42.0
Ontario	443.1	444.2	800.2	434.5	601.3	+38.4
Manitoba	40.5	37.6	57.6	36.6	48.0	+31.1
Saskatchewan	36.6	35.2	50.4	39.1	42.6	+9.0
Alberta	165.6	177.8	289.2	184.5	219.7	+19.1
British Columbia	130.4	137.9	258.4	144.1	194.7	+35.1
Yukon ²	0.8	0.9	1.4	0.9	1.5	+66.7
Northwest Territories ²	1.7	2.0	1.8	2.1	1.6	-23.8
Nunavut ²	2.2	2.1	1.7	2.0	1.0	-50.0
Gender						
Men	647.2	650.9	1,075.1	635.6	823.5	+29.6
Women	522.9	531.7	926.6	522.1	698.7	+33.8
Age category						
15 to 24 years	311.2	331.1	579.0	307.8	399.8	+29.9
25 to 54 years	634.9	630.9	1,054.9	614.5	843.1	+37.2
55 years and older	224.0	220.5	367.8	235.4	279.3	+18.6
Educational attainment						
Less than high school ³	202.8	197.1	269.5	180.9	249.5	+37.9
High school diploma ⁴	350.9	367.5	665.2	382.9	509.8	+33.1
Post-secondary certificate or diploma ⁵	346.8	344.4	608.6	355.2	512.6	+44.3
University degree ⁶	266.7	272.1	460.8	267.1	359.8	+34.7
Industry⁷						
Goods-producing industries						
Agriculture	13.5	12.8	14.5	14.2	12.5	-12.0
Forestry, fishing, mining, quarrying, oil and gas	27.5	25.7	38.9	26.5	31.1	+17.4
Utilities	2.7	2.7	2.6	4.0	2.1	-47.5
Construction	102.0	101.9	153.0	88.4	86.5	-2.1
Manufacturing	63.9	72.4	131.6	78.0	92.5	+18.6
Services-producing industries						
Wholesale and retail trade	110.9	112.5	234.7	104.4	141.7	+35.7
Transportation and warehousing	35.7	34.1	82.6	31.8	50.9	+60.1
Finance, insurance, real estate, rental and leasing	20.8	20.3	44.0	21.1	27.6	+30.8
Professional, scientific and technical services	41.4	42.7	82.1	40.3	49.2	+22.1
Business, building and other support services ⁸	48.8	48.8	82.8	51.1	71.5	+39.9
Educational services	46.3	61.6	105.8	54.5	53.2	-2.4
Health care and social assistance	39.7	43.6	89.3	37.6	65.9	+75.3
Information, culture and recreation ⁹	40.3	47.3	112.0	40.1	73.3	+82.8
Accommodation and food services	69.0	82.8	215.5	73.0	131.1	+79.6

Other services (except public administration)	23.9	27.1	68.2	26.0	39.7	+52.7
Public administration	21.1	23.1	28.8	24.0	22.4	-6.7
Unclassified industries¹⁰	463.1	423.3	515.4	442.7	571.0	+29.0
Reasons for unemployment						
People who have left their job	237.6	236.5	239.3	211.6	196.0	-7.4
People who have lost their job	467.2	521.9	1,244.3	539.7	863.8	+60.1
People who have not worked in the last year or who have never worked	462.4	422.7	520.5	434.8	571.8	+31.5
Duration of unemployment¹¹						
1 to 4 weeks	439.8	483.8	572.5	469.1	406.0	-13.5
5 to 13 weeks	302.0	303.2	623.6	291.9	337.1	+15.5
14 to 26 weeks	174.2	169.2	407.7	166.2	260.3	+56.6
27 weeks or more	197.8	168.5	339.7	180.1	470.6	+161.3
52 weeks or more	110.6	89.6	120.5	102.8	251.9	+145.0
Duration unknown ¹²	56.3	57.9	58.2	50.4	48.3	-4.2
Canada	1,170.1	1,182.6	2,001.7	1,157.6	1,522.2	+31.5

Note: Data may not add up to the total due to rounding. Monthly data that are confidential under the Statistics Act are excluded from the calculation of the fiscal year average.

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, reason for unemployment and duration of unemployment) also excludes territorial data.

² Figures for the territories are calculated based on three-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes zero to eight years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

⁷ Information is provided for the last job held, providing the person worked within the previous twelve months.

⁸ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁹ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

¹⁰ People who have not worked in the last year or who have never worked are not classified as belonging to any industry.

¹¹ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

¹² Duration of unemployment is not reported for unemployed people who reported having a job to start in the next four weeks under the Labour Force Survey.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); 14-10-0342-01, seasonally adjusted (for data by duration of unemployment); 14-10-0125-01, unadjusted (for data by reason for unemployment); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender and age); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.5 – Unemployment rate by province or territory, gender, age, educational attainment and industry (%)

Characteristics ¹	FY1819	FY1920	FY2021	February 2020	March 2021	Change (% points) February 2020 to March 2021
Province or territory						
Newfoundland and Labrador	13.5	12.3	14.5	12.5	12.7	+0.2
Prince Edward Island	9.3	8.4	10.7	8.2	8.1	-0.1
Nova Scotia	7.4	7.7	9.8	8.2	8.7	+0.4
New Brunswick	8.1	8.1	10.3	7.5	9.4	+1.8
Quebec	5.4	5.3	9.2	4.6	6.5	+1.9
Ontario	5.8	5.7	10.3	5.5	7.5	+2.1
Manitoba	5.8	5.4	8.4	5.2	6.9	+1.6
Saskatchewan	6.1	5.8	8.5	6.4	7.2	+0.8
Alberta	6.8	7.3	12.0	7.5	9.0	+1.5
British Columbia	4.8	4.9	9.4	5.2	6.8	+1.6
Yukon ²	3.4	3.6	6.2	3.8	6.4	+2.6
Northwest Territories ²	6.7	8.2	7.7	8.6	6.5	-2.1
Nunavut ²	14.7	13.7	12.3	13.5	7.6	-5.9
Gender						
Men	6.2	6.1	10.2	5.9	7.6	+1.7
Women	5.6	5.6	9.9	5.4	7.3	+1.9
Age category						
15 to 24 years	10.9	11.5	20.9	10.6	14.1	+3.5
25 to 54 years	5.0	4.9	8.2	4.7	6.5	+1.7
55 years and older	5.3	5.1	8.5	5.3	6.2	+0.9
Educational attainment						
Less than high school ³	11.5	11.5	17.4	11.1	16.6	+5.5
High school diploma ⁴	7.0	7.5	13.7	7.8	10.7	+2.9
Post-secondary certificate or diploma ⁵	4.9	4.8	8.9	5.1	7.3	+2.2
University degree ⁶	4.4	4.3	6.9	4.1	5.2	+1.1
Industry						
Goods-producing industries						
Agriculture	5.0	5.1	8.3	5.0	5.4	+0.4
Forestry, fishing, mining, quarrying, oil and gas	4.5	4.2	5.0	4.6	4.5	0.0
Utilities	7.4	7.4	11.2	7.8	8.7	+0.9
Construction	1.8	1.9	1.9	2.8	1.4	-1.4
Manufacturing	6.6	6.4	10.1	5.6	5.6	0.0
Services-producing industries						
Wholesale and retail trade	3.6	4.0	7.3	4.3	5.0	+0.7
Transportation and warehousing	3.3	3.5	7.5	3.2	4.7	+1.4
Finance, insurance, real estate, rental and leasing	3.8	3.8	8.1	3.5	4.7	+1.2
Professional, scientific and technical services	3.4	3.2	8.1	3.0	5.0	+2.0
Business, building and other support services ⁷	1.7	1.6	3.4	1.7	2.1	+0.4
Educational services	2.7	2.7	5.0	2.6	2.9	+0.4
Health care and social assistance	5.9	6.1	10.7	6.3	9.2	+2.9
Information, culture and recreation ⁸	3.4	4.3	7.2	3.8	3.5	-0.3
Accommodation and food services	1.6	1.7	3.5	1.5	2.5	+1.1
Other services (except public administration)	5.1	5.8	14.4	4.9	9.3	+4.4
Public administration	5.3	6.5	19.6	5.6	12.4	+6.8
Canada	2.9	3.3	8.6	3.1	5.0	+1.9
	2.1	2.2	2.8	2.4	2.1	-0.2
Canada	5.9	5.9	10.0	5.7	7.5	+1.8

Note: Monthly data that are confidential under the Statistics Act are excluded from the calculation of the annual average.

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment and industry) also excludes territorial data.

² Figures for the territories are calculated based on three-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes zero to eight years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

⁷ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁸ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); and 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.6 – Average duration of unemployment^{1,2} by province, gender and age (number of weeks)

Characteristics ³	FY1819	FY1920	FY2021	February 2020	March 2021	Change (weeks) February 2020 to March 2021
Province						
Newfoundland and Labrador	20.3	17.4	19.3	18.1	20.4	+2.3
Prince Edward Island	14.4	15.8	14.4	15.0	16.1	+1.1
Nova Scotia	18.1	15.9	20.0	15.2	22.5	+7.3
New Brunswick	16.2	14.8	15.9	18.8	21.8	+3.0
Quebec	18.6	16.9	15.0	16.2	18.6	+2.4
Ontario	17.2	15.7	17.3	16.0	23.3	+7.3
Manitoba	16.6	15.8	15.5	18.1	18.2	+0.1
Saskatchewan	21.3	18.5	18.1	18.2	23.2	+5.0
Alberta	21.6	19.3	20.5	18.7	28.4	+9.7
British Columbia	15.7	12.5	17.4	14.0	23.2	+9.2
Gender						
Men	19.0	17.0	18.4	17.5	24.4	+6.9
Women	17.0	15.3	16.1	15.6	20.4	+4.8
Age category						
15 to 24 years old	9.4	9.8	12.7	11.7	14.5	+2.8
25 to 54 years old	18.9	16.8	18.3	17.2	24.5	+7.3
55 years old and over	28.1	24.5	22.1	21.7	29.6	+7.9
Canada	18.1	16.2	17.4	16.7	22.5	+5.8

¹ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

² Average weeks of unemployment is calculated with no upper limit to length of unemployment.

³ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender and age) also excludes territorial data.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0342-01, seasonally adjusted data.

Annex 1.7 – Job vacancies by province or territory, industry, job type, job permanency and vacancy duration

Characteristics	Last two quarters of FY1819	Last two quarters of FY1920	Last two quarters of FY2021	Change (%) Last two quarters of FY1920 to FY2021
Province or territory				
Newfoundland and Labrador	3,740	4,515	4,395	-2.7
Prince Edward Island	1,873	1,770	1,760	-0.6
Nova Scotia	10,270	11,008	12,903	+17.2
New Brunswick	8,483	9,145	11,038	+20.7
Quebec	116,040	127,570	147,663	+15.8
Ontario	205,300	189,195	203,300	+7.5
Manitoba	14,595	16,145	17,853	+10.6
Saskatchewan	8,878	11,028	11,310	+2.6
Alberta	52,393	46,908	47,545	+1.4
British Columbia	103,230	91,633	97,100	+6.0
Yukon	748	880	805	-8.5
Northwest Territories	750	480	730	+52.1
Nunavut	428	395	445	+12.7
Industry				
Goods-producing industries	104,208	93,963	110,333	+17.4
Agriculture, forestry, fishing and hunting	14,063	12,070	11,743	-2.7
Mining and oil and gas extraction	4,760	4,030	4,520	+12.2
Utilities	1,793	1,903	1,583	-16.8
Construction	35,338	33,840	42,898	+26.8
Manufacturing	48,255	42,120	49,590	+17.7
Services-producing industries	422,530	416,713	446,518	+7.2
Wholesale trade	22,728	21,930	22,045	+0.5
Retail trade	61,400	59,170	70,993	+20.0
Transportation and warehousing	31,105	25,770	29,148	+13.1
Finance and insurance	24,313	21,970	23,038	+4.9
Real estate and rental and leasing	7,635	7,645	6,393	-16.4
Professional, scientific and technical services	38,725	39,193	42,828	+9.3
Business, building and other support services ¹	43,853	39,075	41,893	+7.2
Educational services	15,360	14,908	15,953	+7.0
Health care and social assistance	60,230	67,493	99,530	+47.5
Information, culture and recreation ²	26,800	24,480	17,163	-29.9
Accommodation and food services	60,125	61,013	47,760	-21.7
Other services (except public administration)	20,878	23,498	20,538	-12.6
Public administration	9,380	10,570	9,240	-12.6
Job vacancy type				
Full-time positions ³	380,410	370,390	401,165	+8.3
Part-time positions ⁴	146,325	140,285	155,683	+11.0
Job permanency				
Permanent positions ⁵	418,358	409,403	433,245	+5.8
Temporary positions ⁶	108,375	101,273	123,603	+22.0
Seasonal positions ⁷	75,765	65,953	69,545	+5.4
Job vacancy duration				
Constantly recruiting	n/a	254,055	273,455	+7.6
Less than 15 days	108,813	124,473	145,693	+17.0
15 to 29 days	96,975	94,700	109,473	+15.6
30 to 59 days	91,513	84,263	101,550	+20.5
60 to 89 days	37,638	39,570	50,828	+28.4
90 days or more	69,003	105,395	149,305	+41.7
Canada	526,735	510,675	556,848	+9.0

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers.

¹ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

³ A full-time vacant position consists of position which requires 30 or more hours of work per week.

⁴ A part-time vacant position consists of position which requires less than 30 hours of work per week.

⁵ A permanent position consists of a position which is expected to last as long as the employee wants it, given that business conditions permit. That is, there is no predetermined termination date.

⁶ A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

⁷ A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

Sources: Statistics Canada, Job Vacancy and Wage Survey, Tables 14-10-0326-01, seasonally unadjusted data (for data by industry and province or territory) and 14-10-0328-01, seasonally unadjusted data (for data by job vacancy type, job permanency and job vacancy duration).

Annex 1.8 – Job vacancy rates by province or territory and industry (%)

Characteristics	Last two quarters of FY1819	Last two quarters of FY1920	Last two quarters of FY2021	Change (% Points) Last two quarters of FY1920 to FY2021
Province or territory				
Newfoundland and Labrador	1.9	2.3	2.3	+0.1
Prince Edward Island	2.9	2.7	2.8	+0.1
Nova Scotia	2.6	2.7	3.3	+0.6
New Brunswick	2.8	2.9	3.6	+0.7
Quebec	3.2	3.4	4.1	+0.7
Ontario	3.2	2.9	3.3	+0.5
Manitoba	2.4	2.7	3.1	+0.5
Saskatchewan	1.9	2.3	2.5	+0.2
Alberta	2.6	2.3	2.6	+0.3
British Columbia	4.4	3.9	4.4	+0.5
Yukon	4.2	4.8	4.5	-0.3
Northwest Territories	3.4	2.2	3.6	+1.4
Nunavut	3.4	2.7	3.1	+0.4
Industry				
Goods-producing industries				
Agriculture, forestry, fishing and hunting	6.1	5.1	5.0	-0.2
Mining and oil and gas extraction	2.3	2.0	2.4	+0.4
Utilities	1.4	1.5	1.3	-0.2
Construction	3.3	3.1	4.1	+0.9
Manufacturing	3.0	2.6	3.2	+0.6
Services-producing industries				
Wholesale trade	2.7	2.6	2.8	+0.2
Retail trade	3.0	2.9	3.6	+0.7
Transportation and warehousing	3.9	3.1	3.7	+0.5
Finance and insurance	3.2	2.8	3.0	+0.2
Real estate and rental and leasing	2.5	2.5	2.5	-0.1
Professional, scientific and technical services	3.9	3.8	4.2	+0.4
Business, building and other support services ¹	4.5	4.0	4.5	+0.5
Educational services	1.1	1.0	1.2	+0.1
Health care and social assistance	2.9	3.2	4.6	+1.4
Information, culture and recreation ²	4.1	3.7	3.1	-0.6
Accommodation and food services	4.4	4.4	4.8	+0.5
Other services (except public administration)	3.6	4.1	4.1	0.0
Public administration	1.8	2.0	1.9	-0.1
Canada	3.2	3.0	3.5	+0.5

Note: Percentage points change is based on unrounded numbers.

¹ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted data.



ANNEX 2

Employment Insurance Benefits Data Tables

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Annex 2.1 – Employment Insurance benefits – Concepts and definitions

Chapter II and Annex 2 provide information on the numbers of new claims established, the average actual duration, the average weekly benefit rate, the amount paid in benefits, employment insurance claimant categories (long-tenured workers, occasional claimants, frequent claimants), seasonal regular claimants and claim status (active, open, completed, terminated, dormant and combined). These concepts are defined below.

Concept	Definition
New claims established	<p>New claims established refer to new Employment Insurance claims that have been received, processed and approved by Employment and Social Development Canada (via Service Canada) for which at least \$1 in benefits was paid to an Employment Insurance claimant.</p> <p>To avoid double counting, each claim established is counted only once. Thus, a claim that was established, for example, in November 2019 (i.e. in FY1920) and for which benefits paid to an Employment Insurance claimant began in December 2019 (i.e. in FY1920) and ended in June 2020 (i.e. in FY2021) is included in the FY1920 statistics, but is not counted in the FY2021 statistics.</p> <p>New claims established designate a different concept from new applications submitted to Employment and Social Development Canada (and received by the organization). An application may be submitted, but not necessarily established. This is the case, for example, when the application is rejected because not all of the eligibility requirements are met.</p> <p>It should be noted that the number of new claims established during a fiscal year does not necessarily correspond to the number of new Employment Insurance claimants because a claimant can have more than one Employment Insurance claim established annually.</p> <p>New claims established are also referred to under other names such as: new claims established, benefits, claims and claims established. The terms "new," "benefits" and "established" are sometimes omitted so as not to complicate the text. In all cases, these terms refer to the same concept.</p>
Average actual duration	<p>The average actual duration of Employment Insurance claims refers, in regard to these claims, to the average number of weeks of benefits per claim during which at least one dollar in benefits was paid to an Employment Insurance claimant.</p>

(continued)

Concept	Definition
<p>Average actual duration (cont'd)</p>	<p>For claims associated with most benefits types, the average actual duration is calculated by dividing the sum of the number of weeks of benefits during which at least one dollar was paid per claim by the number of claims that were completed based on the variable assessed (that is, the average actual duration for Ontario is equal to the sum of the number of weeks of benefits paid in Ontario for all claims completed during a fiscal year divided by the number of claims that were completed in Ontario during the same period.</p> <p>Average actual duration for claims for Employment Insurance fishing benefits and family caregiver benefits for adults and children are calculated using claims established during the reference period rather than claims completed during the reference period.</p> <p>The average actual duration is a different concept than the average maximum duration: the latter is the maximum number of weeks during which benefits may be paid (under sections 12 and 152.14 of the <i>Employment Insurance Act</i>, and Section 8 of the <i>Employment Insurance (Fishing) Regulations</i>), while the former is the number of weeks for which benefits are actually paid.</p>
<p>Average weekly benefit rate</p>	<p>The average weekly benefit rate, or level of EI benefits, refers to the rate of weekly benefits payable on average for an Employment Insurance claim.</p> <p>The average weekly benefit rate is calculated by dividing the sum of the weekly benefit rate of each claim by the number of claims that were established.</p> <p>The Family Supplement is always included in the calculation of the average weekly benefit rate, unless otherwise specified.</p> <p>The average weekly benefit rate is not necessarily equal to the amount of benefits actually paid on average per claim established. The amount paid may be less than the benefit rate, especially if the weekly benefits are reduced because the claimant worked while on claim (for more information, consult subsection 2.2.7 of Chapter II relating to the Working While on Claim provision).</p>
<p>Amount paid</p>	<p>The amount paid refers to the sum of benefit payments that claimants who have established an Employment Insurance claim have received. In other words, it is the value of Employment Insurance benefits that were paid to Employment Insurance claimants.</p>

(continued)

Concept	Definition
Amount paid (cont'd)	The amount paid is always reported on a cash basis, meaning that they are reported in the year in which they were paid regardless of when the claim was established. Thus, the amount paid in benefits to an Employment Insurance claimant who, for example, had a claim established in November 2019 (i.e. in FY1920) and received payment starting in December 2019 (i.e. in FY1920) and ending in June 2020 (i.e. in FY2021) are included in the fiscal year statistics for FY19 20and FY2021. If this claimant received \$200 per week for 17 weeks between December 2019 and March 2020, and \$200 per week for 12 weeks between April and June 2020, an amount of \$3,400 will be allocated to FY1920 and \$2,400 will be allocated to FY2021.
Long-Tenured workers	Long-Tenured workers are Employment Insurance (EI) claimants who have paid at least 30% of the maximum annual EI premiums in 7 of the past 10 years and who, over the last five years, have collected EI regular or fishing benefits for 35 weeks or less.
Frequent claimants	Frequent claimants are EI claimants who have had three or more EI regular or fishing claims and have collected benefits for a total of more than 60 weeks in the past five years.
Occasional claimants	Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.
Seasonal claimants	EI claimants who had at least three regular or fishing claims within past five years from the reference year, with at least two of these claims having started during the same period of the year as the current claim, are referred to as seasonal claimants . A claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.
Active claims	Active claims are claims for which benefits are still being paid during the reference period.
Open claims	Open claims are those for which the claimants are still receiving or still can receive EI benefits.

(continued)

Concept	Definition
Completed claims	Completed claims refer to claims that are terminated and those that are dormant.
Terminated claims	Terminated claims are those that have ended and for which claimants are no longer eligible to receive Employment Insurance benefits. The main reasons associated with the termination of claims is either that all weeks of benefits the claimant was entitled to be paid or that the claim reached the last week of the benefit period, that is the last week for which Employment Insurance benefits could be paid.
Dormant claims	Dormant claims are those that, as of August of the reference year following the reporting fiscal year, are open but are not active.
Combined or mixed claims	<p>A combined or mixed claim refers to an Employment Insurance claim for which the claimant receives more than one type of benefit during the claimant’s benefit period. The eight types of benefits available under the Employment Insurance program as stipulated in Chapter II and Annex 2 are: regular benefits, fishing benefits, maternity benefits, parental benefits, sickness benefits, compassionate care benefits, family caregiver benefit for adults, family caregiver benefit for children and Work-Sharing benefits. Regular and fishing benefits can never be combined in the same claim.</p> <p>A claim for which a claimant receives both regular benefits and maternity benefits during its benefit period is treated as two separate claims in cases where information on regular benefits or maternity benefits is reported separately (as in the case of Annexes 2.5 and 2.13, which report data on the two types of benefits separately; in this example, each of the two annexes would add one claim to its totals). Conversely, if aggregated information is presented, the claim is considered a single claim (as in the case of Annex 2.3, which presents data on all Employment Insurance benefits).</p>

Annex 2.2 – Employment Insurance maximum number of benefit weeks entitlement

Applied under Employment Insurance original rules, however temporary measures were in effect in FY2021^{1,2}

Number of hours of insurable employment in qualifying period	Regional rate of unemployment											
	6% and under	More than 6% but not more than 7%	More than 7% but not more than 8%	More than 8% but not more than 9%	More than 9% but not more than 10%	More than 10% but not more than 11%	More than 11% but not more than 12%	More than 12% but not more than 13%	More than 13% but not more than 14%	More than 14% but not more than 15%	More than 15% but not more than 16%	More than 16%
420-454	0	0	0	0	0	0	0	0	26	28	30	32
455-489	0	0	0	0	0	0	0	24	26	28	30	32
490-524	0	0	0	0	0	0	23	25	27	29	31	33
525-559	0	0	0	0	0	21	23	25	27	29	31	33
560-594	0	0	0	0	20	22	24	26	28	30	32	34
595-629	0	0	0	18	20	22	24	26	28	30	32	34
630-664	0	0	17	19	21	23	25	27	29	31	33	35
665-699	0	15	17	19	21	23	25	27	29	31	33	35
700-734	14	16	18	20	22	24	26	28	30	32	34	36
735-769	14	16	18	20	22	24	26	28	30	32	34	36
770-804	15	17	19	21	23	25	27	29	31	33	35	37
805-839	15	17	19	21	23	25	27	29	31	33	35	37
840-874	16	18	20	22	24	26	28	30	32	34	36	38
875-909	16	18	20	22	24	26	28	30	32	34	36	38
910-944	17	19	21	23	25	27	29	31	33	35	37	39
945-979	17	19	21	23	25	27	29	31	33	35	37	39
980-1,014	18	20	22	24	26	28	30	32	34	36	38	40
1,015-1,049	18	20	22	24	26	28	30	32	34	36	38	40
1,050-1,084	19	21	23	25	27	29	31	33	35	37	39	41
1,085-1,119	19	21	23	25	27	29	31	33	35	37	39	41
1,120-1,154	20	22	24	26	28	30	32	34	36	38	40	42
1,155-1,189	20	22	24	26	28	30	32	34	36	38	40	42
1,190-1,224	21	23	25	27	29	31	33	35	37	39	41	43
1,225-1,259	21	23	25	27	29	31	33	35	37	39	41	43
1,260-1,294	22	24	26	28	30	32	34	36	38	40	42	44
1,295-1,329	22	24	26	28	30	32	34	36	38	40	42	44
1,330-1,364	23	25	27	29	31	33	35	37	39	41	43	45
1,365-1,399	23	25	27	29	31	33	35	37	39	41	43	45
1,400-1,434	24	26	28	30	32	34	36	38	40	42	44	45
1,435-1,469	25	27	29	31	33	35	37	39	41	43	45	45
1,470-1,504	26	28	30	32	34	36	38	40	42	44	45	45
1,505-1,539	27	29	31	33	35	37	39	41	43	45	45	45
1,540-1,574	28	30	32	34	36	38	40	42	44	45	45	45
1,575-1,609	29	31	33	35	37	39	41	43	45	45	45	45
1,610-1,644	30	32	34	36	38	40	42	44	45	45	45	45
1,645-1,679	31	33	35	37	39	41	43	45	45	45	45	45
1,680-1,714	32	34	36	38	40	42	44	45	45	45	45	45
1,715-1,749	33	35	37	39	41	43	45	45	45	45	45	45
1,750-1,784	34	36	38	40	42	44	45	45	45	45	45	45
1,785-1,819	35	37	39	41	43	45	45	45	45	45	45	45
1,820+	36	38	40	42	44	45	45	45	45	45	45	45

¹ Under the temporary measures introduced to facilitate access to EI benefits in response to the economic disruptions due to COVID-19, a minimum unemployment rate of 13.1% was in effect in all EI economic regions for claims established between September 27, 2020 and September 25, 2021. This set a uniform eligibility requirement of 420 hours of insurable employment and a minimum of 26 weeks of EI regular benefits.

² Under Bill C-24 in March 2021, the maximum entitlement for EI regular benefits was increased temporarily to 50 weeks for claims established between September 27, 2020 and September 25, 2021.

Source: *Employment Insurance Act, Schedule I.*

Annex 2.3.1 – Employment Insurance benefits: New claims established¹

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021 ²	Second half of FY2021 ³	Total of FY2021
Newfoundland and Labrador	74,000	81,090	86,070	81,790	6,450	93,660	100,110
Prince Edward Island	22,540	22,720	22,480	21,770	1,700	23,490	25,190
Nova Scotia	82,710	85,300	84,570	82,540	7,530	95,530	103,060
New Brunswick	88,910	91,130	89,820	89,380	4,800	105,870	110,670
Quebec	483,700	482,990	473,060	475,220	17,760	731,550	749,310
Ontario	552,030	562,570	556,900	585,670	78,180	989,710	1,067,890
Manitoba	59,250	61,440	64,020	64,780	10,700	91,410	102,110
Saskatchewan	49,850	51,250	54,210	57,280	6,160	71,340	77,500
Alberta	201,610	170,270	188,870	200,450	25,900	338,520	364,420
British Columbia	197,770	200,820	198,240	210,060	25,620	314,770	340,390
Yukon	2,300	2,200	2,310	2,300	260	2,950	3,210
Northwest Territories	2,380	2,420	2,310	2,030	270	2,590	2,860
Nunavut	1,290	1,340	1,470	1,210	300	1,670	1,970
Gender							
Men	984,150	974,660	988,250	1,018,710	78,350	1,527,190	1,605,540
Women	834,190	840,880	836,080	855,770	107,280	1,335,870	1,443,150
Age							
24 years old and under	178,010	172,810	170,480	171,760	9,280	431,680	440,960
25 to 44 years old	883,950	876,270	882,780	914,700	129,980	1,252,340	1,382,320
45 to 54 years old	370,360	363,410	352,640	352,040	23,750	500,800	524,550
55 years old and over	386,020	403,050	418,430	435,980	22,620	678,240	700,860
Canada	1,818,340	1,815,540	1,824,330	1,874,840	185,630	2,863,060	3,048,690

Note: Includes all claims for which at least \$1 of EI benefits was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

² Claims for regular or sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.3.2 – Employment Insurance benefits: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	1,040.2	1,185.2	1,022.9	992.5	1,274.8
Prince Edward Island	230.7	248.1	231.1	226.0	293.8
Nova Scotia	841.3	892.2	845.1	851.3	1,187.6
New Brunswick	919.0	954.0	869.6	925.1	1,248.4
Quebec	3,430.7	3,558.2	3,106.0	3,210.3	6,547.8
Ontario	5,443.2	5,657.7	5,240.4	5,680.5	11,347.0
Manitoba	587.3	631.3	619.2	631.2	1,082.2
Saskatchewan	671.5	700.9	624.7	639.3	952.5
Alberta	3,158.3	2,655.3	2,171.0	2,266.4	4,304.4
British Columbia	2,064.2	2,089.5	1,878.1	2,004.3	3,734.2
Yukon	27.3	27.8	25.0	26.0	39.5
Northwest Territories	29.9	30.9	31.1	29.7	37.0
Nunavut	17.6	23.6	21.0	20.0	25.7
Gender					
Men	9,868.8	9,678.0	8,416.6	8,833.7	16,252.2
Women	8,592.2	8,976.6	8,268.7	8,669.0	15,822.8
Age					
24 years old and under	1,522.2	1,443.0	1,284.6	1,302.6	3,601.1
25 to 44 years old	9,869.4	9,908.0	9,038.7	9,554.9	15,819.2
45 to 54 years old	3,450.0	3,431.5	2,883.7	2,915.8	5,272.4
55 years old and over	3,619.4	3,872.1	3,478.3	3,729.3	7,382.4
Canada	18,461.0	18,654.7	16,685.3	17,502.7	32,075.0

Note: Data may not add up to the total due to rounding. Includes all claims for which at least \$1 of EI benefits was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.4.1 – Employment Insurance benefits by EI economic region: New claims established¹

El economic region	FY1617	FY1718	FY1819	FY1920	First half of FY2021 ²	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador							
St. John's	16,210	16,620	15,260	14,470	1,180	23,050	24,230
Newfoundland - Labrador	57,790	64,470	70,810	67,320	5,270	70,610	75,880
Prince Edward Island							
Charlottetown	5,860	5,570	5,680	4,850	390	8,210	8,600
Prince Edward Island (excluding Charlottetown)	16,680	17,150	16,800	16,920	1,310	15,280	16,590
Nova Scotia							
Eastern Nova Scotia	28,580	30,060	30,890	28,710	1,840	28,380	30,220
Western Nova Scotia	34,740	35,660	33,640	34,130	3,220	37,750	40,970
Halifax	19,390	19,580	20,040	19,700	2,470	29,400	31,870
New Brunswick							
Fredericton-Moncton-Saint-John	27,670	28,250	28,170	27,810	2,340	39,420	41,760
Madawaska-Charlotte	13,880	14,380	14,410	14,580	670	16,600	17,270
Restigouche-Albert	47,360	48,500	47,240	46,990	1,790	49,850	51,640
Quebec							
Gaspésie-Îles-de-la-Madeleine	27,780	27,900	27,020	26,450	530	26,190	26,720
Quebec	38,730	40,490	39,530	37,940	1,670	66,060	67,730
Trois-Rivières	9,550	9,650	9,310	10,320	210	15,720	15,930
South Central Quebec	9,950	8,780	8,870	10,430	590	15,630	16,220
Sherbrooke	9,870	10,150	9,960	10,080	520	16,770	17,290
Montréal	32,400	31,710	30,950	33,540	1,760	54,070	55,830
Montréal	174,100	174,490	170,940	172,740	8,650	315,850	324,500
Central Quebec	86,170	86,950	85,820	85,120	2,340	106,910	109,250
North Western Quebec	21,010	21,210	20,750	19,950	200	24,460	24,660
Lower Saint Lawrence and North Shore	49,020	47,100	46,140	45,370	770	53,560	54,330
Hull	12,980	12,630	12,700	12,270	200	21,240	21,440
Chicoutimi-Jonquière	12,140	11,930	11,070	11,010	320	15,090	15,410
Ontario							
Ottawa	33,210	32,610	32,410	33,950	5,690	59,840	65,530
Eastern Ontario	26,630	26,410	25,490	23,600	2,530	30,190	32,720
Kingston	5,520	5,140	5,570	6,580	860	10,190	11,050
Central Ontario	60,350	59,150	58,130	61,510	6,770	92,470	99,240
Oshawa	17,770	18,760	16,100	18,300	2,380	29,100	31,480
Toronto	205,510	204,230	204,030	213,050	34,040	421,180	455,220
Hamilton	29,650	29,240	29,040	31,550	4,570	54,380	58,950
St. Catharines	20,330	20,380	20,090	21,490	2,240	42,520	44,760
London	19,270	20,780	19,090	22,040	2,640	37,860	40,500
Niagara	17,240	17,280	17,390	18,570	1,720	22,030	23,750
Windsor	12,200	19,440	21,290	20,970	1,570	33,660	35,230
Kitchener	20,980	21,820	21,540	23,130	3,940	36,600	40,540
Huron	20,100	19,450	17,880	19,220	1,740	23,730	25,470
South Central Ontario	19,310	21,680	20,780	23,430	3,740	34,060	37,800
Sudbury	7,290	7,430	7,860	8,250	1,050	13,290	14,340
Thunder Bay	6,000	6,370	5,900	6,240	570	9,590	10,160
Northern Ontario	30,670	32,400	34,310	33,790	2,130	39,020	41,150

(continued)

Annex 2.4.1 (continued)

El economic region	FY1617	FY1718	FY1819	FY1920	First half of FY2021 ²	Second half of FY2021 ³	Total FY2021
Manitoba							
Winnipeg	32,910	34,580	34,910	35,910	6,730	59,710	66,440
Southern Manitoba	17,150	17,180	17,750	17,860	3,160	20,910	24,070
Northern Manitoba	9,190	9,680	11,360	11,010	810	10,790	11,600
Saskatchewan							
Regina	10,260	10,470	10,310	10,580	1,960	15,090	17,050
Saskatoon	13,940	13,430	13,990	15,840	1,980	19,880	21,860
Southern Saskatchewan	12,210	12,750	13,820	14,320	1,250	16,670	17,920
Northern Saskatchewan	13,440	14,600	16,090	16,540	970	19,700	20,670
Alberta							
Calgary	63,390	55,710	57,720	61,950	9,530	115,300	124,830
Edmonton	67,740	61,260	68,520	71,530	9,710	117,240	126,950
Northern Alberta	22,770	13,900	16,540	16,690	1,170	22,910	24,080
Southern Alberta	47,710	39,400	46,090	50,280	5,490	83,070	88,560
British Columbia							
Southern Interior British Columbia	36,590	36,700	40,710	42,500	3,620	56,880	60,500
Abbotsford	11,090	10,750	9,760	10,390	1,050	13,500	14,550
Vancouver	84,900	87,510	82,480	88,030	15,020	153,220	168,240
Victoria	12,090	12,870	12,360	13,150	1,770	20,370	22,140
Southern Coastal British Columbia	31,280	30,000	30,350	31,710	2,450	42,950	45,400
Northern British Columbia	21,820	22,990	22,580	24,280	1,710	27,850	29,560
Territories							
Whitehorse	1,420	1,340	1,480	1,480	190	1,950	2,140
Yukon (excluding Whitehorse)	880	860	830	820	70	1,000	1,070
Yellowknife	870	840	830	750	90	960	1,050
Northwest Territories (excluding Yellowknife)	1,510	1,580	1,480	1,280	180	1,630	1,810
Iqaluit	230	320	290	290	80	270	350
Nunavut (excluding Iqaluit)	1,060	1,020	1,180	920	220	1,400	1,620
Canada	1,818,340	1,815,540	1,824,330	1,874,480	185,630	2,863,060	3,048,690

Note: Includes all claims for which at least \$1 of EI benefits was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

² Claims for regular or sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.4.2 – Employment Insurance benefits by EI economic region: Amount paid¹ (\$ million)

EI economic region	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador					
St. John's	167.4	191.6	163.2	148.6	246.8
Newfoundland - Labrador	872.7	993.6	859.7	843.9	1,028.1
Prince Edward Island					
Charlottetown	52.3	50.1	47.0	44.8	79.5
Prince Edward Island (excluding Charlottetown)	178.4	198.0	184.0	181.2	214.4
Nova Scotia					
Eastern Nova Scotia	335.5	362.0	356.5	352.0	402.6
Western Nova Scotia	322.3	337.6	307.3	307.1	445.7
Halifax	183.5	192.5	181.3	192.2	339.4
New Brunswick					
Fredericton-Moncton-Saint-John	263.4	259.3	246.4	259.8	421.1
Madawaska-Charlotte	117.1	124.6	121.4	130.6	171.8
Restigouche-Albert	538.5	570.1	501.8	534.8	655.5
Quebec					
Gaspésie-Îles-de-la-Madeleine	290.4	322.5	280.2	293.4	339.3
Quebec	237.7	254.8	231.5	229.4	537.5
Trois-Rivières	58.2	63.4	58.0	65.4	132.4
South Central Quebec	53.5	51.9	46.7	54.6	113.6
Sherbrooke	61.9	62.1	59.0	59.8	126.5
Montréal	207.6	210.1	184.1	197.6	433.6
Montréal	1,273.9	1,288.5	1,114.3	1,132.9	2,891.9
Central Quebec	533.1	596.1	519.9	542.0	938.4
North Western Quebec	164.2	163.6	149.0	151.0	220.6
Lower Saint Lawrence and North Shore	372.8	370.3	311.7	331.9	497.6
Hull	91.9	91.4	80.4	80.9	192.4
Chicoutimi-Jonquière	85.6	83.6	71.2	71.3	123.9
Ontario					
Ottawa	341.9	344.7	328.2	346.7	687.7
Eastern Ontario	229.5	231.2	222.2	220.9	333.3
Kingston	48.1	47.7	47.2	59.3	112.8
Central Ontario	505.7	541.4	495.8	538.4	991.7
Oshawa	167.5	181.8	153.1	171.5	346.2
Toronto	2,178.7	2,244.7	2,087.5	2,261.3	5,115.9
Hamilton	275.9	289.9	270.8	297.9	594.0
St. Catharines	168.8	174.3	154.1	176.5	460.5
London	169.7	193.3	177.1	190.7	377.8
Niagara	154.9	159.5	156.6	168.0	248.0
Windsor	108.2	125.7	135.6	162.2	356.1
Kitchener	199.1	210.4	206.8	222.2	410.8
Huron	162.2	166.0	147.8	156.8	249.0
South Central Ontario	177.3	189.2	189.7	209.0	358.8
Sudbury	94.2	84.0	70.5	78.3	136.8
Thunder Bay	55.3	57.3	51.6	54.6	101.1
Northern Ontario	406.2	416.7	345.7	366.1	466.4

(continued)

Annex 2.4.2 (continued)

El economic region	FY1617	FY1718	FY1819	FY1920	FY2021
Manitoba					
Winnipeg	312.1	332.4	326.0	335.8	674.4
Southern Manitoba	152.5	155.0	156.5	164.6	249.5
Northern Manitoba	122.6	144.0	136.7	130.8	158.3
Saskatchewan					
Regina	106.6	118.0	109.0	110.8	198.3
Saskatoon	177.0	187.0	160.2	165.9	259.2
Southern Saskatchewan	169.9	170.9	147.2	154.3	221.1
Northern Saskatchewan	217.9	225.0	208.2	208.3	273.9
Alberta					
Calgary	1,057.4	917.0	716.3	725.1	1,470.8
Edmonton	1,037.9	922.1	785.2	791.7	1,512.8
Northern Alberta	323.4	236.9	199.2	212.9	313.3
Southern Alberta	739.5	579.3	470.3	536.7	1,007.5
British Columbia					
Southern Interior British Columbia	439.6	433.6	380.8	383.6	624.7
Abbotsford	93.0	93.3	82.7	89.8	152.4
Vancouver	830.6	867.7	810.7	873.5	1,899.7
Victoria	119.8	119.5	112.9	124.4	233.0
Southern Coastal British Columbia	279.6	281.9	258.3	285.4	484.5
Northern British Columbia	301.6	293.4	232.7	247.6	339.9
Territories					
Whitehorse	18.4	19.0	15.9	17.3	25.3
Yukon (excluding Whitehorse)	8.9	8.8	9.1	8.6	14.2
Yellowknife	10.1	9.3	10.1	10.2	12.9
Northwest Territories (excluding Yellowknife)	19.8	21.5	21.1	19.5	24.2
Iqaluit	3.0	4.1	3.9	4.4	5.3
Nunavut (excluding Iqaluit)	14.6	19.5	17.1	15.7	20.4
Canada	18,461.0	18,654.7	16,685.3	17,502.7	32,075.0

Note: Data may not add up to the total due to rounding. Includes all claims for which at least \$1 of EI benefits was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.1 – Regular benefits: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{1,2}
Newfoundland and Labrador	55,590	62,170	66,680	62,980	81,400
Prince Edward Island	16,910	16,430	15,540	14,860	18,820
Nova Scotia	62,610	63,880	61,800	62,100	81,630
New Brunswick	70,120	70,610	68,320	68,720	91,520
Quebec	405,460	399,080	384,500	400,460	653,980
Ontario	366,810	373,130	363,620	393,950	848,920
Manitoba	39,310	40,230	42,610	42,900	76,120
Saskatchewan	34,090	35,190	37,570	40,800	60,370
Alberta	141,140	112,400	127,090	140,540	296,840
British Columbia	124,830	122,410	120,860	135,800	257,310
Yukon	1,750	1,610	1,640	1,680	2,440
Northwest Territories	1,740	1,760	1,580	1,520	2,200
Nunavut	770	810	900	770	1,310
Gender					
Men	806,660	788,880	791,220	830,770	1,371,140
Women	514,470	510,830	501,490	536,310	1,101,720
Age					
24 years old and under	126,880	118,750	113,780	122,860	381,160
25 to 44 years old	588,420	571,930	568,800	603,290	1,042,340
45 to 54 years old	298,500	289,420	278,900	286,640	445,220
55 years old and over	307,330	319,610	331,230	354,290	604,140
EI claimant category³					
Long-tenured workers	329,290	310,270	294,820	340,900	671,790
Occasional claimants	706,150	699,370	700,580	738,600	1,511,990
Frequent claimants	285,690	290,070	297,310	287,580	289,080
Canada	1,321,130	1,299,710	1,292,710	1,367,080	2,472,860

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Claims for EI regular benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

² EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

³ Consult [Annex-2.1](#) for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.2 – Regular benefits: Average actual duration¹ (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	Claims established before March 15, 2020 ^p	Claims established in the second half of FY2021 ^{2,p}
Newfoundland and Labrador	31.8	32.7	28.6	27.1	30.0	7.6
Prince Edward Island	23.3	23.1	22.3	22.2	24.6	9.0
Nova Scotia	23.3	22.7	22.0	22.1	24.8	9.6
New Brunswick	23.6	22.4	20.5	21.3	24.0	8.9
Quebec	18.2	16.8	15.6	15.8	18.1	7.5
Ontario	18.9	17.6	16.9	17.0	20.2	8.9
Manitoba	19.3	19.3	18.6	18.8	21.6	9.4
Saskatchewan	24.8	26.0	22.8	20.5	23.6	10.3
Alberta	24.5	28.5	21.6	19.6	23.5	9.4
British Columbia	20.3	19.9	17.9	17.2	20.4	9.5
Yukon	21.0	21.7	20.0	19.6	20.6	10.3
Northwest Territories	21.6	22.3	22.6	22.9	26.7	11.3
Nunavut	31.2	32.8	28.1	28.0	33.6	8.4
Gender						
Men	20.9	20.5	18.8	18.6	21.2	8.7
Women	20.3	19.8	18.0	17.5	20.9	8.6
Age						
24 years old and under	18.7	17.7	16.6	16.3	18.9	8.1
25 to 44 years old	19.6	19.3	17.4	17.3	20.3	8.6
45 to 54 years old	21.4	20.9	19.0	18.5	21.4	8.8
55 years old and over	22.9	22.5	20.5	20.1	22.8	8.9
EI claimant category³						
Long-tenured workers	20.0	21.1	18.0	16.8	19.7	7.9
Occasional claimants	20.1	19.1	17.8	17.6	20.6	8.8
Frequent claimants	23.1	22.1	20.7	20.9	23.7	11.2
Canada	20.7	20.3	18.5	18.2	21.1	8.6

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult Sections [2.0](#) and [2.2.4](#) of Chapter 2 for details.

³ Consult [Annex-2.1](#) for definitions related to EI claimant categories.

^r Revised.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.3 – Regular benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ²
Newfoundland and Labrador	434	447	456	468	536
Prince Edward Island	419	426	433	446	528
Nova Scotia	422	427	433	447	530
New Brunswick	430	437	447	459	530
Quebec	440	450	462	478	534
Ontario	454	462	477	489	532
Manitoba	441	449	456	462	529
Saskatchewan	468	471	481	490	540
Alberta	493	496	507	512	542
British Columbia	451	459	472	488	535
Yukon	501	500	519	528	549
Northwest Territories	511	527	523	527	557
Nunavut	486	514	502	550	550
Gender					
Men	474	481	493	507	544
Women	412	419	432	444	522
Age					
24 years old and under	412	416	433	445	514
25 to 44 years old	462	470	481	495	539
45 to 54 years old	454	463	475	490	541
55 years old and over	435	442	455	468	534
EI claimant category³					
Long-tenured workers	489	495	503	515	547
Occasional claimants	429	437	452	464	526
Frequent claimants	453	464	477	491	547
Canada	449	457	469	483	534

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

³ Consult [Annex-2.1](#) for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.4 – Regular benefits: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	822.2	953.6	799.2	759.2	1,029.1
Prince Edward Island	161.2	175.5	160.3	155.5	211.6
Nova Scotia	595.5	642.5	595.2	588.6	905.1
New Brunswick	703.0	729.6	632.2	680.0	989.9
Quebec	2,974.1	3,043.3	2,577.5	2,622.2	5,906.0
Ontario	3,069.9	3,183.3	2,775.9	3,011.1	8,352.1
Manitoba	352.1	386.2	371.1	370.7	785.2
Saskatchewan	450.8	473.3	393.0	405.9	700.7
Alberta	2,274.7	1,804.8	1,331.3	1,354.1	3,304.1
British Columbia	1,217.0	1,193.0	988.5	1,068.7	2,675.9
Yukon	18.8	18.9	16.5	17.0	27.6
Northwest Territories	19.3	20.8	21.4	19.5	26.4
Nunavut	11.5	15.8	11.7	12.2	16.4
Gender					
Men	8,612.3	8,359.3	7,072.5	7,348.8	14,578.4
Women	4,057.8	4,281.2	3,601.3	3,715.6	10,351.7
Age					
24 years old and under	1,158.1	1,076.1	922.7	939.3	3,157.6
25 to 44 years old	5,548.9	5,449.7	4,585.2	4,783.1	10,578.0
45 to 54 years old	2,921.7	2,876.7	2,335.9	2,342.4	4,660.7
55 years old and over	3,041.3	3,238.0	2,830.0	2,999.6	6,533.9
EI claimant category²					
Long-tenured workers	3,681.5	3,343.6	2,467.4	2,518.1	6,533.0
Occasional claimants	6,220.2	6,272.5	5,505.2	5,746.6	14,933.4
Frequent claimants	2,768.4	3,024.4	2,701.2	2,799.7	3,463.6
Canada	12,670.1	12,640.5	10,673.8	11,064.4	24,930.1

Note: Totals may not add up due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

² Consult [Annex-2.1](#) for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.1 – Regular benefits (by industry): New claims established

Industry	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{1,2}
Goods-producing industries	484,720	502,080	505,200	523,350	667,470
Agriculture, forestry, fishing and hunting	51,910	53,760	52,440	51,240	59,370
Mining and oil and gas extraction	24,430	21,340	24,980	24,130	33,730
Utilities	3,980	4,150	4,150	4,870	3,980
Construction	273,380	288,870	292,720	289,330	350,210
Manufacturing	131,020	133,960	130,910	153,780	220,180
Service-producing industries	762,630	764,150	764,220	801,070	1,671,510
Wholesale trade	43,600	39,790	38,920	41,670	83,080
Retail trade	76,300	79,090	69,330	76,100	286,270
Transportation and warehousing	59,470	60,190	62,640	64,460	114,250
Finance and insurance	14,080	15,020	12,630	12,480	22,230
Real estate and rental and leasing	18,640	17,720	18,270	18,800	39,840
Professional, scientific and technical services	54,190	52,690	50,950	55,220	87,120
Business, building and support services ³	88,740	86,380	88,130	85,720	170,190
Educational services	153,460	157,110	163,030	170,300	120,670
Health care and social assistance	45,740	46,590	45,870	50,050	105,120
Information, culture and recreation ⁴	38,030	39,080	40,250	39,900	110,510
Accommodation and food services	60,630	63,840	63,280	72,130	317,070
Other services (except public administration)	42,020	40,340	42,010	45,450	116,740
Public administration	67,730	66,310	68,910	68,790	98,420
Unclassified⁵	73,780	33,480	23,290	42,660	133,880
Canada	1,321,130	1,299,710	1,292,710	1,367,080	2,472,860

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Claims for EI regular benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

² EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁵ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.2 – Regular benefits (by industry): Average actual duration¹ (number of weeks)

Industry	FY1617	FY1718	FY1819	FY1920 ^r	Claims established before March 15, 2020 ^p	Claims established in the second half of FY2021 ^{2,p}
Goods-producing industries	20.7	20.1	18.3	18.1	20.4	8.0
Agriculture, forestry, fishing and hunting	22.0	22.0	20.7	20.8	23.5	11.1
Mining and oil and gas extraction	23.9	26.9	21.4	20.6	23.9	9.4
Utilities	18.4	19.3	17.3	15.5	21.1	6.8
Construction	19.6	19.3	17.7	17.4	19.8	7.6
Manufacturing	21.9	19.8	18.2	18.0	19.9	7.8
Service-producing industries	20.5	20.2	18.5	18.2	21.5	8.9
Wholesale trade	23.7	23.9	22.0	22.2	24.5	9.2
Retail trade	22.8	22.8	21.4	21.1	22.2	7.1
Transportation and warehousing	20.9	20.1	18.4	18.3	21.5	9.2
Finance and insurance	24.3	24.3	23.9	22.4	26.4	10.0
Real estate and rental and leasing	22.9	24.0	21.1	20.7	23.6	9.3
Professional, scientific and technical services	22.7	22.4	19.7	19.4	23.4	9.6
Business, building and support services ³	22.0	21.4	19.9	20.0	22.1	9.8
Educational services	12.4	12.5	11.8	11.1	14.8	8.6
Health care and social assistance	22.3	21.4	19.9	19.5	21.4	7.8
Information, culture and recreation ⁴	20.7	20.9	19.1	19.5	22.2	10.4
Accommodation and food services	22.7	22.6	20.9	21.4	23.0	10.0
Other services (except public administration)	22.4	22.4	20.1	20.2	22.2	8.3
Public administration	21.7	22.0	20.3	19.8	23.3	9.8
Unclassified⁵	22.8	22.9	21.1	20.1	23.1	9.2
Canada	20.7	20.3	18.5	18.2	21.1	8.6

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult Sections 2.0 and 2.2.4 of Chapter 2 for details.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁵ For some claims, this information was not available in the data.

^r Revised.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.3 – Regular benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ²
Goods-producing industries	485	493	503	519	555
Agriculture, forestry, fishing and hunting	431	441	459	479	542
Mining and oil and gas extraction	528	531	541	554	571
Utilities	524	532	538	552	567
Construction	505	512	521	536	562
Manufacturing	453	464	474	494	544
Service-producing industries	430	434	447	460	527
Wholesale trade	447	449	462	477	536
Retail trade	386	386	405	421	518
Transportation and warehousing	417	420	431	449	537
Finance and insurance	463	481	493	510	542
Real estate and rental and leasing	440	449	469	480	535
Professional, scientific and technical services	482	488	497	515	549
Business, building and support services ³	422	429	447	463	531
Educational services	466	473	479	488	533
Health care and social assistance	408	414	423	440	524
Information, culture and recreation ⁴	414	418	435	439	525
Accommodation and food services	355	359	374	390	513
Other services (except public administration)	418	422	439	449	525
Public administration	451	460	468	479	537
Unclassified⁵	423	427	440	457	527
Canada	449	457	469	483	534

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁵ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.4 – Regular benefits (by industry): Amount paid¹ (\$ million)

Industry	FY1617	FY1718	FY1819	FY1920	FY2021
Goods-producing industries	5,397.7	5,343.6	4,473.4	4,590.7	7,138.4
Agriculture, forestry, fishing and hunting	515.6	578.2	496.8	525.8	689.3
Mining and oil and gas extraction	448.8	310.0	274.2	270.0	430.8
Utilities	42.2	48.2	36.4	42.2	46.8
Construction	3,001.5	3,113.4	2,640.3	2,592.1	3,691.3
Manufacturing	1,389.6	1,293.7	1,025.7	1,160.7	2,280.1
Service-producing industries	6,687.7	6,998.6	5,995.6	6,151.8	16,428.9
Wholesale trade	515.1	492.3	402.6	425.2	937.8
Retail trade	712.3	763.4	620.9	610.1	2,405.4
Transportation and warehousing	556.8	533.3	466.0	499.1	1,131.8
Finance and insurance	177.9	193.9	155.0	148.8	258.8
Real estate and rental and leasing	208.1	207.3	175.4	174.8	445.6
Professional, scientific and technical services	666.4	601.1	479.4	516.5	996.0
Business, building and support services ²	876.9	871.4	768.8	768.0	1,845.5
Educational services	695.1	850.0	774.6	823.5	793.5
Health care and social assistance	389.6	424.0	349.6	359.2	978.2
Information, culture and recreation ³	337.1	377.7	324.7	317.1	1,156.8
Accommodation and food services	496.3	559.9	487.2	489.4	3,383.5
Other services (except public administration)	424.4	421.5	371.7	376.7	1,126.7
Public administration	631.5	702.7	619.7	643.4	969.2
Unclassified⁴	584.7	298.4	204.8	321.8	1,362.9
Canada	12,670.1	12,640.5	10,673.8	11,064.4	24,930.1

Note: Totals may not add up due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.1 – Regular benefits (by Employment Insurance economic region): New claims established

El economic region	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{1,2}
Newfoundland and Labrador					
St. John's	12,510	12,900	11,510	11,070	20,320
Newfoundland – Labrador	43,080	49,270	55,170	51,910	61,080
Prince Edward Island					
Charlottetown	4,420	3,820	3,730	3,410	6,670
Prince Edward Island (excluding Charlottetown)	12,490	12,610	11,810	11,450	12,150
Nova Scotia					
Eastern Nova Scotia	22,580	23,760	24,190	22,610	24,760
Western Nova Scotia	26,950	27,020	24,810	26,000	32,160
Halifax	13,080	13,100	12,800	13,490	24,710
New Brunswick					
Fredericton-Moncton-Saint-John	19,800	20,180	19,270	19,540	33,220
Madawaska-Charlotte	10,700	10,940	10,840	11,060	14,090
Restigouche- Albert	39,620	39,490	38,210	38,120	44,210
Quebec					
Gaspésie-Île-de-la Madeleine	24,990	25,180	24,030	23,740	23,980
Québec	31,470	32,950	30,760	31,440	58,860
Trois-Rivières	7,930	7,820	7,550	8,560	13,820
South Central Quebec	7,900	6,820	6,820	8,560	13,190
Sherbrooke	7,990	8,000	7,690	8,290	14,730
Montréal	26,160	24,880	24,240	27,820	47,530
Montreal	146,390	144,110	138,980	145,090	285,330
Central Quebec	70,970	71,440	68,910	71,350	94,470
North Western Quebec	17,960	17,730	17,610	17,150	21,950
Lower Saint Lawrence and North Shore	43,010	40,660	39,620	39,520	47,950
Hull	10,430	9,890	9,420	9,710	18,950
Chicoutimi-Jonquière	10,260	9,600	8,870	9,230	13,220
Ontario					
Ottawa	19,470	19,340	19,130	19,290	50,390
Eastern Ontario	18,910	18,670	17,530	16,420	24,930
Kingston	3,530	3,110	3,530	4,280	8,690
Central Ontario	42,800	41,030	39,720	43,440	78,060
Oshawa	12,270	12,690	10,470	12,460	24,710
Toronto	132,690	131,950	129,050	139,560	368,300
Hamilton	19,210	18,630	18,330	19,990	45,520
St. Catharines	14,710	14,310	14,030	15,560	37,690
London	12,710	13,770	11,870	14,680	32,370
Niagara	12,160	11,600	11,150	12,850	18,040
Windsor	8,360	14,490	16,180	16,550	29,740
Kitchener	13,360	13,570	13,240	14,710	30,750
Huron	13,970	13,360	12,560	13,380	19,730
South Central Ontario	11,480	13,110	12,130	14,840	27,280
Sudbury	4,560	4,990	5,180	5,710	11,060
Thunder Bay	4,250	4,460	4,130	4,240	8,270
Northern Ontario	22,370	24,050	25,390	25,990	33,390

(continued)

Annex 2.7.1 (continued)

El economic region	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{1,2}
Manitoba					
Winnipeg	21,380	21,920	22,750	23,040	50,200
Southern Manitoba	10,960	11,180	11,140	11,390	16,420
Northern Manitoba	6,970	7,130	8,720	8,470	9,500
Saskatchewan					
Regina	6,270	6,330	6,460	6,570	12,710
Saskatoon	9,210	8,640	9,080	10,760	16,530
Southern Saskatchewan	8,320	8,710	9,380	10,210	14,030
Northern Saskatchewan	10,290	11,510	12,650	13,260	17,100
Alberta					
Calgary	43,150	35,620	37,950	42,350	101,330
Edmonton	47,150	42,230	47,140	51,080	103,540
Northern Alberta	18,750	9,880	12,220	12,590	20,300
Southern Alberta	32,090	24,670	29,780	34,520	71,670
British Columbia					
Southern Interior British Columbia	25,790	25,520	29,410	31,230	48,000
Abbotsford	7,160	6,690	5,830	6,290	9,950
Vancouver	49,110	47,730	43,640	51,220	125,580
Victoria	6,650	6,710	6,480	7,390	15,900
Southern Coastal British Columbia	20,390	19,220	19,010	21,490	34,170
Northern British Columbia	15,730	16,540	16,490	18,180	23,710
Territories					
Whitehorse	950	820	920	930	1,470
Yukon (excluding Whitehorse)	800	790	720	750	970
Yellowknife ³	510	520	430	470	720
Northwest Territories (excluding Yellowknife)	1,230	1,240	1,150	1,050	1,480
Iqaluit	110	170	130	140	170
Nunavut (excluding Iqaluit)	660	640	770	630	1,140
Canada	1,321,130	1,299,710	1,292,710	1,367,080	2,472,860

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Claims for EI regular benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

² EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.2 – Regular benefits (by Employment Insurance economic region): Average actual duration¹ (number of weeks)

El economic region	FY1617	FY1718	FY1819	FY1920 ^r	Claims established before March 15, 2020 ^p	Claims established in the second half of FY2021 ^{2,p}
Newfoundland and Labrador						
St. John's	19.2	20.9	20.8	20.4	21.7	7.2
Newfoundland – Labrador	35.4	35.7	30.4	28.5	31.4	7.9
Prince Edward Island						
Charlottetown	19.4	19.1	17.5	18.3	21.0	8.2
Prince Edward Island (excluding Charlottetown)	24.7	24.5	23.7	23.4	25.5	9.7
Nova Scotia						
Eastern Nova Scotia	26.8	26.4	26.1	26.7	28.5	9.9
Western Nova Scotia	22.0	21.4	20.1	19.6	22.9	9.4
Halifax	19.8	19.0	18.5	18.6	20.9	9.6
New Brunswick						
Fredericton-Moncton-Saint-John	19.9	18.7	17.5	17.9	20.7	8.6
Madawaska-Charlotte	20.6	19.1	18.7	20.0	21.8	9.3
Restigouche- Albert	26.4	25.1	22.5	23.4	26.1	9.4
Quebec						
Gaspésie-Île-de-la Madeleine	25.4	25.2	23.8	24.5	27.0	8.2
Québec	15.3	14.2	13.5	13.5	16.4	7.5
Trois-Rivières	16.2	15.4	15.0	14.7	17.1	7.1
South Central Quebec	13.8	13.0	12.8	12.5	13.9	6.5
Sherbrooke	16.2	14.4	14.3	13.1	15.9	6.6
Montréal	16.4	15.4	14.2	14.0	16.2	7.0
Montreal	18.9	17.0	15.7	15.6	18.2	7.6
Central Quebec	16.5	15.7	14.6	15.1	17.0	7.3
North Western Quebec	18.8	17.4	16.5	16.6	18.3	7.2
Lower Saint Lawrence and North Shore	19.1	17.3	15.4	16.6	18.4	7.4
Hull	17.4	16.2	14.3	14.9	17.5	8.9
Chicoutimi-Jonquière	18.1	16.8	14.8	15.1	17.0	7.2
Ontario						
Ottawa	17.4	16.3	15.7	15.5	19.6	9.0
Eastern Ontario	18.4	16.9	16.4	16.3	18.6	8.5
Kingston	17.2	15.8	16.0	16.2	20.9	8.5
Central Ontario	17.5	16.7	16.2	16.4	19.7	8.5
Oshawa	17.6	15.6	15.3	15.6	21.1	8.6
Toronto	19.1	18.1	17.2	17.8	20.9	9.5
Hamilton	16.4	16.3	15.6	16.2	19.5	9.0
St. Catharines	17.4	16.7	15.9	16.4	19.8	9.0
London	16.5	16.6	16.0	16.0	18.1	8.1
Niagara	18.3	16.9	16.3	17.1	19.7	8.3
Windsor	19.2	11.1	14.2	13.7	17.8	8.5
Kitchener	16.7	15.8	15.9	16.5	19.6	8.4
Huron	17.1	15.6	15.7	15.1	18.0	7.7
South Central Ontario	16.4	14.2	15.1	15.4	17.5	8.2
Sudbury	25.0	24.6	18.0	16.7	20.4	8.7
Thunder Bay	15.9	15.6	16.1	15.8	19.2	8.3
Northern Ontario	28.7	28.1	23.4	21.5	24.5	8.6

(continued)

Annex 2.7.2 (continued)

El economic region	FY1617	FY1718	FY1819	FY1920 ^r	Claims established before March 15, 2020 ^p	Claims established in the second half of FY2021 ^{2,p}
Manitoba						
Winnipeg	17.0	16.6	16.1	16.5	19.5	9.4
Southern Manitoba	16.7	16.4	16.1	17.0	19.9	9.3
Northern Manitoba	30.5	31.7	28.2	26.6	29.0	9.9
Saskatchewan						
Regina	16.4	16.8	16.0	16.8	20.0	10.2
Saskatoon	22.6	24.5	20.5	18.0	19.6	10.3
Southern Saskatchewan	24.0	25.9	21.0	18.5	21.9	10.2
Northern Saskatchewan	31.6	33.2	28.4	25.7	29.0	10.5
Alberta						
Calgary	26.4	29.8	23.0	20.1	23.8	9.8
Edmonton	24.0	26.3	20.5	19.0	22.9	9.2
Northern Alberta	21.7	31.7	24.3	22.7	26.3	9.1
Southern Alberta	24.4	28.6	20.5	18.7	23.0	9.4
British Columbia						
Southern Interior British Columbia	24.2	24.8	20.5	17.8	20.3	10.2
Abbotsford	16.9	16.9	15.8	15.7	18.0	9.2
Vancouver	17.4	16.9	16.2	16.5	20.2	9.3
Victoria	18.1	15.9	15.2	16.0	19.6	9.3
Southern Coastal British Columbia	18.9	17.6	16.2	16.9	20.1	9.3
Northern British Columbia	26.3	24.7	21.7	19.4	22.7	8.7
Territories						
Whitehorse	21.9	23.2	19.4	18.1	19.5	9.1
Yukon (excluding Whitehorse)	19.9	19.8	20.7	21.4	22.0	13.8
Yellowknife	14.7	16.2	18.0	18.9	21.2	11.5
Northwest Territories (excluding Yellowknife)	24.6	24.5	24.5	24.5	28.5	11.1
Iqaluit	16.8	22.6	20.1	22.0	24.3	5.0
Nunavut (excluding Iqaluit)	34.3	34.9	29.7	29.1	35.5	8.8
Canada	20.7	20.3	18.5	18.2	21.1	8.6

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult Sections 2.0 and 2.2.4 of Chapter 2 for details.

^r Revised.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.3 – Regular benefits (by Employment Insurance economic region): Average weekly benefit rate¹ (\$)

El economic region	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ²
Newfoundland and Labrador					
St. John's	468	466	470	477	535
Newfoundland – Labrador	424	442	453	466	536
Prince Edward Island					
Charlottetown	399	406	418	423	520
Prince Edward Island (excluding Charlottetown)	426	432	438	453	532
Nova Scotia					
Eastern Nova Scotia	433	440	443	459	536
Western Nova Scotia	411	414	423	434	529
Halifax	424	429	432	452	526
New Brunswick					
Fredericton-Moncton-Saint-John	422	432	442	453	527
Madawaska-Charlotte	413	424	430	440	528
Restigouche- Albert	438	443	453	468	534
Quebec					
Gaspésie-Île-de-la Madeleine	442	451	460	478	539
Québec	452	467	481	493	535
Trois-Rivières	429	446	454	476	531
South Central Quebec	444	458	465	484	539
Sherbrooke	440	447	463	483	534
Montréal	439	448	464	477	536
Montreal	438	448	459	477	532
Central Quebec	434	445	456	473	534
North Western Quebec	447	453	470	480	538
Lower Saint Lawrence and North Shore	441	452	462	476	538
Hull	457	463	477	485	535
Chicoutimi-Jonquière	434	446	458	473	532
Ontario					
Ottawa	460	464	476	485	528
Eastern Ontario	443	440	462	476	533
Kingston	438	443	466	468	528
Central Ontario	449	452	465	481	532
Oshawa	472	483	493	497	533
Toronto	458	467	482	493	531
Hamilton	460	468	483	494	533
St. Catharines	434	440	456	471	528
London	441	455	464	484	530
Niagara	447	457	473	486	536
Windsor	440	481	496	506	537
Kitchener	463	464	483	495	531
Huron	451	458	474	483	537
South Central Ontario	460	468	481	496	537
Sudbury	458	466	489	504	536
Thunder Bay	476	485	494	514	536
Northern Ontario	444	455	472	483	536

(continued)

Annex 2.7.3 (continued)

El economic region	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ²
Manitoba					
Winnipeg	451	456	461	472	527
Southern Manitoba	435	443	451	461	531
Northern Manitoba	421	435	448	439	534
Saskatchewan					
Regina	490	487	501	506	538
Saskatoon	476	478	491	495	535
Southern Saskatchewan	461	472	474	489	545
Northern Saskatchewan	453	457	468	479	542
Alberta					
Calgary	490	493	502	506	539
Edmonton	500	505	514	519	544
Northern Alberta	500	498	511	515	550
Southern Alberta	481	485	499	507	543
British Columbia					
Southern Interior British Columbia	448	463	471	485	537
Abbotsford	398	395	416	440	528
Vancouver	453	460	473	488	532
Victoria	459	461	486	494	534
Southern Coastal British Columbia	456	459	470	490	535
Northern British Columbia	461	474	487	504	547
Territories					
Whitehorse	510	496	521	530	552
Yukon (excluding Whitehorse)	491	504	516	525	545
Yellowknife	508	533	537	538	557
Northwest Territories (excluding Yellowknife)	513	525	518	522	557
Iqaluit	526	523	546	563	557
Nunavut (excluding Iqaluit)	480	512	494	547	549
Canada	449	457	469	483	534

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.4 – Regular benefits (by Employment Insurance economic region): Amount paid¹ (\$ million)

El economic region	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador					
St. John's	116.3	139.1	112.8	100.5	191.5
Newfoundland – Labrador	705.9	814.5	686.4	658.7	837.7
Prince Edward Island					
Charlottetown	34.1	32.3	29.2	29.0	58.7
Prince Edward Island (excluding Charlottetown)	127.1	143.2	131.2	126.4	152.9
Nova Scotia					
Eastern Nova Scotia	257.9	283.4	276.5	272.4	322.9
Western Nova Scotia	231.8	244.9	212.1	208.5	335.4
Halifax	105.8	114.2	106.5	107.7	246.8
New Brunswick					
Fredericton-Moncton-Saint-John	170.1	172.9	151.5	160.0	315.9
Madawaska-Charlotte	87.9	93.0	88.5	97.8	136.5
Restigouche- Albert	445.0	463.6	392.1	422.1	537.5
Quebec					
Gaspésie-Île-de-la Madeleine	264.2	295.6	252.0	265.2	308.7
Québec	198.3	211.6	183.7	181.2	477.9
Trois-Rivières	48.6	53.3	47.0	50.0	116.4
South Central Quebec	42.7	40.7	35.4	39.4	94.5
Sherbrooke	50.6	50.5	46.3	46.5	110.2
Montréal	174.3	173.2	146.6	153.9	384.0
Montreal	1,124.4	1,116.9	939.7	935.2	2,661.7
Central Quebec	449.4	499.2	420.7	431.8	830.3
North Western Quebec	146.7	141.6	126.7	128.0	199.5
Lower Saint Lawrence and North Shore	327.0	318.4	262.6	272.7	441.4
Hull	76.5	74.7	60.8	63.0	174.7
Chicoutimi-Jonquière	71.4	67.6	56.0	55.2	106.7
Ontario					
Ottawa	151.8	152.4	140.9	138.8	465.7
Eastern Ontario	146.6	145.7	130.1	125.8	232.6
Kingston	23.9	24.2	23.6	32.7	76.8
Central Ontario	313.5	333.7	292.5	316.9	724.0
Oshawa	91.1	101.9	78.4	88.3	252.2
Toronto	1,148.5	1,177.8	1,035.5	1,131.2	3,842.6
Hamilton	143.5	150.2	137.9	138.0	419.8
St. Catharines	106.7	108.2	92.2	103.5	376.9
London	88.3	107.3	89.3	94.6	275.0
Niagara	93.9	94.4	85.4	94.5	173.7
Windsor	62.5	77.6	78.2	103.1	287.5
Kitchener	101.6	108.2	97.4	115.0	274.8
Huron	101.2	99.3	85.1	88.3	175.7
South Central Ontario	84.1	91.6	85.8	99.5	233.3
Sudbury	64.6	55.2	41.4	47.0	98.4
Thunder Bay	33.4	35.1	32.3	31.6	75.5
Northern Ontario	314.4	320.6	250.0	262.2	367.6

(continued)

Annex 2.7.4 (continued)

El economic region	FY1617	FY1718	FY1819	FY1920	FY2021
Manitoba					
Winnipeg	169.3	182.0	177.9	179.3	493.0
Southern Manitoba	88.6	91.2	88.1	91.9	164.3
Northern Manitoba	94.2	113.0	105.1	99.5	127.8
Saskatchewan					
Regina	52.3	61.8	52.0	54.2	134.4
Saskatoon	109.4	117.1	89.0	93.0	181.8
Southern Saskatchewan	115.4	115.4	88.0	96.0	160.0
Northern Saskatchewan	173.7	179.1	164.0	162.7	224.6
Alberta					
Calgary	747.9	613.1	415.8	413.3	1,114.3
Edmonton	730.6	632.7	495.0	471.0	1,165.6
Northern Alberta	253.3	176.4	139.9	146.8	244.7
Southern Alberta	542.9	382.6	280.6	322.9	779.6
British Columbia					
Southern Interior British Columbia	318.5	310.0	258.7	254.2	481.0
Abbotsford	48.7	48.9	39.4	41.5	98.3
Vancouver	391.0	403.4	342.3	379.1	1,332.5
Victoria	56.4	53.8	49.9	56.4	160.7
Southern Coastal British Columbia	173.2	165.0	140.6	164.6	346.9
Northern British Columbia	229.2	211.9	157.6	173.1	256.7
Territories					
Whitehorse	10.8	10.9	8.9	9.2	15.8
Yukon (excluding Whitehorse)	8.0	8.0	7.6	7.8	11.8
Yellowknife	4.3	4.3	5.2	5.1	7.6
Northwest Territories (excluding Yellowknife)	15.0	16.4	16.2	14.4	18.8
Iqaluit	1.3	2.0	1.3	1.5	2.0
Nunavut (excluding Iqaluit)	10.2	13.8	10.4	10.6	14.5
Canada	12,670.1	12,640.5	10,673.8	11,064.4	24,930.1

Note: Totals may not add up due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.1 – Seasonal regular claimants¹: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{2,3}
Newfoundland and Labrador	17,130	14,630	21,170	28,100	24,750
Prince Edward Island	8,430	8,340	8,120	7,710	6,210
Nova Scotia	24,630	25,340	24,640	24,710	17,190
New Brunswick	33,620	33,890	33,650	32,990	26,070
Quebec	156,020	157,360	153,030	150,240	114,120
Ontario	92,340	96,070	99,060	102,940	60,960
Manitoba	9,970	10,320	11,720	12,360	7,290
Saskatchewan	4,800	3,790	6,010	8,480	7,430
Alberta	8,650	7,690	11,980	17,760	15,870
British Columbia	24,410	22,960	25,220	27,390	16,170
Yukon	420	430	400	420	420
Northwest Territories	220	260	250	220	230
Nunavut	40	30	30	50	40
Gender					
Men	232,770	235,580	245,400	255,940	230,780
Women	147,910	145,530	149,880	157,430	65,970
Age					
24 years old and under	8,130	7,930	7,630	7,960	7,590
25 to 44 years old	142,730	144,000	149,160	153,940	118,510
45 to 54 years old	103,330	98,730	99,610	103,210	63,800
55 years old and over	126,490	130,450	138,880	148,260	106,850
Canada	380,680	381,110	395,280	413,370	296,750

Note: Includes all claims for which at least \$1 of EI benefits was paid.

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Claims for EI regular benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.2 – Seasonal regular claimants¹: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	Claims established before March 15, 2020 ^p	Claims established in the second half of FY2021 ^{2,p}
Newfoundland and Labrador	34.5	33.1	27.5	27.4	31.2	9.4
Prince Edward Island	23.9	23.8	23.3	24.2	26.2	10.3
Nova Scotia	22.9	22.6	22.4	22.6	25.9	9.2
New Brunswick	24.1	23.3	21.0	22.4	25.2	10.7
Quebec	16.6	15.7	14.4	15.0	18.0	8.1
Ontario	14.8	14.0	13.3	13.8	17.4	9.4
Manitoba	16.1	15.8	14.6	15.8	18.9	10.6
Saskatchewan	24.7	22.7	19.1	17.9	21.8	11.3
Alberta	21.8	22.7	18.0	16.7	20.8	10.1
British Columbia	17.3	17.1	14.9	14.6	17.0	11.6
Yukon	19.4	20.5	20.0	21.7	20.8	14.4
Northwest Territories	24.5	21.4	23.3	21.9	23.5	6.5
Nunavut	38.0	30.3	37.8	15.8	27.5	6.0
Gender						
Men	19.9	18.7	17.0	17.9	20.7	9.0
Women	17.2	16.5	14.8	15.0	20.0	11.0
Age						
24 years old and under	18.7	18.1	16.8	17.3	20.8	9.5
25 to 44 years old	17.5	16.7	15.1	15.7	19.3	8.7
45 to 54 years old	18.7	17.8	16.0	16.3	20.1	9.2
55 years old and over	20.7	19.3	17.4	18.2	22.0	10.6
Canada	18.9	17.9	16.2	16.8	20.5	9.3

Note: Includes all claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult Sections [2.0](#) and [2.2.4](#) of Chapter 2 for details.

^p Preliminary.

^r Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.3 – Seasonal regular claimants¹: Average weekly benefit rate²

Province or territory	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ³
Newfoundland and Labrador	428	439	466	487	547
Prince Edward Island	443	452	454	470	536
Nova Scotia	440	450	455	470	543
New Brunswick	453	465	474	487	543
Quebec	466	475	486	502	554
Ontario	478	486	498	511	558
Manitoba	452	465	474	480	553
Saskatchewan	457	487	490	501	558
Alberta	485	505	515	524	567
British Columbia	444	451	470	485	549
Yukon	517	524	544	547	561
Northwest Territories	515	536	539	560	569
Nunavut	484	466	494	510	555
Gender					
Men	487	495	506	521	559
Women	423	436	448	462	530
Age					
24 years old and under	479	490	502	513	551
25 to 44 years old	484	495	504	519	559
45 to 54 years old	462	473	486	501	555
55 years old and over	437	447	460	476	544
Canada	462	473	484	499	553

Note: Includes all claims for which at least \$1 of EI benefits was paid.

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.4 – Seasonal regular claimants¹: Amount paid² (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	359.0	240.3	206.0	308.2	404.7
Prince Edward Island	80.4	92.9	83.5	83.4	90.4
Nova Scotia	230.3	259.4	238.8	247.4	244.7
New Brunswick	343.6	363.1	319.8	340.5	366.0
Quebec	1,041.2	1,128.0	963.9	995.7	1,206.4
Ontario	585.9	638.4	599.3	646.9	668.3
Manitoba	68.6 ¹	76.5	78.0	88.0	96.9
Saskatchewan	59.9	49.2	49.2	67.6	97.0
Alberta	111.7	97.8	96.6	134.8	216.3
British Columbia	188.5	175.0	156.2	175.2	200.3
Yukon	4.7	4.6	4.3	4.5	5.5
Northwest Territories	2.6	2.9	3.4	2.6	3.9
Nunavut	0.8	0.6	0.6	0.4	0.4
Gender					
Men	2,214.8	2,176.0	1,964.5	2,173.4	2,758.7
Women	862.4	952.9	834.9	921.7	842.1
Age					
24 years old and under	76.4	71.9	61.5	64.9	95.7
25 to 44 years old	1,108.0	1,147.8	1,030.4	1,121.2	1,360.0
45 to 54 years old	826.8	808.3	696.3	745.5	785.1
55 years old and over	1,066.0	1,100.9	1,011.2	1,163.5	1,360.0
Canada	3,077.2	3,128.9	2,799.4	3,095.1	3,600.7

Note: Data may not add up to the total due to rounding. Includes all claims for which at least \$1 of EI benefits was paid.

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.9.1 – Fishing benefits: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ¹	Total FY2021
Newfoundland and Labrador	11,819	12,278	12,682	13,041	4,693	7,373	12,066
Prince Edward Island	3,108	3,258	3,278	3,236	1,149	1,996	3,145
Nova Scotia	5,448	5,633	5,701	5,750	2,659	2,710	5,369
New Brunswick	3,066	3,310	3,203	3,244	1,204	1,817	3,021
Quebec	1,425	1,412	1,408	1,372	525	764	1,289
British Columbia	2,919	2,942	2,843	2,424	250	2,184	2,434
Other provinces and territories	1,149	1,222	1,252	1,318	443	521	964
Gender							
Men	23,502	24,015	24,319	24,203	8,958	13,650	22,608
Women	5,432	6,040	6,048	6,182	1,965	3,715	5,680
Age							
24 years old and under	1,460	1,564	1,535	1,593	544	797	1,341
25 to 44 years old	8,335	8,683	8,556	8,428	2,869	4,625	7,494
45 to 54 years old	8,171	8,217	8,095	7,901	3,007	4,224	7,231
55 years old and over	10,968	11,591	12,181	12,463	4,503	7,719	12,222
Canada	28,934	30,055	30,367	30,385	10,923	17,365	28,288

Note: Includes all claims for which at least \$1 of EI fishing benefits was paid.

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.4 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.9.2 – Fishing benefits: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Newfoundland and Labrador	21.2	19.5	19.1	21.1	19.9	-5.6
Prince Edward Island	19.7	19.1	18.8	19.9	19.7	-1.2
Nova Scotia	20.0	19.8	19.8	20.1	20.4	+1.2
New Brunswick	19.8	19.6	19.1	20.2	19.8	-1.7
Quebec	20.0	17.1	17.1	18.7	18.6	-0.6
British Columbia	23.0	23.1	23.3	23.3	23.3	+0.2
Other provinces and territories	22.5	23.2	23.0	23.2	23.6	+1.9
Gender						
Men	20.5	19.5	19.3	20.5	20.0	-2.4
Women	22.3	21.5	21.2	22.2	21.6	-2.7
Age						
24 years old and under	20.3	20.4	20.1	20.8	19.9	-4.1
25 to 44 years old	20.5	20.2	20.1	21.1	20.5	-2.8
45 to 54 years old	20.5	19.3	19.0	20.4	19.8	-2.8
55 years old and over	21.3	20.0	19.8	20.9	20.5	-2.0
Canada	20.8	19.9	19.7	20.8	20.3	-2.5

Note: Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 of EI fishing benefits was paid. Estimates on average actual duration are based on claims established.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.9.3 – Fishing benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	Total FY2021
Newfoundland and Labrador	506	515	517	533	511	561	542
Prince Edward Island	527	532	528	545	563	570	567
Nova Scotia	519	521	521	538	558	567	562
New Brunswick	519	521	529	546	552	573	565
Quebec	525	532	538	551	565	570	568
British Columbia	457	449	475	466	482	567	558
Other provinces and territories	426	430	444	446	441	548	499
Gender							
Men	508	513	518	532	537	567	555
Women	489	494	499	515	506	559	541
Age							
24 years old and under	481	483	493	511	517	557	541
25 to 44 years old	503	507	512	526	534	565	553
45 to 54 years old	511	517	522	536	540	567	556
55 years old and over	504	510	514	527	527	565	551
Canada	505	510	514	528	532	565	552

Note: Includes all claims for which at least \$1 of EI fishing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with fishing benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.0](#) of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.9.4 – Fishing benefits: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	111.4	121.4	118.4	126.5	133.7
Prince Edward Island	28.4	29.5	29.1	30.0	36.1
Nova Scotia	57.2	59.8	59.9	59.2	63.4
New Brunswick	31.1	34.7	34.1	36.5	38.6
Quebec	12.0	11.2	12.0	11.6	13.0
British Columbia	29.9	30.4	29.8	26.1	26.8
Other provinces and territories	12.9	13.3	14.5	13.2	12.1
Gender					
Men	229.5	241.0	238.9	242.9	260.2
Women	53.4	59.2	58.8	60.2	63.4
Age					
24 years old and under	14.0	14.8	16.4	16.9	15.5
25 to 44 years old	82.1	90.1	89.9	88.5	92.8
45 to 54 years old	79.9	82.0	78.4	75.3	77.2
55 years old and over	106.9	113.3	113.0	122.4	138.1
Canada	282.9	300.2	297.7	303.1	323.6

Note: Data may not add up to the total due to rounding. Includes all claims for which at least \$1 of EI fishing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with fishing benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.10.1 – Special benefits¹: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021 ²	Second half of FY2021 ³	Total of FY2021
Newfoundland and Labrador	12,080	13,040	13,230	12,940	1,380	11,740	13,120
Prince Edward Island	6,850	6,860	6,680	6,950	620	5,430	6,050
Nova Scotia	24,110	25,890	26,430	27,090	3,630	21,350	24,980
New Brunswick	28,480	33,000	33,590	33,970	2,600	27,450	30,050
Quebec	120,900	133,050	136,230	135,310	3,260	136,270	139,530
Ontario	198,760	204,730	207,380	214,170	55,700	187,830	243,530
Manitoba	19,100	20,910	20,680	21,340	5,980	18,210	24,190
Saskatchewan	15,380	16,420	17,310	17,070	4,630	13,630	18,260
Alberta	58,820	58,960	62,920	66,100	16,620	59,990	76,610
British Columbia	77,130	82,320	80,150	82,590	17,710	74,960	92,670
Yukon	710	710	670	770	230	650	880
Northwest Territories	640	710	750	580	260	460	720
Nunavut	420	490	520	390	240	430	670
Gender							
Men	195,280	212,700	220,000	237,370	29,540	224,940	254,480
Women	368,100	384,390	386,540	381,900	83,320	333,460	416,780
Age							
24 years old and under	41,340	42,020	42,050	40,890	5,480	54,870	60,350
25 to 44 years old	321,680	337,320	342,800	358,740	99,100	282,480	381,580
45 to 54 years old	94,840	100,990	99,400	95,000	4,490	93,080	97,570
55 years old and over	105,520	116,760	122,290	124,640	3,790	127,970	131,760
Employment status							
Employees	562,660	596,310	605,930	618,400	112,540	557,880	670,420
Self-employed persons	720	780	610	870	320	520	840
Canada	563,380	597,090	606,540	619,270	112,860	558,400	671,260

Note: Includes claims for which at least \$1 of EI special benefits was paid.

¹ FY1617 to FY1920 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in FY2021, data on family caregiver benefits for adults and children are included, which could affect comparisons with previous years.

² Claims for sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.10.2 – Special benefits¹: Average weekly benefit rate² (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total of FY2021
Newfoundland and Labrador	436	437	450	462	506	533	530
Prince Edward Island	424	429	438	456	508	538	535
Nova Scotia	416	425	431	449	500	535	530
New Brunswick	421	433	438	459	496	534	531
Quebec	406	416	427	445	495	533	532
Ontario	441	449	462	477	522	542	538
Manitoba	432	432	443	459	493	535	525
Saskatchewan	453	456	461	477	513	542	535
Alberta	460	467	477	495	527	545	541
British Columbia	434	443	454	477	519	542	538
Yukon	494	503	511	519	550	564	562
Northwest Territories	508	508	513	526	555	569	564
Nunavut	482	487	499	538	513	565	547
Gender							
Men	462	470	481	500	549	548	548
Women	416	423	432	448	507	532	528
Age							
24 years old and under	346	353	375	389	417	516	508
25 to 44 years old	450	457	466	485	525	545	540
45 to 54 years old	430	441	452	470	513	540	539
55 years old and over	414	423	434	449	497	534	533
Employment status							
Employees	432	440	450	468	518	539	536
Self-employed persons	337	331	329	356	418	525	485
Canada	432	440	450	468	518	539	536

Note: Includes claims for which at least \$1 of EI special benefits was paid.

¹ Excludes extended parental benefits which are calculated at a lower benefit rate. FY1617 to FY1920 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in FY2021, data on family caregiver benefits for adults and children are included, which could affect comparisons with previous years.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based in a 10% sample of EI administrative data.

Annex 2.10.3 – Special benefits¹: Amount paid² (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	106.6	110.8	106.6	107.1	111.5
Prince Edward Island	41.2	43.3	42.3	40.8	46.0
Nova Scotia	188.0	190.3	192.3	204.2	216.3
New Brunswick	185.1	190.8	205.2	209.3	217.7
Quebec	442.0	506.0	528.2	574.5	592.8
Ontario	2,379.7	2,487.0	2,502.0	2,678.5	2,931.7
Manitoba	224.4	237.2	239.9	249.5	279.2
Saskatchewan	218.8	226.7	233.9	232.6	245.8
Alberta	863.2	852.1	848.6	914.9	971.0
British Columbia	817.9	869.8	870.3	913.2	1,013.1
Territories	23.5	25.7	26.5	25.5	30.7
Unknown*	0.1	0.2	0.4	n/a	n/a
Gender					
Men	1,001.3	1,077.6	1,127.2	1,236.3	1,296.0
Women	4,489.1	4,662.2	4,669.0	4,913.8	5,359.7
Age					
24 years old and under	348.5	353.0	347.1	346.1	422.4
25 to 44 years old	4,240.3	4,391.3	4,407.5	4,694.4	5,081.1
45 to 54 years old	438.5	475.1	485.9	498.5	487.8
55 years old and over	463.2	520.3	555.7	611.2	664.5
Employment status					
Employees	5,482.7	5,729.9	5,787.0	6,140.1	6,643.1
Self-employed persons	7.7	9.9	9.2	10.0	12.6
Canada	5,490.5	5,739.8	5,796.2	6,150.1	6,655.7

Note: Includes claims for which at least \$1 of EI special benefits was paid.

¹ Includes maternity, parental, sickness and compassionate care benefits, as well as family caregiver benefits for adults and children.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on maternity, parental and sickness benefits are based on a 10% sample of EI administrative data, whereas data on compassionate care benefits, and family caregiver benefits for adults and children are based on a 100% sample.

Annex 2.11.1 – Special Benefits (by Employment Insurance economic region)¹: New claims established

El Economic region	FY1617	FY1718	FY1819	FY1920	First half of FY2021 ²	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador							
St. John's	4,570	5,080	4,660	4,620	690	4,490	5,180
Newfoundland - Labrador	7,510	7,960	8,570	8,230	690	7,250	7,940
Prince Edward Island							
Charlottetown	2,130	1,990	1,940	1,670	340	1,860	2,200
Prince Edward Island (excl. Charlottetown)	4,720	4,870	4,740	5,280	280	3,570	3,850
Nova Scotia							
Eastern Nova Scotia	7,600	8,500	8,180	8,880	740	6,100	6,840
Western Nova Scotia	8,950	9,920	10,220	10,180	1,250	8,520	9,770
Halifax	7,560	7,470	8,030	8,030	1,640	6,730	8,370
New Brunswick							
Fredericton-Moncton-Saint-John	10,180	11,010	11,540	11,260	1,420	10,280	11,700
Madawaska-Charlotte	4,130	4,680	4,780	4,710	280	3,970	4,250
Restigouche-Albert	14,170	17,310	17,270	18,000	900	13,200	14,100
Quebec							
Gaspésie-Îles-de-la-Madeleine	3,980	4,750	4,240	4,570	30	3,730	3,760
Québec	10,800	11,730	13,060	11,580	250	12,960	13,210
Trois-Rivières	2,910	3,210	3,290	3,810	70	3,610	3,680
South Central Quebec	2,990	3,190	3,210	3,590	100	4,600	4,700
Sherbrooke	3,150	3,250	3,480	3,190	110	3,520	3,630
Montréal	8,650	9,470	9,700	10,140	280	11,120	11,400
Montreal	38,450	42,850	44,090	44,330	1,460	48,290	49,750
Central Quebec	24,180	25,780	26,910	26,130	640	23,430	24,070
North Western Quebec	4,560	5,420	5,220	4,880	40	4,640	4,680
Lower Saint Lawrence and North Shore	13,600	14,860	14,420	15,260	190	12,860	13,050
Hull	3,380	3,640	4,150	3,470	60	3,460	3,520
Chicoutimi-Jonquière	4,250	4,900	4,460	4,360	30	4,050	4,080
Ontario							
Ottawa	14,310	14,140	13,850	15,280	4,780	11,720	16,500
Eastern Ontario	8,210	8,750	9,030	8,460	1,800	7,170	8,970
Kingston	2,130	2,130	2,220	2,610	810	1,960	2,770
Central Ontario	18,920	19,350	19,780	20,680	4,960	18,410	23,370
Oshawa	6,020	6,660	5,990	6,800	1,800	5,920	7,720
Toronto	77,080	77,040	79,030	79,040	23,000	72,190	95,190
Hamilton	11,100	11,320	11,570	13,230	3,260	11,190	14,450
St. Catharines	6,470	6,650	7,020	7,300	1,500	6,960	8,460
London	7,110	7,770	7,320	8,200	1,860	7,150	9,010
Niagara	5,610	6,170	6,670	6,490	1,290	5,150	6,440
Windsor	4,520	5,680	6,090	5,610	1,150	6,150	7,300
Kitchener	7,900	8,470	8,590	9,140	2,690	7,720	10,410
Huron	7,100	7,200	6,260	7,420	1,250	5,580	6,830
South Central Ontario	7,800	8,690	8,640	8,970	2,530	7,930	10,460
Sudbury	3,040	2,840	3,120	3,050	720	3,190	3,910
Thunder Bay	1,980	2,080	2,180	2,150	490	1,910	2,400
Northern Ontario	9,460	9,790	10,020	9,740	1,810	7,530	9,340
Manitoba							
Winnipeg	11,630	13,180	12,770	13,490	3,770	11,720	15,490
Southern Manitoba	5,680	5,880	6,060	5,870	1,710	5,090	6,800
Northern Manitoba	1,790	1,850	1,850	1,980	500	1,400	1,900

(continued)

Annex 2.11.1 (continued)

El Economic region	FY1617	FY1718	FY1819	FY1920	First half of FY2021 ²	Second half of FY2021 ³	Total FY2021
Saskatchewan							
Regina	3,910	4,200	4,180	4,270	1,290	3,190	4,480
Saskatoon	4,450	4,660	4,980	5,300	1,540	4,120	5,660
Southern Saskatchewan	3,830	4,170	4,540	3,980	960	3,380	4,340
Northern Saskatchewan	3,190	3,390	3,610	3,520	840	2,940	3,780
Alberta							
Calgary	19,240	20,700	20,270	21,740	6,150	19,640	25,790
Edmonton	20,310	19,920	22,170	23,090	5,840	20,910	26,750
Northern Alberta	4,710	4,120	4,680	4,790	1,000	4,060	5,060
Southern Alberta	14,560	14,220	15,800	16,480	3,630	15,380	19,010
British Columbia							
Southern Interior British Columbia	12,250	12,700	12,840	13,960	2,420	12,520	14,940
Abbotsford	5,240	5,370	4,980	5,030	720	4,740	5,460
Vancouver	36,380	39,940	38,770	39,460	10,130	35,550	45,680
Victoria	5,510	6,090	5,640	6,070	1,230	5,280	6,510
Southern Coastal British Columbia	11,570	11,280	11,570	11,380	1,930	11,310	13,240
Northern British Columbia	6,180	6,940	6,350	6,690	1,280	5,560	6,840
Territories							
Whitehorse	570	590	550	610	180	580	760
Yukon (excluding Whitehorse)	140	120	120	160	50	70	120
Yellowknife	370	360	410	290	90	270	360
Northwest Territories (excl. Yellowknife)	270	350	340	290	170	190	360
Iqaluit	110	170	160	170	80	110	190
Nunavut (excl. Iqaluit)	310	320	360	220	160	320	480
Canada	563,380	597,090	606,540	619,270	112,860	558,400	671,260

Note: Includes claims for which at least \$1 of EI special benefits was paid.

¹ FY1617 to FY1920 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in FY2021, data on family caregiver benefits for adults and children are included, which could affect comparisons with previous years.

² Claims for sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.11.2 – Special benefits (by Employment Insurance economic region)¹: Average weekly benefit rate² (\$)

El Economic region	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador							
St. John's	445	440	455	462	515	532	530
Newfoundland - Labrador	430	435	448	463	498	533	530
Prince Edward Island							
Charlottetown	405	402	407	431	507	533	530
Prince Edward Island (excl. Charlottetown)	432	440	450	463	510	541	538
Nova Scotia							
Eastern Nova Scotia	436	449	457	470	524	539	537
Western Nova Scotia	395	402	405	423	487	530	525
Halifax	421	429	439	457	500	536	530
New Brunswick							
Fredericton-Moncton-Saint-John	414	422	429	444	487	532	527
Madawaska-Charlotte	401	408	417	437	505	529	528
Restigouche-Albert	433	448	450	473	508	537	535
Quebec							
Gaspésie-Îles-de-la-Madeleine	414	422	428	454	459	532	532
Québec	408	419	433	453	504	534	534
Trois-Rivières	389	408	414	452	556	528	528
South Central Quebec	410	406	419	457	513	532	532
Sherbrooke	400	404	426	441	447	531	529
Montérégie	402	410	422	439	505	535	534
Montreal	407	420'	427	445	499	532	531
Central Quebec	397	406	419	439	483	531	530
North Western Quebec	401	413	436	442	428	531	530
Lower Saint Lawrence and North Shore	410	417	435	448	472	535	534
Hull	433	440	450	451	509	536	535
Chicoutimi-Jonquière	414	423	425	448	533	534	534
Ontario							
Ottawa	470	473	483	497	541	545	544
Eastern Ontario	432	437	451	466	521	538	535
Kingston	434	439	463	461	519	533	530
Central Ontario	427	435	446	462	508	539	533
Oshawa	449	463	469	479	521	542	537
Toronto	446	456	467	483	525	543	539
Hamilton	443	457	468	477	537	544	543
St. Catharines	409	420	432	451	509	536	532
London	432	442	460	480	515	541	536
Niagara	431	446	452	472	513	541	535
Windsor	419	434	458	479	505	540	535
Kitchener	444	449	469	482	531	541	539
Huron	422	435	449	467	487	542	533
South Central Ontario	444	445	462	479	519	544	538
Sudbury	437	433	462	475	526	544	542
Thunder Bay	451	452	462'	475	502	543	535
Northern Ontario	431	440	455	477	519	541	537
Manitoba							
Winnipeg	437	432	443	459	499	533	525
Southern Manitoba	419	432	440	459	480	538	524
Northern Manitoba	439	437	453	461	489	535	523

(continued)

Annex 2.11.2 (continued)

El Economic region	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Saskatchewan							
Regina	461	459	471	482	520	548	540
Saskatoon	449	457	460	472	520	539	534
Southern Saskatchewan	447	458	458	484	494	541	531
Northern Saskatchewan	454	451	456	471	512	540	534
Alberta							
Calgary	465	472	477	495	531	543	541
Edmonton	466	474	483	502	532	546	543
Northern Alberta	484	478	494	504	535	552	549
Southern Alberta	438	449	462	483	512	543	537
British Columbia							
Southern Interior British Columbia	430	438	443	466	506	542	537
Abbotsford	394	398	411	445	487	536	530
Vancouver	443	448	462	486	524	543	540
Victoria	440	463	465	489	535	543	542
Southern Coastal British Columbia	415	439	449	463	505	540	535
Northern British Columbia	447	450	468	485	533	547	545
Territories							
Whitehorse	496	507	508	515	546	564	561
Yukon (excluding Whitehorse)	485	486	524	537	573	568	569
Yellowknife	516	509	517	520	540	573	566
Northwest Territories (excl. Yellowknife)	497	507	507	534	562	563	562
Iqaluit	530	514	536	557	526	572	552
Nunavut (excl. Iqaluit)	465	470	482	522	507	563	545
Canada	432	440	450	468	518	539	536

Note: Includes claims for which at least \$1 of EI special benefits was paid.

¹ Excludes extended parental benefits which are calculated at a lower benefit rate. FY1617 to FY1920 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in FY2021, data on family caregiver benefits for adults and children are included, which could affect comparisons with previous years.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

[†] Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.11.3 – Special benefits (by Employment Insurance economic region)¹: Amount paid² (\$ million)

EI Economic region	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador					
St. John's	47.2	48.8	46.5	43.3	50.0
Newfoundland - Labrador	59.2	61.3	58.8	62.3	60.8
Prince Edward Island					
Charlottetown	16.4	15.6	16.0	14.1	18.0
Prince Edward Island (excl. Charlottetown)	24.7	27.5	25.7	26.3	27.8
Nova Scotia					
Eastern Nova Scotia	47.2	47.6	48.0	47.9	48.2
Western Nova Scotia	66.2	66.6	70.3	72.1	80.2
Halifax	74.5	75.3	71.8	80.9	87.7
New Brunswick					
Fredericton-Moncton-Saint-John	91.7	84.8	93.3	96.9	101.3
Madawaska-Charlotte	24.1	26.0	27.8	27.6	29.4
Restigouche-Albert	68.9	78.9	82.2	82.4	86.5
Quebec					
Gaspésie-Îles-de-la-Madeleine	14.5	16.3	16.6	16.5	17.9
Québec	38.8	43.0	47.8	47.2	56.4
Trois-Rivières	9.5	10.1	10.9	15.2	15.7
South Central Quebec	10.4	11.1	11.3	14.8	18.1
Sherbrooke	11.1	11.2	12.5	12.8	15.3
Montréal	32.5	36.5	37.2	43.0	46.9
Montreal	146.7	170.2	173.9	191.5	209.7
Central Quebec	82.1	96.0	98.8	105.8	103.5
North Western Quebec	17.4	22.0	22.3	22.6	21.0
Lower Saint Lawrence and North Shore	45.4	51.4	48.7	58.1	54.8
Hull	15.4	16.8	19.6	17.6	17.4
Chicoutimi-Jonquière	14.2	15.9	15.1	15.9	16.6
Ontario					
Ottawa	190.0	192.2	187.3	206.3	219.9
Eastern Ontario	82.4	85.4	92.1	94.2	98.6
Kingston	24.2	23.4	23.6	26.4	35.7
Central Ontario	191.5	207.3	203.1	219.1	263.1
Oshawa	76.4	79.9	74.7	82.2	92.3
Toronto	1,028.4	1,064.9	1,051.2	1,114.0	1,230.5
Hamilton	132.2	139.5	132.9	157.2	171.1
St. Catharines	62.0	66.0	61.8	71.6	81.4
London	81.1	85.9	87.8	94.8	101.3
Niagara	60.7	64.9	71.0	72.7	72.5
Windsor	45.6	48.1	57.5	57.7	67.4
Kitchener	97.2	101.7	109.2	105.6	132.7
Huron	60.6	66.6	62.7	67.9	72.2
South Central Ontario	93.0	97.5	103.8	107.7	123.1
Sudbury	29.5	28.8	29.1	31.0	38.0
Thunder Bay	22.0	22.3	19.3	22.1	25.0
Northern Ontario	90.5	95.2	95.0	102.6	97.4
Manitoba					
Winnipeg	141.3	150.2	147.8	154.2	175.2
Southern Manitoba	61.5	62.9	67.6	70.0	80.1
Northern Manitoba	20.6	22.3	21.7	21.5	23.0

(continued)

Annex 2.11.3 (continued)

El Economic region	FY1617	FY1718	FY1819	FY1920	FY2021
Saskatchewan					
Regina	54.3	56.2	57.0	56.0	61.5
Saskatoon	66.5	69.2	71.2	72.3	75.9
Southern Saskatchewan	54.2	55.5	59.0	57.3	59.5
Northern Saskatchewan	42.4	44.6	43.4	44.0	47.6
Alberta					
Calgary	301.6	302.5	299.7	308.0	345.6
Edmonton	297.3	288.0	289.9	317.6	333.5
Northern Alberta	69.5	60.4	59.2	65.1	68.1
Southern Alberta	191.4	195.2	189.6	211.7	221.1
British Columbia					
Southern Interior British Columbia	120.4	123.5	122.0	127.5	141.1
Abbotsford	43.8	44.1	42.8	47.3	52.8
Vancouver	430.5	455.7	459.8	482.6	548.4
Victoria	61.4	63.9	61.0	65.7	69.0
Southern Coastal British Columbia	95.8	106.8	106.9	110.5	125.7
Northern British Columbia	63.1	71.6	67.2	65.2	74.7
Territories					
Whitehorse	7.6	8.0	7.1	7.9	9.5
Yukon (excluding Whitehorse)	0.9	0.8	1.4	0.9	2.4
Yellowknife	5.7	5.0	4.9	5.0	5.3
Northwest Territories (excl. Yellowknife)	4.3	4.6	4.4	4.8	5.2
Iqaluit	1.5	2.1	2.5	2.7	3.1
Nunavut (excl. Iqaluit)	3.5	5.0	5.7	4.0	5.2
Canada	5,464.6	5,700.8	5,709.0	6,050.0	6,638.6

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI special benefits was paid.

¹ FY1617 to FY1920 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in FY2021, data on family caregiver benefits for adults and children from a 10% sample are included, which could affect comparisons with previous years. However, total amounts paid in EI special benefits by EI economic region do not match those in Annex 2.10.3.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.12 – Firms and Employment Insurance regular and special benefits (by industry)

Industry	Number of firms 2019	Distribution of firm (%) 2019	Firm's workforce ¹ 2019	Distribution of the firm's workforce (%) 2019	Number of EI regular claimants ² 2019	Distribution of EI regular claimants (%) 2019	Number of EI special claimants ² 2019	Distribution of EI Special Claimants (%) 2019
Goods-producing industries	255,590	20.4%	3,790,080	19.1%	620,790	39.2%	179,340	20.6%
Agriculture, forestry, fishing and hunting	50,900	4.1%	342,230	1.7%	60,540	3.8%	17,700	2.0%
Mining, and oil and gas extraction	8,050	0.6%	215,320	1.1%	29,620	1.9%	7,670	0.9%
Utilities	780	0.1%	117,680	0.6%	5,580	0.4%	2,950	0.3%
Construction	148,050	11.8%	1,304,750	6.6%	351,370	22.2%	63,600	7.3%
Manufacturing	47,810	3.8%	1,810,100	9.1%	173,680	11.0%	87,420	10.1%
Services-producing industries	849,840	67.7%	15,594,630	78.8%	942,310	59.5%	680,870	78.3%
Wholesale trade	44,770	3.6%	861,420	4.4%	51,830	3.3%	32,490	3.7%
Retail trade	99,790	7.9%	2,250,570	11.4%	90,440	5.7%	92,240	10.6%
Transportation and warehousing	74,700	5.9%	882,390	4.5%	74,920	4.7%	38,430	4.4%
Finance and insurance	30,820	2.5%	749,990	3.8%	17,540	1.1%	29,050	3.3%
Professional, scientific and technical services	50,450	4.0%	349,860	1.8%	23,500	1.5%	14,490	1.7%
Real estate and rental and leasing	151,890	12.1%	1,178,660	6.0%	67,990	4.3%	37,640	4.3%
Business, building and other support services ³	56,180	4.5%	1,212,470	6.1%	110,930	7.0%	54,750	6.3%
Educational services	14,300	1.1%	1,452,020	7.3%	182,690	11.5%	53,580	6.2%
Health care and social assistance	111,020	8.8%	1,747,890	8.8%	60,750	3.8%	120,670	13.9%
Information, culture and recreation ⁴	31,340	2.5%	683,190	3.5%	48,030	3.0%	20,650	2.4%
Accommodation and food services	73,430	5.8%	1,509,630	7.6%	75,830	4.8%	60,570	7.0%
Other services (except public administration)	106,010	8.4%	753,710	3.8%	51,780	3.3%	35,350	4.1%
Public administration	5,160	0.4%	1,962,840	9.9%	86,090	5.4%	90,980	10.5%
Unclassified*	150,170	12.0%	407,890	2.1%	21,660	1.4%	9,160	1.1%
Canada	1,255,600	100.0%	19,792,600	100.0%	1,584,760	100.0%	869,380	100.0%

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ The number of workers in a firm is the number of individuals paid employment income by that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee earned \$25,000 in firm 1 and \$25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

² These columns are based on the number of people receiving EI regular and/or special benefits in 2019.

³ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

⁴ This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

* For some claims, this information was not available in the data.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI data. Canada Revenue Agency (CRA) administrative data. CRA data are based on a 100% sample.

Annex 2.13.1 – Maternity benefits¹: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador	2,750	2,730	2,550	2,210	1,030	1,490	2,520
Prince Edward Island	1,030	900	890	830	460	640	1,100
Nova Scotia	5,000	5,060	5,410	4,640	2,060	2,980	5,040
New Brunswick	4,130	4,180	4,350	3,830	1,650	2,430	4,080
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	83,770	83,920	83,500	84,930	37,560	44,700	82,260
Manitoba	8,150	8,610	8,580	8,280	3,930	4,670	8,600
Saskatchewan	7,760	8,330	8,340	7,970	3,350	4,330	7,680
Alberta	30,580	29,470	29,360	29,580	12,090	16,100	28,190
British Columbia	26,340	27,430	26,110	24,790	11,700	14,700	26,400
Yukon	280	240	280	210	160	180	340
Northwest Territories	320	300	380	250	200	230	430
Nunavut	220	300	260	170	140	130	270
Age							
24 years old and under	15,470	15,080	14,120	12,370	4,410	8,320	12,730
25 to 29 years old	47,800	46,170	45,120	43,560	18,350	25,010	43,360
30 to 34 years old	68,500	68,610	68,240	69,010	31,480	36,280	67,760
35 to 39 years old	32,420	34,660	35,600	35,710	16,820	19,260	36,080
40 years old and over	6,140	6,950	6,930	7,040	3,270	3,710	6,980
Canada	170,330	171,470	170,010	167,690	74,330	92,580	166,910

Note: Includes claims for which at least \$1 of EI maternity benefits was paid.

¹ Figures also include maternity benefits for self-employed individuals.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.13.2 – Maternity benefits: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^f	FY2021 ^g	Change (%) FY1920 to FY2021
Newfoundland and Labrador	14.3	14.3	14.2	14.5	14.5	-0.1
Prince Edward Island	14.6	14.5	14.1	14.4	14.5	+0.4
Nova Scotia	14.7	14.7	14.6	14.6	14.7	+0.2
New Brunswick	14.7	14.6	14.5	14.5	14.6	+0.5
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.6	14.7	14.6	14.7	14.7	0.0
Manitoba	14.7	14.6	14.7	14.7	14.7	+0.1
Saskatchewan	14.7	14.7	14.7	14.7	14.7	+0.2
Alberta	14.6	14.7	14.6	14.6	14.7	+0.1
British Columbia	14.6	14.7	14.7	14.7	14.7	-0.3
Yukon	14.4	15.0	14.3	14.6	14.6	-0.2
Northwest Territories	14.2	14.3	13.1	14.4	14.5	+0.7
Nunavut	14.5	14.3	14.8	14.5	14.2	-2.1
Age						
24 years old and under	14.6	14.6	14.6	14.6	14.6	-0.1
25 to 29 years old	14.6	14.6	14.6	14.7	14.7	0.0
30 to 34 years old	14.7	14.7	14.7	14.7	14.7	0.0
35 to 39 years old	14.6	14.6	14.6	14.7	14.7	+0.1
40 years old and over	14.6	14.6	14.5 ^f	14.6	14.6	+0.1
Canada	14.6	14.7	14.6	14.7	14.7	0.0

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

¹ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^g Preliminary.

^f Revised.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data for FY1617 to FY1819 are based on a 10% sample of EI administrative data, whereas data for FY1920 and FY2021 are based on a 100% sample.

Annex 2.13.3 – Maternity benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador	450	438	470	476	495	545	524
Prince Edward Island	436	446	441	511	496	545	524
Nova Scotia	411	425	436	461	478	540	514
New Brunswick	424	431	433	434	485	538	517
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	447	457	470	484	515	553	535
Manitoba	432	422	438	453	474	542	511
Saskatchewan	455	452	461	476	499	550	528
Alberta	462	467	475	494	519	552	538
British Columbia	437	449	462	482	510	552	533
Yukon	493	518	506	516	539	573	557
Northwest Territories	499	499	503	525	556	574	566
Nunavut	480	469	466	541	508	571	538
Age							
24 years old and under	326	335	355	366	405	520	480
25 to 29 years old	430	435	447	462	489	543	520
30 to 34 years old	469	475	486	502	525	558	543
35 to 39 years old	476	482	491	505	530	560	546
40 years old and over	475	480	482	501	522	556	540
Canada	447	454	465	482	510	551	533

Note: Includes claims for which at least \$1 of EI maternity benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.13.4 – Maternity benefits: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	18.5	17.8	17.5	16.6	17.2
Prince Edward Island	6.2	6.5	5.9	5.8	8.2
Nova Scotia	32.0	31.4	33.3	34.1	36.8
New Brunswick	27.9	25.1	27.7	26.2	30.3
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	556.9	566.4	576.3	607.0	657.4
Manitoba	51.5	55.4	55.5	55.5	66.6
Saskatchewan	53.0	55.4	58.1	55.9	59.7
Alberta	212.9	206.2	203.9	218.4	227.9
British Columbia	172.6	179.9	179.5	183.5	212.6
Yukon	2.0	1.9	2.1	1.7	2.9
Northwest Territories	2.5	2.3	2.5	2.1	3.0
Nunavut	1.3	2.1	1.8	1.3	2.0
Age					
24 years old and under	77.4	76.1	75.6	68.5	83.3
25 to 29 years old	308.1	297.1	299.1	307.3	337.8
30 to 34 years old	480.6	484.5	485.2	512.2	552.7
35 to 39 years old	229.3	245.5	255.2	268.7	294.2
40 years old and over	41.9	47.1	49.0	51.3	56.7
Canada	1,137.3	1,150.3	1,164.1	1,208.1	1,324.7

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI maternity benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.1 — Parental benefits (biological and adoptive): New claims established

Benefit type ¹	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Parental standard	195,960	189,350	168,120	174,980	80,290	94,040	174,330
Parental extended	n/a	8,700	31,910	37,770	17,670	21,100	38,770
Province or territory							
Newfoundland and Labrador	2,930	2,790	2,720	2,360	1,140	1,590	2,730
Prince Edward Island	1,130	1,000	960	1,000	530	800	1,330
Nova Scotia	5,970	5,830	6,190	5,990	3,060	3,670	6,730
New Brunswick	4,580	4,710	4,960	5,010	2,110	3,100	5,210
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	98,370	97,880	99,620	109,200	50,060	56,450	106,510
Manitoba	9,440	10,050	10,220	10,600	5,260	5,790	11,050
Saskatchewan	8,720	9,290	9,480	9,720	4,230	5,220	9,450
Alberta	33,480	33,130	33,840	35,290	14,980	19,120	34,100
British Columbia	30,340	32,250	30,790	32,710	15,910	18,710	34,620
Yukon	330	310	400	320	220	220	440
Northwest Territories	390	430	490	300	250	250	500
Nunavut	280	380	360	250	210	220	430
Gender							
Men	29,490	30,850	33,600	47,390	23,370	26,730	50,100
Women	166,470	167,200	166,430	165,360	74,590	88,410	163,000
Age							
24 years old and under	15,840	15,420	14,660	13,200	4,830	8,440	13,270
25 to 29 years old	51,080	49,380	48,970	49,780	21,580	28,180	49,760
30 to 34 years old	77,230	78,020	78,770	85,300	40,180	44,560	84,740
35 to 39 years old	40,360	42,770	44,950	49,560	24,520	26,480	51,000
40 years old and over	11,450	12,460	12,680	14,910	6,850	7,480	14,330
Canada	195,960	198,050	200,030	212,750	97,960	115,140	213,100

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.2 – Parental benefits (biological and adoptive): Amount paid¹ (\$ million)

Benefit type ²	FY1617	FY1718	FY1819	FY1920	FY2021
Parental standard	2,705.1	2,777.1	2,511.5	2,416.0	2,612.5
Parental extended	n/a	1.1	219.2	505.7	565.3
Province or territory					
Newfoundland and Labrador	42.0	42.6	38.4	37.8	39.3
Prince Edward Island	14.4	15.1	14.3	13.2	16.0
Nova Scotia	79.4	77.1	74.1	80.5	89.0
New Brunswick	62.5	59.8	63.3	66.1	69.2
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,328.0	1,375.5	1,348.3	1,468.8	1,603.6
Manitoba	126.1	131.0	131.6	139.9	150.3
Saskatchewan	127.8	133.6	135.0	133.7	145.2
Alberta	501.7	495.3	478.1	517.5	551.8
British Columbia	409.5	433.4	431.9	449.5	496.2
Yukon	4.2	5.0	4.7	4.9	5.9
Northwest Territories	6.6	5.7	5.4	5.7	6.0
Nunavut	2.8	4.1	5.8	4.7	5.3
Gender					
Men	233.7	252.4	257.8	315.5	359.2
Women	2,471.4	2,525.8	2,472.9	2,606.2	2,818.6
Age					
24 years old and under	177.8	176.1	169.7	170.2	171.8
25 to 29 years old	707.4	698.6	684.9	710.6	756.1
30 to 34 years old	1,116.0	1,154.6	1,117.3	1,200.3	1,319.4
35 to 39 years old	565.6	595.5	604.7	670.1	740.7
40 years old and over	138.3	153.5	154.1	170.4	189.8
Canada	2,705.1	2,778.2	2,730.7	2,921.7	3,177.8

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI parental benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with parental benefits.

² Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.3 — Parental standard benefits¹ (biological and adoptive): New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador	2,930	2,720	2,440	2,070	990	1,390	2,380
Prince Edward Island	1,130	950	930	830	430	740	1,170
Nova Scotia	5,970	5,620	5,430	5,410	2,560	3,010	5,570
New Brunswick	4,580	4,550	4,500	4,420	1,800	2,620	4,420
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	98,370	92,770	80,900	86,810	39,500	44,720	84,220
Manitoba	9,440	9,780	8,970	9,180	4,550	4,830	9,380
Saskatchewan	8,720	9,030	8,610	8,480	3,710	4,510	8,220
Alberta	33,480	31,760	29,370	30,680	13,150	16,360	29,510
British Columbia	30,340	31,090	25,840	26,420	13,090	15,320	28,410
Yukon	330	310	340	260	120	170	290
Northwest Territories	390	430	460	250	200	190	390
Nunavut	280	340	330	170	190	180	370
Gender							
Men	29,490	30,390	30,030	39,970	19,380	22,570	41,950
Women	166,470	158,960	138,090	135,010	60,910	71,470	132,380
Age							
24 years old and under	15,840	14,700	12,640	11,440	3,980	6,820	10,800
25 to 29 years old	51,080	47,450	42,080	41,700	18,230	23,440	41,670
30 to 34 years old	77,230	74,620	66,110	69,520	33,010	36,450	69,460
35 to 39 years old	40,360	40,670	36,850	40,160	19,850	21,220	41,070
40 years old and over	11,450	11,910	10,440	12,160	5,220	6,110	11,330
Canada	195,960	189,350	168,120	174,980	80,290	94,040	174,330

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.4 – Parental standard benefits¹ (biological or adoptive): Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819 ³	FY1920 ^{3, r}	FY2021 ^{3, P}
Newfoundland and Labrador	29.9	30.4	30.4	29.9 ^r	29.2
Prince Edward Island	29.9	29.7	30.2	27.8 ^r	27.0
Nova Scotia	29.5	29.4	29.3	27.9 ^r	27.2
New Brunswick	29.7	29.3	30.0	28.6 ^r	27.0
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	29.9	30.0	29.8	28.5 ^r	27.5
Manitoba	30.3	29.7	29.9	28.6	27.5
Saskatchewan	30.9	31.0	30.4	29.4	28.5
Alberta	30.9	30.6	30.8	29.7	29.2
British Columbia	30.0	29.7	30.1	28.6 ^r	26.9
Yukon	27.8	26.3	28.6	26.4	26.7
Northwest Territories	27.8	24.4	27.2	28.0 ^r	26.7
Nunavut	27.3	25.1	27.3	26.6 ^r	26.2
Gender					
Men	16.1	16.3	16.1	13.8 ^r	12.2
Women	32.6	32.5	32.7	32.6	32.8
Age					
24 years old and under	31.4	31.4	31.3	30.8	30.5
25 to 29 years old	31.2	31.0	31.1	30.3 ^r	29.5
30 to 34 years old	30.3	30.2	30.3	28.9 ^r	27.7
35 to 39 years old	29.2	29.0	29.0	27.4	26.4
40 years old and over	25.5	26.2	25.8	24.1 ^r	23.2
Canada	30.1	30.0	30.0	28.8^r	27.7

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Starting March 17, 2019 parents who share parental benefits could receive an additional 5 weeks of parental standard benefits or 8 weeks of extended parental benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ Results for FY1617 and FY1718 are based on a 10% sample of EI administrative data, while results for FY1819, FY1920 and FY2021 are based on a 100% sample of EI data. This change in methodology is necessary to report on how parental benefits are actually shared between parents.

^P Preliminary.

^r Revised.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data for FY1617 and FY1718, and on a 100% sample for FY1819 to FY2021.

Annex 2.14.5 – Parental standard benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ⁴	Total FY2021
Newfoundland and Labrador	460	448	478	490	514	551	536
Prince Edward Island	440	449	453	522	507	551	535
Nova Scotia	432	446	452	482	499	548	526
New Brunswick	434	442	442	457	497	544	525
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	458	466	478	496	525	557	542
Manitoba	444	435	452	474	493	548	521
Saskatchewan	463	464	474	489	515	556	538
Alberta	468	475	483	505	529	559	546
British Columbia	450	462	473	495	522	558	541
Yukon	498	520	523	530	549	571	562
Northwest Territories	513	502	512	544	555	581	567
Nunavut	491	478	493	532	508	564	535
Gender							
Men	503	507	517	536	557	570	564
Women	449	455	466	483	510	552	533
Age							
24 years old and under	336	346	372	382	417	525	485
25 to 29 years old	438	443	454	473	497	547	525
30 to 34 years old	476	481	491	511	533	562	548
35 to 39 years old	484	490	499	515	541	564	553
40 years old and over	489	493	499	520	538	563	552
Canada	457	464	475	495	521	556	540

Note: Includes claims for which at least \$1 of EI parental benefits was paid.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

⁴ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.6 – Parental standard benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	42.0	42.6	36.7	33.6	34.4
Prince Edward Island	14.4	15.0	13.8	12.2	13.7
Nova Scotia	79.4	77.1	69.6	71.0	78.1
New Brunswick	62.5	59.8	60.2	58.9	60.5
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,328.0	1,374.9	1,215.7	1,171.8	1,271.8
Manitoba	126.1	130.9	124.6	122.1	130.5
Saskatchewan	127.8	133.6	129.4	118.9	128.0
Alberta	501.7	495.1	445.3	445.2	479.0
British Columbia	409.5	433.3	401.3	369.6	402.6
Yukon	4.2	5.0	4.5	4.1	4.5
Northwest Territories	6.6	5.7	5.3	5.2	5.0
Nunavut	2.8	4.1	5.1	3.4	4.4
Gender					
Men	233.7	251.8	242.4	274.4	312.7
Women	2,471.4	2,525.4	2,269.1	2,141.6	2,299.9
Age					
24 years old and under	177.8	176.0	157.9	146.1	145.3
25 to 29 years old	707.4	698.4	640.1	602.8	635.2
30 to 34 years old	1,116.0	1,154.2	1,027.4	992.7	1,077.5
35 to 39 years old	565.6	595.2	547.9	537.8	600.7
40 years old and over	138.3	153.4	138.2	136.7	153.8
Canada	2,705.1	2,777.1	2,511.5	2,416.0	2,612.5

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI parental benefits was paid.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.7 – Parental extended benefits¹ (biological and adoptive): New claims established

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total FY2021
Newfoundland and Labrador	70	280	290	150	200	350
Prince Edward Island	50	30	170	100	60	160
Nova Scotia	210	760	580	500	660	1,160
New Brunswick	160	460	590	310	480	790
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	5,110	18,720	22,390	10,560	11,730	22,290
Manitoba	270	1,250	1,420	710	960	1,670
Saskatchewan	260	870	1,240	520	710	1,230
Alberta	1,370	4,470	4,610	1,830	2,760	4,590
British Columbia	1,160	4,950	6,290	2,820	3,390	6,210
Yukon						
Northwest Territories	40 ^c	120 ^c	190 ^c	170 ^c	150 ^c	320 ^c
Nunavut						
Gender						
Men	460	3,570	7,420	3,990	4,160	8,150
Women	8,240	28,340	30,350	13,680	16,940	30,620
Age						
24 years old and under	720	2,020	1,760	850	1,620	2,470
25 to 29 years old	1,930	6,890	8,080	3,350	4,740	8,090
30 to 34 years old	3,400	12,660	15,780	7,170	8,110	15,280
35 to 39 years old	2,100	8,100	9,400	4,670	5,260	9,930
40 years old and over	550	2,240	2,750	1,630	1,370	3,000
Canada	8,700	31,910	37,770	17,670	21,100	38,770

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.8 – Parental extended benefits¹ (biological and adoptive): Average actual duration² (number of weeks)

Province or territory	FY1920 ^r	FY2021 ^p
Newfoundland and Labrador	50.8 ^r	52.3
Prince Edward Island	45.6 ^r	44.6
Nova Scotia	44.8 ^r	45.3
New Brunswick	45.9 ^r	45.4
Quebec ³	n/a	n/a
Ontario	47.0 ^r	47.1
Manitoba	45.3 ^r	46.1
Saskatchewan	47.4 ^r	46.7
Alberta	49.8	51.2
British Columbia	46.6 ^r	47.9
Yukon	39.2 ^{c,r}	41.0 ^c
Northwest Territories		
Nunavut		
Gender		
Men	16.9 ^r	16.7
Women	55.0 ^r	56.0
Age		
24 years old and under	52.5 ^r	53.8
25 to 29 years old	51.2 ^r	51.4
30 to 34 years old	47.5 ^r	47.9
35 to 39 years old	44.7 ^r	45.2
40 years old and over	38.9 ^r	39.0
Canada	47.2^r	47.6

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Starting March 17, 2019 parents who share parental benefits could receive an additional 5 weeks of parental standard benefits or 8 weeks of extended parental benefits.

² Given the low number of completed extended parental claims in FY1718 and FY1819, duration estimates for those claims are not reported.

³ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^p Preliminary.

^r Revised.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.14.9 – Parental extended benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ⁴	Total FY2021
Newfoundland and Labrador	289	287 ^f	296 ^f	255	325	295
Prince Edward Island	256 ^f	279	311 ^f	295	319	304
Nova Scotia	249 ^f	267 ^f	289 ^f	291	333	315
New Brunswick	231 ^f	270 ^f	268 ^f	297	336	320
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	283 ^f	294 ^f	304 ^f	318	338	329
Manitoba	268 ^f	270 ^f	285 ^f	281	328	308
Saskatchewan	212 ^f	278 ^f	289 ^f	297	331	317
Alberta	281 ^f	289 ^f	299 ^f	311	330	322
British Columbia	274 ^f	287 ^f	302 ^f	316	337	328
Yukon						
Northwest Territories	328 ^c	298 ^c	337 ^c	332 ^c	342 ^c	336 ^c
Nunavut						
Gender						
Men	308 ^f	319 ^f	330 ^f	336	346	341
Women	275 ^f	286 ^f	294 ^f	307	333	321
Age						
24 years old and under	206 ^f	217 ^f	231 ^f	247	321	296
25 to 29 years old	256 ^f	276 ^f	284 ^f	297	330	317
30 to 34 years old	291 ^f	299 ^f	308 ^f	320	339	330
35 to 39 years old	291 ^f	303 ^f	313 ^f	320	339	330
40 years old and over	306 ^f	301 ^f	316 ^f	332	339	335
Canada	277^f	290^f	301^f	313	336	326

Note: Includes claims for which at least \$1 of EI parental benefits was paid.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

⁴ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^f Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.10 – Parental extended benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	0.01	1.7	4.2	4.9
Prince Edward Island	0.02	0.5	1.0	2.3
Nova Scotia	0.01	4.5	9.5	10.9
New Brunswick	0.00	3.1	7.2	8.7
Quebec ³	n/a	n/a	n/a	n/a
Ontario	0.60	132.6	297.0	331.8
Manitoba	0.04	6.9	17.8	19.8
Saskatchewan	0.02	5.6	14.9	17.2
Alberta	0.21	32.8	72.2	72.8
British Columbia	0.14	30.6	79.9	93.7
Yukon				
Northwest Territories	0.02 ^c	0.9 ^c	2.1 ^c	3.3 ^c
Nunavut				
Gender				
Men	0.65	15.4	41.1	46.6
Women	0.43	203.8	464.6	518.7
Age				
24 years old and under	0.11	11.8	24.2	26.6
25 to 29 years old	0.18	44.8	107.8	120.9
30 to 34 years old	0.41	89.9	207.6	241.9
35 to 39 years old	0.26	56.8	132.3	139.9
40 years old and over	0.12	15.9	33.8	36.0
Canada	1.08	219.2	505.7	565.3

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI parental benefits was paid.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.1 – Sickness benefits: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{1,2}
Newfoundland and Labrador	10,140	11,070	11,500	11,340	10,880
Prince Edward Island	6,000	6,100	5,960	6,120	4,770
Nova Scotia	19,070	21,060	21,130	21,910	18,300
New Brunswick	24,830	29,440	30,080	30,080	25,230
Quebec	119,210	131,510	134,600	134,070	135,660
Ontario	105,010	111,480	112,990	111,200	132,800
Manitoba	9,970	11,250	11,030	11,380	12,990
Saskatchewan	7,060	7,670	8,200	7,890	8,750
Alberta	26,520	27,750	31,430	32,930	42,370
British Columbia	50,170	53,710	53,190	53,390	57,700
Yukon	420	450	300	440	460
Northwest Territories	200	250	280	250	220
Nunavut	100	130	150	140	220
Gender					
Men	163,870	179,810	184,820	189,250	199,620
Women	214,830	232,060	236,020	231,890	250,730
Age					
24 years old and under	28,710	29,990	30,250	30,010	47,750
25 to 34 years old	80,220	88,670	90,000	91,570	98,030
35 to 44 years old	76,310	83,000	85,520	86,210	87,500
45 to 54 years old	90,600	96,350	94,980	90,670	90,810
55 to 64 years old	84,940	93,830	98,340	99,220	98,840
65 years old and over	17,920	20,030	21,750	23,460	27,420
Canada	378,700	411,870	420,840	421,140	450,350

Note: Includes claims for which at least \$1 of EI sickness benefits was paid.

¹ Claims for sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canadian Emergency Response Benefits (CERB).

² EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.2 – Sickness benefits: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	9.8	9.7	9.5	9.3	9.3	-0.2
Prince Edward Island	7.8	8.2	8.1	7.8	8.1	+4.0
Nova Scotia	9.3	9.0	9.1	9.4	8.9	-5.3
New Brunswick	8.5	8.3	8.5	8.6	8.3	-3.7
Quebec	9.1	9.0	9.1	9.5 ^r	8.6	-9.3
Ontario	10.7	10.7	10.6	10.8 ^r	9.6	-11.1
Manitoba	10.6	10.1	10.1	10.3 ^r	9.1	-11.2
Saskatchewan	10.8	10.2	10.2	10.5 ^r	9.0	-13.7
Alberta	10.8	10.5	10.5	10.6	8.9	-15.8
British Columbia	10.7	10.6	10.6	10.8 ^r	9.7	-10.1
Yukon	8.9	10.2	11.3	9.4	10.3	+9.6
Northwest Territories	10.3	11.1	10.8	11.0	11.7	+6.2
Nunavut	10.1	14.7	11.6	10.2	10.2	-0.1
Gender						
Men	9.6	9.5	9.4	9.6	8.5	-11.4
Women	10.2	10.1	10.1	10.4 ^r	9.5	-8.0
Age						
24 years old and under	8.9	9.0	8.8	9.3 ^r	7.9	-14.7
25 to 34 years old	9.1	9.1	9.2	9.3	8.2	-11.9
35 to 44 years old	9.9	9.7	9.8	9.9	8.9	-10.4
45 to 54 years old	10.2	10.1	10.1	10.3	9.3	-9.9
55 to 64 years old	10.5	10.3	10.2	10.5 ^r	9.8	-6.4
65 years old and over	10.8	10.8	10.9	10.9	10.8	-1.3
Canada	9.9	9.8	9.8	10.0	9.1	-9.6

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

^p Preliminary

^r Revised

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.3 – Sickness benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	Second half of FY2021 ^{2,3}
Newfoundland and Labrador	429	431	444	457	531
Prince Edward Island	418	425	433	449	536
Nova Scotia	408	417	424	440	532
New Brunswick	417	430	435	456	533
Quebec	405	416	427	445	533
Ontario	420	430	446	460	536
Manitoba	417	425	431	441	529
Saskatchewan	438	442	445	460	534
Alberta	446	454	464	482	539
British Columbia	419	428	441	464	538
Yukon	490	488	501	512	561
Northwest Territories	517	497	518	533	560
Nunavut	430	520	519	544	563
Gender					
Men	455	464	475	492	545
Women	388	397	409	426	527
Age					
24 years old and under	351	355	377	391	515
25 to 34 years old	417	427	439	458	536
35 to 44 years old	433	442	453	472	541
45 to 54 years old	428	439	450	468	540
55 to 64 years old	418	427	438	453	536
65 years old and over	391	398	413	429	528
Canada	417	426	438	456	535

Note: Includes claims for which at least \$1 of EI sickness benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

² Claims for sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canadian Emergency Response Benefits (CERB).

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.4 – Sickness benefits: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	45.1	49.0	48.7	50.9	52.8
Prince Edward Island	20.2	21.1	21.4	21.1	20.8
Nova Scotia	74.0	79.0	81.4	85.7	85.9
New Brunswick	92.7	103.7	111.2	114.0	115.0
Quebec	428.8	490.2	507.0	553.4	567.6
Ontario	461.8	502.3	519.7	545.8	603.6
Manitoba	43.7	47.3	48.2	49.3	56.5
Saskatchewan	35.4	34.6	36.4	39.3	36.4
Alberta	138.2	138.3	150.3	162.9	173.8
British Columbia	223.9	242.3	241.5	261.4	281.8
Yukon	2.1	1.9	1.8	2.1	2.6
Northwest Territories	0.9	1.5	1.4	1.8	1.4
Nunavut	0.7	0.9	0.6	1.2	0.9
Gender					
Men	745.5	797.0	830.0	880.6	890.4
Women	821.9	915.0	939.6	1,008.2	1,109.0
Age					
24 years old and under	91.5	98.6	99.5	104.8	163.2
25 to 34 years old	307.8	340.3	356.4	379.2	409.9
35 to 44 years old	327.3	353.2	368.8	396.3	390.6
45 to 54 years old	396.9	425.7	426.4	436.2	418.2
55 to 64 years old	370.0	407.1	426.4	463.1	476.6
65 years old and over	74.0	87.2	92.1	109.2	140.8
Canada	1,567.4	1,712.0	1,769.6	1,888.8	1,999.3

Note: Data may not add up to the totals due to rounding. Includes claims for which at least \$1 of EI sickness benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.16.1 – Sickness benefits (by industry): Employment (totals in thousands)

Industry	FY1617 Employment (000s)	FY1617 Share (%)	Second half of FY2021 ³ Employment (000s)	Second half of FY2021 ³ Share (%)
Goods-producing industries	3,821.9	21.2	3,814.1	20.8
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	610.6	3.4	573.7	3.1
Utilities	134.9	0.7	139.8	0.8
Construction	1,384.2	7.7	1,378.1	7.5
Manufacturing	1,692.2	9.4	1,722.5	9.4
Services-producing industries	14,170.4	78.8	14,556.5	79.2
Wholesale trade and retail trade	2,738.9	15.2	2,754.6	15.0
Transportation and warehousing	907.1	5.0	963.0	5.2
Finance, insurance, real estate, rental and leasing	1,125.3	6.3	1,267.0	6.9
Professional, scientific and technical services	1,376.6	7.7	1,594.1	8.7
Business, building and other support services ¹	761.9	4.2	682.0	3.7
Educational services	1,257.6	7.0	1,487.7	8.1
Health care and social assistance	2,331.7	13.0	2,490.9	13.6
Information, culture and recreation ²	772.7	4.3	656.9	3.6
Accommodation and food services	1,191.0	6.6	907.3	4.9
Other services (except public administration)	771.1	4.3	747.1	4.1
Public administration	936.8	5.2	1,006.0	5.5
Unclassified*	n/a	n/a	n/a	n/a
Canada	17,992.3	100.0	18,370.6	100.0

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ Only employment for the second half of FY2021 is examined as claims for sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canadian Emergency Response Benefits (CERB).

* For some claims, this information was not available in the data.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0022-01.

Annex 2.16.2 – Sickness benefits (by industry): New claims established

Industry	FY1617 New claims	FY1617 Share (%)	Second half of FY2021 ^{3,4} New claims	Second half of FY2021 ^{3,4} Share (%)
Goods-producing industries	96,850	25.6	115,710	25.7
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	17,160	4.5	13,370	3.0
Utilities	360	0.1	420	0.1
Construction	35,470	9.4	41,280	9.2
Manufacturing	43,860	11.6	60,640	13.5
Services-producing industries	262,420	69.3	314,930	69.9
Wholesale trade and retail trade	59,320	15.7	80,800	17.9
Transportation and warehousing	20,070	5.3	23,400	5.2
Finance, insurance, real estate, rental and leasing	11,930	3.2	12,390	2.8
Professional, scientific and technical services	9,750	2.6	11,520	2.6
Business, building and other support services ¹	29,150	7.7	30,160	6.7
Educational services	10,920	2.9	12,920	2.9
Health care and social assistance	44,860	11.8	60,440	13.4
Information, culture and recreation ²	7,490	2.0	7,660	1.7
Accommodation and food services	27,650	7.3	32,490	7.2
Other services (except public administration)	16,150	4.3	18,710	4.2
Public administration	25,130	6.6	24,440	5.4
Unclassified[*]	19,430	5.1	19,710	4.4
Canada	378,700	100.0	450,350	100.0

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI sickness benefits was paid.

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ Claims for sickness benefits could not be established during the first half of FY2021 due to the implementation of the Canadian Emergency Response Benefits (CERB).

⁴ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.16.3 – Sickness benefits (by industry): Amount paid (\$ million)

Industry	FY1617 Amount paid (\$)	FY1617 Share (%)	FY2021 Amount paid (\$)	FY2021 Share (%)
Goods-producing industries	435.0	27.8	504.4	25.2
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	68.0	4.3	70.9	3.5
Utilities	1.6	0.1	2.7	0.1
Construction	179.6	11.5	188.6	9.4
Manufacturing	185.8	11.9	242.3	12.1
Services-producing industries	1,066.1	68.0	1,416.7	70.9
Wholesale trade and retail trade	220.4	14.1	362.3	18.1
Transportation and warehousing	94.1	6.0	113.0	5.7
Finance, insurance, real estate, rental and leasing	51.4	3.3	60.9	3.0
Professional, scientific and technical services	42.1	2.7	50.8	2.5
Business, building and other support services ¹	118.7	7.6	139.3	7.0
Educational services	39.7	2.5	51.7	2.6
Health care and social assistance	192.9	12.3	290.5	14.5
Information, culture and recreation ²	28.5	1.8	30.1	1.5
Accommodation and food services	87.5	5.6	122.1	6.1
Other services (except public administration)	67.5	4.3	77.2	3.9
Public administration	123.2	7.9	118.7	5.9
Unclassified*	66.3	4.2	78.1	3.9
Canada	1,567.4	100.0	1,999.3	100.0

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.17.1 – Compassionate care benefits: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ¹	Total FY2021
Newfoundland and Labrador	106	129	92	95	45 ^c	73 ^c	87
Prince Edward Island	55	66	40	29			31
Nova Scotia	367	351	281	273	85	128	213
New Brunswick	245	283	193	173	73	121	194
Quebec	1,759	1,808	1,497	1,305	402	765	1,167
Ontario	4,452	4,966	3,574	3,223	1,018	1,808	2,826
Manitoba	391	397	346	301	100	164	264
Saskatchewan	258	284	219	175	65	107	172
Alberta	1,002	1,032	866	776	298	435	733
British Columbia	1,523	1,658	1,243	1,205	418	672	1,090
Yukon	35 ^c	36 ^c	34 ^c	26 ^c	14 ^c	11 ^c	25 ^c
Northwest Territories							
Nunavut							
Gender							
Men	2,812	3,120	2,436	2,239	660	1,211	1,871
Women	7,381	7,890	5,949	5,342	1,858	3,073	4,931
Age							
24 years old and under	176	167	116	136	52	93	145
25 to 44 years old	3,259	3,494	2,723	2,446	832	1,365	2,197
45 to 54 years old	3,461	3,641	2,681	2,409	746	1,311	2,057
55 years old and over	3,297	3,708	2,865	2,590	888	1,515	2,403
Canada	10,193	11,010	8,385	7,581	2,518	4,284	6,802

Note: Includes claims for which at least \$1 of EI compassionate care benefits was paid.

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.17.2 – Compassionate care benefits: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^f	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	9.7	13.4	13.3	11.9 ^f	13.4	+12.8
Prince Edward Island	11.0	13.2	12.1	11.2 ^f	14.1	+25.7
Nova Scotia	10.8	13.3	11.4	10.8 ^f	13.3	+23.6
New Brunswick	10.3	13.3	12.2	12.7	12.0	-5.4
Quebec	8.6	10.8	9.8	9.1	9.6	+5.3
Ontario	9.8	11.8	11.6	11.2 ^f	12.2	+8.8
Manitoba	10.2	11.9	11.5	11.1 ^f	11.9	+6.9
Saskatchewan	11.7	12.5	11.9	12.1	12.5	+3.0
Alberta	10.0	12.9	12.6	12.8 ^f	12.5	-2.5
British Columbia	10.3	12.4	11.7	11.6 ^f	12.1	+4.2
Yukon	11.1 ^c	14.3 ^c	10.7 ^c	12.6 ^c	11.8 ^c	-6.6
Northwest Territories						
Nunavut						
Gender						
Men	9.7	12.1	11.8	11.4 ^f	12.3	+8.1
Women	9.9	11.9	11.3	11.0 ^f	11.6	+5.5
Age						
24 years old and under	9.8	11.0	10.2	11.8	10.1	-14.2
25 to 44 years old	9.5	11.3	11.0	10.5	11.4	+8.8
45 to 54 years old	9.5	11.9	11.2	10.8	11.5	+5.9
55 years old and over	10.5	12.8	12.2	11.9 ^f	12.5	+5.2
Canada	9.8	12.0	11.4	11.1^f	11.8	+6.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^p Preliminary

^f Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.17.3 – Compassionate care benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	Total FY2021
Newfoundland and Labrador	433	448	458	458	476	538	512
Prince Edward Island	417	450	440	418	456	534	511
Nova Scotia	411	418	429	443	501	539	524
New Brunswick	403	417	430	440	478	537	515
Quebec	414	429	443	463	498	539	525
Ontario	450	461	477	491	513	553	539
Manitoba	448	454	459	471	486	544	522
Saskatchewan	463	459	484	487	494	556	533
Alberta	470	477	490	499	516	553	538
British Columbia	453	459	474	484	520	554	541
Yukon	498 ^c	521 ^c	496 ^c	525 ^c	556 ^c	561 ^c	558 ^c
Northwest Territories							
Nunavut							
Gender							
Men	478	488	498	512	536	559	551
Women	431	441	456	469	499	545	528
Age							
24 years old and under	380	386	414	416	427	528	492
25 to 44 years old	457	466	478	494	525	556	544
45 to 54 years old	454	464	477	490	509	551	536
55 years old and over	423	436	453	465	498	543	526
Canada	444	454	468	482	509	549	534

Note: Includes claims for which at least \$1 of EI compassionate care benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.17.4 – Compassionate care benefits: Amount paid¹ (\$ thousands)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	609.2	786.5	514.0	472.6	620.4
Prince Edward Island	346.0	393.8	248.5	163.3	247.2
Nova Scotia	2,081.8	2,036.0	1,377.0	1,320.2	1,572.8
New Brunswick	1,449.3	1,531.0	1,096.1	959.4	1,173.2
Quebec	7,660.5	8,549.1	6,468.3	5,547.0	5,905.6
Ontario	22,998.8	27,343.8	19,988.7	17,170.7	18,496.2
Manitoba	2,158.5	2,219.0	1,847.3	1,494.5	1,689.4
Saskatchewan	1,671.4	1,768.2	1,429.5	1,024.6	1,161.2
Alberta	6,148.5	6,693.1	5,671.1	4,806.3	5,038.9
British Columbia	8,791.6	9,503.6	6,993.7	6,486.3	7,300.9
Yukon	217.8 ^c	250.4 ^c	200.9 ^c	128.4 ^c	182.0 ^c
Northwest Territories					
Nunavut					
Gender					
Men	16,843.7	19,117.2	14,950.6	13,009.4	13,620.4
Women	37,289.8	41,957.3	30,884.4	26,563.8	29,767.5
Age					
24 years old and under	728.8	773.1	473.1	578.9	848.7
25 to 44 years old	16,998.1	18,878.8	14,449.2	12,339.1	13,757.5
45 to 54 years old	18,475.2	20,466.0	15,055.4	12,560.7	12,796.9
55 years old and over	17,931.3	20,956.6	15,857.3	14,094.5	15,984.8
Canada	54,133.4	61,074.5	45,835.0	39,573.2	43,387.9

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.1 – Family caregiver benefit for adults¹: New claims established

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	Total of FY2021
Newfoundland and Labrador	54	216	184	54	112	166
Prince Edward Island	17	77	87	24	62	86
Nova Scotia	67	330	322	125	257	382
New Brunswick	65	303	282	80	147	227
Quebec	508	2,031	1,934	699	1,532	2,231
Ontario	1,207	5,168	5,419 ^{c2}	1,979 ^{c2}	3,700 ^{c2}	5,679 ^{c2}
Manitoba	85	370	407	132	256	388
Saskatchewan	63	254	304	119	181	300
Alberta	229	1,062	1,031	378	668	1,046
British Columbia	344 ^{c1}	1,399	1,575	588	1,080	1,668
Territories		31	47	12	23	35
Unknown*	28	124	n/a	n/a	n/a	n/a
Gender						
Men	829	3,593	3,725	1,405	2,485	3,890
Women	1,842	7,772	7,867	2,785	5,533	8,318
Age						
24 years old and under	37	180	229	122	245	367
25 to 34 years old	260	1,180	1,292	536	973	1,509
35 to 44 years old	466	2,106	2,128	794	1,444	2,238
45 to 54 years old	837	3,584	3,521	1,172	2,168	3,340
55 to 64 years old	905	3,636	3,682	1,317	2,599	3,916
65 years old and over	166	679	740	249	589	838
Canada	2,671	11,365	11,592	4,190	8,018	12,208

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

² EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.2 – Family caregiver benefit for adults¹: Average actual duration (number of weeks)

Province or territory	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	11.4	11.0	10.8	10.8	-0.5
Prince Edward Island	n/a	10.9	11.5 ^r	10.5	-9.3
Nova Scotia	9.3	11.1	11.3	11.5	+1.6
New Brunswick	10.1	11.2	10.9	11.2	+3.0
Quebec	9.0	11.4	10.7	11.0	+3.6
Ontario	7.6	10.6	10.4 ^{c2}	10.9 ^{c2}	+5.0
Manitoba	7.9	10.1	10.8	11.3	+4.7
Saskatchewan	7.6	10.9	11.0	12.0	+9.1
Alberta	8.1	11.0	10.9	11.4	+4.0
British Columbia	8.4 ^{c1}	11.1	10.7	11.4	+6.6
Territories		11.8	11.2	11.9	+6.7
Unknown*	3.7	5.0	n/a	n/a	n/a
Gender					
Men	7.9	10.6	10.4	10.9	+4.4
Women	8.0	10.8	10.7	11.2	+4.9
Age					
24 years old and under	9.8	9.8	10.6	10.3	-2.9
25 to 34 years old	7.5	10.2	10.0 ^r	10.5	+5.1
35 to 44 years old	7.6	10.2	10.0	10.5	+5.2
45 to 54 years old	7.7	10.7	10.4	11.1	+6.3
55 to 64 years old	8.4	11.1	11.1	11.5	+3.9
65 years old and over	8.9	12.0	12.0 ^r	12.3	+2.3
Canada	8.0	10.7	10.6	11.1	+4.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^p Preliminary.

^r Revised.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.3 – Family caregiver benefit for adults¹: Average weekly benefit rate² (\$)

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total of FY2021
Newfoundland and Labrador	415	431	417	455	535	509
Prince Edward Island	n/a	434	424	525	532	530
Nova Scotia	376	401	412	467	528	508
New Brunswick	401	400	423	464	524	503
Quebec	416	408	417	466	530	510
Ontario	455	444	456 ^{c2}	494 ^{c2}	544 ^{c2}	526 ^{c2}
Manitoba	443	431	449	484	533	517
Saskatchewan	487	462	463	486	539	518
Alberta	480	463	475	507	546	532
British Columbia	445 ^{c1}	435	457	492	539	523
Territories		520	531	515	567	549
Unknown*	not available	450	n/a	n/a	n/a	n/a
Gender						
Men	491	477	488	515	551	538
Women	428	417	431	474	534	514
Age						
24 years old and under	428	372	384	392	515	474
25 to 34 years old	471	448	466	502	545	529
35 to 44 years old	470	451	467	504	547	532
45 to 54 years old	459	445	455	497	543	527
55 to 64 years old	418	426	440	483	536	518
65 years old and over	419	395	405	439	523	499
Canada	446	436	449	488	539	522

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.4 – Family caregiver benefit for adults¹: Amount paid² (\$ thousands)

Province or territory	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	146.9	991.6	783.7	1,088.0
Prince Edward Island	40.9	333.9	421.7	446.2
Nova Scotia	179.2	1,350.8	1,588.1	2,058.9
New Brunswick	206.5	1,229.4	1,310.7	1,295.4
Quebec	1,481.4	8,302.1	8,801.9	12,096.3
Ontario	3,539.4	22,753.2	25,654.8 ^{c2}	31,877.4 ^{c2}
Manitoba	244.2	1,511.9	1,979.0	2,251.0
Saskatchewan	186.5	1,177.9	1,586.7	1,788.6
Alberta	728.5	4,820.0	5,599.0	6,330.8
British Columbia	1,011.7 ^{c1}	6,122.6	7,647.9	9,832.6
Territories		163.2	295.8	224.3
Unknown [*]	40.7	325.1	n/a	n/a
Gender				
Men	2,711.7	16,344.9	19,098.4	23,445.0
Women	5,094.0	32,737.1	36,570.9	45,844.5
Age				
24 years old and under	76.2	647.1	740.2	1,724.4
25 to 34 years old	784.4	5,013.7	5,831.3	8,196.6
35 to 44 years old	1,387.9	8,939.4	10,236.5	12,218.4
45 to 54 years old	2,459.9	15,901.3	17,264.8	19,364.6
55 to 64 years old	2,588.5	15,775.8	18,022.9	22,901.0
65 years old and over	508.9	2,804.7	3,573.7	4,884.4
Canada	7,805.8	49,082.0	55,669.3	69,289.4

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ The family caregiver benefits for adults have been available since December 3, 2017.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

^{c1} For confidentiality purposes, data for the territories have been combined with British Columbia.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^{*} For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.19.1 – Family caregiver benefits for children¹: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	Total of FY2021
Newfoundland and Labrador	44	70	63	72	22	49	71
Prince Edward Island	22	18	33	25	11	33	44
Nova Scotia	86	92	103	140	40	83	123
New Brunswick	92	94	107	104	47	54	101
Quebec	889	884	1,124	1,054	467	688	1,155
Ontario	1,570	1,941	2,164	2,056 ^{c2}	830 ^{c2}	1,198 ^{c2}	2,028 ^{c2}
Manitoba	158	182	212	195	101	108	209
Saskatchewan	153	195	233	180	88	121	209
Alberta	613	765	888	798	347	444	791
British Columbia	553	628	737	759	319 ^{c3}	472 ^{c3}	791 ^{c3}
Territories	16 ^{c1}	12 ^{c1}	20 ^{c1}	20 ^{c1}			
Unknown*	42	40	38	n/a	n/a	n/a	n/a
Gender							
Men	818	1,008	1,224	1,201	476	805	1,281
Women	3,420	3,913	4,498	4,202	1,796	2,445	4,241
Age							
24 years old and under	225	257	253	226	95	147	242
25 to 44 years old	3,766	4,282	4,886	4,546	1,960	2,679	4,639
45 to 54 years old	227	341	505	551	188	358	546
55 years old and over	20	41	78	80	29	66	95
Canada	4,238	4,921	5,722	5,403	2,272	3,250	5,522

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid. All family caregiver benefits for children that are shared between two parents are considered as two separate claims.

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

² EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^{c3} For confidentiality purposes, data for the territories and British Columbia have been combined.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.19.2 – Family caregiver benefits for children¹: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	17.1	20.6	22.8	19.3	18.9	-2.1
Prince Edward Island	24.7	20.2	19.1	12.0	7.6	-36.7
Nova Scotia	20.5	20.0	22.0	16.3 ^r	18.3	+12.2
New Brunswick	19.3	20.3	15.3	18.0 ^r	15.5	-13.8
Quebec	14.6	15.3	13.8	14.0 ^r	12.3	-12.2
Ontario	20.4	17.9	19.1	16.2 ^{c2,r}	16.2 ^{c2}	0.0
Manitoba	19.6	16.3	17.1	14.5 ^r	16.8	+15.4
Saskatchewan	18.7	17.1	20.6	16.7 ^r	14.9	-10.9
Alberta	20.9	19.4	19.8	15.5	14.9	-3.8
British Columbia	17.8	18.4	17.8	15.6 ^r	14.4	-7.6
Territories	25.0 ^{c1}	11.1 ^{c1}	16.8 ^{c1}	17.2 ^{c1}	15.9 ^{c1}	-7.5
Unknown [*]	6.1	5.9	5.6	n/a	n/a	n/a
Gender						
Men	14.3	13.8	14.4	14.2 ^r	13.4	-7.4
Women	18.7	18.4	18.3	15.9	15.4	-2.9
Age						
24 years old and under	16.2	15.3	16.4	14.0 ^r	13.2	-5.9
25 to 44 years old	16.8	16.3	16.6	14.9	14.1	-5.7
45 to 54 years old	21.7	20.1	18.7	18.3 ^r	19.3	+5.1
55 years old and over	21.9	18.5	20.5	21.8	19.1	-12.2
Canada	17.3	16.7	17.0	15.4	14.8	-4.2

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^p Preliminary.

^r Revised.

^{*} For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.19.3 – Family caregiver benefits for children¹: Average weekly benefit rate² (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	Total of FY2021
Newfoundland and Labrador	447	424	458	452	483	546	528
Prince Edward Island	437	447	465	387	550	542	544
Nova Scotia	441	416	430	429	469	543	521
New Brunswick	385	432	443	429	498	548	526
Quebec	442	447	448	457	494	549	526
Ontario	455	467	460	467 ^{c2}	511 ^{c2}	554 ^{c2}	538 ^{c2}
Manitoba	435	479	442	443	509	538	524
Saskatchewan	442	439	463	449	506	552	532
Alberta	461	471	470	480	520	548	536
British Columbia	444	469	439	459	510	552	537
Territories	454 ^{c1}	532 ^{c1}	472 ^{c1}	499 ^{c1}	475 ^{c1}	586 ^{c1}	534 ^{c1}
Unknown*	not available	not available	468	n/a	n/a	n/a	n/a
Gender							
Men	481	494	491	500	526	560	547
Women	429	436	446	452	500	547	528
Age							
24 years old and under	370	381	369	382	425	526	483
25 to 44 years old	451	461	460	467	510	552	535
45 to 54 years old	440	466	457	462	520	548	538
55 years old and over	458	423	449	435	467	548	524
Canada	446	457	455	462	506	551	533

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.19.4 – Family caregiver benefit for children¹: Amount paid² (\$ thousands)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	352.9	450.2	550.9	554.1	515.9
Prince Edward Island	138.1	133.1	190.6	115.0	192.2
Nova Scotia	550.1	522.9	741.4	990.4	980.7
New Brunswick	519.6	520.0	648.8	708.3	751.2
Quebec	5,515.1	5,761.5	6,510.0	6,724.9	7,161.2
Ontario	10,004.5	12,006.6	14,893.3	14,104.3 ^{c2}	16,636.2 ^{c2}
Manitoba	962.9	1,090.7	1,306.3	1,393.5	1,802.8
Saskatchewan	926.0	1,142.3	1,719.2	1,031.4	1,504.9
Alberta	4,308.4	4,893.3	5,766.2	5,715.7	6,153.3
British Columbia	3,055.5	3,707.1	4,327.6	4,820.7	5,341.2
Territories	110.9 ^{c1}	63.8 ^{c1}	157.3 ^{c1}	120.8 ^{c1}	180.4 ^{c1}
Unknown*	111.5	113.8	96.9	n/a	n/a
Gender					
Men	5,265.7	6,332.8	8,124.1	8,036.3	9,302.0
Women	21,289.6	24,072.4	28,784.2	28,242.7	31,918.0
Age					
24 years old and under	1,060.3	1,312.1	1,242.9	1,168.8	1,426.1
25 to 44 years old	23,335.0	25,978.2	30,968.7	30,061.8	33,250.0
45 to 54 years old	2,031.9	2,796.3	4,032.3	4,395.3	5,644.8
55 years old and over	128.2	318.5	664.5	653.2	899.2
Canada	26,555.4	30,405.2	36,908.3	36,279.1	41,220.0

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

* For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.20.1 – Work-Sharing benefits: New claims established

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Newfoundland and Labrador	41	28 ^c	0 ^c	47 ^c	498	n/a
Prince Edward Island	10				121	
Nova Scotia	145	181	15	70	2,029	+2,798.6
New Brunswick	16	22	11	70	1,253	+1,690.0
Quebec	2,737	941	1,001	2,385	19,666	+724.6
Ontario	2,017	1,737	1,339	3,969	29,381	+640.3
Manitoba	915	111	539	1,729	6,733	+289.4
Saskatchewan	577	85	212	642	1,742	+171.3
Alberta	4,872	403	600	1,089	11,770	+980.8
British Columbia	606	200	98	1,045	9,758	+833.8
Yukon	0	0	0	0	13	n/a
Northwest Territories	0	0	0	0	17	n/a
Nunavut	0	0	0	0	10	n/a
Gender						
Men	8,883	2,487	2,721	8,528	52,895	+520.3
Women	3,053	1,221	1,094	2,518	30,096	+1,095.2
Age						
24 years old and under	718	151	235	748	4,272	+471.1
25 to 44 years old	5,547	1,403	1,409	4,644	36,683	+689.9
45 to 54 years old	3,144	1,075	1,080	2,809	21,295	+658.1
55 years old and over	2,527	1,079	1,091	2,845	20,741	+629.0
Canada	11,936	3,708	3,815	11,046	82,991	+651.3

Note: Includes all claims for which at least \$1 of EI Work-Sharing benefits was paid.

^c For confidentiality purposes, data for some provinces in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.20.2 – Work-Sharing benefits: Average actual duration (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021 ^P	Change (%) FY1920 to FY2021
Newfoundland and Labrador	17.8	19.0 ^c	24.8 ^c	13.0 ^{c,r}	10.3	n/a
Prince Edward Island	14.5				9.8	n/a
Nova Scotia	15.4	19.9	15.2	19 ^r	9.8	-48.7
New Brunswick	13.8	16.2	17.0	11.2 ^r	13.7	+22.3
Quebec	13.2	21.1	15.8	16.2 ^r	11.6	-28.2
Ontario	14.4	15.9	13.4	13.4 ^r	11.6	-13.6
Manitoba	17.0	23.5	14.5	12.1 ^r	11.1	-8.3
Saskatchewan	17.3	24.5	20.9	19.0	15.1	-20.3
Alberta	20.6	31.6	18.5	12.7 ^r	13.6	+7.4
British Columbia	17.5	22.2	15.3	14.9	11.9	-20.1
Yukon	n/a	n/a	n/a	n/a	12.6	n/a
Northwest Territories	n/a	n/a	n/a	n/a	16.4	n/a
Nunavut	n/a	n/a	n/a	n/a	6.9	n/a
Gender						
Men	16.9	23.2	15.0	13.8 ^r	11.8	-14.8
Women	19.4	25.4	17.0	15.8 ^r	12.3	-21.9
Age						
24 years old and under	16.3	22.1	12.7	13.2 ^r	11.4	-13.6
25 to 44 years old	17.2	24.0	15.1	13.7 ^r	11.8	-13.5
45 to 54 years old	17.6	24.6	15.7	15.0 ^r	12.1	-19.3
55 years old and over	17.9	22.9	16.5	15.2 ^r	12.3	-19.1
Canada	17.4	23.8	15.5	14.4^r	12.0	-16.8

Notes: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following year.

^c For confidentiality purposes, data for some provinces and territories in different years have been combined.

^P Preliminary.

^r Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.20.3 – Work-Sharing benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Newfoundland and Labrador	187	148 ^c	0 ^c	233 ^c	137	n/a
Prince Edward Island	211				132	n/a
Nova Scotia	137	113	183	132	126	-5.2
New Brunswick	176	71	109	114	111	-2.6
Quebec	113	109	127	136	127	-6.4
Ontario	118	102	105	127	139	+9.4
Manitoba	101	113	110	149	119	-20.0
Saskatchewan	142	160	151	152	154	+1.5
Alberta	137	124	135	159	139	-12.8
British Columbia	114	118	167	142	130	-8.5
Yukon	0	0	0	0	143	n/a
Northwest Territories	0	0	0	0	180	n/a
Nunavut	0	0	0	0	197	n/a
Gender						
Men	131	115	129	143	134	-6.3
Women	107	99	99	124	131	+5.5
Age						
24 years old and under	120	102	120	134	122	-8.7
25 to 44 years old	125	113	124	139	132	-5.3
45 to 54 years old	126	106	119	140	134	-4.4
55 years old and over	124	108	118	138	137	-1.2
Canada	125	109	121	139	133	-4.1

Notes: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

^c For confidentiality purposes, data for some provinces in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.20.4 – Work-Sharing benefits: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Newfoundland and Labrador	0.2	0.2 ^c	0.0 ^c	0.1 ^c	1.3 ^c	+1,617.7
Prince Edward Island	0.0					
Nova Scotia	0.7	0.4	0.0	0.1	3.8	+5,243.0
New Brunswick	0.1	0.0	0.0	0.0	2.3	+30,415.1
Quebec	6.7	3.2	1.8	4.2	36.1	+766.5
Ontario	4.5	2.8	1.5	5.4	68.3	+1,162.5
Manitoba	3.7	0.6	0.5	2.7	11.2	+314.2
Saskatchewan	1.8	0.9	0.5	1.7	5.6	+238.5
Alberta	25.3	4.1	1.1	1.4	32.9	+2,207.1
British Columbia	2.3	0.4	0.3	1.0	21.8	+2,077.8
Yukon	0	0	0	0	0.1 ^c	n/a
Northwest Territories	0	0	0	0		
Nunavut	0	0	0	0		
Gender						
Men	34.4	9.2	4.3	12.8	117.8	+818.8
Women	10.8	3.3	1.5	3.7	65.6	+1,679.3
Age						
24 years old and under	2.7	0.6	0.3	1.0	7.6	+648.0
25 to 44 years old	20.9	5.1	2.1	6.3	76.7	+1,115.6
45 to 54 years old	12.3	3.7	1.7	4.5	48.7	+991.7
55 years old and over	9.3	3.1	1.7	4.7	50.5	+967.7
Canada	45.3	12.5	5.7	16.5	183.5	+1,011.0

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

^c For confidentiality purposes, data for some provinces in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.1 – Work-Sharing benefits (by industry): New claims established

Industry	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Goods-producing industries	9,315	3,031	3,461	9,347	43,142	+361.6
Agriculture, forestry, fishing and hunting	10	18 ^c	13 ^c	107 ^c	445	n/a
Mining and oil and gas extraction	281				658	
Utilities	0	0	0		32	
Construction	550	158	190	215	1,761	+719.1
Manufacturing	8,474	2,855	3,258	9,025	40,246	+345.9
Service-producing industries	2,439	633	352	1,642	37,959	+2,211.8
Wholesale trade	1,017	180	63	581	10,321	+1,676.4
Retail trade	167	44	30	130	2,690	+1,969.2
Transportation and warehousing	78 ^c	14 ^c	20 ^c	79	2,115	+2,577.2
Finance and insurance				19	596	+3,036.8
Real estate and rental and leasing	203	283 ^c	67 ^c	65	2,011	+2,993.8
Professional, scientific and technical services	543			311	8,474	+2,624.8
Business, building and support services ¹	175	39	73	175	4,925	+2,714.3
Educational services	32 ^c	24 ^c	23 ^c	17	768	+4,417.6
Health care and social assistance				36	724	+1,911.1
Information, culture and recreation ²	23	31	45	96	2,016	+2,000.0
Accommodation and food services	29	14 ^c	28 ^c	43	955	+2,120.9
Other services (except public administration)	169			78	2,165	+2,675.6
Public administration	185 ^c	48 ^c	n/a ³	12	199	+1,558.3
Unclassified ⁴			n/a ³	57	1,890	+3,215.8
Canada	11,936	3,708	3,815	11,046	82,991	+651.3

Note: Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ Data have been suppressed to ensure confidentiality.

⁴ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.2 – Work-Sharing benefits (by industry): Average actual duration (number of weeks)

Industry	FY1617	FY1718	FY1819	FY1920	FY2021 ^P	Change (%) FY1920 to FY2021
Goods-producing industries	16.5	21.5	14.6	14.4^f	11.9	-17.0
Agriculture, forestry, fishing and hunting	8.1	37.6 ^c	27.5 ^c	6.8 ^f	10.1	+47.9
Mining and oil and gas extraction	17.6			10.9 ^f	12.9	+18.1
Utilities	14.0	0.0	0.0	0.0	28.1	n/a
Construction	13.2	23.5	13.3	15.6	15.7	+0.4
Manufacturing	16.6	21.0	14.7	14.4 ^f	11.8	-18.2
Service-producing industries	20.8	31.6	21.3	14.5^f	12.1	-16.9
Wholesale trade	20.3	34.0	18.6	12.2 ^f	11.5	-5.8
Retail trade	21.4	25.4	16.7	15.0	12.0	-19.7
Transportation and warehousing					10.9	n/a
Finance and insurance	19.7 ^{c,f}	32.2 ^c	31.3 ^c	15.5 ^{c,f}	9.5	n/a
Real estate and rental and leasing	19.2	28.1 ^c	25.0 ^c	16.1 ^{c,f}	9.8	n/a
Professional, scientific and technical services	19.9				12.7	n/a
Business, building and support services ¹	22.9	24.5	12.5	9.7	13.2	+35.7
Educational services					12.7	n/a
Health care and social assistance	24.9 ^c	25.4 ^c	24.7	17.4 ^c	12.4	n/a
Information, culture and recreation ²	26.9	55.2	24.3	19.7 ^f	13.1	-33.6
Accommodation and food services	25.6	32.3	20.9	12.3 ^f	11.2	-8.6
Other services (except public administration)	22.9	38.3	30.8	17.9 ^f	13.3	-25.9
Public administration					12.0	n/a
Unclassified ³	15.1 ^c	14.9 ^c	n/a ³	11.7 ^{c,f}	10.8	n/a
Canada	17.4	23.8	15.5	14.4^f	12.0	-16.8

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

¹ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

^P Preliminary.

^f Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.3 – Work-Sharing benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Goods-producing industries	124	106	119	138	136	-1.3
Agriculture, forestry, fishing and hunting	116	110 ^c	180 ^c	207 ^c	127	n/a
Mining and oil and gas extraction	126				195	n/a
Utilities	0				0	0
Construction	148	112	130	173	151	-13.1
Manufacturing	122	106	119	136	134	-1.3
Service-producing industries	129	123	133	143	129	-9.7
Wholesale trade	111	113	145	138	117	-15.1
Retail trade	130	119	106	139	132	-5.1
Transportation and warehousing	158 ^c	157 ^c	91 ^c	126	120	-5.4
Finance and insurance				122	130	+6.7
Real estate and rental and leasing	132	131 ^c	140 ^c	160	151	-5.9
Professional, scientific and technical services	145			156	130	-16.4
Business, building and support services ²	139	100	156	146	135	-7.3
Educational services	124 ^c	128 ^c	145 ^c	195	179	-8.4
Health care and social assistance				140	140	-0.1
Information, culture and recreation ³	152	136	118	145	130	-10.7
Accommodation and food services	125	108 ^c	111 ^c	111	142	+27.4
Other services (except public administration)	151			136	122	-10.0
Public administration	130 ^c	125 ^c	n/a ⁴	152	145	-5.0
Unclassified ⁵			n/a ⁴	211	151	-28.2
Canada	125	109	121	139	133	-4.1

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ Data have been suppressed to ensure confidentiality.

⁵ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.4 – Work-Sharing benefits (by industry): Amount paid¹ (\$ million)

Industry	FY1617	FY1718	FY1819	FY1920	FY2021	Change (%) FY1920 to FY2021
Goods-producing industries	32.2	9.1	4.9	14.9	97.3	+552.0
Agriculture, forestry, fishing and hunting	0.0	0.2 ^c	0.0 ^c	0.2 ^c	0.9	n/a
Mining and oil and gas extraction	1.3				2.2	n/a
Utilities	0.0	0.0	0.0	0.0	0.3	n/a
Construction	2.0	0.8	0.3	0.5	5.6	+1,118.7
Manufacturing	28.9	8.0	4.6	14.3	88.2	+517.2
Service-producing industries	13.9	3.4	0.8	1.6	81.7	+5,144.7
Wholesale trade	4.2	1.1	0.2	0.5	18.9	+3,713.7
Retail trade	1.3	0.2	0.1	0.1	5.3	+4,146.9
Transportation and warehousing				0.1	4.6	+7,849.4
Finance and insurance	0.6 ^c	0.1 ^c	0.0 ^c	0.0	1.1	+18,142.2
Real estate and rental and leasing	0.8			0.1	4.6	+6,924.1
Professional, scientific and technical services	2.7	1.3 ^c	0.2 ^c	0.4	17.9	+4,046.5
Business, building and support services ²	0.8	0.2	0.1	0.1	12.4	+9,166.8
Educational services				0.0	2.2	+4,787.3
Health care and social assistance	0.1 ^c	0.1 ^c	0.0 ^c	0.0	1.6	+7,078.4
Information, culture and recreation ³	0.4	0.2	0.1	0.1	5.5	+7,483.8
Accommodation and food services	0.5			0.0	2.2	+4,797.0
Other services (except public administration)	1.4	0.3 ^c	0.1 ^c	0.0 ^c	4.9	+11,388.8
Public administration			n/a ⁴	0.0	0.4	+2,760.5
Unclassified⁵	0.4^c	0.1^c	n/a⁴	0.0	4.5	+12,611.3
Canada	45.3	12.5	5.7	16.5	183.5	+1,011.0

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, s and recreation) from the North American Industry Classification System.

⁴ Data have been suppressed to ensure confidentiality.

⁵ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.22.1 – Family Supplement: New claims established¹

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021 ²
Newfoundland and Labrador	2,500	2,530	2,320	1,970	2,700
Prince Edward Island	1,020	930	780	770	700
Nova Scotia	4,440	4,170	4,400	3,970	5,000
New Brunswick	4,100	3,960	3,890	3,500	3,850
Quebec	18,200	17,580	16,900	15,640	21,860
Ontario	26,330	25,740	23,470	20,580	33,330
Manitoba	4,070	4,010	3,880	3,790	4,610
Saskatchewan	3,050	3,110	3,270	3,130	3,910
Alberta	6,700	5,790	6,110	6,360	10,380
British Columbia	8,780	7,980	7,710	6,130	8,420
Yukon	40	50	20	70 ^c	60
Northwest Territories	90	50	60		110
Nunavut	90	50	90		140
Gender					
Men	16,480	15,900	14,930	12,650	15,970
Women	62,930	60,050	57,970	53,260	79,100
Age					
24 years old and under	9,820	9,580	9,010	7,430	9,990
25 to 44 years old	57,040	54,100	52,600	48,470	69,200
45 to 54 years old	10,980	10,580	9,880	8,500	13,700
55 years old and over	1,570	1,690	1,410	1,510	2,180
Canada	79,410	75,950	72,900	65,910	95,070

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

² EI temporary measures affecting the eligibility for benefits were in effect during the second half of FY2021. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.22.2 – Family Supplement: Percentage of new claims established which included Family Supplement¹ (%)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	3.4	3.1	2.7	2.4	2.7
Prince Edward Island	4.5	4.1	3.5	3.5	2.8
Nova Scotia	5.4	4.9	5.2	4.8	4.9
New Brunswick	4.6	4.3	4.3	3.9	3.5
Quebec	3.8	3.6	3.6	3.3	2.9
Ontario	4.8	4.6	4.2	3.5	3.1
Manitoba	6.9	6.5	6.1	5.9	4.5
Saskatchewan	6.1	6.1	6.0	5.5	5.0
Alberta	3.3	3.4	3.2	3.2	2.8
British Columbia	4.4	4.0	3.9	2.9	2.5
Yukon	1.7	2.3	0.9	0.4	1.9
Northwest Territories	3.8	2.1	2.6	2.0	3.8
Nunavut	7.0	3.7	6.1	1.7	7.1
Gender					
Men	1.7	1.6	1.5	1.2	1.0
Women	7.5	7.1	6.9	6.2	5.5
Age					
24 years old and under	5.5	5.5	5.3	4.3	2.3
25 to 44 years old	6.5	6.2	6.0	5.3	5.0
45 to 54 years old	3.0	2.9	2.8	2.4	2.6
55 years old and over	0.4	0.4	0.3	0.3	0.3
Canada	4.4	4.2	4.0	3.5	3.1

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.22.3 – Family Supplement: Average weekly Family Supplement¹ (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²
Newfoundland and Labrador	39	44	44	43	38	39
Prince Edward Island	41	43	39	34	27	34
Nova Scotia	45	42	44	45	35	38
New Brunswick	41	40	43	41	45	37
Quebec	42	42	43	44	36	39
Ontario	43	45	43	43	45	37
Manitoba	55	55	54	56	55	42
Saskatchewan	49	54	51	50	54	45
Alberta	44	43	44	45	50	39
British Columbia	43	40	42	41	50	36
Yukon	30	25	44 ^c	38 ^c	59 ^c	39
Northwest Territories	35	52				29
Nunavut	44	39				37
Gender						
Men	47	48	49	48	46	40
Women	43	44	43	44	47	38
Age						
24 years old and under	38	37	38	39	36	35
25 to 44 years old	47	47	47	47	52	40
45 to 54 years old	36	38	37	38	46	35
55 years old and over	34	36	33	32	32	31
Canada	44	44	44	45	47	38

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.22.4 – Family Supplement: Average weekly benefit rate^{1,2} (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³
Newfoundland and Labrador	341	347	339	360	414	537
Prince Edward Island	343	350	357	361	348	531
Nova Scotia	324	331	342	352	332	534
New Brunswick	340	353	353	362	370	533
Quebec	360	363	376	390	411	538
Ontario	341	350	368	372	371	533
Manitoba	369	358	374	371	375	540
Saskatchewan	359	361	378	382	394	542
Alberta	366	374	383	395	405	535
British Columbia	349	354	369	380	386	534
Yukon	480	418	365 ^c	451 ^c	404 ^c	541
Northwest Territories	432	359				532
Nunavut	344	431				539
Gender						
Men	397	404	416	427	417	539
Women	337	343	356	366	375	535
Age						
24 years old and under	299	312	324	332	348	526
25 to 44 years old	358	363	375	384	390	537
45 to 54 years old	349	353	373	383	424	533
55 years old and over	355	377	376	373	365	531
Canada	350	355	369	378	378	535

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

² Averages include all claims which provided Family Supplement top-ups paid to Employment Insurance claimants.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult Section 2.0 of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.22.5 – Family Supplement: Amount paid¹ (\$ million)

Province or territory	FY1617	FY1718	FY1819	FY1920	FY2021
Newfoundland and Labrador	3.1	4.0	3.5	2.8	3.4
Prince Edward Island	1.3	1.2	1.0	0.7	0.9
Nova Scotia	5.7	5.6	5.3	5.1	6.6
New Brunswick	4.6	4.9	4.5	4.3	5.0
Quebec	15.5	15.2	13.3	12.9	20.5
Ontario	30.0	30.8	25.3	21.8	38.2
Manitoba	6.1	6.1	5.4	5.0	6.5
Saskatchewan	4.2	4.7	4.8	4.0	5.4
Alberta	8.1	8.1	6.4	6.9	12.3
British Columbia	9.8	8.9	7.3	6.4	9.6
Yukon	0.0	0.0	0.2 ^c	0.1 ^c	0.1
Northwest Territories	0.1	0.1			0.1
Nunavut	0.1	0.1			0.1
Gender					
Men	17.0	17.0	14.7	12.7	18.0
Women	71.6	72.7	62.3	57.4	90.6
Age					
24 years old and under	12.1	12.1	10.0	8.5	10.2
25 to 44 years old	67.0	67.4	58.3	53.6	82.3
45 to 54 years old	8.5	8.8	7.7	7.1	14.1
55 years old and over	1.1	1.3	0.9	0.9	1.9
Canada	88.7	89.7	77.0	70.1	108.6

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1617 to FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.1 – Working while on claim: Number of completed claims for regular Employment Insurance benefits with working while on claim

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	34,480	39,010	43,950	38,590	35,720	-7.4
Prince Edward Island	9,020	9,220	8,550	7,110	6,560	-7.7
Nova Scotia	34,120	36,420	35,050	31,910	28,030	-12.2
New Brunswick	44,660	45,350	40,000	37,590	36,580	-2.7
Quebec	245,130	249,350	226,580	203,950	243,970	+19.6
Ontario	163,780	174,130	154,010	148,790	181,210	+21.8
Manitoba	17,920	18,560	19,030	16,700	19,640	+17.6
Saskatchewan	15,180	17,850	18,820	16,490	16,680	+1.2
Alberta	72,540	71,460	64,230	55,140	69,590	+26.2
British Columbia	65,710	66,110	60,340	55,960	68,940	+23.2
Yukon	760	690	690	780	610	-21.8
Northwest Territories	760	730	790	680	410	-39.7
Nunavut	240	330	450	380	180	-52.6
Gender						
Men	433,580	432,850	399,300	356,280	433,380	+21.6
Women	270,720	296,360	273,190	257,790	274,740	+6.6
Age						
24 years old and under	72,600	69,190	60,890	53,120	80,600	+51.7
25 to 44 years old	334,080	343,220	319,920	288,360	339,450	+17.7
45 to 54 years old	182,110	191,010	169,330	154,910	160,620	+3.7
55 years old and over	115,510	125,790	122,350	117,680	127,450	+8.3
Canada	704,300	729,210	672,490	614,070	708,120	+15.3

Note: Includes claims for which at least \$1 of regular benefit was paid. Includes only claims with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^r Revised data.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.2 – Working while on claim: Average number of weeks worked while on claim (number of weeks)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	15.2	17.7	17.1	16.2	14.8	-8.5
Prince Edward Island	13.9	13.7	13.1	12.1	12.1	-0.4
Nova Scotia	14.0	13.8	13.4	12.9	12.5	-2.7
New Brunswick	16.4	16.5	16.0	15.4	14.8	-4.1
Quebec	13.5	13.1	12.9	12.8	10.8	-16.1
Ontario	8.4	8.0	7.8	8.0	6.8	-14.0
Manitoba	5.8	6.1	6.1	6.1	5.7	-5.7
Saskatchewan	7.0	8.7	7.7	6.8	6.6	-3.0
Alberta	7.0	9.8	7.8	7.1	6.2	-13.7
British Columbia	9.0	9.4	8.8	8.2	7.4	-9.3
Yukon	7.0	8.1	7.9	4.6	6.5	+39.5
Northwest Territories	7.1	6.0	5.1	6.8	6.2	-9.0
Nunavut	8.6	7.2	6.8	8.2	4.6	-43.8
Gender						
Men	11.0	11.5	11.3	11.3	9.6	-14.6
Women	11.3	11.3	10.5	9.9	8.6	-13.3
Age						
24 years old and under	8.8	8.8	8.8	8.9	6.4	-27.5
25 to 44 years old	10.4	10.7	10.2	9.9	8.6	-13.3
45 to 54 years old	12.7	12.9	12.4	12.1	10.7	-11.3
55 years old and over	12.4	12.7	12.3	11.8	10.9	-7.4
Canada	11.2	11.4	11.0	10.7	9.2	-13.8

Note: Percentage change is based on unrounded numbers. Includes only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^r Revised data.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.3 – Working while on claim: Average weekly employment income earned from working while on claim (\$)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (%) FY1920 to FY2021
Newfoundland and Labrador	993	1,021	1,070	1,060	1,031	-2.8
Prince Edward Island	724	687	726	737	719	-2.4
Nova Scotia	851	821	832	808	845	+4.6
New Brunswick	794	793	819	853	856	+0.4
Quebec	760	778	811	824	846	+2.7
Ontario	640	654	675	700	693	-1.0
Manitoba	615	608	613	612	582	-4.9
Saskatchewan	728	753	819	727	745	+2.5
Alberta	825	858	906	855	794	-7.1
British Columbia	725	726	756	765	741	-3.1
Yukon	658	607	723	730	727	-0.4
Northwest Territories	805	898	875	856	806	-5.9
Nunavut	628	856	821	611	651	+6.5
Gender						
Men	903	930	973	978	946	-3.2
Women	501	515	536	548	544	-0.7
Age						
24 years old and under	611	589	621	629	537	-14.7
25 to 44 years old	762	771	804	802	804	+0.2
45 to 54 years old	788	808	849	846	869	+2.7
55 years old and over	734	760	787	799	815	+2.1
Canada	749	762	796	797	790	-0.9

Note: Percentage change is based on unrounded numbers. Includes employment income only (all amounts paid in Employment Insurance benefits are excluded from the calculation). Only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits are taken into account in the calculation. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^r Revised.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.4 – Working while on claim: Percentage of completed claims for regular Employment Insurance benefits with employment income from working while on claim (%)

Province or territory	FY1617	FY1718	FY1819	FY1920 ^r	FY2021 ^p	Change (% points) FY1920 to FY2021
Newfoundland and Labrador	60.2	61.0	60.9	60.5	59.5	-1.0
Prince Edward Island	53.2	53.4	51.3	47.8	47.8	0.0
Nova Scotia	54.7	55.3	54.7	52.9	51.8	-1.1
New Brunswick	60.6	60.3	57.3	57.2	57.2	0.0
Quebec	58.0	57.5	56.9	56.0	55.0	-1.1
Ontario	43.1	43.9	41.8	42.1	44.1	+1.9
Manitoba	44.3	45.7	44.1	40.8	44.9	+4.0
Saskatchewan	44.0	47.1	46.0	42.2	42.8	+0.6
Alberta	44.6	48.5	46.4	44.7	44.1	-0.6
British Columbia	47.9	49.0	48.5	46.6	48.4	+1.8
Yukon	41.3	38.5	42.6	45.9	36.5	-9.4
Northwest Territories	45.0	43.5	45.4	41.7	29.5	-12.2
Nunavut	32.9	40.2	44.1	44.7	28.1	-16.6
Gender						
Men	49.5	49.9	48.9	47.2	47.6	+0.5
Women	52.5	53.8	52.1	52.2	52.5	+0.3
Age						
24 years old and under	51.4	51.8	50.2	49.0	46.8	-2.2
25 to 44 years old	53.5	54.9	54.4	53.0	52.5	-0.5
45 to 54 years old	57.6	59.4	57.5	57.2	57.1	-0.2
55 years old and over	37.2	37.3	36.4	36.1	38.3	+2.2
Canada	50.6	51.4	50.2	49.1	49.4	+0.3

Note: Percentage point change is based on unrounded numbers. Includes claims for which at least \$1 of regular benefit was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^r Revised data.

^p Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.24 – Completed pure and combined Employment Insurance claims, by types of benefits¹,
Canada

Benefit type	FY1819		FY1920		FY2021	
	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)
Regular	1,423,840	12.8	1,312,370	13.6	1,470,680	15.1
Fishing	30,190	13.5	27,820	13.7	30,260	13.5
Sickness	439,560	46.1	3,850	47.3	414,890	56.4
Maternity	166,180	98.5	166,350	98.8	172,020	98.7
Parental ²	196,260	84.2	208,010	80.4	225,100	78.8
Compassionate care	9,970	41.5	422,570	42.6	7,360	41.3
Family caregiver for adults	n/a	n/a	n/a	n/a	11,350	35.1
Family caregiver for children	n/a	n/a	n/a	n/a	4,130	25.7
Work-sharing	3,310	31.1	7,330	23.9	49,650	17.2
All claims³	1,891,250	18.2	1,780,600	19.7	1,957,050	20.2

Note: Includes claims for which at least \$1 of EI benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

¹ FY1819 and FY1920 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in FY2021, data on family caregiver benefits for adults and children are included.

² Parental benefits for biological parents and parental benefits for adoptive parents are grouped together.

³ The sum of claims by benefit type does not add up to the total because more than one benefit type can be part of the same claim.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.25.1 – Employment Insurance benefit repayment¹: People who repaid benefits

Province or territory	2015	2016	2017	2018	2019 ^P	Change (%) 2018 to 2019
Newfoundland and Labrador	14,766	14,812	14,412	12,692	11,412	-10.1
Prince Edward Island	1,422	1,573	1,737	1,436	1,468	+2.2
Nova Scotia	8,625	7,952	8,645	7,847	7,651	-2.5
New Brunswick	6,869	6,038	6,135	6,430	5,727	-10.9
Quebec	37,645	39,941	43,401	50,865	52,349	+2.9
Ontario	45,100	36,921	44,092	45,078	42,711	-5.3
Manitoba	3,162	3,074	3,882	3,945	3,677	-6.8
Saskatchewan	4,982	5,230	6,225	6,074	5,539	-8.8
Alberta	28,296	33,926	38,651	31,620	28,153	-11.0
British Columbia	20,590	19,088	21,186	18,582	18,016	-3.0
Yukon	299	274	344	345	299	-13.3
Northwest Territories	264	310	299	290	278	-4.1
Nunavut	108	107	120	123	100	-18.7
Non-residents of Canada	97	83	99	1,636	1,145	-30.0
Gender						
Men	153,159	150,835	167,644	165,635	157,706	-4.8
Women	19,066	18,494	21,584	21,328	20,819	-2.4
Age						
24 years old and under	5,408	4,879	5,394	5,007	4,183	-16.5
25 to 44 years old	77,047	78,828	85,933	85,095	81,311	-4.4
45 to 54 years old	44,369	41,292	45,790	43,854	40,788	-7.0
55 years old and over	45,401	44,330	52,111	53,007	52,243	-1.4
Canada	172,225	169,329	189,228	186,963	178,525	-4.5

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2019 tax year.

^P Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.25.2 – Employment Insurance benefit repayment¹: Amount repaid (\$ million)

Province or territory	2015	2016	2017	2018	2019 ^P	Change (%) 2018 to 2019
Newfoundland and Labrador	28.7	31.6	32.1	29.9	25.2	-15.5
Prince Edward Island	3.8	4.7	5.7	4.4	4.8	+8.0
Nova Scotia	20.0	18.8	21.4	20.1	19.6	-2.4
New Brunswick	14.7	13.3	14.2	14.4	13.2	-8.4
Quebec	44.3	45.9	52.2	57.3	58.5	2.1
Ontario	54.8	46.2	53.6	53.9	52.8	-2.0
Manitoba	4.4	4.2	5.3	6.0	5.2	-14.0
Saskatchewan	7.1	7.7	9.9	10.1	8.5	-16.0
Alberta	40.0	51.4	60.8	51.9	43.1	-17.0
British Columbia	28.6	25.9	29.0	26.6	25.6	-4.0
Yukon	0.4	0.4	0.5	0.5	0.5	-10.6
Northwest Territories	0.4	0.4	0.5	0.5	0.5	-3.8
Nunavut	0.2	0.2	0.2	0.2	0.2	-15.6
Non-residents of Canada	0.2	0.1	0.2	2.7	1.8	-32.2
Gender						
Men	224.4	227.7	257.4	251.1	232.4	-7.5
Women	23.1	23.0	28.1	27.4	27.1	-1.4
Age						
24 years old and under	7.4	6.7	7.4	6.7	5.5	-17.9
25 to 44 years old	100.9	104.8	116.3	113.5	104.1	-8.3
45 to 54 years old	63.0	61.6	69.1	65.8	59.7	-9.2
55 years old and over	76.1	77.6	92.7	92.6	90.1	-2.7
Canada	247.5	250.6	285.5	278.6	259.4	-6.9

Note: Data may not add up to the totals due to rounding. Percentage change is based on unrounded numbers.

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2019 tax year.

^P Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.26.1 – Contributors to the Employment Insurance program¹: EI premium (\$ million)

Province or territory	Total		% of total	Paid by employers ²	Paid by employees
	2018	2019	2019	2019	2019
Newfoundland and Labrador	316.1	314.7	1.4	181.9	135.8
Prince Edward Island	92.0	94.8	0.4	54.6	40.8
Nova Scotia	575.1	582.2	2.5	332.0	253.8
New Brunswick	470.2	472.2	2.1	270.1	204.7
Quebec	4,052.6	4,100.1	17.9	2,316.6	1,819.6
Ontario	9,252.0	9,379.1	41.0	5,370.4	4,103.7
Manitoba	829.8	821.3	3.6	468.5	359.5
Saskatchewan	703.1	693.2	3.0	394.6	306.2
Alberta	3,109.2	3,087.3	13.5	1,771.9	1,363.2
British Columbia	3,117.2	3,204.9	14.0	1,845.7	1,396.9
Yukon	36.6	37.7	0.2	21.9	16.5
Northwest Territories	44.2	42.8	0.2	24.8	18.8
Nunavut	35.0	37.6	0.2	22.2	16.6
Gender					
Men	12,455.1	12,760.1	55.8	7,324.6	5,599.1
Women	10,162.2	10,107.7	44.2	5,750.6	4,436.9
Unknown ³	15.6	n/a	n/a	n/a	n/a
Age					
24 years old and under	1,871.1	1,811.9	7.9	1,048.2	769.5
25 to 44 years old	10,726.4	11,021.2	48.2	6,313.4	4,846.0
45 to 54 years old	5,294.4	5,195.0	22.7	2,957.7	2,299.6
55 years old and over	4,721.6	4,839.8	21.2	2,755.8	2,120.9
Unknown ³	19.5	n/a	n/a	n/a	n/a
Industry					
Goods-producing industries	5,062.3	4,984.6	21.8	2,876.0	2,175.3
Agriculture, forestry, fishing and hunting	290.1	296.2	1.3	173.3	126.0
Mining, and oil and gas extraction	385.9	367.4	1.6	211.1	165.9
Utilities	198.0	191.9	0.8	106.3	87.5
Construction	1,712.3	1,681.7	7.4	993.5	720.8
Manufacturing	2,475.9	2,447.4	10.7	1,391.8	1,075.1
Service-producing industries	17,328.6	17,259.2	75.5	9,831.1	7,594.3
Wholesale trade	1,141.1	1,134.9	5.0	650.5	496.0
Retail trade	1,848.6	1,801.5	7.9	1,036.7	774.6
Transportation and warehousing	1,073.3	1,090.1	4.8	619.4	481.0
Finance and insurance	1,045.8	1,053.5	4.6	586.1	478.8
Real estate, and rental and leasing	387.1	390.9	1.7	227.1	168.6
Professional, scientific and technical services	1,449.0	1,499.6	6.6	865.4	658.6
Business, building and other support services ⁴	1,288.1	1,217.3	5.3	702.6	528.0
Educational services	1,760.6	\$1,772.4	7.8	985.5	800.9
Health care and social assistance	2,045.2	2,059.2	9.0	1,176.6	908.0
Information, culture and recreation ⁵	746.7	738.9	3.2	421.7	325.1
Accommodation and food services	965.2	930.5	4.1	541.8	391.5

(continued)

Annex 2.26.1 (continued)

Service-producing industries	Total		% of total	Paid by employers ²	Paid by employees
	2018	2019	2019	2019	2019
Other services (except public administration)	787.6	768.1	3.4	446.9	328.7
Public administration	2,790.4	2,802.3	12.3	1,570.8	1,254.6
Unclassified ³	242.0	624.1	2.7	368.0	266.4
Canada	22,633.0	22,867.9	100.0	13,075.2	10,036.0

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2019 taxation year.

² Employer contributions are 1.4 times the level of employee contributions. However, employers who participate in the Premium Reduction Program may contribute less than 1.4 times their employees' contributions. Consult Chapter 2, [Section 2.7](#) for more information.

³ For some T4 slips, this information was not available in the data.

⁴ This industry category comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Mediation services) from the North American Industry Classification System.

⁵ This industry category comprises the industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.26.2 – Contributors to the Employment Insurance program¹: Employment income

Province or territory	Total employment income (\$ million)			Total insurable earnings (\$ million)		Number of workers with employment income			Employment income per worker (\$ per year)		Insurable earnings per worker (\$ per year)	
	2018	2019	% of total 2019	2018	2019	2018	2019	% of total 2019	2018	2019	2018	2019
Newfoundland and Labrador	12,220.1	12,492.9	1.2	8,217.7	\$8,379.6	264,090	263,930	1.3	46,273	47,334	31,117	31,749
Prince Edward Island	3,080.5	3,289.9	0.3	2,381.2	\$2,517.1	85,140	86,710	0.4	36,181	37,941	27,968	29,029
Nova Scotia	20,922.3	21,311.3	2.1	15,095.3	\$15,663.4	495,070	501,980	2.5	42,261	42,455	30,491	31,203
New Brunswick	16,388.3	16,859.6	1.7	12,271.5	\$12,637.5	403,430	405,410	2.0	40,622	41,587	30,418	31,172
Quebec	193,771.9	204,628.7	20.3	137,918.8	\$145,430.3	4,389,350	4,478,760	22.6	44,146	45,689	31,421	32,471
Ontario	393,202.3	408,182.1	40.5	243,657.7	\$253,369.3	7,488,970	7,613,700	38.5	52,504	53,612	32,536	33,278
Manitoba	31,230.0	31,535.2	3.1	21,865.6	\$22,190.8	694,890	697,200	3.5	44,942	45,231	31,466	31,828
Saskatchewan	27,809.9	28,052.6	2.8	18,695.2	\$18,902.8	579,550	576,890	2.9	47,985	48,627	32,258	32,767
Alberta	141,410.2	143,660.0	14.2	82,667.8	\$84,164.8	2,399,380	2,396,480	12.1	58,936	59,946	34,454	35,120
British Columbia	126,889.2	133,338.3	13.2	81,756.6	\$86,231.9	2,634,520	2,693,210	13.6	48,164	49,509	31,033	32,018
Yukon	1,415.3	1,504.4	0.1	960.5	\$1,019.1	26,810	27,850	0.1	52,791	54,017	35,826	36,591
Northwest Territories	2,106.8	2,101.0	0.2	1,172.9	\$1,161.6	31,770	31,290	0.2	66,315	67,147	36,920	37,124
Nunavut	1,613.9	1,752.1	0.2	937.7	\$1,030.1	26,750	27,670	0.1	60,332	63,320	35,054	37,230
Gender												
Men	590,280.6	616,574.9	61.1	345,579.3	\$364,061.8	10,072,070	10,560,790	53.3	58,606	58,383	34,311	34,473
Women	381,205.4	392,133.2	38.9	281,603.1	\$288,636.5	9,400,420	9,240,290	46.7	40,552	42,437	29,956	31,237
Unknown ²	574.8	n/a	n/a	416.1	n/a	47,230	n/a	n/a	12,169	n/a	8,809	n/a
Age												
24 years old and under	53,277.4	53,034.4	5.3	50,075.5	49,944.7	3,210,250	3,028,290	15.3	16,596	17,513	15,599	16,493
25 to 44 years old	430,628.3	454,995.3	45.1	298,245.9	315,215.4	8,228,350	8,725,210	44.1	52,335	52,147	36,246	36,127
45 to 54 years old	258,457.2	260,967.1	25.9	148,039.7	149,640.6	3,824,940	3,745,690	18.9	67,572	69,671	38,704	39,950
55 years old and over	228,985.8	239,711.3	23.8	130,714.5	137,897.6	4,205,040	4,301,890	21.7	54,455	55,722	31,085	32,055
Unknown ²	712.0	n/a	n/a	523.0	n/a	51,140	n/a	n/a	13,923	n/a	10,226	n/a
Industry												
Goods-producing industries	223,119.5	224,802.6	22.3	139,950.0	141,829.9	3,812,750	3,757,990	19.0	58,519	59,820	36,706	37,741
Agriculture, forestry, fishing and hunting	11,213.6	11,837.3	1.2	7,755.9	8,127.3	352,840	354,100	1.8	31,781	33,429	21,981	22,952
Mining, and oil and gas extraction	24,748.0	24,355.2	2.4	10,744.9	10,537.5	229,320	218,930	1.1	107,919	111,246	46,856	48,132
Utilities	12,063.8	12,025.6	1.2	5,704.6	5,686.6	120,000	117,290	0.6	100,532	102,529	47,538	48,483
Construction	71,026.7	71,986.5	7.1	46,224.3	46,680.0	1,310,220	1,281,330	6.5	54,210	56,181	35,280	36,431
Manufacturing	104,067.4	104,598.1	10.4	69,520.3	70,798.5	1,800,370	1,786,340	9.0	57,803	58,554	38,614	39,633
Service-producing industries	738,325.1	756,668.4	75.0	481,170.5	493,620.7	15,391,080	15,226,630	76.9	47,971	49,694	31,263	32,418
Wholesale trade	54,075.1	54,688.4	5.4	31,583.0	32,318.5	854,530	848,840	4.3	63,281	64,427	36,959	38,074
Retail trade	65,111.4	65,284.8	6.5	50,228.7	50,448.7	2,166,350	2,103,610	10.6	30,056	31,035	23,186	23,982

(continued)

Annex 2.26.2 (continued)

Service-producing industries	Total employment income (\$ million)			Total insurable earnings (\$ million)		Number of workers with employment income			Employment income per worker (\$ per year)		Insurable earnings per worker (\$ per year)	
	2018	2019	% of total 2019	2018	2019	2018	2019	% of total 2019	2018	2019	2018	2019
Transportation and warehousing	45,070.7	47,385.2	4.7	29,882.5	31,233.9	868,270	876,500	4.4	51,909	54,062	34,416	35,635
Finance and insurance	63,627.1	64,918.0	6.4	29,830.8	30,920.6	746,610	748,330	3.8	85,221	86,750	39,955	41,319
Real estate, and rental and leasing	18,161.9	18,729.6	1.9	10,484.9	10,902.4	344,180	342,770	1.7	52,769	54,642	30,463	31,807
Professional, scientific and technical services	76,729.1	81,154.2	8.0	40,301.5	42,911.3	1,130,860	1,155,940	5.8	67,850	70,206	35,638	37,122
Business, building and other support services ³	54,313.3	54,026.7	5.4	35,164.8	34,225.6	1,259,660	1,168,190	5.9	43,117	46,248	27,916	29,298
Educational services	71,747.8	73,990.9	7.3	50,360.3	52,249.9	1,415,020	1,440,200	7.3	50,704	51,375	35,590	36,280
Health care and social assistance	78,410.1	81,345.5	8.1	57,940.2	60,137.7	1,709,600	1,724,690	8.7	45,865	47,165	33,891	34,869
Information, culture and recreation ⁴	34,734.4	35,688.1	3.5	20,712.1	21,116.2	679,000	671,180	3.4	51,155	53,172	30,504	31,461
Accommodation and food services	29,220.0	29,002.8	2.9	25,564.1	25,339.8	1,501,260	1,437,370	7.3	19,464	20,178	17,028	17,629
Other services (except public administration)	29,603.8	29,847.0	3.0	21,197.9	21,261.7	757,360	737,250	3.7	39,088	40,484	27,989	28,839
Public administration	\$17,520.4	120,607.3	12.0	77,919.6	80,554.5	1,958,380	1,971,760	10.0	60,009	61,167	39,788	40,854
Unclassified²	10,616.1	27,237.1	2.7	6,478.0	17,247.8	315,890	816,460	4.1	33,607	33,360	20,507	21,125
Canada	972,060.7	1,008,708.1	100.0	627,598.4	652,698.4	19,519,720	19,801,080	100.0	49,799	50,942	32,152	32,963

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2019 taxation year.

² For some T4 slips, this information was not available in the data.

³ This industry category comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Mediation services) from the North American Industry Classification System.

⁴ This industry category comprises the industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.27 – Adjusted benefits-to-contributions (B/C) ratios¹

Province or territory ⁴	EI premium		EI regular benefits		Total EI benefits		Adjusted regular B/C ratio ^{2,3} (Canada=1)	Adjusted total B/C ratio ³ (Canada=1)
	2019 (\$ million)	% of total 2019	2019 (\$ million)	% of total 2019	2019 (\$ million)	% of total 2019	2019	2019
Newfoundland and Labrador	314.7	1.4	740.2	7.3	993.9	5.8	5.65	4.22
Prince Edward Island	94.8	0.4	136.6	1.3	227.9	1.3	3.47	3.21
Nova Scotia	582.2	2.5	549.3	5.4	837.7	4.9	2.24	1.92
New Brunswick	472.2	2.1	606.7	5.9	905.3	5.3	3.07	2.56
Quebec	4,100.1	17.9	2,455.3	24.1	3,118.2	18.2	1.08	1.02
Ontario	9,379.1	41.0	2,775.2	27.2	5,521.7	32.3	0.70	0.79
Manitoba	821.3	3.6	340.3	3.3	627.3	3.7	0.98	1.02
Saskatchewan	693.2	3.0	355.7	3.5	606.3	3.5	1.20	1.17
Alberta	3,087.3	13.5	1,248.7	12.2	2,251.9	13.2	0.95	0.97
British Columbia	3,204.9	14.0	946.4	9.3	1,938.1	11.3	0.70	0.81
Yukon	37.7	0.2	16.4	0.2	26.2	0.2	1.03	0.93
Northwest Territories	42.8	0.2	18.7	0.2	30.6	0.2	1.03	0.96
Nunavut	37.6	0.2	11.9	0.1	20.9	0.1	0.74	0.74
Outside Canada	0.0	0.0	1.5	0.0	7.7	0.0	0.00	0.00
Gender								
Men	12,760.1	55.8	6,764.0	66.3	8,608.0	50.3	1.19	0.90
Women	10,107.7	44.2	3,438.9	33.7	8,505.7	49.7	0.76	1.12
Age								
24 years old and under	1,811.9	7.9	746.1	7.3	1,322.4	7.7	0.96	0.98
25 to 44 years old	11,021.2	48.2	4,352.8	42.7	9,349.0	54.6	0.88	1.13
45 to 54 years old	5,195.0	22.7	2,247.8	22.0	2,862.0	16.7	0.96	0.74
55 years old and over	4,839.8	21.2	2,856.1	28.0	3,580.3	20.9	1.32	0.99
Industry								
Goods-producing industries	4,984.6	21.8	4,231.3	41.5	5,718.0	33.4	1.91	1.53
Agriculture, forestry, fishing and hunting	296.2	1.3	495.5	4.9	896.8	5.2	3.90	4.05
Mining, and oil and gas extraction	367.4	1.6	260.6	2.6	325.8	1.9	1.58	1.19
Utilities	191.9	0.8	36.7	0.4	65.7	0.4	0.41	0.46
Construction	1,681.7	7.4	2,394.2	23.5	2,873.8	16.8	3.28	2.28
Manufacturing	2,447.4	10.7	1,044.4	10.2	1,555.8	9.1	0.94	0.85
Service-producing industries	17,259.2	75.5	5,732.7	56.2	11,034.8	64.5	0.74	0.85
Wholesale trade	1,134.9	5.0	396.5	3.9	615.7	3.6	0.78	0.72
Retail trade	1,801.5	7.9	557.8	5.5	1,106.0	6.5	0.71	0.82
Transportation and warehousing	1,090.1	4.8	472.1	4.6	707.9	4.1	0.97	0.87
Finance and insurance	1,053.5	4.6	138.4	1.4	429.6	2.5	0.29	0.54
Real estate and rental and leasing	390.9	1.7	162.6	1.6	268.3	1.6	0.95	0.92
Professional, scientific and technical services	1,499.6	6.6	472.5	4.6	814.2	4.8	0.70	0.73
Business, building and other support ⁵	1,217.3	5.3	730.8	7.2	1,099.7	6.4	1.37	1.21
Educational services	1,772.4	7.8	784.8	7.7	1,334.6	7.8	0.96	1.01

(continued)

Annex 2.27 (continued)

Service-producing industries	EI premium		EI regular benefits		Total EI benefits		Adjusted regular B/C ratio ^{2,3} (Canada=1)	Adjusted total B/C ratio ³ (Canada=1)
	2019 (\$ million)	% of total 2019	2019 (\$ million)	% of total 2019	2019 (\$ million)	% of total 2019	2019	2019
Health care and social assistance	2,059.2	9.0	325.1	3.2	1,320.1	7.7	0.35	0.86
Information, culture and recreation ⁶	738.9	3.2	304.2	3.0	464.2	2.7	0.92	0.84
Accommodation and food services	930.5	4.1	451.2	4.4	799.1	4.7	1.14	1.15
Other services (except public administration)	768.1	3.4	340.1	3.3	594.8	3.5	1.02	1.03
Public administration	2,802.3	12.3	596.8	5.8	1,480.5	8.7	0.47	0.71
Unclassified⁷	624.1	2.7	238.9	2.3	360.9	2.1	0.89	0.77
Canada	22,867.9	100.0	10,202.9	100.0	17,113.7	100.0	1.00	1.00

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2019 taxation year.

² To factor in the Quebec Parental Insurance Program (QPIP), which reduced the premiums paid by employers and employees in Quebec, and the Premium Reduction Program (PRP), which reduces the premiums paid by employers who offer their employees a short-term disability plan, the regular benefits-to-contributions ratios have been calculated based on an estimate of the Employment Insurance premiums that would have been paid by employees and employers in the absence of QPIP and PRP, rather than on premiums that were actually paid.

³ For ease of analysis, the benefits-to-contributions ratios have been adjusted (i.e., standardized) so that the figure for Canada equals one.

⁴ The benefits-to-contributions ratios for the provinces and territories are determined by the location of employers for premiums and by the residence of claimants for benefits. As a result, it is possible that the ratio for some provinces and territories may be under or overstated if contributions are being accredited to a province or territory, while the employment is actually situated in another province or territory.

⁵ This industry comprises the industries with codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and mediation services) from the North American Industry Classification System.

⁶ This industry comprises the industries with codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

⁷ For some T4 slips, this information was not available in the data.

Source: Canada Revenue Agency (CRA), T4 slips with employment income (for data on Employment Insurance contributions); and Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on Employment Insurance benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

Annex 2.28 – Unemployment rates by Employment Insurance economic region¹
 Temporary measures were in effect in FY2021²

Effective date ⁴	Regional rate of unemployment ¹														
	April 12, 2020 to May 09, 2020	May 10, 2020 to June 06, 2020	June 07, 2020 to July 11, 2020	July 12, 2020 to August 08, 2020	August 09, 2020 to Sept. 05, 2020	Sept. 06, 2020 to Oct. 10, 2020	Oct. 11, 2020 to Nov. 07, 2020	Nov. 08, 2020 to Dec. 05, 2020	Dec. 06, 2020 to January 09, 2021	Jan.10, 2021 to Feb.06, 2021	February 07, 2021 to March 13, 2021	March 14, 2021 to April 10, 2021	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... ⁵	March 2020 (%)	April 2020 (%)	May 2020 (%)	June 2020 (%)	July 2020 (%)	August 2020 (%)	Sept. 2020 (%)	Oct. 2020 (%)	Nov. 2020 (%)	Dec. 2020 (%)	January 2021 (%)	February 2021 (%)	FY2021 (%)	FY2021 (%)	FY2021 (%)
Newfoundland and Labrador															
St. John's	8.2	9.6	10.5	11.6	11.6	10.8	9.8	8.9	9.0	8.7	9.0	9.6	8.2	9.8	11.6
Newfoundland-Labrador	15.1	16.4	18.3	20.4	20.0	18.9	18.7	18.0	17.4	16.6	16.3	17.3	15.1	17.8	20.4
Prince Edward Island															
Charlottetown	6.1	7.7	9.1	10.2	10.4	10.1	9.3	8.9	8.5	9.0	8.3	8.1	6.1	8.8	10.4
Prince Edward Island	9.9	10.3	12.3	14.3	14.7	13.4	12.2	12.0	12.2	11.9	10.7	10.0	9.9	12.0	14.7
Nova Scotia															
Eastern Nova Scotia	13.8	15.3	17.1	18.5	18.0	16.6	14.3	13.1	12.5	12.9	13.1	13.2	12.5	14.9	18.5
Western Nova Scotia	8.3	9.1	11.4	12.6	12.7	11.4	10.2	9.8	8.2	8.0	7.5	7.9	7.5	9.8	12.7
Halifax	6.9	9.1	10.6	11.8	10.8	10.0	8.4	7.9	6.9	7.5	7.5	7.9	6.9	8.8	11.8
New Brunswick															
Fredericton-Moncton-Saint-John	6.5	8.3	10.1	10.5	9.1	8.0	8.0	8.4	8.5	8.7	9.0	9.3	6.5	8.7	10.5
Madawaska-Charlotte	7.8	9.2	9.9	10.1	9.9	10.2	9.6	9.3	8.3	7.9	7.0	7.3	7.0	8.9	10.2
Restigouche-Albert	11.5	13.6	16.1	16.8	15.4	13.7	14.3	14.1	14.5	13.5	12.7	11.8	11.5	14.0	16.8
Quebec															
Gaspésie - Îles-de-la-Madeleine	14.9	17.0	17.6	17.7	16.3	15.6	15.0	13.5	12.5	12.2	12.7	12.7	12.2	14.8	17.7
Québec	5.7	9.8	12.2	12.3	8.7	6.2	5.0	4.7	4.7	4.6	5.0	5.3	4.6	7.0	12.3
Trois-Rivières	6.2	9.8	13.0	12.8	9.8	7.6	6.3	6.1	5.6	5.8	6.6	6.8	5.6	8.0	13.0
South Central Québec	4.2	7.9	10.3	12.3	9.3	7.0	4.8	4.4	4.3	4.8	4.9	5.1	4.2	6.6	12.3
Sherbrooke	6.2	9.4	10.9	11.6	9.2	8.7	7.7	7.0	6.5	6.1	6.3	6.3	6.1	8.0	11.6
Montréal	4.6	8.3	11.9	13.3	10.1	6.9	5.7	6.6	7.1	6.5	5.9	5.3	4.6	7.7	13.3
Montréal	6.6	10.7	14.2	15.3	13.1	11.8	10.7	9.8	9.0	8.8	9.1	8.5	6.6	10.6	15.3
Central Québec	4.2	8.9	12.4	13.6	10.1	7.7	6.7	6.6	6.9	7.5	8.2	7.8	4.2	8.4	13.6
North Western Québec	6.6	10.0	12.3	12.1	9.5	8.1	7.9	7.4	7.5	7.7	9.1	9.5	6.6	9.0	12.3
Bas-Saint-Laurent - Côte-Nord	7.0	10.3	12.4	13.7	10.9	8.6	7.3	7.6	7.5	7.5	7.0	6.9	6.9	8.9	13.7
Hull	5.5	8.5	10.5	10.8	9.1	8.1	8.0	8.0	7.3	7.1	7.4	7.8	5.5	8.2	10.8
Chicoutimi-Jonquière	6.5	11.4	13.5	12.9	8.2	6.4	5.6	5.2	5.3	5.9	6.5	6.1	5.2	7.8	13.5
Ontario															
Ottawa	5.0	6.3	7.5	8.5	8.6	8.8	8.5	8.2	7.4	7.0	6.6	6.3	5.0	7.4	8.8
Eastern Ontario	5.3	6.9	8.7	10.0	9.6	8.7	7.6	7.3	7.6	8.7	8.8	7.7	5.3	8.1	10.0

(continued)

Annex 2.28 (continued)

Effective date ⁴	Regional rate of unemployment ¹														
	April 12, 2020 to May 09, 2020	May 10, 2020 to June 06, 2020	June 07, 2020 to July 11, 2020	July 12, 2020 to August 08, 2020	August 09, 2020 to Sept. 05, 2020	Sept. 06, 2020 to Oct. 10, 2020	Oct. 11, 2020 to Nov. 07, 2020	Nov. 08, 2020 to Dec. 05, 2020	Dec. 06, 2020 to January 09, 2021	Jan. 10, 2021 to Feb. 06, 2021	February 07, 2021 to March 13, 2021	March 14, 2021 to April 10, 2021	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... ⁵	March 2020 (%)	April 2020 (%)	May 2020 (%)	June 2020 (%)	July 2020 (%)	August 2020 (%)	Sept. 2020 (%)	Oct. 2020 (%)	Nov. 2020 (%)	Dec. 2020 (%)	January 2021 (%)	February 2021 (%)	FY2021 (%)	FY2021 (%)	FY2021 (%)
Ontario (continued)															
Kingston	5.9	8.2	10.9	12.1	11.1	10.0	9.5	9.1	7.9	6.8	7.2	7.4	5.9	8.8	12.1
Central Ontario	6.8	8.7	9.9	10.1	9.5	9.2	9.2	8.8	8.8	8.9	9.6	10.0	6.8	9.1	10.1
Oshawa	7.9	8.6	10.1	12.0	12.5	11.5	9.5	8.3	8.0	7.8	8.4	8.2	7.8	9.4	12.5
Toronto	6.0	8.0	11.2	13.5	14.5	13.7	12.5	11.5	10.8	10.9	11.2	11.1	6.0	11.2	14.5
Hamilton	5.7	7.8	10.6	12.3	11.6	10.4	9.2	9.4	8.1	8.3	7.1	7.3	5.7	9.0	12.3
St. Catharines	7.9	10.1	12.2	12.3	11.8	11.3	9.0	8.0	7.6	9.6	11.8	12.4	7.6	10.3	12.4
London	5.5	8.8	11.5	12.8	10.6	9.2	8.8	8.9	8.7	8.1	8.0	7.3	5.5	9.0	12.8
Niagara	8.4	11.3	12.5	13.5	11.5	10.6	9.6	8.9	9.2	9.3	9.7	9.3	8.4	10.3	13.5
Windsor	10.5	13.0	16.4	15.6	12.7	10.2	9.7	10.4	10.2	10.7	10.2	10.5	9.7	11.7	16.4
Kitchener	5.8	7.9	10.4	12.2	12.6	12.4	11.9	10.9	9.6	9.2	9.0	8.1	5.8	10.0	12.6
Huron	6.6	8.9	12.7	14.4	13.8	11.6	10.0	9.6	8.5	8.9	9.0	9.0	6.6	10.2	14.4
South Central Ontario	4.2	6.7	9.5	11.1	9.9	8.7	8.0	7.8	7.0	6.6	6.6	7.0	4.2	7.8	11.1
Sudbury	5.6	6.8	8.5	9.3	9.3	8.6	8.6	7.9	7.4	7.5	7.9	8.8	5.6	8.0	9.3
Thunder Bay	6.0	8.3	10.4	11.1	10.5	9.3	8.2	7.3	7.2	7.4	8.4	8.9	6.0	8.6	11.1
Northern Ontario	10.7	12.0	13.4	14.1	13.5	13.1	12.8	13.0	12.7	12.6	11.6	10.8	10.7	12.5	14.1
Manitoba															
Winnipeg	5.4	7.8	10.3	11.6	11.1	10.2	9.3	8.6	8.3	8.7	8.9	8.4	5.4	9.0	11.6
Southern Manitoba	7.2	8.8	9.5	10.3	8.6	8.0	7.3	7.2	6.9	7.0	7.3	7.4	6.9	8.0	10.3
Northern Manitoba	35.4	35.8	36.3	36.5	36.1	35.3	35.1	35.5	35.7	35.7	33.7	31.6	31.6	35.2	36.5
Saskatchewan															
Regina	7.0	8.5	10.5	11.1	10.2	8.3	7.0	5.9	5.8	6.7	7.6	8.4	5.8	8.1	11.1
Saskatoon	7.1	9.9	12.4	14.1	12.7	10.9	9.3	8.3	7.9	8.1	8.5	8.5	7.1	9.8	14.1
Southern Saskatchewan	8.5	9.5	11.0	12.4	12.5	11.4	10.0	9.4	10.0	10.2	9.4	8.3	8.3	10.2	12.5
Northern Saskatchewan	18.5	19.7	21.5	22.8	22.2	21.2	20.5	20.6	19.9	20.2	19.3	18.8	18.5	20.4	22.8
Alberta															
Calgary	8.7	11.0	13.5	15.5	15.5	14.6	12.9	11.6	11.0	10.7	10.7	10.5	8.7	12.2	15.5
Edmonton	8.0	10.1	13.6	15.8	15.1	13.4	12.5	12.0	11.5	11.4	11.8	11.5	8.0	12.2	15.8
Northern Alberta	11.2	12.6	13.7	15.5	15.9	16.0	15.7	15.1	14.8	14.7	14.9	14.7	11.2	14.6	16.0
Southern Alberta	7.9	9.7	12.0	14.4	14.5	13.5	12.3	12.0	12.5	12.3	12.0	11.1	7.9	12.0	14.5
British Columbia															
Southern Interior British Columbia	7.5	10.1	11.0	12.7	12.2	11.9	10.6	9.7	9.2	9.4	8.5	7.8	7.5	10.0	12.7
Abbotsford	4.7	6.0	7.4	8.8	8.3	8.4	8.1	8.7	8.2	8.5	7.9	7.5	4.7	7.7	8.8
Vancouver	5.4	7.7	10.8	12.9	13.2	12.5	10.9	9.6	8.2	7.7	8.1	8.0	5.4	9.6	13.2
Victoria	5.5	8.1	10.6	11.3	11.3	10.7	9.6	8.3	7.4	7.3	6.3	5.7	5.5	8.5	11.3

(continued)

Annex 2.28 (continued)

Effective date ⁴	Regional rate of unemployment ¹														
	April 12, 2020 to May 09, 2020	May 10, 2020 to June 06, 2020	June 07, 2020 to July 11, 2020	July 12, 2020 to August 08, 2020	August 09, 2020 to Sept. 05, 2020	Sept. 06, 2020 to Oct. 10, 2020	Oct. 11, 2020 to Nov. 07, 2020	Nov. 08, 2020 to Dec. 05, 2020	Dec. 06, 2020 to January 09, 2021	Jan. 10, 2021 to Feb. 06, 2021	February 07, 2021 to March 13, 2021	March 14, 2021 to April 10, 2021	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... ⁵	March 2020 (%)	April 2020 (%)	May 2020 (%)	June 2020 (%)	July 2020 (%)	August 2020 (%)	Sept. 2020 (%)	Oct. 2020 (%)	Nov. 2020 (%)	Dec. 2020 (%)	January 2021 (%)	February 2021 (%)	FY2021 (%)	FY2021 (%)	FY2021 (%)
British Columbia (continued)															
Southern Coastal British Columbia	7.7	10.3	12.3	13.7	11.9	10.8	9.8	9.7	9.5	9.6	9.1	8.3	7.7	10.2	13.7
Northern British Columbia	10.5	12.2	13.8	14.6	14.3	13.7	13.3	13.0	12.4	12.4	11.2	10.3	10.3	12.6	14.6
Territories															
Whitehorse	2.8	2.9	4.3	5.9	6.6	5.7	3.9	4.1	4.0	4.3	5.7	6.5	2.8	4.7	6.6
Yukon	8.7	7.5	8.0	10.2	12.2	17.8	15.1	16.2	11.8	11.0	10.2	10.7	7.5	11.6	17.8
Yellowknife	4.1	4.5	5.3	6.7	8.2	7.6	7.0	5.3	5.5	5.5	5.8	6.2	4.1	6.0	8.2
Northwest Territories	14.9	14.1	13.1	14.0	13.8	16.5	13.7	13.3	12.8	12.4	11.6	11.2	11.2	13.4	16.5
Iqaluit	5.7	7.8	7.1	7.9	5.4	5.3	5.6	5.5	5.0	4.8	4.5	3.8	3.8	5.7	7.9
Nunavut	20.2	23.3	22.2	20.0	22.9	22.2	22.0	20.4	19.0	18.6	18.8	17.4	17.4	20.6	23.3

¹ The unemployment rates in this annex are those used in the administration of the EI program. These rates come from Statistics Canada but may differ from the official unemployment rates due to differences in methodology, as explained below.

² Under the temporary measures introduced to facilitate access to EI benefits in response to the economic disruptions due to COVID-19, a minimum unemployment rate of 13.1% was in effect in all EI economic regions for claims established between September 27, 2020 and September 25, 2021. Regions with unemployment rates higher than 13.1% kept their actual unemployment rates.

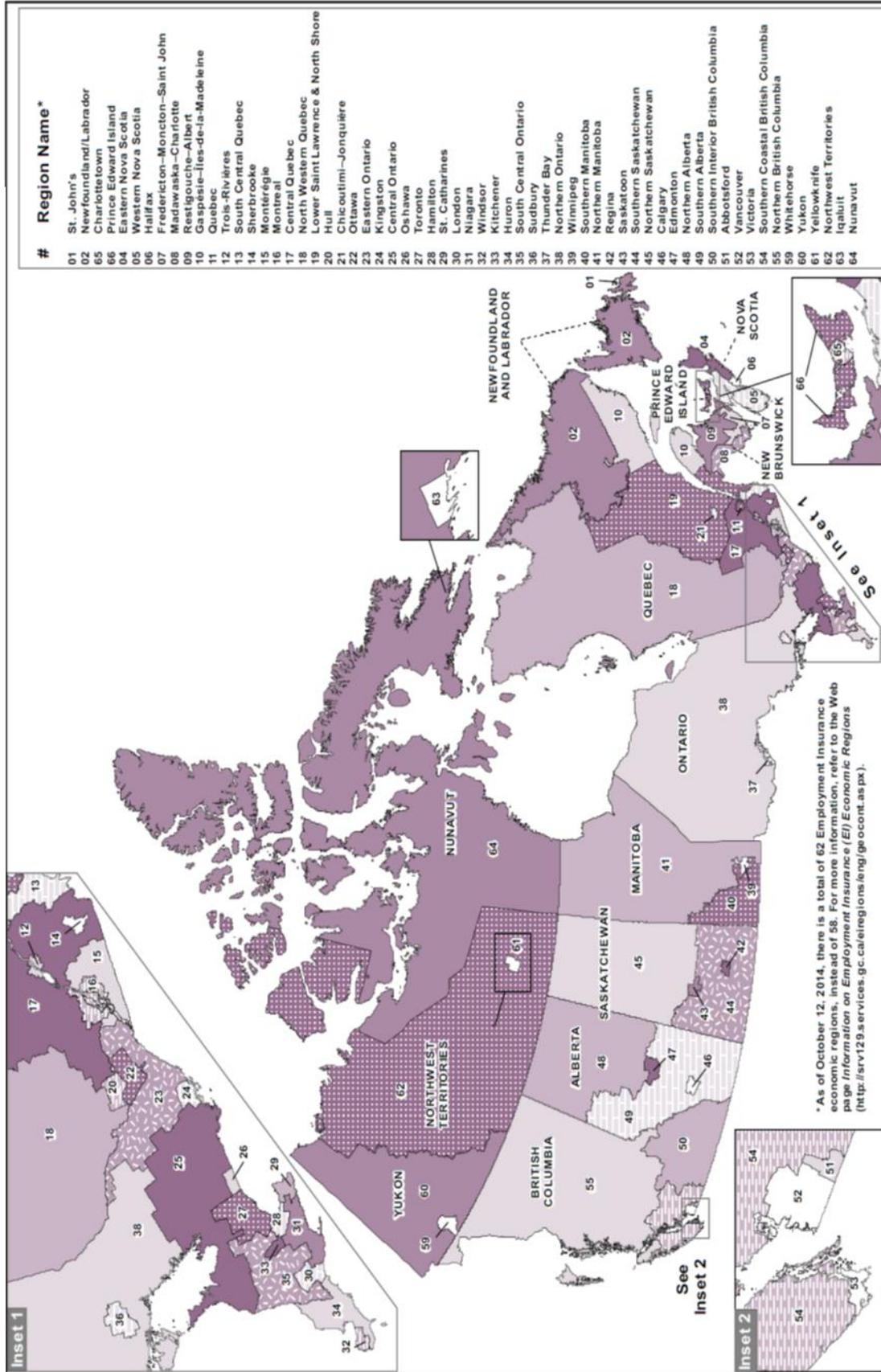
³ To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 12, 2020, please refer to the Web page Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region [https://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2020#data]

⁴ Effective for new claims established between the dates indicated.

⁵ The regional unemployment rates are calculated using a 3-month moving average (or, in the case of the territories, a 12-month moving average if this is larger) of seasonally adjusted unemployment rates for the period ending in the month indicated. These regional rates come from Statistics Canada's Labour Force Survey (LFS). The regional unemployment rates in the provinces incorporate an estimate of the rates of unemployment for status Indians living on reserves, as per section 17 of the Employment Insurance Regulations. Conversely, the regional unemployment rates in the territories are representative of the population, as LFS data cover persons living on and off reserves. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.

Source: Statistics Canada, Labour Force Survey (for data on unemployment rate); and Employment and Social Development Canada, Employment Insurance administrative data (for information on effective dates).

Annex 2.29 Employment Insurance economic regions map – FY2021





ANNEX 3

Employment Benefits and Support Measures Data Tables

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Annex 3.1 - Overview of Labour Market Development Agreements

Date of Agreement and Funding allocation to PTs (\$M)¹

Province/Territory	Signature date	Implementation date	FY2021			
			Program	Administrative	Budget 2017	Total LMDA funding
Newfoundland and Labrador	September 4, 2008	November 2, 2009	127.3	8.9	14.1	150.3
Prince Edward Island	September 5, 2008	October 5, 2009	23.8	2.7	3.3	29.8
Nova Scotia	June 13, 2008	July 1, 2009	77.3	10.1	13.7	101.1
New Brunswick	December 13, 1996	April 1, 1997	88.7	8.9	13.9	111.5
Quebec	April 21, 1997	April 1, 1998	558.6	58.9	89.0	706.5
Ontario	November 23, 2005	January 1, 2007	568.8	57.3	115.2	741.3
Manitoba	April 17, 1997	November 27, 1997	43.8	6.1	11.8	61.7
Saskatchewan	February 6, 1998	January 1, 1999	37.8	6.0	10.6	54.4
Alberta	December 6, 1996	November 1, 1997	140.5	9.6	42.3	192.4
British Columbia	February 20, 2008	February 2, 2009	273.9	20.5	34.8	329.2
Northwest Territories	February 27, 1998	October 1, 1998	2.9	1.5	0.5	4.9
Yukon	July 8, 2009	February 1, 2010	3.9	0.4	0.3	4.6
Nunavut	May 11, 2000	April 1, 2000	2.7	0.8	0.5	4.0
Canada			1,950.0	191.7	350.0	2,491.7

¹ Funds transferred to cover administrative costs are not included in the amounts. Please refer to Annex 3.12 for administrative costs.

Annex 3.2 - Employment Insurance (EI) Part II — General Definitions

Eligibility for Employment Benefits and Support Measures (EBSMs) or similar programs funded under Part II

To be eligible for Employment Benefits, individuals must be unemployed and have a current Employment Insurance (EI) claim as an “active EI client” or a claim that ended in the preceding five years as a “former EI client.” Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. In addition, in 2018-2019, eligibility for Employment Benefits was expanded to include all unemployed individuals who have made EI premium contributions above the premium refund contribution threshold (\$2,000 in earnings annually) in at least five of the last ten years. These clients are said to be Premium Paid Eligible (PPE).

Unemployed individuals who are neither active, former EI clients, nor PPEs are considered “non-insured” and are eligible to participate in Employment Assistance Services (EAS), as well as self-services provided by the National Employment Service. In 2018-2019, eligibility to EAS was expanded to include employed Canadians.

Labour Market Development Agreements (LMDAs)

Each year, the Government of Canada provides over \$2 billion dollars for individuals and employers to obtain skills training and employment supports through the bilateral LMDAs with provinces and territories (PTs).

Apprentices

Apprentices are paid by their employer during periods of practical training. During the classroom portion of their training, apprentices are eligible for regular benefits under Part I of the *EI Act*. The apprentice requires a referral under the authority of Section 25 of the *EI Act* to access these benefits. Depending on the regional and local priorities of the province or territory, the apprentice may receive EI Part II support to cover classroom-related expenses.

Indigenous Skills and Employment Training (ISET)

ISET was introduced in April 2019 as the successor to the Aboriginal Skills and Employment Training Strategy (ASETS). The program’s objective is to help reduce the skills and employment gaps between Indigenous peoples and non-Indigenous. Co-developed with Indigenous partners, the ISET program includes 4 distinct labour market strategies with separate funding envelopes for each group: First Nations, Inuit, Métis and Urban/Non-affiliated Indigenous peoples. It provides new investments and longer-term, more flexible agreements to Indigenous service delivery organizations. With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous peoples.

The ISET program offers activities that support a holistic approach to service delivery. The eligible activities encompass a wide range of labour market activities including locally designed programs in support of each distinctions-based labour market strategy. Indigenous service delivery organizations may provide: employment-related and career development assistance; wrap-around supports, such as living expenses; financial assistance to support individuals in obtaining skills for employment; tuition costs; business coaching and mentorship; and disability-related supports.

Job Bank

Job Bank is an Internet service that helps connect employers and workers. It is the largest web-based network of job advertisements across Canada and is available to Canadian employers and job seekers free of charge. See <http://www.jobbank.gc.ca/home-eng.do?lang=eng>.

Annex 3.3 - EBSM Program Descriptions

Employment Benefits

Targeted Wage Subsidies assist insured participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants. This benefit encourages employers to hire unemployed individuals whom they would not normally hire in the absence of a subsidy.

Targeted Earnings Supplements encourage unemployed persons to accept employment by offering them financial incentives.

Self-Employment provides financial assistance and business planning advice to EI-eligible participants to help them start their own business. This financial assistance is intended to cover personal living expenses and other expenses during the initial stages of the business.

Job Creation Partnerships projects provide insured participants with opportunities to gain work experience that will lead to ongoing employment. Activities of the project help develop the community and the local economy.

Skills Development helps insured participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for their own training.

Support Measures

Employment Assistance Services provide funding to organizations to enable them to provide employment assistance to persons seeking employment. The services provided may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, the provision of labour market information, case management and follow-up.

Labour Market Partnerships provide funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments. These partnerships involve developing plans and strategies, and implementing adjustment measures.

Research and Innovation supports activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force. Funds are provided to eligible recipients to enable them to carry out demonstration projects and research for this purpose.

Annex 3.4 - EBSM Overview

Clients served ¹	
Gender	
Men	54.6%
Women	45.4%
Age²	
15 to 19	6.9%
20 to 24	17.6%
25 to 29	16.8%
30 to 34	14.1%
35 to 39	11.7%
40 to 44	9.4%
45 to 49	7.6%
50 to 54	6.3%
55 and older	9.5%
Unknown	0.1%
EI clients served	
Active claimants	60.1%
Former claimants	25.8%
PPE	14.1%
Participation-to-client ratio	
Clients	414,379
Interventions	676,675
Ratio	1.63

¹ Clients with an unknown gender were added to the male category.

² SD-Apprentices and Group Services are excluded from the distribution because the client's date of birth is not collected.

³ Reported counts are generally lower than actual numbers because data are collected through self-identification.

FY2021

Supports Provided as a percentage of total	
Employment benefits	
Targeted Wage Subsidies	1.5%
Self-Employment	0.6%
Job Creation Partnerships	0.3%
Skills Development-Regular	12.1%
Skills Development-Apprentices	9.3%
Targeted Earning Supplements	0.1%
Support Measures: Employment Assistance Services	
Employment services	47.9%
Group services	0.0%
Individual counselling	22.8%
Pan-Canadian	5.2%
Designated group participation in EBSMs	
Women	47.1%
Indigenous peoples ³	13.0%
Persons with disabilities ³	14.0%
Visible minorities ³	12.9%
Labour market	
Employment	17,939,183
Unemployment rate	10.1%

Annex 3.5 - EBSM Clients — Clients Served, by Client Type¹

Provinces and Territories ²	FY2021 Insured clients					Non-insured clients served	Total clients served
	Active claimants		Former claimants served	PPE	Total insured clients served		
	Target ²	Active claimants served					
Newfoundland and Labrador	8 000	4,090	1,526	196	5,812	1,001	6,813
Prince Edward Island	5 978	3,354	552	243	4,149	864	5,013
Nova Scotia	11 000	5,151	1,550	586	7,287	1,777	9,064
New Brunswick	10 000	9,909	1,524	739	12,172	3,578	15,750
Quebec	65 000	36,742	16,328	10,023	63,093	29,197	92,290
Ontario	51 692	41,545	21,023	15,325	77,893	61,254	139,147
Manitoba	8 500	6,854	2,460	1,949	11,263	6,639	17,902
Saskatchewan	33 000	6,882	4,924	4,511	16,317	858	17,175
Alberta	48 000	22,094	7,577	3,796	33,467	17,506	50,973
British Columbia	33 000	23,215	4,511	2,393	30,119	8,876	38,995
Northwest Territories	100	110	70	48	228	20	248
Yukon	250	115	22	27	164	23	187
Nunavut ³	n/a	11	4	202	217	511	728
National Headquarters	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total EBSMs	274,520	160,072	62,071	40,038	262,181	132,104	394,285
Indigenous Pan-Canadian	n/a	9,442	10,652	n/a	20,094	n/a	20,094
Canada	274,520	169,514	72,723	40,038	282,275	132,104	414,379

¹ This table includes clients served between April 1, 2020 and March 31, 2021, with one count per client served.

² Each jurisdiction's target refers to the number of EI active clients served, except in Quebec, where it includes both active and former clients served.

³ Results are estimated for Nunavut.

Annex 3.5.1 - EBSM clients — While in receipt of Federal Emergency Benefits (CERB, CRB, and EI ERB), by Client Type¹

FY2021

Provinces and Territories ²	Active claimants served	Former claimants served	PPE	Total insured clients served	Non-insured clients served	Total clients served
Newfoundland and Labrador	1,765	886	76	2,727	331	3,058
Prince Edward Island	1,853	305	97	2,255	426	2,681
Nova Scotia	2,314	920	258	3,492	627	4,119
New Brunswick	5,299	807	282	6,388	1,705	8,093
Quebec	15,457	7,776	3,448	26,681	8,134	34,815
Ontario	18,394	11,565	6,342	36,301	21,003	57,304
Manitoba	2,722	1,196	601	4,519	2,114	6,633
Saskatchewan	2,806	2,299	872	5,977	374	6,351
Alberta	8,740	4,769	1,875	15,384	6,844	22,228
British Columbia	9,791	2,570	1,155	13,516	3,044	16,560
Northwest Territories	35	31	11	77	1	78
Yukon	4	4	1	9	3	12
Nunavut	3	2	2	7	4	11
National Headquarters	n/a	n/a	n/a	n/a	n/a	n/a
Total EBSMs	69,183	33,130	15,020	117,333	44,610	161,943

¹ This table includes clients served between April 1, 2020 and March 31, 2021, with one count per client served.

² Each jurisdiction's target refers to the number of EI active clients served, except in Quebec, where it includes both active and former clients served.

Annex 3.6 - New EBSM Participants¹

FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ²	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. ³	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	496	406	716	259	6,819	0	18	0	117	1,483	19	0	47	n/a	10,380
Self-Employment	217	98	417	168	1,161	0	703	0	353	1,247	3	0	1	n/a	4,368
Job Creation Partnerships	911	25	91	0	0	90	435	0	0	567	0	0	0	n/a	2,119
Skills Development–Regular	3,069	2,411	1,487	7,123	17,717	8,207	5,742	10,710	3,908	21,504	77	45	128	n/a	82,128
Skills Development–Apprentices	621	327	1,247	1,984	0	23,894	3,214	5,022	13,759	12,564	62	121	41	n/a	62,856
Targeted Earning Supplements	1	0	0	0	0	0	0	0	0	858	0	0	0	n/a	859
Total Employment Benefits	5,315	3,267	3,958	9,534	25,697	32,191	10,112	15,732	18,137	38,223	161	166	217	n/a	162,710
Support Measures: EAS															
Employment services	4,427	5,849	12,262	5,235	74,257	153,791	39,782	0	7,335	21,097	7	52	511	n/a	324,605
Group services	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Individual counselling	6,001	610	1,375	16,210	14,467	718	22,652	8,189	61,747	22,140	226	6	0	n/a	154,341
Total Support Measures: EAS	10,428	6,459	13,637	21,445	88,724	154,509	62,434	8,189	69,082	43,237	233	58	511	n/a	478,946
Total Support Measures: EAS–without group services	10,428	6,459	13,637	21,445	88,724	154,509	62,434	8,189	69,082	43,237	233	58	511	n/a	478,946
Total Benefits and Support Measures: EAS	15,743	9,726	17,595	30,979	114,421	186,700	72,546	23,921	87,219	81,460	394	224	728	n/a	641,656
Indigenous Pan-Canadian	261	229	436	478	2,375	7,626	4,209	5,685	3,353	9,290	458	77	245	297	35,019
Grand Total–Benefits and Support Measures: EAS	16,004	9,955	18,031	31,457	116,796	194,326	76,755	29,606	90,572	90,750	852	301	973	297	676,675
Grand Total–without group services	16,004	9,955	18,031	31,457	116,796	194,326	76,755	29,606	90,572	90,750	852	301	973	297	676,675

¹ Participants in this table refer to all new starts between April 1, 2020, and March 31, 2021.

² Ontario counts one individual counseling participation per client.

³ Results are estimated for Nunavut.

Annex 3.6.1 - New EBSM Participants from PPEs¹

New Starts, by Type (#)—FY2021															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. ²	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	38	58	61	35	1,704	0	4	0	21	189	8	0	0	n/a	2,118
Self-Employment	7	3	32	2	143	0	11	0	38	113	1	0	0	n/a	350
Job Creation Partnerships	21	2	15	0	0	13	42	0	0	46	0	0	0	n/a	139
Skills Development—Regular	78	61	32	174	1,671	891	1,202	4,149	425	1,631	20	16	1	n/a	10,351
Skills Development—Apprentices	1	3	0	8	0	3,913	19	525	213	54	3	4	3	n/a	4,746
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	52	0	0	0	n/a	52
Total Employment Benefits	145	127	140	219	3,518	4,817	1,278	4,674	697	2,085	32	20	4	n/a	17,756
Support Measures: EAS															
Employment services	131	477	1,066	375	8,013	15,163	4,942	0	611	1,679	0	8	0	n/a	32,465
Individual counselling	176	40	152	871	1,149	61	2,700	1,330	5,420	1,746	43	0	0	n/a	13,688
Total Support Measures: EAS	307	517	1,218	1,246	9,162	15,224	7,642	1,330	6,031	3,425	43	8	0	n/a	46,153
Total Benefits and Support Measures: EAS	452	644	1,358	1,465	12,680	20,041	8,920	6,004	6,728	5,510	75	28	4	n/a	63,909

¹ Participants in this table refer to all new starts between April 1, 2020, and March 31, 2021.

² Results are estimated for Nunavut.

Annex 3.6.2 - New EBSM Participants from PPEs as a Proportion of all Participants¹

New Starts, by Type (%)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun. 2	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	7.7	14.3	8.5	13.5	25.0	0.0	22.2	0.0	17.9	12.7	42.1	0.0	0.0	n/a	20.5
Self-Employment	3.2	3.1	7.7	1.2	12.3	0.0	1.6	0.0	10.8	9.1	33.3	0.0	0.0	n/a	8.0
Job Creation Partnerships	2.3	8.0	16.5	0.0	0.0	14.4	9.7	0.0	0.0	8.1	0.0	0.0	0.0	n/a	6.6
Skills Development—Regular	2.5	2.5	2.2	2.4	9.4	10.9	20.9	38.7	10.9	7.6	26.0	35.6	11.1	n/a	12.6
Skills Development—Apprentices	0.2	0.9	0.0	0.4	0.0	16.4	0.6	10.5	1.5	0.4	4.8	3.3	14.3	n/a	7.6
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.1	0.0	0.0	0.0	n/a	6.1
Total Employment Benefits	2.7	3.9	3.5	2.3	13.7	15.0	12.6	29.7	3.8	5.5	19.9	12.0	12.9	n/a	10.9
Support Measures: EAS															
Employment services	3.0	8.2	8.7	7.2	10.8	9.9	12.4	0.0	8.3	8.0	0.0	15.4	0.0	n/a	10.0
Individual counselling	2.9	6.6	11.1	5.4	7.9	8.5	11.9	16.2	8.8	7.9	19.0	0.0	0.0	n/a	8.9
Total Support Measures: EAS	2.9	8.0	8.9	5.8	10.3	9.9	12.2	16.2	8.7	7.9	18.5	13.8	0.0	n/a	9.6
Total Benefits and Support Measures: EAS	2.9	6.6	7.7	4.7	11.1	10.7	12.3	25.1	7.7	6.8	19.0	12.5	12.5	n/a	10.0

¹ All percentages are based on new participation start dates (the number of participants started in FY2021).

² Results are estimated for Nunavut.

Annex 3.6.3 - New EBSM Participants from CERB, CRB, and EI ERB Clients¹

New Starts, by Type (#)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ²	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	188	143	337	105	2,146	0	10	0	48	662	5	0	0	n/a	3,644
Self-Employment	105	37	212	78	556	0	425	0	211	657	0	0	0	n/a	2,281
Job Creation Partnerships	458	16	57	0	0	48	224	0	0	182	0	0	0	n/a	985
Skills Development—Regular	1,495	1,605	831	4,976	7,718	3,986	2,071	3,103	2,204	10,229	37	2	5	n/a	38,262
Skills Development—Apprentices	151	58	357	465	0	7,162	986	1,361	4,165	4,342	10	0	8	n/a	19,065
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	228	0	0	0	n/a	228
Total Employment Benefits	2,397	1,859	1,794	5,624	10,420	11,196	3,716	4,464	6,628	16,300	52	2	13	n/a	64,465
Support Measures: EAS															
Employment services	2,019	2,770	5,557	2,386	26,750	65,959	16,458	0	3,927	9,466	5	14	1	n/a	135,312
Individual counselling	2,994	277	677	7,722	6,140	298	8,946	4,524	29,140	9,980	68	1	0	n/a	70,767
Total Support Measures: EAS	5,013	3,047	6,234	10,108	32,890	66,257	25,404	4,524	33,067	19,446	73	15	1	n/a	206,079
Total Benefits and Support Measures: EAS	7,410	4,906	8,028	15,732	43,310	77,453	29,120	8,988	39,695	35,746	125	17	14	n/a	270,544

¹ Participants in this table refer to all new starts between April 1, 2020 and March 31, 2021.

² Ontario counts one individual counselling participation per client.

Annex 3.6.4 - New EBSM participants from CERB, CRB, and EI ERB Clients, as a proportion of all participants¹

New Starts, by Type (%)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. ²	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	37.9	35.2	47.1	40.5	31.5	0.0	55.6	0.0	41.0	44.6	26.3	0.0	0.0	n/a	35.3
Self-Employment	48.4	37.8	50.8	46.4	47.9	0.0	60.5	0.0	59.8	52.7	0.0	0.0	0.0	n/a	52.2
Job Creation Partnerships	50.3	64.0	62.6	0.0	0.0	53.3	51.5	0.0	0.0	32.1	0.0	0.0	0.0	n/a	46.5
Skills Development—Regular	48.7	66.6	55.9	69.9	43.6	48.6	36.1	29.0	56.4	47.6	48.1	4.4	55.6	n/a	46.7
Skills Development—Apprentices	24.3	17.7	28.6	23.4	0.0	30.0	30.7	27.1	30.3	34.6	16.1	0.0	38.1	n/a	30.3
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	26.6	0.0	0.0	0.0	n/a	26.5
Total Employment Benefits	45.1	56.9	45.3	59.0	40.5	34.8	36.7	28.4	36.5	42.6	32.3	1.2	41.9	n/a	39.7
Support Measures: EAS															
Employment services	45.6	47.4	45.3	45.6	36.0	42.9	41.4	0.0	53.5	44.9	71.4	26.9	100.0	n/a	41.8
Individual counselling	49.9	45.4	49.2	47.6	42.4	41.5	39.5	55.2	47.2	45.1	30.1	16.7	0.0	n/a	45.9
Total Support Measures: EAS	48.1	47.2	45.7	47.1	37.1	42.9	40.7	55.2	47.9	45.0	31.3	25.9	100.0	n/a	43.1
Total Benefits and Support Measures: EAS	47.1	50.4	45.6	50.8	37.9	41.5	40.1	37.6	45.5	43.9	31.7	7.6	43.8	n/a	42.2

¹ All percentages are based on new participation start dates (the number of participants started in FY2021).

² Ontario counts one individual counseling participation per client.

Annex 3.7 - EBSM Designated Members — Women¹

New Starts, by Type (#)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. 2	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	203	163	321	132	2,940	0	6	0	55	616	7	0	0	n/a	4,443
Self-Employment	89	23	202	63	582	0	371	0	197	731	1	0	0	n/a	2,259
Job Creation Partnerships	341	15	52	0	0	47	263	0	0	283	0	0	0	n/a	1,001
Skills Development—Regular	1,321	1,472	793	4,062	8,742	4,619	3,207	4,220	2,119	12,348	39	18	7	n/a	42,967
Skills Development—Apprentices	51	28	72	103	0	3,328	101	288	937	777	5	9	1	n/a	5,700
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	442	0	0	0	n/a	442
Total employment Benefits	2,005	1,701	1,440	4,360	12,264	7,994	3,948	4,508	3,308	15,197	52	27	8	n/a	56,812
Support Measures: EAS															
Employment services	2,011	3,233	6,420	2,709	37,962	78,256	20,836	0	2,988	11,175	2	28	1	n/a	165,621
Individual counselling	3,100	336	767	7,924	7,010	412	11,568	3,504	32,515	11,866	52	5	0	n/a	79,059
Total Support Measures: EAS	5,111	3,569	7,187	10,633	44,972	78,668	32,404	3,504	35,503	23,041	54	33	1	n/a	244,680
Total Benefits and Support Measures: EAS															
	7,116	5,270	8,627	14,993	57,236	86,662	36,352	8,012	38,811	38,238	106	60	9	n/a	301,492
Indigenous Pan-Canadian	103	125	188	229	1,245	4,097	2,233	2,769	1,292	4,293	213	35	175	224	17,221
Grand total, Benefits and Support Measures: EAS	7,219	5,395	8,815	15,222	58,481	90,759	38,585	10,781	40,103	42,531	319	95	184	224	318,713

¹ Participation in this table refers to all new starts between April 1, 2020 and March 31, 2021 (the number of participants started in FY2021).

² Results are estimated for Nunavut.

Annex 3.7.1 - EBSM Designated Members — Women¹, as a Proportion of all Participants

New Starts, by Type (%)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun. ²	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	40.9	40.1	44.8	51.0	43.1	0.0	33.3	0.0	47.0	41.5	36.8	0.0	0.0	n/a	43.0
Self-Employment	41.0	23.5	48.4	37.5	50.1	0.0	52.8	0.0	55.8	58.6	33.3	0.0	0.0	n/a	51.7
Job Creation Partnerships	37.4	60.0	57.1	0.0	0.0	52.2	60.5	0.0	0.0	49.9	0.0	0.0	0.0	n/a	47.2
Skills Development—Regular	43.0	61.1	53.3	57.0	49.3	56.3	55.9	39.4	54.2	57.4	50.6	40.0	77.8	n/a	52.4
Skills Development—Apprentices	8.2	8.6	5.8	5.2	0.0	13.9	3.1	5.7	6.8	6.2	8.1	7.4	4.8	n/a	9.1
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	51.5	0.0	0.0	0.0	n/a	51.5
Total employment Benefits	37.7	52.1	36.4	45.7	47.7	24.8	39.0	28.7	18.2	39.8	32.3	16.3	25.8	n/a	35.0
Support Measures: EAS															
Employment services	45.4	55.3	52.4	51.7	51.1	50.9	52.4	0.0	40.7	53.0	28.6	53.8	100.0	n/a	51.1
Individual counselling	51.7	55.1	55.8	48.9	48.5	57.4	51.1	42.8	52.7	53.6	23.0	83.3	0.0	n/a	51.2
Total Support Measures: EAS	49.0	55.3	52.7	49.6	50.7	50.9	51.9	42.8	51.4	53.3	23.2	56.9	100.0	n/a	51.1
Total Benefits and Support Measures: EAS															
	45.2	54.2	49.0	48.4	50.0	46.4	50.1	33.5	44.5	46.9	26.9	26.8	28.1	n/a	47.0
Indigenous Pan-Canadian	39.5	54.6	43.1	47.9	52.4	53.7	53.1	48.7	38.5	46.2	46.5	45.5	71.4	75.4	49.2
Grand total, Benefits and Support Measures: EAS	45.1	54.2	48.9	48.4	50.1	46.7	50.3	36.4	44.3	46.9	37.4	31.6	66.4	75.4	47.1

¹ All percentages are based on new participation start dates (the number of participants started in FY2021).

² Results are estimated for Nunavut.

Annex 3.8 - EBSM Designated Members — Persons with Disabilities¹

New Starts, by Type (#)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. 2	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	102	24	137	22	3,914	0	1	0	7	155	1	0	0	n/a	4,363
Self-Employment	17	1	61	6	40	0	48	0	12	329	0	0	0	n/a	514
Job Creation Partnerships	22	2	12	0	0	6	33	0	0	32	0	0	0	n/a	107
Skills Development—Regular	425	112	308	394	1,104	1,346	337	468	173	5,714	3	4	0	n/a	10,388
Skills Development—Apprentices	4	6	3	82	0	125	29	136	202	107	1	3	0	n/a	698
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	2	0	0	0	n/a	2
Total employment Benefits	570	145	521	504	5,058	1,477	448	604	394	6,339	5	7	0	n/a	16,072
Support Measures: EAS															
Employment services	1,835	1,335	3,652	1,039	12,068	23,805	2,748	0	388	6,246	0	3	0	n/a	53,119
Individual counselling	1,868	136	580	1,839	1,298	201	1,798	1,986	5,919	6,985	4	0	0	n/a	22,614
Total Support Measures: EAS	3,703	1,471	4,232	2,878	13,366	24,006	4,546	1,986	6,307	13,231	4	3	0	n/a	75,733
Total Benefits and Support Measures: EAS															
	4,273	1,616	4,753	3,382	18,424	25,483	4,994	2,590	6,701	19,570	9	10	0	n/a	91,805
Indigenous Pan-Canadian	16	11	32	17	5	432	237	1,071	161	751	6	0	3	24	2,766
Grand total, Benefits and Support Measures: EAS	4,289	1,627	4,785	3,399	18,429	25,915	5,231	3,661	6,862	20,321	15	10	3	24	94,571

¹ Participants in this table refer to all new starts between April 1, 2020, and March 31, 2021. Reported counts are generally lower than actual numbers because data are collected through self-identification.

² Results are estimated for Nunavut.

Annex 3.8.1 - EBSM Designated Members — Persons with Disabilities¹, as a Proportion of all Participants

New Starts, by Type (%)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. ²	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	20.6	5.9	19.1	8.5	57.4	0.0	5.6	0.0	6.0	10.5	5.3	0.0	0.0	n/a	42.2
Self-Employment	7.8	1.0	14.6	3.6	3.4	0.0	6.8	0.0	3.4	26.4	0.0	0.0	0.0	n/a	11.8
Job Creation Partnerships	2.4	8.0	13.2	0.0	0.0	6.7	7.6	0.0	0.0	5.6	0.0	0.0	0.0	n/a	5.0
Skills Development—Regular	13.8	4.6	20.7	5.5	6.2	16.4	5.9	4.4	4.4	26.6	3.9	8.9	0.0	n/a	12.7
Skills Development—Apprentices	0.6	1.8	0.2	4.1	0.0	0.5	0.9	2.7	1.5	0.9	1.6	2.5	0.0	n/a	1.1
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.0	n/a	0.2
Total Employment Benefits	10.7	4.4	13.2	5.3	19.7	4.6	4.4	3.8	2.2	16.6	3.1	4.2	0.0	n/a	9.9
Support Measures: EAS															
Employment services	41.5	22.8	29.8	19.8	16.3	15.5	6.9	0.0	5.3	29.6	0.0	5.8	0.0	n/a	16.4
Individual counselling	31.1	22.3	42.2	11.3	9.0	28.0	7.9	24.3	9.6	31.5	1.8	0.0	0.0	n/a	14.7
Total Support Measures: EAS	35.5	22.8	31.0	13.4	15.1	15.5	7.3	24.3	9.1	30.6	1.7	5.2	0.0	n/a	15.8
Total Benefits and Support Measures: EAS	27.1	16.6	27.0	10.9	16.1	13.6	6.9	10.8	7.7	24.0	2.3	4.5	0.0	n/a	14.3
Indigenous Pan-Canadian	6.1	4.8	7.3	3.6	0.2	5.7	5.6	18.8	4.8	8.1	1.3	0.0	1.2	8.1	7.9
Grand total, Benefits and Support Measures: EAS	26.8	16.3	26.5	10.8	15.8	13.3	6.8	12.4	7.6	22.4	1.8	3.3	1.1	8.1	14.0

¹ All percentages are based on new participation start dates (the number of participants started in FY2021). Reported counts are generally lower than actual numbers because data are collected through self-identification.

² Results are estimated for Nunavut.

Annex 3.9 - EBSM Designated Members — Indigenous People¹

New Starts, by Type (#)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun ²	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	46	7	37	3	44	0	15	0	10	62	19	0	1	n/a	244
Self-Employment	3	0	18	2	3	0	65	0	21	80	3	0	0	n/a	195
Job Creation Partnerships	30	5	5	0	0	0	187	0	0	111	0	0	0	n/a	338
Skills Development—Regular	295	39	53	206	197	38	1,953	2,541	715	1,731	76	3	7	n/a	7,854
Skills Development—Apprentices	45	3	8	24	0	296	401	781	729	21	59	0	8	n/a	2,375
Targeted Earning Supplements	1	0	0	0	0	0	0	0	0	181	0	0	0	n/a	182
Total Employment Benefits	420	54	121	235	244	334	2,621	3,322	1,475	2,186	157	3	16	n/a	11,188
Support Measures: EAS															
Employment services	309	50	508	117	737	595	11,978	0	1,428	1,722	7	4	1	n/a	17,456
Individual counselling	986	12	79	405	233	1	7,367	3,309	9,732	1,757	219	0	0	n/a	24,100
Total Support Measures: EAS	1,295	62	587	522	970	596	19,345	3,309	11,160	3,479	226	4	1	n/a	41,556
Total Benefits and Support Measures: EAS	1,715	116	708	757	1,214	930	21,966	6,631	12,635	5,665	383	7	17	n/a	52,744
Indigenous Pan-Canadian	261	229	436	478	2,375	7,626	4,209	5,685	3,353	9,290	458	77	245	297	35,019
Grand total, Benefits and Support Measures: EAS	1,976	345	1,144	1,235	3,589	8,556	26,175	12,316	15,988	14,955	841	84	262	297	87,763

¹ Participants in this table refer to all new starts between April 1, 2020 and March 31, 2021. Reported counts are generally lower than actual numbers because data are collected through self-identification.

² Results are estimated for Nunavut.

Annex 3.9.1 - EBSM Designated Members — Indigenous People¹, as a proportion of all participants

New Starts, by Type (%)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. ²	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	9.3	1.7	5.2	1.2	0.6	0.0	83.3	0.0	8.5	4.2	100.0	0.0	100.0	n/a	2.4
Self-Employment	1.4	0.0	4.3	1.2	0.3	0.0	9.2	0.0	5.9	6.4	100.0	0.0	0.0	n/a	4.5
Job Creation Partnerships	3.3	20.0	5.5	0.0	0.0	0.0	43.0	0.0	0.0	19.6	0.0	0.0	0.0	n/a	16.0
Skills Development—Regular	9.6	1.6	3.6	2.9	1.1	0.5	34.0	23.7	18.3	8.0	98.7	6.7	77.8	n/a	9.6
Skills Development—Apprentices	7.2	0.9	0.6	1.2	0.0	1.2	12.5	15.6	5.3	0.2	95.2	0.0	38.1	n/a	3.8
Targeted Earning Supplements	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	21.1	0.0	0.0	0.0	n/a	21.2
Total Employment Benefits	7.9	1.7	3.1	2.5	0.9	1.0	25.9	21.1	8.1	5.7	97.5	1.8	51.6	n/a	6.9
Support Measures: EAS															
Employment services	7.0	0.9	4.1	2.2	1.0	0.4	30.1	0.0	19.5	8.2	100.0	7.7	100.0	n/a	5.4
Individual counselling	16.4	2.0	5.7	2.5	1.6	0.1	32.5	40.4	15.8	7.9	96.9	0.0	0.0	n/a	15.6
Total Support Measures: EAS	12.4	1.0	4.3	2.4	1.1	0.4	31.0	40.4	16.2	8.0	97.0	6.9	100.0	n/a	8.7
Total Benefits and Support Measures: EAS	10.9	1.2	4.0	2.4	1.1	0.5	30.3	27.7	14.5	7.0	97.2	3.1	53.1	n/a	8.2
Indigenous Pan-Canadian	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Grand total, Benefits and Support Measures: EAS	12.3	3.5	6.3	3.9	3.1	4.4	34.1	41.6	17.7	16.5	98.7	27.9	94.6	100.0	13.0

¹ All percentages are based on new participation start dates (the number of participations started in FY2021). Reported counts are generally lower than actual numbers because data are collected through self-identification.

² Results are estimated for Nunavut.

Annex 3.10 - EBSM Designated Members — Visible Minorities¹

New Starts, by Type (#)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que. ²	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun. ₃	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	13	11	92	8	0	0	1	0	19	199	3	0	0	n/a	346
Self-Employment	11	3	28	4	0	0	60	0	80	155	0	0	0	n/a	341
Job Creation Partnerships	5	2	2	0	0	1	118	0	0	31	0	0	0	n/a	159
Skills Development—Regular	72	89	74	300	0	963	1,350	564	1,144	5,276	15	2	0	n/a	9,849
Skills Development—Apprentices	4	5	5	19	0	676	253	231	1,552	0	8	0	2	n/a	2,755
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	105	110	201	331	0	1,640	1,782	795	2,795	5,661	26	2	2	n/a	13,450
Support Measures: EAS															
Employment services	236	341	2,337	413	0	23,568	8,952	0	2,010	4,506	0	2	0	n/a	42,365
Individual counselling	274	42	159	1,053	0	340	6,083	911	17,320	5,360	30	0	0	n/a	31,572
Total Support Measures: EAS	510	383	2,496	1,466	0	23,908	15,035	911	19,330	9,866	30	2	0	n/a	73,937
Total Benefits and Support Measures: EAS	615	493	2,697	1,797	0	25,548	16,817	1,706	22,125	15,527	56	4	2	n/a	87,387
Indigenous Pan-Canadian	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand total, Benefits and Support Measures: EAS	615	493	2,697	1,797	0	25,548	16,817	1,706	22,125	15,527	56	4	2	0	87,387

¹ Participants in this table refer to all new starts between April 1, 2020 and March 31, 2021. Reported counts are generally lower than actual numbers because data are collected through self-identification.

² Quebec does not report on participation levels for members of visible minority groups. Therefore, Quebec was excluded from the calculations of the national averages.

³ Results are estimated for Nunavut.

Annex 3.10.1 - EBSM Designated Members — Visible Minorities¹, as a Proportion of all Participants

New Starts, by Type (%)—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada ₂
Employment Benefits															
Targeted Wage Subsidies	2.6	2.7	12.8	3.1	n/a	0.0	5.6	0.0	16.2	13.4	15.8	0.0	0.0	n/a	9.8
Self-Employment	5.1	3.1	6.7	2.4	n/a	0.0	8.5	0.0	22.7	12.4	0.0	0.0	0.0	n/a	10.6
Job Creation Partnerships	0.5	8.0	2.2	0.0	n/a	1.1	27.1	0.0	0.0	5.5	0.0	0.0	0.0	n/a	7.5
Skills Development—Regular	2.3	3.7	5.0	4.2	n/a	11.7	23.5	5.3	29.3	24.5	19.5	4.4	0.0	n/a	15.3
Skills Development—Apprentices	0.6	1.5	0.4	1.0	n/a	2.8	7.9	4.6	11.3	0.0	12.9	0.0	9.5	n/a	4.4
Targeted Earning Supplements	0.0	0.0	0.0	0.0	n/a	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
Total Employment Benefits	2.0	3.4	5.1	3.5	n/a	5.1	17.6	5.1	15.4	14.8	16.1	1.2	6.5	n/a	9.8
Support Measures: EAS															
Employment services	5.3	5.8	19.1	7.9	n/a	15.3	22.5	0.0	27.4	21.4	0.0	3.8	0.0	n/a	17.0
Individual counselling	4.6	6.9	11.6	6.5	n/a	47.4	26.9	11.1	28.0	24.2	13.3	0.0	0.0	n/a	22.6
Total Support Measures: EAS	4.9	5.9	18.3	6.8	n/a	15.5	24.1	11.1	28.0	22.8	12.9	3.4	0.0	n/a	19.0
Total Benefits and Support Measures: EAS	3.9	5.1	15.3	5.8	n/a	13.7	23.2	7.1	25.4	19.1	14.2	1.8	6.3	n/a	16.6
Indigenous Pan-Canadian	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Grand total, Benefits and Support Measures: EAS	3.9	5.1	15.3	5.8	n/a	13.7	23.2	7.1	25.4	19.1	14.2	1.8	6.3	0.0	16.6

¹ All percentages are based on new participation start dates (the number of participants started in FY2021). Reported counts are generally lower than actual numbers because data are collected through self-identification.

² Quebec does not report on participation levels for members of visible minority groups. Therefore, Quebec was excluded from the calculations of the national averages.

Annex 3.11 - EBSM and Pan-Canadian Activities — Part I - Final Expenditures

In \$000s by Program—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que. ²	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Self-Employment	859	587	2,115	1,976	5,199	51	307	261	2,155	1,637	0	65	17	0	15,228
Job Creation Partnerships ¹	633	90	243	0	6	280	174	0	17	307	0	0	0	0	1,751
Skills Development	13,225	24,697	14,723	86,434	57,829	63,588	26,321	12,041	62,568	57,924	109	369	544	0	420,373
TOTAL¹	14,716	25,373	17,081	88,410	63,034	63,919	26,802	12,302	64,740	59,868	109	434	562	0	437,352

¹ Totals may not add due to rounding.

² In Quebec, this amount refers only to pan-Canadian activities.

Annex 3.12 - Employment by Employment Benefit and Support Measure Final Expenditures

In \$000s by Program—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man. ⁴	Sask. ⁴	Alta. ⁴	B.C.	N.W.T.	Yk.	Nun. ⁴	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	6,081	2,895	4,008	5,438	76,874	0	220	0	1,442	19,170	462	12	584	n/a	117,186
Self-Employment	5,534	1,332	5,864	4,816	19,598		1,216	0	2,160	12,136	234	0	0	n/a	52,889
Job Creation Partnerships	6,943	515	1,318	0	0	1,769	1,441	0	16,958	7,977	25	0	0	n/a	36,946
Skills Development	68,249	12,874	30,062	50,675	197,311	161,905	33,995	29,477	97,512	152,565	579	1,242	1,736	n/a	838,181
Targeted Earning Supplements including Supplément de retour au travail	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total employment Benefits	86,807	17,616	41,251	60,929	293,783	163,674	36,871	29,477	118,073	191,848	1,300	1,254	2,320	n/a	1,045,203
Support Measures: EAS															
Employment assistance	13,538	5,246	42,424	6,865	143,291	343,007	10,917	11,397	61,068	42,639	787	1,408	0	n/a	682,587
Total Support Measures: EAS	13,538	5,246	42,424	6,865	143,291	343,007	10,917	11,397	61,068	42,639	787	1,408	0	n/a	682,587
Sub-total : Employment Benefits and Support Measures: EAS	100,344	22,862	83,675	67,794	437,074	506,681	47,788	40,874	179,142	234,487	2,087	2,662	2,320	n/a	1,727,790
Other Support Measures															
Labour Market Partnerships	12,501	1,988	5,500	16,951	113,212	78,243	6,710	7,349	3,644	8,797	0	0	848	n/a	255,743
Research and Innovation	2,941		1,858	303	97,299	99,160	1,128	127	0	5,572	181	119	0	n/a	208,688
Total other Support Measures	15,442	1,988	7,358	17,254	210,511	177,403	7,838	7,476	3,644	14,369	181	119	848	n/a	464,430
Sub-total except for Carry Forward from 2019-20	115,786	24,850	91,033	85,048	647,585	684,085	55,626	48,349	182,786	248,856	2,267	2,781	3,167	n/a	2,192,220
Carry-forward from FY1920 ¹	(3,189)	0	0	(712)	0	0	0	0	0	(18,108)	(165)	(454)	0	n/a	-22,628
Total EBSM— Part II	112,597	24,850	91,033	84,336	647,585	684,085	55,626	48,349	182,786	230,748	2,102	2,328	3,167	n/a	2,169,592
Overcontribution/Carry-forward to FY2122 ¹	28,821	2,210	0	18,239	0	0	0	0	0	77,971	1,214	1,952	0	0	130,407
Pan-Canadian (see details in Annex 3.13)	2,575	277	2,279	1,682	12,328	25,841	18,188	14,763	16,352	17,737	3,518	1,161	4,226	23,374	144,302
Adjustment ²					0	22,495	(1)			(3)				(23,374)	(883)
Total including Pan-Canadian	143,993	27,337	93,312	104,258	659,913	732,421	73,814	63,112	199,138	326,453	6,834	5,441	7,394	0	2,443,419
Administrative costs related to LMDAs³	8,888	2,695	10,149	8,922	58,920	57,277	6,079	6,022	9,594	15,459	1,450	389	787	n/a	186,631

¹ In a normal year, overcontributions will be recovered during next FY and recorded in SAP; however, due to COVID, PTs are allowed to carry-forward any unspent amount in FY1920 to FY2021 and up to 60% of unspent amount in FY2021 to FY2122. Line 19 are the amounts carried forward from FY1920 and spent in FY2021; and Line 21 are the amounts to be carried forward to and spent in FY2122.

² This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

³ Net Administrative costs include salary and non-salary to administer LMDAs and \$11 million for rent

⁴ Expenditures were estimated for Manitoba, Saskatchewan, Alberta and Nunavut.

Source: PT audited statements

Annex 3.13 - EI Part II Pan-Canadian — Final Expenditures

In \$000s by Pan-Canadian Program—FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alberta	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Pan-Canadian - Programming Funds															
Indigenous Skills and Employment Training Strategy (K102)	2,575	277	2,279	1,682	12,328	25,841	18,188	14,763	16,352	17,737	3,518	1,161	4,226	1,592	122,520
Labour Market Partnerships	0	0	0	0	0	0	0	0	0	0	0	0	0	19,598	19,598
Research and Innovation	0	0	0	0	0	0	0	0	0	0	0	0	0	2,184	2,184
Grand total Pan-Canadian	2,575	277	2,279	1,682	12,328	25,841	18,188	14,763	16,352	17,737	3,518	1,161	4,226	23,374	144,302

Annex 3.14 - Returns to Employment and Unpaid Benefits Indicators

FY2021

	Clients who returned to employment ¹						Unpaid benefits (\$ millions) ¹					
	Targets ²	Results				Results vs. targets (%)	Targets ²	Results				Results vs. targets (%)
		SD-Apprentices	Group services	Other ³	Total			SD-Apprentices	Group services	Other ³	Total	
Newfoundland and Labrador	3,500	501	0	1,035	1,536	44%	20.0	5.9	0.0	3.8	9.7	48%
Prince Edward Island	2,667	195	0	1,725	1,920	72%	7.2	2.6	0.0	3.0	5.6	78%
Nova Scotia	5,650	872	0	1,909	2,781	49%	25.0	11.2	0.0	6.1	17.3	69%
New Brunswick	8,300	1,164	0	5,639	6,803	82%	29.0	13.9	0.0	8.4	22.3	77%
Quebec	40,000	0	1,332	42,429	43,761	109%	160.0	0.0	8.6	162.9	171.4	107%
Ontario	46,372	10,151	0	41,410	51,561	111%	239.0	125.8	0.0	97.1	222.9	93%
Manitoba	5,800	2,171	0	2,580	4,751	82%	44.0	28.1	0.0	9.0	37.1	84%
Saskatchewan	11,800	2,929	0	4,011	6,940	59%	50.0	21.3	0.0	15.2	36.5	73%
Alberta	24,000	8,342	0	9,525	17,867	74%	240.0	109.0	0.0	30.2	139.2	58%
British Columbia	20,000	8,555	0	8,447	17,002	85%	136.0	103.1	0.0	32.8	135.9	100%
Northwest Territories	100	62	0	90	152	152%	n/a	0.8	0.0	0.2	1.1	n/a
Yukon	150	77	0	15	92	61%	1.2	0.9	0.0	0.1	1.0	80%
Nunavut ⁴	n/a	17	0	0	17	n/a	n/a	0.3	0.0	0.0	0.3	n/a
Canada	168,339	35,036	1,332	118,815	155,183	92%	951	422.9	8.6	368.8	800	84%

¹ ISET activity resulted in 10,083 returns to employment and \$16.7 million in unpaid benefits. These amounts are not included in the provincial totals.

² Targets are for EBSM regular clients only.

³ The "Other" category includes all other EBSMs. SD-Apprentices and group services are reported separately because a different methodology is used to calculate returns to employment for these two measures.

⁴ Expenditures were estimated for Nunavut.

Annex 3.15 - Returns to Employment by Employment Benefit and Support Measure Type¹

FY2021

	N.L.	P.E.I.	N.S.	N.B.	Que. ³	Ont.	Man.	Sask.	Alta.	B.C. ³	N.W.T ³	Yk.	Nun ⁴	NHQ	Canada
Employment Benefits															
Targeted Wage Subsidies	128	308	217	504	3,240	0	8	0	19	527	9	0	0	n/a	4,960
Self-Employment	57	87	133	164	851	0	45	0	47	275	6	0	0	n/a	1,665
Job Creation Partnerships	90	18	23	0	0	15	47	0	0	47	0	0	0	n/a	240
Skills Development—Regular	412	802	372	2,754	5,785	2,186	450	1,590	571	4,646	39	7	0	n/a	19,614
Skills Development—Apprentices ²	501	195	872	1,164	0	10,151	2,171	2,929	8,342	8,555	62	77	17	n/a	35,036
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	4	0	0	0	n/a	4
Total Employment Benefits	1,188	1,410	1,617	4,586	9,876	12,352	2,721	4,519	8,979	14,054	116	84	17	n/a	61,519
Support Measures: EAS															
Employment services	148	374	1,051	262	30,466	39,209	1,324	0	635	1,763	3	6	0	n/a	75,241
Group services	0	0	0	0	1,332	0	0	0	0	0	0	0	0	n/a	1,332
Individual counselling	200	136	113	1,955	2,087	0	706	2,421	8,253	1,185	33	2	0	n/a	17,091
Total Support Measures: EAS	348	510	1,164	2,217	33,885	39,209	2,030	2,421	8,888	2,948	36	8	0	n/a	93,664
Total Employment Benefits and Support Measures: EAS	1,536	1,920	2,781	6,803	43,761	51,561	4,751	6,940	17,867	17,002	152	92	17	n/a	155,183
Target	3,500	2,667	5,650	8,300	40,000	46,372	5,800	11,800	24,000	20,000	100	150	n/a	n/a	168,339
Results vs. targets (%)	44%	72%	49%	82%	109%	111%	82%	59%	74%	85%	152%	61%	n/a	n/a	92%

¹ Results associated solely with the ISET are not available.

² Results for SD-Apprentices do not match those in Annex 3.14. Results presented in this Annex are associated with the last intervention in which a client participated. Employment Benefits participation supersedes participation in Employment Services.

³ Due to the methodology difference, these numbers are different from the POB's result.

⁴ Expenditures were estimated for Nunavut.



ANNEX 4

Key Program Administration Data and Results

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Annex 4.2.2a – Electronic services: partially or fully automated claims (%)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	78.9	79.2	80.1	81.4	89.5	10.0%
Quebec	71.3	72.2	72.4	76.0	88.6	16.6%
Ontario	72.1	72.5	72.3	77.0	89.3	16.0%
Western	71.9	69.1	69.6	74.6	88.5	18.6%
Canada	72.7	72.4	72.6	76.6	88.9	16.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1a – Electronic services: claimants receiving benefits through direct deposit (%)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	96.7	97.0	97.5	97.7	96.9	-0.8%
Quebec	96.0	96.2	96.5	96.6	94.5	-2.2%
Ontario	95.3	95.7	96.4	96.6	95.4	-1.2%
Western	95.1	95.3	95.7	96.0	94.9	-1.1%
Canada	95.6	95.9	96.4	96.6	95.2	-1.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1b – Points of service for EI Program delivery¹ (number)

Region	FY1617	FY1718	FY1819	FY1920	FY2021 ²	% Change ³
Atlantic	84	84	84	84	84	0.0%
Quebec	94	93	92	92	93	1.1%
Ontario	167	167	165	163	162	-0.6%
Western	213	214	238	240	240	0.0%
Canada	558	558	579	579	579	0.0%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹The values represent existing points of service as of March 31st for each fiscal year. The 579 total for FY2021 represent the points of service including: Service Canada Centres, Scheduled Outreach sites, Service Delivery Partners and Service Canada Community Offices. The total does not include the Service Canada Centre - Passport Service sites.

²As a result of the pandemic, the Service Canada Centres were closed in March 2020. EI Volumes for 2020 to 2021 only include activities that occurred in Service Canada Centres as a result of an appointment or since they're reopening in July 2020. In response to the pandemic, eServiceCanada was launched in March 2020, enabling clients to request assistance for EI via an online form. Once a form was submitted, an officer would call the client within 2 business days to either provide the client assistance or, if necessary, make an appointment to see an officer in a Service Canada Centre; note that eServiceCanada volumes are not included in this table.³Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1c – Service delivery: in-person Employment Insurance requests¹ (in millions)

Region	FY1617	FY1718	FY1819	FY1920	FY2021 ²	% Change ³
Atlantic	0.7	0.6	0.6	0.6	0.09	-85.0%
Quebec	1.3	1.2	1.2	1.2	0.28	-76.7%
Ontario	1	0.9	0.9	1.0 ⁴	0.16	-84.0%
Western	1.4	1.2	1.1	1.1	0.18	-83.6%
Canada	4.4	3.9	3.8	3.9	0.7	-82%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹These values could reflect multiple requests by the same client. Statistics include clients assisted face to face and those serving themselves at a Client Access Work Station (CAWS) computer.

²As a result of the pandemic, the Service Canada Centres were closed in March 2020. EI Volumes for 2020 to 2021 only include activities that occurred in Service Canada Centres as a result of an appointment or since they're reopening in July 2020. In response to the pandemic, eServiceCanada was launched in March 2020, enabling clients to request assistance for EI via an online form. Once a form was submitted, an officer would call the client within 2 business days to either provide the client assistance or, if necessary, make an appointment to see an officer in a Service Canada Centre; note that eServiceCanada volumes are not included in this table.

³Percentage change between 2019 to 2020 and 2020 to 2021.

⁴Number rounded up to avoid discrepancies

Annex 4.3.1d – Service delivery: eServiceCanada Employment Insurance requests^{1 2} (in thousands)

Region	FY2021 ³
Atlantic	556
Quebec	353
Ontario	528
Western	160
Canada	1,603

Note: Totals may not add up due to rounding.

Source: Service Canada, eServiceCanada, Employment Insurance (EI) administrative data from Microsoft Dynamics.

¹These values could reflect multiple requests by the same client. Data include all EI services requested by clients as they complete the eServiceCanada form on Canada.ca.

²The total for Canada includes over 5,000 requests from outside of Canada.

³The service request totals correspond to requests made by nearly 1.3 million EI clients.

Annex 4.3.1e – Community Outreach and Liaison Services: all Employment Insurance information sessions – Citizens (Number)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	115	106	115	155	116	-25.2%
Quebec	277	274	197	271	381	40.6%
Ontario	381	440	228	380	208	-45.3%
Western	152	216	156	170	121	-28.8%
Canada	925	1,036	696	976	826	-15.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1f – Community Outreach and Liaison Services: workers facing mass layoffs reached (number)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	769	807	781	1,437	249	-82.7%
Quebec	2,408	3,603	2,800	2,983	5,848	96%
Ontario	2,596	3,659	2,363	3,718	1,141	-69.3%
Western	2,318	2,431	1,247	2,458	1,624	-33.9%
Canada	8,091	10,500	7,191	10,596	8,862	-16.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1g – Community Outreach and Liaison Services: employers reached (number)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	46	70	21	109	156	43.1%
Quebec	221	134	120	272	1704	526.5%
Ontario	305	284	105	298	1943	552.0%
Western	183	47	32	86	498	479.1%
Canada	755	535	278	765	4,301	462.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1h – Community Outreach and Liaison Services: work-sharing sessions – Citizens (number)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	18	7	4	12	84	600.0%
Quebec	118	57	49	65	240	269.2%
Ontario	58	23	19	49	39	-20.4%
Western	4	0	0	10	3	-70.0%
Canada	198	87	72	136	366	169.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.1i – Community Outreach and Liaison Services: outreach support centre Employment Insurance requests¹ (in thousands)

Region	FY2021
Atlantic	1.4
Quebec	3.3
Ontario	4.2
Western	20.4
Canada	29.3

Note: Totals may not add up due to rounding.

Source: Service Canada, Outreach Support Centre, Employment Insurance (EI) administrative data from ATOM.

¹These values could reflect multiple requests by the same client.

Annex 4.3.2a – 1 800 O-Canada call centres: Employment Insurance related calls¹ (in thousands)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ²
Atlantic	46	43	41	50	47	-4.4%
Quebec	94	93	109	137	159	16.3%
Ontario	138	114	114	155	169	8.7%
Western	161	133	133	170	152	-10.2%
Canada	440	383	397	511	528	3.2%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Data includes calls from within Canada only.

²Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.2b – 1 800 O-Canada call centres: first call resolution - Employment Insurance related calls¹ (%)

Region	FY1617	FY1718	FY1819	FY1920	FY2021 ²	% Change ³
Atlantic	17.6%	18.6%	20.2%	21.0%	16.6%	-21.0%
Quebec	17.0%	17.5%	19.8%	20.7%	16.9%	-18.4%
Ontario	17.7%	18.9%	20.8%	22.5%	18.1%	-19.6%
Western	18.4%	19.2%	21.6%	22.9%	18.3%	-20.1%
Canada	17.8%	18.7%	21.0%	22.3%	18.0%	-19.3%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹EI Related Calls received on 1 800 O-Canada are based on program activities (enquiries) and more than one program activity may apply to a call. First Call Resolution was derived from program activity statistics that indicated only program information was provided to a caller to satisfy an EI related enquiry and a referral to the program was not required. While one enquiry may have been resolved at first contact, a caller may still have additional enquiries related to EI or other Government of Canada programs and services.

²The lower first contact resolution can be attributed to several pandemic related benefits and measures, as noted below, which by necessity required us to provide more referrals to the EI program for assistance that was more than general in nature.

- The pandemic year introduced new measures to Employment Insurance that affected the eligibility of applicants.

- New benefits became available as a result of the pandemic which also required agents to provide details on other programs at the same time as providing information on Employment Insurance.

- Service delivery methods changed with the in-person channel which may have created enquiries and referrals with 1 800 O-Canada that would not otherwise have existed.

³Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.2c – Call centres: Enquiries resolved via Employment Insurance voice response system (in millions)

Fiscal year	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Canada	18.6	16.6	15.9	19.8	25.6	29.3%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.2d – Call centres: calls answered (Employment Insurance call centre) (in millions)

Fiscal year	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Canada	4.0	4.6	4.6	4.4	5.6	27.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.2e – Call centres: client attempts to contact a call centre agent

Fiscal Year	FY1819	FY1920	FY2021
Attempts to speak to an agent	8,817,886	14,006,552	21,580,151
Calls for which a client could not access an agent	3,189,609	8,298,993	10,816,735
Abandoned calls	979,761	1,303,770	5,150,382
Call answered by an agent	4,648,516	4,403,789	5,613,034

Source: Employment and Social Development Canada.

Annex 4.3.2f – Call centres: first contact resolution – Employment Insurance call centre

Fiscal year	FY1617	FY1718	FY1819	FY1920	FY2021	Change ¹
Canada	83.5%	80.7%	81.5%	77.3%	84.9%	7.6 percentage points

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage point change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.3a – Electronic services: applications submitted online (%)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	98.6	99.2	99.3	99.2	98.6	-0.6%
Quebec	98.2	98.5	98.6	98.9	98.1	-0.8%
Ontario	98.7	98.9	98.8	99.2	98.6	-0.6%
Western	98.3	98.9	99	99.2	98.6	-0.6%
Canada	98.4	98.8	98.9	99.1	98.5	-0.6%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.3b – Service delivery: My Service Canada Account logins¹ (in millions)

Fiscal Year	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ²
Canada	29.3	28.8	32.2	37.2	80.1	115.3%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Regional breakdowns for My Service Canada Account (MSCA) logins are not available. The data tracking system used for MSCA is a secure information portal; hence, Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be needed in order to capture regional data. ²Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.3.3c – Service delivery: EI Claimants who accessed My Service Canada Account (%)

Fiscal Year	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Canada	36.8%	35.2%	38.0%	39.1%	34.8%	-11.0%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.4.1a – Electronic records of employment (eROEs): % distribution of paper records of employment versus electronic records of employment (%)

Fiscal Year	eROEs – Canada % total	Paper – Canada % total
FY1617	88.1	11.9
FY1718	90.4	9.6
FY1819	92.3	7.7
FY1920	94.6	5.4
FY2021	95.6	4.4
Year-by-Year Comparison ¹	1.1	-

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹ This figure represents the percentage point increase over the percentage of ROEs submitted electronically the previous fiscal year.

Annex 4.4.1b – Electronic records of employment (eROEs): new record of employment web registrations (number)

Fiscal year	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ²
Canada	51,625	42,411	39,949	45,849	84,699	84.7%

Source: Record of Employment (ROE) Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

² Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.4.1c – Electronic records of employment (eROEs): records of employment submitted electronically by employers¹ (number)

Fiscal year	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ²
Canada	8,726,202	9,290,983	9,800,954	12,808,991	12,237,632	-4.5%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

²Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.4.2a – Employment Insurance claims processing: claims processed (number)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	380,477	375,846	382,382	404,778	678,144	67.5%
Quebec	777,249	764,175	767,231	914,938	2,014,639	120.2%
Ontario	868,584	865,308	875,406	1,066,065	2,873,316	169.5%
Western	942,287	778,727	786,678	939,753	2,392,358	154.6%
Canada	2,968,597	2,784,056	2,811,697	3,325,534	7,958,457	139.3%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.5.1a – Employment Insurance claims processing: speed of payment (%)

Region	FY1617	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	89.5	88.0	86.6	86.8	93.1	7.3%
Quebec	83.0	82.4	80.2	79.5	89.0	11.9%
Ontario	82.1	81.3	79.3	79.7	88.8	11.4%
Western	81.7	80.3	77.2	77.4	87.5	13.0%
Canada	83.2	82.2	80	80.0	88.8	11.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2019 to 2020 and 2020 to 2021.

Annex 4.5.2a – CX Survey – evolution CX1 to CX 4 overall service channel satisfaction

EI Service channel satisfaction	FY1718	FY1819	FY1920	FY2021	% Change ¹
In-person channel satisfaction	80%	80%	82%	77%	-5%
Online channel satisfaction	79%	79%	71%	77%	6%
Specialized Call Centre channel satisfaction	85%	74%	59%	70%	11%

Source: Service Canada Client Experience Survey 2020-21

¹Percentage change between 2019-20 and 2020-21.

Annex 4.5.2b – CX Survey – evolution EI overall satisfaction

Overall EI program satisfaction	FY1718	FY1819	FY1920	FY2021	% Change ¹
Atlantic	92%	83%	74%	89%	15%
Quebec	88%	85%	84%	81%	-3%
Ontario	82%	79%	75%	86%	11%
Western	75%	77%	74%	81%	7%
Canada	83%	80%	77%	84%	7%

Source: Service Canada Client Experience Survey 2020-21

¹Percentage change between 2019-20 and 2020-21.

Annex 4.6.1a – EI payment accuracy review: estimated financial impact of errors and estimated error rate, by sources (based on PAAR sample)

Fiscal Year	FY1920 (not weighted)	FY2021 (weighted)
Total EI Benefit Payout	17.9B	31.0B
EI Payment Accuracy Rate	94.5%	96.0%

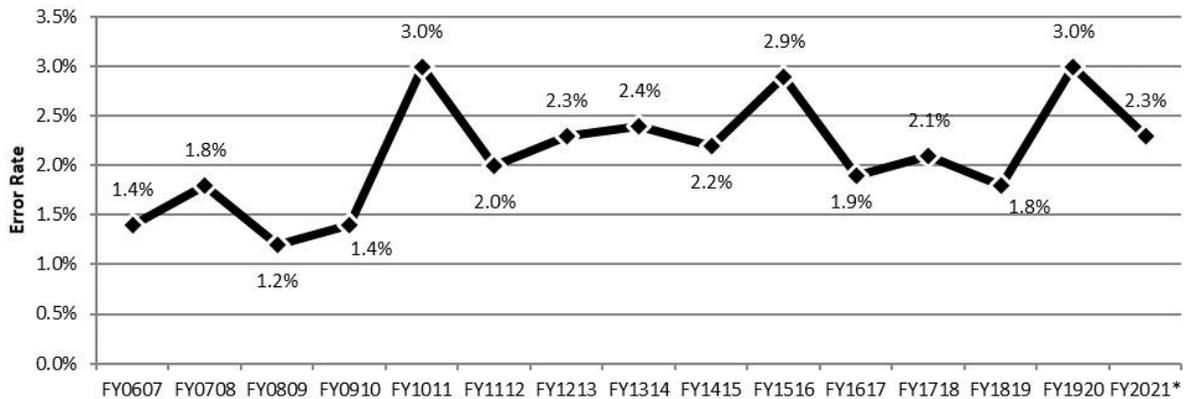
Errors by Sources	Estimated Financial Impact (\$M) FY1920 (not weighted)	Estimated Error Rate FY1920 (not weighted)	Estimated Financial Impact (\$M) FY2021 (weighted)	Estimated Error Rate FY2021 (weighted)
Client	\$537.9	3.0%	\$702.6	2.3%
Employer	\$149.2	0.8%	\$281.6	0.9%
ESDC	\$296.6	1.7%	\$245.8	0.8%
Total	\$981.7	5.5%	\$1.2B	4.0%

Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely errors are generated by means of the Monetary Unit Sampling (MUS) method.

Source: Employment and Social Development Canada

March fiscal year-end results include both confirmed and potential monetary errors for overpayments and underpayments identified through the course of the payment accuracy review. Potential errors require additional actions to confirm whether an error has occurred. Until those actions are completed, they are captured as errors. Although Quality Services works diligently to resolve all potential errors by fiscal year-end, it is not always possible. The results presented in annex 4.6.1 reflect the most current results for both FY1920 and FY2021.

Annex 4.6.1b – 15-year overview of claimant errors

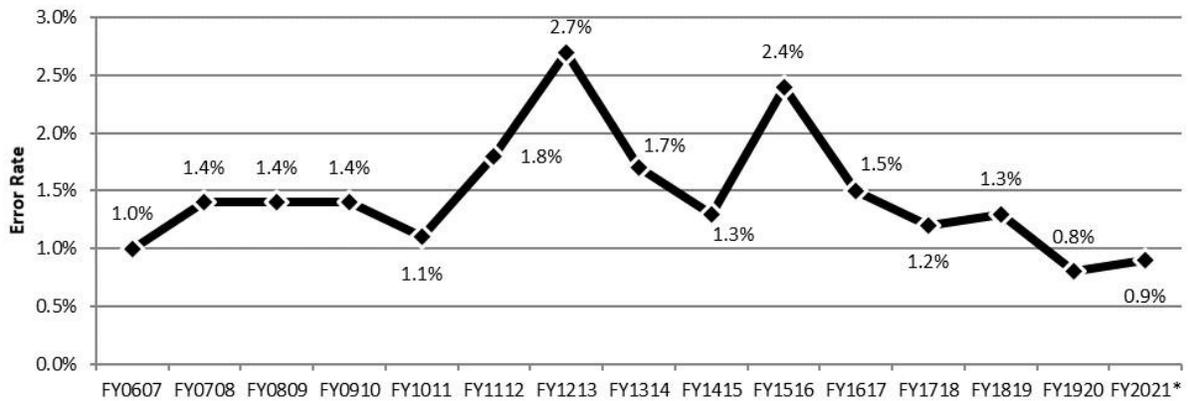


Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely errors are generated by means of the Monetary Unit Sampling (MUS) method.

Source: Employment and Social Development Canada.

*FY2021 results are weighted by month to reflect monthly variations in total payout, sample size, workload and associated processing.

Annex 4.6.1c – 15-year overview of employer errors

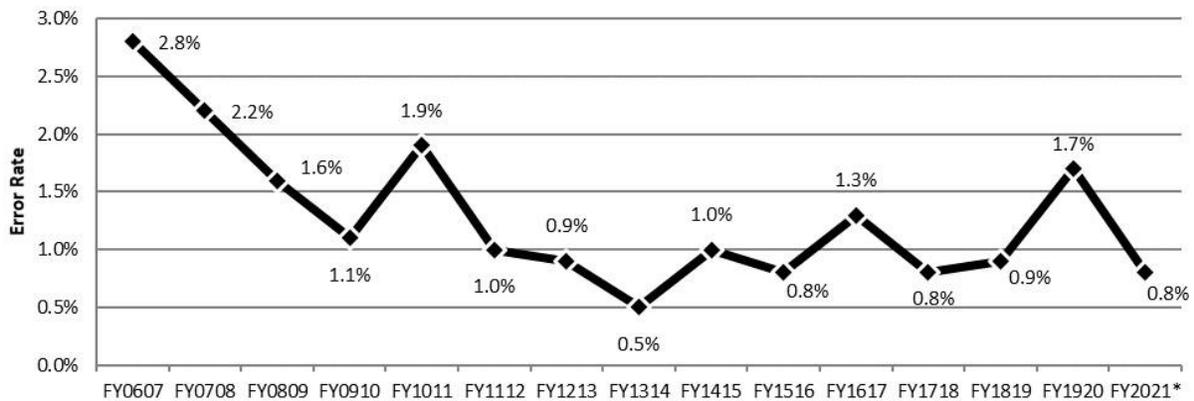


Note: Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely errors are generated by means of the Monetary Unit Sampling (MUS) method.

Source: Employment and Social Development Canada.

*FY2021 results are weighted by month to reflect monthly variations in total payout, sample size, workload and associated processing.

Annex 4.6.1d – 15-year overview of ESDC errors



Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely errors are generated by means of the Monetary Unit Sampling (MUS) method.

Source: Employment and Social Development Canada.

*FY2021 results are weighted by month to reflect monthly variations in total payout, sample size, workload and associated processing.

Annex 4.6.3a – Number of Claimant Information Sessions over the last 4 fiscal years

Claimant information Session	FY1617	FY1718	FY1819	FY1920
Number of Claimant Information Sessions	11,012	10,978	10,772	9,691
Percentage change in the number of Claimant Information Sessions from the previous fiscal year	+2%	-0.31%	-1.88%	-10%

Source: Employment and Social Development Canada.

Annex 4.7.2a - SST General Division - EI appeals - EI appeals

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress March 31,2020	501	208	709
Appeals received	1669	163	1832
Appeals concluded	1905	49	1954
Appeals in progress March 31, 2021	265	322	587

Annex 4.7.2b – SST General Division service standards

Month	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	FY2021
Average Days	40	42	37	38	40	37	29	35	37	25	36	32	36
Met %	73	73	71	75	74	73	86	87	80	92	91	92	80

Note: The goal is to complete 80% of decision within 45 days from the date the appeal is filed with the Tribunal

Annex 4.7.2c – SST General Division decisions disputed at the Appeal Division

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress March 31,2020	72	461	533
Appeals received	199	0	199
Appeals concluded	232	461	693
Appeals in progress March 31, 2021	39	0	39

Annex 4.7.2d – SST Appeal Division Leave to Appeal service standard

Month	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	FY2021
Average Days	25	18	34	16	15	23	14	23	13	17	10	15	20
Met %	100	100	80	100	100	100	100	100	100	100	100	100	98

Note: The service standard is to make Leave to Appeal decisions within 45 days 80% of the time

Annex 4.7.2e – SST Appeal Division final decision service standard

Month	Apr 2020	May 2020	June 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	FY2021
Average Days	58	77	86	89	84	70	71	79	82	66	112	69	77
Met %	100	92	94	100	100	100	100	100	100	100	100	100	99

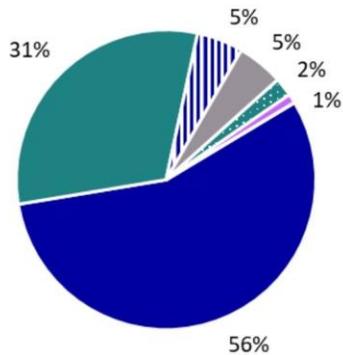
Note: Final decisions are made within 150 days of the Leave to Appeal decision, 80% of the time

As of July 1, 2020, the service standard was updated from 210 days 85% of the time to 150 days 80% of the time.

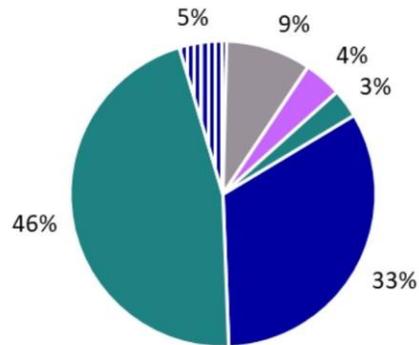
The percentage met for FY2021 is a combination of Q1 at 210 days and Q2 onwards at 150 days.

Annex 4.7.2f – SST General Division - EI allowed rate - appeals with and without representation

FY2021 Unrepresented Outcomes



FY2021 Represented Outcomes

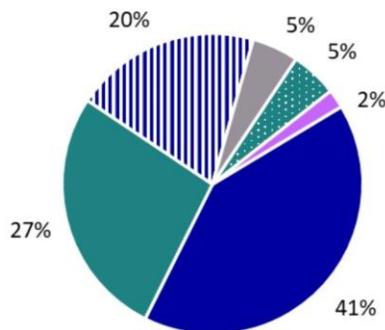


■ Merit (Dismissed) ■ Merit (Allowed) ▨ Concession ■ Withdrawn ■ Late (Extension Refused) ■ Summary Dismissal ■ Other

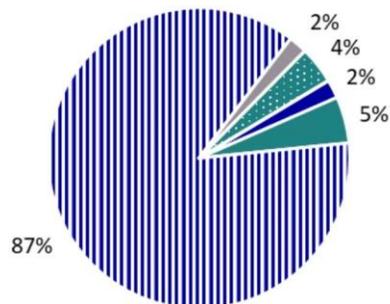
Note on charts: Percentage allowed rate is based on final decisions (allowed and dismissed) only.

Annex 4.7.2g – SST Appeal Division - allowed rate – EI appeals with and without representation

FY2021 Unrepresented Outcomes



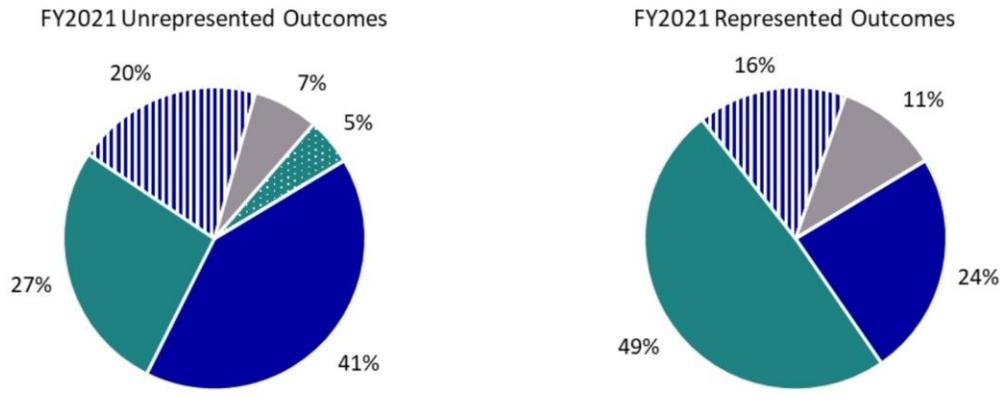
FY2021 Represented Outcomes



■ Leave to Appeal Denied ■ Allowed ▨ Dismissed ■ Late Appeal Denied ■ Withdrawn ■ Other

Note on charts: Percentage allowed rate is based on final decisions (allowed and dismissed) only.

Annex 4.7.2h – SST Appeal Division - allowed rate – EI appeals with and without representation (groups excluded)



■ Leave to Appeal Denied ■ Allowed ■ Dismissed ■ Appeals Concluded for Other Reason(s) ■ Late Appeal Denied ■ Withdrawals

Note on charts: Percentage allowed rate is based on final decisions (allowed and dismissed) only.



Annex 5.1 Employment Insurance operating account..... 460

Annex 5.1 – Employment Insurance operating account (\$ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31¹

Operating account	FY1819	FY1920	FY2021
Revenues and funding			
Premiums	22,698.4	22,636.6	22,880.9
Interest ²	21.2	22.4	15.4
Penalties	62.0	54.7	0.2
Total revenues and funding	22,781.6	22,713.7	22,896.5
Expenditures³			
Part-I: Employment Insurance benefits			
Regular benefits	10,639.3	11,131.3	24,407.4
Fishing benefits	332.8	342.0	349.2
Work-Sharing benefits	5.8	16.7	173.4
Special benefits for insured employees	5,878.6	6,248.5	6,596.1
Parental benefits ⁴	2,771.9	2,972.6	3,146.9
Sickness benefits	1,781.3	1,904.8	1,990.9
Maternity benefits	1,191.6	1,229.0	1,303.3
Other special benefits ⁵	133.8	142.1	155.1
Special benefits for self-employed	9.9	11.4	12.4
Total income benefits	16,866.3	17,749.9	31,538.5
Less: Benefit repayments⁶	(286.2)	(237.0)	(269.8)
Total Part-I: Employment Insurance benefits	16,580.0	17,512.9^r	31,268.7
Part-II: Employment benefits and support measures			
Employment benefits ⁷	2,171.0	2,329.2	2,300.0
Support measures	137.0	146.9	143.4
Labour market partnerships	133.3	144.2	141.2
Research and innovation	3.7	2.7	2.2
Total Part-II: Employment benefits and support measures	2,307.9	2,476.2	2,443.4
Employment Insurance Emergency Response Benefit⁸	n/a	1,761.4	24,644.3
Administration costs			
Employment and Social Development Canada – Personnel related-costs	950.3	973.4	1,361.9
Employment and Social Development Canada – Non-personnel related costs	379.3	432.8	600.1
Canada Revenue Agency – Collection of premiums and rulings	212.8	212.7	280.3
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	83.3	89.0	103.3
Administrative Tribunals Support Service of Canada – Social Security Tribunal	18.2	14.1	14.0
Courts Administration Services	1.0	1.1	1.0
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(4.1)	(4.6)	(4.7)
Total administration costs: Related parties	1,640.7	1,718.4	2,355.9
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	189.7	190.7	191.8
Total administration costs	1,830.4	1,909.0	2,547.7

(continued)

Annex 5.1 (continued)

Operating account	FY1819	FY1920	FY2021
Bad debts	99.0	65.3	934.3
Total expenditures	20,817.4	23,724.8	61,838.3
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit⁹	n/a	n/a	27,331.4
Net surplus for the year	1,964.3	(1,011.1)	(11,610.3)
Accumulated surplus (deficit) at beginning of year	2,951.4	4,915.6	3,904.5
Accumulated surplus (deficit) at end of year	4,915.6	3,904.5	(7,705.8)

Note: Data may not add up to the total due to rounding.

¹ The terms used for accounting items referred to in this annex have been harmonized with the terminology used elsewhere in this report and may therefore differ from those appearing in the Public Accounts of Canada.

² This interest includes interest accrued on overdue accounts receivable.

³ Expenditures reported in Chapter II of this report are based on administrative data and may differ from the ones reported in the financial statements of the Employment Insurance Operating Account that are included in the Public Accounts of Canada, due to methodological differences.

⁴ Include parental benefits paid to biological parents and adoptive parents.

⁵ Include compassionate care benefits and family caregiver benefits.

⁶ These repayments correspond to benefit repayments from higher income claimants.

⁷ These benefits correspond to transfer payments to provinces and territories related to labour market development agreements, net of previous fiscal years' over-contribution.

⁸ The Employment Insurance Emergency Response Benefit is the portion of the Canada Emergency Response Benefit that was administered by Employment and Social Development Canada. Expenses related to the EI Emergency Response Benefit were paid from the EI Operating Account and those incurred before March 31, 2021 are included in this financial statement.

⁹ Pursuant to section 153.111 of the *Employment Insurance Act*, the Employment Insurance Operating Account was credited the reported amount determined by the Minister of Finance that corresponds to the total cost of the EI Emergency Response Benefit, including all costs related to the benefit and its administration. The funding from the Government of Canada is recognized in the period in which the transfer was authorized. Funding for FY2021 is comprised of the current year and previous year's EI Emergency Response Benefit expenses, incremental costs related to the administration of the EI Emergency Response Benefit and bad debt related expenses.

Source: Government of Canada, Public Accounts of Canada 2021, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2021) and past year versions of the Public Accounts report.



ANNEX 6

Key Studies Referenced in the Report

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Examining the role of the Canada Emergency Response Benefit during the first wave of the COVID-19 pandemic

Author(s), Year

ESDC: Economic Policy Directorate, 2022

Objective(s)

This study examines Canada Emergency Response Benefit (CERB) usage and how short-term labour market outcomes differed between laid off CERB recipients and non-recipients during the first wave of COVID-19 in Canada.

Key Finding(s)

- Workers in “hard-hit” industries (i.e., workers in arts, entertainment and recreation industry and the accommodation and food services industry) displayed the highest probabilities of layoffs. Educational service workers also had a high probability of layoff (but a seasonal component needs to be taken into account) and finally, workers in the finance and insurance industry had the lowest probability of layoff.
- Women, youth, immigrant, less educated, as well as low paid, low tenure, part-time, and private sector employees were more likely to be laid off than their respective counterparts.
- Across nearly all characteristics, those who faced higher layoff probabilities were also more likely to receive the CERB, and to receive it for a longer period of time.
- Laid off workers who had not received CERB payments in a given month were more likely to be re-employed the following month than CERB recipients.
- Overall, these results suggest that the factors associated with CERB use and duration were very similar to those that determined layoffs during the first wave of the COVID-19 pandemic in Canada. The results hold for both men and women.
- This study used the Statistics Canada integrated CERB micro-data. Because of its design, the study does not look at causal relationships between the use of CERB and employment. Additional information using the Canada Recovery Benefit (CRB) for the subsequent waves of the pandemic will provide a more exhaustive picture of the associations between the use of these income support measures and labour market outcomes.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

2021 Actuarial Report on the Employment Insurance Premium Rate

Author(s), Year

Office of the Chief Actuary, 2020

Objective(s)

The purpose of this report is to provide the Commission with all the information prescribed under section 66.3 of the EI Act. Pursuant to this section, the Chief Actuary shall provide the Commission with a report that sets out: i) the forecast premium rate for the following year and a detailed analysis in support of the forecast; ii) the calculations performed for the purposes of sections 4 and 69 of the EI Act; iii) the information provided under section 66.1; and iv) the source of the data, the actuarial and economic assumptions and the actuarial methodology used.

Key Finding(s)

- The 2021 Maximum Insurable Earnings (MIE) was \$56,300 or a 3.9% increase from the 2020 MIE of \$54,200.
- The 2021 estimated cost savings to the EI program that are generated by employer sponsored qualified wage-loss plans were \$1,055 million.

Availability

This report is available on the Canada Employment Insurance Financing Board's website

<https://www.osfi-bsif.gc.ca/Eng/Docs/EI2021.pdf>

Early impact of COVID-19 on Employment Insurance benefits and the Canadian Labour Market

Author(s), Year

ESDC: Evaluation Directorate, 2022

Objective(s)

This study analyzed the extent to which COVID-19 had an effect on workers and businesses before the Canada Emergency Response Benefit (CERB) came into force.

Key Finding(s)

- During the month of March 2020 the number of Records of Employment (ROEs), Employment Insurance (EI) claims, and EI applications through Appliweb increased by 3.5 times, 15 times, and 10 times, respectively, compared to the same month in 2019. The most significant increase occurred during the week of March 15 (the date of the coming into force of CERB)
- When examining the period before CERB, from February to March, there was an increase of about 100,000 ROEs, based on the last week worked, when compared to the same period in 2019. During this period, job separations due to layoff and illness or injury significantly increased.
 - In the two weeks prior to CERB, the number of ROEs in Alberta and British Columbia increased by 37% (AB), 75% (AB) and 43% (BC) compared to 2019.
- Individuals who had an ROE in February and March 2020 before the CERB were significantly different than those who were laid off during the same period in 2019. Those laid off in 2020 were more likely to work fewer hours (5.1 hours), receive less employment income (about

\$2,000), were younger and were slightly less likely to be women. In addition, a distribution of hours worked for these laid off workers points to them working part-time.

- EI claims and EI applications through Appliweb also saw an increase in the weeks before CERB, but to a lesser extent.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Initial impacts of temporary Employment Insurance measures in Canadian communities during the pandemic

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2022

Objective(s)

This study examines the initial impacts of the EI temporary measures on the eligibility for EI benefits and on the additional income support provided to claimants. To estimate the preliminary additional cost generated by the measures.

Key Finding(s)

Among claims established during the reporting period going from September 27, 2020 to April 3, 2021:

- 13.2% of regular claims and 7.6% of special benefit claims would not have been able to qualify for benefits if the temporary measures had not been in place.
- 65.6% of regular claims and 57.2% of special benefit claims had a higher benefit rate than what they would have been entitled to without the temporary measures.
 - Among claims that benefitted from the minimum weekly benefit rate of \$500 (or \$300 for extended parental), they received, on average, an additional \$199 per week for regular claims and \$167 per week for special benefit claims.
 - Among claims with a weekly benefit rate above \$500 and that benefitted from a higher benefit rate due to the temporary measures, they received, on average, an additional \$56 per week for regular claims and \$34 per week for special benefit claims.
- All regular claims could potentially benefit from the maximum 50 weeks of regular benefits. However, only 16.5% benefitted from additional weeks of regular benefits at the end of the reporting period. This is because most of the claims had not exhausted their actual entitlement at that time.
- The additional cost incurred by the temporary measures is estimated at \$6.1 billion over the reporting period. The largest share is related to the minimum benefit rate of \$500 (or \$300 for extended parental) (\$4.6 billion).

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Supplemental Unemployment Benefit Plans

Author(s), Year

ESDC: Evaluation Directorate, 2021

Objective(s)

This study examines the characteristics of employers and employees who take part in the Supplemental Unemployment Benefit (SUB) Program and their utilization of Employment Insurance benefits.

Key Finding(s)

- Between 2008 and 2017, the number of firms with an active registered SUB plan increased from 5,714 to 7,782—an annual average of around 6,800 active firms—which represents a little over 0.5% of all firms in Canada.
- Registered SUB plans for illness, injury or quarantine account for around 63% of all plans while SUB plans for temporary stoppage of work, training or plans where there are a combination of top-up plans account for around 10%, 7% and 20% respectively.
- Overall, EI claims which receive top-up payments through registered SUB plans account for around 3% of all EI claims or between 40,000 and 60,000 claims per year. However, the analysis found that only 13% of EI claims from firms with registered SUB plans received top-up payments.
- Claimants who receive top-up payments for regular benefit claims are more likely to return to the same firm after a claim as compared to those who worked for non-SUB firms. A positive relationship is observed between job tenure and SUB claim whereby individuals tend to stay with an employer longer if they are part of a SUB firm.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

The Redistributive Impact of Employment Insurance, 2007 to 2009

Author(s), Year

Ross Finnie, Queen's University School of Policy Studies; and Ian Irvine, Concordia University (for HRSDC, Evaluation Directorate), 2013

Objective(s)

The objective of this study is to investigate the degree to which Canada's EI program has redistributed purchasing power during the recent economic recession. More precisely, the period of investigation

runs from 2007 to 2009, although results from the 2002 to 2006 period are also presented in order to place the recession period in a longer-term context.

Key Finding(s)

- EI redistributes income substantially when the unit of analysis is individual earnings. The lower deciles of the distribution benefit both on the contributions and benefits sides.
- The quantitative redistributive impact of EI in 2009 appears to be approximately twice the impact of 2007.
- In 2007 and 2008, Quebec was the largest recipient of benefits (even without accounting for family benefits). However, 2009 saw a reversal of this pattern: Quebec's benefits increased by 20%, whereas Ontario's benefits increased by almost 50%, a reflection of how much harder the recession hit the employment sector in Ontario than in Quebec.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Financial Impacts of Receiving Employment Insurance

Author(s), Year

Constantine Kapsalis, Data Probe Economic Consulting Inc., 2010

Objective(s)

This study explores the financial impact of receiving EI benefits. It probes the evolution of individual incomes before, during and after the receipt of EI benefits, as well as the influence of receiving EI on household consumption.

Key Finding(s)

- The average EI beneficiary experienced a 38% drop in wages during a year with EI. The most important offsetting factor was EI; it replaced about 38% of lost wages. The second most important factor was investment income; it replaced about 9% of lost wages. Other income sources played a lesser role.
- Lower income families received a higher return of their contributions than did higher income families. In fact, families with after-tax income below the median received 34% of total benefits and paid 18% of all premiums in 2007. The study also found that EI halved the incidence of low income among beneficiaries (from 14% to 7%) during that period.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Analysis of the EI Clawback Provision

Author(s), Year

ESDC: Evaluation Directorate, 2022

Objective(s)

This study examined the EI clawback provision and the possible disincentives it induces regarding EI take-up.

Key Finding(s)

- The number of new claims subject to clawback had decreased by 9.5% over the study period (2011 to 2019). However, the share of regular claims subject to clawback had remained relatively stable over that period.
- Claimants subject to clawback, on average had an income \$12,500 above the clawback threshold. The clawback amount in the first tax year of the claim was on average \$1,430 over the study period.
- Probabilistic regressions show that eligible repeat claimants had a higher likelihood of receiving EI regular benefits (64.6%) than eligible first-time claimants (32.1%). Further, a Regression Discontinuity Design model shows that rate of receiving benefits by eligible repeat claimants did not decrease at the clawback threshold, indicating that the clawback provision did not deter eligible claimants from collecting EI regular benefits.
- The prevalence of being clawed back was 43% more if the claim overlapped two years than if the entire claim fell within one tax year. Further, when controlling for benefit weeks, claimants with claims that overlapped two tax years paid higher clawback amounts than claimants that had a claim only within one tax year.

Availability:

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Quits and the use of Employment Insurance regular benefits

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2022

Objective(s)

To understand trends in the use of EI by those who quit a job.

Key Finding(s)

- Quits made up 31.6% of all job separations from 1997 to 2020.
- There is a clear cyclical business cycle pattern of quits with the magnitude of economic fluctuations also reflected in the changes of quits shares over other reasons for separation (RFS).
- Taking another job, returning to school, and retirement are the main reasons for quits, together totaling 93.1% of all quits from 2013 to 2020.

- Young workers (aged 15-24) were most likely quitting to return to school (56.2%). The majority of those aged 25–54 were quitting to take another job (76.3%). The majority of older workers (55 years and older) were quitting to retire (75.2%).
- Among other reasons for quits, women were more likely to quit their job to follow their spouse while they relocated, while men were more likely to quit to become self-employed.
- Between 2013 and 2020, 59.1% of quits had a justified reason and so could have had a valid RFS from the perspective of the EI Act. This ratio has been consistently increasing over time, from 52.8% in 2013 to 64.1% in 2020.
 - Men and those aged 24-54 were more likely to have a justified quit. The gender disparity has diminished over time (from a 6.6 percentage point difference in 2013 to 2.2 percentage points in 2020), while the age disparity of justified quits has remained constant throughout 2013 – 2020.
- Among those who apply for EI regular benefits, only 11.1% were quit applicants in 2019, a ratio significantly lower than the 33.4% of job separations with a quit RFS in the same year, showing persons who quit are much less likely to apply for EI regular benefits than those with other RFSs.
 - The rate of quit applicants over all EI regular benefit applicants was sharply decreasing with age, while women had a slightly higher proportion of quit applicants. These rates were consistent across both genders and all age groups for each year between 2013 and 2019.
- 85.0% of quit applicants were approved as valid reasons for separation in 2019, up from 84.7% in 2018.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Characteristics of Firms that Hire Apprentices

Author(s), Year

ESDC: Labour Market Information Directorate, 2020

Objective(s)

The purpose of this study is to examine the characteristics of firms that employ employment insurance (EI)-supported apprentices. This involves examining the interaction between firms and apprentices during and after apprenticeship.

Key Finding(s)

- The share of apprentices in a firm's workforce is positively correlated with its productivity (i.e. value-added per employee), a pattern that has become more apparent since the 2008-2009 recession.

- There is no clearly defined hypothesis regarding a firm’s capital-intensity and its demand for apprentices. The study found that EI-supported apprentices are concentrated in the workforces of moderately capital-intensive firms and do not make up a large proportion of the workforce of the most capital-intensive firms nor the least capital-intensive firms.
- Firms that train apprentices do so regularly. More specifically, larger firms are more likely to hire apprentices every year and are more likely to have hired an apprentice at least once in the study period (2001 to 2016). However, on average, smaller firms hire disproportionately more apprentices: almost one in two apprentices work in firms with 5 to 49 employees.
- On average, four out of five apprentices that claimed EI worked for a single employer from 2001-2012. However, not many apprentices end up working long-term with the employers that train them: just under 50% of apprentices stay with their first firm for more than three years.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Evaluation of the Employment Insurance Sickness Benefits

Author(s), Year

ESDC: Evaluation Directorate, 2020

Objective(s)

This evaluation provides an assessment of the EI sickness benefits based on the use, the accessibility, as well as the impact of the benefits on post-illness separation outcomes. The focus is on EI claimants receiving sickness benefits from 2000 to 2016, excluding self-employed workers.

Key Finding(s)

- The duration of the benefits is adequate for most claimants, but those with severe and/or long-term illnesses are more likely to use the full 15 weeks of sickness benefits and remain sick hereafter.
- There has been significant growth in claims for the EI sickness benefits nationally since 2000 that can be explained, in part, by demographic changes.
- Access to employer short-term sickness/disability plans is not uniform across the labour force in Canada. Without such coverage, EI sickness benefits remain the main support for many workers.
- Gender (as well as educational attainment) had no statistically significant effect on the likelihood of whether someone claims or does not claim EI sickness benefits when other claimant’s characteristics are taken into account (such as type of illness or industry of employment).

Availability

This report is available on the Employment and Social Development webpage at:

<https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/ei-sickness-benefits.html>

Enhance Understanding of the Use of the Premium Reduction Program

Author(s), Year

ESDC: Evaluation Directorate, 2019

Objective(s)

This study examines the characteristics of employers offering short-term disability plans (STDPs) recognized by the Premium Reduction Program (PRP) and compares the usage of EI sickness benefits between claimants covered by a STDP (i.e. EI is a second payer) and those who are not (EI is a first payer).

Key Finding(s)

- The number of employers offering STDPs decreased by 12% over the 2000-2015 period. Large-sized employers increased by 3.0% while medium and small-sized employers decreased by 5.5% and 16.0% respectively.
- Employers offering STDPs declined in the Private Services and Manufacturing sectors by 13.2% and 54.5% respectively. PRP usage grew in the Prairies provinces by 2.1% while Quebec and Ontario saw declines of 26.8% and 18.4% respectively.
- 9 in 10 employers offered Weekly Indemnity plans to their employees – a minimum of 15 weeks of benefits.
- The number of employees covered by an employer-provided STDP has increased by 11.4% over the 2000-2015 period.
- Covered claimants who used EI as a second payer had a longer average duration of sickness benefits and a higher exhaustion rate than claimants who were not covered in each year from 2000 to 2015, independent of gender and age group.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Compassionate Care Benefits: Update (2004/2005 to 2015/2016)

Author(s), Year

ESDC: Evaluation Directorate, 2018

Objective(s)

The report describes the impact of the 2016 extension of the maximum duration on compassionate care benefits usage, and presents a socio-economic profile of individuals who applied for and received the benefits.

Key Finding(s)

- In FY1516, most compassionate care applicants were caring for their mother or father (58.1 %), followed by a spouse or partner (27.5%).
- On average, 8.7 weeks of benefits were paid in FY1516 compared to 4.8 in FY1011.
 - Approximately one third of compassionate care applicants did not receive benefits. The main reason for not receiving the benefits was that the applicants received other employment insurance benefits, followed by the absence of the medical certificate.
 - Applicants in British Columbia and Territories were statistically significantly more likely to have their applications approved.
 - Multivariate analysis suggests that the probability of not using all weeks available to the claimants is mainly explained by the mortality of care recipients. However, the impact of the mortality on this probability is mitigated by the extension of the benefits duration from 6 to 26 weeks.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Analysis of the Repeat and Combined Use of Skills Development

Author(s), Year

ESDC: Evaluation Directorate, 2022

Objective(s)

The purpose of this report is to understand the repeat use of the EI Part II - EBSMs, with a focus on Skills Development (SD) interventions. To understand how SD interventions are used in combination with similar skills-oriented interventions outside of the LMADA framework.

Key Finding(s)

- Repeated participation in skilled-related labour market interventions occurs most frequently among Skills Development Apprentices (SDA), who typically participated in apprentice-oriented interventions rather than other skilled-related interventions. 18% of active and 19% of former claimant participants with SDA were repeat users. Among participants with Skills Development Regular (SDR), very small proportions of active (0.5%) and former (0.4%) claimants were repeat users.
- Active claimants among repeat users of SDA were male (97%), young (78%), and skilled crafts and trades workers (88%). Most of the SDA repeaters (92%) had a college degree. They had a strong labour market attachment as they had the highest average earnings (\$42,653) and virtually no reliance on social assistance benefit one year before the participation. The profiles of repeat users of SDR were similar to those of SDA, but repeat users of SDR had less average earnings (\$31,160) prior to participation.
- Characteristics of active and former repeat users of SDA were similar. Their average earnings before participation were \$42,653 and \$37,521, respectively.

- In terms of the combination of SD intervention within the labour market programs, there was a very small proportion of active claimants (1%) and former claimants (2%) with skilled-related intervention assigned under the LMDA and the Aboriginal Skills and Employment Training Strategy (ASETS).
- A complementary clustering analysis revealed that active and former repeat users of SDA tend to have strong labour market attachment as expected. Participants with weak labour force attachment are a-priori expected to be rare among participants who repeatedly engage in apprentice-oriented training over time. This is confirmed by the very low percentages found by the clustering analysis among both active and former claimant SDA repeaters: 1% and 3%, respectively.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Analysis/Impact of the Targeting, Referral and Feedback System

Author(s), Year

ESDC: Employment Policy and Program Design Directorate, 2022

Objective(s)

To understand how the Targeting, Referral, and Feedback System (TRFS) is used and its impact on EI Part II labour market programming.

Key Finding(s)

- The LMDAs were amended in 2018 to introduce a requirement for PTs to implement the TRFS. Prior to 2018, earlier versions of the TRF were used by some jurisdictions.
- The TRFS instantly assesses EI applicants against selected criteria when they apply for benefits online. These criteria can be related to an individual's occupation, demographic group, or geographic location.
- The TRFS provides PTs with data on EI applicants based on selection criteria set by the PTs. In 2020-21, ESDC shared data on nearly half of the 3.1 million EI applicants to support active outreach by a mix of methods, including email, phone and letter.
- Evidence shows that, if provided during the first four weeks of an EI claim, less intensive supports have an impact on earnings and facilitate earlier returns to work for participants.
 - Approximately 25% of individuals take training while receiving EI income benefits, with a quarter of these individuals waiting six months into their EI claim before starting training.
- Since March of 2020, most jurisdictions were quickly able to implement TRF. More than half a million emergency benefit recipients received training or employment supports since the beginning of the pandemic.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

ANNEX 7

Legislative changes to the Employment Insurance program implemented and in force from April 1, 1996 to March 31, 2021

EI temporary measures in response to the COVID-19 pandemic (various interim orders amending the EI Act)	
Element	Rationale
<p>The main temporary measures for claims established between September 27, 2020 and September 25, 2021:</p> <ul style="list-style-type: none"> • A one-time hours credit to allow workers to qualify for EI benefits with 120 hours of insurable employment, applicable to the first EI claim; • A minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits; • A maximum of 50 weeks of regular benefits, and, • A minimum unemployment rate of 13.1% applying to all EI economic regions across Canada. 	<ul style="list-style-type: none"> • Facilitate access to EI benefits during the COVID-19 pandemic.

Budget Implementation Act 2018, No. 2, S.C. 2018, c. 27 (Bill C-86)	
Parental Sharing Benefits	
Element	Rationale
<ul style="list-style-type: none"> • Effective March 17, 2019, additional weeks of EI parental benefits are available when eligible parents agree to share parental leave. • Parents who share standard parental benefits are eligible for 5 additional weeks of benefits, for a total of 40 weeks. No parent can receive more than 35 weeks of standard benefits. 	<ul style="list-style-type: none"> • Encourage greater gender equality in the home and in the workplace by encouraging all parents to take some leave when welcoming a new child and share the joy and responsibility of raising their children more equally.

<ul style="list-style-type: none"> • Parents who share extended parental benefits are eligible for 8 additional weeks of benefits, for a total of 69 weeks. No parent can receive more than 61 weeks of extended parental benefits. • This measure is available to eligible two-parent families, including adoptive and same-sex couples. • Bill C-86 also amended the <i>Canada Labour Code</i> to ensure that workers in federally regulated sectors have the job protection they need while they are receiving the parental sharing benefits. 	
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Budget Implementation Act 2018, No. 1, S.C. 2018, c. 12 (Bill C-74)	
Working While on Claim	
Element	Rationale
<ul style="list-style-type: none"> • Effective August 12, 2018, Working While on Claim rules are permanent, enabling EI claimants to keep 50 cents of their EI benefits for every dollar they earn while on claim, up to 90% of their previous weekly insurable earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits. • The new permanent rules are extended to EI maternity and sickness benefits. 	<ul style="list-style-type: none"> • Helps claimants stay connected with the labour market by encouraging them to accept available work while receiving EI benefits and earn additional income while on claim. • Mothers and those dealing with an illness or injury have greater flexibility and can keep more of their EI benefits if they choose to work.

Regulatory Amendments: Increased weeks of benefits for seasonal claimants (2018)	
Element	Rationale
<ul style="list-style-type: none"> • On August 20, 2018, the Government announced a pilot project which provides of up to five additional weeks of EI regular benefits to eligible seasonal claimants in 13 targeted EI regions. The additional five weeks of regular benefits are available to eligible seasonal claimants who start a benefit period between August 5, 2018 and May 30, 2020. • The pilot project was extended to October 29, 2022. 	<ul style="list-style-type: none"> • Pilot Project No. 21 tests the outcomes of increasing the number of weeks of benefits paid to targeted seasonal claimants.

Budget Implementation Act 2017, No. 1, S.C. 2017, c. 20, Division 11, Part 4 (Bill C-44)	
Element	Rationale
Family Caregiver Benefit for Adults	
<ul style="list-style-type: none"> Effective December 3, 2017, the 15-week EI Family Caregiver benefit for adults is available to provide income support to eligible caregivers who take time off work to provide care or support for an adult family member who is critically ill or injured. Any family member or person who is considered to be like family is eligible to receive benefits. Bill C-44 also amended the <i>Canada Labour Code</i> to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured family member. 	<ul style="list-style-type: none"> Helps individuals balance work and family responsibilities by reducing the financial pressure they face when an adult family member is suffering from a critical illness or injury. Recognizes that caregivers are likely to take time away from work when an adult member in their family is critically ill.
Family Caregiver Benefit for Children	
<ul style="list-style-type: none"> Effective December 3, 2017, the EI Family Caregiver benefit for children replaces the EI Parents of Critically Ill Children benefits. Up to 35 weeks of EI benefits continues to be available for the care of a critically ill child. Any family member or person who is considered to be like family is now eligible to receive benefits, rather than only parents. 	<ul style="list-style-type: none"> Enhances access to benefits by expanding eligibility to a wider support network that includes extended family members, rather than only parents.
Making it Easier to Apply for Caregiving Benefits	
<ul style="list-style-type: none"> To improve access to EI caregiving benefits, nurse practitioners and medical doctors are now able to sign medical certificates. This change, effective December 3, 2017, applies to the following benefits: Family Caregiver benefit for children, Family Caregiver benefit for adults, and Compassionate Care benefits. 	<ul style="list-style-type: none"> For many Canadians, nurse practitioners are the first and most frequent point of contact with the health care system. This change makes it easier for caregivers to access benefits.
Earlier Access to Maternity Benefits	
<ul style="list-style-type: none"> As of December 3, 2017, pregnant workers can begin receiving EI maternity benefits as early as 12 weeks before the expected week of childbirth. Previously EI maternity benefits were accessible up to 8 weeks prior to the expected week of childbirth. 	<ul style="list-style-type: none"> This increased flexibility allows pregnant workers to consider their personal, health, and workplace circumstances when choosing when to begin their claim for maternity benefits.

<ul style="list-style-type: none"> • The <i>Canada Labour Code</i> was amended to ensure that workers in federally regulated sectors have the job protection they need while they are receiving maternity benefits. 	<ul style="list-style-type: none"> • Aligns job protection for workers in workplaces that are federally regulated with the change to EI maternity benefits.
<p>More Choice for Parents</p>	
<ul style="list-style-type: none"> • As of December 3, 2017, parents with a newborn or newly adopted child can choose between standard and extended parental benefits. • The EI standard parental benefits provide up to 35 weeks of benefits at a 55% income replacement rate paid over 12 months. • The EI extended parental benefits provide up to 61 weeks of benefits at a 33% income replacement rate paid over 18 months. • When applying for EI, parents must choose between standard or extended parental benefits, and the choice cannot be changed once a payment has been made. • Parents must choose the same option. Parental benefits can be shared, at the same time or separately. • Adjustments were made to the rules for combining EI benefits. They include a Schedule to convert EI weeks paid at the 33% income replacement rate into EI weeks paid at 55% income replacement rate for situations when EI regular benefits are combined with EI extended parental benefits. A benefit period extension is provided in these situations to allow a claimant to receive the equivalent of up to 50 “standard” EI weeks. 	<ul style="list-style-type: none"> • Helps working parents manage work and family responsibilities by allowing them to choose the option of EI parental benefits that best meets their family’s needs.
<p>Expanded eligibility under EI Part II</p>	
<ul style="list-style-type: none"> • Broadened eligibility for Employment Benefits to also include unemployed individuals who have made minimum EI premium contributions (i.e. above the premium rebate threshold) in at least five of the previous ten years; 	<ul style="list-style-type: none"> • The changes to the EI Act provide increased flexibility to provincial and territorial governments under the Labour Market Development Agreements (LMDAs) and Indigenous organizations under the Indigenous Skills and Employment Training (ISET) Program, to assist a broader range of

<ul style="list-style-type: none"> • Expanded eligibility for Employment Assistance Services (e.g. employment counselling, job search assistance), previously available to unemployed individuals, to also include employed workers; and, • Increased flexibility to support employer sponsored training under the Labour Market Partnerships Support Measure to also include employers who need to upskill or retrain their employees, in order to maintain their current employment (e.g. to adjust to technological or structural changes in the economy). • These changes came into effect on April 1, 2018, allowing provinces, territories and Indigenous agreement holders to benefit from the flexibilities upon the signing of amended or new agreements. 	<p>Canadians in finding and keeping employment. This includes vulnerable populations such as persons with disabilities and Indigenous peoples, as well as the precariously employed.</p>
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Budget Implementation Act 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)

Element	Rationale
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Changes to the Definition of Suitable Employment Under the Employment Insurance Act

<ul style="list-style-type: none"> • Amendments introduced under Part IV, Division 1 of the <i>Budget Implementation Act No. 2</i> amend the <i>Employment Insurance Act</i> to change the definition of what is classified as suitable employment when determining whether a claimant should be disentitled to EI benefits. • The definition of suitable employment is modified to exclude claimants being unable to work as a result of a labour dispute; claimants working at lower rates of earnings or conditions less favourable than those observed by agreements between employers and employees or conditions observed by good employers; and if it is not the claimant’s usual occupation and is performed at a lower rate of earnings or in conditions less favourable than those a claimant might reasonably expect to obtain in their usual occupation. 	<ul style="list-style-type: none"> • Enhances the flexibility and responsiveness of the EI program in situations where employers may be engaged in hiring practices determined not to be those recognized by good employers, including lower levels earnings or not providing conditions of work that employees can expect to obtain in their usual occupation for claimants in that profession. • While long-standing requirements for claimants to search for and accept available work while receiving Employment Insurance benefits continue to be upheld, restrictions on these requirements have been eased with respect to commuting times, offered wages and the types of work claimants are required to accept.
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Budget Implementation Act 2016, No. 1, S.C. 2016, c. 7 (Bill C-15)	
Element	Rationale
Reduced Waiting period for Employment Insurance Benefits	
<ul style="list-style-type: none"> • Amendments introduced under Part IV, Division 12 of the <i>Budget Implementation Act No. 1</i> amend the <i>Employment Insurance Act</i> to reduce the waiting period for EI benefits from two weeks to one week. • These changes came into effect on January 1, 2017. 	<ul style="list-style-type: none"> • The waiting period for EI benefits acts as a deductible. Shortening the waiting period will help ease financial pressures when claimants become unemployed or leave work temporarily due to health or family pressures.
Elimination of the New Entrant and Re-Entrant (NERE) Requirements for Employment Insurance Benefits	
<ul style="list-style-type: none"> • Effective July 3, 2016, additional eligibility criteria that restricted access to Employment Insurance regular and fishing benefits for workers who were entering or re-entering the labour market were removed. Changes to the <i>Employment Insurance Regulations</i> and <i>Employment Insurance (Fishing) Regulations</i> were also made. • Claimants, including those formerly defined as NEREs are now required to meet their regional variable entrance requirement (420 to 700 hours of insurable employment, reduced from 910 hours) to access EI regular benefits. <ul style="list-style-type: none"> ○ NEREs are those who had minimal or no labour market attachment (less than 490 hours of work) in the 52-week period prior to the qualifying period. • All NERE self-employed fishers will now need to reach regional insurable earnings entrance requirements (\$2,500 to \$4,200, reduced from \$5,500) to qualify for EI fishing benefits. <ul style="list-style-type: none"> ○ NEREs are those who had minimal or no labour market attachment (less than \$3,000 in earnings from employment as a fisher) in the 52- 	<ul style="list-style-type: none"> • Ensures greater equity for new entrants and re-entrants in accessing EI benefits and training and employment supports under EI Part II. • Evaluation of the NERE provisions by Employment and Social Development Canada concluded that the NERE provisions did not act to discourage future frequent use of EI, the original intent of the provision.

<p>week period prior to the qualifying period.</p> <ul style="list-style-type: none"> • These changes also make it easier for workers entering or re-entering the labour market to receive EI-funded employment and training supports under Part II of the <i>Employment Insurance Act</i>. 	
<p>Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices</p>	
<ul style="list-style-type: none"> • Eligible workers could receive five additional weeks (up to a maximum of 50 weeks) of EI regular benefits in 15 economic regions that exhibited a sharp and sustained increase in the unemployment rate without showing significant signs of a recovery. • Eligible long-tenured workers were also eligible to receive up to 20 additional weeks to their entitlement (up to a maximum of 70 weeks) in these regions. • Extended benefits were available for a period of one year starting in July 2016, and applied to claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed. • The applicable economic regions were: Newfoundland/Labrador; Sudbury; Northern Ontario; Northern Manitoba; Saskatoon; Southern Saskatchewan; Northern Saskatchewan; Calgary; Edmonton; Northern Alberta; Southern Alberta; Southern Interior British Columbia; Northern British Columbia; Whitehorse; and Nunavut. 	<ul style="list-style-type: none"> • Declines in global commodity prices since late 2014 led to sharp and sustained shocks of unemployment in commodity-based regions. • This temporary measure is meant to provide the financial support these workers need while they search for work and to inform possible future changes to the EI program. • This measure ensures that long-tenured workers, who may have spent years working in one industry or for one employer, have the financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career. • Regions selected as eligible for extra weeks were selected as a result of their unemployment rates increasing by two percentage points or more for a sustained period, in comparison to its lowest point during a defined reference period, with no signs of economic recovery.

<p>Regulatory Amendments: Simplifying Job Search Requirements (2016)</p>	
<p>Element</p>	<p>Rationale</p>
<p>Changes to the Definition of Suitable Employment Under the Employment Insurance Regulations</p>	
<ul style="list-style-type: none"> • Amendments to the <i>Employment Insurance Regulations</i>, announced in Budget 2016, replaced the criteria for determining what constitutes suitable employment that a claimant is expected to search for and obtain, by removing specific criteria for various 	<ul style="list-style-type: none"> • Introduces more flexibility and simplifies job search responsibilities.

<p>claimant categories and those related to daily commuting times; and easing the criteria related to the offered earnings and type of work which claimants must accept, with provisions describing employment that was not suitable.</p> <ul style="list-style-type: none"> • These changes came into effect on July 3, 2016. 	
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Regulatory Amendments: Working While on Claim (2016)	
Element	Rationale
Working While on Claim Pilot Projects	
<ul style="list-style-type: none"> • On August 7, 2016, as part of Budget 2016, the Government introduced Pilot Project No. 20 (Working While on Claim Pilot Project). This pilot allowed all eligible claimants to choose from two options. • Under the default rule, claimants could keep 50 cents of EI benefits for every dollar earned (up to a maximum of 90% of their weekly insurable earnings). Under the optional rule, claimants could choose to earn up to the greater of \$75 or 40% of their weekly benefit rate (earnings beyond this threshold result in their weekly EI benefits being reduced dollar-for-dollar). • This pilot applied to regular, fishing, parental and compassionate care benefits but excluded maternity and sickness benefits. The 'optional rule' did not apply to claimants receiving special benefits for self-employed persons, where only the 'default rule' was available. • This Pilot Project No 20 concluded on August 11, 2018. • Since 2005, a number of Working While on Claim (WWC) pilot projects were introduced. <ul style="list-style-type: none"> ○ Pilot Project No. 8 took effect on December 11, 2005 in 23 EI economic regions with an unemployment rate of 10% or 	<ul style="list-style-type: none"> • Pilot Project No. 20 tests how offering the choice of two options for the treatment of income earned while on claim will encourage people to accept work, particularly low income claimants. • Pilot Project No. 8 tests to determine whether allowing claimants to earn more income without a reduction in their EI benefits give them incentives to accept all available work. • Pilot Project No. 17 provides additional data to assess the effectiveness of pilot parameters during a period of economic recovery and a full economic cycle. • Pilot Project No. 18 tests whether a new approach further encouraged claimants to work additional days while on claim. Pilot Project No. 18 was amended to test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits. • Pilot Project No. 19 provides additional data to assess the effectiveness of the pilot parameters and test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits.

higher. The parameters of this pilot were re-introduced nationally in 2008 as Pilot Project No. 12, which was then extended (effective October 12, 2010) until August 6, 2011.

- Budget 2011 announced a one-year renewal of the WWC Pilot Project parameters through a new pilot (Pilot Project No. 17), available nationally until August 4, 2012.
- These pilot projects (Pilot Projects No. 8, No. 12 and No. 17) increased the amount that claimants were allowed to earn while on claim to \$75 per week or 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was deducted dollar-for-dollar from benefits. These pilot projects applied to regular, fishing, parental and compassionate care benefits, but excluded maternity and sickness benefits.
- On August 5, 2012, as part of Budget 2012, the Government introduced Pilot Project No. 18 under which claimants kept 50% of their EI benefits from the first dollar earned, up to 90% of weekly insurable earnings to ensure that claimants did not earn more than when they were working. Claimants with earnings during the period beginning on August 7, 2011 and ending on August 4, 2012 could elect to have their EI weekly benefits calculated based on the

<p>parameters of the previous WWC pilot project (Pilot Project No. 17) rather than the Pilot Project No. 18. This pilot project concluded on August 1, 2015.</p> <ul style="list-style-type: none"> ○ On August 2, 2015, as part of Budget 2015, the Government re-introduced the parameters of Pilot Project No. 18 under Pilot Project No. 19. This pilot project ended on August 5, 2016. 	
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Economic Action Plan 2015 Act, No. 1, S.C. 2015, c. 36 (Bill C-59)	
Element	Rationale
Increased Duration of Compassionate Care Benefits	
<ul style="list-style-type: none"> ● Amendments to the <i>Employment Insurance Act</i> increased the duration of compassionate care benefits to a maximum of 26 weeks (up from 6 weeks) and allowed weeks of benefits to be taken within a 52-week period (up from a 26-week period). ● Bill C-59 also amended the <i>Canada Labour Code</i> concurrently to ensure that the jobs of employees in federally regulated enterprises remain protected while they avail themselves of compassionate care benefits. ● These changes came into effect on January 3, 2016. 	<ul style="list-style-type: none"> ● Provides additional financial security to Canadians workers and their families providing end-of-life care or support.

Regulatory Amendments: Unemployment Rates in the Territories and Employment Insurance Economic Regions in the Territories and Prince Edward Island (2014)	
Element	Rationale
New Regional Unemployment Rate Methodology in the Territories and New Employment Insurance Economic Regions in the Territories and Prince Edward Island	
<ul style="list-style-type: none"> ● Amendments to the <i>Employment Insurance Regulations</i> replaced the administratively set 25 percent unemployment rate used for Employment Insurance (EI) purposes in the Yukon, the Northwest Territories and Nunavut with variable monthly regional unemployment rates. Under this new 	<ul style="list-style-type: none"> ● Ensures a better reflection of regional labour market conditions in the territories. ● Offers a balance between responsiveness to regional labour market conditions in the territories (with the 3-month moving average) and better protection against

<p>approach, the regional monthly unemployment rate is henceforth equal to the greater of a seasonally adjusted unemployment rate based on a 3-month moving average or a 12-month moving average. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.</p> <ul style="list-style-type: none"> • In addition, the EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the other the remaining non-capital area. • These changes came into effect on October 12, 2014. 	<p>statistical variance (with the 12-month moving average).</p> <ul style="list-style-type: none"> • Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest Territories, Nunavut and Prince Edward Island.
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Economic Action Plan 2014 Act, No. 2, S.C. 2014, c. 39 (Bill C-43)	
Element	Rationale
Small Business Job Credit	
<ul style="list-style-type: none"> • Division 14 of the <i>Economic Action Plan Act 2014 No. 2</i> amended Section 96 of the <i>Employment Insurance Act</i> to allow for businesses with \$15,000 or less in employer premiums paid per year to receive a partial refund of premiums paid for the 2015 and 2016 tax years. • The Small Business Job Credit applied to Employment Insurance premiums paid by small businesses. The credit was calculated as the difference between premiums paid at the legislated rate of \$1.88 per \$100 of insurable earnings and the reduced small business rate of \$1.60 per \$100 of insurable earnings. • Since employers pay 1.4 times the legislated rate, this 28-cent reduction in the legislated rate was equivalent to a reduction of 39 cents per \$100 of insurable earnings in EI premiums paid by small employers. 	<ul style="list-style-type: none"> • Ensures savings for employers on their Employment Insurance premium obligations and brings small business premium contributions more in line with premium rates that would be introduced following implementation of the seven year break even rate formula to be implemented in 2017. • Businesses will have additional resources to pursue expansion opportunities that would lead to additional hiring of workers within the Canadian economy and helps businesses to take advantage of emerging opportunities and compete in the global economy.

<ul style="list-style-type: none"> • The 39-cent premium reduction applied in addition to the premium reduction related to Quebec’s parental insurance plan, the Québec Parental Insurance Plan. • Eligibility for the Small Business Job Credit was determined by the Canada Revenue Agency based on T4 information provided, and employers did not have to apply separately for this credit. 	
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Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)	
Element	Rationale
Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants	
<ul style="list-style-type: none"> • Effective October 12, 2014, claimants receiving compassionate care benefits (CCB) or parents of critically ill children (PCIC) benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving CCB or PCIC benefits to access sickness benefits and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid. 	<ul style="list-style-type: none"> • Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC benefits may not be able to take care of a gravely ill family member or his/her a critically ill child. • Enhances the flexibility and responsiveness of the EI program.

Regulatory Amendments: Access to Maternity and Parental Benefits (2012)	
Element	Rationale
Limiting Access to Maternity and Parental Benefits to Persons Authorized to Remain in Canada	
<ul style="list-style-type: none"> • Claimants who leave Canada and whose work permit and Social Insurance Number (SIN) expire are no longer eligible to receive maternity and parental benefits. • Claimants with a valid SIN can continue to receive these benefits both inside and outside Canada. 	<ul style="list-style-type: none"> • Ensures that maternity and parental benefits are paid only to claimants with ongoing ties to the Canadian labour market—notably, those authorized to live and work in Canada.

Jobs and Growth Act, 2012, S.C. 2012, c. 31 (Bill C-45)	
Element	Rationale
Canada Employment Insurance Financing Board Act	

<ul style="list-style-type: none"> Effective March 7, 2013, the <i>Canada Employment Insurance Financing Board Act</i> has been suspended until the Employment Insurance Operating Account has returned to cumulative balance and the Canada Employment Insurance Financing Board can fulfill its full legislative mandate. 	<ul style="list-style-type: none"> Ensures that independent Employment Insurance rate-setting is performed in the most cost-effective manner.
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Premium Rate-setting

<ul style="list-style-type: none"> An interim rate-setting regime takes effect, under which Employment Insurance premium rates are set by the Governor-in-Council on the joint recommendation of the Minister of Employment and Social Development and the Minister of Finance. The 2014 rate is the first rate set under the interim regime. 	<ul style="list-style-type: none"> Ensures premium rates are set according to the premium rate-setting mechanism set out in the <i>Employment Insurance Act</i>, and provides ongoing stability and predictability for contributors.
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Helping Families in Need Act, S.C. 2012, c. 27 (Bill C-44)

Element	Rationale
Parents of Critically Ill Children	
<ul style="list-style-type: none"> Effective June 9, 2013, a 35-week Employment Insurance special benefit became available to provide income support to eligible parents who are unable to work while providing care or support to a critically ill or injured child under the age of 18. Bill C-44 also amended the Canada Labour Code to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured child. 	<ul style="list-style-type: none"> Helps parents balance work and family responsibilities by reducing the financial pressure faced by parents who take time off work to care for their critically ill or injured children. Recognizes the needs of parents who are likely to take time away from work when their child is critically ill.
Enhanced Access to Sickness Benefits for Parental Benefits Claimants	
<ul style="list-style-type: none"> Effective March 24, 2013, claimants receiving parental benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving parental benefits to access sickness benefits and then resume collecting the balance of their parental benefits, if needed, once their sickness benefits have been paid. 	<ul style="list-style-type: none"> Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child. Enhances the flexibility and responsiveness of the EI program.

Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)	
Element	Rationale
Connecting Canadians to Available Jobs	
<ul style="list-style-type: none"> Enhanced the content and frequency of job and labour market information for job seekers. Strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits. Ensured qualified Canadians were considered before temporary foreign workers were hired to fill job vacancies. Initiated discussions with provinces and territories to make skills training and job search support available to Employment Insurance (EI) claimants earlier in their claim. 	<ul style="list-style-type: none"> Ensures unemployed Canadians are better connected with available jobs in their local area. Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.
Variable Best Weeks	
<ul style="list-style-type: none"> Effective April 7, 2013, claimants (with the exception of fishing and self-employed claimants) have Employment Insurance (EI) benefits calculated based on the weeks of their highest insurable earnings during the qualifying period. The best 14 to 22 weeks are used to calculate EI benefits, depending on the unemployment rate in the EI economic region where the claimant resides. 	<ul style="list-style-type: none"> Makes the EI program more responsive to regional economic conditions. Ensures that those living in areas with similar labour market conditions receive similar benefits.
Premium Rate-Setting	
<ul style="list-style-type: none"> The Employment Insurance (EI) premium rate-setting mechanism has been amended whereby the premium rate will be set annually at a seven-year break-even rate. This revised rate-setting mechanism is intended to come into force once the Employment Insurance Operating Account has returned to cumulative balance. The legislated limit on year-to-year changes to the premium rate has been adjusted from 15 cents to 5 cents per \$100 of insurable earnings. 	<ul style="list-style-type: none"> Ensures that the Employment Insurance Operating Account is in cumulative balance at the end of the seven-year period. Enhances the predictability and stability of the EI premium rate. Provides employers and workers with more notice of the EI premium rate for the coming year.

<ul style="list-style-type: none"> Advanced the date by which the premium rate must be set to September 14, rather than November 14. 	
<p>Social Security Tribunal</p>	
<ul style="list-style-type: none"> The Social Security Tribunal (SST) replaced the four Employment and Social Development Canada tribunals for Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) appeals with a single decision-making body. The SST is comprised of two levels of appeal, similar to the previous appeal process: <ul style="list-style-type: none"> The General Division has an Employment Insurance Section for EI appeals, and an Income Security Section for CPP and OAS appeals. A vice-chairperson heads each of the sections of this Division. The Appeal Division reviews decisions made by the General Division. The third vice-chairperson heads this Division. Before an EI appeal can be filed with the SST, clients must make a formal request for reconsideration. This is a new process whereby EI clients who disagree with the Canada Employment Insurance Commission’s decision are able to submit new or additional information that the Commission is required to review to determine if the decision can be reversed or modified. Appeals are considered and decided by single member panels. Tribunal members have the authority to summarily dismiss an appeal when the member is satisfied that the appeal has no reasonable chance of success. The SST began its operations on April 1, 2013. 	<ul style="list-style-type: none"> Eliminates administrative duplication in appeals and tribunal services by replacing the administrative tribunal system for major federal social security programs with a single-window decision body. This new approach to appeals introduced a number of measures to improve efficiencies, simplify and modernize the process and reduce costs.

<p>Keeping Canada’s Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)</p>	
<p>Element</p>	<p>Rationale</p>
<p>Temporary Hiring Credit for Small Businesses</p>	
<ul style="list-style-type: none"> Provided small businesses with a temporary hiring credit of up to \$1,000 against an 	<ul style="list-style-type: none"> Encourages additional hiring in small businesses, and helps them to take

<p>increase in the firm's 2011 Employment Insurance premiums over those paid in 2010.</p> <ul style="list-style-type: none"> Available to approximately 525,000 employers whose total EI premiums were at or below \$10,000 per employer in 2010 and will reduce their 2011 payroll costs by about \$165 million. 	<p>advantage of emerging opportunities and compete in the global economy.</p>
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Regulatory Amendments: Extended EI Benefits and Best 14 Weeks Pilot Projects (2010)	
Element	Rationale
Extended Employment Insurance Benefits Pilot Project	
<ul style="list-style-type: none"> Pilot Project No. 6, Pilot Project Relating to Increased Weeks of Benefits, was introduced for a two-year period on June 6, 2004 in 24 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. It increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks. The parameters of this pilot were re-introduced as a new pilot project on June 11, 2006, under Pilot Project No. 10, for a period of 18 months in 21 EI economic regions and were further extended until May 31, 2009. Pilot Project No. 10 increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks. Pilot Project No. 10 ended earlier, on February 28, 2009, and was replaced by the national Extra Five Weeks Budget measure, which came into effect on March 1, 2009 and lasted until September 11, 2010. It increased the maximum number of weeks for which regular benefits could be paid by 5, to a maximum of 50 weeks, on all claims that were open between March 1, 2009, and September 11, 2010. On September 12, 2010, the Government of Canada re-introduced the parameters of the Extended Employment Insurance Benefits 	<ul style="list-style-type: none"> Tests the cost and impact of extending the number of weeks of benefits in EI economic regions of relatively high unemployment. Provides time-limited, broad-based support for all workers during the recent recession. Tests the effectiveness of providing additional EI regular benefits in reducing the number of individuals experiencing an income gap between EI and their return to work, as well as the impact of a regional unemployment rate-based trigger. Allows for further collection of data and testing to more fully capture the impact of increasing the maximum number of weeks for which regular benefits could be paid during a period of economic recovery.

<p>Pilot Project (as Pilot Project No. 15) for two years, until September 15, 2012, or earlier if there was a sustained economic recovery. An automatic termination trigger was implemented in regions where regional unemployment rates were below 8% for 12 consecutive months. It included the same 21 Employment Insurance (EI) economic regions as Pilot Project No. 10.</p> <ul style="list-style-type: none"> • Pilot Project No. 15 increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks. • Pilot Project No. 15 concluded earlier in three regions where the unemployment rate was less than 8% for 12 consecutive months. This was the case for the EI economic region of St. John's (September 24, 2011), Chicoutimi-Jonquière (March 24, 2012) and Sudbury (June 23, 2012). 	
<p>Best 14 Weeks Pilot Project</p>	
<ul style="list-style-type: none"> • Pilot Project No. 7 (Best 14 Weeks) was introduced on October 30, 2005, in 23 EI economic regions with unemployment rate of 10% or higher. The parameters of the pilot project were re-introduced on October 26, 2008, for two years, as Pilot Project No. 11 in 25 Employment Insurance (EI) economic regions with an unemployment rate of 8% or higher. • Under this pilot project, EI benefits were based on claimants' 14 weeks of highest earnings in the qualifying period. • Initially scheduled to end on October 23, 2010, Pilot Project No. 11 was subsequently extended until June 25, 2011. • Budget 2011 announced a one-year renewal of the Best 14 Weeks pilot project parameters (as Pilot Project No. 16) in the same 25 EI economic regions until June 23, 	<ul style="list-style-type: none"> • Tests whether basing claimants' benefit rate on their 14 weeks of highest earnings in the qualifying period (generally 52 weeks) before they claimed EI encouraged claimants to accept all available work. • Provides additional data to assess the effectiveness of the pilot during a period of economic recovery and a full economic cycle.

2012. Pilot Project No. 16 was subsequently extended until April 6, 2013.	
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Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)	
Element	Rationale
Improved Access to Parental Benefits for Military Families	
<ul style="list-style-type: none"> The Employment Insurance (EI) parental benefits eligibility window has been extended to support Canadian Forces (CF) members, including reservists, who are ordered to return to duty while on parental leave or whose parental leave is deferred as a result of an imperative military requirement. This gives these CF members a window of up to 104 weeks following their child’s birth or adoption in which to access part or all of their 35 weeks of EI parental benefit entitlement. 	<ul style="list-style-type: none"> Provides additional flexibility to CF members to access parental benefits for parent-child care and bonding, while recognizing the importance of military service.

Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)	
Element	Rationale
Employment Insurance Operating Account	
<ul style="list-style-type: none"> The Employment Insurance Operating Account was established in the accounts of Canada to record all Employment Insurance (EI) related credits and charges since January 1, 2009, the date from which the Canada Employment Insurance Financing Board (CEIFB) was to ensure that EI revenues and expenditures broke even and the Employment Insurance Account was closed. This change repeals the provision under which advances from the Consolidated Revenue Fund to the Employment Insurance Account were made and the provision under which interest could be paid on the balance of the Employment Insurance Account. The CEIFB’s obligation to set EI premium rates under section 66 of the <i>Employment Insurance Act</i> has been clarified to ensure that EI revenues and expenditures recorded in the Employment Insurance Operating 	<ul style="list-style-type: none"> Further strengthens the transparency and effectiveness of the financing of the EI program. In line with steps taken in 2008 to establish the CEIFB.

Account balance over time, beginning January 1, 2009.	
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Fairness for the Self-employed Act, S.C. 2009, c. 33 (Bill C-56)	
Element	Rationale
Special Benefits for Self-employed Persons	
<ul style="list-style-type: none"> • Effective January 31, 2010, Employment Insurance (EI) special benefits (maternity, parental, sickness and compassionate care benefits) have been extended to self-employed workers. Self-employed persons can opt into the EI program on a voluntary basis. Benefits were paid starting January 1, 2011. • These benefits for self-employed persons mirror special benefits available to salaried employees under the current EI program. 	<ul style="list-style-type: none"> • Provides a voluntary scheme of EI benefits to self-employed Canadians for life transitions such as the birth of a child, adoption, illness, injury or critical illness of a family member.

Budget Implementation Act, 2009, S.C. 2009, c. 2 (Bill C-10)	
Element	Rationale
Career Transition Assistance Initiative	
<ul style="list-style-type: none"> • Two measures to support long-tenured workers: <ul style="list-style-type: none"> ○ The Extended Employment Insurance and Training Incentive extended EI regular benefits to a maximum of 104 weeks for long-tenured workers who enrolled in long-term training, including up to 12 weeks of EI regular benefits for job search. ○ The Severance Investment for Training Initiative allowed eligible long-tenured workers who used their severance payments to invest in full-time training to receive EI regular benefits sooner. • For the purposes of the Career Transition Assistance Initiative, long-tenured workers' claims must have started on or after January 25, 2009, and no later than May 29, 2010. 	<ul style="list-style-type: none"> • Improved claimants' incentive to renew or upgrade their skills. • Encouraged claimants to invest in their own training. • Encouraged claimants to undertake long-term training to improve their re-employability.
Premium Rate Freeze	

<ul style="list-style-type: none"> This measure froze Employment Insurance (EI) premium rates for employees at \$1.73 per \$100 for 2010, the same rate as in 2009 and 2008. 	<ul style="list-style-type: none"> Maintained premium rate stability during the recession despite higher EI costs.
Premium Rates	
<ul style="list-style-type: none"> Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005. 	<ul style="list-style-type: none"> This retroactive change was made necessary by the ruling of the Supreme Court of Canada in the <i>CSN-Arvida</i> case, in which the Court ruled that the premium rates in 2002, 2003 and 2005 were not constitutionally valid as regulatory fees and represented an unlawful tax on premium payers.

Budget Implementation Act, 2008, S.C. 2008, c. 28 (Bill C-50)	
Element	Rationale
Temporary Additional Employment Insurance Benefits for Unemployed Long-tenured Workers	
<ul style="list-style-type: none"> Long-tenured workers are individuals who have worked and paid Employment Insurance (EI) premiums for a significant period and have previously made limited use of EI regular benefits. Provided up to 20 weeks of additional benefits, depending on how long an eligible individual had been working and paying into EI. Applied to claimants who met the long-tenured worker definition and who made their claim between January 4, 2009, and September 11, 2010. 	<ul style="list-style-type: none"> Benefited workers who faced unemployment with low prospects of finding work and who had previously made limited use of EI benefits. Helped workers who, in many cases, had skills that were not easily transferable. For such workers, finding a new job in their industry or an alternative one may have been particularly difficult in the economic environment of that time period.
Canada Employment Insurance Financing Board	
<ul style="list-style-type: none"> The legislation creating the Canada Employment Insurance Financing Board (CEIFB) received Royal Assent on June 18, 2008. The CEIFB's legislated mandate was to: <ul style="list-style-type: none"> set Employment Insurance (EI) premium rates in a transparent fashion; manage a separate account where excess premiums were held and invested; and 	<ul style="list-style-type: none"> Ensures that EI revenues were sufficient to cover EI costs in the following year. Uses current premium surpluses to reduce future premium rates.

<ul style="list-style-type: none"> ○ maintain a reserve to ensure the Employment Insurance Operating Account breaks even over time. 	
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Regulatory Amendments: New Entrants and Re-Entrants Pilot Project (2008)	
Element	Rationale
New Entrants and Re-Entrants Pilot Project	
<ul style="list-style-type: none"> • Pilot Project No. 9 (New Entrants and Re-Entrants Pilot Project) was introduced on December 11, 2005 in 23 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. The parameters of the pilot project were renewed on December 7, 2008, as Pilot Project No. 13 in 25 EI economic regions with an unemployment rate of 8% or higher. • The pilot project reduced the number of hours New Entrants and Re-Entrants (NEREs) needed to be eligible for EI regular benefits from 910 to 840. • Pilot Project No. 13 sunset as scheduled on December 4, 2010. 	<ul style="list-style-type: none"> • Tests to determine whether providing NEREs with lower EI eligibility requirements and informing them of EI employment programs improves their employability and helps reduce their future reliance on EI benefits, partly by improving their access to measures under Part II of the <i>Employment Insurance Act</i>.

Regulatory Amendments: Quebec Parental Insurance Plan (2006)	
Element	Rationale
Quebec Parental Insurance Plan	
<ul style="list-style-type: none"> • Effective January 1, 2006, Quebec residents receive maternity and parental benefits through the Quebec Parental Insurance Plan (QPIP) while they continue to have access to sickness and compassionate care benefits through the Employment Insurance (EI) program. • The <i>Employment Insurance Regulations</i> provide for a reduction of EI premiums for Quebec residents, reflecting the savings to the Employment Insurance Operating Account resulting from the Government of Quebec providing maternity and parental benefits. 	<ul style="list-style-type: none"> • Ensures consistency with the <i>Employment Insurance Act</i> provisions that provinces may provide their own benefit plans, as long as they provide benefits equivalent to those offered under the EI program.

Regulatory Amendments: Compassionate Care Benefit (2006)	
Element	Rationale
Definition of Family Member	
<ul style="list-style-type: none"> Effective June 14, 2006, expanded the eligibility criteria and the definition of family member for the compassionate care benefit from that of immediate family to include extended family members and any other individuals considered by the person who has a serious medical condition to be like family members. 	<ul style="list-style-type: none"> Expands the definition of family member to ensure that additional caregivers, who were previously excluded from the definition of family member, are able to get access to income support when they must leave work to care for a family member who has a serious medical condition.

Budget Implementation Act, 2005, S.C. 2005, c. 30 (Bill C-43)	
Element	Rationale
Premium Rate-setting Process	
<ul style="list-style-type: none"> Effective January 1, 2006, the legislation allows the Canada Employment Insurance Commission to set the premium rate under a new rate-setting mechanism. In setting the rate, the Commission will take into account the principle that the premium rate should generate just enough premium revenue to cover payments to be made for that year. It will also consider the report from the Employment Insurance Chief Actuary and any public input. 	<ul style="list-style-type: none"> Allows for a new rate-setting process where the Employment Insurance premium rate is determined independently by the Canada Employment Insurance Commission.

Budget Implementation Act, 2003, S.C. 2003, c. 15 (Bill C-28)	
Element	Rationale
Compassionate Care Benefits	
<ul style="list-style-type: none"> Since January 4, 2004, compassionate care benefits have been available to help eligible family members to provide or arrange care for a family member who has a serious medical condition with a significant risk of death. The duration of the benefits is up to 6 weeks within a 26-week period. Flexibility is a key feature of the benefits. Claimants can choose how and when to claim benefits within the 26-week window. Eligible 	<ul style="list-style-type: none"> Provides support to workers during temporary absences from work to provide care or support to a family member who has a serious medical condition with a significant risk of death within 26 weeks.

family members can decide to have one person claim all six weeks or decide to share the benefit. Eligible family members can claim weeks of compassionate care benefits concurrently or consecutively.	
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Budget Implementation Act, 2001, S.C. 2002, c. 9 (Bill C-49)	
Element	Rationale
Extension of Benefit Period for Parental Benefits – Child in Hospital	
<ul style="list-style-type: none"> Effective April 21, 2002, parents of a newborn or newly adopted child who is hospitalized can have their parental benefit window extended up to 104 weeks, instead of 52 weeks. 	<ul style="list-style-type: none"> Provides flexibility for parents who choose to wait until their child comes home before collecting parental benefits.
Maximum Duration of Combined Special Benefits	
<ul style="list-style-type: none"> Effective March 3, 2002, the maximum number of combined weeks of special benefits has been increased from 50 to 65 weeks and the benefit period may be extended accordingly, under certain circumstances. 	<ul style="list-style-type: none"> Ensures full access to special benefits for biological mothers who claim sickness benefits prior to and following maternity or parental benefits. Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.

Regulatory Amendments: Small Weeks Provision (2001)	
Element	Rationale
Small Weeks Provision	
<ul style="list-style-type: none"> Before the introduction of the Variable Best Weeks method of calculating claimant benefits on April 7, 2013, benefits were calculated based on the average weekly earnings in the 26-week period prior to claiming benefits. The small weeks provision allowed claimants to exclude weeks where they earned less than \$225 unless those weeks were needed to satisfy the "minimum divisor". Pilot projects tested a \$150 exclusion from 1997 to 2001 before legislating the parameters of the pilot projects (\$150 exclusion) in all Employment Insurance (EI) economic regions on November 18, 2001. On 	<ul style="list-style-type: none"> At the time when the small weeks provision was introduced, weekly EI benefit rates were based on an average insured earnings in the 26 weeks preceding the last day of employment. Including "small weeks" in the calculation of a claimant's average earnings resulted in reduced weekly EI benefit amounts. This approach to calculating EI benefit rates could have the unintended effect of discouraging some workers from accepting weeks with lower earnings.

<p>September 7, 2003, the legislation was amended to increase the exclusion to \$225.</p> <ul style="list-style-type: none"> • Between October 2005 and April 2013, EI claimants in the select EI economic regions had their benefit rates calculated according to the Best 14 Weeks pilot project provisions. • The small weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers. 	<ul style="list-style-type: none"> • Removes program feature which may discourage workers from accepting all available work. Calculating the weekly benefit rate using insurable earnings from the 14 highest weeks of insurable earnings aims to ensure that workers who accept work with lower earnings will not see a reduction in their EI benefits.
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An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations, S.C. 2001, c. 5 (Bill C-2)	
Element	Rationale
Intensity Rule	
<ul style="list-style-type: none"> • Effective October 1, 2000, eliminated the intensity rule, which had reduced the benefit rate by 1 percentage point for every 20 weeks of Employment Insurance regular benefits used in the past. The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> • Eliminated an ineffective rule that had the unintended effect of being punitive.
Benefit Repayment (Clawback)	
<ul style="list-style-type: none"> • Applied new rule, effective retroactively to the 2000 taxation year: <ul style="list-style-type: none"> ○ First-time claimants of regular or fishing benefits are now exempt from the benefit repayment. ○ Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits. ○ The benefit repayment threshold for regular and fishing benefits was set at one level: \$48,750 of net income, with a repayment rate of 30%. The maximum repayment is the lesser of 30% of excess net income above the threshold of \$48,750, or 30% of the claimant's benefits. 	<ul style="list-style-type: none"> • Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants. • Focuses on repeat claimants with high incomes. • Simplifies the provision.
Re-Entrant Parents	

<ul style="list-style-type: none"> Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants have been adjusted so that claimants who are re-entering the workforce following an extended absence to raise children and who have received parental benefits are now only required to work the same number of hours as other workers to qualify for regular benefits. 	<ul style="list-style-type: none"> Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.
Maximum Insurable Earnings	
<ul style="list-style-type: none"> The maximum insurable earnings (MIE) will remain at \$39,000 until average earnings exceed this level, at which time the MIE will be based on average earnings. 	<ul style="list-style-type: none"> Corrects a discrepancy in which the MIE was higher than the average industrial wage.

Budget Implementation Act, 2000, S.C. 2000, c. 14 (Bill C-32)	
Element	Rationale
Parental Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks. 	<ul style="list-style-type: none"> Helps working parents to better balance their work and family responsibilities by providing them with temporary income replacement when they take time off work to take care of their newborn in the first year of the child's life or the first year of placement of the child (for adoptive parents).
Entrance Requirements: Special Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the number of hours of insurable employment required to qualify for maternity, parental or sickness benefits has been reduced from 700 to 600 hours. 	<ul style="list-style-type: none"> Improves access to special benefits.
Waiting Period	
<ul style="list-style-type: none"> Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the two-week waiting period. 	<ul style="list-style-type: none"> Promotes gender equality and improves flexibility by reducing the income loss for the second parent.
Allowable Earnings While on Claim (Parental Benefits)	
<ul style="list-style-type: none"> Effective December 31, 2000, claimants receiving parental benefits can also earn \$50 or 25% of their weekly parental benefit rate, 	<ul style="list-style-type: none"> Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.

whichever is higher, without a reduction of their Employment Insurance benefits.	
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Employment Insurance Act, S.C. 1996, c. 23 (Bill C-12)	
Element	Rationale
Hours-based System	
<ul style="list-style-type: none"> • Effective January 1997, Employment Insurance eligibility is based on hours of insurable employment rather than weeks worked. • For regular benefits, claimants need 420 to 700 hours of insurable employment instead of 12 to 20 weeks of insurable employment. • For special benefits, claimants need 700 hours instead of 20 weeks. 	<ul style="list-style-type: none"> • Introduces a fairer and more equitable measure of time worked by making all hours count. • Removes inequities and anomalies of the weeks system by: <ul style="list-style-type: none"> ○ recognizing the intense work patterns of some employees; ○ correcting the anomaly that existed under the Unemployment Insurance, when a week of 15 hours or a week of 50 hours each counted as one week; and ○ eliminating the 14-hour job trap as, under the Unemployment Insurance, those working fewer than 15 hours (either all of the time or some of the time) with a single employer were not insured or not fully insured.
New Entrants and Re-Entrants	
<ul style="list-style-type: none"> • Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to qualify for Employment Insurance (EI) regular benefits. In January 1997, the 26 weeks were converted to 910 hours. <ul style="list-style-type: none"> ○ This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than 490 hours of work) during the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave count as time worked. • Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to 	<ul style="list-style-type: none"> • Discourages a cycle of reliance by ensuring that workers, especially young people, develop a significant attachment to the labour force before collecting EI benefits. • Reintroduces insurance principles to the system by ensuring that workers make a reasonable contribution to the system before collecting benefits. • Strengthens the relationship between work effort and entitlement to benefits.

<p>qualify for EI fishing benefits. In January 1997, the 26 weeks were converted into earnings of \$5,500 from employment as a fisher.</p> <ul style="list-style-type: none"> ○ This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than \$3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave counts as time worked. 	
<p>Reduction in Maximum Insurable Earnings</p>	
<ul style="list-style-type: none"> ● The maximum insurable earnings (MIE) was reduced to \$39,000 per year (\$750 per week) in July 1996 and frozen at this level until 2006. This reduced the maximum weekly benefit to \$413 (55% of \$750), from \$448 in 1995 and \$465 for the first six months of 1996. 	<ul style="list-style-type: none"> ● Adjusts the MIE to a level where Employment Insurance benefits would no longer be competitive with wages in some parts of the country and in some industries. ● Was based on a formula that took into account average wage increases over the eight years before the reduction. Because the high inflation and wage increases of the 1980s continued to be considered in setting the MIE, it had escalated faster than wages.
<p>Reduced Maximum Duration of Regular Benefits</p>	
<ul style="list-style-type: none"> ● Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks. 	<ul style="list-style-type: none"> ● Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.
<p>Calculation of Weekly Benefit Rate</p>	
<ul style="list-style-type: none"> ● Weekly benefits were calculated based on total earnings over the 26-week period preceding the establishment of the claim, divided by the number of weeks of work in this period or the minimum divisor of 14 to 22 (depending on the regional rate of unemployment), whichever is higher. The result is multiplied by 55% to determine the weekly benefit rate. 	<ul style="list-style-type: none"> ● Creates a strong incentive to work more than the minimum amount of time to qualify for benefits (at least two more weeks than the old entrance requirement). ● Provides an incentive to work in the "shoulder" season.
<p>Family Supplement</p>	
<ul style="list-style-type: none"> ● Claimants with children who receive the Canada child tax benefit and who have an 	<ul style="list-style-type: none"> ● Improves assistance to those most in need, because:

<p>annual family net income of up to \$25,921 receive a top-up of their basic Employment Insurance benefits.</p> <ul style="list-style-type: none"> The Family Supplement increased the maximum benefit rate to 65% in 1997, to 70% in 1998, to 75% in 1999 and to 80% in 2000. 	<ul style="list-style-type: none"> the old 60% dependent rate under the Unemployment Insurance was very poorly targeted—about 45% of low-income families did not qualify; and about 30% of those who did receive the 60% rate had family incomes over \$45,000.
<p>Allowable Earnings While on Claim</p>	
<ul style="list-style-type: none"> Effective January 1997, claimants can earn \$50 or 25% of their weekly benefit rate, whichever is higher, without a reduction of their Employment Insurance benefits. Prior to 1997, the exemption was only 25% of the weekly benefit rate. 	<ul style="list-style-type: none"> Helps low-income claimants. Encourages claimants to maintain work attachment and increase their earnings from work.
<p>Benefit Repayment (Clawback)</p>	
<ul style="list-style-type: none"> Benefits were repaid at the rate of \$0.30 for every \$1 of net income above the threshold. For those who had collected 20 or fewer weeks of benefits in the last five years, the threshold was \$48,750 of net income (the former level was \$63,570). The maximum repayment remained at 30% of benefits received. For those with more than 20 weeks of benefits in the last five years, the threshold was \$39,000 of net income. The maximum repayment varied from 50% to 100% of benefits received, depending on previous use. 	<ul style="list-style-type: none"> Makes benefits fairer and more accurately reflective of insurance principles. Discourages repeated use of EI by those with high levels of annual income. The Benefit Repayment provision was revised in Bill C-2 (2001).
<p>Intensity Rule</p>	
<ul style="list-style-type: none"> The intensity rule reduced the benefit rate by 1 percentage point for every 20 weeks of regular or fishing benefits collected in the past five years. The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> Introduces an element of experience rating to the program, since heavy users of the system bore more of the costs. Discourages use of Employment Insurance as a regular income supplement rather than insurance for times of unpredictable job loss, while not excessively penalizing those who makes long or frequent claims. Creates a better balance between contributions made and benefits received. Repealed in Bill C-2 (2001).

First-dollar Coverage	
<ul style="list-style-type: none"> • Effective January 1997, all earnings from the first dollar are insurable up to the maximum yearly insurable earnings. There are no weekly minimums or maximums for determining earnings. 	<ul style="list-style-type: none"> • Creates a more equitable and balanced system—all earnings are insurable. • Decreases paper burden for employers. • Helps guard against abusing the system to avoid paying premiums.
Premium Refunds	
<ul style="list-style-type: none"> • Since 1997, workers earning \$2,000 or less per year have had their premiums refunded. 	<ul style="list-style-type: none"> • Helps workers who must pay premiums but do not have enough hours to qualify for benefits.
Increased Sanctions for Fraud	
<ul style="list-style-type: none"> • Effective July 1996, penalties for fraud by employers and claimants were increased. • Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements. 	<ul style="list-style-type: none"> • Protects the integrity of the Employment Insurance program.
Part II of the Employment Insurance Act: Employment Benefits and the National Employment Service	
<ul style="list-style-type: none"> • Part II of the <i>Employment Insurance Act</i> provides authority for three types of arrangements for employment program implementation and delivery with support from EI funds. 	<ul style="list-style-type: none"> • The Canada EI Commission is authorized to: <ul style="list-style-type: none"> ○ establish federal employment programs, coupled with a duty to work with provincial governments regarding their design, delivery and evaluation; ○ enter into agreements for the administration on its behalf of its employment benefits and support measures; and ○ enter into agreements with provinces, territories and other entities to contribute toward the costs of their similar benefits and measures programs (Labour Market Development Agreements/Indigenous Skills and Employment Training program agreements).