

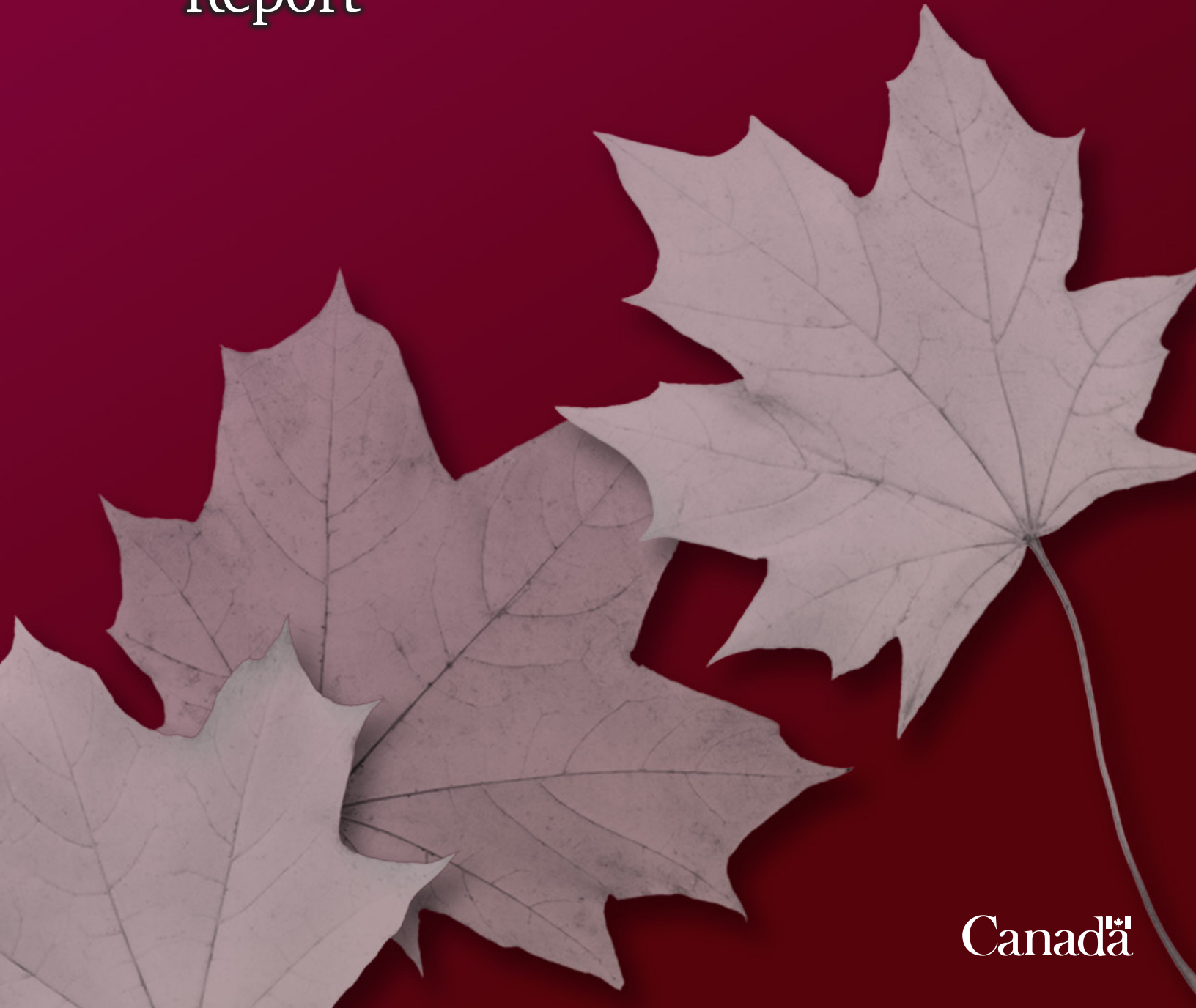


Canada Employment Insurance
Commission (CEIC)

Commission de l'assurance-emploi
du Canada (CAEC)

2021/2022

Employment Insurance Monitoring and Assessment Report



Canada

Employment Insurance Monitoring and Assessment Report for the fiscal year beginning April 1, 2021 and ending March 31, 2022

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Cat. No. Em-13-1E-PDF

ISSN 1494-7048



March 2023

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 2021/2022 Employment Insurance Monitoring and Assessment Report, to be laid by you before Parliament. This report is the twenty-sixth in a series of annual reports submitted by the Canada Employment Insurance Commission.

This report, which covers the period from April 1, 2021 to March 31, 2022, analyzes the overall effectiveness of Employment Insurance (EI) income benefits, active measures and service delivery. In particular, it focuses on the responsiveness of the EI program in a period where the Canadian economy and labour market largely recovered from the COVID-19 pandemic and labour market conditions tightened. Analysis of the temporary benefits related to COVID-19 (for example, Canada Emergency Response Benefit (CERB)) are not included in the report.

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
AI	Artificial Intelligence
ASETS	Aboriginal Skills and Employment Training Strategy
B	Beneficiary
B/C Ratio	Benefits-to-Contributions ratio
B/U	Beneficiary-to-Unemployed (ratio)
B/UC	Beneficiary-to-Unemployed Contributor (ratio)
BDM	Benefits Delivery Modernization
CAWS	Client Access Workstation Services
CAAJ	Connecting Canadians with Available Jobs
CCDA	Canadian Council of Directors of Apprenticeship
CCIS	Corporate Client Information Service
CEGEP	College of General and Professional Teaching
CEIC	Canada Employment Insurance Commission
CERB	Canada Emergency Response Benefit
CESB	Canada Emergency Student Benefit
CEWS	Canada Emergency Wage Subsidy
COEP	Canadian Out of Employment Panel Survey
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
CWLB	Canada Worker Lockdown Benefit
CX	Client Experience
EAS	Employment Assistance Services
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
EIPR	Employment Insurance Premium Ratio
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
HR	Human Resources
ID	Identification
IQF	Individual Quality Feedback
IS	Income Security
ISSET	Indigenous Skills and Employment Training
IVR	Interactive Voice Response
JCP	Job Creation Partnerships
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
LWF	Longitudinal Worker File
MAR	Monitoring and Assessment Report
MBM	Market Basket Measure
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
NQCP	National Quality and Coaching Program
OAG	Office of the Auditor General of Canada
OAS	Old Age Security
OSC	Outreach Support Centre
PAAR	Payment Accuracy Review
PEAQ	Processing Excellence, Accuracy and Quality
PPE	Premium-paid eligible individuals
PRAR	Processing Accuracy Review
PRP	Premium Reduction Program
PTs	Provinces and Territories
QPIP	Quebec Parental Insurance Plan
RAIS	Registered Apprenticeship Information System
RCMP	Royal Canadian Mounted Police
R&I	Research and Innovation
ROE	Record of employment
ROE Web	Record of employment on the web

RPA	Robotics Process Automation
SAT	Secure Automated Transfer
SCC	Service Canada Centre
SD	Skills Development
SD-A	Skills Development – Apprenticeship
SD-R	Skills Development - Regular
SDP	Service Delivery Partner
SEPH	Survey of Employment, Payrolls and Hours
SIN	Social Insurance Number
SIR	Social Insurance Registry
SRS	Simple Random Sampling
SST	Social Security Tribunal
STDP	Short-term disability plan
SUB	Supplemental Unemployment Benefit
TRF	Targeting, Referral and Feedback
TTY	Teletypewriter
TWS	Targeted Wage Subsidies
U	Unemployed
UC	Unemployed contributor
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 (FY) starting on April 1, 2021 and ending on March 31, 2022 (referred to as FY2122). The highlights below relate to this period or reflect changes between FY2021 and FY2122.

Canada’s economy had largely recovered from the COVID-19 pandemic throughout FY2122.

- Subsequent waves of COVID-19 infections brought some continued volatility to Canada’s economy, but by the end of the second quarter of FY2122, it had largely recovered the output losses due to the pandemic. In March 2022, real GDP was 3.2% higher its pre-pandemic levels.
- In FY2122, the Canadian labour market also recovered its employment losses experienced during the first months of the pandemic. In March 2022, employment was 2.3% higher than in February 2020, and resumed its pre-pandemic level across all age groups and both genders.
- However, some sectors did not see employment fully recover in FY2122 to pre-pandemic levels, notably because they were more affected by COVID-19 related public health measures, such as closure of non-essential businesses, inability to telework, or supply chain interruptions.
- The national unemployment rate dropped from 10.2% in FY2021 to 6.8% in FY2122. In March 2022, the unemployment rate stood at 5.3%, registering a historical low level since January 1976.
- Both job vacancies and job vacancy rates rose to record levels in Canada in FY2122, indicating tighter labour market conditions compared to the previous fiscal year.
- As part of the Government’s economic response to COVID-19, the 2022 EI premium rate remained frozen at the 2020 premium rate level, similar to EI premium rate freeze in 2021. In 2022, the EI premium rate for employees remained set at \$1.58 per \$100 of insurable earnings (2020 level). Employers contribute EI premiums at 1.4 times the rate of employees.

During FY2122, two sets of EI temporary measures were in place to facilitate access and ensure the EI program remained responsive to the needs of eligible workers.

- The first set of EI temporary measures was put in place as part of the Government’s economic response to COVID-19 for the period between September 27, 2020 and September 25, 2021, facilitating access to EI benefits with a minimum of 120 hours of insurable employment to be eligible for EI benefits, providing up to 50 weeks of regular benefits and a minimum benefit rate of \$500 per week.

- The second set of EI temporary measures was put in place as the economy recovered from COVID-19 for the period between September 26, 2021 and September 24, 2022, facilitating access to EI benefits with a minimum of 420 hours of insurable employment, a minimum benefit rate of \$300 per week for a certain period, and simplified treatment of reasons for separation and monies on separation.

The number of new EI regular claims established in FY2122 decreased, while the total amount paid in EI regular benefits increased over the previous year.

- In FY2122, 1.46 million new EI regular claims were established in Canada. This is lower than the 2.47 million regular claims established during the second half of FY2021 when EI regular benefits were available.
- The total amount paid in EI regular benefits increased to \$28.6 billion in FY2122, compared to \$24.9 billion in FY2021 and \$11.1 billion in FY1920. This was mainly due to the higher number of EI regular beneficiaries in FY2122, notably those who established their claim in FY2021 and continued to receive benefits in FY2122, as well as the EI temporary measures.
- Under the current seasonal measure effective in 13 EI economic regions, a total of 108,300 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 \$1,710 and 4.2 weeks of EI regular benefits. By the end of FY2122, a total of \$185.2 million in additional benefits had been paid to these claimants. The support measure for seasonal workers has been extended until October 28, 2023.

The eligibility rates for EI regular benefits in FY2122 were relatively high.

- As the eligibility criteria to qualify for EI regular benefits changed through the EI temporary measures during the fiscal year, eligibility rates are reported for the first and second halves of FY2122. In addition, as the EI Coverage Survey did not fully adapt to the eligibility criteria changes, a different data source was used.
- It was estimated that 94.6% and 89.1% of job separations had enough hours of insurable employment to qualify for EI regular benefits during the first and second half of FY2122, respectively.
- These high eligibility rates can be explained by the temporary measures facilitating access to EI benefits.

The number of Work-Sharing agreements and new claims established decreased compared to FY2021.

- As the economy started recovering from the COVID-19 pandemic, Work-Sharing program participation decreased from 4,224 agreements started in FY2021 to less than 900 in FY2122. An estimate of 14,000 layoffs were averted during FY2122, which represented over 32,000 employees.
- As a result, the number of EI claims from workers participating in a Work-sharing agreement significantly decreased to 15,078 (-550%). The total amount paid also decreased to \$88.8M (-207%) compared to \$183.5M in FY2021.

The number of new claims and total amount paid increased in FY2122 for EI special benefits.

- The number of new claims established for EI special benefits was 704,620 in FY2122, compared to 671,260 in FY2021. The total amount paid in EI special benefits rose to \$7.7 billion in FY2122, from \$6.7 billion in FY2021.
- Claims for EI sickness benefits continued to represent almost two-thirds of EI special benefit claims in FY2122.
- The proportion of EI parental claims established by men continued to increase and reached 28.3% in FY2122 compared to 16.8% in FY1819. This increase can be explained, in part, by the additional weeks of benefits available to parents who share parental benefits since March 2019.

In FY2122, Labour Market Development Agreements (LMDAs) were an important support for workers and employers in the context of the COVID-19 pandemic, and the changes to the labour force that followed.

- Approximately 714,000 participants received Employment Benefits or Support Measures (EBSMs). Approximately 667,000 participants were served by provinces and territories under the LMDAs, and approximately 47,000 participants by Indigenous organizations, through the Indigenous Skills and Employment Training (ISET) Program.
- LMDAs supported approximately 164,000 active EI claimants while they were out of work, helping them to be ready with the skills needed to participate in the economic recovery.
- Approximately 191,000 Canadians served through LMDAs either maintained or returned to employment in the six months after receiving support funded through EI Part II.
- Approximately \$2.7 billion was invested to help those most affected, to enhance the capacity of service delivery organizations, and to improve labour market information. Of this amount, approximately \$2.2 billion of the total was transferred to provinces and territories under LMDAs to respond to regional needs and opportunities.
- Provinces and territories continued to deliver LMDA-funded supports through the evolving circumstances of the pandemic and public health measures put into effect by individual provinces and territories such as physical distancing measures and temporary changes to occupancy limits in public spaces.

Building on last year's accomplishments, in FY2122 Service Canada continued to improve and enhance its services for EI clients:

- Client service and accessibility
 - The Outreach Support Centre, launched during the pandemic as a telephone complement to the Community Outreach and Liaison Service when in-person activities were temporarily suspended, will remain a permanent service delivery option for clients facing barriers to service.
 - Additional modifications were made to the in-person sites to improve accessibility for persons with disabilities.
 - A specialized EI team was launched to prioritize requests related to overpayments and other issues pertaining to the EI emergency pandemic benefits.
- Call Centre improvements
 - New online messaging advised clients of wait times and of specific periods of high call volume for the EI call centre.
 - EI call centre agents were reallocated to offline processing work during periods of lower call volumes, increasing capacity to address inventory volumes.

- Maintaining FY2021's increased staffing levels and continuing to leverage the updated telephone platform meant that EI call centre agents were able to answer 1.6 million more calls in FY2122, the most calls answered since the call centre was networked nationally.
- Technological solutions
 - Artificial Intelligence supported the automation of 34.48% of records of employment and reduced the need for manual intervention.
 - Enhancements to the document upload function means that EI claimants can now upload medical and other supporting documents directly to their EI files using AppliWeb or My Service Canada Account.
 - Multi-factor authentication is now mandatory for all My Service Canada Account users, protecting their personal information and preventing unauthorized access to the system.



As per Section 3 of the *Employment Insurance Act*, the Canada 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 contributed 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 temporary income support through EI Regular Benefits, Fishing Benefits, Work-Sharing Benefits and Special Benefits.² 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 of 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 aim 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”.³ 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.

Modernizing the Employment Insurance program

The government is committed to modernizing the EI program and consulted with Canadians and stakeholders on what is needed to build an EI system that better meets the current and future needs of workers and employers.

Consultations were undertaken in two phases. The reports from both phases can be consulted at [The What we heard report \(Phase 1\)](#) and [The What we heard report \(Phase 2\)](#).

Recent changes to the Employment Insurance program

Budget 2022 announced a number of reforms to the EI program, including:

- Amendments to Part II of the *Employment Insurance Act* to ensure more workers are eligible for help before they become unemployed, and that employers can receive direct support to re-train their workers.
- Extend until October 2023 the rules of the pilot project that provides up to five additional weeks, for a maximum of 45 weeks, for eligible seasonal workers in 13 targeted EI economic regions of the country. As part of this extension, maintain the recently introduced legislative fix to ensure that the timing of COVID-19 benefits does not affect future EI eligibility under the rules of the program.

Other changes to the EI program that came into force in 2022 include:

- Extend the number of weeks available under EI sickness benefits from 15 to 26 weeks for new claims established on or after December 18, 2022.

³ Part II, section 56 of the *Employment Insurance Act*.

Recent changes to the EI program will be reported on in future Monitoring and Assessment Reports once they have been fully implemented and impacts have been assessed.

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 mechanism.

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 the state of the Canadian economy and labour market throughout FY2122. 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. The fourth and final chapter presents information on EI program administration and service delivery.



This chapter provides an overview of the economic situation and key labour market developments in Canada during the fiscal year (FY) beginning on April 1, 2021 and ending on March 31, 2022 (FY2122).¹ This is the same period for which this Report assesses the Employment Insurance (EI) program. Section 1.1 provides a general overview and context of the economic situation for FY2122, notably the impact of the subsequent waves of the COVID-19 pandemic, including public health measures and emergency programs that were put in place. 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 regional labour market conditions. Definitions and more detailed statistical tables related to key labour market concepts discussed in the chapter can be found in Annex 1.

1.1 Economic overview³

The COVID-19 pandemic and public health measures in Canada

Over FY2122, with increased public immunity (through vaccination and infection) to the COVID-19 disease, governments and businesses in Canada began to ease up on public health restrictions and resume regular economic activities. During this period, the Canadian economy experienced a fast recovery overall with some intermittent fluctuations due to subsequent waves of COVID-19.

FY2122 started with the peak of the third wave of the COVID-19 pandemic in April 2021 (consult Chart 1), which led to public health measures being tightened again in several provinces. In addition, temporary travel restrictions and the closure of the Canada-United States border⁴ were extended. At the same time, the national vaccination campaign was underway, and by August 2021, around 67% of eligible people in Canada had received two vaccine doses and more than 73% had received at least one dose.⁵ This contributed to decisions by many of provincial governments to start to progressively ease public health measures in their jurisdictions, leading to more businesses re-opening.

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 Due to certain revisions made to data by Statistics Canada, figures for previous years published in past Employment Insurance Monitoring and Assessment Reports have been restated as applicable.

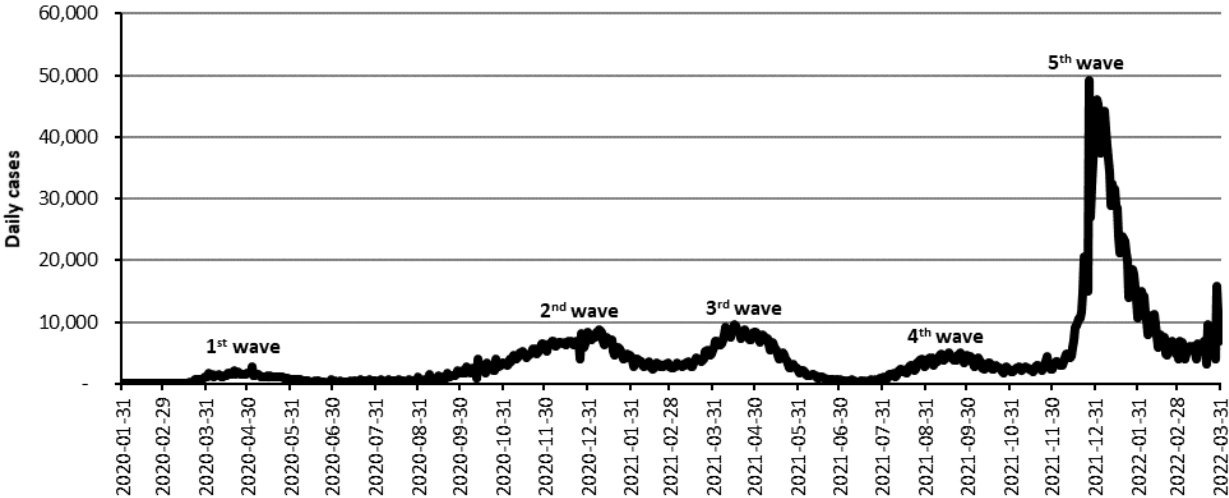
³ All data are reported using seasonally adjusted monthly data, unless otherwise stated.

⁴ The Canadian border reopened to Americans on August 9, 2021. The USA border reopened to Canadians on November 8, 2021.

⁵ Government of Canada, [COVID-19 vaccination coverage in Canada - Canada.ca](#), September 3, 2021 report.

When the fourth wave of the COVID-19 pandemic began in September 2021, close to four out of five eligible Canadians had already received two vaccine doses. Some public health measures were renewed at this time but their economic impact was milder than during previous waves. The fifth and strongest wave of COVID-19 began in early November 2021 with the emergence of the Omicron variant, leading to unprecedented numbers of COVID-19 infections in Canada. In late November, the Government of Canada adjusted international travel measures and some provinces renewed public health restrictions, including postponing return to school after the winter break, reducing indoor gathering capacity limits, and tightening restrictions on restaurants, bars, entertainment activities. These restrictions were gradually eased in early 2022 with this fifth wave coming under control.

Chart 1 – Daily cases of COVID-19 infections, Canada, January 2020 to March 2022



Source: Public Health Agency of Canada

Global economic development

On February 24, 2022, Russia launched a full-scale invasion of Ukraine. The impacts have been felt throughout the world’s economy including Canada and many of Canada’s important trading partners.⁶ International supply chains were interrupted and energy and food prices surged, resulting in global inflation rates surging to multi-decade highs in the second half of 2022 (consult Chart 4, for Canada) and causing uncertainty in the economic development of many countries, including Canada.

Canadian economic context in FY2122

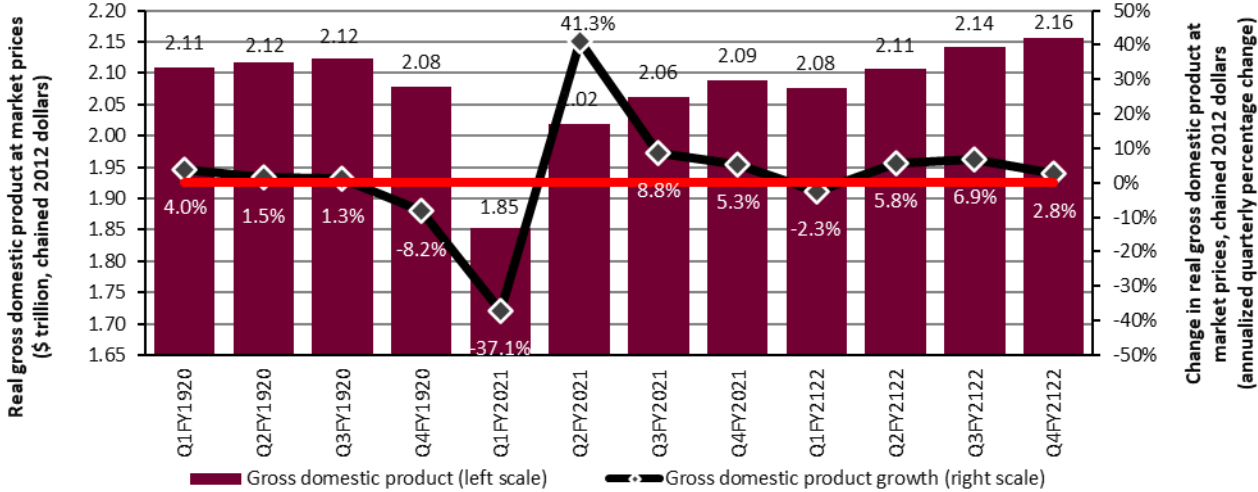
During FY2122, the global economy had been recovering strongly from the COVID-19 pandemic, especially in advanced economies. In Canada, real Gross Domestic Product (GDP) increased by 5.7% compared to FY2021.⁷ By the end of FY2122, the real GDP level was 3.2% higher than its pre-pandemic level.

⁶ Bank of Canada, “Monetary Policy Report, June 2022”, Ottawa: Bank of Canada, 2022; Organization for Economic Co-operation and Development, “OECD Economic Outlook, Interim Report March 2022: Economic and Social Impacts and Policy Implications of the War in Ukraine”, OECD Publishing, Paris, 2022, <https://doi.org/10.1787/4181d61b-en>.

⁷ Statistics Canada, Table 36-10-0104-01.

Looking at quarterly movement, the third wave of the COVID-19 pandemic slowed economic growth in the first quarter of FY2122 (-2.3%), but a robust growth resumed in the two quarters that followed (+5.8% and +6.9%) (consult Chart 2). While the Canadian economy slowed again in the last quarter of FY2122 (+2.8%) due to the reintroduction of public health measures in response to the Omicron variant and widespread worker absences due to the disease, the economic impact was less severe than during previous waves.

Chart 2 – Quarterly real gross domestic product, Canada, FY1920 to FY2122

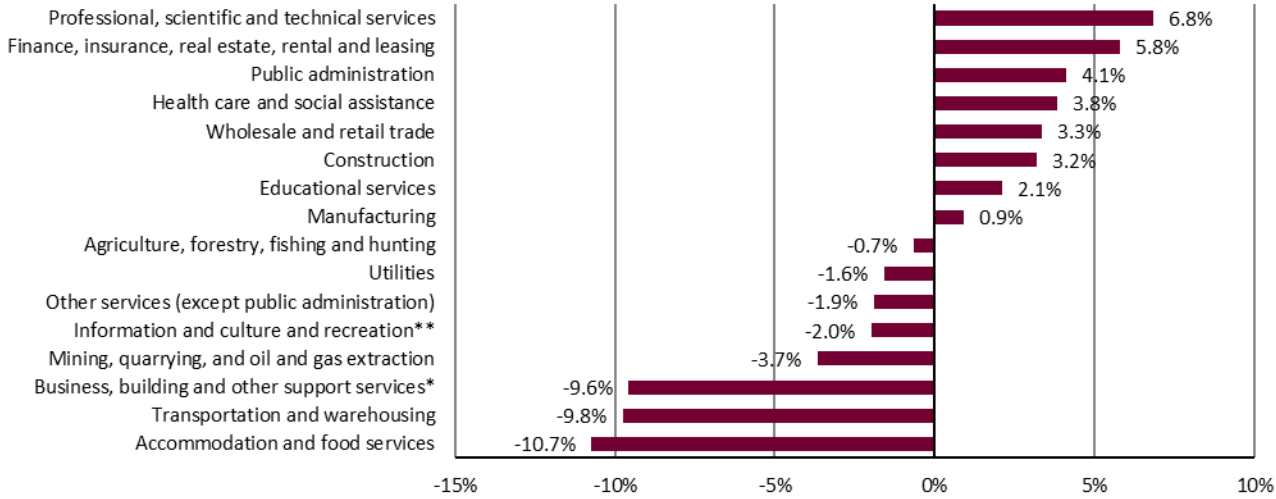


Source: Statistics Canada, Table 36-10-0104-01.

Over FY2122, recovery remained uneven across sectors (consult Chart 3). In March 2022, eight out of sixteen main industries had fully recovered output losses stemming from the first months of the COVID-19 pandemic. Among these, Professional, scientific and technical services (+6.8%); Finance insurance, real estate, rental and leasing (+5.8%); and Public administration (+4.1%) saw the highest growth relative to February 2020. Among the remaining eight industries, output was still lagging compared to their pre-pandemic levels. Accommodation and food services, Transportation and warehousing, and Business, building and other support services were the most affected compared to February 2020, with growth of -10.7%, -9.8%, and -9.6%. These three sectors were affected by the continuous supply chain disruptions,⁸ and changes in work patterns (such as teleworking arrangements).

⁸ Stephanie Tam, Shivani Sood and Chris Johnston “Analysis on supply chains in Canada, first quarter of 2022”, Ottawa: Statistics Canada, March 17, 2022, Catalogue no. 11-621-M.

Chart 3 – Change in real gross domestic product by industry, Canada, March 2022 relative to February 2020



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

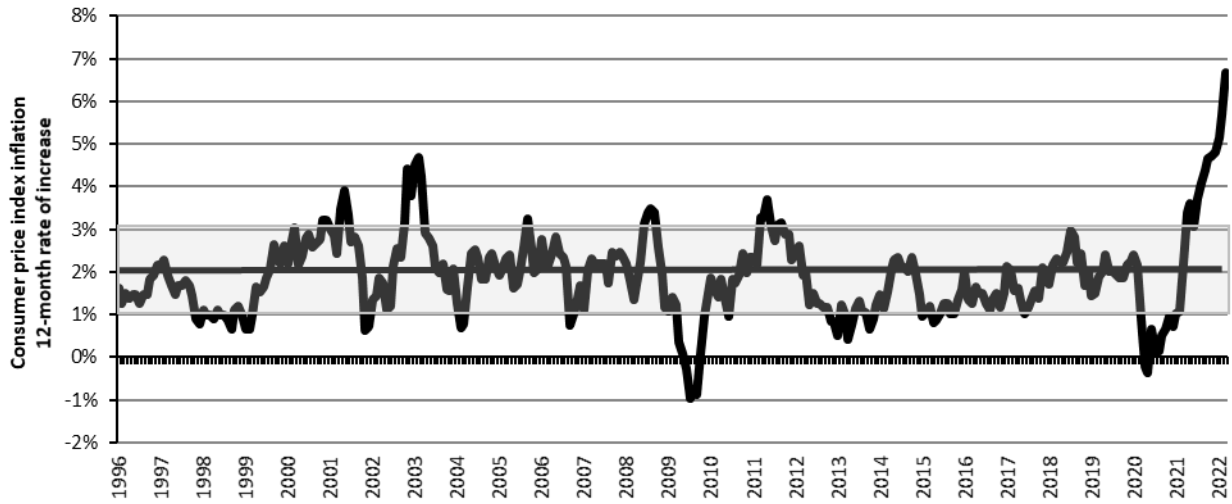
** Includes information and cultural industries and arts, entertainment and recreation industries.

Source: Statistics Canada, Table 36-10-0434-01.

Faced with high demand, supply chain disruptions and labour shortages in FY2122, Canadian firms passed the higher costs of production onto consumers. The war in Ukraine also added to inflationary pressure through increased prices for energy and other commodities and pre-existing supply chain disruptions. The inflation rate rose in FY2122, especially in the last two quarters, well above its target level of 2% set by the Bank of Canada. The year-over-year rate of increase of the all-item Consumer Price Index (CPI), or the CPI inflation, rose from 2.2% in March 2021 to 6.7% in March 2022, comparable to the highs experienced in early 1990s (consult Chart 4).⁹ In response to rising inflation and inflation expectations, the Bank of Canada increased interest rates in March 2022 for the first time since the onset of the COVID-19 pandemic, a process that was continued for the remainder of the year 2022.

⁹ This historical high of the year-over-year increase of 6.7% was then further surpassed as inflation continued to soar. According to Statistics Canada, the year-over-year CPI change rate peaked at 8.1% in June 2022.

Chart 4 – Year-over-year change in the Consumer Price Index (CPI), Canada, January 1996 to March 2022, not seasonally adjusted



Note: The grey band indicates Bank of Canada’s 1-3% control range for the inflation target with inflation measured as the 12-month rate of change in the consumer price index (CPI), Bank of Canada, Monetary Policy Report, July 2022.

Source: Statistics Canada, Table 18-10-0004-01.

The COVID-19 pandemic has brought a challenging environment for many Canadian businesses. The impact was uneven on firms; it hit harder to small businesses in high-contact service industries. However, with governments’ financial support, many businesses managed cash flow pressures in spite of falls in revenues. Default risks was generally contained. By the end of FY2122, four out of five businesses reported capacity pressures related to labour or supply chain challenges. This is reflected in job vacancy figures reported in this chapter.^{10,11}

On the international horizon, among G7 countries—a group consisting of the world’s major industrialized and advanced countries including Canada¹²—real GDP in Canada grew by 5.7% in FY2122¹³ compared to FY2021. By the end of FY2122, economic output in all G7 countries, except for Japan and Italy, had returned to pre-pandemic levels. Canada continued to enjoy a high standard of living and ranked third among G7 nations in terms of real GDP per capita (using fixed Purchasing Power Parity) with roughly US\$45,600 per capita on average over FY2122.¹⁴

¹⁰ Bank of Canada, COVID-19’s impact on the financial health of Canadian businesses: an initial assessment, Ottawa, May 2021.

¹¹ Bank of Canada, Business Outlook Survey-first quarter of 2022, Ottawa, April 2022.

¹² The Group of Seven (G7) is an inter-governmental political forum consisting of Canada, France, Germany, Italy, Japan, the United Kingdom and the United States.

¹³ Organisation for Economic Co-operation and Development, OECD.stat, Quarterly National Accounts, Gross domestic product – expenditure approach, seasonally adjusted, OECD Statistics

¹⁴ Organisation for Economic Co-operation and Development, OECD.stat, Quarterly National Accounts, Gross Domestic Product per capita, seasonally adjusted, OECD Statistics.

1.2 The Canadian labour market

This section highlights key labour market developments in Canada¹⁵ during FY2122, including some labour market elements linked to the EI program. Overall, the Canadian labour market was characterised by strong employment growth, a low national unemployment rate and tighter labour market conditions.^{16,17}

Labour force growth and the labour force participation rate

In FY2122, the size of the total Canadian labour force¹⁸ grew by 2.8% (+556,780, from 20.0 million to 20.6 million) relative to FY2021. Compared to its pre-pandemic level recorded in February 2020, the size of the overall Canadian labour market stood 1.8% higher by March 2022. With population aging, the labour force for youth (15 to 24 years old), constrained by its decreasing size of population, was the only group still slightly below its pre-pandemic level (-0.6%) compared to the labour force for individuals aged 25 to 54 years and those aged 55 years and over (+2.7% and +0.6% respectively).

During the 12-month period of FY2122, the growth in the size of the labour force outpaced that of the working age population, leading to an increase in the overall participation rate. Accounting for the negative impact of the COVID-19 at the onset of the pandemic at the beginning of FY2021, the overall participation rate increased from 64.3% in FY2021 to 65.5% in FY2122. However, the participation rate in March 2022 (65.6%) remained slightly lower than what was observed in February 2020 (65.9%).

Compared to its pre-pandemic levels, the participation rate for individuals aged 25 to 54 years was higher in March 2022 (+1.2 percentage points, or p.p.) while it stood at the same level for youth. However, among population 55 years old and over, as the size of the working age population grew faster than the size of the labour force, the participation rate for this age group was still 1.4 p.p. lower. This could be explained by the share of those aged 65 and older among the age group 55 and over that continues to increase, which lower the overall participation rate for the group.

Employment growth

During the reporting period, total employment continued a gradual upward trend, increasing from 18.0 million in FY2021 to 19.2 million in FY2122 (+6.6%). Part-time employment, which was more impacted by the COVID-19 pandemic, grew stronger than full-time employment (+10.0% versus +5.9%) in FY2122 compared to FY2021. As shown in Chart 5, by September 2021, employment regained its pre-pandemic level recorded in February 2020, and by the end of March 2022, employment was 2.3% higher than its pre-pandemic level (+439,900). By March 2022, both full-time employment and part-time employment had surpassed their pre-pandemic levels recorded in February 2020 (by +2.6% and +1.0% respectively).

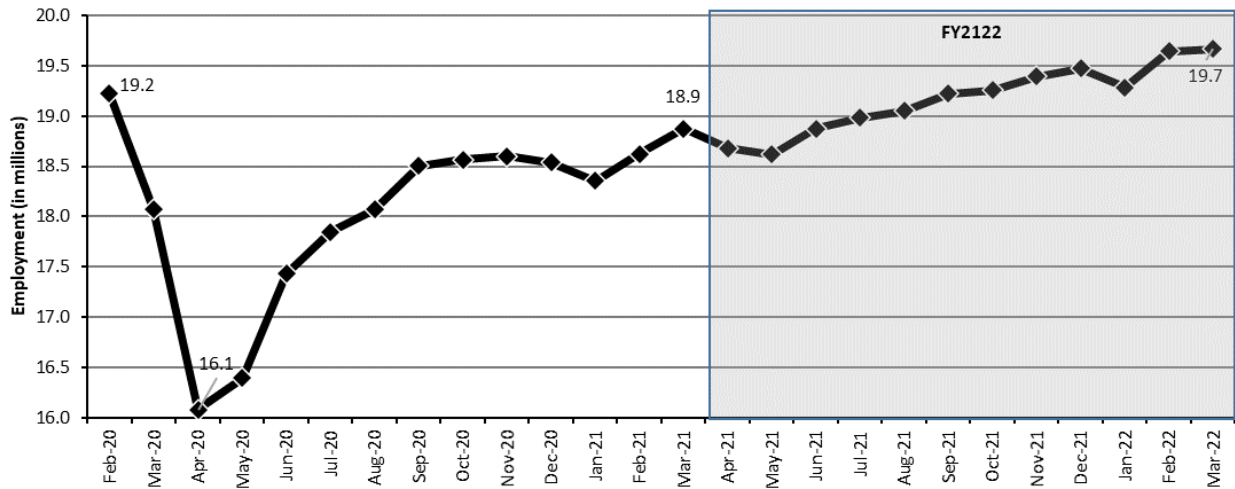
¹⁵ Figures for Canada's labour force, employment, unemployment, duration of unemployment, reasons for unemployment, hours worked and hourly wages exclude the territories, while figures for job vacancies and weekly earnings include all provinces and territories. Figures in this section come from Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted data, unless otherwise stated.

¹⁶ Reported fiscal year data are averages of monthly or quarterly data. Totals may not always add up due to rounding.

¹⁷ The labour market is said to be "tight" if vacant jobs are plentiful and available workers are scarce. This is usually reflected by a lower unemployment-to-vacancy ratio.

¹⁸ The labour force is defined as the civilian non-institutional population 15 years of age or older who are employed or unemployed. A more comprehensive definition is provided in Annex 1.1.

Chart 5 – Total employment (in millions), Canada, February 2020 to March 2022



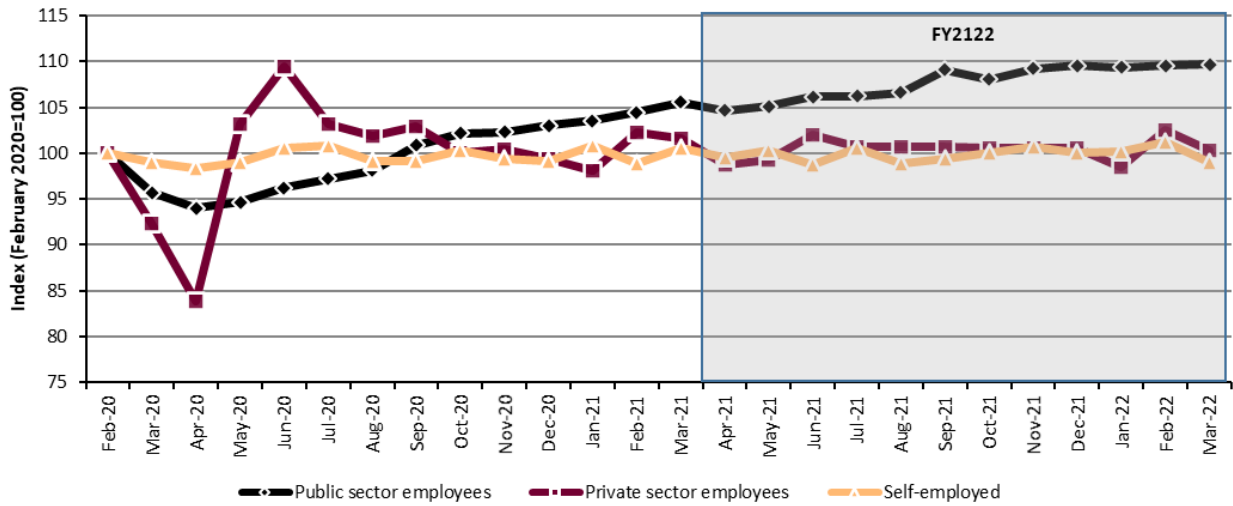
Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

Employment by class of worker¹⁹

Public health measures imposed at the onset of the COVID-19 pandemic in 2020 led to massive lay-offs in the private sector (consult Chart 6). By the end of March 2022, the size of employment for public and private sectors were above their pre-pandemic levels recorded in February 2020 (+9.7% and +1.9% respectively). However, by the end of FY2122, self-employment was well below its pre-COVID level (-5.7%). During the decade before the pandemic, self-employment persistently accounted for around 15% of total employment. It stood at 13.8% in FY2122.

¹⁹ Statistics Canada, Labour Force Survey, Table 14-10-0288-01.

Chart 6 – Employment index relative to pre-pandemic levels (February 2020=100), by class of worker, Canada, February 2020 to March 2022



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

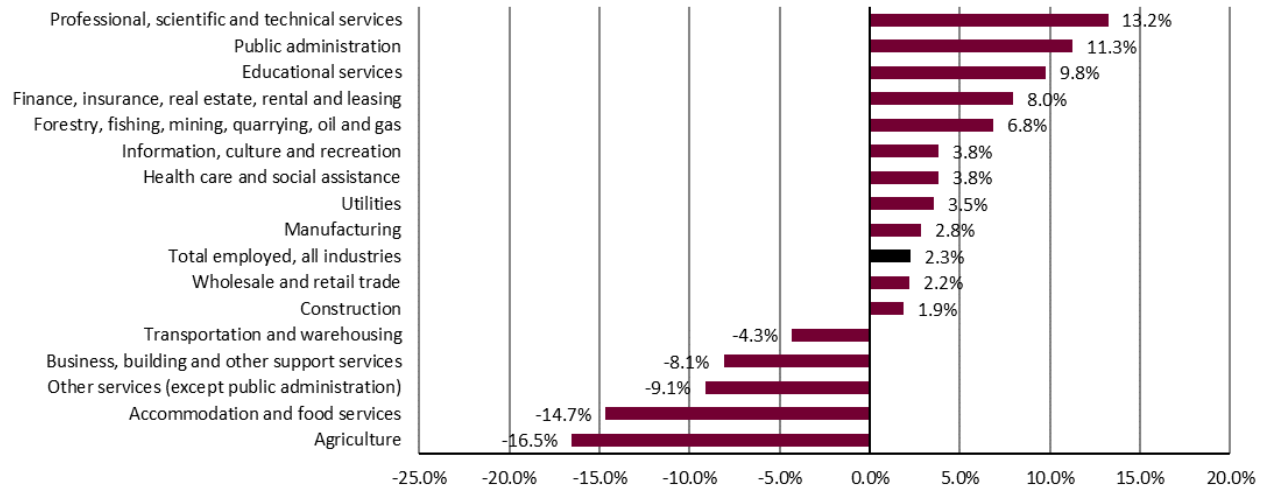
Employment by industry and firm size²⁰

During FY2122, employment continued to grow in most industries. Eleven out of sixteen broad industrial groups saw employment fully recover to pre-pandemic levels recorded in February 2020. However, employment in Agriculture (-16.5%); Accommodation and food services (-14.7%); Other services (-9.1%); Business, building and other support services (-8.1%); and Transportation and warehousing (-4.3%) was still below pre-pandemic levels (consult Chart 7). Employment in these industrial groups was more affected by public health measures aiming to control the COVID-19 pandemic waves, such as closure²¹ of non-essential businesses, teleworking arrangements, border closures that reduced the number of foreign workers, and supply chain interruptions.

²⁰ Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

²¹ Business closures due to public health measures aiming to control the COVID-19 pandemic can be temporary if they re-open later or permanent if they never re-open.

Chart 7 – Change in employment by industry, Canada, March 2022 relative to February 2020



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

Compared to FY2021, employment grew in enterprises of all sizes.²² The distribution of employment across enterprises of various sizes in FY2122 mostly recovered to its pre-pandemic allocation recorded in FY1920. In FY2122, 19.8% of employment was in small-sized enterprises, 19.1% in small-to-medium sized enterprises, 15.3% in medium-to-large sized enterprises and 45.9% in large-sized enterprises.²³

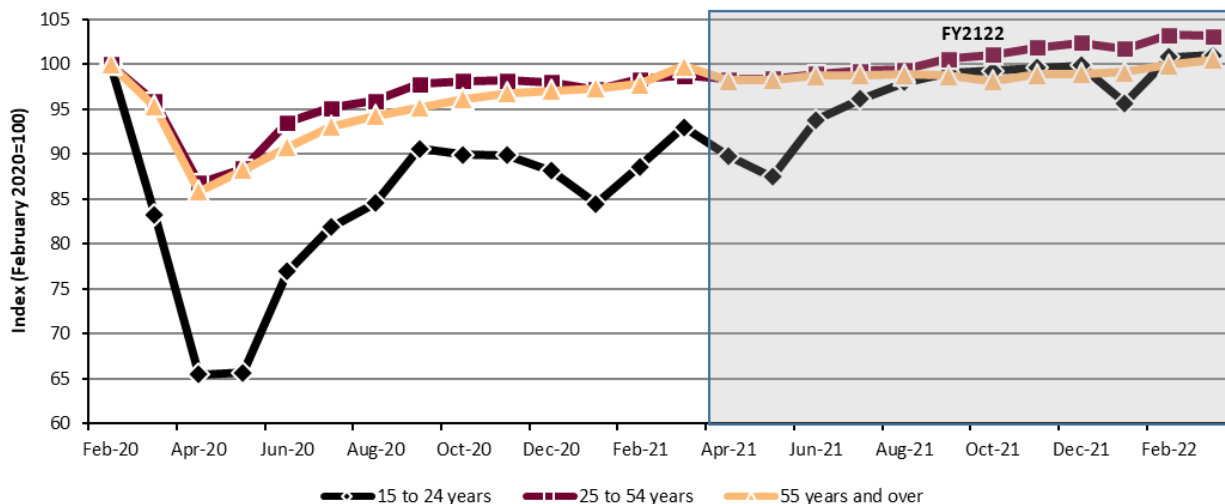
Employment by age group

Employment increased among workers of all age groups during FY2122 as the labour market continued its recovery. Employment growth was most pronounced for youth who were hard hit with pandemic job losses (+16.1% compared to +5.4% and +4.8%, respectively, among workers aged 25 to 54 years and workers aged 55 years and over). Focusing on the recovery, with successive waves of closures and reopenings in the industries where youth are generally overrepresented (for example, Accommodation and food services; and Wholesale and retail trade), youth employment had a more volatile recovery path. It dropped in May 2021 (due to the 3rd wave) and January 2022 (due to the 5th wave) (consult Chart 8). In February 2022, it finally surpassed its pre-pandemic level recorded in February 2020. Employment in the 25 to 54 age group recovered faster than for youth and surpassed its pre-pandemic level as early as in September 2021, while employment for the 55 years old and over age group returned to its pre-pandemic levels in March 2022.

²² Sizes of enterprises are defined based on the total number of employees at one or more establishments. The following size groups are used: small-sized firms employ 0 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.

²³ Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01, quarterly seasonally unadjusted.

Chart 8 – Employment index relative to pre-pandemic levels (February 2020=100), by age group, Canada, February 2020 to March 2022



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

Employment by gender

Though women’s employment was impacted more by the COVID-19 pandemic than that of men in FY2021, it recovered more quickly during FY2122. Compared to the previous fiscal year, total employment of women grew by 7.4% in FY2122 compared to 5.9% for men. By the end of FY2122, employment for both genders was higher than their pre-pandemic levels recorded in February 2020 (+2.1% among men and +2.5% among women). Employment of men working part-time was above its pre-pandemic level in March 2022 (+2.7%), whereas employment of women working part-time was closed to (+0.1%) its pre-pandemic level.

Employment rates

Employment growth may be shaped by demographic trends such as growth in the working-age population or by improved labour market conditions. In order to examine net job creation in the Canadian labour market, this section looks at the employment rate indicator, that is the proportion of the working age population 15 years and over who are currently employed.

On yearly basis, in FY2122, the employment rate was up by 3.2 p.p., increasing from 57.8% in FY2021 to 61.0% (consult Table 1). Yet, it was still below its pre-pandemic level recorded in FY1920 (61.9%) and also below its historical peak of 63.4% recorded in FY0708. The employment rate for men increased by 3.0 p.p., slightly below the increase of 3.4 p.p. for women between FY2021 and FY2122. Higher rates were also registered for individuals across all three age groups in FY2122 (+8.2 p.p. for youth, +3.8 p.p. for those aged 25 to 54 years and +1.0 p.p. for those aged 55 years and over, respectively) compared to FY2021.

Focusing on the recovery path between time points of February 2020 and March 2022, the employment rate recovered to its pre-pandemic level for women (by +0.2 p.p.). However, it was still slightly below its pre-pandemic level for men (by -0.1 p.p.) By age group, only employment rate for youth and individuals

aged 25 to 54 years had fully recovered (+0.9 p.p. and +1.5 p.p. respectively). For those aged 55 years and over the employment rate remained below its pre-pandemic level (-1.3 p.p.), mostly due to the increasing share of those aged 65 and over among the age group, as they tend to have low employment rate.

Table 1 – Employment rate by age and gender, Canada, FY2021, FY2122, February 2020 and March 2022

Gender	Employment rate FY2021	Employment rate FY2122	Change in employment rate FY2021 to FY2122 (p.p.)	Employment rate February 2020	Employment rate March 2022	Change in employment rate February 2020 to March 2022 (p.p.)
Men	61.9%	64.9%	+3.0	66.1%	66.0%	-0.1
Women	53.8%	57.2%	+3.4	58.2%	58.4%	+0.2
Age group						
15 to 24 years old	49.0%	57.2%	+8.2	58.7%	59.6%	+0.9
25 to 54 years old	79.5%	83.3%	+3.8	83.3%	84.7%	+1.5
55 years old and over	33.9%	34.8%	+1.0	36.4%	35.1%	-1.3
Canada	57.8%	61.0%	+3.2	62.1%	62.2%	+0.1

Note: Percentage point change is based on unrounded numbers.

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

Compared to other G7 countries, Canada registered the largest increase in employment rate between FY2021 and FY2122. With this, Canada ranked first in terms of employment rate in FY2122, up from the fourth place in FY2021.²⁴

Unemployment rates

Unemployment rate is one of the core elements that determines eligibility for EI regular benefits. Under EI original rules, a lower unemployment rate in an EI economic region translates into a higher required number of hours of insurable employment within the qualifying period to be eligible for EI regular benefits. The unemployment rate in an EI economic region also plays a role in determining the EI regular benefit entitlement available to a claimant and the number of weeks of earnings (known as divisor) used in the calculation of their weekly benefit rate. Regional variations of the unemployment rate are discussed in [subsection 1.3](#). Consult [section 2.1](#) in Chapter II to learn how the different EI temporary measures affected the eligibility for, and entitlement to, EI regular benefits.

With the reopening of businesses and tightening labour market conditions, the number of unemployed individuals decreased significantly in FY2122, from 2.0 million in FY2021 to 1.4 million in FY2122, registering a 31.0% decline. Combined with the increase in the size of the Canadian labour force during the same period, the unemployment rate dropped from 10.2% in FY2021 to 6.8% in FY2122 (consult Table 2). The unemployment rate decreased at similar pace for men and women between FY2021 and FY2122 while it decreased at varied paces across age groups. The unemployment rate for youth experienced the largest drop (-9.0 p.p.), followed by that for the 25 to 54 age group (-2.7 p.p.) and the 55 years old and over age group (-1.6 p.p.).

The unemployment rates for youth and individuals aged 25 to 54 years registered lower levels in March 2022 compared to February 2020, with youth seeing the largest decline (-1.4 p.p.). This is mainly because

²⁴ Organisation for Economic Co-operation and Development, OECD.stat, Labour, Labour Force Statistics, Short-term statistics, Short-Term Labour Market Statistics, February 2023. There is generally a broad comparability of employment and unemployment data across OECD countries. However, some divergences due to the COVID-19 might have affected the cross-country comparability of statistics during the reporting period.

the labour force for youth was still below its pre-pandemic level due to faster drop in the number of unemployed (-13.6%) among youth. However, the unemployment rate for individuals aged 55 years and over was slight above its pre-pandemic level (+0.1 p.p.) The unemployment rate for women was the same as its pre-pandemic level, while that for men was slightly lower (-0.8 p.p.) (consult Table 2).

Table 2 – Unemployment rate by age and gender, Canada, FY2021, FY2122, February 2020 and March 2022

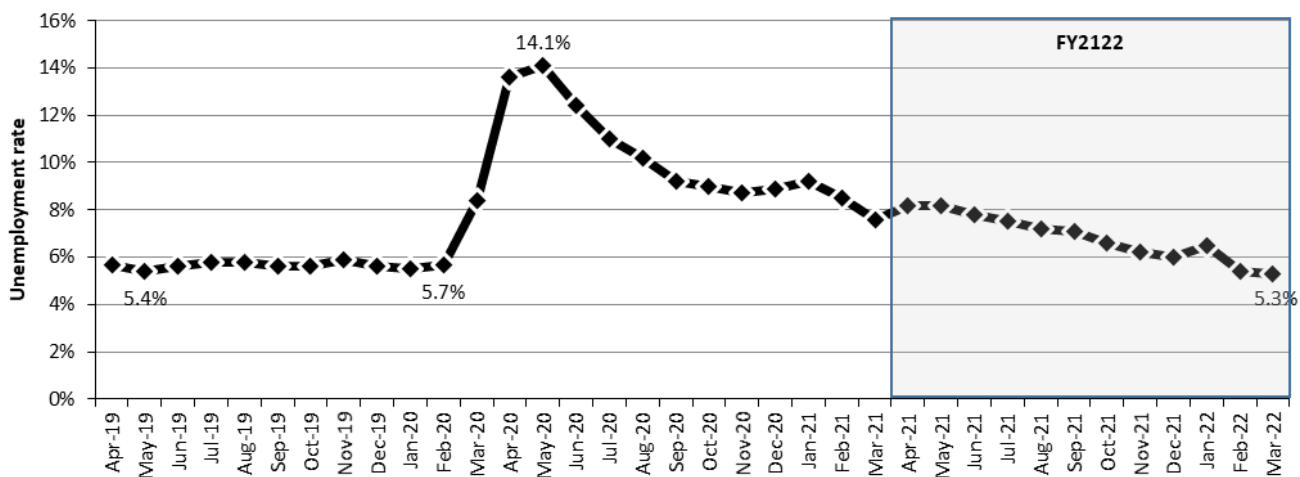
Gender	Unemployment rate FY2021	Unemployment rate FY2122	Change in unemployment rate FY2021 to FY2122 (p.p.)	Unemployment rate February 2020	Unemployment rate March 2022	Change in unemployment rate February 2020 to March 2022 (p.p.)
Men	10.3%	7.0%	-3.3	6.0%	5.2%	-0.8
Women	10.0%	6.6%	-3.4	5.4%	5.4%	0.0
Age group						
15 to 24 years old	21.0%	11.9%	-9.0	10.6%	9.2%	-1.4
25 to 54 years old	8.3%	5.6%	-2.7	4.8%	4.4%	-0.4
55 years old and over	8.7%	7.1%	-1.6	5.3%	5.3%	+0.1
Canada	10.2%	6.8%	-3.3	5.7%	5.3%	-0.5

Note: Percentage point change is based on unrounded numbers.

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

Before the COVID-19 pandemic, the monthly unemployment rate hit a historical low of 5.4% in May 2019 (consult Chart 9). It peaked at 14.1% in May 2020 at the onset of the pandemic and trended down afterwards with small increases associated with subsequent pandemic waves. During FY2122, the unemployment rate rose slightly in January 2022 due to the impact of the fifth wave but resumed its downward trend afterwards. In March 2022, the unemployment rate stood at a new historical low level of 5.3%, indicating tighter conditions in the Canadian labour market. This was not only lower than the pre-pandemic level of 5.7% recorded in February 2020, but it also registered a new historical low of monthly unemployment rate since comparable data became available in January 1976.

Chart 9 – Unemployment rate, Canada, April 2019 to March 2022



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

Internationally, Canada posted the second largest decline in unemployment rate among the G7 countries in FY2122 compared to FY2021. Canada recorded the third highest unemployment rates in FY2122 among the G7, just below France and Italy.²⁵ Unemployment rate rose sharply in Canada and in the United States at the onset of the pandemic, whereas there were relatively small increases in the remaining G7 countries. As noted by the Organization for Economic Co-Operation and Development (OECD), the heterogeneity of the impact on unemployment across OECD countries reflected fundamental differences in countries’ policy mix to cushion the economic and social effects of the crisis.²⁶

Duration of unemployment²⁷

Along with the decrease in the national unemployment rate in FY2122, two indicators measuring unemployment duration also exhibited a downward trend over the reporting period: average duration of unemployment and share of long-term unemployment (looking for work for 52 weeks or more). The average duration of unemployment (the number of continuous weeks of unemployment where an individual is looking for work or is on temporary layoff) at the early stage of the pandemic dropped noticeably due to a significant increase in recent unemployed individuals. This was followed by large growth in average duration of unemployment as the pandemic’s impact lingered (consult Chart 10). It was 22.3 weeks in March 2021, peaked at 25.6 weeks in October 2021 and then went down to 19.6 weeks in March 2022 with the gradual re-opening of nonessential businesses. However, this was still above the 16.7-week level recorded in February 2020. On an annual basis, the average duration of unemployment was 22.3 weeks for FY2122, up by 4.9 weeks from 17.4 weeks recorded in FY2021.

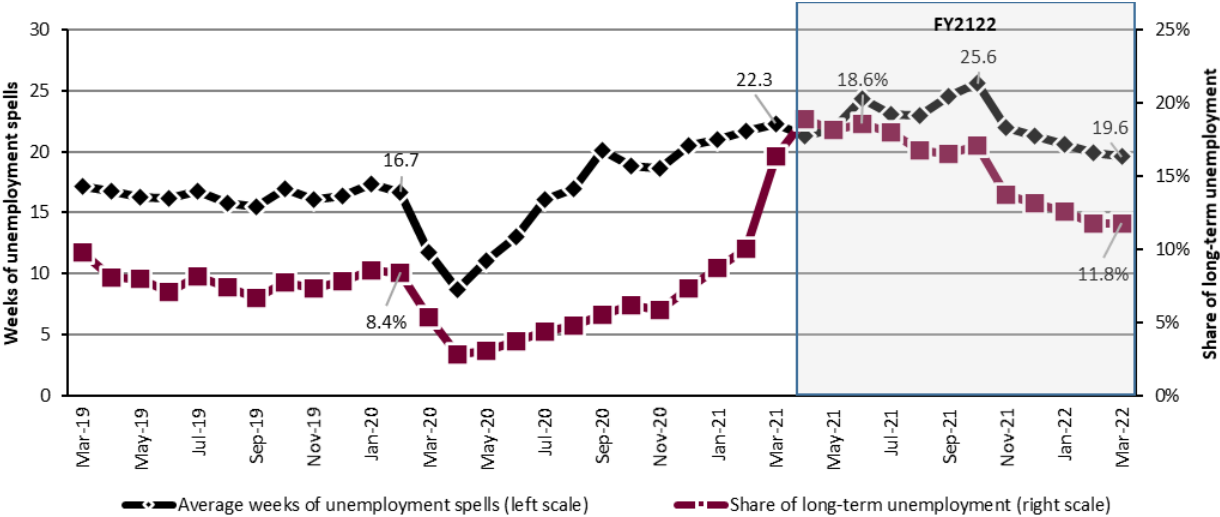
²⁵ Organisation for Economic Co-operation and Development, Short-Term Labour Market Statistics, August 2022.

²⁶ Organization for Economic Co-Operation and Development, "OECD Employment Outlook 2020: Worker Security and the COVID-19 Crisis", OECD Publishing, Paris, <https://doi.org/10.1787/1686c758-en>.

²⁷ Statistics Canada, Labour Force Survey, Table 14-10-0342-01.

Accompanying the evolution of the average duration of unemployment, the proportion of unemployed Canadians who had been continuously searching for a job for a period of at least 52 consecutive weeks²⁸ (the share of long-term unemployment) rose dramatically in the second half of FY2021. In FY2122, it peaked in April 2021 at 18.9% of total unemployed (accounting for 313,100 long-term unemployed) and gradually trended down to 11.8% of total unemployed (representing 129,000 long-term unemployed) in March 2022. This share of long-term unemployment was still above its pre-pandemic level of 8.4% observed in February 2020. Among G7 countries, Canada reported the lowest proportion of unemployment lasting for one year or over in 2021.²⁹

Chart 10 – Average duration of unemployment (in weeks) and share of long-term unemployment (% unemployed 52 weeks or more), Canada, March 2019 to March 2022



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

Individuals aged 55 years and over are generally more likely to have longer durations of unemployment. The COVID-19 period was no exception. In February 2020, the share of long-term unemployed was 14.5% among those aged 55 years and over, compared to 8.2% among those aged 25 to 54 years and 4.2% among youth. By the end of FY2122, it increased to 17.8%, 11.6% and 6.7% respectively for the three age groups. Similarly, relative to February 2020, in March 2022, the average duration of unemployment reached 26.2 weeks (+3.0 weeks) among workers aged 55 years and over, 20.9 weeks (+4.0 weeks) among those aged 25 to 54 years, and 12.5 weeks (+1.6 week) among youth.

In February 2020, the share of long-term unemployment was similar for men and women (8.9% and 7.8% respectively). By the end of FY2122, it reached 13.3% for men and 10.1% for women. Compared to February 2020, the average duration of unemployment increased by 3.6 weeks for men, reaching 20.9 weeks in March 2022, while it increased by 2.8 weeks for women, reaching 18.4 weeks.

²⁸ In Statistics Canada’s “The Daily”, long-term unemployment is defined as the unemployed who had been continuously searching for work for 27 weeks or more. This definition is different from the “52 weeks or more” used in this report which is aligned with the qualifying period to be eligible for EI benefits (consult [section 2.1](#) of Chapter II for more details).

²⁹ Organisation for Economic Co-operation and Development, Labour, August 2022.

Reasons for unemployment³⁰

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. EI regular benefits are only available to individuals who have lost their job for reasons outside their control or who left their job with just cause. As labour market conditions improved from the onset of the COVID-19 pandemic, reasons for unemployment continued to change during FY2122.

In the Labour Force Survey, five categories of reasons for unemployment are reported: job leavers, permanent layoff, temporary layoff, not worked last year and never worked. Among these, the permanent and temporary layoff are most relevant to the administration of the EI program.

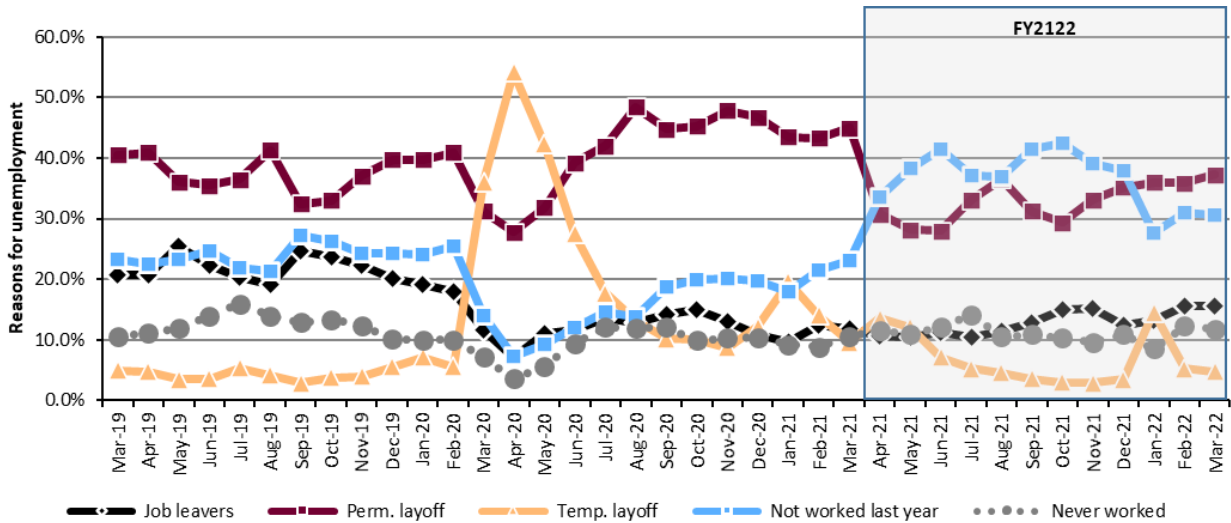
Before May 2021, individuals who became unemployed because they lost their job (due to temporary or permanent layoffs) accounted for the largest share of the unemployed population in Canada. As many individuals lost their jobs at the beginning of the pandemic and remained unemployed through FY2021, unemployed individuals who did not work in the last year dominated the unemployment population starting May 2021 until January 2022 (consult Chart 11).

With public health restrictions easing and gradual re-opening of businesses, the share of temporary layoffs among the unemployed population decreased from 22.2% in FY2021 to 7.1% in FY2122, and the share of permanent layoffs decreased from 41.2% to 32.7% over the same period. The share of job leavers and unemployed individuals who have never worked stood at 12.6% and 11.2% in FY2122, similar to their levels in FY2021.

From an EI perspective, eligibility for regular benefits is largely based on the number of hours of insurable employment that an individual has accumulated in the previous 52 weeks (hours threshold for eligibility varies depending on the EI economic region where worker resides). The COVID-19 pandemic led to a higher proportion of unemployed individuals who did not work in the last year among the unemployed population (increased from 15.6% in FY2021 to 36.5% in FY2122). This, in conjunction with the different EI temporary measures put in place to facilitate access to EI benefits, would likely affect the indicators of access and coverage of the EI program in FY2122.

³⁰ Statistics Canada, Labour Force Survey, Table 14-10-0125-01.

Chart 11 – Share of unemployment by reason for unemployment, Canada, March 2019 to March 2022



Source: Statistics Canada, Labour Force Survey, Table 14-10-0125-01, seasonally unadjusted.

Hours of work³¹

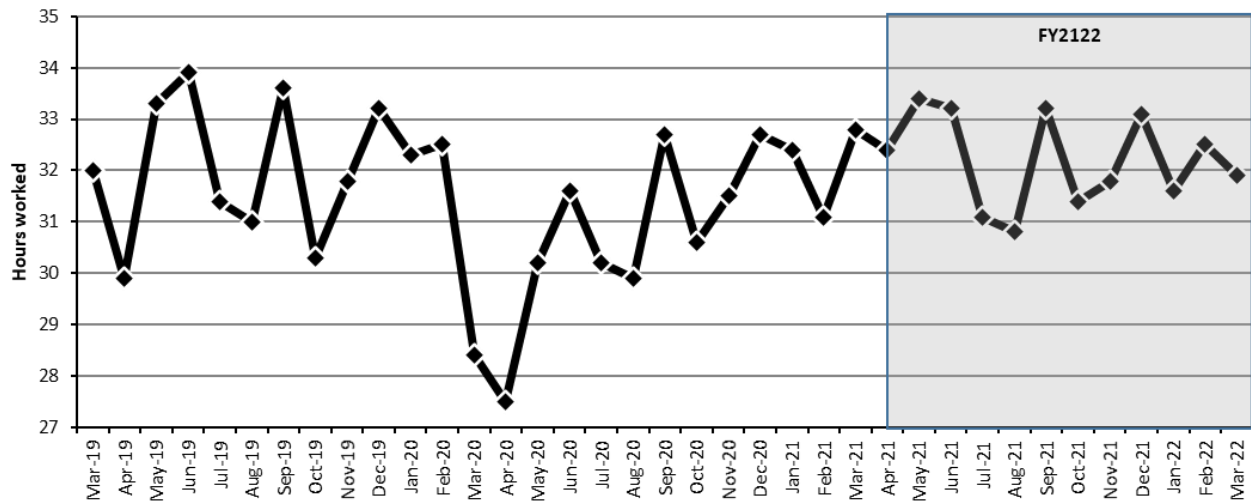
“Hours of work” is closely related to the administration of the EI program. The number of hours of insurable employment is a key eligibility criterion of the EI program, as claimants must have worked a minimum number of insurable hours in the qualifying period to be eligible for EI benefits. It also determines, along with the regional unemployment rate, the maximum number of weeks of EI regular benefits a claimant is entitled to receive.

The average number of hours usually worked from all jobs by Canadians—hours usually worked in a typical week, not including any overtime—held constant at 36.4 per week in FY2122. It has been flat in recent years and below the FY0809 pre-recession level.

In contrast, the average actual hours worked often reflects temporary decreases or increases in work hours (for example, hours lost due to illness or vacation, or more hours worked due to overtime). At the onset of the COVID-19 pandemic, the average actual hours worked per worker from all jobs (including overtime) fell from 33.1 hours a week in February 2020 to 27.9 hours in April 2020 (consult chart 12). The average then rebounded in the following months and remained close to levels observed before the pandemic. Over the FY2122, the average actual hours worked from all jobs per week steadily followed a regular month-to-month fluctuation. In March 2022, the average actual hours worked from all jobs stood at 32.5 hours a week.

³¹ Statistics Canada, Labour Force Survey, Table 14-10-0042-01.

Chart 12 – Average of actual hours worked per week from all jobs, Canada, March 2019 to March 2022



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

Job vacancies³² and labour market tightness

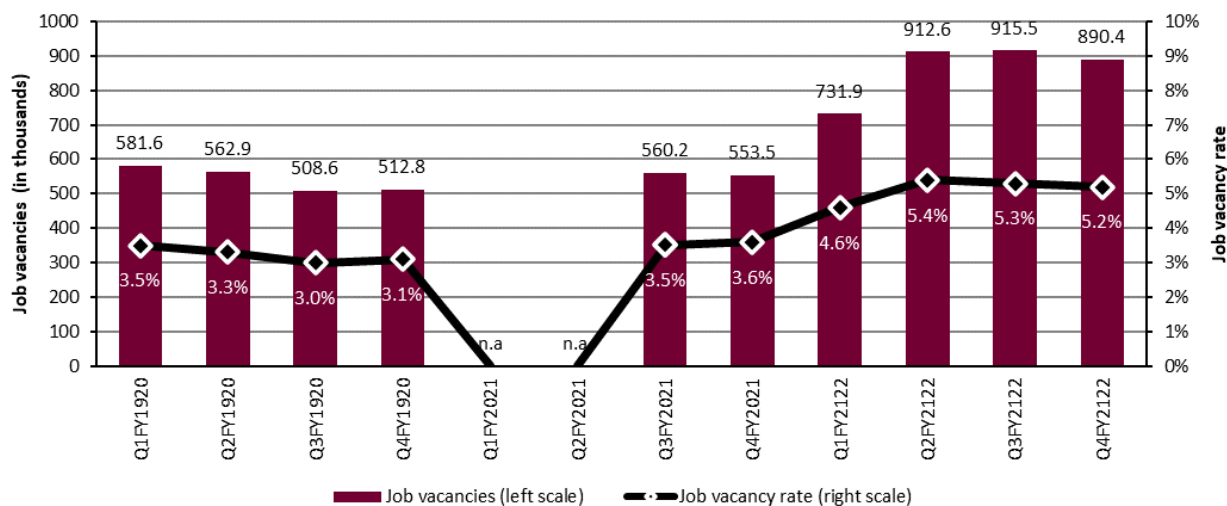
Over FY2122, both job vacancies and job vacancy rates reached record levels in Canada. This was potentially influenced by factors such as population aging, declines in immigration inflows during the COVID-19 pandemic, and structural changes of the labour market brought by economic lockdowns.

The number of job vacancies is the number of unoccupied positions for which employers are actively seeking workers. As the economy continued to recover, in the third quarter³³ of FY2122, the number of job vacancies went up by 63.4% compared to the same quarter of FY2021 (+80.0% compared to the third quarter of FY1920), hitting a historical high of 915,545 vacant positions (consult Chart 13). This increase was larger than the increase in employment. The same situation prevailed in the last quarter of FY2122, with job vacancies being 60.9% higher than a year earlier (+73.6% compared to two years earlier). Over this period, the job vacancy rate (number of job vacancies expressed as a percentage of all occupied and vacant jobs) hit historical high of 5.4% in the second quarter of FY2122. It remained high at 5.3% and 5.2% in the last two quarters of FY2122.

³² Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01.

³³ Statistics Canada temporarily suspended the data collection of the Job Vacancy and Wage Survey during the first and second quarters of FY2021.

Chart 13 – Job vacancies and job vacancy rates, Canada, first quarter of FY1920 to fourth quarter of FY2122*



* Statistics Canada temporarily suspended the data collection of the Job Vacancy and Wage Survey during the first and second quarters of FY2021.
Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted.

An increase in the job vacancies has been observed in all industrial groups (consult Table 3). Among them, Management of companies and enterprises (+117.2%), Construction (+107.0%), and Accommodation and food services (+101.8%) had the highest increases, more than doubling in the last quarter of FY2122 compared to the same period two years ago.

Table 3 – Job vacancies, by industry, Canada, fourth quarters of FY1920, FY2021 and FY2122

Industry	Fourth quarter of FY1920	Fourth quarter of FY2021	Fourth quarter of FY2122	Change (%) fourth quarter of FY1920 to fourth quarter of FY2122
Agriculture, forestry, fishing and hunting	12,105	11,700	13,745	+13.5%
Mining, quarrying, and oil and gas extraction	4,500	5,090	8,760	+94.7%
Utilities	2,080	1,560	2,850	+37.0%
Construction	34,830	46,370	72,090	+107.0%
Manufacturing	42,075	52,205	82,705	+96.6%
Wholesale trade	21,875	23,425	36,105	+65.1%
Retail trade	50,380	54,795	85,740	+70.2%
Transportation and warehousing	24,840	27,170	44,130	+77.7%
Information and cultural industries	12,860	11,225	17,720	+37.8%
Finance and insurance	22,820	23,760	35,450	+55.3%
Real estate and rental and leasing	7,535	6,790	11,240	+49.2%
Professional, scientific and technical services	42,565	47,795	69,565	+63.4%
Management of companies and enterprises	2,215	2,320	4,810	+117.2%
Administrative and support, waste management and remediation services	38,895	36,750	57,930	+48.9%
Educational services	15,380	15,760	23,505	+52.8%
Health care and social assistance	71,035	98,715	135,570	+90.8%
Arts, entertainment and recreation	11,270	6,630	15,160	+34.5%
Accommodation and food services	60,300	48,785	121,665	+101.8%
Other services (except public administration)	23,845	21,920	35,745	+49.9%
Public administration	11,355	10,715	15,900	+40.0%
All industries	512,760	553,480	890,385	+73.6%

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

The job vacancy rate saw the strongest growth in Accommodation and food services industry (+5.5 p.p.), hitting 9.9% in the last quarter of FY2122, the highest among all industries (consult Table 4). Construction (+3.1 p.p.), Manufacturing (+2.6 p.p.), Health care and social assistance (+2.5 p.p.), and Transportation and warehousing (+2.3 p.p.) were among the industries with faster growth in job vacancy rate in the last quarter of FY2122 relative to the same quarter in FY1920.

Table 4 – Job vacancy rates, by industry, Canada, fourth quarters of FY1920, FY2021 and FY2122

Industry	Fourth quarter of FY1920	Fourth quarter of FY2021	Fourth quarter of FY2122	Change (p.p.) fourth quarter of FY1920 to fourth quarter of FY2122
Agriculture, forestry, fishing and hunting	5.7%	5.4%	6.2%	+0.5
Mining, quarrying, and oil and gas extraction	2.2%	2.7%	4.2%	+2.0
Utilities	1.6%	1.3%	2.2%	+0.6
Construction	3.4%	4.6%	6.5%	+3.1
Manufacturing	2.6%	3.4%	5.2%	+2.6
Wholesale trade	2.6%	2.9%	4.1%	+1.7
Retail trade	2.4%	2.8%	4.1%	+1.7
Transportation and warehousing	3.0%	3.4%	5.3%	+2.3
Information and cultural industries	3.6%	3.2%	4.6%	+1.0
Finance and insurance	2.9%	3.1%	4.3%	+1.4
Real estate and rental and leasing	2.5%	2.6%	3.9%	+1.4
Professional, scientific and technical services	4.1%	4.6%	5.9%	+1.8
Management of companies and enterprises	1.9%	2.0%	3.7%	+1.8
Administrative and support, waste management and remediation services	4.6%	4.6%	6.8%	+2.2
Educational services	1.0%	1.1%	1.6%	+0.6
Health care and social assistance	3.3%	4.5%	5.8%	+2.5
Arts, entertainment and recreation	3.8%	3.7%	6.0%	+2.2
Accommodation and food services	4.4%	5.3%	9.9%	+5.5
Other services (except public administration)	4.2%	4.4%	6.4%	+2.2
Public administration	2.2%	2.2%	3.0%	+0.8
All industries	3.1%	3.6%	5.2%	+2.1

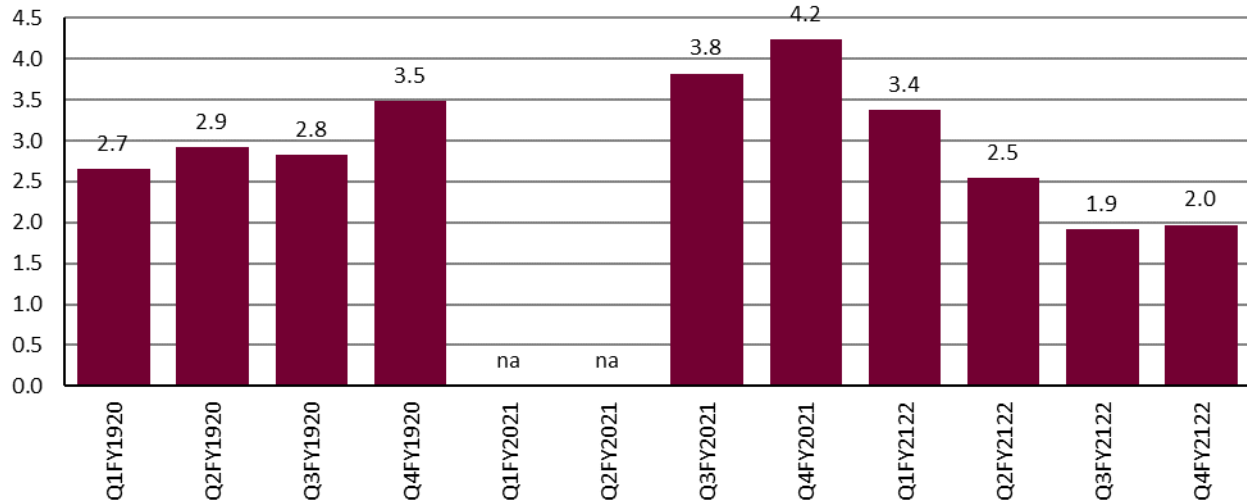
Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted.

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 lower UV ratio corresponds to a lower number of unemployed people relative to the total job vacancies, which indicates a tighter labour market. As fewer unemployed persons are available to fill the vacant positions, it could result in longer vacancy durations. A higher UV ratio corresponds to a higher number of unemployed people relative to the total job vacancies, which indicates a looser labour market. A comparison of the UV ratio at two points of time indicates how the labour market condition evolves over this period. Tightening condition is associated with a decrease in UV ratio and loosening condition is associated with an increase in UV ratio.

Public health measures put in place to contain the COVID-19 virus in FY2021 led to a loosening of the labour market during this period. The UV ratio increased by 0.7 points (to 3.5 in the fourth quarter of FY1920) at the beginning of the pandemic (consult Chart 14). It continued to climb in FY2021 and started

to trend down in FY2122. By the fourth quarter of FY2122, it reached 2.0, lower than the pre-pandemic level indicating tightening labour market conditions.

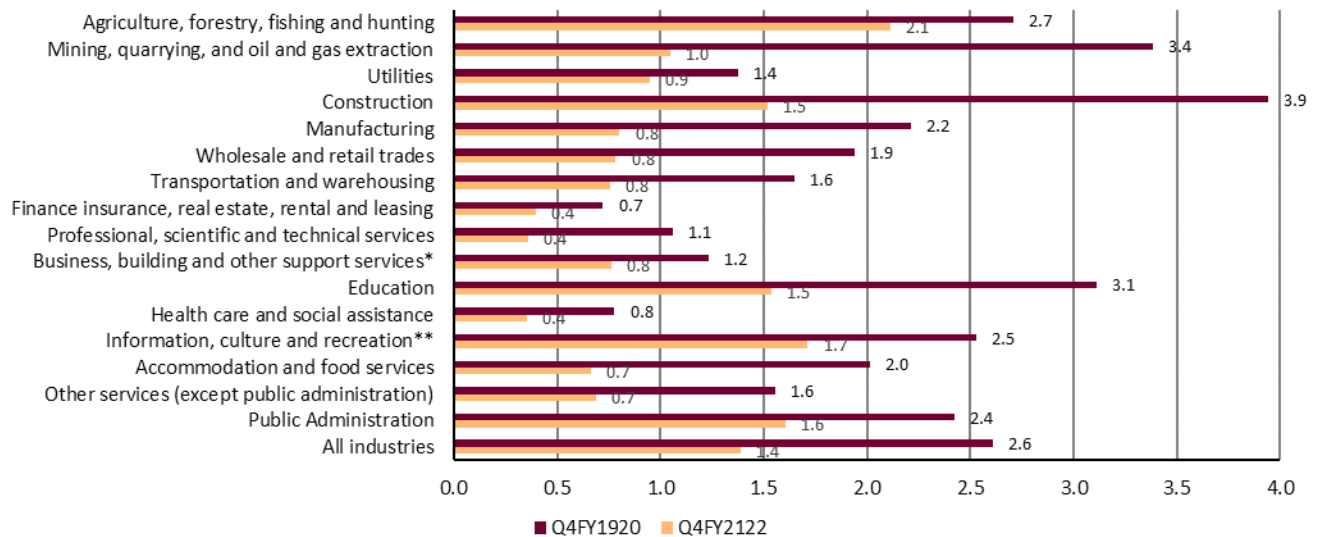
Chart 14 – Unemployment-to-vacancy ratio, Canada, FY1920 to FY2122*



* Statistics Canada temporarily suspended the data collection of the Job Vacancy and Wage Survey during the first and second quarters of FY2021.
Sources: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted (for job vacancies) and Labour Force Survey, Table 14-10-0022-01 (for unemployment).

Over the same period, which is from the last quarter of FY1920 to the last quarter of FY2122, the UV ratio decreased in all industries due to lower unemployment and higher job vacancies (consult Chart 15).

Chart 15 – Unemployment-to-vacancy ratio by industry, Canada, fourth quarter of FY1920 and fourth quarter of FY2122



Sources: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted (for job vacancies) and Labour Force Survey, Table 14-10-0022-01 (for unemployment).

Nominal offered wage associated with vacant positions under tightened labour market conditions

Tighter labour market conditions may lead to increases in hourly offered wages associated with vacant positions. Compared to the fourth quarter of FY1920, average nominal offered wage increased from \$22.60 to \$24.20 in the fourth quarter of FY2122, representing a growth of 7.1% over the 2-year period. This growth was slightly slower than the growth in CPI between March 2020 and March 2022 (+9.0%).* The increase of average nominal offered wages associated with vacant positions varied across industries. For example, it stood at +21.7% in Information and cultural industries. Whereas in the Education industry and Transportation and warehousing industry, offered wage grew at +1.9% and +3.0% respectively, indicating varied labour market tightness across industries.**

*Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted, quarterly based (for offered wages). Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01, monthly based (for CPI).

**Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01 (for offered hourly wage by industry) and Consumer Price Index Measures, Table 18-10-0004-01 (for CPI).

*Wages*³⁴

Employment earnings are another 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. Employment earnings can be a combination of hourly wages and hours worked, a fixed amount paid for a specific time period (a week, for example) or in the form of commissions, tips or bonuses. Average hourly wages and average weekly earnings are therefore examined.

Wage growth dynamics are linked to a variety of factors, notably labour productivity, labour market tightness, inflation expectations, demographic shifts, structural changes and minimum wage increases.

Average nominal hourly wages increased from \$30.39 in FY2021 to \$30.89 in FY2122, representing a +1.6% year-over-year change.³⁵ This increase was lower than the 6.2% increase observed between FY1920 and FY2021 (from \$28.60 to \$30.39) when employment in low-wage jobs was hit hard by the COVID-19 pandemic and decreased significantly (-20.5%). This shift was not present in FY2122.

Even without the impact of the COVID-19 pandemic, some evidence showed that average hourly wage was still trending upwards. A fixed-weighted average wage using LFS data produced by Statistics Canada maintains employment composition by occupation and tenure at the 2019 average. This indicator paints a picture of wage trends that are less influenced by structural shifts.³⁶ At the onset of the pandemic, it shows that there was a large discrepancy between the year-over-year change in average wages calculated with the actual wage measure and the fixed-weighted wage measure. This was due to the sudden reduction in the number of lower-wage jobs. In the following months, the difference between the actual and the fixed-weighted average wage narrowed. Up to November 2021, when the latest public data on the fixed-weighted average wage was released, the fixed-weighted nominal average hourly wage picked

³⁴ Statistics Canada, Labour Force Survey, Table 14-10-0113-01

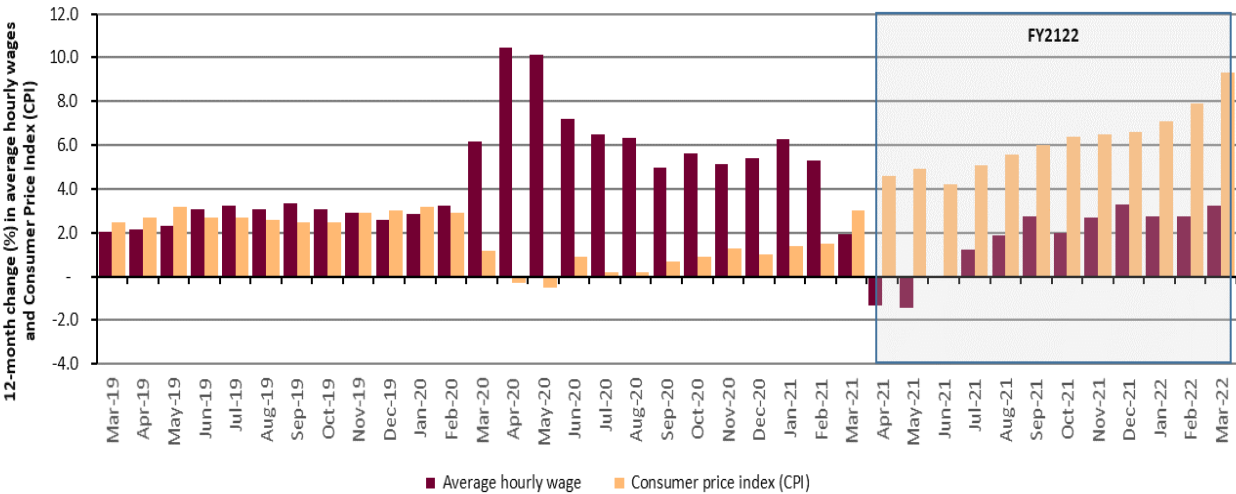
³⁵ Statistics Canada, Labour Force Survey, Table 14-10-0063-01, wages are usual wages or salary of employees at main job. Annual figures are average of monthly data, seasonally unadjusted. For hourly wage rate by industry, please consult Annex 1.9.

³⁶ Statistics Canada, "Labour Force Survey, July 2021", Ottawa: Statistics Canada, The Daily August 6, 2021, Catalogue no. 11-001-X.

up an upward trend. This was probably partly led by the tightening labour market conditions during that period.

Based on the actual wage measure, though average nominal hourly wages gradually trended up, increases in CPI have been faster than the increase in average nominal hourly wages. During FY2122, the year-over-year growth rate of CPI ranged between +4.2% and +9.3%, faster than the year-over-year growth rate observed in average nominal hourly wage (ranged between -1.5% to +3.3%) (consult Chart 16). This indicates that wage gains workers had been seeing in the strong pre-pandemic labour market conditions have been partially eroded by inflation.

Chart 16 – Year-over-year change (%) in average nominal hourly wage and CPI, Canada, March 2019 to March 2022



Sources: Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01 (for CPI) and Labour Force Survey, Table 14-10-0063-01 (for hourly wage).

Average nominal weekly earnings are influenced not only by the average nominal hourly wage, but also by the number of actual hours worked per week. As mentioned previously, average actual hours worked per week remained relatively stable over the reference period. As a result, average nominal weekly earnings followed the same patterns observed in the average nominal hourly wages. They trended up by 1.8% from \$1,118 in FY2021 to \$1,139 in FY2122, equivalent to \$20 increase weekly.³⁷ In real terms, the average weekly earnings declined relative to the increase in the CPI.

Employer responses to labour shortages

According to results from the Bank of Canada’s Business Outlook Survey in March 2022*, two fifths of firms reported recruitment difficulties due to labour shortages, significantly higher than pre-pandemic levels in 2019 and 2018. More than two thirds (68%) of firms surveyed reported more intense shortages than a year ago. About 63% of businesses reported hiring intentions in the last quarter of

³⁷ Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, all employees and including overtime, seasonally unadjusted.

FY2122. Several firms, especially those in industries facing tighter labour market conditions, expected that a tighter labour market might limit their ability to hire over the next year.

Faced with the labour demand pressure and supply chain challenges, many firms reported that they are expecting to increase investment in technology and machinery/equipment and automation in order to alleviate labour-related constraints, physical capacity bottlenecks and transportation and logistics challenges. Affected by higher prices for energy and other commodities, supply chain disruptions, and persistent labour shortages, many firms that were surveyed expect growth in wages, input prices and output prices.

A Statistics Canada's study** investigated the strategies that businesses in the private sector plan to use in 2022 to deal with labour shortages by using data from the first quarter of the 2022 Canadian Survey on Business Conditions.

The study found that among all the businesses or organizations considered, more than one third (38%) expected labour shortages to be an obstacle over the next three months. The most obvious strategy these businesses plan to implement is to increase the wages and benefits for new and existing employees. In fact, 45.9% indicate that they plan to increase wage offered to new employees and 64.4% indicate that they plan to increase the wage offered to existing employees over the 12 months. In general, employers, even those do not expect labour shortage to be an obstacle over the next three months, expect the average wage to grow by 3.6% in 2022 as demand pressure for labour increases. Among the businesses that do expect labour shortages to be an obstacle, the anticipated growth rate for the average wages mounted to 6.1% in 2022. The expected growth rate for average wage is higher in industries that face tighter labour market conditions, such as Professional, scientific and technical services and Accommodation and food services.

Some businesses also plan to offer flexible work arrangements, such as working remotely or flexible scheduling. In addition, some businesses plan to combat labour shortage issues by providing more support for training.

* Bank of Canada, "Business Outlook Survey – First Quarter of 2022", Ottawa: Bank of Canada, 2022.

** Statistics Canada, "Employer responses to labour shortages", Ottawa: Statistics Canada, Social Analysis and Modelling Division, Analytical Studies and Modelling Branch, July 2022.

1.3 Canada's regional labour market

General labour market developments at the national level may not be consistently observed across regions. This subsection examines labour market developments in Canada at the provincial and territorial level.³⁸

Labour force and participation rate

In FY2122, each province and territory experienced an increase in its respective labour force compared to FY2021. Over the two fiscal periods, Prince Edward Island posted the highest growth in the size of its

³⁸ Figures in this section come from Statistics Canada's Labour Force Survey, unless otherwise stated. Data for provinces come from Table 14-10-0287-01, seasonally adjusted data. Data for territories come from Table 14-10-0292-01, three-month moving average, seasonally adjusted data.

labour force (+5.3%), followed by Ontario (+3.7%), Nova Scotia (+3.4%) and Newfoundland and Labrador (+2.7%) (consult Table 5). By March 2022, all the provinces and territories, except Saskatchewan, had resumed their pre-pandemic labour force sizes recorded in February 2020.

In FY2122, participation rates in all provinces and territories were higher than those observed in FY2021. Prince Edward Island, Ontario, Manitoba, Saskatchewan and Alberta were at or above the national level during the reporting period (consult Table 5). Alberta registered the highest participation rate (69.7%) in FY2122. Compared to their pre-pandemic rates (February 2020), only Newfoundland and Labrador and Ontario saw full recoveries of their participation rates by March 2022.

Table 5 – Change in labour force and labour force participation rate, by province or territory, Canada, FY2021 to FY2122, and February 2020 to March 2022

Province or territory	Change in labour force FY2021 to FY2122	Change in labour force February 2020 to March 2022	Participation rate FY2021	Participation rate FY2122	Change in participation rate (p.p.) February 2020 to March 2022
Newfoundland and Labrador	+2.7%	+2.6%	56.5%	58.0%	+1.3
Prince Edward Island	+5.3%	+4.2%	64.5%	66.6%	-0.1
Nova Scotia	+3.4%	+0.8%	60.7%	62.1%	-1.1
New Brunswick	+1.0%	0.0%	61.0%	61.1%	-1.2
Quebec	+1.8%	+0.8%	63.6%	64.3%	-0.4
Ontario	+3.7%	+3.0%	63.8%	65.5%	+0.4
Manitoba	+2.5%	+0.3%	65.6%	67.0%	-0.6
Saskatchewan	+1.7%	-1.2%	66.9%	67.9%	-1.3
Alberta	+2.3%	+0.9%	69.0%	69.7%	-1.3
British Columbia	+2.6%	+2.1%	64.6%	65.3%	-0.6
Yukon	+4.2%	+3.4%	71.7%	73.4%	0.0
Northwest Territories	+4.2%	+7.8%	71.4%	74.1%	+4.7
Nunavut	+10.2%	+1.3%	57.9%	62.7%	-2.0
Canada*	+2.8%	+1.8%	64.3%	65.5%	-0.3

* Figures for Canada's labour force and participation rate exclude the territories. Percentage change is based on unrounded numbers.

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

Employment and employment rate

Each province and territory experienced growth in employment in FY2122 compared to FY2021. The greatest employment gains were recorded in Ontario (+7.3%), Alberta (+7.2%) and British Columbia (+6.6%) (consult Table 6). Nunavut and Northwest Territories also posted strong increases during the same period (+14.8% and +8.6%, respectively). By March 2022, employment in each province and territory (except for Nunavut) had fully recovered, and often exceeded, their pre-pandemic levels recorded in February 2020.

The employment rate increased between 1.3 p.p. to 3.7 p.p. in each province in FY2122 compared to FY2021. In FY2122, employment rates in Alberta, Saskatchewan, Manitoba, and British Columbia were higher than the national level (consult Table 6). By March 2022, employment rates in Newfoundland and Labrador, Ontario, and Northwest Territories had recovered to their pre-pandemic rates recorded in February 2020.

Table 6 – Change in employment and employment rate, by province or territory, Canada, FY2021 to FY2122, and February 2020 to March 2022

Province or territory	Change in employment FY2021 to FY2122	Change in employment February 2020 to March 2022	Employment rate FY2021	Employment rate FY2122	Change in employment rate (p.p.) February 2020 to March 2022
Newfoundland and Labrador	+4.8%	+1.4%	48.1%	50.4%	+0.6
Prince Edward Island	+6.4%	+3.8%	57.5%	60.0%	-0.3
Nova Scotia	+5.5%	+2.1%	54.7%	57.1%	-0.3
New Brunswick	+3.2%	+0.1%	54.5%	55.8%	-1.0
Quebec	+6.0%	+1.2%	57.7%	60.8%	-0.1
Ontario	+7.3%	+3.3%	57.1%	60.6%	+0.5
Manitoba	+5.7%	+0.8%	60.0%	63.1%	-0.3
Saskatchewan	+4.4%	+0.3%	61.2%	63.8%	-0.3
Alberta	+7.2%	+2.1%	60.7%	64.4%	-0.4
British Columbia	+6.6%	+2.6%	58.4%	61.5%	-0.2
Yukon	+5.0%	+2.2%	67.3%	69.4%	-0.8
Northwest Territories	+8.6%	+11.6%	64.6%	70.0%	+6.8
Nunavut	+14.8%	-3.6%	49.0%	55.3%	-4.4
Canada*	+6.6%	+2.3%	57.8%	61.0%	+0.1

* Figures for Canada's employment and employment rate exclude the territories. Percentage change is based on unrounded numbers.

Sources: Statistics Canada; Labour Force Survey, Table 14-10-0287-01 and 14-10-0292-01, seasonally adjusted data.

Unemployment and unemployment rate

All provinces and territories noticed a significant decrease in unemployment in FY2122 compared to the previous fiscal period (consult Table 7). Quebec (-39.9%), British Columbia (-35.7%) and Alberta (-34.4%) registered the largest drops. Northwest Territories also registered a 37.6% drop, followed by Nunavut (-13.4%) and Yukon (-7.6%) compared to FY2021. Despite these declines, by March 2022, nine out of thirteen provinces and territories had levels of unemployment that were higher than pre-pandemic ones recorded in February 2020.

In FY2122, all provinces and territories experienced a drop in their unemployment rates compared to FY2021, resulting from lower unemployment and a growing labour force. In FY2122, Quebec (5.5%), Manitoba (5.7%), British Columbia (5.9%) and Saskatchewan (6.0%) saw unemployment rates below the national level (6.8%) (consult Table 7). Yukon (5.5%) and Northwest Territories (5.7%) also reported lower unemployment rates in FY2122. Though the national monthly unemployment rate recorded a historical low, only two provinces (Nova Scotia and Quebec) saw historical low marks during FY2122. By March 2022, only Newfoundland and Labrador, Prince Edward Island, Yukon and Nunavut had unemployment rates above their pre-pandemic levels recorded in February 2020. All other provinces and territories had dropped to lower levels compared to their pre-pandemic situation.

Table 7 – Change in unemployment and unemployment rate, by province or territory, Canada, FY2021 to FY2122, and February 2020 to March 2022

Province or territory	Change in unemployment FY2021 to FY2122	Change in unemployment February 2020 to March 2022	Unemployment rate FY2021	Unemployment rate FY2122	Change in unemployment rate (p.p.) February 2020 to March 2022
Newfoundland and Labrador	-9.6%	+10.6%	14.8%	13.0%	+1.0
Prince Edward Island	-4.0%	+9.7%	10.9%	9.9%	+0.4
Nova Scotia	-15.9%	-13.7%	9.9%	8.1%	-1.2
New Brunswick	-16.8%	-1.7%	10.6%	8.8%	-0.1
Quebec	-39.9%	-7.9%	9.2%	5.5%	-0.4
Ontario	-26.9%	-1.6%	10.5%	7.4%	-0.2
Manitoba	-31.5%	-8.5%	8.6%	5.7%	-0.5
Saskatchewan	-27.3%	-22.5%	8.5%	6.0%	-1.4
Alberta	-34.4%	-13.8%	11.9%	7.6%	-1.1
British Columbia	-35.7%	-7.5%	9.5%	5.9%	-0.5
Yukon	-7.6%	+27.3%	6.2%	5.5%	+1.1
Northwest Territories	-37.6%	-31.6%	9.4%	5.7%	-2.8
Nunavut	-13.4%	+36.8%	15.2%	11.9%	+4.3
Canada*	-31.0%	-6.3%	10.2%	6.8%	-0.5

* Figures for Canada's unemployment and unemployment rate exclude the territories. Percentage change is based on unrounded numbers.

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

Duration of unemployment

In FY2122, all provinces saw their average duration of unemployment increase for a second consecutive fiscal year. This followed a decrease recorded at the end of FY1920 due to the sudden rise in the number of recent unemployed individuals at the start of the COVID-19 pandemic. However, on a monthly basis, this indicator showed an upward trend at the beginning of FY2122, but started to drop significantly later in FY2122.

Each province's unemployment duration was impacted differently by the COVID-19 pandemic. By March 2022, only three provinces (New Brunswick, Saskatchewan and Quebec) had lower average durations of unemployment compared to pre-pandemic levels recorded in February 2020. Most noticeably, the average duration was higher by 35.6% in Ontario, 33.8% in British Columbia and 27.0% in Manitoba in March 2022 compared to February 2020 (consult Table 8).

Table 8 – Average duration of unemployment, by province or territory, Canada, FY2021 to FY2122, and February 2020 to March 2022

Province or territory	Average weeks of unemployment FY2021	Average weeks of unemployment FY2122	Difference in average weeks of unemployment FY2021 to FY2122	Change (%) in average duration of unemployment FY2021 to FY2122	Difference in average weeks of unemployment February 2020 to March 2022	Change (%) in average duration of unemployment February 2020 to March 2022
Newfoundland and Labrador	18.5	21.6	+3.0	+16.3%	+0.4	+2.2%
Prince Edward Island	14.9	17.2	+2.3	+15.7%	+1.2	+8.3%
Nova Scotia	19.8	21.7	+1.9	+9.6%	+1.7	+11.0%
New Brunswick	16.2	19.1	+2.9	+18.0%	-3.9	-20.2%
Quebec	14.8	19.0	+4.2	+28.7%	-0.7	-4.2%
Ontario	17.5	23.0	+5.5	+31.2%	+5.7	+35.6%
Manitoba	15.4	20.5	+5.1	+33.4%	+4.8	+27.0%
Saskatchewan	18.2	23.1	+5.0	+27.3%	-2.3	-12.1%
Alberta	20.2	27.7	+7.5	+37.1%	+3.2	+15.8%
British Columbia	17.5	20.2	+2.8	+15.7%	+4.6	+33.8%
Canada*	17.4	22.3	+4.9	+28.0%	+2.9	+17.4%

* Excludes the territories. Percentage change is based on unrounded numbers.

Sources: Statistics Canada; Labour Force Survey, Table 14-10-0342-01.

Weekly hours and earnings

As the labour market conditions gradually improved, the average weekly hours actually worked in FY2122 in all provinces increased from the previous fiscal year. Newfoundland and Labrador, Alberta, British Columbia and Quebec saw higher growth than the national average (consult Table 9).

Similarly, weekly earnings increased in FY2122 in all provinces and territories except Prince Edward Island (remained unchanged), compared to FY2021. However, the CPI also increased during the same period. In all provinces and territories, the increase in nominal weekly earnings was lower than the increase in CPI, indicating a decrease in the average purchasing power of workers in FY2122 (consult Table 9).

Table 9 – Nominal weekly earnings, weekly hours worked and consumer price index by province or territory, Canada, FY2021 to FY2122

Province or territory	Average weekly hours worked* FY2122	Change in average weekly hours worked (%) FY2021 to FY2122	Average nominal weekly earnings** FY2122	Change in average nominal weekly earnings (%) FY2021 to FY2122	Change in consumer price index (%) FY2021 to FY2122
Newfoundland and Labrador	33.9	+6.4%	\$1,109	+0.7%	+4.5%
Prince Edward Island	33.9	+3.4%	\$954	0.0%	+6.6%
Nova Scotia	32.6	+3.5%	\$989	+1.4%	+5.1%
New Brunswick	33.8	+3.4%	\$1,022	+1.5%	+5.1%
Quebec	32.0	+4.0%	\$1,082	+2.3%	+4.8%
Ontario	32.8	+3.4%	\$1,172	+1.5%	+4.7%
Manitoba	33.5	+2.5%	\$1,029	+1.7%	+4.6%
Saskatchewan	34.0	+3.2%	\$1,116	+1.3%	+3.5%
Alberta	34.3	+5.5%	\$1,232	+1.4%	+4.3%
British Columbia	32.2	+4.2%	\$1,136	+2.9%	+3.7%
Yukon	Not available	Not available	\$1,310	+2.9%	+4.3%
Northwest Territories	Not available	Not available	\$1,548	+2.0%	+3.8%
Nunavut	Not available	Not available	\$1,506	+2.2%	+2.2%
Canada***	32.8	+3.8%	\$1,139	+1.8%	+4.5%

* Weekly hours worked reflect the number of hours actually worked in the reference week of the Labour Force Survey from all jobs, including overtime.

** Earnings data are based on gross payroll before source deductions; this includes earnings for overtime.

*** Excludes the territories. Percentage change is based on unrounded numbers.

Sources: Statistics Canada, Labour Force Survey, Table 14-10-0042-01, unadjusted for seasonality (for hours worked), Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, unadjusted for seasonality (for nominal weekly earnings) and Consumer Price Index Measures, Table 18-10-0004-01, unadjusted for seasonality (for CPI).

Change in minimum wage

An increase in minimum wage in some jurisdictions contributed to the overall growth in average earnings. In FY2122, six out of ten provinces and two out of three territories had increased their minimum wage rates (consult the table below). In March 2022, the largest increases in general minimum wage rates, relative to April 2021, were found in Northwest Territories (+12.9%), Yukon (+9.7%), Ontario (+5.3%), and British Columbia (+4.1%).

Table – General minimum wage rates* (\$ per hour), province and territory, April 2021 and March 2022

Province or territory	April 2021	March 2022	Change (%) in minimum wage April 2021 to March 2022
Newfoundland and Labrador	\$12.50	\$12.75	+2.0%
Prince Edward Island	\$13.00	\$13.00	+0.0%
Nova Scotia	\$12.95	\$12.95	+0.0%
New Brunswick	\$11.75	\$11.75	+0.0%
Quebec	\$13.10	\$13.50	+3.1%
Ontario	\$14.25	\$15.00	+5.3%
Manitoba	\$11.90	\$11.95	+0.4%
Saskatchewan	\$11.45	\$11.81	+3.1%
Alberta	\$15.00	\$15.00	+0.0%
British Columbia	\$14.60	\$15.20	+4.1%
Yukon	\$13.85	\$15.20	+9.7%
Northwest Territories	\$13.46	\$15.20	+12.9%
Nunavut	\$16.00	\$16.00	+0.0%
Canada**	n/a	\$15.00	n/a

* Hourly minimum wages for adult workers. Some jurisdictions allow for lower wages under certain circumstances (for example, students under age 18, workers receiving gratuities).

** The federal minimum wage for federally regulated industries came into effect on December 29, 2021. In provinces and territories where the minimum wage was higher, the higher wage was applied.

Job vacancy and labour market tightness

In the last two quarters of FY2122, as the economy continued to recover from the pandemic, the number of job vacancies was up in all provinces and in two out of three territories (except for Nunavut), compared to the same quarters in FY2021 (consult Table 10). The largest increases were recorded in Prince Edward Island (+84.4%), Alberta (+83.1%), Saskatchewan (+77.2%), and Ontario (+68.5). The smallest increase was observed in New Brunswick (+26.7%).

In addition to an increase in job vacancies, the job vacancy rate also increased in all the provinces and two out of three territories (except for Nunavut) in FY2122. Among the provinces, British Columbia and Quebec posted job vacancy rates (6.1% and 5.8%, respectively) that were higher than the national level (5.1%). These two provinces were also among those with the lowest unemployment rates (5.9% and 5.5%, respectively), indicating that they had the tightest labour market conditions across Canada over FY2122 (consult Tables 7 and 10). This was echoed by the low UV ratios (1.2 and 1.1, respectively) they registered in the reporting period. Ontario recorded a job vacancy rate (5.0%) and a UV ratio (1.9) close to the national average (5.1% and 1.6, respectively), and an unemployment rate slightly higher than the national level (7.4% versus 6.8%) in FY2122. This suggests that Ontario's labour market tightness was less pronounced than the national average in FY2122. Compared to the national level, Manitoba and Saskatchewan reported slightly lower unemployment rates, slightly lower job vacancy rates and slightly higher UV ratios. This indicates that labour supply in these two provinces was broadly in line with labour demand, and labour market pressures were similar or slightly below national average. However, the least tight labour market conditions were observed in Newfoundland and Labrador. This province had the highest unemployment rate and the lowest job vacancy rate in the country, resulting in an UV ratio of 4.8, highest across all provinces and territories. Alberta, New Brunswick, Prince Edward Island and Nova Scotia also underperformed the national average in terms of both unemployment and job vacancy rates. With UV ratios ranging from 2.3 to 2.7, these four provinces demonstrated a larger amount of slack in their respective labour markets in comparison with most other provinces.

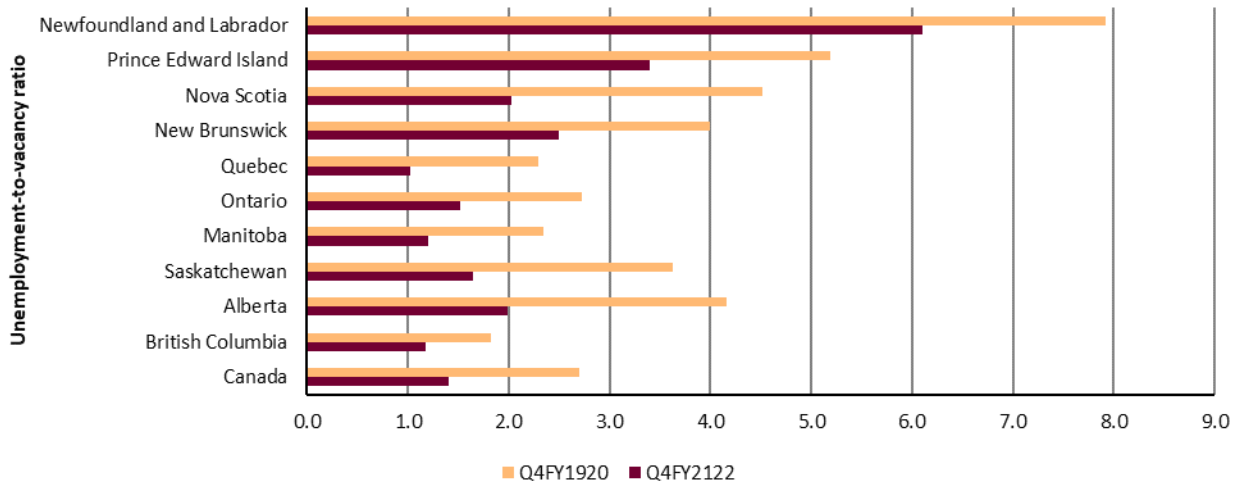
Table 10 – Change in number of job vacancies (last two quarters of FY2021 to last two quarters of FY2122), job vacancy rate and unemployment-to-vacancy ratio, by province and territory, Canada, FY2122

Province and territory	Change in number of job vacancies Last two quarters- FY2021 to FY2122	Job vacancy rate FY2122	Unemployment-to-vacancy ratio FY2122
Newfoundland and Labrador	+56.1%	3.5%	4.8
Prince Edward Island	+84.4%	4.8%	2.7
Nova Scotia	+50.0%	4.3%	2.3
New Brunswick	+26.7%	4.5%	2.4
Quebec	+56.6%	5.8%	1.1
Ontario	+68.5%	5.0%	1.9
Manitoba	+49.2%	4.1%	1.6
Saskatchewan	+77.2%	4.0%	1.9
Alberta	+83.1%	4.2%	2.3
British Columbia	+53.5%	6.1%	1.2
Yukon	+54.3%	6.8%	Not available
Northwest Territories	+78.8%	5.9%	Not available
Nunavut	-0.6%	3.3%	Not available
Canada	+62.2%	5.1%	1.6

Sources: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, unadjusted for seasonality (for job vacancies) and Labour Force Survey, Table 14-10-0287-01, unadjusted for seasonality (for unemployment).

The relative intensity of labour market tightness across provinces remained similar to what it was prior to the pandemic, as shown in Chart 17. This suggests that regional disparities in terms of economic conditions, industrial structure and demographic trends have persisted.

Chart 17 – Unemployment-to-vacancy ratio by province, fourth quarter of FY1920 and fourth quarter of FY2122



Sources: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted (for job vacancies) and Labour Force Survey, Table 14-10-0287-01 (for unemployment).

Interprovincial mobility trends

Each year, a substantial number of people in Canada relocate across provincial and territorial borders due to job opportunities, education, school, or family reasons. Interprovincial mobility gives workers the possibility to access labour markets in other jurisdictions. It also gives them the opportunity to find a job that may be better suited for their particular skillset. Between July 1, 2021 and June 30, 2022, an

estimated 272,000 individuals relocated within Canada. From a national perspective, interprovincial mobility can increase real GDP and aggregate labour productivity growth. It can also improve individual outcomes in terms of finding suitable employment. This occurs when workers from provinces with higher unemployment and an excess labour supply move to provinces with lower unemployment and labour shortages.

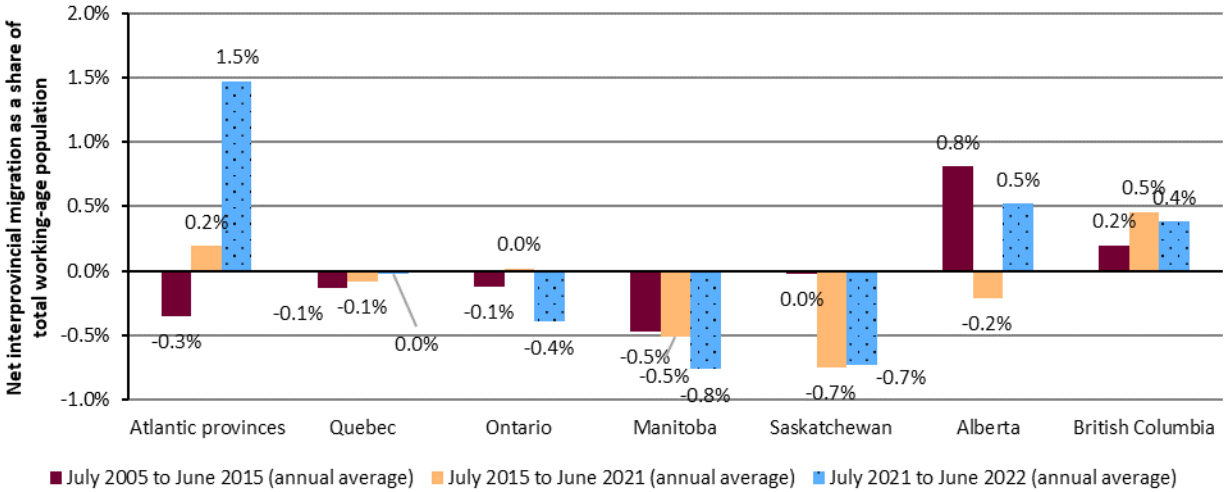
The regions with the highest net migration³⁹ from July 2021 to June 2022 were the Atlantic provinces (Newfoundland and Labrador, Prince Edward Island, Nova Scotia, and New Brunswick) (+1.5%), Alberta (+0.5%) and British Columbia (+0.4%) (consult Chart 18). Conversely, negative mobility trends continued in the resource and agriculture dependent provinces of Manitoba (-0.8%) and Saskatchewan (-0.7%). Ontario continued its downward trends in net migration for the second consecutive fiscal year (-0.4%).

Most of these trends were a continuation of those observed in July 2019 to June 2021. In particular, large number of people relocated to the Atlantic region from Ontario, in part related to an increased ability of teleworking during the pandemic, and to a faster increase in housing prices observed in Ontario than the Atlantic provinces.⁴⁰ For Alberta, the historical gain of residents from other provinces had reversed in FY1415, with the downturn in crude oil prices and less favourable labour market conditions. However, due to teleworking practices and relatively more affordable housing prices, Alberta saw a net gain from July 2021 to June 2022.

³⁹ Interprovincial migration represents movements from one province or territory to another, involving a change in usual place of residence. A person who takes up residence in another province or territory is an out-migrant with reference to the province or territory of origin, and an in-migrant with reference to the province or territory of destination. Net interprovincial migration is the difference between the number of in-migrants and the number of out-migrants. A positive number of net-migrants indicates that the number of in-migrants exceeds the number of out-migrants (migration gain) while a negative number of net-migrants indicates that the number of out-migrants exceeds the number of in-migrants (migration loss).

⁴⁰ Statistics Canada, "Canada's population estimates: Age and sex, July 1, 2022", Ottawa: Statistics Canada, The Daily September 28, 2022, Catalogue no. 11-001-X.

Chart 18 – Net annual interprovincial migration among the 15 to 64 years old population by region, Canada, July 2005 to June 2022^P



Note: Annual is defined as the period from July 1 to June 30.
^P Preliminary data for July 1, 2021 to June 30, 2022.
 Source: Statistics Canada, Table 17-10-0015-01 (for interprovincial migration) and 17-10-0005-01 (for population estimates).

1.4 Summary

In FY2122, Canada’s economy had largely recovered from the COVID-19 pandemic restrictions. This was characterized by a robust growth in real GDP (+5.7%), high inflation and tighter labour market conditions compared to the previous fiscal year.

Under these circumstances, employment rose by 6.6% compared to FY2021 and had resumed its pre-pandemic level, overall and across all age groups and both genders. Women and youth had the strongest recovery in employment in FY2122 compared to the previous year. However, self-employment continued to trend down as the number of paid employees trended up.

The number of unemployed decreased significantly and the unemployment rate dropped to 6.8%, the second lowest among the G7 countries in FY2122. In March 2022, the unemployment rate stood at 5.3%, registering a historical low level since January 1976. Meanwhile both job vacancies and job vacancy rates had risen to record levels in Canada, indicating a tighter labour market. Higher labour demand pressures led to an upward trend in offered wages for vacant jobs. However, as the impact from the COVID-19 pandemic lingered in some sectors, the duration of unemployment and the share of long-term unemployment were still higher in FY2122 than their pre-pandemic levels.

By the end of FY2122, the labour market in all provinces and territories had recovered from the COVID-19 pandemic restrictions. However, there were regional variations in labour market conditions. British Columbia and Quebec had the tightest labour markets, while Alberta and the Atlantic provinces had

looser labour market conditions compared to the nation as a whole. Ontario, Manitoba and Saskatchewan had conditions that were similar or slightly worse than the national average in FY2122.

The impact of these recent labour market developments on the EI program is shown in the following sections in this report.



CHAPTER II

Impact and effectiveness of Employment Insurance benefits (Part I of the *Employment Insurance Act*)

2.1 Employment Insurance benefits

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 covers the period beginning April 1, 2021, and ending March 31, 2022 (FY2122). It uses "FY" with the last 2 digits of the specific year to indicate the fiscal year. For example, "FY2122" refers to the period starting on April 1, 2021 and ending on March 31, 2022.

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 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 Employment Insurance Coverage 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. [Annex 7](#) provides an overview of major legislative changes to the EI program between April 1996 and December 2022.

2.1.1 Employment Insurance temporary measures

As a result of the economic and labour market disruptions due to the COVID-19 pandemic, the Government put in place different sets of EI temporary measures to facilitate access and ensure the EI program remained responsive to the needs of eligible workers.

A first 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. Table 1 lists these temporary measures and compares them to their associated original EI rules. The main ones were:

- a minimum unemployment rate of 13.1% applying to all EI economic regions across Canada
- a minimum of 120 hours of insurable employment during the qualifying period¹ to be eligible for EI benefits (due to the one-time hours credit, applicable to the first EI claim) regardless of the region of residence
- a minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits, and
- a maximum of 50 weeks of regular benefits²

As the Canadian economy recovered and the job market continued to improve, the Government introduced a second set of EI temporary measures for claims established between September 26, 2021 and September 24, 2022. Table 1 also lists these second temporary measures. The main ones were:

- a minimum of 420 hours of insurable employment during the qualifying period to be eligible for EI benefits regardless of the region of residence
- a simplified treatment of reasons for separation where all insurable hours and earnings counted towards eligibility and the calculation of the benefit rate, as long as the last job separation in the qualifying period was found to be valid
- a simplified treatment of monies on separation where these payments, such as severance pay and vacation pay, neither counted as earnings for EI benefits purposes nor affected the timing of a claimant's receipt of EI benefits, and
- a minimum benefit rate of \$300 per week, or \$180 per week for extended parental benefits, for claims established between September 26, 2021 and November 20, 2021

New EI claims established during FY2122 were subject to different eligibility requirements, maximum entitlement and level of benefits depending on their establishment date. Consequently, some of the key indicators in this chapter are presented for two distinct periods:

- from April 1, 2021 to September 25, 2021, referred to as “the first half of FY2122”, during which new EI claims were established under the first set of EI temporary measures; and

¹ The qualifying period was extended by 28 weeks for claimants who met certain criteria. 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).

² 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.

- from September 26, 2021 to March 31, 2022, referred to as “the second half of FY2122”, during which new EI claims were established under the second set of EI temporary measures

Indicators related to the weekly benefit rate are, however, reported for three distinct periods in FY2122 (consult the section “Calculation of the benefit rate” below). Conversely, the results on amount of EI benefits paid cover the full period of FY2122 (from April 1, 2021 to March 31, 2022). Year-over-year comparisons are generally not reported, unlike reports from previous years.

During the COVID-19 pandemic, the Government also moved quickly to implement temporary emergency and 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 Emergency Response Benefit (CERB), the Canada Recovery Benefit (CRB), the Canada Recovery Sickness Benefit (CRSB), the Canada Recovery Caregiving Benefit (CRCB) and the Canada Worker Lockdown Benefit (CWLB). These temporary income support benefits applied to specific circumstances and could not be claimed at the same time as EI benefits. That said, results on the income support provided to Canadian workers through any of the CERB, CRB, CRSB, CRCB and CWLB are not included in this chapter.

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	First set of EI temporary measures in effect for claims established between September 27, 2020 and September 25, 2021; or otherwise indicated	Second set of EI temporary measures in effect for claims established between September 26, 2021 and September 24, 2022; 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.	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) required to qualify for EI benefits • the benefit rate calculated using the 14 highest weeks of insurable earnings 	Back to original rules.
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 120 hours of insurable employment to qualify for regular benefits due to the combination of the one-time credit of 300 hours and the minimum unemployment rate of 13.1%.	A minimum of 420 hours of insurable employment to qualify for regular benefits regardless the regional unemployment rate.
A minimum of 600 hours of insurable employment to qualify for EI special benefits.	A minimum of 120 hours of insurable employment to qualify for special benefits due to the one-time credit of 480 hours. ²	A minimum of 420 hours of insurable employment to qualify for special benefits.
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	Back to original rules, except for a minimum of 14 weeks of regular benefits.
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.	Back to original rules. However, for claims established between September 26, 2021 and November 20, 2021 a minimum benefit rate of \$300 per week (or \$180 per week for extended parental benefits) was applied if the claimant’s calculated rate was lower.
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	Back to original rules.
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	Back to original rules

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.	All insurable hours and earnings in the qualifying period count towards the entrance requirement and the benefit rate, as long as the most recent job separation is valid.
Separation monies are allocated against EI benefits.	Separation monies were not 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.	Back to original rules.
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 24, 2022, Work-Sharing agreements provided up to 76 weeks of benefits.	Between March 15, 2020 and September 24, 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. ⁶	\$2,500 insurable earnings threshold for fishers to qualify for fishing or special benefits. ⁷
The EI fishing benefit rate is calculated by using the earnings for the current qualifying period.	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. ⁶	Back to original rules. ⁷
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.	\$5,289 earnings threshold (earnings in the calendar year preceding the year in which the claim begins) 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 in 2021.	The EI premium rate was frozen at the 2020 premium rate in 2022.

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.

⁶ For summer fishing claims established between September 27, 2020 and September 25, 2021. For winter fishing claims established between September 27, 2020 and December 18, 2021.

⁷ For summer fishing claims established between September 26, 2021 and September 24, 2022. For winter fishing claims established between December 19, 2021, and September 24, 2022.

2.1.2 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 2.1.2 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 2.1.3 examines combined (or mixed) benefit claims. Subsection 2.1.4 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 FY2122, or otherwise indicated
		First half of FY2122 ¹	Second half of FY2122	
Regular	Unemployed with a valid reason for separation and searching for suitable employment or retraining in certain cases	120 hours due to the one-time credit of 300 hours	420 hours	Claims established in the first half of FY2122: 50 weeks Claims established in the second half of FY2122: 14 to 45 weeks, depending on insurable employment and regional unemployment rate
Fishing	Self-employed fishers without available work	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	Value of a catch of \$2,500	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	120 hours due to the one-time credit of 300 hours	420 hours	76 weeks ²
Special ³				
Maternity	Unavailable to work because of pregnancy or has recently given birth	120 hours due to the one-time credit of 480 hours	420 hours	15 weeks
Parental	Caring for a newborn or a newly adopted child	120 hours due to the one-time credit of 480 hours	420 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	120 hours due to the one-time credit of 480 hours	420 hours	15 weeks
Family caregiver for children	Providing care or support to a critically ill or injured child under the age of 18	120 hours due to the one-time credit of 480 hours	420 hours	35 weeks ⁴
Family caregiver for adults	Providing care or support to a critically ill or injured person 18 years or older	120 hours due to the one-time credit of 480 hours	420 hours	15 weeks ⁴
Compassionate care	Providing care to a person of any age who requires end-of-life care	120 hours due to the one-time credit of 480 hours	420 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. It was temporarily set to \$5,000 for claims established between January 3 and September 25, 2021. It was \$5,289 for claims established between September 26, 2021 and September 24, 2022.

⁴ Benefits can be shared between eligible claimants (that is, parents or family members).

Employment Insurance claims and amount paid

The number of new EI claims established was 2.1 million in FY2122, which is lower than in FY2021 (3.0 million) (consult Table 3). However, this is slightly higher than usual as, on average, 1.8 million EI claims were established annually over the ten fiscal years before the COVID-19 pandemic. This decline compared to FY2021 coincided with the improvement of the economy and labour market, as well as easing most public health restrictions introduced during the pandemic. Unlike new claims established, total EI benefit payments increased to reach \$36.8 billion during FY2122.

Table 3 – Employment Insurance claims and amount paid by type of benefits, Canada, FY2021 to FY2122

Types of Employment Insurance benefit	New claims established				Amount paid (\$ millions)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Regular*	2,472,860	525,250	932,500	1,457,750	\$24,930.1	\$28,622.1
Fishing	28,288	12,327	17,628	29,955	\$323.6	\$354.8
Work-Sharing	82,991	8,416	6,662	15,078	\$183.5	\$88.8
Special	671,260	328,830	375,790	704,620	\$6,655.7	\$7,697.6
Maternity	166,910	91,810	85,100	176,910	\$1,324.7	\$1,474.7
Parental	213,100	123,000	118,900	241,900	\$3,177.8	\$3,589.9
Sickness*	450,350	209,040	253,420	462,460	\$1,999.3	\$2,461.9
Family caregiver for children	5,522	3,047	2,587	5,634	\$41.2	\$45.4
Family caregiver for adults	12,208	6,237	6,304	12,541	\$69.3	\$79.6
Compassionate care	6,802	3,341	3,434	6,775	\$43.4	\$46.0
Canada	3,048,690	827,780	1,272,820	2,100,600	\$32,075.0	\$36,751.9

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.

* EI regular and sickness benefits were not available from March 15, 2020 to September 26, 2020 due to the introduction of the Canada Emergency Response Benefit (CERB) during that period.

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,³ there were 1.4 million beneficiaries receiving EI benefits on average each month during FY2122. This is lower than the 1.8 million beneficiaries on average each month over the second half of FY2021, but almost doubled the number in FY1920 (740,200 beneficiaries on average each month).

New Employment Insurance claims established

The decreased number of new EI claims observed during the reporting period is largely due to the decline in the number of claims for regular benefits established in FY2122. In fact, the share of regular claims (81.1%) among all new claims established had risen in FY2021 due to the economic and labour market disruptions related to the COVID-19 pandemic. It returned close to pre-pandemic levels in FY2122 (69.4%). The share of claims for sickness benefits – which are the second most common benefit type claimed – also resumed to levels usually recorded, from 14.8% in FY2021 to 22.0% in FY2122.

All provinces and territories experienced declines in the number of new EI claims established in FY2122 (consult Table 4). The distribution of new claims among regions remained fairly stable, except for slight

³ 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.

decreases in the shares of claims established in Ontario and Alberta. Conversely, the other regions saw their shares increased, but very slightly.

Table 4 – Employment Insurance claims and amount paid by province or territory, gender and age, Canada, FY2021 to FY2122

Province or territory	New claims established				Amount paid (\$ millions)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	100,110	24,520	61,200	85,720	\$1,274.8	\$1,552.8
Prince Edward Island	25,190	7,150	16,890	24,040	\$293.8	\$361.2
Nova Scotia	103,060	36,390	55,270	91,660	\$1,187.6	\$1,542.7
New Brunswick	110,670	27,690	69,400	97,090	\$1,248.4	\$1,542.6
Quebec	749,310	174,310	364,030	538,340	\$6,547.8	\$7,249.5
Ontario	1,067,890	297,370	382,860	680,230	\$11,347.0	\$13,143.7
Manitoba	102,110	31,270	40,200	71,470	\$1,082.2	\$1,257.5
Saskatchewan	77,500	23,970	33,880	57,850	\$952.5	\$1,101.4
Alberta	364,420	93,450	117,150	210,600	\$4,304.4	\$4,562.1
British Columbia	340,390	108,820	128,290	237,110	\$3,734.2	\$4,300.3
Yukon	3,210	970	1,650	2,620	\$39.5	\$50.1
Northwest Territories	2,860	930	1,360	2,290	\$37.0	\$49.4
Nunavut	1,970	940	640	1,580	\$25.7	\$38.7
Gender						
Male	1,605,540	346,660	758,280	1,104,940	\$16,252.2	\$17,838.7
Female	1,443,150	481,120	514,540	995,660	\$15,822.8	\$18,913.2
Age category						
24 years old and under	440,960	103,140	134,860	238,000	\$3,601.1	\$4,297.4
25 to 44 years old	1,382,320	429,430	604,070	1,033,500	\$15,819.2	\$17,803.7
45 to 54 years old	524,550	138,370	219,840	358,210	\$5,272.4	\$5,893.0
55 years old and over	700,860	156,840	314,050	470,890	\$7,382.4	\$8,757.8
Canada	3,048,690	827,780	1,272,820	2,100,600	\$32,075.0	\$36,751.9

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.

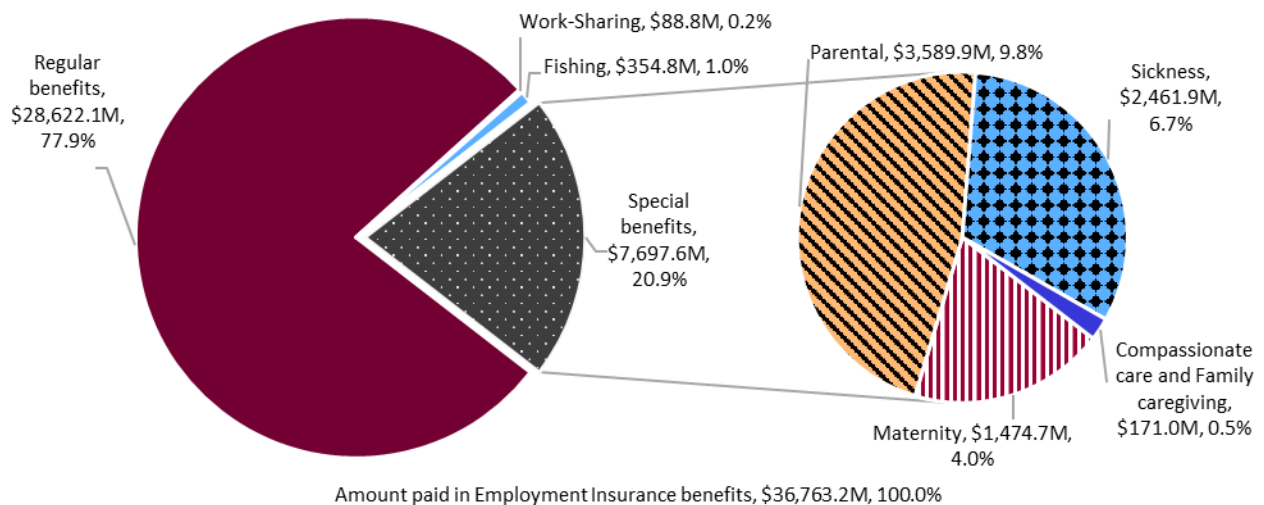
Men continued to account for just over half (52.6%) of all new claims in FY2122. All age groups registered declines in their number of new EI claims established in FY2122. The share of claims established by claimants 24 years old and under, that reached 14.5% in FY2021, returned close to pre-pandemic levels in FY2122 (11.3%). The breakdown of claims among the other age groups was also similar to the one observed prior to the pandemic.

Total amount paid in Employment Insurance benefits

The amount paid for all types of EI benefits combined increased to \$36.8 billion in FY2122 compared to \$32.1 billion in FY2021. The amount paid climbed for all benefit types, except Work-Sharing benefits. The overall increase was mainly attributable to the EI temporary measures generally providing a higher weekly benefit rate to claims established between September 27, 2020 and September 25, 2021 (consult [Section 2.1](#) and the box on the initial impacts of temporary EI measures in Canadian communities during the pandemic), as well as the high number of EI beneficiaries during FY2122.

The distribution of the amount paid by benefit type remained fairly unchanged compared to FY2021, but was still shifted from FY1920. EI regular benefits continued to account for more than three quarters (77.9%) of the total amount paid in EI benefits, compared to 63.1% in FY1920. Inversely, special benefits represented 20.9% of the total benefits paid in FY2122, as opposed to 35.1% in FY1920 (consult Chart 1).

Chart 1 – Amount paid in Employment Insurance benefits*, by benefit type, Canada, FY2122



* 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 continued to receive higher shares of the amount paid in EI benefits in FY2122, followed by those from Alberta and British Columbia. All provinces and territories recorded increases in benefits paid during the reporting year.

From a gender perspective, women accounted for 51.5% of the amount paid in EI benefits in FY2122, which represented a 2.1 percentage point increase compared to FY2021. In terms of age groups, the distribution of the amount paid in EI benefits remained stable compared to FY2021, with claimants aged between 25 and 44 years old continuing to account for the largest share of EI benefits paid.

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

As presented in [Section 2.1](#), different sets of EI temporary measures were introduced to facilitate access to EI benefits. Claims established between September 27, 2020 and September 25, 2021 were subject to the first set of measures. Those established between September 26, 2021 and September 24, 2022 were under the second set of measures. A departmental study* examined the initial impacts of the additional income support provided by the first set of EI 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 different sets of EI temporary measures were in effect until September 24, 2022, the study did not cover the entire period of the measures.

As part of the first set of EI 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 also benefitting 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.

* 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%⁴ of the average weekly insurable earnings, up to the maximum weekly benefit rate.⁵ Claimants with children (under the age of 18 years) and low annual family income may be eligible for the Family Supplement provision.⁶

⁴ Except for extended parental benefits which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits.

⁵ 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 2022 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2021). The MIE was \$56,300 in 2021 and \$60,300 in 2022. Accordingly, the maximum weekly benefit rate was \$595 in 2021 and \$638 in 2022, except for extended parental benefits where the maximum was \$357 in 2021 and \$383 in 2022.

⁶ Results on weekly benefit rates in this chapter include Family Supplement top-ups paid to eligible claimants.

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 first set of EI temporary measures, 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.

Furthermore, the Government introduced a second set of EI temporary measures in effect from September 26, 2021 to September 24, 2022. Under these measures, claims established between September 26, 2021 and November 20, 2021, could receive a minimum benefit rate of \$300 per week, or \$180 per week for extended parental benefits. In addition, the VBW provision was put back in place as of September 26, 2021. If a claimant's benefit rate based on the VBW calculation was higher than the minimum \$300, their benefit rate was set to that amount up to the maximum weekly benefit rate.

Consequently, during FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Results on weekly benefit rates discussed in this Chapter are thus reported for three distinct periods:

- the first half of FY2122 (from April 1, 2021 to September 25, 2021)
- the two-month period in fall 2021 (from September 26, 2021 to November 20, 2021), and
- the last four months of FY2122 (from November 21, 2021 to March 31, 2022)

Results on average weekly benefit rates by benefit type and by period 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.⁷

In FY2122, low-income families received a total of \$123.0 million in additional benefits through the Family Supplement provision. A total of 49,500 claims received the family supplement in FY2122, which

⁷ For more information on the Family Supplement provision, consult [section 34 of the Employment Insurance Regulations](#).

represents 2.4% of all claims established during the reporting period. 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 (81.7%) and claimants aged 25 to 44 (71.7%) continued to be the main demographic groups benefitting from the Family Supplement provision. The average weekly family supplement was \$43 in FY2122 which is slightly higher than the previous year (\$39), but very close to the average top-up paid over the past ten fiscal years before the pandemic (consult [Annex 2.22](#)).

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.⁸ 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.⁹ 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).

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.

⁸ For more information, consult [section 37 of the Employment Insurance Regulations](#).

⁹ For more information, consult [section 38 of the Employment Insurance Regulations](#).

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.

Household consumption one year after job loss among EI recipients

Household consumption spending is closely related to disposable income. As the EI program provides temporary income support to eligible unemployed contributors with a valid reason for job separation, it may affect household consumption levels after job loss. A departmental study* examined to what extent household consumption has declined one year after a job loss over the 2005-2013 period among EI recipients and non-recipients.**

The study found that the income shock from the job separation was not persistent for the majority of households one year after a job loss. More than 70% of individuals had monthly household income levels greater or equal to before their job separation, and about 85% of individuals had household consumption levels greater or equal to before their job separation. Due to data limitations, it is not possible to know whether households had borrowed or reduced their savings to maintain their consumption level during this period, or if their labour market status had changed multiple times during this period. The study found that about 15% of individuals had lower household consumption levels one year after job separation. This incidence was higher among those who were still unemployed compared to those who were working one year after a job separation (20.4% versus 11.5%). The proportion who had a lower household consumption level was also smaller among current EI recipients compared to those who exhausted their benefits (16.9% versus 27.5%).

The study also showed that some households continued to struggle financially one year after their job separation, suggesting they are living with low income. Among the 15% individuals who had a lower household consumption level one year after job separation, the average monthly consumption level was around \$1,950. Furthermore, close to 50% of households who had a lower consumption level one year after job separation were consuming below the Market Basket Measure (MBM) thresholds.***

* ESDC, Household consumption one year after job loss among EI recipients (Ottawa: ESDC, Economic Policy Directorate, 2023)

** This study is based on Canadian Out of Employment Panel (COEP) survey.

*** The MBM is a low-income measure adjusted for household size that takes into account basic needs.

2.1.3 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.¹⁰ 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 FY2122, regardless of the year in which the claim was established. Pure claims represented 85.8% of all completed claims in FY2122 (consult Table 5).

Table 5 – Completed pure and combined Employment Insurance claims by types of benefits, Canada, FY2122

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	2,782.5	2,478.1	89.1%	304.4	10.9%	Sickness (89.5%)
Fishing	27.2	23.8	87.5%	3.4	12.5%	Sickness (90.0%)
Work-Sharing	44.1	28.2	64.1%	15.8	35.9%	Regular (72.3%)
Maternity	182.4	4.0	2.2%	178.4	97.8%	Parental (97.2%)
Parental*	248.4	64.2	25.9%	184.2	74.1%	Maternity (94.2%)
Sickness	601.9	299.7	49.8%	302.3	50.2%	Regular (90.1%)
Compassionate care	7.8	4.6	58.2%	3.3	41.8%	Sickness (66.2%)
Family caregiver for children	5.2	3.9	73.8%	1.4	26.2%	Sickness (59.9%)
Family caregiver for adults	13.9	8.6	61.7%	5.3	38.3%	Regular (67.2%)
All claims**	3,397.9	2,915.0	85.8%	482.9	14.2%	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.

** 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 (20.0%) than men (8.9%), 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 (11.1%), 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 (17,680 claims representing 9.7% of completed claims for maternity benefits in FY2122).

Claims for parental benefits were combined at a slightly lower rate than maternity, as only 13.5% of men who claimed parental also received another benefit payment. Of those male claimants, 80.0% received regular benefits and 22.0% claimed sickness benefits. Among women, virtually all (99.2%) 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 (95.0%),

¹⁰ 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.

while sickness claims from women were most often combined with regular (85.7%), maternity (12.3%) and parental benefits (11.1%). Sickness also represented the greatest share of combined regular claims.

When combined, compassionate care benefits are shared with sickness benefits (66.2%) or regular benefits (46.0%). Men tended to combine compassionate care benefits with regular benefits (54.4%) more often than women (42.9%). Women were most likely to combine compassionate care benefits with sickness benefits (68.9%) compared to men (58.9%).

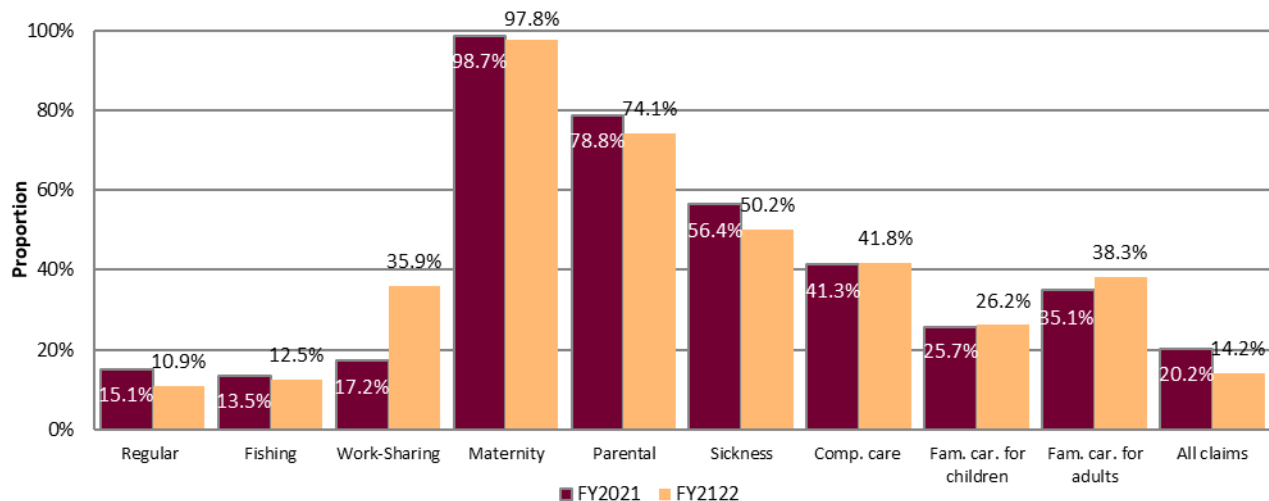
Similarly to compassionate care benefits, family caregiver benefits for children were most often combined with regular benefits by men (62.5%), while women were more likely to combine them with sickness benefits (64.8%). Conversely, when family caregiver benefits for adults were combined, both men and women most often received them with regular benefits (77.4% and 62.8%, respectively).

Over a third of all Work-Sharing claims were combined with other benefit types (35.9%), 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), 12.5% 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 FY2122, the proportion of claims combining Work-Sharing benefits with other benefit types increased compared to the previous fiscal year (consult Chart 2). These claims were mostly combined with regular benefits. However, compared to FY2021, a higher share of them were also combined with sickness benefits.

Chart 2– Proportion of completed Employment Insurance claims that were combined by type of benefits*, Canada, FY2021 to FY2122



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.

2.1.4 Benefits-to-Contributions ratios

The EI benefits paid to eligible claimants are financed solely by the mandatory contributions (EI premiums) made by employers, employees and the self-employed who have opted into the EI program. The amount of EI benefits paid relative to the contributions made provides useful 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 2020.¹¹ 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.¹²

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 on 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 is a net beneficiary of the EI program. On the other hand, an adjusted ratio lower 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.

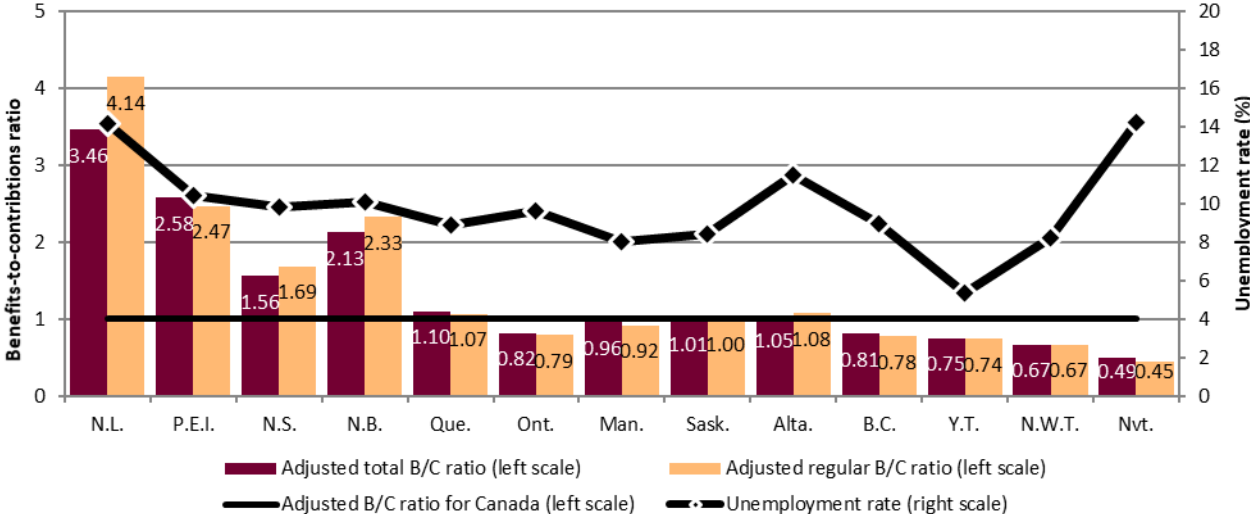
¹¹ The B/C ratios are based on two data sources. Number on benefits (B) come from EI administrative data. Number of contributions (C) come from T4 slips with employment income from the Canada Revenue Agency. The latest tax data available at the time of preparing this report was calendar year 2020.

¹² 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 2020, the Atlantic provinces and Quebec had adjusted total B/C ratios above the national average, meaning claimants from these provinces received comparatively more in EI benefits than the contributions made to the EI program (consult Chart 3). This is in line with previous years, as regions with larger share of seasonal claimants tend to record a greater use of EI benefits by claimants in these regions compared with other regions.¹³ On the other hand, Ontario, British Columbia and the three territories had ratios below the national average, as claimants in these regions received comparatively less in EI benefits than the contributions made to the program. Manitoba, Saskatchewan and Alberta had ratios very close to the national level.

Results were similar when excluding payments for EI special benefits. In 2020, the Atlantic provinces, Quebec and Alberta had adjusted regular B/C ratios above the national average. Conversely, Ontario, Manitoba, British Columbia and the three territories had ratios below the national average. Saskatchewan had a ratio at the national level.

Chart 3 – Adjusted benefits-to-contributions (B/C) ratios and unemployment rate* by province and territory, Canada, 2020



*Average of monthly unemployment rates, seasonally unadjusted.
 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.

Table 6 outlines that, as in the past, women had a higher adjusted total B/C ratio (1.09) than men (0.93) in 2020. This is due to women aged 44 years and under who received approximately \$1.36 in EI benefits for each dollar contributed in premiums in 2020. This may be attributed to the fact that women in this age group are more likely to receive EI maternity and/or parental benefits. Trends were reversed when only EI regular benefits were considered, as men showed a higher adjusted regular B/C ratio (1.14) than women (0.83), across all age groups.

¹³ 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.

Unlike 2018 and 2019, claimants aged 24 years and younger had both adjusted B/C ratios above 1.0 in 2020, and thus were net beneficiaries. They also received the highest level of EI benefits relative to their contributions when compared to claimants in the other age groups. This could be explained by the EI temporary measures introduced on September 27, 2020 that facilitate access to EI benefits.

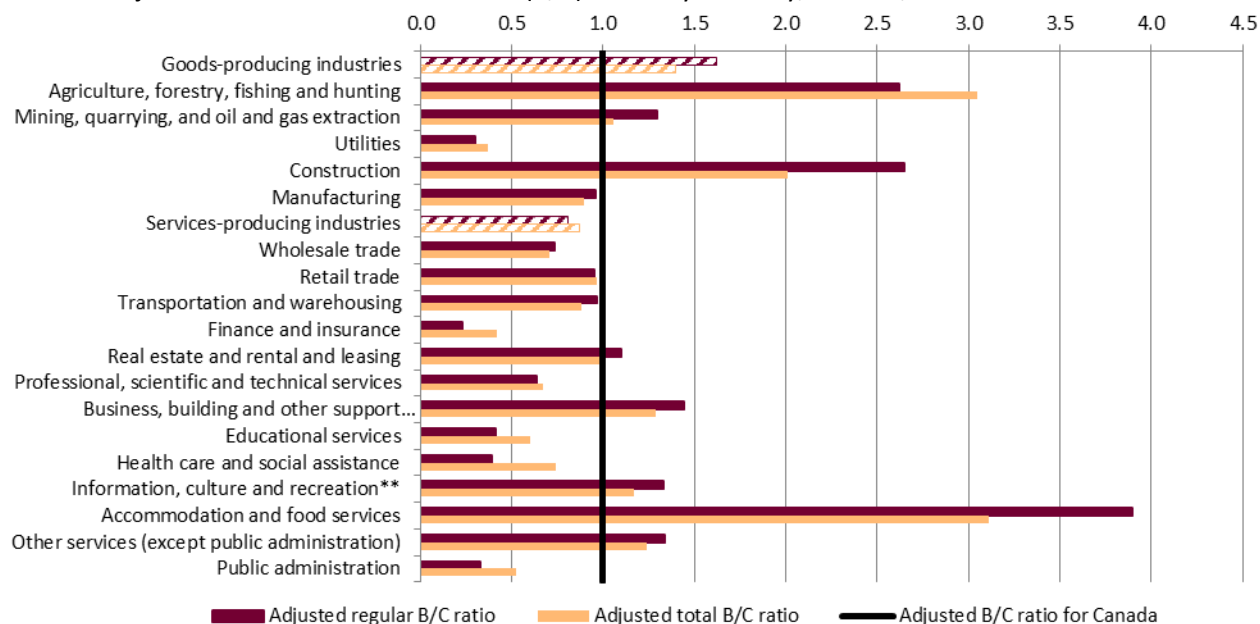
Table 6 – Adjusted benefits-to-contributions (B/C) ratios by gender and age, Canada, 2020

Age category	Adjusted total B/C ratio			Adjusted regular B/C ratio		
	Men	Women	Total	Men	Women	Total
24 years old and under	1.33	1.36	1.34	1.62	1.20	1.43
25 to 44 years old	0.85	1.36	1.08	1.02	0.71	0.89
45 to 54 years old	0.77	0.64	0.71	0.95	0.75	0.86
55 years old and over	1.13	0.89	1.02	1.41	1.08	1.26
Total	0.93	1.09	1.00	1.14	0.83	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.

Chart 4 illustrates that in 2020, overall, claimants working in the goods-producing industries were net beneficiaries of the EI program, while those working in the services-producing industries were net contributors. This may be due to the larger proportion of seasonal employment in the good-producing industries, notably 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. These two industries continued to exhibit high adjusted regular B/C ratios in 2020.

Chart 4– Adjusted benefits-to-contributions (B/C) ratios by industry, Canada, 2020



* This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative 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).

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.

Several services-producing industries, notably the Information, culture and recreation industry¹⁴ and the Accommodation and food services industry, had higher adjusted regular B/C ratios in 2020 than the previous year. This may be attributed to market disruptions and economic shutdowns caused by the COVID-19 restrictions, which had a significant impact on both of these industries.

For the adjusted total B/C ratio, the difference between the goods-producing industries and the services-producing industries is less significant. 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. Women can claim EI maternity and/or parental benefits and thus increase the relative use of EI in these industries.

Firms, industries, and cross-subsidies: patterns in the distribution of Employment Insurance benefits and premia

A recent departmental study* examined how EI premiums and benefits (all types of EI benefits) were distributed across industries, provinces, and firms covering the period from 2008 to 2018 using the benefits-to-contributions ratio (B/C ratio).** The analysis identified firms, provinces, and industries whose employees were net recipients of EI benefits, as well as those whose employees were net contributors.

As it is generally presented in the EI Monitoring and Assessment Report, the study found that provinces east of Ontario are net beneficiaries of the EI program, as well as the Agriculture and Construction sectors. In terms of net transfers, Quebec was identified as the largest beneficiary, receiving on average \$1.9 billion annually, while Ontario was the largest contributor, with \$1.7 billion in contributions on average per year.

The study also found that just over a quarter of all industries (26.2%) were always net beneficiaries and they accounted for about 25.6% of all jobs. Conversely, just over 39% of industries were always net contributors and they accounted for about 44% of all jobs. Industries with a high number of claims relative to the number of jobs and industries with low wages were more likely to be persistently net beneficiaries of the EI program.

Despite the clear importance of geographic and industry-specific factors, even within industries, specific firms were identified as being always net beneficiaries and others as being always net contributors. Among long-lived firms, which have existed for the entire study period (11 years), 8% were always net beneficiaries, whereas 21% were always net contributors.

The study also estimated a series of regressions based on a previous study by Corak and Chen (2005)*** with the goal of identifying which factors had the largest impact on explained variation in the B/C ratios. Globally, it was found that firms' B/C ratios were less influenced by provincial and industrial factors compared to the original study, and that they were more likely to be influenced by unique individual factors that differentiate them from one another.

¹⁴ This industry includes Information and cultural industries and Arts, entertainment and recreation services. The first one had an adjusted regular B/C ratio of 0.45, whereas the second one had a ratio of 3.80 in 2020.

*ESDC, Firms, industries, and cross-subsidies: patterns in the distribution of EI benefits and premia (Ottawa: ESDC, Labour Market Information Directorate, 2023).

**This study used administrative data from the 2021 Longitudinal Worker File (LWF). These data are different from those used in Section 2.1.4 of this report.

*** Miles Corak and Wen-Hao Chen, Firms, industries and unemployment insurance: an analysis using employer-employee data from Canada (Government of Canada, Statistics Canada, Analytical studies branch research paper, 2005, Series no. 11F0019MIE – No. 260).

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.

In general, to qualify for EI regular benefits, the claimant must:

- be unemployed and available for work
- have worked a minimum number of hours of insurable employment (ranging from 420 to 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the claim)
- have 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), and
- have had a valid reason for job separation according to the *Employment Insurance Act*

As explained in [Section 2.1](#), in response to the COVID-19 pandemic, different sets of EI temporary measures were introduced. New EI claims established between September 27, 2020 and September 25, 2021 were subject to the first set of EI temporary measures. New claims established between September 26, 2021 and September 24, 2022 were under the second set of EI temporary measures.

For claims established under the first set of EI temporary measures, to qualify for EI regular benefits, the claimant must:

- be unemployed and available for work
- have worked a minimum number of 120 hours of insurable employment (including the one-time credit of 300 hours)
- have 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* (some measures simplifying the treatment of reasons for separation were in place (consult [Section 2.1](#)))

For claims established under the second set of EI temporary measures, to qualify for EI regular benefits, the claimant must:

- be unemployed and available for work
- have worked a minimum number of 420 hours of insurable employment
- have 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), and
- have had a valid reason for job separation according to the *Employment Insurance Act* (some measures simplifying the treatment of reasons for separation were in place (consult [Section 2.1](#)))

In addition to meeting these eligibility criteria, claimants must also be available for work and actively seeking suitable employment while claiming regular benefits.¹⁵

As a result of the different EI temporary measures in place during the reporting period, some of the main indicators covered in the following subsections are presented separately for the first and the second half of FY2122.¹⁶ For example, given that the eligibility criteria to qualify for EI regular benefits were different, the number of claims established is presented for each period of FY2122. Conversely, the results on amount paid cover the full fiscal year.

2.2.1 Employment Insurance regular claims and benefits paid

The number of EI regular claims established in FY2122 was 1.46 million. Among these claims, 525,250 claims were established during the first half of the fiscal year, while 932,500 claims were established during the second half. The volume of claims established in the entire FY2122 was slightly higher than pre-pandemic levels (1.32 million claims yearly, on average, from FY1718 to FY1920). However, it was lower than the 2.47 million regular claims established during the second half of FY2021.¹⁷ Given the unprecedented labour market conditions at the beginning of the COVID-19 pandemic and the different sets of EI temporary measures in place in FY2021 and FY2122, year-over-year comparisons of the number of EI regular claims established are not examined in this section.

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, it is expected that fewer claims for EI regular benefits are established, while the opposite would be true during periods of economic stagnation and unfavourable labour market conditions. As discussed in [Chapter 1](#), Canada's economy had largely recovered from the COVID-19 pandemic in FY2122. Employment rose by 6.6% compared to FY2021 and had returned to its pre-pandemic level. Simultaneously, the unemployment rate dropped from 10.2% on average in FY2021 to 6.8% in FY2122. The overall favourable economic developments and tighter labour market conditions compared to FY2021 contributed to a decrease in the volume of new claims established for EI regular benefits in FY2122.

The total amount of EI regular benefits paid increased from \$24.9 billion in FY2021 to \$28.6 billion in FY2122. It was \$11.1 billion in FY1920. The total amount of EI regular benefits paid in FY2122 was higher than in FY2021, despite the decrease in the number of claims established during the same period. This is attributable to the high number of EI regular beneficiaries in FY2122, notably those who established their claim in FY2021 and continued to receive benefits in FY2122, as well as the EI temporary measures (consult [Section 2.1](#)).

¹⁵ Except for those who are on referred training.

¹⁶ The first half of FY2122 is the time period from April 1, 2021 to September 25, 2021, while the second half of FY2122 is the time period from September 26, 2021 to March 31, 2022.

¹⁷ EI regular benefits were not available from March 15, 2020 to September 26, 2020 due to the introduction of the Canada Emergency Response Benefit (CERB) in response to the economic and labour market disruptions due to the COVID-19 pandemic during that period. The second half of FY2021 is the period from September 27, 2020 to March 31, 2021.

There was an average of 1.1 million beneficiaries receiving EI regular benefits each month in FY2122. This is lower than the average 1.5 million beneficiaries per month observed in the second half of FY2021, but significantly higher than the average 459,900 monthly EI regular beneficiaries in FY1920.¹⁸

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. For example, an increase in the number of claims established for EI regular benefits after an economic shock would result in an increase in the number of beneficiaries 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. The effect of the sharp increase in the number of regular claims established in the second half of FY2021 likely continued to be reflected on the number of beneficiaries in FY2122.

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 FY2122 and the total amount paid in benefits during the reporting period by province or territory, gender and age. The columns show the breakdown for both halves of FY2122 as well as the data for the second half of FY2021.

There were less claims established for EI regular benefits in FY2122 than in the second half of FY2021 in every province and territory. The distribution of EI regular claims across regions in FY2122 was similar to pre-pandemic levels. Ontario, which accounted for a higher share of regular claims (34.3%) than usual in the second half of FY2021, went back to a more typical level (29.9%) in FY2122. All other provinces had shares comparable to those in previous fiscal years. In terms of regular benefits paid out, all jurisdictions saw an increase compared to the previous fiscal year. The share of benefits paid in Ontario went up by 6.9 percentage points (p.p.), from 27.2% in FY1920 to 34.1% in FY2122. This can be attributed, in part, to Ontario accounting for a larger share of regular claims established in the second half of FY2021 and that payments continued to be made on those claims in FY2122. British Columbia also saw a slight increase in its share of benefits paid out, from 9.7% in FY1920 to 10.8% in FY2122. All the other provinces and territories had a slight decrease or no changes in their share of regular benefits paid out between FY1920 and FY2122.

¹⁸ 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). It 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.

Table 7 – Employment Insurance regular claims and amount paid by province or territory, gender and age, Canada, second half of FY2021 and FY2122

Province or territory	Number of claims				Amount paid (\$ million)	
	Second half of FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	81,400	14,840	48,780	63,620	\$1,029.1	\$1,258.3
Prince Edward Island	18,820	4,370	12,100	16,470	\$211.6	\$270.0
Nova Scotia	81,630	24,340	42,330	66,670	\$905.1	\$1,213.5
New Brunswick	91,520	17,490	55,010	72,500	\$989.9	\$1,251.4
Quebec	653,980	126,940	304,420	431,360	\$5,906.0	\$6,464.9
Ontario	848,920	177,710	258,580	436,290	\$8,352.1	\$9,766.4
Manitoba	76,120	19,140	27,560	46,700	\$785.2	\$920.0
Saskatchewan	60,370	15,130	24,260	39,390	\$700.7	\$819.1
Alberta	296,840	60,040	78,580	138,620	\$3,304.1	\$3,477.9
British Columbia	257,310	63,530	78,380	141,910	\$2,675.9	\$3,081.6
Yukon	2,440	550	1,120	1,670	\$27.6	\$35.7
Northwest Territories	2,200	600	1,000	1,600	\$26.4	\$36.3
Nunavut	1,310	570	380	950	\$16.4	\$27.0
Gender						
Men	1,371,140	231,370	615,570	846,940	\$14,578.4	\$15,982.2
Women	1,101,720	293,880	316,930	610,810	\$10,351.7	\$12,639.8
Age category						
24 years old and under	381,160	74,800	99,240	174,040	\$3,157.6	\$3,759.0
25 to 44 years old	1,042,340	238,600	399,870	638,470	\$10,578.0	\$11,843.5
45 to 54 years old	445,220	100,090	175,480	275,570	\$4,660.7	\$5,191.2
55 years old and over	604,140	111,760	257,910	369,670	\$6,533.9	\$7,828.3
Canada	2,472,860	525,250	932,500	1,457,750	\$24,930.1	\$28,622.1

Note: Data may not add up to the total due to rounding. 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.

Men accounted for the majority (58.1%) of EI regular claims established during FY2122, similar to previous years. However, they accounted for less than half (44.0%) of claims established during the first half of FY2122, compared to 66.0% during the second half of the fiscal year. This could be explained, in part, by the type of industries in which they were employed. Men are more likely to be employed in goods-producing industries than women, and a higher share of claims from those industries are established in the second half of the fiscal year. In terms of benefits paid out, women had a higher share (+10.6 p.p.) in FY2122 (44.2%) than in FY1920 (33.6%), likely attributable to the EI temporary measures modifying the calculation of the weekly benefit rate and offering minimum weekly benefit rates. In fact, 50.6% of claims established by women during the first half of FY2122 received the minimum \$500 weekly benefit rate compared to 15.8% of those established by men (consult [subsection 2.2.3](#)).

Similar to the previous years, claimants aged between 25 and 44 years continued to account for the largest share of new regular claims (43.8%) in FY2122, as well as the total amount paid in FY2122 (41.4%). Claimants aged 24 years and under accounted for a higher share of EI regular claims established in FY2122 (11.9%) compared to FY1920 (9.0%). This could be due to the lower number of hours of insurable employment required to qualify for regular benefits during the first half of FY2122. Their share of EI regular benefits paid also increased in FY2122 (13.1%) from FY1920 (8.5%), mainly attributable to the EI temporary measures related to the weekly benefit rate.

Employment Insurance regular claims and amount paid by industry

As outlined in Table 8, services-producing industries accounted for the majority (62.6%) of EI regular claims established in FY2122, which also represented a higher share (+4.0 p.p.) than in FY1920. This was mostly driven by an increase in the share of new claims in Accommodation and food services as this sector was heavily impacted by subsequent closures and reopenings due to the COVID-19 pandemic. Services-producing industries also accounted for over two-thirds (69.6%) of EI regular benefits paid in FY2122, which was a significantly higher share (+14.0 p.p.) compared to FY1920. As for the goods-producing industries, their overall share of new claims established in FY2122 was 34.4%, which represented a decrease from FY1920 (38.3%). Similarly, claimants from goods-producing industries received close to a quarter (27.8%) of EI regular benefits in FY2122. Of note, the Construction industry continued to hold the largest share of new claims established among all industries (19.6%) and received the highest share of regular benefits in FY2122.

Table 8 – Employment Insurance regular claims and amount paid by industry, Canada, second half of FY2021 and FY2122

Category	Number of claims (% share)				Amount paid (\$ millions) (% share)	
	Second half of FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Goods-producing industries	667,470 (27.0%)	110,480 (21.0%)	390,300 (41.9%)	500,780 (34.4%)	\$7,138.4 (28.6%)	\$7,965.0 (27.8%)
Agriculture, forestry, fishing and hunting	59,370 (2.4%)	11,750 (2.2%)	43,800 (4.7%)	55,550 (3.8%)	\$689.3 (2.8%)	\$940.2 (3.3%)
Mining, quarrying, oil and gas extraction	33,730 (1.4%)	5,540 (1.1%)	16,190 (1.7%)	21,730 (1.5%)	\$430.8 (1.7%)	\$417.2 (1.5%)
Utilities	3,980 (0.2%)	1,120 (0.2%)	3,130 (0.3%)	4,250 (0.3%)	\$46.8 (0.2%)	\$46.7 (0.2%)
Construction	350,210 (14.2%)	42,010 (8.0%)	243,780 (26.1%)	285,790 (19.6%)	\$3,691.3 (14.8%)	\$4,012.0 (14.0%)
Manufacturing	220,180 (8.9%)	50,060 (9.5%)	83,400 (8.9%)	133,460 (9.2%)	\$2,280.1 (9.1%)	\$2,549.0 (8.9%)
Services-producing industries	1,671,510 (67.6%)	401,520 (76.4%)	511,210 (54.8%)	912,730 (62.6%)	\$16,428.9 (65.9%)	\$19,915.0 (69.6%)
Wholesale trade	83,080 (3.4%)	14,130 (2.7%)	23,630 (2.5%)	37,760 (2.6%)	\$937.8 (3.8%)	\$1,042.6 (3.6%)
Retail trade	286,270 (11.6%)	41,460 (7.9%)	48,060 (5.2%)	89,520 (6.1%)	\$2,405.4 (9.6%)	\$2,908.0 (10.2%)
Transportation and warehousing	114,250 (4.6%)	24,730 (4.7%)	44,370 (4.8%)	69,100 (4.7%)	\$1,131.8 (4.5%)	\$1,410.9 (4.9%)
Finance and insurance	22,230 (0.9%)	6,450 (1.2%)	6,860 (0.7%)	13,310 (0.9%)	\$258.8 (1.0%)	\$346.0 (1.2%)
Real estate, rental and leasing	39,840 (1.6%)	6,280 (1.2%)	11,410 (1.2%)	17,690 (1.2%)	\$445.6 (1.8%)	\$464.2 (1.6%)
Professional, scientific and technical services	87,120 (3.5%)	21,260 (4.0%)	37,000 (4.0%)	58,260 (4.0%)	\$996.0 (4.0%)	\$1,140.4 (4.0%)
Business, building and other support services*	170,190 (6.9%)	30,180 (5.7%)	65,360 (7.0%)	95,540 (6.6%)	\$1,845.5 (7.4%)	\$2,275.7 (8.0%)
Educational services	120,670 (4.9%)	138,050 (26.3%)	53,100 (5.7%)	191,150 (13.1%)	\$793.5 (3.2%)	\$1,823.9 (6.4%)
Health care and social assistance	105,120 (4.3%)	32,500 (6.2%)	29,790 (3.2%)	62,290 (4.3%)	\$978.2 (3.9%)	\$1,383.4 (4.8%)
Information, culture and recreation**	110,510 (4.5%)	12,100 (2.3%)	38,720 (4.2%)	50,820 (3.5%)	\$1,156.8 (4.6%)	\$1,116.3 (3.9%)
Accommodation and food services	317,070 (12.8%)	27,760 (5.3%)	77,340 (8.3%)	105,100 (7.2%)	\$3,383.5 (13.6%)	\$3,300.9 (11.5%)
Other services (excluding public administration)	116,740 (4.7%)	18,290 (3.5%)	27,240 (2.9%)	45,530 (3.1%)	\$1,126.7 (4.5%)	\$1,315.9 (4.6%)
Public administration	98,420 (4.0%)	28,330 (5.4%)	48,330 (5.2%)	76,660 (5.3%)	\$969.2 (3.9%)	\$1,386.8 (4.8%)
Unclassified***	133,880 (5.4%)	13,250 (2.5%)	30,990 (3.3%)	44,240 (3.0%)	\$1,362.9 (5.5%)	\$742.0 (2.6%)
Canada	2,472,860 (100.0%)	525,250 (100.0%)	932,500 (100.0%)	1,457,750 (100.0%)	\$24,930.1 (100.0%)	\$28,622.1 (100.0%)

Note: Data may not add up to the total due to rounding. 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 (Administrative 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.

Benefit repayments

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. For example, in the 2020 taxation year, claimants whose net income exceeded \$67,750** were required to repay 30% of the lesser of:

- the net income in excess of \$67,750, or
- the total regular benefits, including 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 one week of EI regular or fishing benefits in the preceding ten taxation years were also exempt from repaying benefits.

Results on the number of claimants who repaid EI benefits and the amount of EI benefits repaid for the 2020 taxation year will be published in the next EI Monitoring and Assessment Report.

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

** The maximum annual insurable earnings in 2020 was \$54,200.

*** 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.

Employment Insurance regular benefits and firms

According to the 2020 tax data¹⁹ from the Canada Revenue Agency (CRA), which were the most recent data available at the time this report was produced, there were around 1.23 million firms operating in Canada in 2020, down slightly (-1.7%) from the previous year. Of those, 407,300 firms (33.0%) employed at least one employee who had received EI regular benefits in that year. This represents an increase of 10.1 p.p. from 2019, and is likely attributable to the labour market disruptions caused by the COVID-19 pandemic.

The proportion of firms which employed at least one employee receiving EI regular benefits increased with firm size.²⁰ In 2020, 27.1% of small-sized firms had at least one former employee who received EI regular benefits, compared to 89.6% of small-to-medium sized firms, 98.6% of medium-to-large sized firms and 99.8% of large-sized firms. These proportions were higher than in 2019.

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

¹⁹ The data sources used in this section for the analysis on firms are EI and Canada Revenue Agency (CRA) administrative data. The 2020 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.

shown in Table 9, smaller firms accounted for 21.6% of the total workforce while they represented 27.2% of the total EI regular benefits claimants in 2020. Similarly, small-to-medium sized firms accounted for 19.3% of the workforce and 26.6% of regular benefits claimants. On the other hand, large-sized firms had a different trend, as they accounted for 43.1% of the workforce but 28.1% of regular benefits claimants. This suggests that smaller-sized firms are more vulnerable to difficult business or economic conditions than large firms are (for instance, economic disruptions caused by the COVID-19 pandemic). As a result, these firms may be more likely to make broader adjustments to their workforces, resulting in a larger share of employees claiming EI regular benefits because of layoffs. Moreover, industry-related characteristics such as the greater prevalence of seasonal jobs in small-sized firms can have an influence, as these firms are generally more likely to rely on EI benefits, relative to the national average in some industries.²¹

Table 9 – Firms, employment and Employment Insurance regular claimants by size* of firms, Canada, 2020

Firm size*	Number of firms (all firms)	Number of firms with at least one employee receiving EI regular benefits	Employment distribution** (% share)	EI claimant distribution*** (% share)
Small	1,120,640	303,510	21.6%	27.2%
Small-medium	94,430	84,610	19.3%	26.6%
Medium-large	16,180	15,960	16.0%	18.1%
Large	3,240	3,230	43.1%	28.1%
Canada	1,234,480	407,320	100.0%	100.0%

Note: Data may not add up due to rounding.

* The categories of firm sizes 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 2020.

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 and the amount paid by EI claimant category²² for the second half of FY2021 and FY2122. During the second half of FY2021, the share of frequent claimants among EI regular claims saw a large decrease and reached 11.7%. This was 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. The breakdown of EI regular claims across claimant category in FY2122 returned close to pre-pandemic levels. Occasional claimants accounted for more than half (57.6%) of new EI regular claims established in FY2122, while frequent claimants accounted for 19.0% of regular claims and long-tenured workers accounted for 23.4%.

In terms of EI regular benefits paid, occasional claimants accounted for the majority (62.4%) of the amount paid in FY2122, followed by long-tenured workers (24.1%) and frequent claimants (13.6%). Compared to FY1920, there was a significant increase of benefits paid to occasional claimants in FY2122

²¹ For example, in 2020, within the Agriculture and Construction industries, which consist of jobs that are predominantly seasonal, employees working in small-sized firms accounted for 64.5% and 48.5%, 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.

and a decrease of benefits paid to frequent claimants. This is attributable, in part, to the higher number of occasional claimants compared to the pre-pandemic levels.

Table 10 – Employment Insurance regular claims and amount paid by EI claimant category, Canada, second half of FY2021 and FY2122

Claimant category	Number of claims				Amount paid (\$ millions)	
	Second half of FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Long-tenured workers	671,790	167,870	173,760	341,630	\$6,533.0	\$6,885.5
Occasional claimants	1,511,990	338,400	500,810	839,210	\$14,933.4	\$17,856.2
Frequent claimants	289,080	18,980	257,930	276,910	\$3,463.6	\$3,880.4
Canada	2,472,860	525,250	932,500	1,457,750	\$24,930.1	\$28,622.1

Note: Data may not add up to the total due to rounding. 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.

Employment Insurance regular claims by hours of insurable employment and unemployment rate in the Employment Insurance economic region of establishment

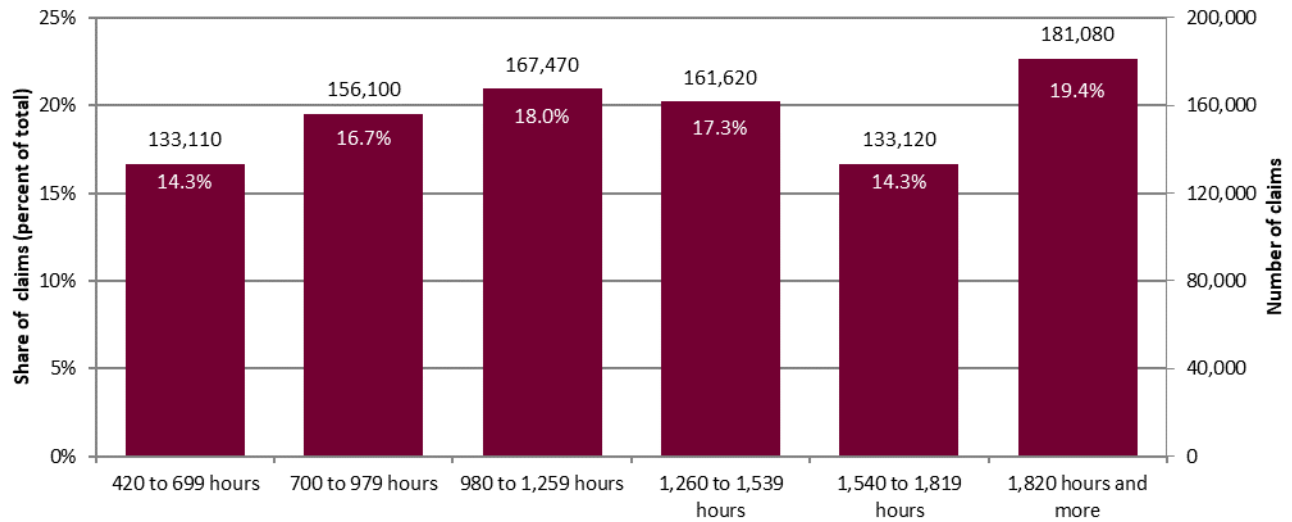
Usually, claimants must have worked a minimum number of hours of insurable employment ranging from 420 and 700 hours to qualify for EI regular benefits. The number of required hours depends on the unemployment rate in the EI economic region at the time of submitting the application for EI and is known as the Variable Entrance Requirement (VER). The higher the unemployment rate in a given region, the lower the number of hours needed to qualify for EI regular benefits (consult [Annex 2.2](#) for the full breakdown). A detailed discussion on the eligibility and access to EI regular benefits is provided in [subsection 2.2.2](#).

However, the different sets of EI temporary measures that were in place in FY2122 set a fixed minimum number of hours of insurable employment required to qualify for EI regular benefits regardless of the region of residence. The minimum was 120 hours of insurable employment (including the one-time credit of 300 hours) under the first temporary measures in place in the first half of FY2122, and 420 hours of insurable employment under the second temporary measures implemented in the second half of FY2122. In addition, under the first set of EI temporary measures, a minimum unemployment rate of 13.1% was applied to all regions across Canada during the first half of FY2122. When the second set of EI temporary measures were in place during the second half of FY2122, EI monthly regional unemployment rates resumed.

Chart 5 illustrates the distribution of EI regular claims by the number of hours of insurable employment that were used to qualify for EI regular benefits in the second half of FY2122.²³ During this period, EI regular benefit claimants who accumulated 1,820 hours or more of insurable employment during their qualifying period accounted for the largest share (19.4%) of total EI regular claims established. Conversely, claimants who accumulated between 420 and 699 hours accounted for the smallest share (14.3%). However, all of the groupings showed a relatively close number of claims during the reporting period.

²³ The distribution of EI regular claims by the number of hours of insurable employment for the first half of FY2122 is not displayed because the 300 hours credit affects the presentation of results.

Chart 5 – Number and share of Employment Insurance regular claims by hours of insurable employment, Canada, second half of FY2122*



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

* During this period, a minimum of 420 hours of insurable employment was required to qualify for regular benefits, regardless of the regional unemployment rate.

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

Table 11 outlines the number and distribution of EI regular claims established in the second half of FY2122, as well as the labour force and the unemployed population by regional unemployment rate.

In general, the distribution of EI regular claims across regional unemployment rate during the second half of FY2122 is relatively similar to the distribution of unemployed individuals from the Labour Force Survey. In the second half of FY2122, EI economic regions with a rate of unemployment at 7% and lower accounted for around half (53.3%) of all EI regular claims established, 59.1% of the total labour force and 48.4% of the total unemployed population. Regions with a rate of unemployment above 13% during the second half of FY2122 had 10.8% of all EI regular claims, whereas they represented 2.6% of the labour force and 6.8% of the total unemployed population.

Table 11 – Number and share of Employment Insurance regular claims by regional unemployment rate *, Canada, second half of FY2122

Unemployment rate	Employment Insurance regular claims established (in thousands) (% share of total claims)	Labour force (in thousands) (% share of labour force)	Number of unemployed (in thousands) (% share of unemployed)
	Second half of FY2122	Second half of FY2122	Second half of FY2122
0.1% to 6%	242.2 (26.0%)	6,711.4 (32.3%)	329.4 (23.6%)
6.1% to 7%	254.3 (27.3%)	5,562.6 (26.8%)	347.3 (24.8%)
7.1% to 8%	162.8 (17.5%)	4,128.7 (19.9%)	303.6 (21.7%)
8.1% to 9%	119.9 (12.9%)	3,369.8 (16.2%)	277.8 (19.9%)
9.1% to 10%	18.3 (2.0%)	216.2 (1.0%)	17.9 (1.3%)
10.1% to 11%	2.3 (0.2%)	37.5 (0.2%)	4.1 (0.3%)
11.1% to 12%	6.0 (0.6%)	30.6 (0.1%)	3.2 (0.2%)
12.1% to 13%	25.7 (2.8%)	158.1 (0.8%)	19.6 (1.4%)
13.1% to 14%	40.4 (4.3%)	174.0 (0.8%)	24.0 (1.7%)
14.1% to 15%	7.4 (0.8%)	48.1 (0.2%)	6.7 (0.5%)
15.1% to 16%	2.6 (0.3%)	22.1 (0.1%)	3.5 (0.3%)
16% or higher	50.8 (5.4%)	305.4 (1.5%)	60.5 (4.3%)
Canada	932.5 (100.0%)	20,764.4 (100.0%)	1,397.6 (100.0%)

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

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

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data and Statistics Canada, special tabulations from the Labour Force Survey. EI data are based on a 10% sample of EI administrative data.

Claimants obligations to search for and accept suitable employment

Under the *Employment Insurance Act*, claimants for EI regular benefits must be capable of and available for work and be unable to obtain suitable employment. This requirement, which must be met in order to receive EI regular benefits, can be demonstrated through reasonable and customary efforts to obtain suitable employment.

As specified under section 27 of the *Employment Insurance Act*, a claimant is disqualified from receiving EI regular benefits in cases where they:

- do not apply for suitable employment after becoming aware it is vacant, or fail to accept the employment after it being offered
- have not taken advantage of an opportunity for suitable employment, or
- have not followed written direction by the Canada Employment Insurance Commission given to assist the claimant in finding suitable employment

Table 12 outlines the number of disqualifications and disentitlements related to refusal and failure to search for work in the past fiscal years. In FY2122, there were a total of 220 disqualifications and disentitlements related to failure to search for work and a total of 50 disqualifications and disentitlements related to refusal of suitable work. This represents a significant decrease from previous fiscal years. The total number of disqualifications and disentitlement almost fell by half in FY2122 compared to FY1920. Additionally, those two factors represent only a fraction (less than 1.0%) of all disqualifications and disentitlements in the reporting year, and do not take into consideration that benefits would generally have been reinstated once the claimants demonstrated that they were fulfilling their responsibilities.

Table 12 – Number of Employment Insurance disqualifications and disentitlements related to refusal and failure to search for work, Canada, FY1516 to FY2122*

Type of disqualification or disentitlement	FY1516**	FY1617	FY1718	FY1819	FY1920	FY2122
Refusal of suitable work	180	170	130	170	180	50
Failure to search for work	1,020	1,340	1,730	1,430	1,190	220

* The total for FY1920 is calculated using monthly estimates from April 2019 to February 2020, and excludes data for the month of March 2020. Additionally, FY2021 is excluded from the table because EI regular benefits were not available between March 15 and September 26, 2020 when the Canada Emergency Response Benefit (CERB) was introduced. As a result, the Employment Insurance Statistics program was suspended between the March and September 2020 reference months. Consequently, data on the number of EI disqualification and disentitlements are not available for this period.

** The Connecting Canadians with Available Jobs (CCA) initiative was in effect from January 2013 to July 2016. This initiative was composed of four measures to help unemployed workers find employment and return to work more quickly where there were suitable job opportunities available in their local labour market. This should be considered when comparing fiscal years.

Source: Statistics Canada, monthly Employment Insurance disqualifications and disentitlements, Table 14-10-0004-01.

2.2.2 Coverage and eligibility to Employment Insurance regular benefits for the unemployed population

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)
 - between September 27, 2020 and September 25, 2021, the qualifying period was extended by 28 weeks for claimants who met certain criteria²⁴
- have a valid reason for job separation according to the *Employment Insurance Act*
 - between September 27, 2020 and September 25, 2021, and between September 26, 2021 and September 24, 2022, different measures simplifying the treatment of reasons for separation were introduced (consult [Section 2.1](#))
- 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, a minimum of 120 hours of insurable employment was required regardless of the region of residence²⁵
 - between September 26, 2021 and September 24, 2022, a minimum of 420 hours of insurable employment was required regardless of the region of residence

This subsection provides an overview of the unemployed population in Canada for 2021 in terms of these three eligibility criteria. Most estimates on the unemployed population provided in this subsection are based on results from the Employment Insurance Coverage Survey (EICS),²⁶ published annually by Statistics Canada. The survey provides statistics on the contributors and non-contributors to the EI program among the unemployed population in the calendar year, as well as on the eligible recipients and those who did not qualify for EI regular benefits. The survey also provides information on the take-up of EI maternity and parental benefits in Canada (consult [subsection 2.6.2](#)).

Estimates on the unemployment population eligible to EI regular benefits, that is the eligibility rates, are based on the Records of Employment (ROE). As the eligibility criteria to qualify for EI regular benefits changed during the course of FY2122 (for instance, the minimum 120 hours of insurable employment

²⁴ 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).

²⁵ Between September 27, 2020 and September 25, 2021, a minimum unemployment rate of 13.1% for all EI regions and a one-time credit of 300 insurable hours for EI regular benefits were introduced. This resulted in a minimum requirement of 120 hours of insurable employment to qualify for EI regular benefits.

²⁶ The EICS is administered to a sub-sample of the Labour Force Survey population and has four sample collection periods every year (namely in April-May, July-August, November-December and January-February) lasting for 5 weeks. The EICS sample excludes residents of Yukon, Northwest Territories, Nunavut, people over the age of 70, persons living on Indian Reserves, full-time members of the Canadian Armed Forces and inmates of institutions. Source: Employment Insurance Coverage Survey User Guide, Statistics Canada.

<https://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4428>

during the first half of FY2122 and 420 hours of insurable employment during the second half of FY2122), the results are incomparable and are presented separately for the two periods of FY2122.

This subsection generally presents results on access to EI regular benefits measured by two ratios: the Beneficiary-to-Unemployed (B/U) ratio and the Beneficiary-to-Unemployed Contributor (B/UC) ratio. The ratios' numerator (B) and denominators (U and UC) are usually calculated using two separate data sources. With the economic condition prevailing in 2021 and the temporary changes to the EI program that were in place, numerator data were significantly affected. This resulted in incoherent calculated ratios for 2021. Consequently, these ratios are not reported for the period.

Chart 6 illustrates the distribution of the unemployed population in Canada in 2021 in terms of their eligibility criteria for EI regular benefits. On average, there were 1,343,100 unemployed individuals per month in Canada in 2021. Of them, 389,800 (29.0%) individuals did not pay EI premiums during the year because they did not work in the previous 12 months or never worked, or because they were self-employed or unpaid family workers. The other 953,300 (71.0%) unemployed individuals had paid EI premiums in the 12 months prior to becoming unemployed in 2021, and thus were covered by the EI program.

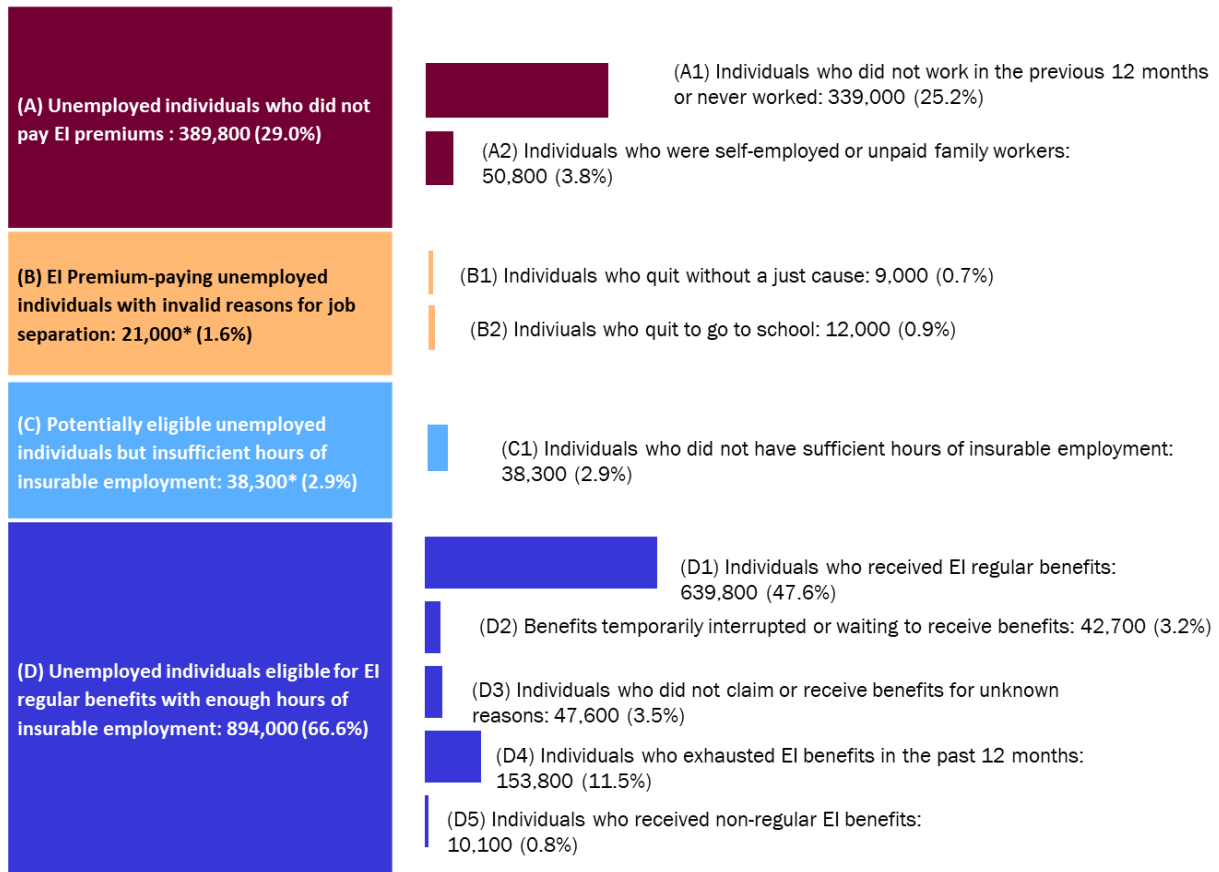
Of the total unemployed population, 21,000 (1.6%) individuals were ineligible for EI benefits as they had invalid reasons for job separation, although they had paid EI premiums. Of these individuals, some quit their jobs to go to school while others quit for other reasons. This number is likely underestimated in EICS 2021 as it represented 12.0% to 15.8% of the unemployed population in past EICS 2017 to 2019. The underestimation is partly due to the method used in the EICS 2021 to classify unemployed individuals who received either the Canada Emergency Response Benefit (CERB) or the Canada Recovery Benefits (CRB) into the different categories (consult the box on Employment Insurance Coverage Survey (EICS) 2021: methodological considerations). The remaining 932,300 unemployed individuals (69.4% of total unemployed) had paid EI premiums and had a valid reason for job separation. However, some of them (2.9% of total unemployed) did not accumulate enough hours of insurable employment during their qualifying period. The rest (66.6% of total unemployed) had enough hours of insurable employment during their qualifying period and were eligible for EI regular benefits, as they had met all three eligibility criteria of the EI program.

While the majority of the unemployed population eligible for EI regular benefits with enough hours of insurable employment had received EI regular benefits at the time they were surveyed in 2021, 254,200 (19.0% of total unemployed) were not receiving them even though they were eligible (consult Chart 6). This was due to one of the following reasons:

- their benefits were temporarily interrupted or they were waiting to receive benefits
- they did not claim or receive benefits for unknown reasons
- they had exhausted benefits in the past 12 months, or
- they were receiving non-regular EI benefits

Chart 6 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2021**

(U) Total Unemployed: 1,343,100* (100%)



Note: Data may not add up to the total due to rounding.

** Estimates for the year are based on monthly averages.

* The total unemployed population in Chart 6 is underestimated by 27,400. Consult the text box “Employment Insurance Coverage Survey 2021: methodological considerations” for details.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2021.

Employment Insurance Coverage Survey (EICS) 2021: methodological considerations

The total unemployed population released in Chart 6 is underestimated by 27,400 because the classification method used in the EICS could not assign them to any of the four categories A to D. These unemployed individuals did not receive EI regular benefits. Instead, they received either the Canada Emergency Response Benefit (CERB) or the Canada Recovery Benefits (CRB). They paid EI premiums and they would have had enough hours of insurable employment to be eligible for EI regular benefits. Therefore, they would not have been in categories A or C. Conversely, they would likely have had invalid reasons for job separation. As a result, the unemployment category B “EI premium-paying unemployed individuals with invalid reasons for job separation” is likely underestimated.

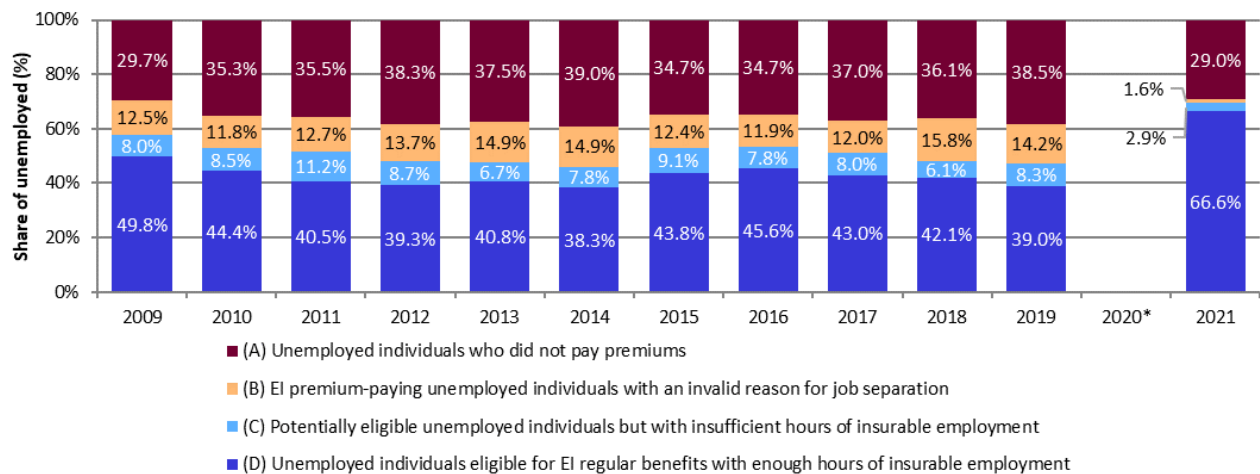
If the 27,400 unemployed individuals were included, the number of those with invalid reasons for job separation (category B) would have been slightly higher in 2021, but would have remained lower than previous years.

In EICS 2021, the threshold for the number of hours of insurable employment required to be eligible for EI regular benefits was set to 420 hours for the entire year even for claims established before September 26, 2021. As a result of the classification method used in the EICS, some individuals that would be eligible with enough hours of insurable employment but didn't claim (D3 in Chart 6) ended up as ineligible unemployed individual with insufficient hours (C1 in Chart 6).

Chart 7 shows how the breakdown of the unemployed population according to their eligibility for EI regular benefits in 2021 changed noticeably compared to previous years' breakdowns.

The most striking change is the share of unemployed individuals who meet all three eligibility criteria for EI regular benefits; it increased from 39.0% in 2019 to 66.6% in 2021. This could mainly be explained by the lower number of hours of insurable employment required to qualify for regular benefits due to the EI temporary measures (consult [Section 2.1](#)) that aimed to ease access to EI regular benefits in face of the COVID-19 pandemic. In addition, over the pandemic period, subsequent closures and reopenings of businesses accompanying the waves of COVID-19 cases allowed unemployed workers to accumulate hours of insurable employment between unemployment spells. This also leads to a decrease in unemployed individuals who did not work in the previous 12 months or never worked. As a result, the share of unemployed individuals who did not pay premiums decreased from 38.5% in 2019 to 29.0% in 2021. Due to the same reasons, the share of unemployed individuals with insufficient hours of insurable employment shrank significantly from 8.3% in 2019 to 2.9% in 2021.

Chart 7 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2009 to 2021**



** Estimates for the year are based on monthly averages.

* Due to the COVID-19 pandemic, the collection of EI regular benefits was suspended in the EICS 2020.

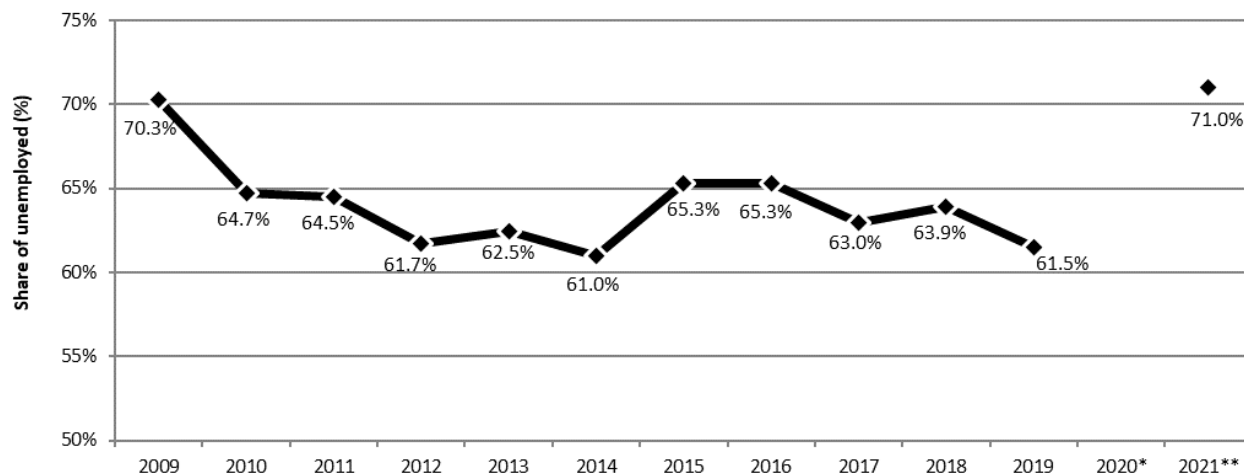
Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2021.

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. Thus, the coverage rate 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. In 2021, the coverage rate was 71.0%, 9.5 percentage points higher than what was observed in 2019 (61.5%).²⁷

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. For example, the coverage rates in the past decade peaked in 2009, corresponding to the FY0809 recession, and in 2015 and 2016, during the downturn in commodity prices. The higher coverage rate observed in 2021 can be partially explained by the increase of unemployed EI contributors following the COVID-19 pandemic and economic impacts from subsequent public measures (consult Chart 8).

Chart 8 – Coverage rate of Employment Insurance regular benefits for the unemployed population, Canada, 2009 to 2021



* Due to the COVID-19 pandemic, the collection of EI regular benefits was suspended in the EICS 2020.

** In the EICS 2021, the total unemployed population is underestimated by 27,400. This probably affects the results on the coverage rate. Consult the box "Employment Insurance Coverage Survey (EICS) 2021: methodological considerations" for details.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2009 to 2021.

Table 13 outlines the coverage rates of EI regular benefits in 2021 by province, gender, age, and previous work patterns. Among all provinces, Prince Edward Island had the highest coverage rate in 2021. Similarly, Ontario had the lowest coverage rate among all provinces in 2021. Consistent to the historical pattern, the Atlantic provinces have higher coverage rates than the rest of the country. This

²⁷ The coverage rate released in the EI Monitoring and Assessment Report for FY2021 relied on Labour Force Survey data and only covered the second half of FY2021. Consequently, the coverage rate for 2021 based on EICS data is compared with the 2019 rate which was also based on EICS data.

may be explained by the composition of unemployed individuals, such as the prevalence of the seasonal employment pattern in that region.²⁸

Table 13 – Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, age, and previous work patterns, Canada, 2019 and 2021

Province	2019	2021
Newfoundland and Labrador	77.7%	78.9%
Prince Edward Island	81.8%	94.2%
Nova Scotia	73.7%	83.9%
New Brunswick	76.1%	86.5%
Quebec	63.9%	76.5%
Ontario	57.9%	63.8%
Manitoba	59.5%	73.8%
Saskatchewan	58.0%	76.6%
Alberta	61.6%	74.8%
British Columbia	58.5%	72.0%
Gender		
Men	62.8%	71.6%
Women	59.9%	70.1%
Age category		
24 years old and under	57.9%	54.9%
25 to 44 years old	59.4%	73.2%
45 years old and over	65.6%	75.9%
Previous work pattern*		
Permanent	67.6%	82.1%
Full-time	66.1%	82.7%
Part-time	72.7%	82.6%
Non-permanent	79.4%	83.2%
Seasonal**	88.2%	88.1%
Other non-standard***	72.8%	80.3%
Canada	61.5%	71.0%

* The coverage rates of unemployed individuals for most of the work pattern categories are higher than the national average. This can be explained by the 0% coverage rate of unemployed individuals for whom a previous work pattern is not applicable because they never worked before. The national average is lower because these individuals are included.

** Seasonal employment is temporary work that is expected to last only until the end of a 'season' — the period for which services are in demand.

*** Other non-standard refers to non-permanent paid jobs that were either temporary, term, contractual, casual or other non-permanent (but not seasonal) employment. This excludes unemployed individuals who were self-employed.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2019 and 2021.

The coverage rate for men was slightly higher than that for women in 2021. The lower coverage rate for women can be explained by the fact that unemployed women are less likely to have recent insurable employment compared to unemployed men.²⁹ The coverage rate of younger unemployed individuals was still the lowest and the coverage rate for those aged 45 years and older remained the highest in 2021.

When the unemployed population is categorized by their previous work patterns, it can be seen that unemployed individuals with previous non-permanent jobs had higher coverage rates than those who had permanent jobs. This can be explained by the high coverage rate of unemployed individuals who worked in non-permanent seasonal jobs. As these individuals work for few weeks or months on a cyclical pattern over a year, they are more likely to have paid EI premiums in the previous 52 weeks than those who were in permanent jobs and might be unemployed for more than a year. Among unemployed

²⁸ Consult the text box "Seasonal workers in the Labour Force Survey" in [subsection 2.2.5](#).

²⁹ Based on EICS 2021, the share of women who had no recent work (last year or never) among those unemployed who have not paid EI premiums in the previous 52 weeks stood at 92.7%, compared to 82.2% among men.

individuals who previously held permanent jobs, the coverage rate in 2021 for those who had part-time jobs was the same as the one for those who had full-time jobs. This probably can be explained by the subsequent closures and reopenings of businesses that had reduced in the same way the share of individuals who did not pay EI premiums among the unemployed individuals with previous permanent full-time or part-time jobs. Among unemployed individuals who previously were in non-permanent employment, those who had seasonal work had a significantly higher coverage rate in 2021 compared to those who had non-seasonal non-standard work.

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 separations with sufficient hours of insurable employment among those who meet the other two eligibility criteria. This relies on Records of Employment (ROE)³⁰ data for FY2122.

The eligibility rate is calculated, in FY2122, as the share of job separations that had enough hours of insurable employment from combined ROEs issued in the previous 52 weeks from the last week worked to qualify for EI regular benefits among all job separations. The calculation takes into account the different EI temporary measures prevailing during the FY2122 period regarding the treatment of reasons for separation (consult [Section 2.1](#)).

The eligibility rates based on the ROE data for FY2122 differ from those published in Monitoring and Assessment Reports (MAR) prior to FY2021. Consequently, the results in this subsection are not comparable to results published in those previous MARs. The MAR for FY2021 also used the ROE data to calculate eligibility rates. However, the methodology for FY2122 was improved from the one used in last year's report. Therefore, results for FY2122 are not totally comparable with those for FY2021.³¹

As the eligibility criteria changed during the course of FY2122 (for example, 120 hours for claims established between April 1, 2021 and September 25, 2021; while 420 hours for claims established between September 26, 2021 and March 31, 2022) eligibility rates were reported separately for these two periods of FY2122.

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 EI Monitoring and Assessment Reports (MAR) prior to FY2021 were 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 in 2020 introduced in response to COVID-19, the EICS 2020 did not collect any information on EI regular benefits. Consequently, ROE-based eligibility rates were published in the MAR FY2021 as an alternative. In FY2122, the eligibility criteria to qualify for EI regular benefits changed during the fiscal year. The EICS 2021 did not fully adapt to the criteria changes. Therefore, to better account for the different criteria and periods, ROE-based eligibility rates are published in this year's MAR.

Table 14 – Employment Insurance regular benefits eligibility rates by province, gender and age, Canada, first and second half of FY2122

Province	Job separations during the first half of FY2122	Job separations during the second half of FY2122
Newfoundland and Labrador	93.1%	95.4%
Prince Edward Island	96.7%	93.8%
Nova Scotia	95.8%	93.0%
New Brunswick	97.3%	95.2%
Quebec	95.2%	89.5%
Ontario	93.4%	87.5%
Manitoba	94.3%	88.6%
Saskatchewan	95.9%	90.6%
Alberta	95.9%	91.0%
British Columbia	95.6%	88.8%
Gender		
Men	95.2%	91.8%
Women	94.0%	85.4%
Age category		
24 years old and under	92.7%	78.0%
25 to 44 years old	96.0%	91.3%
45 to 54 years old	96.2%	92.6%
55 years and over	92.7%	91.4%
Canada	94.6%	89.1%

Source: Records of Employment (ROE) data (for information on hours of insurable employment in the qualifying period for job separation), and Social Insurance Registry (for information on gender and age of job separators). ROE data was as of August 2022 and based on a 100% sample.

As outlined in Table 14, the national eligibility rate was 94.6% during the first half of FY2122, and 89.1% during the second half of FY2122. These eligibility rates are relatively high which could be explained by the lower number of hours of insurable employment required to qualify for EI regular benefits in FY2122, as well as the measures simplifying the treatment of reasons for separation that were in place during the period. Job separations in Ontario and Manitoba had slightly lower eligibility rates over the whole FY2122 compared to the national average. Among the other provinces, those in the Atlantic region and the Western region had higher eligibility rates.

In FY2122, men continued to have job separations that were more likely to be eligible than women. Job separations of youth aged 24 years and under continued to have the lowest eligibility rate, notably during the second half of FY2122. This is probably because they are less likely to accumulate enough hours of insurable employment.

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.³² 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.³³ 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 2.1.2](#) 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 2.1.2](#) 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 2.1](#), in response to the COVID-19 pandemic, different sets of EI temporary measures were introduced. Under the first set of EI temporary measures, new EI claims established between September 27, 2020 and September 25, 2021 received a minimum benefit rate of \$500 per week, up to the maximum weekly benefit rate. In addition, the number of best weeks of earnings used in the calculation of their weekly benefit rate was set to 14 weeks.³⁴ 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.

New claims established between September 26, 2021 and September 24, 2022 were under the second set of EI temporary measures. These claims were subject to the original VBW provision. Furthermore, claims established between September 26, 2021 and November 20, 2021 received a minimum benefit rate of \$300 per week. If a claimant's benefit rate based on the VBW calculation was higher than the minimum \$300, their benefit rate was set to that amount up to the maximum weekly benefit rate.

Due to the changes to benefit calculations, statistics on the average weekly benefit rate discussed in the subsection are presented for three distinct periods:

- the first half of FY2122 (from April 1, 2021 to September 25, 2021)
 - minimum benefit rate of \$500 per week, up to the maximum weekly benefit rate
 - weekly benefit rate based on the best 14 weeks of earnings
- the two-month period in fall 2021 (from September 26, 2021 to November 20, 2021)
 - minimum benefit rate of \$300 per week, up to the maximum weekly benefit rate
 - weekly benefit rate based on the Variable Best Weeks provision

³² In effect since April 7, 2013.

³³ The maximum weekly benefit rate is 55% of the maximum yearly insurable earnings divided by 52. The maximum yearly insurable earnings amount was \$56,300 in 2021 and \$60,300 in 2022. Consequently, the maximum weekly benefit rate was \$595 in 2021 and \$638 in 2022.

³⁴ The number of best weeks of earnings was set to 14 weeks because, during the first set of EI temporary measures, there was a minimum unemployment rate set at 13.1% in all EI economic regions.

- the last four months of FY2122 (from November 21, 2021 to March 31, 2022)
 - weekly benefit rate based on the Variable Best Weeks provision

Table 15 outlines the average weekly benefit rate for EI regular benefits, by province or territory, gender, age group, and claimant category, for the three distinct periods of FY2122. For regular claims established in the first half of FY2122, the average weekly regular benefit rate was \$547. It decreased to \$500 for claims established during the two-month period in fall 2021, while it was \$511 for claims established during the last four months of FY2122.

As expected, the average weekly regular benefit rate was higher during the first half of FY2122 due to the minimum benefit rate of \$500 per week in place during that time. The weekly regular benefit rate was \$11 lower on average, for claims established between September 2021 and November 2021 than those established during the last four months of FY2122. This was the case even with the minimum benefit rate of \$300 per week introduced in the two-month period in fall 2021. This could be explained by the composition of claims established during that period. A higher proportion of those claims were established by claimants aged 55 years and over and by frequent claimants. These claimants tended to have lower weekly regular benefit rate on average.

Table 15 – Average weekly benefit rate for Employment Insurance regular benefits by province or territory, gender, age and claimant category*, Canada, second half of FY2021 and three periods of FY2122

Province or territory	Second half of FY2021	First half of FY2122	Two-month period in fall 2021	Last four months of FY2122
Newfoundland and Labrador	\$536	\$535	\$496	\$493
Prince Edward Island	\$528	\$530	\$488	\$488
Nova Scotia	\$530	\$530	\$492	\$473
New Brunswick	\$531	\$528	\$496	\$494
Quebec	\$534	\$546	\$490	\$511
Ontario	\$532	\$552	\$497	\$509
Manitoba	\$529	\$535	\$495	\$495
Saskatchewan	\$540	\$542	\$520	\$532
Alberta	\$542	\$554	\$533	\$549
British Columbia	\$535	\$552	\$506	\$523
Yukon	\$549	\$565	\$558	\$530
Northwest Territories	\$557	\$568	\$555	\$575
Nunavut	\$550	\$557	\$543	\$567
Gender				
Men	\$544	\$555	\$524	\$540
Women	\$522	\$541	\$459	\$453
Age category				
24 years old and under	\$514	\$519	\$454	\$443
25 to 44 years old	\$539	\$553	\$512	\$527
45 to 54 years old	\$541	\$555	\$514	\$530
55 years old and over	\$534	\$548	\$493	\$498
EI claimant category				
Long-tenured workers	\$547	\$566	\$543	\$564
Occasional claimants	\$526	\$538	\$475	\$483
Frequent claimants	\$547	\$550	\$516	\$530
Canada	\$534	\$547	\$500	\$511

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.

In line with trends observed over the past several fiscal years, claimants from the territories received, on average, the highest weekly regular benefit rate in the country over the whole FY2122. Conversely, claimants from Atlantic Canada received the lowest weekly regular benefit rate (consult Table 15).

In terms of gender, overall, men had higher average weekly benefit rates than women. However, the gap widened when the second set of EI temporary measures was in place. During the first half of FY2122, the gap between men and women was of \$15 on average. It increased to \$65 during the two-month period in fall 2021, and \$87 during the last four months of FY2122. The presence of a \$500 weekly minimum benefit rate during the first half of FY2122 may have explained in part the smaller gap between men and women observed during this period.

In terms of age groups, claimants aged 45 to 54 years had the highest average weekly regular benefit rate in FY2122, while those aged 24 years and under received the lowest average weekly regular benefit rate. The average weekly benefit rate decreased for all groups when the second set of EI temporary measures was introduced. Claimants aged 24 years and under saw the largest decrease (-\$65) between the first half of FY2122 and the two-month period in fall 2021, followed by claimants aged 55 and over (-\$55).

The average weekly regular benefit rate was the highest for long-tenured workers in all three periods of FY2122, while the lowest was for occasional claimants. Of the three claimant categories, occasional claimants also had the largest decrease (-\$62) in their average weekly regular benefit rate between the first half of FY2122 and the two-month period in fall 2021.

As outlined in Table 16, 45.3% of all claims established for EI regular benefits in FY2122 received the maximum weekly benefit rate. The overall proportions were relatively constant over the three periods. In terms of gender, the share of claims established by men that received the maximum weekly benefit rate was significantly higher (56.3%) than for those established by women (30.1%). This is partly attributable to the fact that a higher proportion of women work in part-time jobs than men, leading to lower average weekly insurable earnings for them.

Table 16 – Share of claims receiving the maximum weekly regular benefit rate by province or territory, gender, age and claimant category *, Canada, second half of FY2021 and FY2122

Province or territory	Second half of FY2021	First half of FY2122	Two-month period in fall 2021	Last four months of FY2122	Total FY2122
Newfoundland and Labrador	41.2%	31.8%	40.6%	44.1%	40.2%
Prince Edward Island	29.6%	25.4%	36.3%	29.1%	30.5%
Nova Scotia	33.9%	26.0%	42.3%	34.5%	33.4%
New Brunswick	32.7%	23.2%	40.7%	34.8%	33.7%
Quebec	39.1%	40.2%	38.0%	50.4%	45.5%
Ontario	35.1%	46.8%	44.1%	45.9%	46.1%
Manitoba	32.3%	29.9%	42.4%	41.6%	37.0%
Saskatchewan	46.8%	37.2%	55.1%	53.4%	47.6%
Alberta	50.7%	50.4%	62.4%	63.0%	57.4%
British Columbia	40.0%	46.2%	46.7%	50.1%	47.7%
Yukon	59.7%	63.6%	77.3%	60.9%	68.3%
Northwest Territories	71.7%	68.3%	74.5%	69.8%	70.6%
Nunavut	59.5%	54.4%	66.7%	75.9%	62.1%
Gender					
Men	52.0%	52.4%	54.5%	58.9%	56.3%
Women	22.5%	34.4%	27.2%	25.7%	30.1%
Age category					
24 years old and under	14.5%	15.6%	27.0%	26.6%	22.0%
25 to 44 years old	44.0%	47.1%	49.0%	53.4%	50.3%
45 to 54 years old	46.8%	49.1%	50.0%	53.4%	51.2%
55 years old and over	39.5%	44.1%	41.4%	43.6%	43.2%
EI claimant category					
Long-tenured workers	55.4%	61.6%	63.5%	66.0%	63.6%
Occasional claimants	28.3%	32.6%	35.7%	38.6%	35.7%
Frequent claimants	55.4%	46.4%	48.6%	54.5%	51.9%
Canada	38.8%	42.4%	44.5%	48.0%	45.3%

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

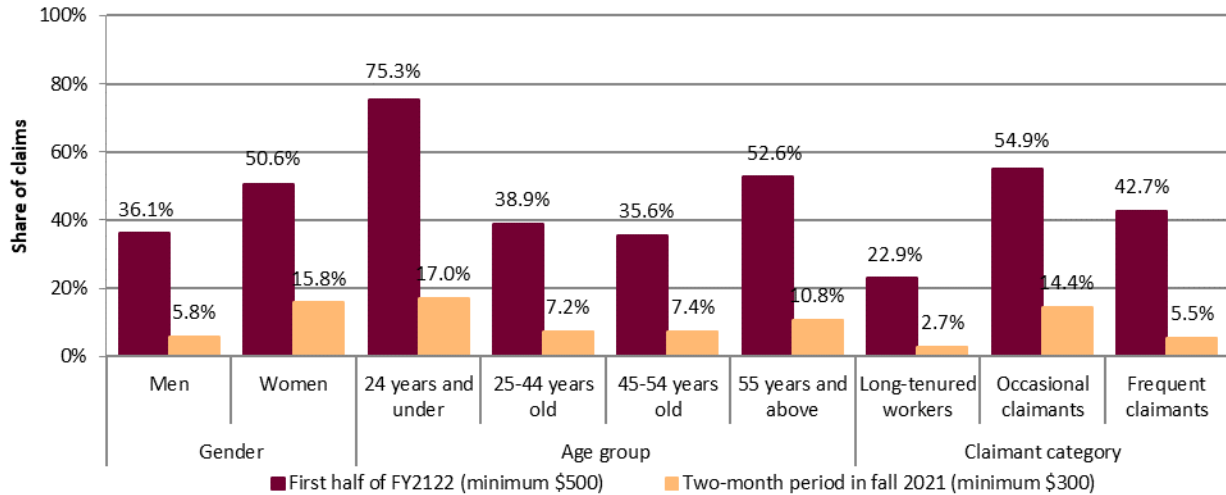
* Consult [Annex 2.1](#) for definitions claimant categories referenced in this table.

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

In terms of age groups, claimants aged between 45 and 54 years had the highest share of claims receiving the maximum weekly regular benefit rate (51.2%) in FY2122, while claimants aged 24 years and under had the lowest share (22.0%). In terms of claimant category, long-tenured workers had the highest share of claims receiving the maximum weekly benefit rate (63.6%) in FY2122, while occasional claimants had the lowest (35.7%).

In the first half of FY2122, 44.2% of claims established received the minimum weekly benefit rate of \$500. A higher share of women, claimants aged 24 years and under and occasional claimants were receiving the minimum weekly benefit rate of \$500 compared to the other groups of their respective category. The proportion of claims established during the two-month period in fall 2021 that received the minimum weekly benefit rate of \$300 was 9.4%. A higher share of women, claimants aged 24 years and under and occasional claimants were also receiving the minimum weekly benefit rate of \$300 during that period (consult Chart 9). There was no minimum weekly benefit rate in place during the last four months of FY2122.

Chart 9 – Share of claims for Employment Insurance regular benefits receiving the minimum weekly benefit rate of \$500 or \$300 by gender, age and claimant category *, Canada, first half of FY2122 and two-month period in fall 2021



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 chart.

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

Effect of the temporary minimum \$500 weekly benefit rate on claim duration

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 different EI temporary measures, the government put in place a minimum benefit rate of \$500 per week* for claims established between September 27, 2020 and September 25, 2021.

A recent departmental study** examined the effect of ending the temporary minimum EI weekly benefit rate of \$500 on the share of EI regular benefits used and the probability of exhausting EI regular benefits. The study isolated the impact of the minimum weekly benefit rate from the other temporary measures, notably the temporary measure providing a maximum of 50 weeks of EI regular benefits. The study compared the claims established one week before the end of the measure (week of September 19, 2021) to those established in the week following the end of the measure (week of September 26, 2021).

In terms of exhausting their EI regular benefits, the study showed that individuals benefitting from the minimum \$500 weekly benefit rate who claimed one week before the end of the temporary measure exhausted their benefits to a lesser extent (44.1%) than those who had a weekly benefit rate of \$500 or lower and claimed one week after the end of the measure (65.3%). A regression analysis confirmed that after controlling for various factors, individuals who claimed the week before the end of the temporary measure (and benefitted from the minimum \$500 weekly benefit rate) used a relatively lower share of their entitlement compared to those who claimed the week after the end of the measure.

In terms of duration of benefits, two methodologies also controlling for the effect of the 50 weeks of entitlement of regular benefits were used. One indicated that the \$500 minimum weekly benefit rate could have led to a maximum additional usage of 4.9 weeks of benefits. The other one compared claimants who would have been entitled to a weekly benefit rate of \$500 or lower without the temporary measure and those who were entitled to more than \$500 per week after the end of the measure. It was found that claimants who were entitled to \$300 or less per week were the most impacted by the end of the temporary measure. Their share of entitlement used was reduced by 4.2 percentage points compared to those entitled to more than \$500 per week. This represents 2.1 fewer weeks of benefits.

* The minimum weekly benefit rate was less applicable taxes, up to the maximum weekly benefit rate. The minimum was \$300 per week for extended parental benefits.

** ESDC, The End of EI Flexibility's Minimum Benefit Rate (Ottawa: ESDC, Evaluation Directorate, 2023).

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 completed³⁵ 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 regular claim are entitled to a maximum number of weeks of EI regular benefits they may receive, known as their entitlement. In FY2122, due to the different sets of EI temporary measures, the maximum number of weeks entitled to beneficiaries varied during the reporting year depending on when their claim was established.

The maximum number of weeks for claims established between September 27, 2020 and September 25, 2021 was set at 50 weeks as part of the first set of EI temporary measures. For claims established between September 26, 2021 and September 24, 2022, under the second set of EI temporary measures, the maximum entitlement ranged between 14 and 45 weeks. This is the same as the EI original rules before the pandemic (consult [Section 2.1](#)). The maximum entitlement is thus determined by the number of hours of insurable employment accumulated by claimants during their qualifying period³⁶ and the effective unemployment rate in the claimant's EI economic region at the time the claim is established.³⁷

The EI program is designed to respond automatically to changes in economic conditions that affect local labour markets. The number of hours of insurable employment needed to qualify for EI regular benefits and the maximum number of weeks payable vary depending on the monthly unemployment rate in the EI economic region in which the individual lives. When a region's unemployment rate changes, the entrance requirement and the maximum duration of benefits adjusts in response. Therefore, the number of weeks of EI benefits provided to claimants adjusts to the changing needs of unemployed individuals in different regions and communities with different labour market conditions.

The number of weeks of benefits that an EI claimant actually receives during a claim (defined as the actual duration of a claim) is usually lower than the maximum entitlement. This is usually due to circumstances such as the claimant has found work and is no longer unemployed, the claimant has switched to EI special benefits, or the claimant became unavailable to work.³⁸

Claims established under the first set of EI temporary measures

Claims that were established between September 27, 2020 and September 25, 2021 and were completed in FY2122 had a maximum entitlement of 50 weeks and an average actual duration of 30.1 weeks. As outlined in Table 17, the average actual duration of EI regular benefits completed in FY2122 were affected by regional labour markets and labour force characteristics, leading to variations across provinces and territories.

³⁵ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³⁶ 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.

³⁷ The number of weeks of entitlement does not change even if the claimant moves to another region after the benefit period begins.

³⁸ To continue receiving EI regular benefits, claimants need to show that they are ready, willing and capable of working each day.

Table 17 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits established under the first set of EI temporary measures, by province or territory, gender, age and claimant category, Canada, FY2122

Province or territory	Claims established between September 27, 2020 and September 25, 2021	
	Average maximum entitlement (weeks)	Average actual duration (weeks) ^P
Newfoundland and Labrador	50.0	33.7
Prince Edward Island	50.0	28.2
Nova Scotia	50.0	31.1
New Brunswick	50.0	29.8
Quebec	50.0	26.7
Ontario	50.0	31.1
Manitoba	50.0	30.3
Saskatchewan	50.0	31.6
Alberta	50.0	31.7
British Columbia	50.0	31.8
Yukon	50.0	32.8
Northwest Territories	50.0	36.8
Nunavut	50.0	36.9
Gender		
Men	50.0	29.7
Women	50.0	30.7
Age category		
24 years old and under	50.0	26.7
25 to 44 years old	50.0	28.9
45 to 54 years old	50.0	30.4
55 years old and over	50.0	34.1
EI claimant category*		
Long-tenured workers	50.0	28.9
Occasional claimants	50.0	30.8
Frequent claimants	50.0	29.0
Canada	50.0	30.1

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.

For EI regular claims established between September 27, 2020 and September 25, 2021 and completed in FY2122, those in Nunavut and Northwest Territories had the highest average actual duration (36.9 weeks and 36.8 weeks, respectively). In comparison, Quebec (26.7 weeks) posted the lowest average actual duration.

By gender, the average actual duration of claims completed for women was slightly higher than for men (30.7 weeks and 29.7 weeks, respectively). In terms of age groups, older claimants were more likely to have higher average actual duration than younger claimants (consult Table 17). Furthermore, with regard to claimant categories, on average, occasional claimants received slightly more weeks than frequent claimants and long-tenured workers.

In terms of industry breakdown, EI regular claims completed by claimants from Accommodation and food services (35.8 weeks), Real estate, rental and leasing (35.2 weeks), and Finance and insurance (35.0 weeks) reported, on average, higher actual durations. Conversely, claims established by claimants from the Educational services sector had the lowest average actual duration (19.0 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](#)).

Overall, regardless of the fiscal year in which they were completed, the average duration of EI regular claims established under the first set of EI temporary measures was 27.0 weeks.

Claims established under the second set of EI temporary measures

For claims established on or after September 26, 2021 and completed in the reporting year, they had an average maximum entitlement of 26.0 weeks, and an average duration of 9.1 weeks (consult Table 18). These results are most likely underestimated. Out of the 932,500 claims established during this period, a low proportion (approximately 277,300 or 29.7%) were considered completed on March 31, 2022. Given the short period between the claims' establishment and completion, these claims probably had lower weeks of entitlement and were relatively short. Therefore, the average actual duration of these claims can not be compared to the one of claims established under the first set of EI temporary measures. Statistics based on more claims completed and more mature data will be presented in future Monitoring and Assessment Reports. For these reasons, results on average maximum entitlement and average actual duration of claims established on or after September 26, 2021 and completed in FY2122 are not discussed.

Table 18 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits established under the second set of EI temporary measures, by province or territory, gender, age and claimant category, Canada, FY2122

Province or territory	Claims established on or after September 26, 2021 (second half of FY2122)	
	Average maximum entitlement (weeks) ^P	Average actual duration (weeks) ^P
Newfoundland and Labrador	32.7	9.3
Prince Edward Island	30.6	11.4
Nova Scotia	28.9	11.0
New Brunswick	28.6	9.8
Quebec	24.2	8.7
Ontario	26.5	8.3
Manitoba	25.0	10.8
Saskatchewan	28.3	11.0
Alberta	30.1	10.1
British Columbia	25.1	10.1
Yukon	19.2	15.3
Northwest Territories	19.1	12.8
Nunavut	32.0	5.6
Gender		
Men	27.2	9.1
Women	23.9	9.1
Age category		
24 years old and under	23.8	8.3
25 to 44 years old	27.2	8.5
45 to 54 years old	27.2	9.1
55 years old and over	24.1	11.0
EI claimant category[*]		
Long-tenured workers	31.7	6.6
Occasional claimants	24.4	9.0
Frequent claimants	24.6	13.2
Canada	26.0	9.1

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.

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 are more likely to find employment following a job separation or 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 and lower regional unemployment rates 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.

Claims established under the first set of EI temporary measures

All claims for EI regular benefits established between September 27, 2020 and September 25, 2021 and completed in FY2122 had a maximum entitlement of 50 weeks. The average proportion of EI regular benefit weeks used by those claims was 60.3% (consult Table 19). The highest levels occurred in Nunavut (73.8%) and Northwest Territories (73.6 %). Quebec, Prince Edward Island and New Brunswick were the only regions that registered a proportion of EI regular benefits used below the national level of 60.3%.

From a gender perspective, women used slightly more of their entitlement of 50 weeks of EI regular benefits compared to men (61.3% and 59.3%, respectively). Furthermore, the average proportion of regular benefit entitlement used increased with age—with older claimants (aged 55 and over) using the highest proportions (68.2%) and younger claimants (aged 24 years or less) using the lowest proportion (53.5%). This is due, in part, to the fact that it takes more time for older unemployed workers to find a new job, on average, than it does for unemployed workers of other age groups.

Table 19 – Proportion of Employment Insurance regular benefits’ weeks used by province or territory, gender, age, claimant category and working while on claim status, Canada, FY2122

Province or territory	Proportion of weeks of Employment Insurance regular benefits used (%)	
	Claims established between September 27, 2020 and September 25, 2021 ^P	Claims established on or after September 26 2021 (second half of FY2122) ^P
Newfoundland and Labrador	67.5%	38.5%
Prince Edward Island	56.3%	44.9%
Nova Scotia	62.3%	47.0%
New Brunswick	59.6%	43.0%
Quebec	53.3%	44.3%
Ontario	62.1%	37.9%
Manitoba	60.7%	53.9%
Saskatchewan	63.3%	48.1%
Alberta	63.4%	40.7%
British Columbia	63.6%	49.6%
Yukon	65.6%	85.3%
Northwest Territories	73.6%	77.0%
Nunavut	73.8%	18.3%
Gender		
Men	59.3%	41.9%
Women	61.3%	45.1%
Age category		
24 years old and under	53.5%	40.4%
25 to 44 years old	57.8%	38.5%
45 to 54 years old	60.8%	41.7%
55 years old and over	68.2%	55.8%
EI claimant category*		
Long-tenured workers	57.9%	25.1%
Occasional claimants	61.7%	44.3%
Frequent claimants	57.9%	63.4%
Working while on claims status		
Not working while on claim	68.2%	46.5%
Working while on claim	53.5%	36.1%
Canada	60.3%	43.0%

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.

Long-tenured workers and frequent claimants (57.9% for both) used a lower portion of their EI regular benefit entitlement than occasional claimants (61.7%) did.³⁹ Claimants working while on claim also used a lower portion of their entitlement, as they may have a stronger labour market attachment and may also defer weeks of EI regular benefits. This leads to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim.⁴⁰

Claims established under the second set of EI temporary measures

Claims established on or after September 26, 2021 and completed in FY2122 had a maximum entitlement between 14 and 45 weeks. The average proportion of weeks of EI regular benefits used by those claims was 43.0% (consult Table 19). This result is likely underestimated. As mentioned above, the proportion of claims that were completed was low. In addition, given the short period between the claims’ establishment and completion, these completed claims probably had lower weeks of entitlement and were relatively short. Therefore, the average proportion of regular benefit entitlement used by these claims can not be compared to the one of claims established under the first set of temporary

³⁹ Consult [Annex 2.1](#) for more information on EI claimant categories.

⁴⁰ Consult [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

measures and completed in FY2122. Statistics based on more claims completed and more mature data will be presented in future Monitoring and Assessment Reports. For these reasons, results on the proportion of entitlement used by claims established on or after September 26, 2021 and completed in FY2122 are not discussed.

Table 20 outlines the proportion of entitlement used, sorted by weeks of entitlement and regional unemployment rate⁴¹ for claims completed in FY2122. 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.

Higher proportions of regular benefit weeks used are typically associated with EI economic regions with higher unemployment rates. Regions with higher unemployment rates are often characterized by weaker labour market conditions. Indeed, the proportion of regular benefit weeks used generally increased with the regional unemployment rate. This may also be partly due to a greater share of frequent claimants in EI economic regions with higher unemployment rates, and that these claimants generally used a higher proportion of their regular benefits weeks.

All claims established between September 27, 2020 and September 25, 2021 and completed in FY2122 were entitled 50 weeks of regular benefits and a minimum unemployment rate of 13.1% applied to all regions. Consequently, there are no results by weeks of entitlement and limited results by regional unemployment rate for these claims. They used, on average, 60.3% of their week of entitlement. The difficult economic conditions induced by the COVID-19 pandemic could explain, in part, this high proportion of weeks of entitlement used. As illustrated in Table 20, claims established by claimants who lived in EI economic regions where the unemployment rate was above 13.1% had a higher proportion of their weeks of regular benefits used (75.9%). In comparison, the proportion of weeks used in EI economic regions where the minimum unemployment rate of 13.1% applied was 56.1%.

For claims established on or after September 26, 2021 and completed in FY2122, results on the proportion of entitlement used by the number of weeks of entitlement and regional unemployment rate are provided in Table 20. As mentioned above, the proportion of claims that were completed is low and those claims probably had lower weeks of entitlement and were relatively short. For these reasons, results for those claims are not discussed.

⁴¹ 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.

Table 20 – Proportion of entitlement used by weeks of entitlement for EI regular benefits and regional rate of unemployment, Canada, FY2122

Weeks of entitlement for EI regular benefits	Claims established between September 27, 2020 and September 25, 2021 ^P	Claims established on or after September 26, 2021 (second half of FY2122) ^P
Between 14 and 19 weeks	n/a	69.8%
Between 20 and 24 weeks	n/a	50.2%
Between 25 and 29 weeks	n/a	31.2%
Between 30 and 34 weeks	n/a	21.8%
Between 35 and 39 weeks	n/a	16.2%
Between 40 and 44 weeks	n/a	16.2%
45 weeks	n/a	16.8%
50 weeks	60.3%	n/a
Unemployment rate in the EI economic region		
6.0% or less	n/a	42.4%
Between 6.1% and 8.0%	n/a	42.6%
Between 8.1% and 10.0%	n/a	48.3%
Between 10.1% and 13.0%	n/a	43.3%
13.1%	56.1%	n/a
13.1% or more	75.9%	19.0%
Canada	60.3%	43.0%

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

Seasonal claimants are EI claimants who had 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 year as the current claim.^{42,43} The definition of seasonal claimants is not exclusive of the definitions for other EI claimant categories.⁴⁴

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

As outlined in the definition, claims established by seasonal claimants can include both EI regular and fishing claims. In FY2122, a total of 371,900 claims were established by seasonal claimants. Of those, 342,800 claims (92.2%) were for EI regular benefits and the remaining 29,140 claims (7.8%) were for EI fishing benefits.⁴⁵ The analysis presented in this subsection focuses on seasonal regular claims only.⁴⁶

As mentioned in [Section 2.1](#), a first set of EI temporary measures were in effect for claims established during the first half of FY2122, whereas a modified second set of EI temporary measures were introduced for claims established during the second half of FY2122. As a result, some results are shown separately for the first and second halves of the FY2122 corresponding to the two different sets of EI temporary measures.

The seasonal regular claims' share of all regular claims established in FY2122 was 23.5% for the whole fiscal year. This was higher than the share (12.0%) observed in the second half of FY2021. It was more comparable but still lower than the shares observed in fiscal years before the pandemic. The low share in FY2021 could be attributable to the significantly high number of non-seasonal regular claims established at that time. The share of seasonal regular claims amongst all regular claims established in FY2122 was lower in the first half of the year (11.9%) than in the second half of the year (30.0%). This relates to the distribution of seasonal regular claims that are more prevalent in the third quarter of the fiscal year (consult Chart 11). The total number of regular claims that could be identified as "seasonal" was relatively similar to the levels observed in fiscal years prior to the pandemic, as they had to have a history of claims in the previous five years to meet the definition.

⁴² The "same period of the year" is defined as the eight weeks before and the eight weeks after the current claim's establishment date, for a total window of 17 weeks.

⁴³ Access to additional weeks of EI regular benefits for seasonal claimants in the 13 targeted regions was expanded through Bill C-8 to include claimants whose seasonal claiming pattern was disrupted by the timing of the temporary COVID-19 measures. They represented 1,500 claims in FY2122. However, those claimants do not meet the seasonal definition in FY2122 and so are excluded from the data presented in this subsection.

⁴⁴ Seasonal claimants can also be classified as long-tenured workers, occasional claimants or frequent claimants. Consult [Annex 2.1](#) for the definitions of these EI claimant categories.

⁴⁵ 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, which explains the slight discrepancy between them. Consult [Section 2.4](#) for more information on EI fishing benefits.

⁴⁶ 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.

Table 21 outlines the number of EI seasonal regular claims in FY2122 and their share of total regular claims by province, gender, age and industry. As in the past, the share of seasonal regular claims among total regular claims was higher in Atlantic provinces and Quebec, compared to the Western provinces and the territories. This may be attributed to the composition of industries in Atlantic Canada and Quebec, which contains a large share of goods-producing industries. As shown in Table 21, goods-producing industries have a higher share of EI seasonal regular claims among all regular claims than service-producing industries (33.9% vs 18.3% in FY2122).

Table 21 – Employment Insurance seasonal regular claims by province, gender, age and industry, Canada, second half of FY2021 and FY2122

Region	Seasonal regular claims (number)				Seasonal regular claims as a share of total regular claims (%)	
	Second half of FY2021*	First half of FY2122	Second half of FY2122	Total FY2122	Second half of FY2021*	Total FY2122
Newfoundland and Labrador	24,750	1,770	23,630	25,400	30.4%	39.9%
Prince Edward Island	6,210	560	5,920	6,480	33.0%	39.3%
Nova Scotia	17,190	2,310	15,790	18,100	21.1%	27.1%
New Brunswick	26,070	1,550	24,630	26,180	28.5%	36.1%
Quebec	114,120	17,290	107,530	124,820	17.5%	28.9%
Ontario	60,960	21,780	57,500	79,280	7.2%	18.2%
Manitoba	7,290	3,090	6,900	9,990	9.6%	21.4%
Saskatchewan	7,430	1,670	7,270	8,940	12.3%	22.7%
Alberta	15,870	5,040	15,270	20,310	5.3%	14.7%
British Columbia	16,170	7,480	15,080	22,560	6.3%	15.9%
Territories	690	80	660	740	11.6%	17.5%
Gender						
Men	230,780	13,020	218,160	231,180	16.8%	27.3%
Women	65,970	49,600	62,020	111,620	6.0%	18.3%
Age category						
24 years old and under	7,590	180	6,670	6,850	2.0%	3.9%
25 to 44 years old	118,510	21,000	109,800	130,800	11.4%	20.5%
45 to 54 years old	63,800	19,880	59,580	79,460	14.3%	28.8%
55 years old and over	106,850	21,560	104,130	125,690	17.7%	34.0%
Industry						
Goods-producing industries	169,270	4,770	165,050	169,820	25.4%	33.9%
Services-producing industries	116,380	57,400	109,440	166,880	7.0%	18.3%
Unclassified**	11,100	410	5,690	6,100	8.3%	13.8%
Canada	296,750	62,620	280,180	342,800	12.0%	23.5%

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

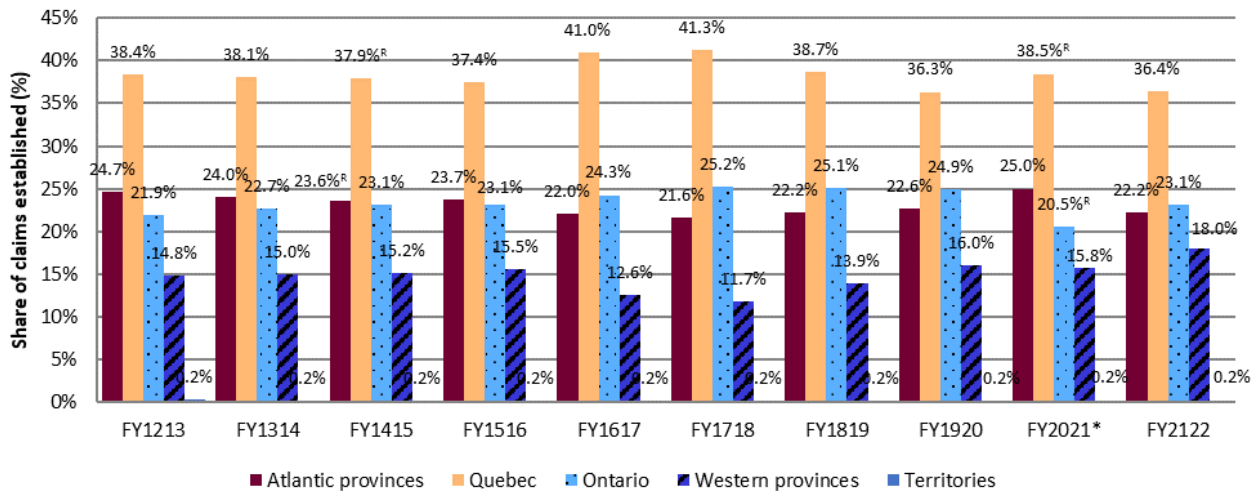
* Since EI regular benefits were not available during the first half of FY2021, the number of claims for FY2021 only includes claims established in the second half of the fiscal year.

**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.

The distribution of seasonal regular claims across regions in FY2122 followed similar patterns to previous fiscal years (consult Chart 10). Of the 342,800 seasonal regular claims established in FY2122, the largest share was established in Quebec (36.4%), followed by claims established in Ontario (23.1%) and the Atlantic provinces (22.2%).

Chart 10 – Distribution of Employment Insurance seasonal regular claims across region, Canada, FY1213 to FY2122



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

* Since EI regular benefits were not available during the first half of FY2021, the number of claims for FY2021 only includes claims established in the second half of the fiscal year.

^R Revised data.

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 22, more than two-thirds (67.4%) of all seasonal regular claims were established by men in FY2122, getting closer to the distribution observed in fiscal years before the pandemic. Men accounted for a larger proportion of seasonal regular claims (77.8%) in FY2021 compared to other fiscal years because EI regular benefits were only available in the second half of the fiscal year.⁴⁷

The age distribution of seasonal regular claimants in FY2122 was similar to previous fiscal years (consult Table 22). Claimants aged between 25 and 44 years established the largest share of seasonal regular claims, followed by those aged 55 and above. The share of seasonal regular claims established by younger claimants (aged 24 years and less) persistently remained low (2.0%) in FY2122. 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*. Consequently, they do not qualify to receive EI benefits. For this reason, younger individuals are less likely to meet the condition to be defined as seasonal claimants.

By sector, the services-producing and goods-producing industries accounted for similar shares of seasonal regular claims (48.7% and 49.5% respectively) established in FY2122.

⁴⁷ Prior to the pandemic, there had been a persistent gender pattern in terms of seasonal regular claims, whereby women were more likely to establish a claim in the first half of the fiscal year, while men were more likely to establish a claim in the second half of the fiscal year.

Table 22 – Distribution of Employment Insurance seasonal regular claims by gender, age and industry, Canada, FY1415 to FY2122

Gender	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021*	FY2122	Change (p.p.) FY1920* to FY2122
Men	62.4%	62.5%	61.1%	61.8%	62.1%	61.9%	77.8%	67.4%	+5.5
Women	37.6%	37.5%	38.9%	38.2%	37.9%	38.1%	22.2%	32.6%	-5.5
Age category									
24 years old and under	2.5%	2.5%	2.1%	2.1%	1.9%	1.9%	2.6%	2.0%	+0.1
25 to 44 years old	36.9%	36.9%	37.5%	37.8%	37.7%	37.2%	39.9%	38.2%	+0.9
45 to 54 years old	28.8%	28.0%	27.1%	25.9%	25.2%	25.0%	21.5%	23.2%	-1.8
55 years old and over	31.8%	32.6%	33.2%	34.2%	35.1%	35.9%	36.0%	36.7%	+0.8
Industry									
Goods-producing industries	43.0%	44.0%	41.8%	43.5%	44.2%	43.8%	57.0%	49.5%	+5.7
Services-producing industries	52.5%	53.9%	54.5%	54.8%	54.7%	54.1%	39.2%	48.7%	-5.4
Unclassified**	4.6%	2.0%	3.7%	1.7%	1.1%	2.0%	3.7%	1.8%	-0.3

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

* Since EI regular benefits were not available during the first half of FY2021, the number of claims for FY2021 only includes claims established in the second half of the fiscal year. For this reason, the distribution in FY1920 was used as the reference year for comparison with FY2122.

** 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.

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 324,000 seasonal workers in Canada* in FY2122, up by 7.8% from the previous year. The seasonal workers represented 2.0% of total employment in FY2122, same as previous fiscal year. Among the total temporary employment,** seasonal workers accounted for 16.2% in FY2122, down slightly from FY2021. In Atlantic provinces, seasonal workers accounted for 4.0% of total employment, slightly lower than the previous year (4.5%). In comparison, seasonal workers accounted for 1.8% of total employment in the Western provinces in FY2122. Compared to the previous fiscal year, Quebec had the largest increase in seasonal employment (+26.2%) in FY2122, whereas the largest decrease was observed in New Brunswick (-12.0%), followed by Nova Scotia (-7.5%).

Historically, younger individuals (aged between 15 and 24 years old) are more likely to work in seasonal jobs, attributed to summer employment patterns for students. This remained true in FY2122 as young workers accounted for 44.4% of total seasonal workers. Similar to the pattern observed for EI seasonal regular claims, men are also over-represented in seasonal employment—in FY2122, they accounted for 63.1% of all seasonal employment.

Seasonal employment is largely concentrated in the services-producing sector. In FY2122, more than two thirds (67.4%) of all seasonal jobs were in the services-producing sector. The Information, culture and recreation industry (16.0% of all seasonal jobs) and the Wholesale and retail trade industry

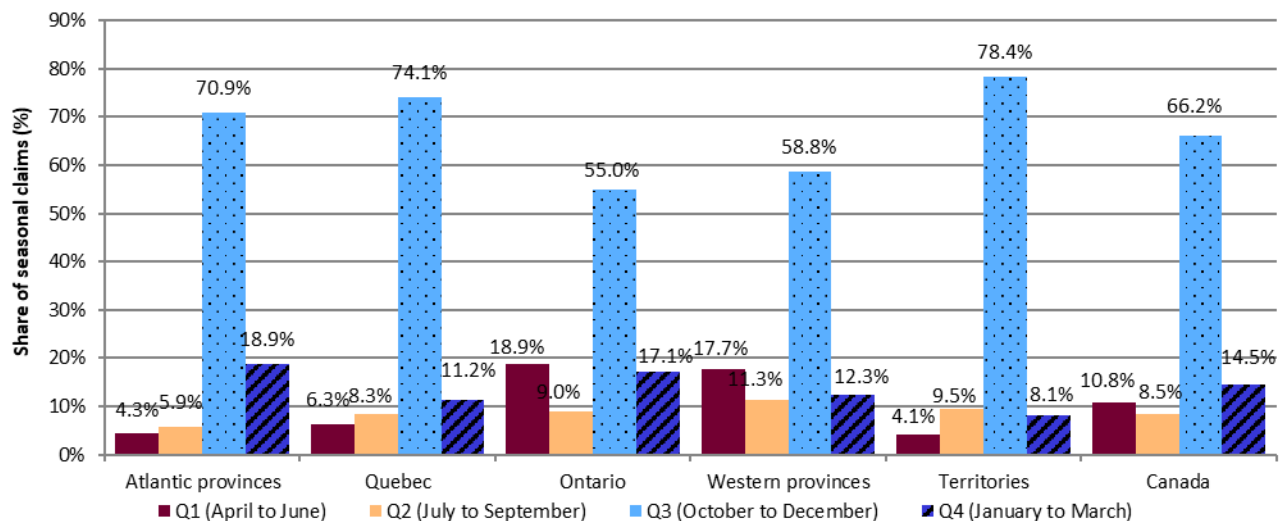
(11.7% of all seasonal jobs) accounted for over a quarter of all seasonal jobs in Canada in FY2122. On the other hand, the Construction industry in the goods-producing sector accounted for nearly one-fifth (16.9%) of all seasonal jobs in FY2122.

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

** Based on the Labour Force Survey, the classification of paid jobs as either permanent or temporary status is based on the intentions of the employer, and characteristics of the job, rather than the intentions of the employee. A temporary job has a predetermined end date, or will end as soon as a specified project is completed. It includes seasonal jobs; temporary, term or contract jobs including work done through a temporary help agency; casual jobs; and other temporary work.

Generally, the number of EI seasonal regular claims established throughout the year varies by quarter. For instance, almost two thirds (66.2%) of all seasonal regular claims established in FY2122 were established in the third quarter (October to December) of the fiscal year (consult Chart 11). This can be attributable to the slowdown in many seasonal industries during that time of year. The dominance of seasonal regular claims in the third quarter was consistently observed in all Canadian regions.

Chart 11 – Distribution of Employment Insurance seasonal regular claims by quarter and region, Canada, FY2122



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.

As outlined in Table 23, seasonal regular claims are more likely to be established in the third quarter of the year by men, by claimants aged below 25 years old, and by claimants in the goods-producing industries. Though claimants in the services-producing industries are also more likely to establish claims in the third quarter of the fiscal year, more than a third of claims within these industries were established in the first two quarters (35.6%). This is likely due to the summer “off-season” in the Educational services industry, reflecting school closures during that period of the year.

Table 23 – Distribution of Employment Insurance seasonal regular claims established quarterly by gender, age and industry, Canada, FY2122

Gender	Distribution of seasonal regular claims by quarter (%)			
	Q1 (April to June)	Q2 (July to September)	Q3 (October to December)	Q4 (January to March)
Men	3.2%	3.3%	76.6%	17.0%
Women	26.6%	19.3%	44.8%	9.3%
Age category				
24 years old and under	1.3%	2.2%	80.0%	16.5%
25 to 44 years old	9.6%	7.2%	69.1%	14.0%
45 to 54 years old	15.1%	10.9%	60.3%	13.7%
55 years old and over	9.9%	8.5%	66.2%	15.3%
Industry				
Goods-producing-industries	1.3%	2.3%	79.4%	17.0%
Services-producing industries	20.7%	14.9%	52.5%	11.8%
Unclassified*	3.4%	5.1%	74.3%	17.2%
Canada	10.8%	8.5%	66.2%	14.5%

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

* 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.

Duration of Employment Insurance regular benefits among seasonal claimants

Claims established under the first set of EI temporary measures

The average maximum entitlement⁴⁸ of seasonal (and also non-seasonal) regular claims established between September 27, 2020 and September 25, 2021 and completed⁴⁹ in FY2122 was 50 weeks. These claims were established under the first set of EI temporary measures when the maximum entitlement was 50 weeks of regular benefits.

The average actual duration⁵⁰ was 23.1 weeks for seasonal regular claims completed in FY2122, compared to 31.2 weeks for non-seasonal regular claims. The average maximum entitlement and the average actual duration of regular benefits are generally shorter for seasonal claimants than for non-seasonal claimants. This reflects the fact that seasonal claimants typically accumulate fewer hours of insurable employment prior to establishing a claim than non-seasonal claimants. Even though both groups had a maximum entitlement of 50 weeks, the average actual duration was still shorter for seasonal claimants compared to non-seasonal claimants (23.1 and 31.2 weeks, respectively). This may be attributed to seasonal claimants returning to their seasonal employment.

Claims established under the second set of EI temporary measures

The average maximum entitlement of seasonal regular claims established on or after September 26, 2021 and completed in FY2122 was 27.8 weeks. In comparison, the average maximum entitlement of non-seasonal regular claims was 25.5 weeks. These claims were established under the second set of EI temporary measures when the maximum entitlement ranged between 14 and 45 weeks.

The average actual duration was 10.7 weeks for seasonal regular claims, while it was 8.6 weeks for non-seasonal regular claims. These results are likely underestimated. As mentioned in [subsection 2.2.4](#), the

⁴⁸ 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. Consult [subsection 2.2.4](#) for more information.

⁴⁹ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

⁵⁰ Consult [Annex 2.1](#) for the definition of average actual duration.

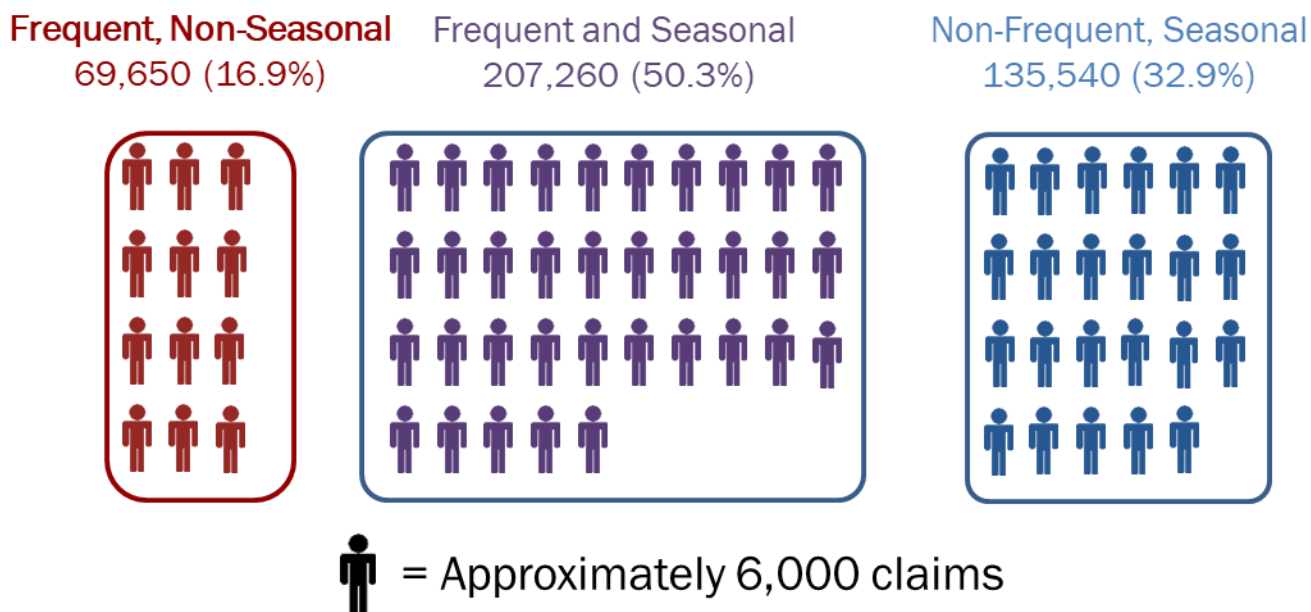
proportion of claims that were completed was low. In addition, given the short period between the claims' establishment and completion, these completed claims probably had lower weeks of entitlement and were relatively short. Therefore, the average duration of these claims can not be compared to the one of claims established under the first set of EI temporary measures. Statistics based on more claims completed and more mature data will be presented in future Monitoring and Assessment Reports.

Overlapping definitions of seasonal and frequent claimants

Frequent EI claimants are defined as 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 frequent and seasonal claimants.⁵¹

In FY2122, there were 276,910 EI regular claims that were established by frequent claimants. Given that 342,800 seasonal regular claims were established during the same period, this suggests that a portion of seasonal regular claimants collect less than 60 weeks of EI regular benefits over the course of five fiscal years. However, a large proportion of frequent claimants can also be considered seasonal (74.8% in FY2122). This is illustrated in Chart 12. In FY2122, the number of claims established by claimants who could be classified as both seasonal and frequent was 207,260, more than 1.5 times more than claims established by seasonal claimants who were non-frequent (135,540).

Chart 12 – Distribution of frequent* or seasonal Employment Insurance regular claims by frequent and seasonal status, Canada, FY2122



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.

As most of the completed claims by seasonal claimants in FY2122 were established between September 27, 2020 and September 25, 2021, the results discussed below focus on those claims. Due to the first set

⁵¹ Consult [Annex 2.1](#) for more information on EI claimant categories.

of EI temporary measures in place during that period, all claims examined were entitled to 50 weeks of regular benefits.

Table 24 compares three characteristics of claims, which are average duration, proportion of weeks of regular benefits used and exhaustion rate in FY2122 among the three groups. In general, frequent claimants use more EI support than non-frequent claimants. Among frequent claimants, non-seasonal claimants received, on average, EI regular benefits for longer duration, used a greater proportion of their regular entitlement weeks and were more likely to exhaust their entitlement than seasonal claimants. Seasonal claimants (frequent and non-frequent) were less likely to exhaust their EI regular benefits compared to frequent non-seasonal claimants. This was likely due to seasonal claimants returning to their seasonal employment.

Table 24 – Characteristics of completed frequent* or seasonal Employment Insurance regular claims established between September 27, 2020 and September 25, 2021, by frequent and seasonal status, Canada, FY2122

Claimant type	Average duration of EI regular benefits (in weeks) ^P	Proportion of weeks of regular benefits used (%) ^P	Exhaustion rate (%) ^P
Frequent, non-seasonal	31.8	63.5%	20.1%
Frequent and seasonal	27.7	55.5%	9.6%
Non-frequent, seasonal	15.4	30.8%	5.0%

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 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.

Support measure providing additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions⁵²

In August 2018, to better support seasonal workers, the government introduced a pilot project (Pilot Project No. 21) in 13 EI economic regions⁵³ of the country. This measure provided up to five additional weeks of regular benefits—to a maximum of 45 weeks—to eligible seasonal claimants who started a benefit period between August 5, 2018 and September 25, 2021. The parameters of the pilot project, including eligible EI regions, were then replicated through amendments to the *Employment Insurance Act*, extending support for seasonal claimants until October 28, 2023. In addition, in 2022 a legislative amendment was introduced to ensure that the timing of the temporary COVID-19 measures would not affect seasonal claimant status.⁵⁴

In FY2122, there were 257,300 claims established by seasonal claimants on or after August 5, 2018 and completed by March 31, 2022 in these 13 EI economic regions that were eligible for additional weeks. Among them, 1,500 claims were not eligible according to the original rules, but became eligible under the legislative amendment. Among the 257,300 eligible claims, a total of 108,300 claims (42.1%) used at

⁵² Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data. Results on duration and exhaustion are preliminary.

⁵³ These selected EI economic regions were: 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).

⁵⁴ In 2022, Bill C-8 introduced a legislative fix to ensure that the timing of COVID-19 benefits does not affect seasonal claimant status. Budget 2022 maintained this fix. As a result, claimants in the 13 targeted regions who establish a claim between September 26, 2021 and October 28, 2023 and do not meet the seasonal criteria, but previously met the criteria of the Pilot Project No. 21 are eligible for up to five additional weeks of regular benefits.

least one additional weeks of EI regular benefits under the support measure for seasonal workers. This includes 80 claims (5.5% out of the 1,500 claims) that became eligible under the legislative amendment. The statistics presented below are based on seasonal claims that used additional weeks of regular benefits.

The largest share of the seasonal claims in the selected 13 regions that used additional weeks was from Central Quebec (18.1%), followed by Restigouche-Albert (14.3%), Newfoundland and Labrador (14.1%), and Lower Saint Lawrence and North Shore (12.8%). Seasonal claims from the combined other nine eligible EI economic regions accounted for two fifths (40.7%) of the total seasonal claims that used additional weeks of EI regular benefits. Almost half (49.6%) of seasonal claims that used additional weeks were established by older claimants aged 55 years and over. Men accounted for almost two-thirds (65.5%) of these claims. Around 1 in 5 (20.7%) of the claims that used 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 out of 10 (9.6%) of the total claims that used additional weeks.

Since the beginning of the support measure for seasonal workers, almost all the claims that used additional weeks of EI regular benefits were entitled to receive the full additional five weeks. Only a few claims were entitled to receive less than the full additional five weeks because otherwise that would have put them over the maximum entitlement limit of 45 weeks.

Almost two thirds of completed claims (65.5%) used the full additional five weeks of EI regular benefits. On average, seasonal claims (including those that become eligible under the legislative amendment) used 4.2 additional weeks of EI regular benefits. Among these, claims eligible under the legislative amendment used 4.8 additional weeks of EI regular benefits. The number of additional weeks used was, on average, identical for men and women, and across different age groups. Claimants who had worked in services-producing industries used, on average, a higher number of additional weeks of benefits than those who had worked in goods-producing industries (4.3 weeks versus 4.1 weeks). On average, claimants who had worked in the Educational services industries used the highest additional weeks of benefits (4.4 weeks).

As of March 31, 2022, an additional \$185.2 million had been paid to eligible seasonal claimants who used additional weeks of EI regular benefits under the support measure for seasonal workers since it was first introduced August 5, 2018 (including \$0.17 million paid under the legislative amendment). On average, each seasonal regular claim using additional weeks received \$1,710 (\$2,111 for claims eligible under the legislative amendment) through the support measure during this period. Claims established by men received almost 1.3 times the additional amount received by women (\$1,856 and \$1,432, on average, respectively). Seasonal claims established by those who had worked in the goods-producing industries received \$1,861 on average. This was 19.4% higher than the average amount received for those established by claimants who had worked in the services-producing industries (\$1,559).

A departmental evaluation of the Pilot Project No. 21⁵⁵ examined to what extent the pilot reduced the incidence and duration of income gaps faced by seasonal claimants in targeted regions. It found that the pilot project reduced the incidence of having a period without income by over 7 percentage points, representing a 38% decrease in the number of seasonal claimants with an income gap. Nevertheless, the pilot project influenced subsequent work patterns of seasonal claimants who were eligible to additional weeks, resulting in employment income decreased and benefit duration increased. Furthermore, the evaluation showed that the targeting mechanism has some effectiveness in identifying claimants with a frequent pattern of seasonal work but was sensitive to non-seasonal measures that affect the start or end date of a claim.⁵⁶

⁵⁵ ESDC, Evaluation of the Employment Insurance seasonal claimant pilot project (pilot project No. 21) (Ottawa: ESDC, Evaluation Directorate, April 2022).

⁵⁶ For example, no EI regular benefits were available between March 15, 2020 and September 26, 2020, when CERB was in effect. For seasonal claimants who typically have a claim that starts between March and August, this could have affected their 17 week reference window (8 weeks before and 8 weeks after the reference claim), making them ineligible for the support measure for seasonal workers.

2.2.6 Exhaustion of Employment Insurance regular benefits

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. As such, a limit is set to the number of weeks claimants are entitled to collect EI benefits.

As mentioned in [subsection 2.2.4](#), entitlement for EI regular benefits is determined based on two factors. First, the regional unemployment rate where the applicants lived at the time of establishing the claim. Second, the number of hours of insurable employment accumulated in the previous 52 weeks or since the establishment of their last claim, whichever is shorter. Claimants are also tied to a benefit period during which they may receive their entitlement. The benefit period is generally 52 weeks.

In FY2122, two sets of EI temporary measures were in effect, including changes to the length of the entitlement to EI regular benefits. Under the first set of EI temporary measures, effective September 27, 2020 to September 25, 2021, the maximum entitlement for claims established was set at 50 weeks. Under the second set of EI temporary measures, effective September 26, 2021 to September 24, 2022, the entitlement for claims returned to a range from 14 weeks to a maximum of 45 weeks (consult [Section 2.1](#)).

Claimants are considered having 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). Measuring the entitlement exhaustion rate of EI regular benefits can give an indication of the adequacy of EI regular benefits provided to those looking for suitable employment following a job separation.

Since a claim must be completed⁵⁷ in order to determine whether the entitlement is exhausted or not, the analysis in this section focuses on EI regular claims completed during FY2122.

Entitlement exhaustion of Employment Insurance regular benefits

Claims established under the first set of EI temporary measures

Of the total EI regular claims established between September 27, 2020 and September 25, 2021 and completed in the reporting year, the entitlement exhaustion rate was 29.6% (consult Table 25).

⁵⁷ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

Table 25 – Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits established under the first set of EI temporary measures by province or territory, gender, age and claimant category, Canada, FY2122

Province or territory	Claims established between September 27, 2020 and September 25, 2021	
	Entitlement exhaustion rate ^p	Benefit period exhaustion rate ^p
Newfoundland and Labrador	25.8%	48.4%
Prince Edward Island	17.8%	48.3%
Nova Scotia	27.7%	33.6%
New Brunswick	23.1%	43.9%
Quebec	23.6%	27.4%
Ontario	32.2%	16.6%
Manitoba	31.0%	17.3%
Saskatchewan	31.7%	21.6%
Alberta	33.8%	17.4%
British Columbia	34.2%	18.8%
Yukon	33.5%	23.7%
Northwest Territories	37.2%	29.1%
Nunavut	43.6%	20.7%
Gender		
Men	27.2%	26.8%
Women	32.3%	18.1%
Age category		
24 years old and under	25.1%	18.2%
25 to 44 years old	27.5%	20.6%
45 to 54 years old	28.9%	24.3%
55 years old and over	36.4%	28.1%
Claimant category^a		
Long-tenured workers	28.3%	18.4%
Occasional claimants	33.2%	18.6%
Frequent claimants	12.8%	55.2%
Canada	29.6%	22.7%

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.

This entitlement exhaustion rate was slightly lower than those posted before the pandemic (around one-third from FY1718 to FY1920). Furthermore, it was lower than the rate of 36.9% posted last fiscal year for claims completed in FY2021 that were established before March 15, 2020. The higher rate in FY2021 could be due to the substantial economic slowdown caused by the COVID-19 pandemic at the beginning of the fiscal year.

The lower exhaustion rate in FY2122 for claims established under the first set of temporary measures could be partly attributable to the EI temporary measure extending the entitlement to regular benefits to 50 weeks. This has reduced the possibility of using all the weeks of EI regular benefits. In addition, it could be attributable, in part, to an improvement in economic conditions and the return of unemployment rates to levels seen before the pandemic.

In fact, as noted in [Chapter 1](#), in FY2122, employment resumed to its pre-pandemic level, the unemployment rate dropped compared to FY2021, and the labour market had gradually regained strength. Under these circumstances, unemployed individuals who received EI regular benefits following a job separation may have been able to find employment relatively quickly. These improved economic conditions have contributed to decreasing the likelihood that claimants benefitting EI temporary measures would exhaust their EI regular benefits.

During the reporting period, the entitlement exhaustion rate varied across regions. The territories followed by the prairies registered higher entitlement exhaustion rates, while Quebec and Atlantic Canada posted lower entitlement exhaustion rates under the first set of EI temporary measures.

Generally, claims established by women tend to have a higher entitlement exhaustion rate compared to those established by men. This held true in FY2122. By age group, older claimants (55 years and over) were more likely to exhaust their entitlement than younger claimants. Occasional claimants tended to exhaust their entitlement more often than long-tenured workers and frequent claimants (consult Table 25).

Claims established under the second set of EI temporary measures

For claims established on or after September 26, 2021, under the second set of EI temporary measures, and completed by March 31, 2022, the entitlement exhaustion rate was 23.0% (consult Table 26). This result is likely underestimated. As mentioned in [subsection 2.2.4](#), a low proportion (29.7%) of claims established during that period were completed by the end of FY2122. In addition, given the short period between the claims' establishment and completion, these completed claims probably had lower weeks of entitlements and were relatively short. Therefore, the entitlement exhaustion rate of these claims is not comparable to the one of claims established under the first set of EI temporary measures. Statistics based on more claims completed and more mature data will be presented in future Monitoring and Assessment Reports. For these reasons, results on entitlement exhaustion rate of claims established on or after September 26, 2021 and completed in FY2122 are not discussed.

Table 26 – Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits established under the second set of EI temporary measures by province or territory, gender, age and claimant category, Canada, FY2122

Province or territory	Claims established on or after September 26, 2021 (second half of FY2122)	
	Entitlement exhaustion rate [†]	Benefit period exhaustion rate ^{**}
Newfoundland and Labrador	21.7%	n/a
Prince Edward Island	24.6%	n/a
Nova Scotia	27.3%	n/a
New Brunswick	27.0%	n/a
Quebec	24.4%	n/a
Ontario	18.0%	n/a
Manitoba	36.4%	n/a
Saskatchewan	28.3%	n/a
Alberta	19.1%	n/a
British Columbia	29.0%	n/a
Yukon	69.8%	n/a
Northwest Territories	68.0%	n/a
Nunavut	14.3%	n/a
Gender		
Men	22.1%	n/a
Women	24.8%	n/a
Age category		
24 years old and under	20.3%	n/a
25 to 44 years old	18.0%	n/a
45 to 54 years old	21.7%	n/a
55 years old and over	37.2%	n/a
Claimant category[†]		
Long-tenured workers	7.6%	n/a
Occasional claimants	24.0%	n/a
Frequent claimants	41.5%	n/a
Canada	23.0%	n/a

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.

** Given that the benefit period is usually 52 weeks for EI regular benefits, no claims established on or after September 26, 2021 had exhausted their benefit period by March 31, 2022.

[†] Preliminary data.

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

Factors that impact the duration of benefits for Employment Insurance regular claimants

Many factors could have an effect on the share of entitlement used and the entitlement exhaustion of EI regular benefits. Looking simultaneously at the various factors allows to identify relationships between them and the claim duration.

A recent departmental study* examined the factors that affect the share of entitlement used and entitlement exhaustion rate of EI regular benefits between 2009 and 2018. The study found that female claimants were slightly more likely to exhaust their EI entitlement than male claimants, as well as older claimants, and those working in the Manufacturing and Service industries. On the other hand, the probability of exhausting was lower for long-tenured workers, those with a higher education level, and those with higher income level. The size of the EI regional labour market in which the claimants lost their job was positively correlated with the exhaustion rate.

The number of hours of insurable employment worked was also a significant factor that impacted the share of entitlement used and the exhaustion rate. Each additional increase of 100 hours worked was associated with a decrease of 3.0 percentage points of the exhaustion rate. In comparison, each

increase of 1 percentage point of the unemployment rate reduced the exhaustion rate by approximately 0.8 percentage point.

In addition, the study included a complementary analysis to examine the marginal effects of providing two additional weeks of EI regular benefits to claimants with high labour market attachment (having 1,820 hours of insurable employment and more) and long-tenured workers. For these two groups, having access to two additional weeks did not have a significant impact on the number of weeks claimed and was consequently associated with a reduction of the share of entitlement used, particularly for lower unemployment-rate regions.

This result is different from the one found in a previous supplemental study *Employment Insurance Benefits and Job Match Quality*.^{**} This previous study found a positive impact of receiving two additional weeks of EI regular benefits, but for claimants with low number of hours of insurable employment (having 1,050 hours of insurable employment and less). This could mean that while claimants with lower hours may benefit from a few more weeks of entitlement to have sufficient time to find suitable employment, claimants with 1,820 insurable hours and more may not take advantage of additional weeks of entitlement.

* ESDC, *Factors that impact the duration of benefits for Employment Insurance regular claimants*. (Ottawa: ESDC, Evaluation Directorate, 2023).

** ESDC, *Employment Insurance Benefits and Job Match Quality*. (Ottawa: ESDC, Evaluation Directorate, 2021).

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.⁵⁸ When this occurs, unless the claimant has stopped filing EI biweekly reports,⁵⁹ the claim is considered to have exhausted its benefit period. Generally, the benefit period exhaustion rate is lower than the entitlement exhaustion rate.

In FY2122, 22.7% of all completed EI regular claims that were established between September 27, 2020 and September 25, 2021 exhausted their benefit period (consult Table 25). Given that the benefit period is usually 52 weeks for EI regular benefits, no EI regular claims established during the second half of FY2122 had exhausted their benefit period by March 31, 2022. As a result, the benefit period exhaustion analysis only focuses on completed claims that were established between September 27, 2020 and September 25, 2021.

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).

⁵⁸ The benefit period is usually 52 weeks for EI regular claims.

⁵⁹ 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.

Table 27 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 have lower entitlement exhaustion rates than non-seasonal claims, but this result is reversed when benefit period exhaustion is considered. This means that seasonal claimants were less likely to collect all their entitled weeks of EI regular benefits than non-seasonal claimants. This is most likely due to the predictability of their work pattern.⁶⁰

Table 27 – Completed Employment Insurance regular claim characteristics by exhaustion type, Canada, FY2122

Category	Entitlement exhaustion for claims established between September 27, 2020 and September 25, 2021 ^P	Benefit period exhaustion for claims established between September 27, 2020 and September 25, 2021 ^P
Exhaustion rate – overall	29.6%	22.7%
Exhaustion rate by seasonality status		
Exhaustion rate – seasonal claims	7.9%	47.0%
Exhaustion rate – non-seasonal claims	32.8%	19.2%
Exhaustion rate by regional unemployment rate at the time of claim establishment[*]		
6.0% or less	n/a	n/a
6.1% to 8.0%	n/a	n/a
8.1% to 10.0%	n/a	n/a
10.1% to 13.0%	n/a	n/a
13.1%	25.9%	21.7%
More than 13.1%	43.3%	26.6%
Other characteristics (% of completed claims)		
Proportion of claims involving at least one week worked while on claim	30.1%	71.3%
Requalification rate for EI regular benefits ^{**}	2.6%	48.9%
Average weeks worked while on claim ^{***}	19.5 weeks	18.6 weeks
Average weeks of EI regular benefits paid	50.0 weeks	27.5 weeks
Share of mixed claims (EI regular and special benefits)	8.5%	16.5%
Average proportion of regular entitlement used	100.0% of weeks	55.0% of weeks

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

^P Preliminary data.

^{*} A minimum unemployment rate was set at 13.1% for all EI economic regions for claims established between September 27, 2020 and September 25, 2021. Therefore, unemployment rates less than 13.1% were not applicable.

^{**} 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.

In FY2122, completed EI regular claims established in EI economic regions with unemployment rates set at 13.1%, as part of the first set of EI temporary measures, were less likely to exhaust both their entitlement and benefit period compared to claims established in EI regions with unemployment rates of more than 13.1%. Furthermore, a much greater proportion of claims that exhausted the benefit period included at least one week worked while on claim (71.3%) compared with claims that exhausted their entitlement (30.1%). 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. Unlike previous years, claims that exhausted the benefit period through Working While on Claim had, on average, fewer number of weeks worked while on claim (18.6 weeks) compared with claims that exhausted their entitlement (19.5 weeks) (consult Table 27).

⁶⁰ Many seasonal workers are laid off temporarily and likely to find employment in the same industry the following season.

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 (48.8%) requalified for a new claim within four weeks following the termination of their claim compared with completed claims that exhausted their entitlement (2.6%).

In FY2122, the share of completed EI regular claims combined with EI special benefits that exhausted their benefit period (16.5%) was greater compared with mixed claims that exhausted their entitlement (8.5%). Furthermore, claims that exhausted their benefit period received fewer weeks of EI regular benefits (27.5 weeks) compared with claims that exhausted their entitlement (50.0 weeks). Completed EI regular claims that exhausted their benefit period used, on average, just over half (55.0% in FY2122) of their entitlement (consult Table 27).

Entitlement exhaustion of Employment Insurance regular benefits: seasonal and non-seasonal gappers

Claimants who have exhausted their entitlement weeks may go through a period without income from either employment or EI benefits. These claimants, known as “gappers”, have not accumulated sufficient hours of insurable employment during their qualifying period for their entitlement to cover the entire duration of their unemployment spell. While this is more common for seasonal claimants due to their work pattern, it can affect non-seasonal claimants as well.

Starting with the FY1718 EI Monitoring and Assessment Report, the definition of gappers was broadened to better represent the levels of EI claimants experiencing periods with no income. To be considered a gapper, a claimant must have established a regular claim during the reporting fiscal year, have completed their previous regular benefit claim during the reporting fiscal year or the previous fiscal year and must have experienced a period without employment income or EI income immediately following the exhaustion of the preceding claim. The period with no income must be 15 weeks or less.

Of the 1.46 million regular claims established in FY2122, approximately 21,200 (1.5%) experienced a gap in income. This is relatively lower than the proportions registered in previous fiscal years (6.5% in FY1819 and 5.5% in FY1920). This could be attributed to different factors. First, less claimants could have met the definition of gappers because their previous claim was not established within the definition’s timeframe. This could be due, notably, to the Canada Emergency Response Benefit that was in place from March to September 2020, as claimants were not able to establish EI regular claims during that period. Second, to the EI temporary measures extending the entitlement to regular benefits to 50 weeks. Lastly, it could be partially explained by the support measure for seasonal workers (pilot project 21) introduced in August 2018 that provided additional weeks of EI regular benefits to eligible seasonal claimants in 13 targeted EI economic regions.⁶¹ Receiving additional weeks of EI regular benefits through the support measure reduces the length of the period without any income. As a result, the proportion of

⁶¹ Consult the results under “Support measure providing additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions” in [subsection 2.2.5](#) for more information on this support measure.

seasonal gappers in the targeted 13 regions (0.7%) in FY2122 was lower than the proportion of gappers in EI economic regions outside the scope of this support measure (1.4%) during the same period.

In FY2122, 12.9% of claims experiencing an income gap were established by seasonal claimants. The average length of the gap was 6.0 weeks for all gappers in the reporting fiscal year. The regional distribution of gappers shows that all provinces and most territories, except Prince Edward Island, Quebec, Ontario, and British Columbia, were overrepresented among gappers compared to the overall national share of gappers (1.5%) (consult Table 28). This is mostly attributable to the composition of the local labour markets.

Table 28 – Number of gappers and share among all Employment Insurance regular claims by region and seasonality, Canada, FY1920 and FY2122

Region	Number of gappers		Gappers as a share of total regular claims (%)	
	FY1920	FY2122	FY1920	FY2122
Newfoundland and Labrador	4,030	1,560	6.4%	2.5%
Prince Edward Island	1,360	200	9.2%	1.2%
Nova Scotia	5,340	1,210	8.6%	1.8%
New Brunswick	5,010	1,340	7.3%	1.8%
Quebec	21,660	4,830	5.4%	1.1%
Ontario	18,190	6,140	4.6%	1.4%
Manitoba	2,600	800	6.1%	1.7%
Saskatchewan	2,260	680	5.5%	1.7%
Alberta	7,470	2,450	5.3%	1.8%
British Columbia	7,200	1,970	5.3%	1.4%
Territories	320	60	8.1%	1.4%
Seasonality				
Seasonal	32,880	2,740	8.0%	0.8%
Non-seasonal	42,560	18,500	4.5%	1.7%
Canada	75,440	21,240	5.5%	1.5%

Notes: 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

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 FY2122.

The WWC provision, which previously existed under legislation or pilot projects,⁶² determines how EI benefits are adjusted to reflect employment income earned while 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 dollar for dollar. If benefits are reduced to zero, the week of entitlement is deferred and can be used later during the benefit period.⁶³

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.⁶⁴

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 accepts the part-time job, she 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 (50% of \$350). This would bring her total weekly EI regular benefits to \$155 (\$330 - \$175 = \$155).

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.

* Her total weekly income is under 90% of the average weekly insurable earnings used to calculate her weekly benefit rate (90% of \$600 would be \$540).

⁶² 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.

⁶³ 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.

⁶⁴ This ensures that claimants do not receive more in pay and benefits than their previous earnings.

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 for those weeks were paid 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).

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

The use of the WWC provision is reported using two complementary approaches. The first approach is based on EI claimants who had an open regular claim during FY2122, 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 FY2122, 1.3 million (45.4% of total) worked at least one week while on claim during the fiscal year (consult Table 29). This share is higher than the levels observed in FY2021 (39.5%) when the labour market was disrupted by COVID-19 restrictions. It is also slightly higher than the share observed in fiscal years before the pandemic (around 43.0% from FY1617 to FY1920), likely due to the tightening of the labour market condition. In comparison, 51.8% of all completed regular claims (1.4 million) included at least one week worked while on claim in FY2122, which is similar to previous fiscal years.

Among EI regular benefit claimants with an open claim in FY2122 who worked at least one week while on claim, almost half (49.9%) had deferred at least one week of EI benefits. Male claimants, those who were from the Atlantic provinces, and older claimants (aged 55 years and over) were more likely to defer weeks of their EI benefits.

Table 29 — 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, FY2122

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	54,420	56.2%	52,550	62.5%
Prince Edward Island	11,580	49.7%	11,440	55.7%
Nova Scotia	56,320	51.5%	54,270	57.1%
New Brunswick	59,140	53.4%	57,370	58.6%
Quebec	366,490	48.4%	382,750	53.8%
Ontario	438,440	43.1%	475,220	50.1%
Manitoba	40,800	42.6%	41,710	49.6%
Saskatchewan	30,430	39.4%	30,910	46.1%
Alberta	143,980	41.5%	153,000	48.6%
British Columbia	142,170	44.3%	148,070	50.8%
Territories	2,380	30.6%	2,390	35.0%
Gender				
Men	662,450	41.1%	701,420	47.2%
Women	683,700	50.6%	708,260	57.4%
Age category				
24 years old and under	202,560	47.0%	226,340	55.4%
25 to 44 years old	598,780	47.2%	634,690	54.4%
45 to 54 years old	280,130	52.5%	288,790	59.1%
55 years old and over	264,680	36.2%	259,860	39.5%
Seasonality*				
Seasonal	n/a	n/a	218,190	58.6%
Non-seasonal	n/a	n/a	1,191,490	50.7%
Canada	1,346,150	45.4%	1,409,680	51.8%

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 claims 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 region and industry, among other factors, 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 seasonal claimants that tend to return to work before their benefit period is exhausted. In FY2122, the Atlantic provinces (59.0%) and Quebec (53.8%), and the Educational services industry (71.1%) as well as the Accommodation and food services industry (58.6%), which had higher proportions of seasonal claims, had relatively higher share 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, the local labour market conditions, and the WWC provisions in effect during the reporting period. The proportion of weeks worked while on claim was 23.0% nationally in FY2122, up from the 20.5% observed in the previous year (consult Table 30). It is getting closer to the levels observed in fiscal years before the pandemic (23.9% on average from FY1718 to FY1920). This increase is likely due to the robust recovery of economy and the tightening in the labour market in the reporting fiscal year. In addition, a higher share of seasonal claimants⁶⁵ among EI regular claimants in FY2122 may have also contributed to the increase in the proportion of weeks worked while on claim in the reporting year.

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 FY2122, the average number of weeks worked while on claim was 13.0 weeks, up from 9.2 weeks recorded in the previous fiscal year (consult Table 30). This is likely due to the economic and labour market recovery as COVID-19 restrictions gradually eased.

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 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 FY2122 (consult Table 29 and Table 30). This trend has been generally consistent with previous years.

⁶⁵ Consult [Subsection 2.2.5](#) for detailed discussion on EI regular benefits and seasonal claimants.

Table 30 — 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, FY2021 and FY2122

Region	Proportion of weeks worked*			Average number of weeks worked		
	FY2021	FY2122	Change (% points)	FY2021 ^f	FY2122 ^p	Change (number of weeks)
Newfoundland and Labrador	24.1%	28.3%	+4.1	14.9	17.7	+2.8
Prince Edward Island	22.0%	24.1%	+2.1	12.1	14.4	+2.3
Nova Scotia	24.2%	25.6%	+1.4	12.6	15.0	+2.4
New Brunswick	28.2%	29.3%	+1.1	14.9	17.7	+2.8
Quebec	25.4%	28.8%	+3.4	11.0	13.8	+2.9
Ontario	17.3%	19.6%	+2.2	6.9	11.5	+4.6
Manitoba	15.1%	18.0%	+2.9	5.7	10.7	+4.9
Saskatchewan	15.3%	16.1%	+0.8	6.7	11.5	+4.8
Alberta	15.5%	18.7%	+3.2	6.2	11.9	+5.6
British Columbia	20.7%	21.2%	+0.5	7.5	13.2	+5.7
Territories	8.5%	7.9%	-0.5	6.2	7.9	+1.7
Gender						
Men	18.4%	20.6%	+2.2	9.8	12.3	+2.6
Women	23.5%	26.0%	+2.5	8.7	13.6	+4.9
Age category						
24 years old and under	19.2%	22.5%	+3.3	6.5	10.1	+3.6
25 to 44 years old	21.5%	23.9%	+2.4	8.7	12.1	+3.5
45 to 54 years old	25.7%	28.9%	+3.1	10.8	14.8	+4.0
55 years old and over	16.0%	18.0%	+2.1	11.0	15.4	+4.4
Seasonality**						
Seasonal	26.3%	29.7%	+3.4	12.6	13.0	+0.4
Non-seasonal	19.4%	21.8%	+2.4	8.0	13.0	+5.0
Canada	20.5%	23.0%	+2.4	9.3	13.0	+3.6

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

* 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.

^f 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 31, 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 FY2122, claimants who worked while on claim had lower average weekly EI regular benefits (\$411) for the entire claim period compared to the average weekly EI regular benefit of those who did not work (\$518). However, claimants who worked while on claim had significantly higher average weekly total income (\$667) compared to that of those who did not work while on claim (\$518). When only the weeks worked were considered, claimants who worked while on claim received an average of \$641 per week in FY2122 (consult Table 31).

Table 31 — Average weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, FY2122

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	\$518	\$411	Not available
Average weekly employment earnings	n/a	\$255	\$641
Average weekly total income (EI regular benefits and employment earnings)	\$518	\$667	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

To be entitled to EI regular benefits, claimants must show that they are unemployed, able and willing to work and actively looking for suitable employment. However, EI program flexibilities allow unemployed EI claimants to pursue training and get the skills they need to succeed in the labour market in specific scenarios.

An EI regular benefits claimant may be referred to training by a designated authority, such as a province, territory or Indigenous organization, under section 25 of the *Employment Insurance Act*. Such training by referral 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 or Indigenous organizations that provide the training program must agree that it 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.

However, if EI regular benefit claimants decide on their own to take training, they must declare their training to Service Canada and prove that they are ready, willing and capable of working each day, and are actively looking for work to continue receiving these 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 institution⁶⁶ can request permission directly from Service Canada to continue receiving EI regular benefits while taking training. Otherwise, the training could restrict their ability to meet program requirements (that is, searching and being available for work). Skills Boost also introduced measures that took effect August 1, 2018 and were extended until July 2023, 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

⁶⁶ Consult [List of designated educational institutions - Canada.ca](#) and [List of Certified Institutions - Canada.ca \(esdc.gc.ca\)](#) for a list of approved educational institutions located in Canada.

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 them 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,⁶⁷ and their respective province, territory or Indigenous organization must have referred them to training under section 25 of the *Employment Insurance Act*. They must be referred 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.⁶⁸

Apprentices can apply for EI benefits up to seven days before their last day of work. 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 also be entitled to receive financial support under Part II of the *Employment Insurance Act*.⁶⁹ This support 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, their weekly benefit rate 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.

⁶⁷ Have a valid reason for separation and sufficient hours of insurable employment over the qualifying period.

⁶⁸ 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.

⁶⁹ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. Consult [Chapter III](#) for more information.

Employment Insurance claims from apprentices and amount paid

While public health measures to control the spread of COVID-19 continued to negatively impact the apprenticeship system in Canada in FY2122, tight labour market conditions in the skilled trades helped the apprenticeship system regain losses experienced in the height of the pandemic.

According to the Registered Apprenticeship Information System, in 2021, the number of new registrations in apprenticeship programs (+31.1%) and certifications in the trades (+33.7%) increased significantly compared to the previous year. However, these figures remained below pre-pandemic levels. Overall, all trades saw some growth in new registrations in 2021. Among major trade groups, carpenters posted the largest year-over-year increase in new registrations. In contrast, trades related to services to the public had the weakest year-over-year recovery for new registrations among trade groups.⁷⁰

In response to the COVID-19 pandemic, the Government implemented different sets of EI temporary measures during the first and second halves of FY2122 (consult [Section 2.1](#)). As shown in Table 32, the number of new EI claims established by apprentices increased from 31,700 in FY2021 to 42,000 in FY2122. This increase was largely attributable to new claims established in Ontario (+4,380 claims), Alberta (+3,020 claims) and British Columbia (+1,290 claims). All provinces and territories experienced an increase in claims. The total amount of EI benefits paid to apprentices reached \$262.6 million in FY2122.

⁷⁰ Statistics Canada, "Registered apprenticeship training programs, 2021", Ottawa: Statistics Canada, *The Daily*, December 6, 2022, Catalogue no. 11-001-X.

Table 32 – Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, FY2021 to FY2122

Region	Number of claims				Amount paid (\$ millions)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	480	210	520	730	\$5.7	\$7.0
Prince Edward Island	120	X	X	220	\$1.0	\$1.3
Nova Scotia	1,060	370	720	1,090	\$7.3	\$7.0
New Brunswick	1,080	290	1,020	1,310	\$7.1	\$7.7
Quebec*	140	80	100	180	\$1.7	\$1.9
Ontario	9,550	4,300	9,630	13,930	\$63.1	\$82.8
Manitoba	2,160	740	1,610	2,350	\$13.5	\$15.6
Saskatchewan	1,490	780	1,360	2,140	\$8.8	\$13.3
Alberta	7,950	3,120	7,850	10,970	\$56.5	\$72.2
British Columbia	7,540	3,140	5,690	8,830	\$47.2	\$52.3
Territories	130	X	X	250	\$0.7	\$1.4
Gender						
Men	29,860	12,410	27,250	39,660	\$197.4	\$246.3
Women	1,840	670	1,670	2,340	\$15.0	\$16.2
Age category						
24 years old and under	13,550	5,520	12,280	17,800	\$83.2	\$101.2
25 to 44 years old	17,260	7,140	15,630	22,770	\$120.6	\$150.9
45 years old and over	890	420	1,010	1,430	\$8.7	\$10.5
Canada	31,700	13,080	28,920	42,000	\$212.5	\$262.6

Note: Totals may not add up due to rounding. 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.

X Suppressed for confidentiality purposes.

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

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, 30.3% (or 12,740 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 1.9% (or 810 claims) contained at least one week of special benefits paid outside of periods of full-time training, including 550 claims for sickness benefits.

Of the total of \$262.6 million in benefits, \$204.1 million (or 77.7% of the total EI benefits paid to apprentices) were paid while apprentices 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 (\$51.2million, or 19.5%), with a small fraction paid in special benefits (\$7.3 million, or 2.8%).

In FY2122, 80.3% 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 (79.0%).

As in previous years, men established the vast majority of claims by apprentices (94.4%) and accounted for the largest share of all EI benefits paid to apprentices (93.8%) in FY2122. 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 2021).⁷¹

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 (54.2%), and for the largest share of all EI benefits paid to apprentices (57.5%). They were followed by claimants aged 15 to 24 years old, who accounted for 42.4% of all claims and 38.5% of the total amount paid in benefits. Claimants aged 45 years and over accounted for 44.3% of all EI regular claims established, but only 3.4% of all EI apprenticeship claims in FY2122.

Similar to previous years, claimants from the Construction sector established the majority of the new apprentice claims (59.7%) and accounted for the largest share of the total amount paid in benefits (63.4%) in FY2122 (consult Table 33).

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 group⁷² (91.7%), which also accounted for 90.2% of the total benefits paid to apprentices in FY2122. 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 33 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, FY2021 to FY2122

Sector	Number of claims				Amount paid (\$ millions)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Construction	18,430	7,660	17,420	25,080	\$128.4	\$166.4
Manufacturing	2,310	1,090	1,890	2,980	\$15.4	\$17.7
Wholesale Trade	1,480	560	1,590	2,150	\$7.9	\$11.5
Retail Trade	2,120	1,090	1,890	2,980	\$12.2	\$15.3
Other services (excluding public administration)	2,360	950	2,190	3,140	\$13.4	\$15.5
Other sectors	5,000	1,730	3,940	5,670	\$35.1	\$36.2
Occupational grouping						
Trades and skilled transport and equipment operators	28,950	12,070	26,450	38,520	\$191.6	\$236.9
Other occupations	2,750	1,010	2,470	3,480	\$20.9	\$25.7
Canada	31,700	13,080	28,920	42,000	\$212.5	\$262.6

Note: Totals may not add up to the total due to rounding. 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

During FY2122, the calculation of the weekly benefit rate varied according to the period of establishing new claims taking into account the different sets of EI temporary measures that were in place.

⁷¹ Statistics Canada, Table 37-10-0219-01, Apprenticeship programs by age groups, major trade groups, sex and registration status.

⁷² 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.

Consequently, results on weekly benefit rates in FY2122 are reported for three distinct periods (consult [Section 2.1](#)).

For claims established during the first half of FY2122, the average weekly benefit rate was \$559. The proportion of apprentice claims established during that period that received the minimum \$500 weekly benefit rate was 19.1%. For claims established between September 2021 and November 2021, they received an average weekly benefit rate of \$549. Only 0.7% of apprentice claims received the minimum benefit rate of \$300 per week during that two-month period. For claims established during the last four months of FY2122, their average weekly apprentice benefit rate was \$566. Furthermore, the average weekly benefit rate for apprentices was also higher than the average for EI regular claims (\$547, \$500 and \$511 compared to the same three periods above-mentioned).

Apprentice claimants from Alberta received the highest average weekly benefit rate for nearly all three periods of FY2122, while those who established claims in Prince Edward Island received the lowest average weekly benefit rate in that year. In terms of gender, on average, the weekly benefit rate received was higher among men than women for the whole FY2122. Claimants aged between 25 and 44 years had the highest weekly benefit rate on average of any age group, followed by those aged 45 years old and over. Claimants under 25 years old received the lowest average weekly benefit rate throughout the fiscal year (consult [Annex 2.24.3](#)).

Overall, the average duration of EI regular claims established between September 27, 2020 and September 25, 2021 and completed in FY2122 by EI claimants while on full-time technical training was 9.8 weeks.⁷³ Claims in Prince Edward Island (11.1 weeks) had the highest average duration, whereas claims in Newfoundland and Labrador had the lowest (8.0 weeks). The average duration of EI regular benefits received by men while on full-time technical training was lower than women (9.7 weeks and 10.8 weeks, respectively in FY2122). There were no notable variations in the average duration across age groups (consult [Annex 2.24.2](#)).

⁷³ The average duration of claims established on or after September 26, 2021 and completed in FY2122 was 7.5 weeks. Given the short period between the claims' establishment and completion this result is likely underestimated. Therefore, results on average duration for these claims are not discussed.

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 workers⁷⁴ 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. Otherwise, the training could restrict their ability to meet program requirements (that is, 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.

Comparison between Skills Boost participants and other EI regular benefit claimants referred to training under Section 25 of the *Employment Insurance Act*

A recent departmental study* examined the use of the EI component of the Skills Boost initiative since its inception in 2018, including a profile of its participants. It also compared Skills Boost participants to EI Part II non-apprentices referred to full-time training under Section 25 of the *EI Act*,** and EI regular claimants.

From FY1819 to FY2122, 3,420 long-tenured workers got permission from Service Canada to continue receiving their EI regular benefits while pursuing self-funded full-time training under the Skills Boost initiative. This represents around 0.3% of long-tenured workers claiming EI regular benefits each year. They collected a total of \$53.9 million in EI benefits over the four fiscal years examined.***

When compared to EI Part II non-apprentices in FY1819 and FY1920, the study found that Skills Boost participants were generally older. Over 40% of them were aged between 30 to 39 years, whereas 45.0% of EI Part II non-apprentices were aged 29 years or younger. This difference in age and thus work experience was reflected in their income one year before the start of their EI claim. Skills Boost

⁷⁴ 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.

participants had a significantly higher average income than EI Part II non-apprentices, around \$50,000 compared to \$20,000, respectively. Women accounted for half of Skills Boost participants and EI Part II non-apprentices. Conversely, the majority of EI regular claimants were men. In addition, approximately 59.2% of Skills Boost participants had a post-secondary degree compared to 42.6% of all EI regular claimants.

In terms of regions, there are relatively fewer Skills Boost participants from the Atlantic provinces, while there are relatively more participants from Alberta. Skills Boost participants and EI Part II non-apprentices came from a large variety of sectors. Manufacturing, Construction, and Retail trade industries accounted for the highest shares of participants for both groups. Unlike Skills Boost participants, EI Part II non-apprentices also had a high representation from the Accommodations and food services industry.

Approximately 65.0% of Skills Boost participants and 33.7% of EI Part II non-apprentices received an entitlement to tuition tax credits in the year they were in training. This difference may be partly explained by the fact that EI Part II non-apprentices can be either self-funded or funded through EI Part II, whereas all training for Skills Boost is self-funded. The average amount of the tax credit entitlement was approximately \$5,200 for both groups.

*ESDC, Profile of Skills Boost participants (Ottawa: ESDC, Employment Insurance Policy Directorate, 2023)

** EI Part II non-apprentices are EI regular benefit claimants who got permission under the Section 25 of the *EI Act* to continue receiving EI benefits while being in full-time training. Claimants that were approved for apprenticeships are not included because they are not comparable to Skills Boost participants in terms of the nature of their training and availability for work.

*** These figures may be different from the ones published over the years in the EI Monitoring and Assessment Reports because of differences in methodology and data.

In FY2122, Service Canada gave permission to (or “referred”) 623 claimants to continue receiving EI benefits in order to train under Skills Boost.⁷⁵ This is similar to the 612 claimants referred in the previous year (consult Table 34). Out of these 623 claims established under Skills Boost in FY2122, 572 (91.8 %) contained at least one week of EI regular benefits paid while on training and 444 (71.3%) included at least one week of EI regular benefits paid while not on training. Of the total \$9.3 million EI regular benefits paid to claimants under Skills Boost in FY2122, \$6.3 million (67.7% of the total amount) was paid while claimants were on training and \$2.7 million (29.4% of the total amount) were paid while claimants were not on training.

⁷⁵ Given the relatively low number of claims, the results are not presented separately for the first and second half of FY2122.

Table 34 – Claims established during which claimants received permission from Service Canada to train, amount paid, by region, gender, age and industry, Canada, FY2021 to FY2122

Region	New claims established		Amount paid (\$ millions)	
	FY2021	FY2122	FY2021	FY2122
Atlantic provinces	23	42	\$0.4	\$0.6
Quebec	187	163	\$3.4	\$2.2
Ontario	126	158	\$2.4	\$2.4
Manitoba	19	32	\$0.3	\$0.5
Saskatchewan	17	25	\$0.3	\$0.4
Alberta	147	132	\$2.9	\$2.2
British Columbia and Territories ¹	93	71	\$1.7	\$1.0
Gender				
Men	249	299	\$4.7	\$4.4
Women	363	324	\$6.7	\$4.9
Age category				
34 years old and under	208	229	\$3.7	\$3.1
35 to 44 years old	229	226	\$4.4	\$3.5
45 to 54 years old	131	124	\$2.4	\$2.0
55 years old and over	44	44	\$0.9	\$0.7
Industry				
Goods-producing industries	110	164	\$2.1	\$2.4
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	19	31	\$0.4	\$0.4
Construction	34	68	\$0.7	\$0.9
Manufacturing ²	57	65	\$1.0	\$1.1
Service-producing industries	475	439	\$8.9	\$6.6
Wholesale and retail trade	94	76	\$1.8	\$1.1
Transportation and warehousing	36	32	\$0.7	\$0.5
Finance, insurance, real estate, rental and leasing	23	35	\$0.4	\$0.6
Professional, scientific, and technical services	36	26	\$0.8	\$0.4
Business, building, and other support services ³	41	27	\$0.8	\$0.4
Educational services	24	46	\$0.4	\$0.7
Healthcare and social assistance	54	63	\$1.0	\$1.0
Information, culture, and recreation ⁴	29	18	\$0.5	\$0.2
Accommodation and food services	75	40	\$1.3	\$0.4
Other services (excluding public administration)	35	24	\$0.6	\$0.4
Public administration	28	52	\$0.5	\$0.9
Unclassified⁵	27	20	\$0.5	\$0.3
Canada	612	623	\$11.4	\$9.3

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.

As in the previous year, the largest number of training referrals by Service Canada was in Quebec (26.2%), followed by Ontario (25.4%), and Alberta (21.2%). These three provinces also made up the bulk of EI regular claims with 29.6%, 29.9% and 9.5%, respectively.

In FY2122, claimants who had been referred by Service Canada received benefits totalling \$9.3 million. This is lower than the \$11.4 million recorded in FY2021. Ontario (25.8%), Alberta (23.8%), Quebec (23.7%), and British Columbia and the territories (10.9%) accounted for 84.1% of the total amount paid in EI benefits of all types.

Like in the previous year, women accounted for over half of referrals (52.0%) and total benefits paid (52.6%). Claimants aged 44 and under established 73.0% of all referrals and 71.0% 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 (12.2%), followed by those from Construction (10.9%), Manufacturing (10.4%), and Health care and social assistance sectors (10.1%). Claims associated with claimants from those industry sectors accounted for 44.2% of total benefits paid for all types of benefits, 44.3% for regular benefits while on training and 42.8% for EI regular benefits.

Like for claims established by apprentices, the calculation of the weekly benefit rates for Skill Boost claims varied in FY2122 due to the implementation of different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). For claims established during the first half of FY2122, claimants received, on average, a weekly benefit rate of \$536. Claims established between September 2021 and November 2021 received, on average, a weekly benefit rate of \$500. For claims established during the last four months of FY2122, the average weekly benefit rate was \$526 (consult [Annex 2.25.3](#)).

For claims established during the last four months of FY2122 (when the Variable best weeks calculation method was in place), the average weekly benefit rate received by Skill Boost claimants (\$526) was higher than the average weekly EI regular benefit rate (\$511). However, it was lower than the average weekly regular benefit rate paid to long-tenured workers claimants (\$564) during the same period.

Using a breakdown by gender and age, overall, the average weekly benefit rate received by claimants was higher for men than for women. Among different age groups, claimants aged between 45 and 54 years received the highest weekly benefit rate for most of FY2122.

Claims established between September 27, 2020 and September 25, 2021 and completed in FY2122 by claimants with a referral to training by Service Canada were entitled 50 weeks of regular benefits as part of the first set of EI temporary measures (consult [Section 2.1](#)). The average duration discussed in the subsection focuses on those claims.⁷⁶

Claimants with a referral to training by Service Canada received, on average, 24.3 weeks of EI benefits while on training and 18.2 weeks of EI benefits while looking for a job during their claim period (consult [Annex 2.25.2](#)).

Claimants from Atlantic provinces and British Columbia and the territories received, on average, the highest number of EI weeks while taking training (both at 24.3 weeks). Claimants from Manitoba received, on average, the highest number of EI regular benefits weeks while not on training (22.8 weeks), followed by those from Ontario (19.3 weeks) and Alberta (19.2 weeks).

As in the previous year, women received, on average, more weeks of EI benefits than men while attending full-time training (24.7 weeks versus 23.6 weeks). Conversely, when they were looking for a job, men received more weeks of regular benefits than women did (18.5 weeks compared to 18.0 weeks).

⁷⁶ The average duration of Skills Boost claims established on or after September 26, 2021 and completed by March 31, 2022 are not presented. The number of claims completed is low, and there was a short period between these claims' establishment and completion. Consequently, these claims were relatively short and the overall average duration of these claims is likely underestimated.

Claimants aged 24 years and under and those aged between 35 and 44 years received, on average, the highest number of benefits weeks while on training (24.9 weeks and 24.5 weeks, respectively). Claimants aged between 45 and 54 years received the most weeks of EI regular benefits while not on training (20.7 weeks), while those aged 34 years and under received the lowest number of weeks (15.3 weeks).

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 not based on hours of insurable employment. It is based on a minimum amount of insurable earnings from fishing in their qualifying period, depending on the regional unemployment rate of the claimant's EI economic region.⁷⁷ Fishers may be eligible to receive 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 catch⁷⁸ 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 in insurable earnings from fishing during their qualifying period,⁷⁹ depending on the regional unemployment rate of the claimant's EI economic region

A fisher's weekly benefit rate is usually determined by dividing their total insurable earnings⁸⁰ during the qualifying period by the divisor associated with the claimant's regional unemployment rate (consult Table 35). The result is multiplied by the replacement rate of 55%, without exceeding the same maximum weekly benefit rate as other types of EI benefits (\$595 in 2021 and \$638 in 2022).

Any claimant entitled to 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 runs from April 1 to December 15, whereas the benefit period for a summer claim runs from the week of October 1 to the

⁷⁷ For more information, consult [Employment Insurance fishing benefits](#).

⁷⁸ 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.

⁷⁹ 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.

⁸⁰ If the claimant had earnings from employment other than as a self-employed fisher, only the weeks of earnings contained in the fishing qualifying period are used to determine the total insurable earning.

week of June 15.⁸¹ 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. There is no increase in the number of entitled weeks for any reason except for the payment of special benefits.

Table 35 – Minimum threshold of insurable earnings and earnings divisor for fishing benefits by regional unemployment rate

Regional unemployment rate	Required insurable earnings	Earnings divisor
0.1% to 6.0%	\$4,200	22
6.1% to 7.0%	\$4,000	21
7.1% to 8.0%	\$3,800	20
8.1% to 9.0%	\$3,600	19
9.1% to 10.0%	\$3,400	18
10.1% to 11.0%	\$3,200	17
11.1% to 12.0%	\$2,900	16
12.1% to 13.0%	\$2,700	15
13.1% or higher	\$2,500	14

Note: Divisor is applied to the insurable earnings during the qualifying period to determine the equivalent weekly earnings that will be subject to the standard 55% replacement rate.

During FY2122, the Government had two sets of EI temporary measures in place to support self-employed fishers who rely on EI fishing benefits during off-season. The first set was in place from September 27, 2020 to September 25, 2021 and the second from September 26, 2021 to September 24, 2022.

For fishing claims established under the first set of EI temporary measures, claimants were allowed 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) from one of the two previous years, whichever was the highest. The first set of EI temporary measures also granted self-employed fishers the ability to request to switch to fishing benefits even if they qualified for regular benefits as a result of the one-time 300 hours of insurable employment credit.⁸²

As a result of the first set of EI temporary measures, fishing claims established during the first half of FY2122:

- required \$2,500 of fishing insurable earnings to qualify to fishing benefits⁸³
- had their weekly benefit rate calculated with the earnings divisor of 14 weeks, and
- would receive a minimum benefit rate of \$500 per week, if the claimant’s calculated weekly benefit rate was lower

As a result of the second set of EI temporary measures, fishing claims established during the second half of the FY2122:

⁸¹ 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.

⁸² The one-time hours credit granted an additional 300 insurable hours to all EI regular claims established between September 27, 2020 and September 25, 2021 as part of the first set of EI temporary measures (consult [Section 2.1](#)).

⁸³ A minimum unemployment rate of 13.1% for all EI regions was in place between September 27, 2020 and September 25, 2021 as part of the first set of EI temporary measures, resulting in an insurable earnings threshold of \$2,500 for fishing claims.

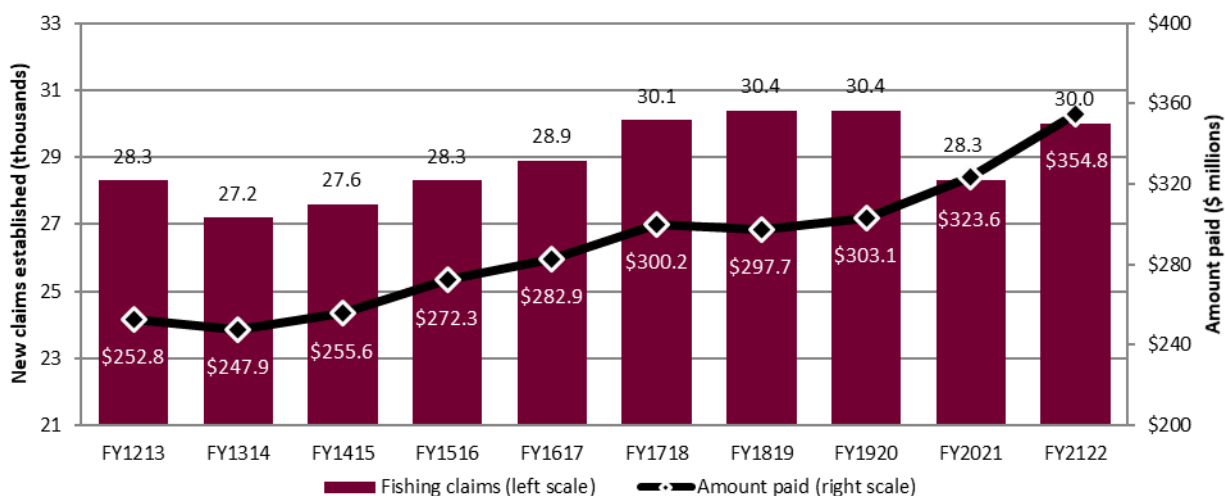
- required \$2,500 of insurable earnings to qualify for fishing benefits⁸⁴
- had their weekly benefit rate calculated with the earnings divisor varying between 14 weeks and 22 weeks,⁸⁵ and
- claims established between September 26, 2021 and November 20, 2021, could receive a minimum benefit rate of \$300 per week, if the claimant’s calculated weekly benefit rate was lower

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

The total number of new EI fishing claims went from 28,288 in FY2021 to 29,955 in FY2122, similar to pre-pandemic levels. The total amount of EI fishing benefits paid increased from \$323.6 million in FY2021 to \$354.8 million in FY2122 (consult Chart 13).

Chart 13 – Employment Insurance fishing claims established and amount paid, Canada, FY1213 to FY2122



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 FY2122, 96.2% 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) (consult Table 36). More claims were established during the second half of the reporting period (17,628 claims) than in the first period (12,327 claims). This is due to the fact that, generally, more fishing claims are established during the summer season (consult Table 38).

⁸⁴ The original rules where the actual EI regional unemployment rate of the claimants place of residence at the time of establishing claims were back in place between September 26, 2021 and September 24, 2022. However, as part of the second set of EI temporary measures, an insurable earnings threshold of \$2,500 for fishing claims was in place.

⁸⁵ Which is the original Variable Best Weeks provision.

Table 36 – Employment Insurance fishing claims and amount paid by region, gender and age group, Canada, FY2021 to FY2122

Region	Number of claims established (% share)				Amount paid (\$ millions) (% share)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	12,066 (42.7%)	5,850 (47.5%)	7,966 (45.2%)	13,816 (46.1%)	\$133.7 (41.3%)	\$163.0 (45.9%)
Prince Edward Island	3,145 (11.1%)	1,135 (9.2%)	1,970 (11.2%)	3,105 (10.4%)	\$36.1 (11.2%)	\$34.3 (9.7%)
Nova Scotia	5,369 (19.0%)	2,723 (22.1%)	2,636 (15.0%)	5,359 (17.9%)	\$63.4 (19.6%)	\$65.7 (18.5%)
New Brunswick	3,021 (10.7%)	1,268 (10.3%)	1,856 (10.5%)	3,124 (10.4%)	\$38.6 (11.9%)	\$41.8 (11.8%)
Quebec	1,289 (4.6%)	537 (4.4%)	747 (4.2%)	1,284 (4.3%)	\$13.0 (4.0%)	\$13.7 (3.9%)
British Columbia	2,434 (8.6%)	309 (2.5%)	1,830 (10.4%)	2,139 (7.1%)	\$26.8 (8.3%)	\$22.4 (6.3%)
Other provinces and territories	964 (3.4%)	505 (4.1%)	623 (3.5%)	1,128 (3.8%)	\$12.1 (3.7%)	\$13.8 (3.9%)
Gender						
Men	22,608 (79.9%)	9,910 (80.4%)	13,759 (78.1%)	23,669 (79.0%)	\$260.2 (80.4%)	\$280.7 (79.1%)
Women	5,680 (20.1%)	2,417 (19.6%)	3,869 (21.9%)	6,286 (21.0%)	\$63.4 (19.6%)	\$74.1 (20.9%)
Age category						
24 years old and under	1,341 (4.7%)	661 (5.4%)	899 (5.1%)	1,560 (5.2%)	\$15.5 (4.8%)	\$18.8 (5.3%)
25 to 44 years old	7,494 (26.5%)	3,146 (25.5%)	4,736 (26.9%)	7,882 (26.3%)	\$92.8 (28.7%)	\$98.0 (27.6%)
45 to 54 years old	7,231 (25.6%)	3,181 (25.8%)	4,071 (23.1%)	7,252 (24.2%)	\$77.2 (23.9%)	\$81.8 (23.1%)
55 years old and over	12,222 (43.2%)	5,339 (43.3%)	7,922 (44.9%)	13,261 (44.3%)	\$138.1 (42.7%)	\$156.2 (44.0%)
Canada	28,288 (100.0%)	12,327 (100.0%)	17,628 (100.0%)	29,955 (100.0%)	\$323.6 (100.0%)	\$354.8 (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 claims established in FY2122 (84.8%), a proportion virtually identical to the previous year. Claimants in Atlantic Canada also received the largest share of EI fishing benefits (85.9%) paid in FY2122.

Men still accounted for the largest shares of both claims established (79.0%) and the total amount paid in EI fishing benefits (79.1%) in FY2122. Like in the previous year, the shares of amount paid in EI fishing benefits to both men and women were proportional to their shares of claims established, as shown in Table 36.

As in previous years, older claimants (55 years and older) accounted for the largest shares of both new claims (44.3%), and the total amount paid in fishing benefits (44.0%). The total amount paid to older claimants continue to increase over time, while it represented 37.7% of fishing benefits paid in FY1718.

During FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). During the first half of FY2122, the average weekly fishing benefit rate was \$582. The

proportion of fishing claims established during that period that received the minimum \$500 weekly benefit rate was 9.3%. For claims established between September 2021 and November 2021, the average weekly fishing benefit rate was \$539. The proportion of fishing claims receiving the minimum benefit rate of \$300 per week was 8.2% during that two-month period. The average weekly fishing benefit rate was \$565 for claims established during the last four months of FY2122. The average weekly benefit rates associated with fishing claims were above the average weekly benefit rates for EI regular benefits for all periods of FY2122, consistent with previous fiscal years.

Among the six provinces with a significant fishing industry, the average weekly benefit rate was generally higher in Quebec followed by Atlantic Canada and British Columbia (consult [annex 2.9.3](#)). For all three periods of FY2122, the average weekly fishing benefit rate for men was still higher than that for women. Claimants who were aged between 45 and 54 years had the highest average weekly fishing benefit rate for the whole FY2122.

In FY2122, the proportions of fishing claims that received the maximum weekly benefit rate were 77.7% during the first half of the fiscal year, 62.1% during the two-month period of fall 2021, and 78.5% in the last four months of FY2122 (consult Table 37). These proportions were higher than the proportions of EI regular claims that received the maximum benefit rate in the three periods (42.4%, 44.5% and 48.0%).⁸⁶

⁸⁶ Consult [subsection 2.2.3](#) for detailed discussion.

Table 37 – Proportion of Employment Insurance fishing claims at the maximum weekly benefit rate, by region, gender, and age group, Canada, FY2021 to FY2122

Region	Total FY2021	First half of FY2122	Two-month period of fall 2021	Last four months of FY2122	Total FY2122
Newfoundland and Labrador	52.9%	65.4%	71.4%	78.8%	71.2%
Prince Edward Island	90.3%	96.7%	63.2%	89.0%	85.4%
Nova Scotia	80.8%	92.4%	51.2%	78.8%	80.3%
New Brunswick	90.9%	96.1%	81.8%	88.4%	89.7%
Quebec	88.2%	91.8%	66.4%	89.2%	86.2%
British Columbia	83.8%	74.4%	37.0%	48.4%	46.2%
Other provinces and territories	41.3%	40.0%	31.7%	39.8%	37.0%
Gender					
Men	74.0%	81.0%	64.9%	81.2%	77.1%
Women	55.6%	64.2%	54.6%	65.8%	61.3%
Age category					
24 years old and under	57.1%	65.5%	52.1%	64.0%	61.0%
25 to 44 years old	71.4%	79.3%	62.5%	75.4%	73.4%
45 to 54 years old	74.1%	82.7%	65.6%	82.6%	78.8%
55 years old and over	68.9%	75.3%	61.5%	79.3%	72.9%
Canada	70.3%	77.7%	62.1%	78.5%	73.8%

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 fiscal years, in all periods, men had a higher proportion of fishing claims that received the maximum benefit rate compared to women. This is attributable in part to the fact that men had established more claims with insurable earnings above the amount required to obtain the maximum benefit rate compared to women.⁸⁷ Overall, claimants aged 24 years and under had the lowest proportion of fishing claims at the maximum weekly benefit rate, while those aged between 45 and 54 years old had the highest proportion of claims at the maximum weekly benefit rate (consult Table 37).

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. In FY2122, 20,660 fishers established 29,955 new fishing claims. Of these 20,660 fishers, 11,408 established a single claim while the rest (9,252 fishers) established multiple claims.

Table 38 outlines the number of fishers that established claims by season of establishment for the past five years. The number of fishers who established a fishing claim during the reporting period increased by +3.5% from the previous year, similar to pre-pandemic levels. The number of fishers who established solely a winter claim markedly increased during this period by +15.5%, while the number of fishers who established solely a summer claim decreased by -7.3%.

⁸⁷ Fishing claims established in EI economic regions where the earnings divisor was 14 required at least \$15,145 of insurable earnings in 2021 to receive the maximum weekly benefit rate.

Table 38 – Number of fishers by season of establishment, Canada, FY1718 to FY2122

Season of establishment	FY1718	FY1819	FY1920	FY2021	FY2122	Change (%) FY2021 to FY2122
One season	12,709	12,611	12,054	11,663	11,408	-2.2%
Winter	3,031	3,145	3,192	2,624	3,030	+15.5%
Summer	9,678	9,466	8,862	9,039	8,378	-7.3%
Two seasons	8,667	8,876	9,162	8,307	9,252	+11.4%
Canada	21,376	21,487	21,216	19,970	20,660	+3.5%

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

In FY2122, fishers who established a single claim received an average of \$12,582 in EI fishing benefits. Those who had established two fishing claims received an average of \$13,285 for the first claim and an average of \$10,988 for the second claim, for a total average of \$24,272 received in EI fishing benefits in FY2122.

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 FY2122, the average duration of a fishing claim was 22.0 weeks, up from 20.3 weeks (+8.2%) 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 no exception. The average duration in this province was 23.0 weeks in FY2122, virtually the same as the previous year. Claims established in Quebec and Prince Edward Island had the lowest average duration at 21.2 weeks in FY2122 (consult [annex 2.9.2](#)).

The lower average duration of claims in some Atlantic Provinces and Quebec compared to British Columbia may be attributable, in part, to the fact that more than half of fishers in these regions establish two claims per year. In comparison, fishers in British Columbia mostly establish a single claim per year. For example, within the past five years, on average, 49.3% of fishers in the Atlantic Provinces and 65.2% of fishers in Quebec established two claims per year, whereas the share of fishers with two claims during this period was 2.3% in British Columbia.

Table 39 outlines the average duration of fishing benefits. In FY2122, 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 23.0 weeks for their first claim and 19.3 weeks for their second claim, for a total average of 42.3 weeks for the whole year in FY2122, an increase of +16.5% or 6.0 weeks compared to FY2021.

Table 39 – Average duration of Employment Insurance fishing benefits by fishers, Canada, FY2021 to FY2122

Season	Average duration (weeks)		Change (%) FY2021 to FY2122
	FY2021	FY2122	
One season / one claim	23.4	23.4	-0.2%
Two seasons / two claims	36.3	42.3	+16.6%
First claim	18.9	23.0	+21.9%
Second claim	17.4	19.3	+10.9%

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 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 due to economic downturns that are beyond the control of the employer. Employees benefit by maintaining their jobs and skills by supplementing their wages for the hours they are not working. The program also allows employees to maintain non-salary benefits. The program offers a form of job stability and financial security to a large number of employees which can have a multiplier effect on communities.

Layoffs are avoided by offering temporary income support to EI-eligible workers who accept to work a temporarily reduced workweek while their employer recovers. Workers in the Work-Sharing program receive EI benefits to partially replace their 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 2.5.2](#) for a comprehensive Program description).

During the first 2 years of the pandemic, the Work-Sharing program was successful in supporting business and individuals. From April 2020 to the end of March 2022, the program helped support an estimated 165,000 workers and avert over 73,000 layoffs.⁸⁸

In FY2122, Canadian businesses started recovering from the effects of the COVID-19 pandemic. As the economy recovered, the unemployment rate dropped while labour shortages began to increase, especially in the services-producing industries (consult Chapter 1 for more economic and labour market context).

2.5.2 What is the Work-Sharing program

The Work-Sharing program acts as a stabilizer during economic downturns. The program helps employees maintain connections to both their employers and the labour market, as well as generates savings for the EI operating account.

The program operates under the authority of section 24 of the *Employment Insurance Act*, and sections 42 to 49 of the Employment Insurance Regulations. An agreement between an employer and Service Canada is required and helps avert layoffs during a temporary reduction in business activity.

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 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.

⁸⁸ Based on information provided to Service Canada by the employer at the time of the application.

During participation in a Work-Sharing agreement, employer-initiated training activities may take place. Training costs may be 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 cannot be compensated through the Work-Sharing agreement. Training can take place during the non-working hours for which the participating employees are in receipt of EI Work-Sharing benefits.

In order for an employer to be eligible for a Work-Sharing agreement, 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 certain type of 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 eligible employees in the work unit
- demonstrate a recent decrease of approximately 10% to 60% of their business activity
- undertake recovery 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 the business
- be eligible to receive EI benefits
- 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

An initial Work-Sharing agreement can last between a minimum of 6 and a maximum of 26 consecutive weeks. This helps ensure the program is flexible and responsive to the needs of employers and workers during unforeseen economic events. The 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
- ensure the period of the extension is needed to complete the return to normal working hours

After completing an arrangement, employers requesting another agreement are required to serve a mandatory cooling-off period; the mandatory minimum is equal to the duration of the previous arrangement (up to a maximum period of 38 weeks).

To illustrate how the program works, consider a business with 100 workers. The business is considering temporarily laying-off 60 workers during a temporary and unexpected economic downturn, due to supply chain constraints. If the 60 EI eligible workers were laid off, they would collect EI regular benefits for every day they were unemployed, up to their maximum entitlement.

Work-Sharing allows all 100 of the business' employees to share the costs of the downturn. Rather than laying off the 60 workers, the business could reduce the workweek by up to 60% (for example, work a two-day week) for all 100 workers. This would allow all the workers to stay connected to the labour market and to their employer, which allows them to retain their skills and employee benefits, avoiding skill erosion.

Employment Insurance Work-Sharing benefits (illustrative example)

Cindy is the manager of a local hardware store in Peterborough, Ontario. The store has experienced a decrease in customers as the result of the COVID-19 outbreak. To avoid layoffs and ensure the business remains viable, the store, 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 to partially replace the hours they were not working. Prior to the Work-Sharing agreement, Cindy earned \$865 weekly (which makes \$45,000 per year). Under the Work-Sharing program, Cindy received a total of \$729 per week (\$562 in wages from her employer plus \$167 from EI Work-Sharing benefits).

If laid off, EI regular benefits could have provided her with a weekly income of \$476. The Work-Sharing agreement not only helped Cindy and her colleagues maintain earnings closer to their regular levels, but also to keep their jobs, retain their skills and their employee benefits provided by their employer.

2.5.3 Work-Sharing temporary special measures: part of Canada's COVID-19 economic response

During times of economic stability, employers were less likely to participate in the program. However, over the past decade, temporary special measures have been introduced almost every year in response to sectoral, regional, or national economic downturns.

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. The temporary special measures were implemented to assist workers and employers in all industries and sectors across Canada facing unexpected downturns due to COVID-19 to access the program. Work-Sharing temporary special measures remained in effect until September 24, 2022. By helping to keep employers in business and employees employed, Work-Sharing program contributed to maintaining a skilled and job-ready workforce as the economy recovers.

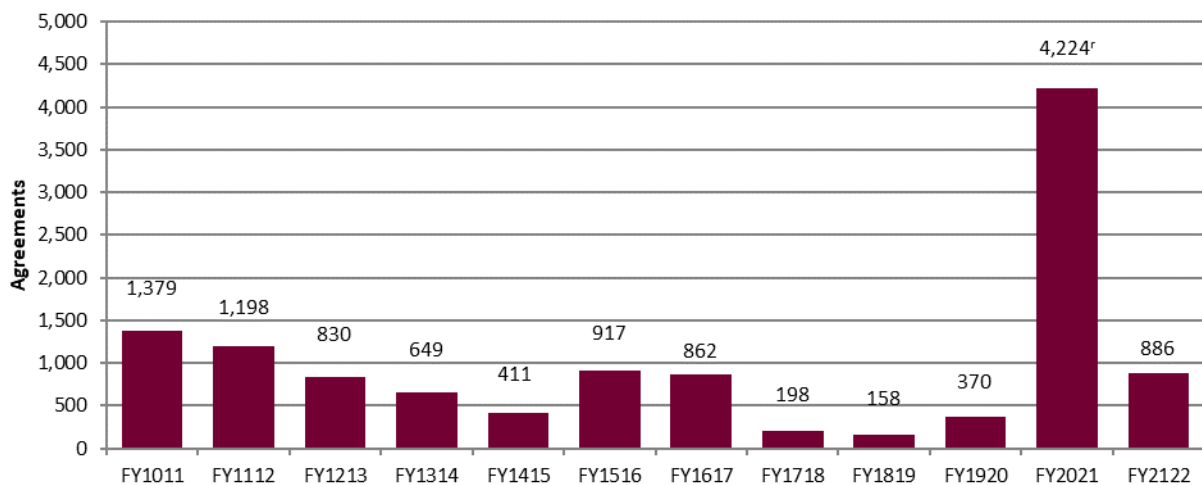
Key Work-Sharing temporary special measures that remained in place during FY2122 included:

- extending the maximum duration for agreements to 76 weeks (from 38 weeks). In FY2122, 20% of agreements exceeded 39 weeks compared to 40% in the previous fiscal year
- 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 program eligibility to ensure that they could focus on business recovery. Given the extremely unusual circumstances of the pandemic (for example closures or restrictions), 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, essential workers such as managers, marketing staff and IT staff did not have any full-time work to do

2.5.4 Employers - decrease in agreements across Canada

As Canada started recovering economically in FY2122, the employment rate for Canadians aged 15 to 64 began returning to pre-pandemic levels. As a result, the demand for the Work-Sharing program fell to less than 900 agreements compared to more than 4,200 in FY2021 (consult Chart 14).

Chart 14 – Total count of Work-Sharing agreements, Canada, FY1011 to FY2122



Source: Employment and Social Development Canada, Common System of Grants and Contributions.

* Revised data.

As a result of the Work-Sharing agreements, an estimate of almost 14,000 averted layoffs and over 32,000 employees participated in Work-Sharing agreements during FY2122⁸⁹.

Over 98% of agreements were businesses with 500 or fewer employees, likely were still recovering from the decline of revenues during the pandemic.

Across the country, in absolute terms, Ontario, Quebec, Alberta and British Columbia have had the most agreements year-over-year (consult Table 40). As expected, the number of agreements largely increased proportionally with respect to the size of the affected population in each jurisdiction.

Table 40 – Number of Work-Sharing agreements by region, Canada, FY1920 to FY2122

Region	Number of Agreements in FY1920	Number of Agreements in FY2021	Number of Agreements in FY2122
Newfoundland and Labrador	6	35	9
Prince Edward Island		8	0
Nova Scotia	5 ^c	78	15
New Brunswick		58	12
Quebec	64	818	224
Ontario	161	1,384 ^f	307
Manitoba	19	234	35
Saskatchewan	24	124	23
Alberta	65	873	139
British Columbia	26	603	122
Territories	0	7	0
Canada	370	4,228	886

Source: Employment and Social Development Canada, Common System of Grants and Contributions.

^c Data for some regions have been combined for confidentiality purposes.

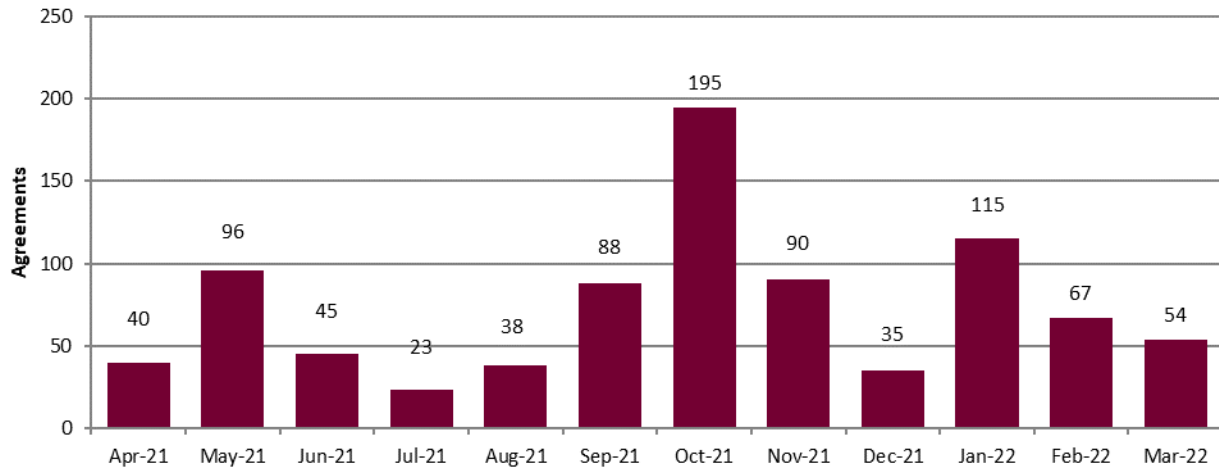
^f Revised data.

There were spikes in new agreements that occurred throughout FY2122. Causes for these spikes could be linked to employers potentially re-establishing expired agreements 72 weeks after establishing their initial agreements at the beginning of the pandemic in spring 2020. Also, the infection outbreak in the winter of FY2122 could also explain the increase in new agreements signed in January and February 2022⁹⁰ (consult Chart 15).

⁸⁹ Based on information provided to Service Canada by the employer at the time of the application.

⁹⁰ [COVID-19 epidemiology update: Outbreaks](#)

Chart 15 – Number of Work-Sharing agreements by month, Canada, April 2021 to March 2022



Source: Employment and Social Development Canada, Common System of Grants and Contributions.

Historically, two-thirds or more of Work-Sharing agreements implemented over the last decade were in goods-producing industries. The situation changed significantly in FY2021, as pandemic-related restrictions also impacted service-producing industries.

In FY2122, the ratio of Work-Sharing agreements returned back to being more heavily weighted towards goods-producing industries compared to the service-producing industries. Close to 60% of the Work-Sharing agreements were in goods-producing industry in FY2122, compared to only 40% of the agreements in FY2021. The change could be associated with the reduced COVID-19 restrictions that were put in place at the beginning of the pandemic.

The number of Work-Sharing agreements within the service sector in FY2122 decreased by 85% compared to the previous fiscal year (consult Table 41).

Table 41 – Number and percentage share of Work-Sharing agreements by industry, Canada, FY1718 to FY2122

Industry	FY1718	FY1819	FY1920	FY2021	FY2122
Goods-producing industries	130 (65.7%)	126 (79.8%)	266 (71.9%)	1,750^r (41.4%)	498 (56.2%)
Mining, quarrying, and oil and gas extract	3 (1.5%)	4 (2.5%)	5 (1.4%)	56 (1.3%)	9 (1.0%)
Construction	14 (7.1%)	11 (7.0%)	25 (6.8%)	262 (6.2%)	33 (3.7%)
Manufacturing	109 (55.1%)	106 (67.1%)	223 (60.3%)	1363 (32.3%)	443 (50.0%)
Rest of goods-producing industries	4 (2.0%)	5 (3.2%)	13 (3.5%)	69 (1.6%)	13 (1.5%)
Services-producing industries	68 (34.3%)	32 (20.3%)	104 (28.1%)	2,476 (58.6%)	388 (43.8%)
Wholesale trade	14 (7.1%)	4 (2.5%)	10 (2.7%)	257 (6.1%)	33 (3.7%)
Retail trade	12 (6.1%)	4 (2.5%)	16 (4.3%)	307 (7.3%)	56 (6.3%)
Professional, scientific and technical services	25 (12.6%)	11 (7.0%)	24 (6.5%)	621 (14.7%)	71 (8.0%)
Rest of services-producing industries	17 (8.6%)	13 (8.2%)	54 (14.6%)	1,289 ^r (30.5%)	228 (25.7%)
Canada	198 (100.0%)	158 (100.0%)	370 (100.0%)	4,224^r (100.0%)	886 (100%)

Source: Employment and Social Development Canada, Common System of Grants and Contributions.

^r Revised data.

The distribution of Work-Sharing agreements by employer size has remained consistent since the 2008-2009 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.

2.5.5 Workers - Employment Insurance Work-Sharing claims and amount paid

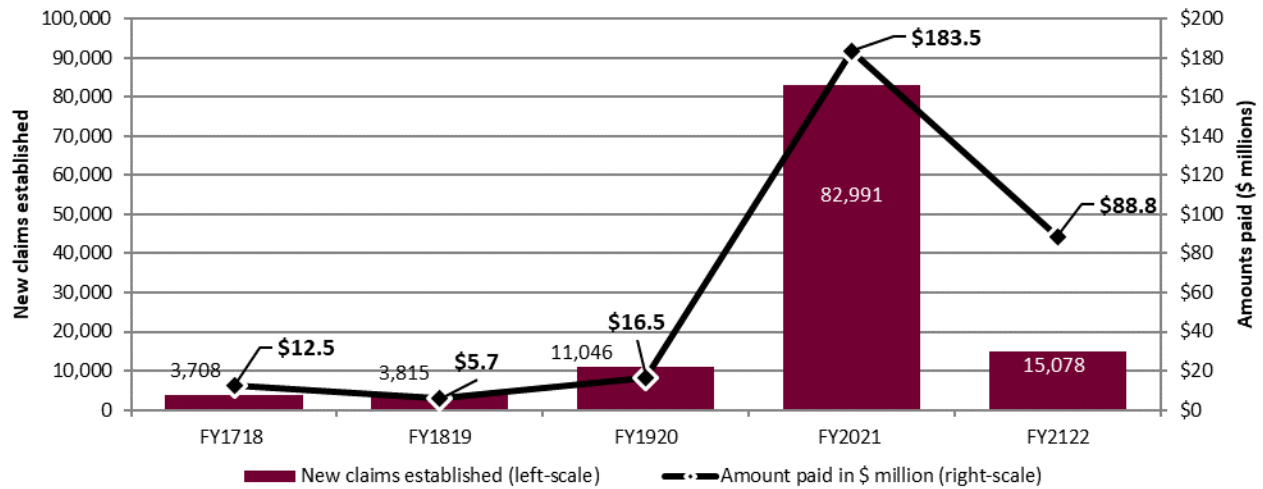
To be eligible to receive EI benefits under a Work-sharing agreement, workers need to meet the eligibility criteria for EI regular benefits. Different EI temporary measures were implemented between September 2020 and September 2022, changing the eligibility criteria during FY2021 and FY2122. Consult [Section 2.1](#) for more details.

The context in FY2021 was unprecedented, which led to a substantial increase in the number of claims for Work-Sharing benefits during that period. With the improvement in economic activity and recovery across sectors and regions in FY2122, the number of claims for Work-Sharing benefits dropped compared to FY2021.

Claims for Work-Sharing benefits in FY2122 decreased over 80%. Also, the amount of EI Work-Sharing benefits paid decreased by more than 50% compared to the previous year (consult Chart 16).

Decreases in Work-Sharing agreements and benefits paid coincide with the increase in economic activity and the recovery across sectors and regions. Reductions and removals of health restrictions could be a cause for the drop of claims registered in the service-producing industries (consult [Annex 2.22.2](#)).

Chart 16 – Employment Insurance Work-Sharing claims and benefits paid, Canada, FY1718 to FY2122



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

Claims: The number of new claims and the amounts of benefits paid decreased in all provinces and territories. Ontario and Quebec continued to account for over half of both new claims and amounts paid (consult Table 42). There were no claims from workers in the territories (Nunavut, Northwest Territories and the Yukon) for FY2122, trending similar to pre-COVID-19 levels.

Demographics: There were no notable changes in the demographics of Work-Sharing claimants from the previous year. Women accounted for just less than one-third of claims in FY2122 and received a similar proportion of benefits paid.

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 (14% in March 2022)⁹¹.

Sectors: Some key highlights for sectors in which Work-Sharing claimants were employed include:

- employees in the goods-producing industries accounted for over four-fifths of Work-Sharing claims and benefits paid in FY2122. In FY2021, the goods-producing industries registered similar proportion of the total claims and benefits paid to the service-producing industries. Reductions of COVID-19 restrictions likely caused drop in claims for the services-producing industries
- the number of Work-Sharing claims and benefits paid decreased substantially in the services-producing industries in FY2122. The Wholesale trade sector and the Professional, scientific and technical services sector had the largest drop in claims and benefits paid
- claimants from the Manufacturing sector accounted for most of the Work-Sharing claims in the goods-producing industries during FY2122. While the proportion of the total Work-Sharing benefits paid was higher than in FY2021, Manufacturing accounted for roughly 25% less of than pre-

⁹¹ Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted

pandemic proportions. The shares of claims and benefits paid from this sector are disproportionate to their approximately 9%⁹² share of total national employment figures during FY2122.

⁹² Source: Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

Table 42 – Number and percentage share of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, FY1920 to FY2122

Region	New claims established			Amount paid (\$ millions)		
	FY1920	FY2021	FY2122	FY1920	FY2021	FY2122
Newfoundland and Labrador	47 (0.4%)	498 (0.6%)	24 (0.2%)	\$0.08 (0.5%)	\$1.0 (0.5%)	\$0.4 (0.4%)
Prince Edward Island		121 (0.1%)		\$0.0 (0.0%)	\$0.3 (0.2%)	
Nova Scotia	70 (0.6%)	2,029 (2.4%)	96 (0.6%)	\$0.07 (0.4%)	\$3.8 (2.1%)	\$2.3 (2.6%)
New Brunswick	70 (0.6%)	1,253 (1.5%)	119 (0.8%)	\$0.01 (0.0%)	\$2.0 (1.1%)	\$0.5 (0.5%)
Quebec	2,385 (21.6%)	19,666 (23.7%)	3,816 (25.3%)	\$4.2 (25.2%)	\$36.1 (19.7%)	\$22.2 (25.0%)
Ontario	3,969 (35.9%)	29,381 (35.4%)	8,285 (54.9%)	\$5.4 (32.8%)	\$68.3 (37.2%)	\$40.6 (45.7%)
Manitoba	1,729 (15.7%)	6,733 (8.1%)	411 (2.7%)	\$2.7 (16.3%)	\$11.2 (6.1%)	\$4.6 (5.1%)
Saskatchewan	642 (5.8%)	1,742 (2.1%)	250 (1.7%)	\$1.7 (10.0%)	\$5.6 (3.1%)	\$1.4 (1.6%)
Alberta	1,089 (9.9%)	11,770 (14.2%)	788 (5.2%)	\$1.4 (8.6%)	\$32.9 (17.9%)	\$9.6 (10.8%)
British Columbia	1,045 (9.5%)	9,758 (11.8%)	1,289 (8.5%)	\$1.0 (6.1%)	\$21.8 (11.9%)	\$7.2 (8.1%)
Territories	0 (0.0%)	40 0.05%	0 (0.0%)	\$0.0 (0.0%)	\$0.4 (0.2%)	\$0.0 (0.0%)
Gender						
Men	8,528 (77.2%)	52,895 (63.7%)	10,277 (68.2%)	\$12.8 (77.7%)	\$117.8 (64.2%)	\$56.7 (63.9%)
Women	2,518 (22.8%)	30,096 (36.3%)	4,801 (31.8%)	\$3.7 (22.3%)	\$65.6 (35.8%)	\$32.0 (36.1%)
Age category						
24 years old and under	748 (6.8%)	4,272 (5.1%)	1,102 (7.3%)	\$1.0 (6.1%)	\$7.6 (4.1%)	\$3.7 (4.2%)
25 to 44 years old	4,644 (42.0%)	36,683 (44.2%)	5,708 (37.9%)	\$6.3 (38.2%)	\$76.7 (41.8%)	\$30.1 (33.9%)
45 to 54 years old	2,809 (25.4%)	21,295 (25.7%)	3,861 (25.6%)	\$4.5 (27.0%)	\$48.7 (26.6%)	\$25.2 (28.4%)
55 years old and over	2,845 (25.8%)	20,741 (25.0%)	4,407 (29.2%)	\$4.7 (28.6%)	\$50.5 (27.5%)	\$29.8 (33.5%)
Industry						
Goods-producing industries	9,347 (84.6%)	43,142 (52.0%)	12,161 (80.7%)	\$14.9 (90.4%)	\$97.3 (53.0%)	\$59.3 (66.8%)
Manufacturing	9,025 (81.7%)	40,246 (48.5%)	11,863 (78.7%)	\$14.3 (86.6%)	\$88.2 (48.1%)	\$56.4 (63.6%)
Rest of goods-industries	322 (2.9%)	2,896 (3.5%)	298 (2.0%)	\$0.6 (3.8%)	\$9.0 (4.9%)	\$2.8 (3.2%)
Service-producing industries	1,699 (15.4%)	39,849 (48.0%)	2,550 (16.9%)	\$1.6 (9.6%)	\$86.2 (47.0%)	\$29.5 (33.2%)
Wholesale trade	581 (5.3%)	10,321 (12.4%)	655 (4.3%)	\$0.5 (3.0%)	\$18.9 (10.3%)	\$4.8 (5.4%)
Professional, scientific and technical services	311 (2.8%)	8,474 (10.2%)	261 (1.7%)	\$0.4 (2.6%)	\$17.9 (9.7%)	\$3.5 (4.0%)
Rest of service-producing industries	807 (7.3%)	21,054 (25.4%)	1,634 (10.8%)	\$0.7 (4.0%)	\$49.4 (26.9%)	\$19.8 (22.3%)
Canada	11,046 (100.0%)	82,991 (100.0%)	15,078 (100.0%)	\$16.5 (100.0%)	\$183.5 (100.0%)	\$88.8 (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.

° 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.

2.5.6 Level and duration of Employment Insurance Work-Sharing benefits

The weekly Work-Sharing benefits paid to claimants are determined by:

- employees' wages
- EI benefit rate calculation, and
- degree of reductions in the hours worked (between 10% and 60%)

Different sets of EI temporary measures were implemented between September 2020 and September 2022. The EI benefit rate calculation was reformed during FY2021 and FY2122 because of these temporary measures (consult [Section 2.1](#) for more details). For this reason, the average weekly Work-Sharing benefit rates between FY1920 and FY2122 are not fully comparable.

The national average weekly Work-Sharing benefit rate was \$145 during FY2122. The national average weekly Work-Sharing benefit rate increased roughly 9% over the one registered in the previous fiscal year.⁹³ The average weekly benefit rates entitled to Work-Sharing claimants did not vary much across the different calculation methods in place in FY2122.

Table 43 – Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, Canada, FY1920 to FY2122

Region	FY1920	FY2021	FY2122
Atlantic provinces ^c	\$151	\$123	\$127
Quebec	\$136	\$127	\$146
Ontario	\$127	\$139	\$138
Manitoba	\$149	\$119	\$142
Saskatchewan	\$152	\$154	\$190
Alberta	\$159	\$139	\$174
British Columbia	\$142	\$130	\$160
Yukon	0	\$143	0
Northwest Territories	0	\$180	0
Nunavut	0	\$197	0
Gender			
Men	\$143	\$134	\$151
Women	\$124	\$131	\$132
Age category			
24 years old and under	\$134	\$122	\$142
25 to 44 years old	\$139	\$132	\$147
45 to 54 years old	\$140	\$134	\$143
55 years old and over	\$138	\$137	\$145
Industry			
Good-producing industries	\$138	\$136	\$145
Construction	\$173	\$151	\$165
Manufacturing	\$136	\$134	\$145
Service-producing industries	\$145	\$130	\$141
Wholesale trade	\$138	\$117	\$121
Finance and insurance	\$122	\$130	\$178
Accommodations and food services	\$111	\$142	\$139
Canada	\$139	\$133	\$145

Note: Includes claims for which at least \$1 of Work-Sharing benefits was paid.

^c Data for some industries 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.

⁹³ 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.

The average weekly benefit rate increased in all the provinces, except for Ontario, in FY2122. The western provinces recorded the highest average weekly benefit rate in FY2122, while the Atlantic provinces posted the lowest.

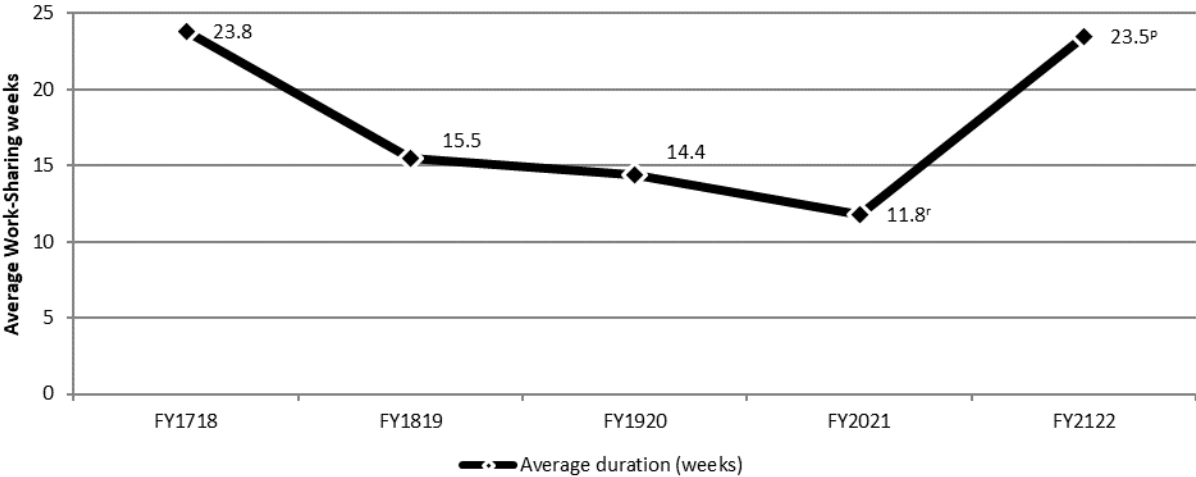
From a gender perspective, men had a higher average weekly benefit rate than women. This is probably attributable to the different industries in which they worked.

The average weekly Work-Sharing benefit rate was relatively similar across age groups in FY2122. In previous fiscal years, the benefit rate of younger workers was lower on average.

As in previous fiscal years, there was variability in the average weekly Work-Sharing benefit rate across industries in FY2122. The highest weekly benefit rate was in the Finance and insurance sector, while the lowest was in the Wholesale trade sector.

As shown in Chart 17, the average duration of Work-Sharing claims completed in FY2122 was 23.5 weeks. Close to doubling duration from the previous fiscal year. The increased average duration of agreements is likely a result of a decreased number of agreements terminating early (consult [section 2.5.7](#) for additional insights).

Chart 17 – Average duration of completed Employment Insurance Work-Sharing claims, Canada, FY1718 to FY2122



Note: Includes all claims for which at least \$1 of Work-Sharing benefits was paid.
^r Revised data.
^p Preliminary data.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

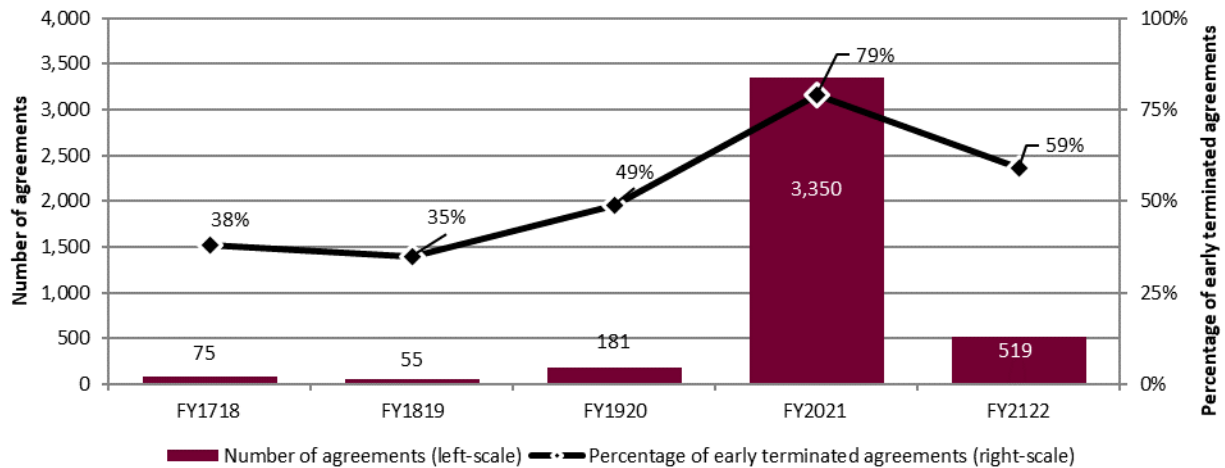
2.5.7 Employment Insurance Work-Sharing agreements subject to early termination and layoffs averted

When a Work-Sharing agreement ends before the anticipated end date, this is termed an early termination. Early termination⁹⁴ may be due to a number of reasons, for example:

- return to normal levels of business activity
- decision to proceed with layoffs
- shutdown

Early terminations in FY2122 decreased to less than 60% of all agreements, down from three quarters the previous fiscal year. Before the pandemic, less than half of the agreements had early terminations year over year. The decrease in both early terminations and new agreements in FY2122, could be a sign the economy is recovering.

Chart 18 – Annual rate of early termination of Work-Sharing agreements, Canada, FY1718 to FY2122



Note: Early termination is based on the project going through the termination phase.

Historical trends show that the number of Work-Sharing claims increase during economic recessions and decline during periods of recovery and economic growth. The program has the further advantage of allowing employers to retain skilled employees. This helps employers avoid the costly process of recruiting and training new employees when business returns to normal levels.

⁹⁴ 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.

2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to employees, self-employed persons who opt-in to the program, and self-employed fishers who are eligible and unable to work due to specific life circumstances. These include illness 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 600 hours of insurable employment during their qualifying period. This minimum hours threshold for special benefits changed during FY2122 due to the different sets of EI temporary measures introduced during the period (consult [Section 2.1](#)). The minimum was 120 hours for claims established during the first half of FY2122 (due to the one-time credit of 480 hours for special benefit claims) and 420 hours for claims established during the second half of FY2122.⁹⁵ Insured employees must also meet the eligibility criteria for the special benefits claimed and have their normal weekly earnings reduced by more than 40% due to their interruption of earnings.

Self-employed persons may qualify for EI special benefits if they opted into the EI program and paid EI premiums at least one full year prior to claiming these benefits. They also must have net self-employment income that meets the minimum self-employment earnings threshold⁹⁶ in the calendar year preceding the claim, and meet other eligibility criteria specific to the special benefits being claimed. During FY2122, the minimum self-employment earnings threshold for self-employed persons seeking to qualify for special benefits was reduced in an equivalent manner to the minimum number of hours to qualify for special benefits as part of the EI temporary measures that were in place.

As explained in [Section 2.1](#), different sets of EI temporary measures were in place during the reporting period. As a result, some of the main indicators covered in the following subsections are presented separately for the first and the second half of FY2122.

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.

⁹⁵ The minimum 600 hours of insurable employment resumed for claims established after September 24, 2022 when the second set of EI temporary measures ended.

⁹⁶ This threshold was \$7,279 (2019 earnings) for claims established in 2020. It was temporarily set to \$5,000 (2020 earnings) for claims established between January 3, 2021 and September 25, 2021. It was \$5,289 (earnings in the calendar year preceding the year in which the claim begins) for claims established between September 26, 2021 and September 24, 2022. Self-employed fishers could also qualify for special benefits with fishing earnings, consult [section 2.4](#) for details.

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.⁹⁷

2.6.1 Employment Insurance special benefit claims overview

The number of new EI special benefit claims went from 671,300 in FY2021 to 704,600 in FY2122 (consult Table 44). Claims established for parental benefits increased the most (+28,800), followed by claims for sickness benefits (+12,110) and claims for maternity benefits (+10,000). This increase could be due, in part, to the different sets of EI temporary measures that facilitate access to EI benefits during the reporting period (consult [Section 2.1](#)). Among all the three types of caregiver benefits, the number of new claims remained relatively constant in FY2122 compared to FY2021.

Table 44 – Employment Insurance special benefit claims* and amount paid according to benefit type, Canada, FY2021 to FY2122

Benefit type	Number of claims				Amount paid (\$ million)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Maternity	166,910	91,810	85,100	176,910	\$1,324.7	\$1,474.7
Parental	213,100	123,000	118,900	241,900	\$3,177.8	\$3,589.9
Sickness	450,350	209,040	253,420	462,460	\$1,999.3	\$2,461.9
Compassionate care	6,802	3,341	3,434	6,775	\$43.4	\$46.0
Family caregiver for adults	12,208	6,237	6,304	12,541	\$69.3	\$79.6
Family caregiver for children	5,522	3,047	2,587	5,634	\$41.2	\$45.4
Canada	671,260	328,830	375,790	704,620	\$6,655.7	\$7,697.6

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 previous years, sickness benefits continued to represent almost two-thirds (65.6%) of special benefit claims established in FY2122. During the same period, 34.3% and 25.1% 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.⁹⁸

The total amount paid out in special benefits reached \$7.7 billion for FY2122. Amounts paid have increased for all benefit types compared to FY2021.

In FY2122, women established a larger share (61.3%) of special benefit claims than men (38.7%). This breakdown of claims by gender remained virtually unchanged from previous fiscal years. Women also continued to receive a greater share of the amounts paid in special benefits than men during FY2122 (80.3% and 19.7%, respectively). This is mainly because only women can receive maternity benefits, a

⁹⁷ EI administrative data are as of August 2022. 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.

⁹⁸ 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.

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 two-thirds (67.5%) of new special benefit claims and receive the largest share of the total amount paid in special benefits (82.6%) in FY2122.

During FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). 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 \$553 for special benefit claims established during the first half of FY2122. It was \$503 for claims established during the two-month period in fall 2021, and \$508 for claims established in the last four months of FY2122.

For all types of special benefits combined, the proportion of claims receiving the maximum weekly benefit rate was 49.5%, 46.0% and 44.7%, respectively, for the first half of FY2122, the two-month period in fall 2021, and the last four months of FY2122. The share of claimants receiving the minimum weekly benefit rate of \$500 (or \$300 for extended parental benefits) in the first half of FY2122 was 37.7%. Similarly, the share of claimants receiving the minimum \$300 weekly benefit rate (or \$180 for extended parental benefits) was 9.0% during the two-month period in fall 2021.

Employment Insurance special benefits and firms

According to 2020 tax data, which is the most recent microdata available when writing this report, there were approximately 205,880 firms (16.7% of all firms in 2020) which were associated with the establishment of an EI special benefit claim as a claimant’s current or most recent employer (consult Table 45). This is a decrease of 1.9% from 2019.

Table 45 – Firms, employment and Employment Insurance special benefit claimants by firm size*, Canada, 2020

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	1,120,640	118,970	21.6%	17.7%	20.0%
Small-medium	94,430	68,080	19.3%	21.4%	26.2%
Medium-large	16,180	15,600	16.0%	18.8%	21.6%
Large	3,240	3,220	43.1%	42.1%	32.2%
Canada	1,234,480	205,880	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 2020.

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 3.9 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 (-10.9 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 declaration as to the newborn's date of birth or, for the purpose of an adoption, the date of the child's placement and the name and address of the adoption authority. 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). 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 \$595 in 2021 and \$638 in 2022.

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). 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 \$357 in 2021 and \$383 in 2022.

Due to the different sets of EI temporary measures, the calculation of the weekly benefit rate parents were entitled to receive varied during the reporting period. Different minimum weekly benefit rates were also introduced in some periods of FY2122 (consult [Section 2.1](#)).

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, only one parent needs to serve a one-week 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 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 comparable benefits since January 1, 2006.

Employment Insurance maternity and parental benefits: coverage and accessibility

The Employment Insurance Coverage Survey (EICS) provides a meaningful picture of who does or does not have access to EI benefits, notably EI maternity and parental benefits. This survey complements EI administrative data that only cover EI claimants. According to the 2021 EICS,⁹⁹ 82.9% of parents with a child aged 18 months or younger living outside Quebec had insurable employment in 2021. Among these new parents with insurable employment, 89.3% reported having received maternity or parental benefits, which is similar to previous years.

According to EICS data, the proportion of spouses or partners living outside Quebec who received or intended to claim EI parental benefits increased from 19.5% in 2020 to 29.9% in 2021. This proportion was 11.9% 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.

As in previous years, 2021 EICS data continue to show that the share of new parents with insurable employment in Quebec who received maternity or parental benefits under QPIP (99.8%) is greater than that of parents having received EI maternity or parental benefits in the rest of Canada (89.3%). 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 special benefits under the EI program. In addition, in Quebec, a larger share of spouses or partners received parental benefits or intended to receive them (76.6%).

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 2021 EICS data, 41.5% of parents with a child aged 18 months or younger living outside Quebec received top-ups to their EI benefits from their employer.

Employment Insurance maternity claims, amount paid and level of benefits

The total number of new maternity claims established was 176,900 in FY2122, which is close to pre-pandemic numbers. The breakdown of claims by province and territory remained unchanged between

⁹⁹ 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 and 2021 are not fully comparable with those of previous years.

the first and second half of FY2122. Ontario continued to account for half of all maternity claims (consult Table 46).

Table 46 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, FY2021 to FY2122

Province or territory	Number of claims				Amount paid (\$ millions)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	2,520	1,110	1,030	2,140	\$17.2	\$19.2
Prince Edward Island	1,100	520	650	1,170	\$8.2	\$9.7
Nova Scotia	5,040	2,830	2,680	5,510	\$36.8	\$45.3
New Brunswick	4,080	2,210	2,390	4,600	\$30.3	\$36.1
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	82,260	46,210	42,980	89,190	\$657.4	\$743.1
Manitoba	8,600	4,640	4,360	9,000	\$66.6	\$70.4
Saskatchewan	7,680	4,260	3,600	7,860	\$59.7	\$65.8
Alberta	28,190	15,190	13,890	29,080	\$227.9	\$245.3
British Columbia	26,400	14,210	13,100	27,310	\$212.6	\$230.8
Yukon	340	240	170	410	\$2.9	\$3.3
Northwest Territories	430	210	170	380	\$3.0	\$3.6
Nunavut	270	180	80	260	\$2.0	\$2.1
Age category						
24 years old and under	12,730	5,890	5,540	11,430	\$83.3	\$90.7
25 to 39 years old	147,200	82,210	75,350	157,560	\$1,184.6	\$1,320.7
40 years old and over	6,980	3,710	4,210	7,920	\$56.7	\$63.3
Canada	166,910	91,810	85,100	176,910	\$1,324.7	\$1,474.7

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 89.1% of new maternity claims during the entire reporting period, while women aged 24 years and under and those aged 40 years and over represented 6.5% and 4.5%, respectively. The distribution of claims across age groups is similar to the one observed in past years.

The total amount paid in maternity benefits almost reached \$1.5 billion in FY2122 compared to \$1.3 billion in FY2021 (consult Table 46). The total amount paid increased in each province and territory compared to the previous fiscal year. At the same time, mothers aged 25 to 39 years received 89.6% of maternity benefit payments in FY2122, while mothers aged 24 years and under and those aged 40 years and over received 6.1% and 4.3%, respectively.

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental and sickness benefits; 97.8% of all EI maternity claims completed during FY2122 included another type of EI benefit (consult [subsection 2.1.3](#)).

During FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). The average weekly maternity benefit rate was \$561 in the first half of FY2122. The proportion of maternity claims that received the minimum \$500 weekly benefit rate was 32.1% during this period. For claims established during the two-month period in fall 2021, the average weekly maternity benefit rate was \$521, and 8.9% of these claims received the minimum \$300 weekly benefit rate. The average weekly maternity benefit rate was \$533 during the last four months of FY2122. On

average, the highest weekly maternity benefit rate was for claims established in the territories and by mothers aged 40 years and over (consult [annex 2.13.3](#)).

There were 57.7% of claimants who received the maximum weekly maternity benefit rate during the first half of FY2122, 56.6% during the two-month period of fall 2021, and 53.7% in the last four months of FY2122.

Employment Insurance parental claims, amount paid and level of benefits

The total number of new parental claims established was 241,900 in FY2122, higher than the number established in FY2021 (consult Table 47). Extended parental benefits accounted for 19.0% of all claims established in FY2122, relatively unchanged compared to previous fiscal years. Claims from adoptive parents continued to account for less than 1.0% (about 1,400) of all parental claims in FY2122.

Table 47 – Employment Insurance parental claims and amount paid by benefit type, province or territory, gender and age, Canada, FY2021 to FY2122

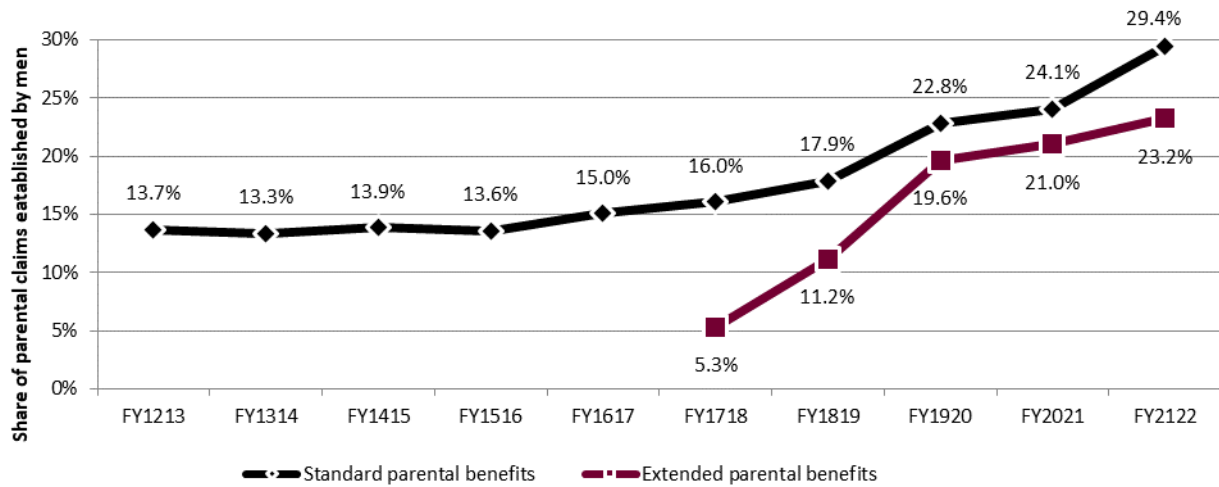
Type of parental benefit	Number of claims				Amount paid (\$ millions)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Standard	174,330	98,930	97,030	195,960	\$2,612.5	\$2,939.4
Extended	38,770	24,070	21,870	45,940	\$565.3	\$650.5
Province or territory						
Newfoundland and Labrador	2,730	1,370	1,150	2,520	\$39.3	\$45.3
Prince Edward Island	1,330	750	870	1,620	\$16.0	\$21.7
Nova Scotia	6,730	4,150	3,710	7,860	\$89.0	\$106.4
New Brunswick	5,210	3,130	3,120	6,250	\$69.2	\$84.6
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	106,510	62,680	60,270	122,950	\$1,603.6	\$1,787.6
Manitoba	11,050	6,300	5,720	12,020	\$150.3	\$178.5
Saskatchewan	9,450	5,550	4,590	10,140	\$145.2	\$163.1
Alberta	34,100	18,770	18,760	37,530	\$551.8	\$598.6
British Columbia	34,620	19,530	20,080	39,610	\$496.2	\$581.6
Yukon	440	300	290	590	\$5.9	\$8.0
Northwest Territories	500	220	200	420	\$6.0	\$7.6
Nunavut	430	250	140	390	\$5.3	\$7.0
Gender						
Men	50,100	32,380	35,970	68,350	\$359.2	\$411.0
Women	163,000	90,620	82,930	173,550	\$2,818.6	\$3,179.0
Age category						
24 years old and under	13,270	6,440	6,230	12,670	\$171.8	\$222.1
25 to 39 years old	185,500	108,160	102,080	210,240	\$2,816.2	\$3,167.0
40 years old and over	14,330	8,400	10,590	18,990	\$189.8	\$200.9
Canada	213,100	123,000	118,900	241,900	\$3,177.8	\$3,589.9

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.

The breakdown of parental claims by province and territory remained relatively stable in FY2122 compared to FY2021. Over the entire reporting period, the majority of new parental claims were established by women (71.7%). However, the share of claims established by men continued to increase and reached 28.3% in FY2122. 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. Chart 19 illustrates the share of men among parental claimants over the past ten years.

Chart 19 – Share of EI parental claims established by men, by parental benefit option*, Canada, FY1213 to FY2122



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

* There are no results for extended parental benefits before FY1718 because these benefits started to be available on December 3, 2017.

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

Claims established by claimants aged 25 to 39 years accounted for 86.9% of new parental claims in the whole FY2122, while those established by claimants aged 24 years and under and 40 years and over accounted for 5.2% and 7.9%, respectively. Compared to previous years, the breakdown of parental claims by age varied. The shares of claimants aged 25 to 39 years and 40 years and over were slightly higher, whereas the share of claimants aged 24 years and under was lower.

The amount paid in parental benefits totalled \$3.6 billion in FY2122, compared to \$3.2 billion in the previous fiscal year (consult Table 47). Extended parental benefits paid represented 18.1% of total parental benefits paid in FY2122, which is similar to the proportion (19.0%) of these claims among all parental claims.

All provinces and territories recorded increases in parental benefits paid compared to FY2021. The amount paid to men accounted for 11.4% of the total amount paid in parental benefits in FY2122, while claims established by men accounted for 28.3% 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 FY2122 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 rate are calculated differently depending on whether the claimant is receiving standard or extended benefits. In addition, during the reporting period, the calculation of the weekly benefit rate varied due to the different set of EI temporary measures (consult [Section 2.1](#)).

The average weekly standard parental benefit rate was \$567 for the first half of FY2122, \$531 for the two-month period in fall 2021, and \$552 for the last four months of FY2122. Over these 3 periods, 64.5%, 60.9% and 59.6% of claimants received the maximum weekly standard parental benefit rate,

respectively. The share of claimants receiving the minimum weekly benefit rate of \$500 in the first half of FY2122 was 26.2%; whereas the share of those receiving the minimum \$300 weekly benefit rate in the two-month period in fall 2021 was 7.2%. On average, the weekly benefit rate was higher for standard parental claims established in the Yukon, by men and by claimants aged 40 years and over (consult [annex 2.14.5](#)).

The average weekly extended parental benefit rate was \$340 for the first half of FY2122, \$320 for the two-month period in fall 2021, and \$333 for the last four months of FY2122. Over the 3 periods of FY2122, 62.8%, 60.6% and 61.5% of claimants received the maximum weekly extended parental benefit rate, respectively. The share of claimants receiving the minimum weekly extended parental benefit rate of \$300 in the first half of FY2122 was 25.8%; whereas 6.8% of claimants received the minimum \$180 weekly extended parental benefit rate in the two-month period of fall 2021.¹⁰⁰ Overall, in FY2122, the average weekly benefit rate was higher for extended parental claims established in the territories, by men and by claimants aged 40 and over (consult [annex 2.14.9](#)).

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 are entitled. In FY2122, 91.1% of mothers received maternity benefits during the 15 weeks available to them. The average duration of completed maternity claims was 14.5 weeks during the reporting period (consult Table 48).

Table 48 – Average number of weeks of Employment Insurance maternity and parental benefits for completed claims, Canada, FY2122

Benefit type	Men^P	Women^P	Family^P
Maternity	n/a	14.5	n/a
Not shared			
Standard parental	16.2	32.4	n/a
Extended parental	31.4	56.4	n/a
Shared[*]			
Standard parental	8.7	31.2	37.7
Extended parental	16.4	53.8	63.7

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

^P Preliminary estimates.

^{*} 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.

Among claims completed in FY2122, 31.9% of those receiving standard parental benefits had shared weeks of benefits, compared with 39.7% of those receiving extended parental benefits. The proportion of parents sharing parental benefits increased compared to the previous fiscal year where 21.0% of standard parental benefits, and 25.4% of extended parental benefits were shared.

When weeks of benefits were shared, women and men received, on average, 31.2 and 8.7 weeks of benefits, respectively, in the case of standard parental benefits; and 53.8 and 16.4 weeks of benefits,

¹⁰⁰ The minimum weekly benefit rates from the EI temporary measures were lower for extended parental benefits than other types of EI benefits (\$300 compared to \$500, and \$180 compared to \$300) because their benefit rate is 33% of weekly insurable earnings as opposed to 55% for other benefit types.

respectively, in the case of extended parental benefits (consult Table 48). The combined number of weeks of parental benefits used by families was, on average, 37.7 weeks for standard parental claims, and 63.7 weeks for extended parental claims.

Of all families sharing standard parental benefits, 86.8% used at least one of the extra weeks available to them, and just over half (54.3%) used all 40 weeks of parental benefits to which they were entitled. For extended parental benefits that were shared, 79.3% of families used at least one of the additional weeks available, while 36.6% used all 69 weeks of available parental benefits.

In nearly 9 out of 10 families, parents used weeks of maternity or parental benefits at the same time. On average, there were 5.4 weeks of overlap for families receiving standard parental benefits, and 8.5 weeks for those receiving extended parental benefits.

For parental claims completed in FY2122 for which benefit weeks were not shared, the average duration of standard parental benefits was 32.4 weeks for women and 16.2 weeks for men. For extended parental benefits, the average duration was 56.4 weeks for women and 31.4 weeks for men. Among non-shared parental claims, 70.1% of those receiving standard parental benefits used the 35 weeks of benefits available to them; whereas 68.4% of those receiving extended parental benefits used all 61 weeks of benefits to which they were entitled.

2.6.3 Employment Insurance sickness benefits

EI sickness benefits are paid for up to 15 weeks¹⁰¹ 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, to reduce the strain on the health care system and to reduce the spread of COVID-19, this requirement was waived for claims established between September 27, 2020 and September 25, 2021 as part of the first set of EI temporary measures introduced during this period.

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](#).

¹⁰¹ Starting December 18, 2022 the number of weeks of sickness benefits increased from 15 to 26 weeks.

Employment Insurance sickness claims, amount paid and level of benefits

In FY2122, almost 462,500 new sickness claims were established (consult Table 49). This number is higher than previous fiscal years, as there were 418,000 new sickness claims established yearly on average in the three fiscal years before the COVID-19 pandemic. On a monthly basis, the number of sickness claims was slightly higher compared to historical levels for certain months of FY2122. This could be partly due to the epidemiological situation associated with the different waves of COVID-19 cases during the reporting fiscal year. In FY2021, sickness benefits were only available during the second half of the fiscal year, and over 450,000 sickness claims were established during that period. The higher number of sickness claims established in FY2021 and FY2122 could also be attributed to the different sets of EI temporary measures that allowed individuals to be eligible for benefits with a lower number of hours of insurable employment than previous fiscal years (consult [section 2.1](#)).

Table 49 – Employment Insurance sickness claims and amount paid by province or territory, gender and age, Canada, FY2021 to FY2122

Province or territory	Number of claims				Amount paid (\$ millions)	
	FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	10,880	4,980	7,330	12,310	\$52.8	\$65.0
Prince Edward Island	4,770	1,670	3,790	5,460	\$20.8	\$24.3
Nova Scotia	18,300	8,690	12,420	21,110	\$85.9	\$103.8
New Brunswick	25,230	9,380	18,660	28,040	\$115.0	\$124.4
Quebec	135,660	57,600	86,040	143,640	\$567.6	\$719.6
Ontario	132,800	65,940	65,030	130,970	\$603.6	\$735.4
Manitoba	12,990	6,580	6,590	13,170	\$56.5	\$69.2
Saskatchewan	8,750	3,980	4,780	8,760	\$36.4	\$47.3
Alberta	42,370	18,990	18,960	37,950	\$173.8	\$213.8
British Columbia	57,700	30,810	29,430	60,240	\$281.8	\$353.7
Yukon	460	180	150	330	\$2.6	\$2.6
Northwest Territories	220	150	150	300	\$1.4	\$1.6
Nunavut	220	90	90	180	\$0.9	\$1.1
Gender						
Male	199,620	83,980	115,870	199,850	\$890.4	\$1,056.1
Female	250,730	125,060	137,550	262,610	\$1,109.0	\$1,405.7
Age category						
24 years old and under	47,750	22,200	19,540	41,740	\$163.2	\$199.9
25 to 34 years old	98,030	52,520	55,500	108,020	\$409.9	\$542.9
35 to 44 years old	87,500	43,980	53,730	97,710	\$390.6	\$506.6
45 to 54 years old	90,810	41,130	51,390	92,520	\$418.2	\$519.3
55 to 64 years old	98,840	40,040	58,000	98,040	\$476.6	\$551.7
65 years old and over	27,420	9,170	15,260	24,430	\$140.8	\$141.5
Canada	450,350	209,040	253,420	462,460	\$1,999.3	\$2,461.9

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.

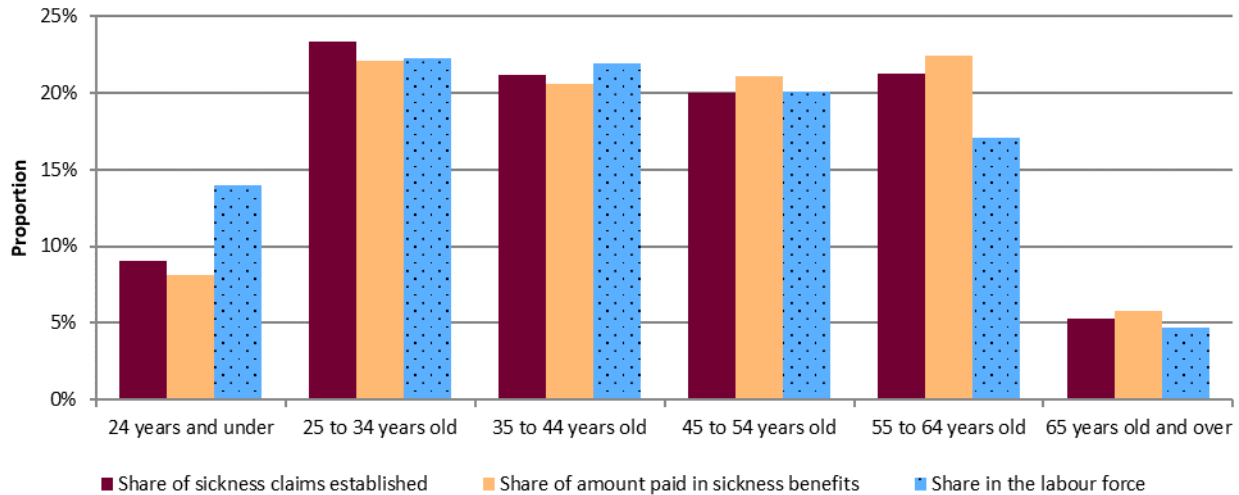
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The Atlantic provinces, Quebec and British Columbia had more sickness claims established in FY2122 than the previous fiscal year. The remaining provinces and the territories registered either a decrease in the number of sickness claims or remained unchanged over the same period.

As in previous fiscal years, a larger share of new EI sickness claims were established by women (56.8%) than men (43.2%). Claimants aged 25 to 34 years established the largest share of new sickness claims during the fiscal year (23.4%). 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 fiscal year (consult Chart 20).¹⁰²

Chart 20 – Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, FY2122



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

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 \$2.5 billion in FY2122, increasing from almost \$2.0 billion in FY2021 (consult Table 49). The breakdown of total sickness benefits by province and territory remained fairly similar to previous fiscal years.

As with new claims, women received a slightly larger share of the amount paid in sickness benefits than men, with 57.1% and 42.9%, respectively. Claimants over the age of 45 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 34 received a smaller share (consult Chart 20).

By industry, the goods-producing industries continued to be overrepresented, in general, among EI sickness claims and total benefits paid. They accounted for 26.2% of new EI sickness claims in FY2122, while they represented only 20.5% of workers (consult Table 50).

However, the proportion of sickness claims established by the services-producing industries increased by 2.2 percentage points in FY2122 compared to the pre-pandemic level of FY1920. The largest increase was recorded in the Healthcare and social assistance industry (+2.6 p.p.). The relative increase in sickness claims in this industry may be due, in part, to the subsequent waves of COVID-19 infections given that most activities in this industry require close contact with the public.

¹⁰² Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

Table 50 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, FY2122

Industry	Number of claims (thousands) (% share) FY2122	Amount paid (\$ millions) (% share) FY2122	Employment (thousands) (% share) FY2122
Goods-producing industries	121.1 (26.2%)	\$612.4 (24.9%)	3,903.9 (20.5%)
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	15.5 (3.3%)	\$81.9 (3.3%)	574.1 (3.0%)
Utilities	0.5 (0.1%)	\$2.7 (0.1%)	141.3 (0.7%)
Construction	43.7 (9.5%)	\$226.1 (9.2%)	1,450.4 (7.6%)
Manufacturing	61.5 (13.3%)	\$301.6 (12.3%)	1,738.1 (9.1%)
Services-producing industries	330.3 (71.4%)	\$1,798.2 (73.0%)	15,178.9 (79.5%)
Wholesale and retail trade	75.1 (16.2%)	\$403.6 (16.4%)	2,871.4 (15.0%)
Transportation and warehousing	25.0 (5.4%)	\$142.9 (5.8%)	1,000.8 (5.2%)
Finance, insurance, real estate, rental and leasing	11.9 (2.6%)	\$67.5 (2.7%)	1,313.7 (6.9%)
Professional, scientific, and technical services	13.9 (3.0%)	\$73.9 (3.0%)	1,704.9 (8.9%)
Business, building, and other support services*	33.7 (7.3%)	\$183.1 (7.4%)	707.5 (3.7%)
Educational services	15.8 (3.4%)	\$76.2 (3.1%)	1,459.5 (7.6%)
Healthcare and social assistance	69.9 (15.1%)	\$386.1 (15.7%)	2,586.2 (13.6%)
Information, culture, and recreation**	7.6 (1.6%)	\$40.6 (1.7%)	747.3 (3.9%)
Accommodation and food services	28.0 (6.1%)	\$141.5 (5.7%)	980.3 (5.1%)
Other services (excluding public administration)	17.1 (3.7%)	\$96.8 (3.9%)	725.6 (3.8%)
Public administration	32.5 (7.0%)	\$185.9 (7.6%)	1,081.9 (5.7%)
Unclassified***	11.1 (2.4%)	\$51.2 (2.1%)	n/a
Canada	462.5 (100.0%)	\$2,461.9 (100.0%)	19,082.9 (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).

In FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [section 2.1](#)). During the first half of FY2122, the average weekly sickness benefit rate was \$545. The proportion of claims that received the minimum \$500 weekly benefit rate was 45.7% during this period. For claims established between September 2021 and November 2021, the average weekly sickness benefit rate was \$493. The proportion of claims receiving the minimum benefit rate of \$300 per

week was 9.9% during that two-month period. The average weekly sickness benefit rate was \$488 for claims established during the last four months of FY2122.

On average, the highest weekly sickness benefit rate was paid for claims established in the territories, by men, and by claimants aged 35 to 54 years (consult [annex 2.15.3](#)). As in previous fiscal years, a little more than a third of all sickness claimants received the maximum weekly benefit rate (39.6% during the first half of FY2122, 39.4% during the two-month period in fall 2021, and 36.2% in the last four months of the fiscal year).

Duration of Employment Insurance sickness benefits

In FY2122, a maximum of 15 weeks of EI sickness benefits could 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 FY2122 was 9.1 weeks, almost identical to the previous fiscal year. On average, men and women received 8.6 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 (7.7 weeks), while those aged 55 years and over registered the longest duration (10.0 weeks).

Over one-third (35.3%) of all completed sickness claims in FY2122 used the maximum number of 15 weeks of sickness benefits, which is similar to previous fiscal years (consult Table 51).

Women (37.9%) were generally more likely than men (32.2%) to use the maximum number of sickness weeks for claims completed in FY2122. The use of all 15 weeks of benefits appears to be correlated with the age of claimants. There were 26.0% of claimants 24 years old and under using the maximum number of sickness weeks, compared to 42.6% of claimants 55 years old and over (consult Table 51).

The 2020 *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".¹⁰³

¹⁰³ ESDC, [Evaluation of the Employment Insurance Sickness Benefits](#), page 3. (Ottawa: ESDC, Evaluation Directorate, 2020).

Table 51 – Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, FY1718 to FY2122

Age category	FY1718	FY1819	FY1920	FY2021 [†]	FY2122 [‡]
24 years old and under	26.6%	25.8%	29.6%	24.8%	26.0%
25 to 44 years old	31.7%	31.6%	33.0%	28.9%	31.6%
45 to 54 years old	38.2%	37.0%	39.9%	35.4%	38.8%
55 years old and over	40.5%	39.7%	42.5%	41.3%	42.6%
Canada	35.3%	34.7%	37.0%	33.4%	35.3%

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

An internal analysis examined the number of employers who offered STDPs (that are recognized by the Premium Reduction Program) to their employees between 2016 and 2019 in Canada. It found that around 2% of all employers on average were offering STDPs over that four-year period. Small-sized firms (1 to 19 employees) were less likely to offer STDPs compared to large-sized firms (500 employees or more) (less than 1% and around 70%, on average, respectively).

Close to one-third of employees in Canada were covered by STDPs over the four-year period. The proportion of employees covered increased with annual employment income. Around 8% of employees earning less than \$20,000 per year were covered by STDPs compared to more than half of employees earning more than \$60,000 per year. Women were slightly more likely than men to be covered (33% versus 31%, on average). In terms of age, a higher share of core-age employees (35 to 54 years old) were covered by STDPs than younger employees (24 years old and under) and older employees (55 years and over).

The internal analysis 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 44% compared to 40%, respectively, for the period between 2016 and 2019). In 2019, 14.4% of all EI sickness claimants used EI as a second payer, while the remaining 85.6% 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.

* The methodology used in this internal analysis to determine if an employee is covered or not by their employer's STDP is different from the one used in the departmental study Enhance Understanding of the Use of the Premium Reduction Program (Ottawa: ESDC, Evaluation Directorate, 2019). Disaggregated information at the payroll level was used to distinguish between employees covered by their employers' STDPs and employees working for employers offering STDPs but that were not themselves covered. Consequently, the proportion of employees covered by STDPs is lower in the internal analysis than the supplemental study.

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.¹⁰⁴ 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.

Employment Insurance compassionate care claims, amount paid and level of benefits

Over FY2122, there were almost 6,800 new claims established for compassionate care benefits, which is almost identical to the number of claims recorded in the previous fiscal year (consult Table 52). Less than one in ten claims completed in FY2122 had weeks of benefits that were shared among two or more caregivers (6.6%). This proportion was slightly higher than the one observed in FY2021 (6.0%).

All regions, except Nova Scotia, Quebec and Ontario, experienced a decrease in the number of claims for compassionate care benefits over the reporting period (consult Table 52). However, the breakdown of the number of claims by region remained fairly stable in FY2122. Women continued to establish the largest share of compassionate care benefit claims compared to men. Claims established by women accounted for 70.6% of new claims in FY2122, a decrease of 1.9 percentage points from FY2021.

Table 52 –Employment Insurance compassionate care claims and amount paid, by region, gender and age, Canada, FY2021 to FY2122

Region	Number of claims				Amount paid (\$ thousand)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	87	44	30	74	\$620.4	\$603.7
Prince Edward Island	31	X	X	30	\$247.2	\$253.6
Nova Scotia	213	108	130	238	\$1,572.8	\$1,513.3
New Brunswick	194	89	91	180	\$1,173.2	\$1,256.0
Quebec	1,167	609	662	1,271	\$5,905.6	\$6,769.7
Ontario	2,826	1,421	1,466	2,887	\$18,496.2	\$20,180.8
Manitoba	264	111	114	225	\$1,689.4	\$1,660.9
Saskatchewan	172	86	59	145	\$1,161.2	\$1,093.8
Alberta	733	353	368	721	\$5,038.9	\$5,411.7
British Columbia	1,090	500	489	989	\$7,300.9	\$7,106.8
Territories	25	X	X	15	\$182.0	\$143.7
Gender						
Men	1,871	974	1,021	1,995	\$13,620.4	\$14,841.2
Women	4,931	2,367	2,413	4,780	\$29,767.5	\$31,152.9
Age category						
24 years old and under	145	85	57	142	\$848.7	\$868.2
25 to 44 years old	2,197	1,114	1,037	2,151	\$13,757.5	\$14,592.2
45 to 54 years old	2,057	1,066	1,077	2,143	\$12,796.9	\$14,091.9
55 years old and over	2,403	1,076	1,263	2,339	\$15,984.8	\$16,441.7
Canada	6,802	3,341	3,434	6,775	\$43,387.9	\$45,994.0

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.

X Cells have been suppressed for confidentiality purposes.

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

¹⁰⁴ 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.

As in the past, people aged 44 years and under established a significantly smaller share of claims for compassionate care benefits (33.8%) compared to their relative representation in the Canadian labour force (58.2%) in FY2122.¹⁰⁵ Conversely, people aged 45 years and over established a larger share of claims (66.2%) than their presence in the Canadian labour force (41.8%). The breakdown of compassionate care claims by age group remained essentially the same as those observed in previous years.

The total amount paid in compassionate care benefits was \$46.0 million in FY2122, compared to \$43.4 million in FY2021. The amount paid in compassionate care benefits increased in all age groups and for both men and women over the reporting period (consult Table 52).

As for claims, women received 67.7% of the total amount of compassionate care benefits paid in FY2122, compared to 32.3% for men.

Claimants aged 44 years and under continued to receive a smaller share of the amount paid in compassionate care benefits (33.6%) than their demographic weight in the Canadian labour force (58.2%). Conversely, claimants aged 45 years and over received a higher share of the total amount of compassionate care benefits paid (66.4%) than their relative representation in the labour force (41.8%).

During FY2122, the calculation of the average weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). During the first half of FY2122, the average weekly benefit rate for compassionate care benefits was \$561. For claims established between September 2021 and November 2021, it was \$519. The average weekly benefit rate was \$527 for claims established during the last four months of FY2122. 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 54 years (consult [annex 2.17.3](#)).

A little more than half (56.7%) of claimants received the maximum weekly benefit rate for compassionate care benefits during the first half of FY2122. This proportion was slightly lower for claims established between September 2021 and November 2021 (50.9%). And even lower for claims established during the last four months of FY2122 (47.2%). The share of claimants receiving the minimum weekly benefit rate of \$500 in the first half of FY2122 was 28.6%. The share of claimants receiving the minimum weekly benefit rate of \$300 between September 2021 and November 2021 was 6.8%.

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate care claims completed in FY2122 was 11.6 weeks, relatively unchanged from FY2021 (11.8 weeks) (consult Table 53).

¹⁰⁵ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

Table 53 – 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, FY1718 to FY2122

	FY1718	FY1819	FY1920	FY2021 [†]	FY2122 [‡]
Average duration (weeks)	12.0	11.4	11.1	11.8	11.6
Share (%) of compassionate care claims using:					
6 weeks of benefits or more [*]	64.9%	62.0%	61.3%	62.1%	63.7%
26 weeks of benefits	20.3%	17.2%	16.7%	21.5%	19.2%

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

[‡] Preliminary data.

[†] 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, 12.1 and 11.4 weeks of compassionate care benefits, respectively, for claims completed during FY2122. Over the same period, claimants aged 25 years and under received, on average, 10.6 weeks of compassionate care benefits, while claimants aged 55 years and over received an average of 12.2 weeks (consult [annex 2.17.2](#)).

Among compassionate care claims completed in FY2122, 63.7% used six weeks of benefits or more. This proportion is similar to those recorded over the previous fiscal years (consult Table 53). The maximum number of weeks of compassionate care benefits increased from six to 26 weeks on January 3, 2016. Around one-third of claims did not use any of those extra weeks. This may be due, in part, to the death of a care recipient. In total, 19.2% of completed compassionate care claims received the maximum number of 26 weeks of benefits during FY2122.

A departmental study¹⁰⁶ 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 FY2122, a higher proportion of men than women used six weeks or more of compassionate care benefits (66.3% and 62.6%, respectively), as well as all 26 weeks of benefits (20.9% and 18.5%, 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 (63.3%) were somewhat less likely to receive six weeks or more of compassionate care benefits in FY2122, than claimants aged 55 years and over (65.7%). 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 (16.1% compared to 21.4%).

2.6.5 Employment Insurance family caregiver benefit for adults

The EI family caregiver benefit for adults came into effect on December 3, 2017. It is offered to any EI eligible persons who need to take temporary leave from work to provide care or support for a person aged 18 or older who is critically ill or injured. Family caregivers can obtain up to 15 weeks of benefits,

¹⁰⁶ ESDC. Compassionate Care Benefits: Update (2004/2005 to 2015/2016). Ottawa: ESDC, Evaluation Directorate, 2018).

which may be shared among eligible family members or other eligible people who are considered to be like 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 the family caregiver benefit for adults, amount paid and level of benefits

In FY2122, about 12,500 claims were established for the family caregiver benefit for adults, a slight increase compared to the previous fiscal year (consult Table 54). Compared to FY2021, the breakdown of claims by region remained relatively stable, with Ontario accounting for nearly half (46.8%) of claims established. In terms of gender, women continued to account for over two-thirds (67.3%) of claims established in FY2122. The share of claims among age groups was relatively stable compared to the previous fiscal year. Claimants aged 55 to 64 years continued to account for the largest share of claims (31.6% in FY2122) among all age groups.

Table 54 –Employment Insurance claims for the family caregiver benefit for adults and amount paid by region, gender and age, Canada, FY2021 and FY2122

Region*	Number of claims				Amount paid (\$ thousands)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	166	96	100	196	\$1,088.0	\$1,346.7
Prince Edward Island	86	34	39	73	\$446.2	\$455.6
Nova Scotia	382	191	196	387	\$2,058.9	\$2,481.8
New Brunswick	227	116	147	263	\$1,295.4	\$1,567.9
Quebec	2,231	1,054	1,107	2,161	\$12,096.3	\$13,865.3
Ontario	5,679	2,908	2,959	5,867	\$31,877.4	\$37,076.1
Manitoba	388	220	231	451	\$2,251.0	\$2,701.2
Saskatchewan	300	170	170	340	\$1,788.6	\$2,007.8
Alberta	1,046	595	564	1,159	\$6,330.8	\$7,586.7
British Columbia	1,668	841	775	1,616	\$9,832.6	\$10,336.8
Territories	35	12	16	28	\$224.3	\$178.3
Gender						
Men	3,890	1,923	2,180	4,103	\$23,445.0	\$26,391.0
Women	8,318	4,314	4,124	8,438	\$45,844.5	\$53,213.1
Age category						
24 years old and under	367	134	125	259	\$1,724.4	\$1,692.0
25 to 34 years old	1,509	824	825	1,649	\$8,196.6	\$9,889.9
35 to 44 years old	2,238	1,188	1,163	2,351	\$12,218.4	\$14,777.1
45 to 54 years old	3,340	1,798	1,788	3,586	\$19,364.6	\$22,933.2
55 to 64 years old	3,916	1,970	1,994	3,964	\$22,901.0	\$25,448.7
65 years old and over	838	323	409	732	\$4,884.4	\$4,863.3
Canada	12,208	6,237	6,304	12,541	\$69,289.4	\$79,604.2

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.

The amount paid out in family caregiver benefit for adults reached \$79.6 million in FY2122, compared to \$69.3 million in FY2021. Similar to the number of claims established, there were no significant differences in the share of benefit payments by region or by gender from the previous fiscal year. In terms of age groups, claimants aged 55 to 64 years received the highest proportion of benefits paid out in FY2122, followed by claimants aged 45 to 54 years.

During FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult

[Section 2.1](#)). During the first half of FY2122, when the EI temporary measure relating to the \$500 minimum weekly benefit rate was in effect, the average weekly benefit rate was \$555. During the two-month period in fall 2021, when a \$300 minimum weekly benefit rate was in effect, it was \$501. For the last four months of FY2122, the average weekly benefit rate was \$512.

On average, the Territories had the highest average weekly benefit rate. In terms of gender, men had a higher average rate than women, while claimants aged 35 to 44 years had the highest average rate among all age groups.

Duration of Employment Insurance family caregiver benefit for adults

Under the family caregiver benefit 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 the EI family caregiver benefit for adults in FY2122 was 11.0 weeks. This was comparable to FY2021 (11.1 weeks). On average, men and women received 10.8 and 11.1 weeks of family caregiver benefit for adults in FY2122, respectively. This is comparable to the previous fiscal year. The average number of weeks was slightly higher for claimants 65 years old and over (12.0 weeks) than for other age groups (ranging from 10.4 to 11.4 weeks) (consult [annex 2.18.2](#)).

2.6.6 Employment Insurance family caregiver benefit for children

The EI family caregiver benefit for children¹⁰⁷ offers temporary income support for a maximum period of 35 weeks to eligible persons who take leave from work to provide care or support for a critically ill or injured child under 18. Caregivers can include, in addition to the child's parents, any qualifying family member or person considered to be like 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 the family caregiver benefit for children, amount paid and level of benefits

There were 5,600 claims for the family caregiver benefit for children established in FY2122, which is similar to the 5,500 claims recorded in FY2021 (consult Table 55). In general, the breakdown of claims by gender and age group remained similar to that observed in previous years. More claims for the family caregiver benefit for children were established by women (75.9%) rather than men (24.1%). In addition, claimants aged 25 to 44 years established the largest share of claims (84.7%) during the entire reporting period.

¹⁰⁷ Previously named EI benefits for Parents of Critically Ill Children.

In terms of region, the share of claims established in Ontario increased by 1.7 percentage points in FY2122 compared to that in FY2021, whereas the share of claims slightly decreased in British Columbia, Alberta, and Manitoba, (-0.9 p.p., -0.6 p.p. and -0.5 p.p., respectively).

Table 55 –Employment Insurance claims for the family caregiver benefit for children and amount paid by region, gender and age, Canada, FY2021 to FY2122

Region*	Number of claims				Amount paid (\$ thousands)	
	Total FY2021	First half of FY2122	Second half of FY2122	Total FY2122	FY2021	FY2122
Newfoundland and Labrador	71	37	19	56	\$515.9	\$653.1
Prince Edward Island	44	20	11	31	\$192.2	\$252.8
Nova Scotia	123	67	53	120	\$980.7	\$1,033.8
New Brunswick	101	62	51	113	\$751.2	\$975.8
Quebec	1,155	671	537	1,208	\$7,161.2	\$9,170.2
Ontario	2,028	1,140	1,023	2,163	\$16,636.2	\$18,363.8
Manitoba	209	95	90	185	\$1,802.8	\$1,583.2
Saskatchewan	209	116	112	228	\$1,504.9	\$1,478.7
Alberta	791	403	370	773	\$6,153.3	\$6,016.3
British Columbia	791 ^c	424	309	733	\$5,341.2	\$5,735.7
Territories		12	12	24	\$180.4	\$163.5
Gender						
Men	1,281	670	686	1,356	\$9,302.0	\$10,549.0
Women	4,241	2,377	1,901	4,278	\$31,918.0	\$34,877.9
Age category						
24 years old and under	242	134	97	231	\$1,426.1	\$1,578.2
25 to 44 years old	4,639	2,594	2,177	4,771	\$33,250.0	\$36,660.8
45 to 54 years old	546	289	280	569	\$5,644.8	\$6,357.2
55 years old and over	95	30	33	63	\$899.2	\$830.7
Canada	5,522	3,047	2,587	5,634	\$41,220.0	\$45,426.9

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 benefit for children reached \$45.4 million during FY2122, compared to \$41.2 million in the previous fiscal year. As with claims established, the proportion of benefits paid by gender and age group remained relatively stable compared to FY2021. As previous years, women and claimants aged 25 to 44 years continued to receive the majority of benefits paid for this benefit type (76.8% and 80.7% respectively) in FY2122. By region, the proportion of benefits paid increased by 2.8 percentage points for claimants residing in Quebec, while it decreased by 1.7 percentage points for those residing in Alberta.

During FY2122, the calculation of the weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). The average weekly benefit rate for family caregivers for children was \$560 for claims established in the first half of FY2122, \$517 for claims established during the two-month period in fall 2021, and \$538 for the last four months of FY2122. On average, the highest weekly benefit rate was paid for claims established by men and by claimants aged 25 to 44 years (consult [annex 2.19.3](#)).

Duration of Employment Insurance family caregiver benefit for children

Under the family caregiver benefit 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 the family caregiver benefit for children used, on average, 14.9 weeks of benefits in FY2122, compared to 14.8 weeks in FY2021. On average, women received more weeks of benefits than men, with 15.6 weeks and 13.4 weeks respectively. The average number of weeks used was higher for claimants aged 45 to 54 years (19.6 weeks) and for those aged 55 years and over (20.2 weeks) (consult [annex 2.19.2](#)).

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 net amount of self-employed earnings during the calendar year preceding the year they apply for benefits¹⁰⁸
- 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 claimed¹⁰⁹

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 FY2122, close to 5,300 additional self-employed persons entered into a voluntary agreement with Service Canada, bringing the total number of participating self-employed persons just under 48,000. This represents a growth of 12.4% from FY2021 (consult Table 56).

¹⁰⁸ This threshold was \$7,279 (2019 earnings) for claims established in 2020. It was temporarily set to \$5,000 (2020 earnings) for claims established in 2021 (until September 25, 2021) and \$5,289 (earnings in the calendar year preceding the year in which the claim begins) for claims established between September 26, 2021 and September 24, 2022.

¹⁰⁹ More information is available on the [EI benefits for self-employed people website](#).

Table 56 – Number of self-employed persons registered in the Employment Insurance program, Canada, FY1718 to FY2122

Enrolment	FY1718	FY1819	FY1920	FY2021	FY2122
Net enrolments	1,874	2,046	6,572	12,778	5,268
New participants to the program (opted in)	2,475	2,627	7,775	17,932	6,747
Registrants who cancelled or terminated participation (opted out)	-601	-581	-1,203	-5,154	-1,479
Cumulative total, at the end of the fiscal year	21,240	23,286	29,858	42,636	47,904

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample.

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

A total of 1,016 special benefit claims were established by self-employed persons in FY2122, which is slightly higher than the previous fiscal year (consult Table 57). The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits.

Table 57 – Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, FY2021 to FY2122

Benefit type	Number of claims		Amount paid (\$ thousands)	
	FY2021	FY2122	FY2021	FY2122
Maternity	604	655	\$3,697.7	\$4,381.9
Parental	667	764	\$7,924.4	\$10,596.4
Other special benefits*	177	306	\$805.5	\$1,316.3
Region				
Atlantic	53	79	\$704.7	\$1,178.4
Quebec	24	56	\$106.4	\$269.8
Ontario	339	400	\$5,286.8	\$6,556.6
Prairies	177	195	\$2,744.4	\$3,333.2
British Columbia and the Territories	227	286	\$3,585.3	\$4,956.5
Gender				
Men	38	82	\$266.2	\$427.3
Women	782	934	\$12,161.4	\$15,867.3
Age category				
29 years old and under	122	141	\$1,894.5	\$2,596.2
30 to 39 years old	585	703	\$9,517.2	\$12,223.6
40 to 54 years old	80	136	\$828.7	\$1,299.5
55 years old and over	33	36	\$187.3	\$175.3
Canada	820	1,016	\$12,427.6	\$16,294.6

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 2.1](#)).

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 FY2122, but its share of total claims slightly decreased compared to the previous year (from 41.3% in FY2021 to 39.4% in FY2122). Similarly, the proportion of claims established in the Prairies decreased from 21.6% in FY2021 to 19.2% in FY2122, while the proportion for British Columbia and the territories remained relatively stable over the same period. Quebec continued to be under-represented in terms of new claims established 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](#)). However, Quebec's share of total claims increased compared to the previous fiscal year (from 2.9% in FY2021 to 5.5% in FY2122). This is explained by a higher number of claims for sickness benefits by self-employed persons in this province.

As in the past, women made up the vast majority (91.9%) 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 (69.2%). This is attributable to the fact that most benefits received by self-employed EI claimants are maternity and parental benefits. Conversely, claimants aged 55 years and over represented the smallest share of new claims.

The total amount paid in EI special benefits to self-employed persons was \$16.3 million for the reporting period. Similar to the breakdown of claims by region, the proportion of special benefits paid to Ontario and to the Prairies was slightly lower than in FY2021, while the proportion of special benefits paid to the Atlantic and 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 FY2122. In terms of age group, claimants aged 39 years and under also continued to receive the largest share of special benefits paid to self-employed persons.

During FY2122, the calculation of the average weekly benefit rate varied due to the different sets of EI temporary measures. Consequently, results on weekly benefit rates are reported for three distinct periods (consult [Section 2.1](#)). During the first half of FY2122, the average weekly benefit rate for self-employed persons was \$508.¹¹⁰ For claims established between September 2021 and November 2021, it was \$401. The average weekly benefit rate was \$370 for claims established during the last four months of FY2122. On average, during the whole fiscal year, the highest weekly benefit rate was for claims established in British Columbia and the territories and by women.

¹¹⁰ 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

Employers and employees across Canada make mandatory premium contributions to the EI program. These contributions are based on the employees' insurable earnings up to the annual Maximum Insurable Earnings (MIE) threshold.¹¹¹ Since January 2010, self-employed individuals who have opted into the EI program also pay EI premiums in order to be eligible for EI special benefits.

All EI premiums and 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)¹¹² 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*, since April 1, 2016, the Canada Employment Insurance Commission (the Commission) has been responsible for setting the EI premium rate. However, the Government froze the 2021 and 2022 premium rates at the 2020 level as part of its economic response to the COVID-19 pandemic. In the *EI Act*, the rate is set according to a 7-year break-even rate (under which the projected balance for the Account is expected to be \$0 in 7 years) as forecasted by the EI Senior Actuary. As such, EI program expenditure is to be matched by premium contributions to ensure that the Account is in cumulative balance by the end of a 7-year period. In addition, annual changes to the EI premium rate are legislatively limited to increases or decreases of no more than 5 cents every year.¹¹³ The 7-year forecast break-even rate and the 5-cent limit on annual changes ensure stable and 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 2022, the MIE was \$60,300, increasing by \$4,000 (+7.1%) from the previous year's MIE of \$56,300.

¹¹¹ 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.

¹¹² The CRF 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.

<https://www.ourcommons.ca/marleaumontpetit/DocumentViewer.aspx?DocId=1001&Sec=Ch18&Seq=0&Language=E>

¹¹³ 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 EI premiums to employees and employers who are covered by a provincial plan that reduces or eliminates EI special benefits payable in that province. Since January 1, 2006, Quebec is the only province in Canada that has been administering its own provincial plan, known as the Quebec Parental Insurance Plan (QPIP). The QPIP provides parental, adoption, maternity and paternity benefits to eligible claimants and is financed by premiums paid by wage earners, self-employed 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 2022, 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.¹¹⁴ As a result, the maximum annual EI premiums paid by employees was \$952.74. 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, in 2022, employers paid \$2.21 (\$2.212 unrounded) for every \$100 of insurable earnings for each of their employees, up to a maximum of \$1,333.84. Self-employed persons who opted into the program to access special benefits pay the same EI premium rate as employees, and also pay premiums up to the MIE.¹¹⁵ In 2022, the premium reduction to Quebec residents was 38 cents, resulting in an EI premium rate of \$1.20 per \$100 of insurable earnings for employees in Quebec, while employers paid \$1.68 per \$100 of insurable earnings for each of their employees. Table 58 summarizes this information for the past 5 years.

Table 58 – Employment Insurance maximum insurable earnings, premium rates* and annual maximum contributions for employees and employers in Canada, 2018 to 2022

Category	Contributor	2018	2019	2020	2021	2022
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.660	\$1.620	\$1.580	\$1.580	\$1.580
	Employers	\$2.324	\$2.268	\$2.212	\$2.212	\$2.212
Premium rates for residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.300	\$1.250	\$1.200	\$1.180	\$1.200
	Employers	\$1.820	\$1.750	\$1.680	\$1.652	\$1.680
Maximum insurable earnings	Employees	\$51,700	\$53,100	\$54,200	\$56,300	\$60,300
Annual maximum contribution	Employees	\$858.22	\$860.22	\$856.36	\$889.54	\$952.74
	Employers	\$1,201.51	\$1,204.31	\$1,198.90	\$1,245.36	\$1,333.84

* Per \$100 of insurable earnings.

Source: Summary of the Actuarial Report on the 2022 Employment Insurance Premium Rate: <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/premium/rates2022.html>.

¹¹⁴ On August 20, 2020, as part of the Government's economic response to COVID-19, 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).

¹¹⁵ 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. This threshold was \$7,279 (2019 earnings) for claims established in 2020. It was temporarily set to \$5,000 (2020 earnings) for claims established between January 3 and September 25, 2021. It was \$5,289 (earnings in the calendar year preceding the year in which the claim begins) for claims established between September 26, 2021 and September 24, 2022.

Example: Employment Insurance premium contributions

Olivia is an employee working at a call centre in Halifax, Nova Scotia, and earns \$45,000 per year.

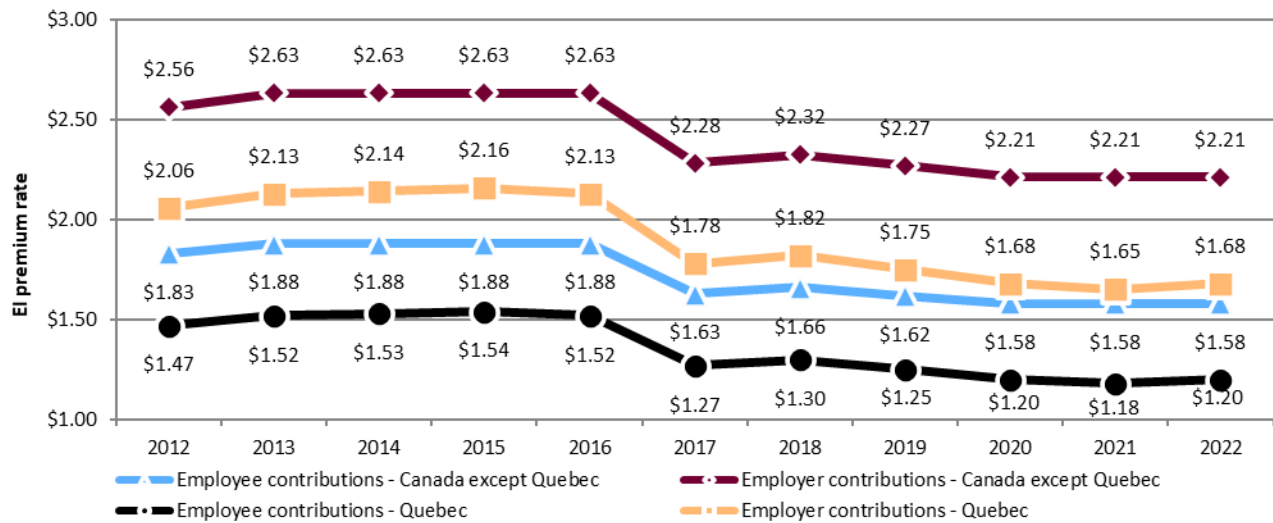
Based on Olivia's income level and assuming she remained employed throughout the year; her annual contribution to the EI program in 2022 would be \$711 at the premium rate of \$1.58 for every \$100 of insurable earnings. Her employer would contribute \$995.40 in EI premiums on her insurable earnings, for a combined total of \$1,706.40 in contributions made to the Account in 2022.

However, if Olivia was working and living in Quebec, her annual EI contribution in 2022 would be reduced to \$540, and her employer would have contributed \$756 in EI premiums on her earnings, for a combined total of \$1,296 in contributions made to the Account. As wage earners in Quebec paid a Quebec Parental Insurance Plan (QPIP) premium rate of \$0.494 for every \$100 of insurable earnings in 2022, Olivia's contribution to the 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 for each of their employees). Note that QPIP premiums are set by the Quebec Parental Insurance Plan's Conseil de gestion and not by the Commission.

Chart 21 illustrates the EI premium rates for employees and employers¹¹⁶ 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 2022 rate, just like the 2021 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.

¹¹⁶ 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.

Chart 21 – Employment Insurance premium rates (rounded) per \$100 of insurable earnings, Canada, 2012 to 2022



Source: Government of Canada, Public Accounts of Canada 2022, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2022) and past year versions of the Public Accounts Report.

Identifying firms that are potentially most sensitive to Employment Insurance premium changes

A recent departmental study* examined the characteristics of firms most likely to be sensitive to an increase of EI premiums. This was achieved by looking at the ratio of EI premiums paid by employers to total payroll (EI premium ratio or EIPR). Firms are considered sensitive in this study if they have a higher proportion of minimum wage workers, suggesting a lower capacity to absorb increasing EI premiums.

The study found that the EIPR decreases with firm size, suggesting that small firms have the highest effective burden from EI premiums. In addition, smaller sized firms have proportionally more employees at or near minimum wage compared to larger firms, implying that smaller sized firms have a lower capacity to adjust wages to absorb increasing EI premium costs.

In addition, the study measured the impact on EIPR from a simulated increase in the maximum insurable earnings. The largest increases in the EIPR occurred for large firms with more than 500 employees. This suggests that a substantial increase in the maximum insurable earnings could even out the distribution of EI premiums across firm size groups. Lastly, among the services-producing industries with low-paying jobs, the effect of increasing EI premiums would not differ by firm size.

* ESDC, Identifying firms that are potentially most sensitive to EI premium changes (Ottawa: ESDC, Labour Market Information Directorate, 2023).

2.7.2 Premium refund provision

Under certain circumstances, a share or all of EI premiums paid can be refunded to contributors.

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 slips¹¹⁷ from employers, there were 909,300 individuals in 2020 (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 5.0% of those with insurable earnings. Of these individuals who were eligible to receive full refund paid on EI premiums, 78.0% (709,400 individuals) had filed income taxes and 70.2% (638,300 individuals) received a full premium refund based on CRA T1 tax filer data. A total of \$9.3 million in premiums were refunded to the eligible individuals in 2020. On average, each eligible individuals received \$14.60 in EI premiums refunded.

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 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.¹¹⁸ 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.

¹¹⁷ 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.

¹¹⁸ 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 2022, the rates of reduction were 0.23%, 0.36%, 0.36% and 0.39% of insurable earnings for categories 1 through 4, respectively.¹¹⁹ An estimated \$1,023.0 million in premium reductions were generated by the wage-loss plans in 2020 (the most recent taxation year for which data is available), compared to \$992.3 million in 2019 and \$953.1 million in 2018.¹²⁰

An internal analysis on the PRP estimated that there were approximately 24,000 employers receiving EI premium reductions through the PRP in 2019, representing 1.8% of all employers. About 6.4 million workers were covered by a short-term disability plan offered by their employers under the PRP in 2019. This analysis also shows that, during the period of 2015 to 2019, approximately 89.0% of all employers in the program offered a category 3 plan with weekly indemnity to their employees. Another 9.0% of employers offered category 1 with cumulative paid sick leave plans, followed by 2.0% offering category 2 of short-term disability plan. Less than 1.0% of employers offered a category 4 plan.¹²¹ These breakdowns were stable across the 4 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 revenues were \$24.3 billion in FY2122, up from \$22.9 billion (+6.2%) from the previous year. Over the same period, EI expenditures dropped from \$61.8 billion in FY2021 to \$41.5 billion in FY2122 (-\$20.3 billion or -32.9%) (consult Table 59).

The significant decrease in EI expenditures in FY2122 are mostly due to the end of the Canada Emergency Response Benefit (CERB). CERB was administered as two benefits: EI Emergency Response Benefit delivered by Service Canada and CERB delivered by the Canada Revenue Agency. The expenditures for EI Emergency Response Benefit were first debited from the Account, which explained the significantly high costs for FY2021. However, following the announcement made on September 14,

¹¹⁹ 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).

¹²⁰ Source: Office of the Chief Actuary, 2023 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2022).

¹²¹ The total does not sum up to 100% because an employer can offer different category of short-term disability plan to different group of employees.

2020, the Government of Canada credited the Account for costs associated with EI Emergency Response Benefit.

EI expenditures in FY2122 are still higher than pre-pandemic levels because of the temporary measures¹²² that facilitated access to benefits under EI Part I. The Account had an annual deficit of \$17.3 billion by the end of FY2122 (consult Table 59).

Table 59 – Employment Insurance Operating Account revenues and expenditures, Canada, FY1718 to FY2122 (\$ million)

Operating Account	FY1718	FY1819	FY1920	FY2021	FY2122
Revenues*	\$21,614.0	\$22,781.6	\$22,713.7	\$22,896.5	\$24,333.7
Premiums	99.6%	99.6%	99.7%	99.9%	99.9%
Interest and penalties	0.4%	0.4%	0.3%	0.1%	0.1%
Expenditures**	\$21,662.0	\$20,817.4	\$23,724.8	\$61,838.3	\$41,504.9
Employment Insurance benefits (Part I)	82.4%	81.0%	74.8%	51.0%	89.1%
Employment benefits and support measures (Part II)	10.0%	11.1%	10.4%	4.0%	6.1%
Benefit repayments	-1.4%	-1.4%	-1.0%	-0.4%	-1.2%
Employment Insurance Emergency Response Benefit***	n/a	n/a	7.4%	39.9%	0.0%
Administration costs	8.7%	8.8%	8.0%	4.1%	6.4%
Bad debts	0.3%	0.5%	0.3%	1.5%	-0.1%
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit****	n/a	n/a	n/a	27,331.4	(94.7)
Annual surplus (deficit)	(\$48.0)	\$1,964.3	(\$1,011.1)	(\$11,610.3)	(17,265.9)

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.

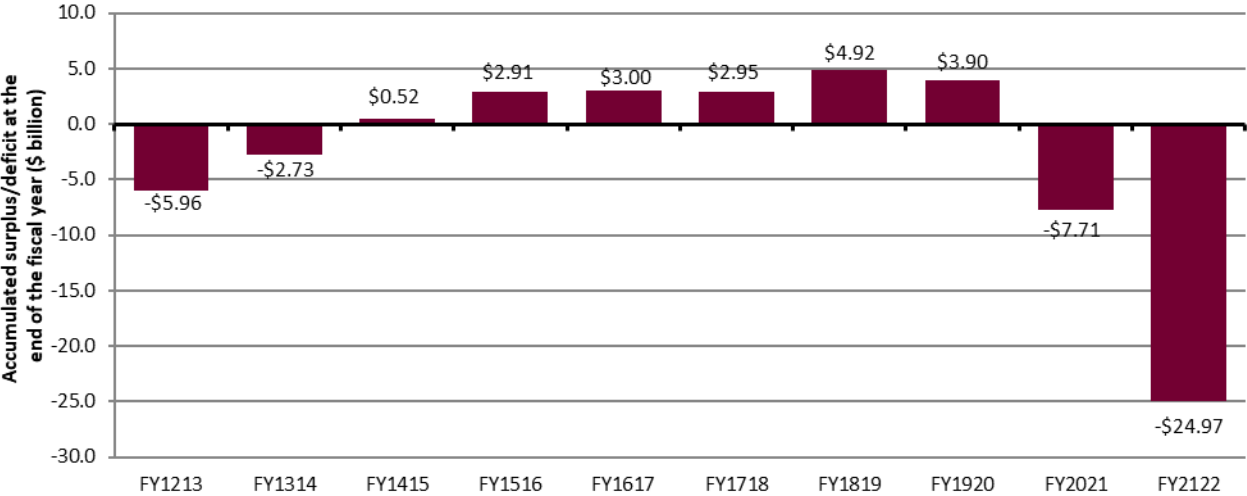
**** Pursuant to section 153.111 of the *Employment Insurance Act*, the Account was credited the reported amount determined by the Minister of Finance that corresponds to the total cost of the EI Emergency Response Benefit (EI-ERB), including all costs related to the benefit and its administration. The funding from the Government of Canada is recognized in the period in which the transfer is authorized. Funding recognized is comprised of EI-ERB expenditures, incremental costs related to the administration of the EI-ERB, overpayments established and bad debts related expense.

Source: Government of Canada, Public Accounts of Canada 2022, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2022) and past year versions of the Public Accounts Report.

Chart 22 shows the financial position of the Account at the end of the fiscal year for the past ten years. On March 31, 2022, the accumulated deficit in the Account was \$24.97 billion, up from the \$7.71 billion in accumulated deficit at the end of the previous fiscal year. This higher deficit is mainly attributable to the costs associated with the EI temporary measures related to EI Part I.

¹²² Consult [Section 2.1](#) for these temporary measures.

Chart 22 – Employment Insurance Operating Account financial position at the end of the fiscal year, Canada, FY1213 to FY2122



Source: Government of Canada, Public Accounts of Canada 2022, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2022) and past year versions of the Public Accounts Report.



CHAPTER 3

Impact and effectiveness of Employment Benefits and support to workers and employers (Part II of the *Employment Insurance Act*)

Overview

Chapter III of the Monitoring and Assessment Report focuses on the impact and effectiveness of employment benefits and supports to workers and employers. It also examines the role of Employment Insurance (EI) Part II-funded programs across provinces and territories (PTs).

Part II of the *EI Act* provides the legislative framework for the LMDAs. Each year, over \$2 billion is provided under the LMDAs with PTs, for individuals and employers to receive training and employment supports. In the fiscal year beginning on April 1, 2021 and ending on March 31, 2022, approximately 667,000 participants across Canada received training and employment supports through the LMDAs.

In FY2122, PTs continued to face a changing labour market, including:

- an ageing Canadian population;
- global shifts toward greener and digital economies;
- automation;
- evolving skills requirements; and
- labour shortages.

In a year still marked by COVID-19, PTs delivered training and employment supports under Part II of the *EI Act* to more than 710,000 participants¹. This includes approximately 667,000 participants under the LMDAs and approximately 47,000 participants through the Indigenous Skills and Employment Training Program (ISETP). Under the LMDAs, PTs continued to collaborate and support workers, employers and industry stakeholders to develop strategies to attract and retain skilled and diverse workforce and address labour market needs.

LMDA funding provided support for individuals and employers across Canada to obtain skills training and employment supports.

In FY2122, the total clients receiving employment benefits and support measures (EBSMs) was 482,802 compared to 414,379 in FY2021. Compared to FY2021, client volumes and age distribution of clients remained similar but the number of training services delivered increased in FY2122.

¹ A client is a person who has participated in training and employment supports funded by the LMDA or by Indigenous organizations. Participant counts can be higher than client counts, as one client can receive multiple supports or benefits.

Table 1 – Client Volumes by Client Type in FY2021 and FY2122

National Level Data	FY2021	FY2122
Active Claimants	40.9%	37.7%
Former Claimants	17.5%	21.7%
Premiums-paid Eligible Individuals	9.7%	9.6%
Non-insured	31.9%	31.0%

Table 2 – Age Distribution of Clients in FY2021 and FY2122

National Level Data	FY2021	FY2122
Youth Clients (15-24)	24.5%	24.6%
Core Age Workers (25-64)	65.9%	65.4%
Clients aged 55 or older	9.5%	10.0%

Table 3 – Year-over-Year Change of Services Delivered from FY2021 to FY2122

National Level Data	FY2021	FY2122	Year-over-Year Change
Total number of services delivered	676,675	714,331	5.6%
Employment Benefits	162,710	192,660	18.4%
Support Measures: EAS	478,946	474,697	-0.9%
Pan-Canadian	35,019	46,974	34.1%

PTs work with a range of stakeholders, including:

- employees/workers;
- employers;
- Indigenous governments;
- industry and business associations;
- community organizations;
- underrepresented groups;
- official language minority communities;
- sector councils; and
- post-secondary institutions.

LMDAs require that PTs report on their consultations with representative labour and employers organizations as well as other stakeholders over the priorities and the design and delivery of programs and services that meet the needs of their local labour markets. This chapter offers highlights from the PTs reports

Evaluation results for the LMDA demonstrate that overall participation in most EBSMs improves labour market attachment and reduces dependence on government income supports compared to similar non-participants. Unemployed individuals receiving EI benefits often have strong labour market attachments and recent work experience, but many still require targeted supports to find new employment quickly.

In addition to LMDA funding, through the delivery of pan-Canadian activities under Part II of the *EI Act*, the Government of Canada plays a leadership role in responding to challenges that extend beyond local and regional markets. There are three funding streams, totalling \$137.3 million in FY2122, under the pan-Canadian activities:

- Indigenous programming;
- enhancing investments in Workplace Skills and Labour Market Information; and
- supporting agreements with PTs and Indigenous organizations.

Impact and Effectiveness of Employment Benefits and Support to Workers and Employers (Part II of the *Employment Insurance Act*)

Each year, over \$2 billion is provided through the LMDAs for individuals and employers to receive training and employment supports. In the fiscal year beginning on April 1, 2021 and ending on March 31, 2022, approximately 667,000 participants across Canada received training and employment supports through the LMDAs.

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.

Under the LMDAs, employment benefits enable eligible individuals to gain skills and work experience with a combination of services such as skills training and wage subsidies. This includes current and former EI claimants as well as individuals who have made minimum EI premium contributions in at least 5 of the last 10 years. Additionally, the LMDAs support underrepresented individuals which is a priority for the Government of Canada. Individuals from underrepresented groups face greater barriers to labour market attachment and have been disproportionately affected by unemployment and reduced working hours. These underrepresented groups include:

- Indigenous people;
- persons with disabilities;
- visible minorities;
- youth; and
- women.

Jurisdictions continue assisting underrepresented groups gain access to training and employment programming, which is key for economic recovery. With the programming provided under the LMDAs,

underrepresented individuals will be better positioned to find and maintain in-demand employment opportunities. In FY2122, LMDA participants included²:

- 80,000 persons with disabilities;
- 100,000 visible minorities;
- 65,000 Indigenous Peoples;
- 60,000 older workers (55+);
- 160,000 youth (15-24); and
- 310,000 women.

EI Part II

Part II of the *EI Act* sets out the framework for the LMDAs such as:

- 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 (EBSMs) 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 EBSMs established under Part II of the *EI Act*. Additionally, PTs 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 - Assist participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants.
 - Targeted Earnings Supplements - Encourage 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 - Provide 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 - Provide funding to organizations to enable them to provide employment assistance to unemployed persons, which may include individual

² Each participant may belong to more than one category.

counselling, action planning, job search skills, job-finding clubs, job placement services, and more.

- 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.
- 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 four kinds of clients:

- Active claimants: 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: those who completed an EI claim in the previous five years.
- Premiums-paid eligible individuals: 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 particularly benefits individuals with weaker labour force attachment.
- Non-insured individuals: those who 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, 2021 and ending on March 31, 2022 (FY2122).

Further details on the following are provided in Chapter 3 annexes: the national overview, PT programming, and evaluation studies.

3.1 National Overview

3.1.1 Economic and Labour Market Context

In 2021, Canada's economy and labour market adapted and evolved in response to a number of challenges. This included the gradual easing of public health measures for COVID-19, record-high job vacancies, and supply chain disruptions. All provincial jurisdictions experienced a decline in their respective unemployment rates. The national unemployment rate dropped by 2.0 percentage points to 7.5%. Quebec (-2.8 percentage points) and Alberta (-2.7 percentage points) saw the largest unemployment rate decrease from 2020 to 2021.

As the Canadian labour market focuses on the recovery of economic sectors from the impact of the COVID-19 pandemic, the labour market also continues to face numerous challenges including:

- the ageing Canadian population;
- global shifts toward greener and digital economies;
- automation;
- evolving skills requirements; and,

- labour shortages.

Employers continued to face challenges ranging from a limited availability of inputs to rising prices or insufficient demand for their goods or services. This left employers uncertain how to hire or train staff for recovery. Additionally, laid-off and actively employed workers were unsure about what type of training to take in the rapidly changing labour market.

In the context of a year still marked by COVID-19, PTs continued to adapt their services and programs.

3.2 Provincial and Territorial Activities

Each fiscal year, the Government of Canada provides support for individuals and employers across Canada to obtain skills training and employment supports through the bilateral LMDA with PTs. All jurisdictions are required to engage employers and other key stakeholders in establishing programming priorities. This is to ensure that active labour market programs and services are responsive to local labour market needs, and that job seekers are connected with employers.

Additionally, all PTs also prioritize improvements to both labour market attachment of underrepresented groups and employers' access to a skilled workforce.

Supplemental indicators for EI active claimants, return to work/total workforce, and estimated unpaid EI regular benefits resulting from EBSM supports are located at the end of Annex A.

Table 4 - Final LMDA Allocation (\$M) by Province and Territory

Province / Territory	Base Funding	Administrative Funding	Budget 2017 Top Up	Final Total
Newfoundland and Labrador	\$126.8	\$8.9	\$15.3	\$151.0
Prince Edward Island	\$23.5	\$2.7	\$3.6	\$29.8
Nova Scotia	\$77.1	\$10.1	\$16.6	\$103.8
New Brunswick	\$88.3	\$8.9	\$16.2	\$113.4
Quebec	\$552.6	\$58.9	\$105.1	\$716.7
Ontario	\$569.6	\$57.3	\$141.6	\$768.4
Manitoba	\$44.2	\$6.1	\$13.3	\$63.6
Saskatchewan	\$38.3	\$6.0	\$12.7	\$57.0
Alberta	\$146.6	\$9.6	\$54.1	\$210.2
British Columbia	\$273.5	\$20.5	\$45.0	\$339.0
Yukon	\$4.0	\$0.4	\$0.4	\$4.8
Northwest Territories	\$2.8	\$1.5	\$0.6	\$4.9
Nunavut	\$2.7	\$0.8	\$0.5	\$4.0
Canada	\$1,950.0	\$191.8	\$425.0	\$2,566.8

3.2.1 Newfoundland and Labrador

In FY2122, Newfoundland and Labrador received approximately \$151.0 million through the LMDA. Approximately 17,000 participants received training and employment supports, an increase of about 7.9% over the previous year. Within six months of receiving training and employment supports, over 3,000 individuals were employed which resulted in a savings of approximately \$23.6 million in unpaid EI benefits. For more details, see Annex A.

The province works with a range of stakeholders as part of its planning and review process. The province not only includes employees and employers, but also industry and business associations, partners from underrepresented groups, official language minority communities, among others. For example, Newfoundland and Labrador's Workforce Innovation Centre, funded under the LMDA, conducted consultation sessions with underrepresented groups service providers and stakeholders throughout 2020 into June 2021. These sessions looked to identify how provincial services may better serve and support members of underrepresented groups, and a draft final report including recommendations was submitted in December 2021.

Newfoundland and Labrador's largest LMDA program by spending was their Skills Development Program, which is open to both employed and unemployed residents. This program provides financial support to residents who are receiving either full-time post-secondary training or taking a short-term training program which lasts less than 12 weeks. This program helps people who are unemployed or underemployed get higher-paying jobs and improves their participation in the province's labour market.

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. During this time, employers were pivoting as needed to meet changing human resource (HR) needs.

The St. John's Board of Trade completed a body of research entitled *Working Better with Age, Research on Barriers and Opportunities to Workforce Participation for Older Workers in Newfoundland and Labrador*. Funding for the research project was provided through the LMDA under the Newfoundland Workforce Innovation Centre. In an effort to address current labour shortages and to fill labour market needs, the province is looking at Older Worker Initiatives to help strengthen its workforce. The research and recommendations from this report will be instrumental in the development of future programming.

Newfoundland and Labrador: Employers who have improved their capacity of the workforce

As part of the expanded eligibility introduced in 2017, Newfoundland and Labrador has increased flexibility to support employer-sponsored training under Labour Market Partnerships. One example of an employer who used this programming in FY2122 is Hospitality Newfoundland and Labrador (HNL). Representing tourism/hospitality operators throughout the province in all sectors and regions, HNL is the Tourism Industry Association of Newfoundland and Labrador. The mandate of HNL includes supporting the development of a professional workforce and improve the competitiveness, quality, and market readiness of the tourism industry. The collective objectives of HNL and its partners have been developing and offering professional development products, programs, and services to:

- Enhance the quality, market readiness and customer service of tourism businesses and attractions;
- Improve human resource management and training practices to reduce employee turnover and impacts of growing labour shortages; and
- Increase training and professionalism.

HNL's 'Rebuilding a Dynamic Tourism Workforce for Newfoundland and Labrador' LMP project will assist with pandemic recovery by providing resources, support and learning opportunities for businesses in the tourism and hospitality sector including communications and awareness, skills

and knowledge development, business support services, and a workforce development plan. The project will be delivered over a three-year period from 2021 to 2023. For FY2122, there were over 1,400 participants engaged in project activities.

3.2.2 Prince Edward Island

In FY2122, Prince Edward Island received approximately \$29.8 million through the LMDA. The province served approximately 11,300 participants in FY2122, an increase of about 16.7% over the previous year. Within six months of receiving training and employment supports, nearly 2,800 individuals were employed which resulted in a savings of approximately \$16.8 million in unpaid EI benefits. For more details, see Annex A.

The province, in collaboration with stakeholders, worked to adapt service delivery in FY2122. This included providing consistent Island-wide access to clients during a period of time when front line services were closed due to public health protection measures.

In FY2122, Prince Edward Island, as part of its annual planning process to determine priorities, engaged with stakeholders that included organizations representing:

- employers;
- employees/workers;
- industry associations;
- sector councils;
- business groups;
- service providers;
- community groups; and
- post-secondary institutions.

Stakeholders provided valuable information on challenges, best practices, priorities, and lessons learned. The consultations focused on:

- the evolving nature of work;
- aligning education and training opportunities to workforce needs;
- maximizing the participation of individuals in the province's workforce; and
- providing proper supports to assist employers with workforce planning.

In Prince Edward Island, partnerships on innovative programming to support underrepresented groups have increased the number of clients served, both as a total count and as a percentage of total clients. The increase in clients served included persons with disabilities, Indigenous peoples, visible minorities, and youth.

Additionally, partnerships with industries, employers and post secondary institutions led to the development of innovative programs to upskill and reskill the workforce. In FY2122 the province partnered with PEI Bioalliance to launch the Canadian Alliance for Skills and Training in Life Sciences Program to upskill and reskill talent for the bioscience sector. This initiative has recently expanded to other provinces to assist with skills development within Canada's bioscience sector.

The province's partnerships continue in communities and sectors to assist small businesses with HR collaboration that will support recruitment and retention efforts. This includes greater emphasis on capacity building and training to promote healthy workplaces. Innovative programming has been

developed in response. The rapid changes in the workforce requires flexibility to be innovative in program delivery and design.

Prince Edward Island delivers a variety of labour market programs and services to meet the needs of workers and employers across the province. For example, the Employment Assistance Services program provides direct support to unemployed individuals to help them find and maintain employment through services such as career counseling, job search, professional development, and other activities. This model provides a continuum of service by professionals within the career development sector.

Prince Edward Island: Early Childhood Development Association of Prince Edward Island (ECDA)

The ECDA of Prince Edward Island is delivering the Steps to Success program to support up to 100 participants over a two-year period to develop a range of skills and specific workforce knowledge and experience. This program will increase industry support in the early learning child care sector and increase employability within the licensed early learning and child care system.

The Steps to Success program combines classroom training and a work placement at a registered child care centre. Participants of Steps to Success will obtain a Level 1 certificate through three introductory courses and a full-time work placement for the duration of the program. This initiative provides industry support by providing training to upskill those who are currently within the sector and allowing ECDA to recruit, hire and train new workers, while continuing to commit to the current evolving service of care.

3.2.3 Nova Scotia

In FY2122, Nova Scotia received approximately \$103.8 million through the LMDA. The province served approximately 19,100 participants in FY2122, an increase of about 11.9% over the previous year. Within six months of receiving training and employment supports, over 4,500 individuals were employed which resulted in a savings of approximately \$38.3 million in unpaid EI benefits. For more details, see Annex A.

Nova Scotia consulted multiple stakeholders including employers, service providers, program administrators, program participants, sector councils, and other organizations. They have had ongoing consultations and engagement with stakeholders as a part of program planning and evaluation. The province is leading a labour market transfers Stakeholder Consultations Strategy that is taking shape in FY2122 and FY2223. The purpose of the strategy is to develop multi-year relationships with stakeholders groups:

- that have an interest (or involvement) in labour market development;
- that have an interest (or involvement) in labour market information;
- that potentially benefit from labour market programming; and,
- whose interest may be non-program specific.

With the economic effects of COVID-19, underrepresented groups in Nova Scotia have faced disproportionately negative impacts. African Nova Scotian and Indigenous communities have faced socio-economic inequalities, with 16.2% and 14.2% unemployment rate respectively compared to 8% in the province. Persons with disabilities have also seen an unemployment rate of 13.3% compared to 8% in the province. However, it should be noted that the percentage of underrepresented clients served in FY2122 has risen for all underrepresented groups.

Population growth was key to responding to COVID-19 with a growth of 2.0% between 2021 and 2022; the province also saw a 1.8% increase in working-age population and a 3.5% increase of the labour force. Nova Scotia also committed to increase capital spending and residential investment to support the economy and labour market. Nova Scotia's overall labour force participation rates are lower for younger workers, older workers, and women. It is worth noting that in FY2021 there appears to be slight tendency for men to obtain full-time work and for women to obtain part-time work, with a 3.2% increase in full-time employment for men compared to 0.5% for women.

Nova Scotia's LMDA funds various programs targeting both employees and employers. Its programs include START, a program that encourages employers to hire unemployed individuals that require work experience. After completion, START employed 266 clients out of 360. Similarly, the Skills Development Program provides financial assistance to obtain basic-to-advanced skills that would help them find employment. This Program showed positive results, with almost three quarters of participants gaining employment after participating in the program.

Nova Scotia: Nova Scotia Works Online (novascotiaworks.ca)

Nova Scotia Works Online was launched in December 2020, and provides job seekers and employers with an integrated menu of online employment and career services. To date, there are over 20,000 registered accounts, and over 300,000 unique webpage visitors. Two major service releases in FY2122 were Occupational Profiles (a resource that allows users to learn about all 500 NOC-classified occupations) and Job Matching (a tool for job seekers to more easily connect to employers and their relevant opportunities), along with the implementation of a variety of continuous improvements to existing elements of the website.

Further developments are planned that will launch an employer-centred experience (where they will gain access to their own login, tools, and resources), and other features including a youth-focused education and training LMI tool, online workshop scheduling, and a notification system.

3.2.4 New Brunswick

In FY2122, New Brunswick received approximately \$113.4 million through the LMDA. The province served approximately 39,100 participants in FY2122, an increase of about 26.2% over the previous year. Within six months of receiving training and employment supports, nearly 8,600 individuals were employed which resulted in a savings of approximately \$56.8 million in unpaid EI benefits. For more details, see Annex A.

The province engages external stakeholders who represent both employees and employers as well as associations representing the interests and expertise of a variety of underrepresented individuals. These consultations take place continuously. To help facilitate the conversations, regional labour market partnership forums bring together regional stakeholders for planning and coordination.

COVID-19 exacerbated challenges related to slow population growth in the province, an ageing 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. Recruitment supports also included 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.

3.2.5 Québec

In FY2122, Quebec received approximately \$716.7 million through the LMDA. The province served approximately 133,200 participants in FY2122, an increase of about 16.4% over the previous year. Within six months of receiving training and employment supports, over 41,400 individuals were employed which resulted in a savings of approximately \$286.0 million in unpaid EI benefits. For more details, see Annex A.

Like other provinces, Quebec experienced labour shortages and changes in the labour market. In the fourth quarter of 2021, there were approximately 240,000 job vacancies, the highest number of job vacancies since 2015. In 2021, the economy has started to recover with a GDP increase of 6.2%.

Since 2021, the Quebec government has been deploying nearly 80 targeted measures and initiatives through various ministries as part of Opération main-d'œuvre. Among these measures, 10 are partly funded by the Canada-Quebec LMDA to address labour shortages in certain priority areas. Opération main-d'œuvre aims to address labour shortages in priority areas, including attracting, training and reskilling 170,000 workers in the health and social services, education and educational childcare services, and with the addition of 110,000 workers in the information technology, engineering and construction sectors.

In developing and implementing its employment services, the Government of Quebec collaborated with the Commission des partenaires du marché du travail (CPMT), a public organization made up of representatives of the workforce, businesses, educational community, community organizations, and government agencies. To ensure a balance between training programs, skills of the workforce and labour market needs, the CPMT relies on a network of sectoral, regional and underrepresented group organizations, including sectoral workforce committees, regional labour market partners' councils and advisory committees. Quebec's partnership structure allows public employment services to adapt effectively to changing labour market needs. The CPMT collaborates in the development of an annual action plan for public employment services. It has also actively participated in monitoring the measures put in place by Quebec, including the Programme d'aide à la relance par l'augmentation de la formation, a program designed to encourage people who were unemployed to upgrade their skills.

In Quebec, 9,175 companies have hired unemployed persons with disabilities through des mesures Subvention salariale, Contrat d'intégration au travail and Programme de subventions aux entreprises adaptées. For individuals, the training measures enabled the training of nearly 30,000 new participants.

Quebec: Highlights of programs funded under the Canada-Quebec LMDA

Programme d'aide à la relance par l'augmentation de la formation

- This program aims to encourage the unemployed to upgrade their skills. With a budget of \$115 million from the Canada-Quebec LMDA, this program increased income support for participants to \$500 per week. The objective of supporting more than 18,000 participants in training was achieved in FY2122.

Programme pour la requalification et l'accompagnement en technologies de l'information et des communications

- Launched in July 2021, this program aims to encourage job seekers to follow a training program targeted by the MESS that will allow them to access an in-demand profession in the field of information and communication technologies. A weekly allowance of \$650 is offered throughout the duration of the training as well as a lump sum of \$1,950 upon successful completion of the training. The program had nearly to 5,000 participants in FY2122.

3.2.6 Ontario

In FY2122, Ontario received approximately \$768.4 million through the LMDA. The province served approximately 167,900 participants in FY2122, a decrease of about 10.0% over the previous year training and employment supports³. Within six months of receiving training and employment supports, over 64,600 individuals were employed which resulted in a savings of approximately \$443.4 million in unpaid EI benefits. For more details, see Annex A.

Through FY2122, Ontario's labour market experienced rising employment, decreasing unemployment, elevated vacancies, and high wage growth. Employers saw ongoing challenges filling positions and retaining staff. The January to March 2022 period had 74% more vacant positions compared to the same period in 2019. The sectors with the highest vacancies were health care and social assistance, accommodation and food services, and manufacturing. Over the same period, employment in occupations that typically require a university degree increased faster than employment in college and/or apprenticeship credential-requiring occupations.

To support the province of Ontario's review of its workforce development system, Ontario consulted with stakeholders and partners including employer and employee organizations, service provider networks, municipal/federal partners, organizations serving persons with disabilities, and Indigenous partners. Consultations consisted of focus groups, one-on-one meetings, and surveys. Key findings include the need for improvement in:

- the flexibility and responsiveness of the workforce development system in Ontario;
- collaboration with partners and coordination between systems and programs;
- clear program timelines and application processes and expectations;

³ This change was due to Ontario putting significant additional resources into programming that specifically targeted those who were affected by the economic effects of the COVID-19 pandemic, and which did not report client level data.

- the use of technology to deliver programs locally; and,
- utilization of labour market information and local planning to anticipate and respond to future work and skills requirements.

In 2021, Ontario also established Employment Services Transformation engagements with Indigenous communities. The Urban Indigenous Engagement Table (UIET) was formed in October 2021 with representatives from the Tungasuvvingat Inuit, Métis Nation of Ontario, Ontario Native Women’s Association, and Ontario Federation of Indigenous Friendship Centres. The table provides input and recommendations to ensure the reformed system best supports Indigenous clients and enables improved employment outcomes. Discussions on the First Nations engagement approach to provide feedback for the co-design of a First Nations service model began in 2021 with the Chiefs of Ontario, which informed the establishment of the Employment Table Working Group.

Additionally, in 2021, Ontario established the Ontario Workforce Recovery Advisory Committee, which consulted with 164 stakeholder groups on shaping the future of work in the province. A report was delivered with recommendations on addressing issues and opportunities that were caused or accelerated by the pandemic. Recommendations focused on digital accessibility, micro-credentials, paid work placements, and on-the-job training.

Ontario serves a diverse client base, including individuals from underrepresented groups. Women, youth, newcomers, Black and racialized groups, Indigenous peoples, older workers, and persons with disabilities are considered underrepresented groups in Ontario and clients can self-identify as such when participating in employment and training programming. Ontario has Key Performance Indicators for serving some targeted groups (i.e., clients with complex service needs), including Indigenous peoples, persons with disabilities, youth with higher support needs, and newcomers.

Many programs and initiatives funded under the LMDA include an emphasis on serving underrepresented groups. This includes the current Employment Service (ES) assisted services, which focuses on vulnerable populations and those underrepresented in the labour market. Using ES suitability criteria, service providers offer tailored support to those with the greatest risk of continued or long-term unemployment, or those who are marginalized in the labour market. Ontario’s Skills Development Fund under the LMDA supports projects that enable market-driven solutions and unlock the economic potential of apprenticeship, skilled trades, and broader workforce development initiatives to facilitate economic recovery. Funded projects include those that supported historically underrepresented groups in the labour market or those that are disproportionately impacted by COVID-19, including women, youth, persons with disabilities, Indigenous peoples, racialized groups, and immigrants.

Ontario: Employment Service Transformation (EST)

Ontario has been transforming employment services for jobseekers and employers by introducing a new service delivery model. This includes new Service System Managers (SSM) and integrating Social Assistance (SA) employment services into Employment Ontario (EO).

Through EST, the province is aiming to create one efficient yet locally responsive service delivery and outcomes-based system across the province to better meet the needs of jobseekers, particularly those with weaker labour market attachment, employers, and communities. Integrated Employment Service (IES) is an enhanced employment service model that helps people obtain jobs, reduce reliance on social assistance and meet employer workforce development needs.

As also noted above, IES includes several key aspects, including:

- A shared SA and EO Common Assessment Tool which is used to better assess individual client service needs.
- Integrated case management processes for smooth and effective client pathways.
- A new Performance Management Framework and funding model, including performance-based funding payments to progressively incentivize SSMs to help clients obtain employment outcomes based on the likelihood of long-term unemployment (e.g., clients with greater service needs).

Implementation is being phased in. When fully implemented, the new service delivery model is anticipated to serve about 250,000 Ontarians per year.

3.2.7 Manitoba

In FY2122, Manitoba received approximately \$63.6 million through the LMDA. The province served approximately 77,100 participants in FY2122, an increase of about 6.3% over the previous year. Within six months of receiving training and employment supports, nearly 7,100 individuals were employed which resulted in a savings of approximately \$74.4 million in unpaid EI benefits. For more details, see Annex A.

Manitoba consulted with several stakeholder groups from both the public and private sectors. This included official language minority communities, industry organizations, service providers, community organizations, and other partners in economic and workforce development. Four main areas were discussed with stakeholders:

- issues with matching people to jobs;
- training and employment efforts;
- issues affecting Indigenous Manitobans in obtaining employment; and,
- matching skilled workers to jobs needing specific skills.

The COVID-19 pandemic disproportionately affected Manitobans from underrepresented groups, such as women, persons with disabilities, and Indigenous peoples. For example, more female Manitobans lost their jobs than their male counterparts. The latest labour force data indicates that employment among females has grown more than employment among males, with the female employment rate being 5.6% higher than pre-pandemic levels, while the male employment rate is only 0.3% higher.

As an example of efforts to help support underrepresented workers, Manitoba and the Manitoba Institute of Trades and Technology partnered to support and train 18 women with disabilities in the turbine engine repair sector as this industry has seen a shortage of skilled workers. Upon graduation, all 18 students received job offers.

As of December 2022, the province's unemployment rate was 4.4%, which was the fourth lowest in the country and below Canada's unemployment rate of 5.0%. Manitoba's labour force also had approximately 15,100 more workers, with 20,900 more Manitobans employed than in 2019.

The community based Train-the-Trainer programs, where people learn to train others, has received positive feedback and has successfully increased training capacity. Manitoba continues to build a skilled

workforce through improving education and training opportunities, increasing and streamlining immigration, and ensuring greater alignment between training institutions and the needs of employers.

Some programs do not always meeting community needs. For example, Indigenous peoples often have trouble accessing training. Another challenge is the barrier to support services, which may require moving away from home to get training or employment supports. Additionally, for Indigenous communities, lack of effective communication technology impedes the design and delivery of education programs for Indigenous peoples. Unreliable cellphone service in northern Manitoba is also a barrier, employers are sometimes unable to reach jobseekers, due to the lack of services available.

Employers in Construction, Finance, and Health Care reported challenges in finding applicants with the required skills. Skilled immigrant workers also reported that a lack of Canadian work experience makes it difficult to find work in their particular fields, increasing the skilled worker shortage.

3.2.8 Saskatchewan

In FY2122, Saskatchewan received approximately \$57.0 million through the LMDA. The province served approximately 26,300 participants in FY2122, an increase of about 10.1% over the previous year. Within six months of receiving training and employment supports, nearly 9,200 individuals were employed which resulted in a savings of approximately \$83.6 million in unpaid EI benefits. For more details, see Annex A.

Saskatchewan regularly engaged and consulted with a wide range of stakeholders, including:

- employers;
- chambers of commerce;
- industry associations;
- economic development organizations;
- organizations providing employment services for people from underrepresented groups;
- post-secondary education training institutions;
- labour groups; and,
- ICT partner ministries.

These consultations allow the Saskatchewan government to receive feedback on the various programs and services administered through the LMDA.

In response to Saskatchewan's pandemic-related challenges, the province opted to put a larger focus to assist employers in meeting workforce needs through proactive outreach and broader collaboration with provincial ministries, agencies, and post-secondary institutions. Outreach in partnership with Chambers of Commerce, Service Canada, Immigration, Refugees and Citizenship Canada and Western Economic Diversification Canada facilitated a better understanding of the availability of different supports to accelerate economic recovery.

Among the many programs and services offered by the province of Saskatchewan, the Skills Training Allocation program has a strong emphasis on improving employability of underrepresented groups leading to long-term sustainable employment.

Saskatchewan's career and employment services are provided through ten offices across the province and through partnerships with third-party service providers. The services focus on specialized needs such as vocational assessments, employment supports and career counselling. Saskatchewan also provides financial and program support to training institutions, agencies, and industry.

Saskatchewan's range of LMDA-funded programs includes its Essential Skills Program (ES). The ES program is meant to equip participants with the necessary skills, knowledge and competencies needed to enter or re-enter the labour force. This program allows participants to move on to further training or advance in a chosen career. ES programming helps adults improve their literacy levels (via Levels 1 and 2) and develop essential and employability skills. Once the participants successfully complete Levels 3 and 4, they achieve a credential. This program includes Adult Basic Education, Essential Skills for the Workplace, and General Educational Development (GED) testing.

There were over 5,400 participants in ES funded programs and 63 percent completed their programs. The participants acquired a range of skills including literacy, numeracy, and document use. Additionally, individuals who completed the program developed the competencies to acquire and/or retain employment which resulted in increased earnings, decreased use of social support(s) and an overall improved wellness.

The Provincial Training Allowance (PTA) program supports low-income learners enrolled in full-time ES, workforce development or skills training programs. PTA is an income-tested program providing flat rates for living and daycare costs for learners enrolled in the ES programs. The PTA provides learners with basic income support while they are in training.

Over the last five years, the PTA was able to assist 4,000 adult learners annually and has resulted in students completing their training which strengthens their employability.

The federal Targeting, Referral & Feedback system allows the province to identify and contact potential clients as soon as they apply for EI. It also provides earlier access to programs/services, and assesses client employability to make informed referrals and program services. The province customizes targeting criteria based on current labour market information and local demographics to address specific sectors or industries.

Saskatchewan: The Skills Training Allocation (STA)

The Skills Training Allocation (STA) is intended to address the training needs of Saskatchewan business and industry. Credit training programs for occupations in-demand are administered through publicly funded post-secondary training institutions. The STA goals are to improve employability and address the immediate and ongoing needs of dynamic labour market. Furthermore, the STA program results in long-term sustainable employment by heavily focusing on improving the employability of underrepresented groups such as:

- Indigenous peoples;
- social assistance recipients;
- persons with disabilities;
- women in underrepresented occupations;
- immigrants;
- visible minorities.

In FY2122, more than 2,600 individuals participated in STA funded programs. The relevant statistics are as follows:

- Completion Rate – 83%
- Employment Rate – 57%
- Further Education Rate – 27%

3.2.9 Alberta

In FY2122, Alberta received approximately \$210.2 million through the LMDA. The province served approximately 93,200 participants in FY2122, an increase of about 6.8% over the previous year. Within six months of receiving training and employment supports, over 26,300 individuals were employed which resulted in a savings of approximately \$303.8 million in unpaid EI benefits. For more details, see Annex A.

Alberta delivers programs that directly help workers such as skills development programs (both regular and for skilled trades specifically), employment assistance services, and self-employment training. Other programs include targeted wage subsidies, labour market partnerships, and research and innovation initiatives.

COVID-19 is affecting every industry of the economy in different ways. Alberta continued to deliver LMDA supports as more people lost their jobs and needed new employment while keeping people safe.

As part of recovery efforts, Alberta is helping workers move from industries that shrank to industries that either grew or are expected to grow, such as technology, life sciences, and pharmaceuticals.

Alberta continued to consult with key stakeholders through the pandemic using a variety of methods, including more computer and telephone communications. This new way of doing things has continued, with more training and support done by video calls and online classes. This means that the province is reaching more people in remote communities, and more people in cities who might not be able to go to in-person classes for different reasons. Consultation groups include stakeholders representing people from marginalized groups, and those who face multiple barriers to employment.

In FY2122, some parents, particularly women, had to stop working to take care of children as a result of the COVID-19 pandemic. Additionally, it has been noted that the province needs more commercial truck drivers. To help solve both problems, Alberta is providing \$3 million annually for three years in training grants to women training to become truck drivers.

Alberta: The Transition to Employment Program

The Transition to Employment program operates out of Grand Prairie, Alberta. This program helps people quickly re-enter the workforce. Participants have access to short-duration training courses to develop new skills to find employment. Forty-five percent of the people who went through this program are over the age of 45, and 84% found a new job and kept it after finishing the program.

3.2.10 British Columbia

In FY2122, British Columbia received approximately \$339.0 million through the LMDA. The province served approximately 81,200 participants in FY2122, an increase of about 0.3% over the previous year. Within six months of receiving training and employment supports, nearly 23,100 individuals were employed which resulted in a savings of approximately \$258.1 million in unpaid EI benefits. For details, see Annex A.

The province provides multiple services through LMDA funding, including delivery of almost 22,000 skills training services to unemployed clients. As well, the province delivers the Community and Employer Partnership (CEP) fund that supports job seekers to access training and work experience. The CEP helps to fill local vacant positions and aids businesses and communities to address labour market challenges.

British Columbia continues to consult with stakeholders on the effects of COVID-19, recovery efforts, and the successful development of employment programming within the province. The province has also implemented strategies to meet client needs, ensure services were continuously accessible and available, provide safe service delivery, and facilitate service provider forums for best practice sharing. Their engagement activities included consultations with:

- Indigenous Skills Employment Training providers (ISET);
- the First Nations Leadership Council;
- la Fédération des francophones de la Colombie-Britannique; and,
- large provincial-footprint employers and associations.

CEP invested in 55 Project Based Labour Market Training projects and 20 Job Creation Partnership projects to help job seekers achieve greater labour market participation through training and employment. One JCP project helped people recovering from addiction to gain sustainable employment in the agricultural sector. Another project helped Indigenous job seekers to achieve greater labour market participation to achieve good paying jobs in a high opportunity sector.

The CEP Fund also invested in \$1.4M in 14 Labour Market Partnerships that supported labour market studies to address labour market challenges. This included a labour market study on employment development issues facing First Nations and their participation in the local workforce. Skills inventories, job profiles, strategies and tools were developed.

Additionally, British Columbia has heavily invested in innovation and technology to optimize labour market programming. Some of these investments included an interactive map of ISET service providers, launching the WorkBC mobile App in February 2022, and enhancements to the Online Employment Services (client intake and registration) platform.

In FY2122, British Columbia served over 10,000 persons with disabilities, around 6,600 visible minorities, about 2,300 clients who identify as Indigenous, and over 16,500 women. In total, the province provided individualised services to almost 24,000 clients that are part of an underrepresented group.

British Columbia: On the road to professional driving jobs in the Columbia Valley

Fifteen British Columbians received skills training to prepare them for employment in the trucking industry in the Columbia Valley under a Community and Employment Partnerships (CEP) project from the Government of British Columbia. The safe transport of bulk, industrial and consumer goods is vital to British Columbia's recovering economy. Graduates of this professional driver program find themselves qualified to secure well-paying jobs in a variety of sectors.

The province provided funding to College of the Rockies in Golden to deliver skills and certification courses in two intakes of its professional Class 1 truck driver program. Participant recruitment was focused on Indigenous individuals.

Participants received 13 weeks of essential, occupational and practical skills training, four weeks of on-the-job work experience and two weeks of follow-up support to assist in their job search. Courses included mandatory entry-level training (MELT), air brake training, truck theory and simulator training. MELT is a program for new commercial truck drivers that will improve the safety on highways.

Participants also received certification courses in:

- Workplace Hazardous Material Information Systems;
- Occupational First Aid Level 1;
- Transportation Endorsement;
- Transportation of Dangerous Goods;
- Truck Weight and Dimensions; and,
- Electronic Logging Devices.

3.2.11 Yukon

In FY2122, Yukon received approximately \$4.8 million through the LMDA. The territory served approximately 400 participants in FY2122, an increase of about 83.5% over the previous year⁴. Within six months of receiving training and employment supports, over 100 individuals were employed which resulted in a savings of approximately \$1.8 million in unpaid EI benefits. For details, see Annex A.

Yukon's Labour Market Framework guided its consultations with:

- other governments;
- First Nation governments and service organizations;
- employers;
- Chambers of Commerce;
- educational institutions;
- labour market service providers;
- unions; and,
- associations.

Employers are reporting challenges recruiting staff with the skills and competencies they require, even in entry-level jobs.

While the Covid-19 pandemic created and continues to create issues, Yukon employment numbers have returned to the pre-pandemic, low unemployment levels. However, the labour market reality is shifting. For the first time in decades, Yukon consistently has more available jobs than engaged job seekers.

In FY2122, Yukon experienced a high percentage of job vacancies at approximately 7.2%. Most of the available jobs are entry level. Currently, employers are using similar recruitment tactics for workers as previous years, including focusing on individuals from underrepresented groups. However, they have not found success in the current environment.

It is assumed that the number of unfilled jobs is due to skills mismatch, and it remains apparent that the principal reason is lack of foundational skills (reading, writing, numeracy, and computer use). Most of the available jobs are entry level, and one third of the available labour pool in Yukon declare themselves as 'retired' which implies a voluntary and successful departure from the labour market. Available workers either lack skills for those jobs, do not see themselves in those jobs, or do not want those jobs.

3.2.12 Northwest Territories

In FY2122, Northwest Territories received approximately \$4.9 million through the LMDA. The territory served approximately 600 participants in FY2122, an increase of about 62.9% over the previous year⁵.

⁴ Annual variability in percentage changes are larger for territories due to the small number of participants involved.

⁵ Annual variability in percentage changes are larger for territories due to the small number of participants involved.

Within six months of receiving training and employment supports, over 200 individuals were employed which resulted in a savings of approximately \$1.3 million in unpaid EI benefits. For details, see Annex A.

Northwest Territories' relationship with stakeholders, as well as formal and informal partnerships, has been cultivated and maintained by its Regional Education, Culture and Employment (ECE) Service Centre staff. ECE regularly met with community leaders and Indigenous Governments, attended community events, and actively engaged with employers and organizations during in-person meetings. This resulted in a better understanding of the career development needs of individuals and communities.

In FY2122, the Skills Development Program (SDP) in Northwest Territories enhanced the labour market participation of individuals in the territory, including that of underrepresented groups, with priority given to income assistance recipients, Indigenous peoples, older workers, persons with disabilities, youth, women, and new and re-entrants to the labour market.

Northwest Territories saw an increase of COVID cases in FY2122 which resulted in the implementation of further public health protections in August and September 2021 and in January and February 2022. Many of the adult education and online training courses gradually started to return to in-person classes, with online options implemented as the situations deemed necessary. The COVID-19 measures that were in place in FY2021 were still in place for FY2122. The territory continued its program to include assistance to purchase technology equipment for registered online learning. ECE also made different 'tips and tricks' available for students to assist them in achieving success.

A \$750 Technology Grant was continued for students in the Skills Development Program (SDP) and the Self-Employment Program (SEP) to assist with the equipment costs that are required for remote learning.

Northwest Territories' range of LMDA-funded programs provides support for eligible clients to participate in training opportunities to boost their skills and knowledge and/or develop essential employability skills for the labour market. One of the many objectives of the SDP is to enhance the labour market participation of Northwest Territories residents, including low-skilled workers and underrepresented groups. The SDP aims to as well as enhance client's ability to find long-term employment opportunities through training and education.

The Self-Employment Program (SEP) provided support to eligible clients who were looking to start a small business. This program provided support for clients in assessing business proposals, their personal suitability for self-employment, family issues, financial risks, and resources available that are required to be successful. This program aims to encourage business development to create future employment opportunities and grow the NWT workforce through partnerships.

Northwest Territories: Creation of a Labour Market Recovery Wage Grant

The objective of the Labour Market Recovery Wage Grant was to support employers to retain or bring staff back into the workplace in an environment where the employer has lost revenue due to public health measures.

Non-essential businesses were able to apply for a Wage Grant of maximum of \$2,000 per employee, to a maximum of \$10,000 per employer. The Wage Grant supported 26 employers, providing support for 115 positions.

3.2.13 Nunavut

In FY2122, Nunavut received approximately \$4.0 million through the LMDA. The territory served approximately 200 participants in FY2122. Within six months of receiving training and employment supports, 25 individuals were employed which resulted in a savings of approximately \$324,000 in unpaid EI benefits. For details, see Annex A.

Nunavut consults with a number of stakeholders including:

- employers;
- employees/workers;
- journeypersons;
- apprentices;
- municipalities;
- training partners and providers;
- housing associations;
- educational institutions; and,
- other governmental departments.

Nunavut continues to use LMDA-funded programs to deliver training and employment supports to individuals, including those in underrepresented groups, and employers.

In the previous FY2021 fiscal year, public consultations were concluded on reform of the apprenticeship legislation and programming.

The results were a complete overhaul of the apprenticeship and vocational certification legislation, and a redesign of support programs for apprentices. These changes are in the process of being introduced over FY2223 and FY2324.

3.3 Labour Market Development Agreement Results

Recent evaluations have demonstrated the effectiveness of LMDA funded supports and sought out lessons for the design and delivery of programs. The results demonstrate that overall participation in most EBSMs improves labour market attachment and reduces dependence on government income supports compared to similar non-participants. Unemployed individuals receiving EI benefits often have strong labour market attachments and recent work experience, but many still require targeted supports to find new employment quickly.

ESDC has completed the third cycle of evaluation for the LMDAs covering the years from 2010 to 2020. These evaluations take into consideration the results for the future 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 covered a 5-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. These estimates are made by comparing participant experience to that of similar non-participants. The evaluation findings were approved by the Federal-Provincial-Territorial Evaluation Steering Committee and the Performance Measurement and Evaluation Committee of ESDC. The evaluation used a mix of qualitative and quantitative methods, including cost-benefit analysis, key informant interviews, questionnaires, a national survey, and document and literature reviews.

To address information gaps, supplementary studies were conducted for several programs aimed at supporting employment and innovation, including:

- Self-Employment;
- Job Creation Partnerships;
- Labour Market Partnerships; and
- Research and Innovation.

These studies provided valuable insights into the effectiveness of specific programs, highlighting both their successes and areas for improvement. The Self-Employment program was successful in helping participants create self-employment opportunities, while the Job Creation Partnerships program was effective in creating short-term employment opportunities. The Labour Market Partnerships program facilitated collaboration between employers and community organizations, and the Research and Innovation program supported the development of innovative products, processes, and services.

The evaluations demonstrated that most programs and services funded under LMDAs improved labour market attachment and reduced dependence on government income supports compared to similar non-participants. Skills Development and Targeted Wage Subsidies interventions were found to be most beneficial for participants, while Employment Assistance Services improved the labour market attachment of female, Indigenous, and recent immigrant participants. The social benefits of participating in most interventions exceeded the initial investment costs over time.

The evaluations also included an incremental impact analysis, which estimated the effects on employment, earnings, and collection of Social Assistance and EI due to participation. The analysis found that most LMDA-funded programs and services improved labour market attachment and reduced dependence on government income supports compared to similar non-participants. Additionally, a cost-benefit analysis was conducted to compare the cost of participating for participants and the cost of delivering the program for governments against the benefits associated with the program. The analysis accounted for all quantifiable costs and benefits directly attributable to the program, but did not account for non-quantifiable factors.

The analysis demonstrated that EAS, SD, and TWS continued to result in improvements in labour market attachments overall. These supports have been shown to benefit all subgroups of participants:

- females;
- males;
- youth;
- older workers;
- Indigenous peoples;
- persons with disabilities;
- recent immigrants; and
- visible minorities.

Although all subgroups benefited from these supports, some benefited more than others, in particular:

- Indigenous peoples;
- recent immigrants;
- persons with disabilities; and
- older workers.

The evaluation examined the following types of organizations funded through the LMDAs:

- non-profit;
- businesses/employers;
- educational institutions and training providers;
- municipal and local governments; and
- Indigenous organizations.

Partnerships were established to support the delivery of the majority of projects. Overall, the evaluations and supplementary studies provided important insights into the effectiveness of LMDA-funded programs and services, and highlighted areas for improvement in future program design and delivery. Provincial and territorial departments and key informants recognize the contributions made partners such as their expertise, network and financial contribution are all essential to project implementation and success. For details, see Annex C.

3.4 Pan-Canadian activities and the National Employment Service

Through the delivery of pan-Canadian activities, the Government of Canada plays a leadership role in responding to challenges that extend beyond local and regional labour markets. Pan-Canadian activities have 4 primary objectives:

- promote an efficient and integrated national labour market;
- preserve and enhance Canadian economic unity;
- help address common labour market challenges and priorities of national and/or international scope that surpass provincial and territorial borders; and
- promote 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 3 funding streams:

- Indigenous programming;
- enhancing investments in Workplace Skills and Labour Market Information; and
- supporting agreements with PTs and Indigenous organizations.

In FY2122, expenditures on pan-Canadian activities totalled \$137.3 million. Pan-Canadian programming delivered through the Indigenous Skills and Employment Training Strategy (ISET) consisted of \$123.5 million of the total, while expenditures on Labour Market Partnerships amounted to \$11.8 million, with Research & Innovation totalling \$1.9 million.

3.4.1. Indigenous programming⁶

Pan-Canadian funding delivered through the ISET program is intended to increase the skills of Indigenous peoples and support their participation in the Canadian labour market. The ISET program ensures that First Nations, Inuit, Métis, Urban, and non-affiliated Indigenous peoples have access to skills development training and employment supports to meet their long-term career goals.

In FY2122, the ISET program received approximately \$123.5 million from EI Part II funds⁷. ISET funds a network of over 110 Indigenous contribution recipients with over 650 points of service across Canada.

⁶ Program results for ISET FY2122 are funded under EI Part II and the Consolidated Revenue Fund (CRF).

⁷ In addition, \$18,038,392 in ISET program funds were transferred to Crown-Indigenous Relations and Northern Affairs Canada to flow to self-governing Indigenous governments through their Fiscal Financing Agreements or other related self-governing grants.

The objective is to help reduce the skills and employment gaps between Indigenous and non-Indigenous people.

The ISET program was co-developed with Indigenous partners. It includes four distinct labour market strategies with separate funding envelopes for each group:

- First Nations;
- Inuit;
- Métis; and
- Urban and Non-affiliated Indigenous peoples.

The program provides new investments and more flexible longer-term agreements to Indigenous service delivery organizations. This supports efforts to advance reconciliation, self-determination, and address systemic inequities between Indigenous and non-Indigenous Canadians by creating more job training opportunities for Indigenous people.

The eligible activities encompass a wide range of labour market activities, including locally designed programs supporting each 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;
- business coaching and mentorship; and
- and disability-related supports.

Indigenous service delivery organizations receive funding from both the Consolidated Revenue Fund and the EI Part II Pan-Canadian Fund to support their clients. EI Part II funding enables them to support clients who meet the EI Part II employment support measures eligibility criteria.

In FY2122, the ISET program served almost 48,000 Indigenous clients (new and ongoing). This includes more than 42,000 new clients, including 20,000 EI clients. Out of the total number of clients, more than 16,000 found a job within six months of participating in training and employment programs, including over 9,500 EI clients and 5,600 clients who returned to school.

Nunatsiavut Government

The Nunatsiavut Government (Nunatsiavut) provides employment, education, and training services through the Department of Education and Economic Development. These services assist Inuit beneficiaries of the Labrador Inuit Land Claims Agreement in becoming increasingly employable to meet current and future labour market demands. It also creates and maintains partnerships, which will lead to sustainable long-term employment for Inuit Beneficiaries.

Nunatsiavut provides training and employment support to all Nunatsiavut Beneficiaries regardless of location in Canada. The head office in Makkovik, Newfoundland and Labrador, is responsible for providing the programs and services. Their client base spreads over 5 Inuit communities in Nunatsiavut (Nain, Hopedale, Rigolet, Postville, and Makkovik), as well as a large number who live outside of the Land Claim area in the rest of Canada.

Through the ISET program, Nunatsiavut provides a wide range of labour market activities and employment assistance services in support of the Inuit Labour Market Strategy. The anticipated ultimate outcomes of the Inuit Labour Market Strategy are:

- improved skills levels of Inuit and reduced skills gap between Inuit and non-Indigenous peoples; and
- improved employment outcomes of Inuit and reduced employment gap between Inuit and non-Indigenous peoples.

Eligible activities encompass a wide range of labour market activities and employment assistance services. These aim to:

- provide employment-related and career development assistance and outreach to Inuit, including youth and persons with disabilities (for example, client assessment, case management, job search, job retention assistance, summer jobs, work experience, and other supports);
- provide support services by expanding social supports to contribute to client success, including:
 - dependent care costs;
 - childcare;
 - living expenses;
 - transportation;
 - client support;
 - other supports needed to ensure client success with skills development; and
 - training and employment.
- enhance existing and building potential new employer linkages, enhanced labour market information, and skills inventories to enable organizations to accurately forecast in-demand employment opportunities and recommend relevant training programs, and to connect Inuit workers to available jobs matching their qualifications; and
- leverage existing programs for referrals and up-to-date labour market information to better use and/or integrate existing data collection systems.

In FY2122, Nunatsiavut served 192 clients and of these, 93 obtained a job.

3.4.2. Investments in Workplace Skills National Essential Skills Initiative

The National Essential Skills Initiative (NESI) is a component of the Skills for Success program which helps Canadians improve their essential skills so that they can better prepare for, get and keep jobs, as well as adapt and succeed at work. This aligns with the Government of Canada's goal of helping Canadians develop the skills they need for good quality jobs.

In FY2021, NESI funded projects that developed and expanded literacy and essential skills training. Projects focussed on testing, replicating and scaling up proven approaches to skills upgrading, as well as improving the quality of employment and training supports that are responsive to job seekers, workers and employers.

Emphasis is placed on supporting individuals with low skills and facing multiple barriers to employment such as Indigenous peoples, newcomers, youth, and official language minority communities (OLMCs).

In FY2122, the NESI funded 5 projects, that improved the literacy and essential skills of Canadians and helped them to better prepare for, get and keep a job, and adapt and succeed at work.⁸

One of the funded projects was the Further Education Society of Alberta's "Going the Distance" project, which was a 5-year project designed to address the underrepresentation of Indigenous people in the Tourism and Hospitality industry through developing and piloting a transferable, replicable, and adaptable training model.

As a result of the project which ended in May 2022, approximately 60% of the 200 Indigenous participants indicated that the combination of on-the-job skills development and employment preparation training helped them overcome some of their barriers to stable employment.

Another NESI project, entitled "Classroom Connections' Employment Essentials: Building sustainable and expandable literacy and essential skills, targeted training for First Nations" offers on-reserve training in the welding, metalwork, and hospitality services sectors. It creates, tests, and evaluates innovative training services that aim to improve the foundational and transferable skills of First Nations members of the Maskwacis region. There have been 91 participants that completed the program and of the participants:

- 24%, 31% and 43% showed improvement in reading, document use and numeracy, respectively;
- Approximately 76 participants found employment or pursued further training post-project; and,
- 20 of the 26 participants who completed their training more than two years ago are still employed.

Budget 2021 announced a new Skills for Success (SFS) program (modernization of the Literacy and Essential Skills program) that funds organizations to design and deliver foundational and transferable skills training and to create online assessment tools and training resources for Canadians. The NESI component is being re-positioned to support targeted objectives that complement the SFS program. Starting in 2022, NESI will focus on research projects that anticipate and help predict emerging foundational and transferable skills needs of underrepresented groups in the labour market.

In line with departmental direction, 30% of NESI funding will target research projects that explore how to measure foundational or transferable skills of persons with disabilities (10%) and racialized Canadians (20%). This research will ensure that current and future projects funded under the SFS program are responsive to emerging priorities and trends. In particular, research funded through NESI will allow the SFS Program to:

- understand the evolving foundational and transferable skills gaps across the country, specifically in the context of a changing labour market and through an intersectional lens; and

⁸ In FY2122, the NESI program allocated \$3,030,072 to fund 5 projects implemented by: the Calgary Catholic Immigration Society, The Further Education Society of Alberta, the Literacy Coalition of New Brunswick, Classroom Connections Consulting Services and the Food Processing Human Resources Council.

- target future SFS Call for Proposal processes to specifically address the assessment tool and training gaps identified in the research.

The Skilled Trades, Apprenticeships and Red Seal Programs

The Red Seal Program develops common interprovincial standards and examinations for each of the designated Red Seal trades that are used to gauge which tradespeople can be trained and assessed. This helps harmonize apprenticeship training in PTs, provide the public with current descriptions of trades in Canada, and serve as the basis for assessment.

Each PT uses standards and examinations to certify thousands of apprentices and experienced tradespersons each year. The collaboration involved in developing interprovincial Red Seal standards and examinations results in cost-savings for governments.

Experienced tradespeople and apprentices who have completed their training may take the interprovincial Red Seal examination. If successful, they receive a Red Seal endorsement on their provincial or territorial certificate of qualification. This indicates they meet both the provincial and territorial requirements, and demonstrate they have the knowledge required for the national standard in that trade.

The Red Seal endorsement is a nationally recognized standard for skilled trades workers in Canada. It promotes excellence to employers, instills pride in skilled workers, and facilitates labour mobility. 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. All PTs that are responsible for both apprenticeship training and trade certification in their jurisdictions, and the federal government participate as members of the CCDA. ESDC sponsors the 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 54 skilled trades, representing 77% of registered apprentices.

The top 5 Red Seal trades by number of endorsements issued are:

- construction electrician;
- automotive service technician;
- plumber;
- truck and transport mechanic; and
- carpenter.

Red Seal Program Highlights:

- 40,000 Red Seal examinations written and 25,000 Red Seals issued annually prior to the pandemic.
- 27,000 Red Seal examinations written and 15,000 Red Seals issued in calendar year 2020.
- More than 37,000 examinations were written and 21,000 Red Seal endorsements were issued to those who complete their apprenticeship and trade qualifiers in calendar year 2021. These numbers are significantly higher than the previous year and tend towards pre-pandemic levels.
- Eight new Red Seal Occupational Standards were completed in FY2122.

Red Seal Program products are updated regularly to reflect evolving labour market needs. The Red Seal standards and their associated development processes have undergone significant enhancements in recent years.

The standards being developed are now considered Red Seal Occupational Standards. They include

- broader input from stakeholders (including tradespeople, instructors and employers);
- industry-defined performance expectations;
- evidence of skills attainment;
- learning objectives and outcomes; and
- essential skills.

These standards are critical for harmonized training and certification across the country.

In FY2122, approximately 360 subject matter experts participated in ESDC organized workshops to develop Red Seal standards and examinations and harmonize apprenticeship training. More than 900 stakeholders were consulted via online surveys and 250 were consulted through provincial and territorial consultations to validate and peer review standards and examinations.

Standards development transitioned relatively easily to the virtual workshop format and continued without significant delay. Examination development presented more challenges during the pandemic. The requirements for security and confidentiality of examination material made virtual workshops more difficult.

The Government of Canada continues to work closely with provinces, territories, and industries to reduce barriers to certification in the skilled trades and increase opportunities for apprentices in Canada. CCDA will facilitate the harmonization of apprenticeship training requirements in Red Seal trades. Harmonization leads to greater labour mobility across the country and helps more apprentices complete their training when they relocate to another jurisdiction during their apprenticeship.

In October 2016, the Forum of Labour Market Ministers (FLMM) committed to harmonizing 30 Red Seal trades. This represents approximately 90% of apprentices (not including Quebec) by 2020. At the end of FY2122, the consensus was reached for 44 trades covering approximately 97% of apprentices in participating jurisdictions.

While the initial goals were exceeded, maintaining harmonization in apprenticeship training continues to be important. Therefore, in the process of updating occupational standards for the Red Seal trades, discussions between apprenticeship authorities and industries from across Canada are also held about harmonized training.

Innovation and Employer Engagement Initiative fund

ESDC also works with PTs to explore opportunities to increase employer engagement in apprenticeship. In October 2016, the FLMM committed to looking at innovative approaches to increase employer engagement for improved job opportunities and outcomes for apprentices.

In support of this commitment, ESDC established the Innovation and Employer Engagement Initiative to fund innovative supports and increase employer engagement in apprenticeship. This helps employers to create inclusive workplaces and provide support for employer consortia pilots.

Under this initiative, three provinces (Nova Scotia, Manitoba, and British Columbia) proposed to pilot employer association models to help reduce non-financial barriers for employers. Each pilot targeted

different groups and trades, and incorporated various supports. For example, women, Indigenous peoples, and mentorships.

Canadian Manufacturers and Exporters (CME) were engaged to manage and evaluate these pilots. It is to ensure that provincial efforts are coordinated and that the effectiveness of pilots are appropriately assessed to promote the replication of promising approaches to new regions or sectors. The CME projects were launched in FY1819 and ended in FY2021.

As a result of these pilots, 70% of Indigenous participants obtained employment through the Skilled Trades Education Program (STEP), a cohort of 10 participants finished the Construction Link pre-apprenticeship program, and 14 participants from the Women in Skilled Trades (WIST) obtained their Certification of Qualification (CoQ).

Each pilot showcased the benefits of partnerships between employer organizations and unions. Education and supports were also provided to employers for women in the skilled trades, which reported enhanced employment and retention of female apprentices.

The province of Prince Edward Island (PEI) also submitted a proposal for a blended learning approach to apprenticeship training. The PEI Blended Learning Initiatives was a 3-year pilot apprenticeship-training program focussing on the welder and machinist trades. This project helped apprentices continue working while completing technical training. This project ran from FY1819 to FY 2122.

The project successfully completed fifteen blended learning training levels for 15 apprentices (eight machinists and seven welders). In addition, over 50% of apprentices who completed their welding training also wrote and passed their Red Seal exam. Overall, apprentices reported a better understanding of the full scope of their trade while gaining valuable experience. Employers reported seeing more well-rounded and experienced workers, and appreciated the flexible training models (e.g. virtual training).

Research Project “The Registered Apprenticeship Information System (RAIS)”

The Registered Apprenticeship Information System (RAIS) is an annual mandatory survey conducted by Statistics Canada. The survey compiles data from PTs on the number of registered apprentices taking in-class and on-the-job training in trades that are either Red Seal or non-Red Seal.

The RAIS is part of the Education and Labour Market Longitudinal Platform (ELMLP), announced in Budget 2018 with an investment of \$5.5 million per year ongoing starting in FY1819. The Platform provides up-to-date labour market information Canadians need to make informed career decisions.

The core foundation systems linked to the platform are the RAIS, the Post-Secondary Information System, and Canada Revenue Agency’s T1 Family File. RAIS annual longitudinal indicators provide insights on key topics including apprenticeship pathways, labour market outcomes, and interprovincial mobility.

The latest 2021 RAIS results showed that there were more than 330,000 continuing apprentices, 76% of which were in Red Seal trades. There were more than 72,000 new registrations, 82% of which were in Red Seal trades. Also, there were more than 35,000 apprentices that received certification, 84% of which were in Red Seal trades.

Sectoral Workforce Solutions Program (SWSP)

In FY2122, the Department launched the new Sectoral Workforce Solutions Program (SWSP). In June 2021, it officially changed the Sectoral Initiatives Program (SIP) to the new Sectoral Workforce Solutions

Program (SWSP). The Program relies on two sources of funds, the EI Part II and the Consolidated Revenue Fund (CRF).

In FY2122, EI Part II funding invested \$19.0M into the Program. This funding helped to close numerous SIP multi-year projects and launch new projects under the SWSP.

The SIP supported 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. The Program also supported innovative workforce development approaches.

In FY2122, the remaining 21 active SIP projects resulted in:

- 24 labour market intelligence reports and 2 forecasting systems;
- 130 national occupational standards (NOS);
- 32 certification systems;
- 3 accreditation programs;
- 121 curricula or training programs; and
- One pilot project report.

The SWSP continues to support key sectors of the economy in implementing industry-led solutions that address current and emerging workforce needs. It builds on the success of the previous program with an expanded scope for large-scale projects. It offers a broader range of supports to train workers and help employers develop practical and effective solutions for their workforce needs.

The SWSP funds organizations to deliver sectoral projects that focus on a range of industry-driven activities. For example, training and reskilling workers, helping employers retain and attract a skilled and diverse workforce, and other creative solutions to help sectors address labour market needs.

The SWSP also places priority on supporting equity-deserving groups, promoting a diverse and inclusive workforce. This helps employers find skilled workers and connect Canadians with the training they need to access good jobs in key sectors.

While the Program supports both employers and workers, the EI Part II funding is primarily focused on solutions to help employers, particularly small and medium-sized businesses, attract and retain a skilled and innovative workforce.

The key stakeholders are primarily partnership-based organizations engaged in skills and workforce development in their respective economic sectors or employment groups across Canada. They include

- employer associations and Sector Councils;
- workplace organizations;
- professional organizations;
- industry associations;
- unions;
- education and training bodies;
- Indigenous organizations; and
- organizations representing other equity-deserving groups.

Chronic and acute labour shortages faced by employers across many sectors in Canada continue to be worsened by the pandemic. In FY2122, the Program witnessed heightened demand for funding to help small and medium enterprises address these workforce challenges.

In FY2122, Canada made an investment of \$36.1M (funding sourced entirely from EI Part II until FY2425) to support 10 multi-year projects that will create employment and career-building opportunities for persons with disabilities across multiple sectors including

- Information and Communication Technologies;
- Transportation; and
- Agriculture.

This funding supports projects that will help remove barriers, improve employer resources and provide training tools to Canadians with disabilities. It will support employers and industry stakeholders to develop strategies to attract and retain skilled workers and build capacity through investments in training and human resources (HR) tools.

Also in FY2122, Canada made another investment of \$64.8M to support 22 multi-year projects⁹, which will help employers and industry stakeholders in the tourism and hospitality sector. It is one of the sectors hardest hit by the COVID-19 pandemic. The projects will help the tourism sector attract and retain skilled workers, build capacity through training and resources, and remove barriers for groups that continue to be underrepresented in the labour market.

From January to March 2022, the SWSP ran two Calls for Proposals (CFP) with 3 priorities:

- building talent for the clean economy;
- solutions for sectors hardest hit by the pandemic and key to recovery; and
- investing in the health care sector.

Projects from these CFPs will be launched in late 2022 and early 2023.

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 employment-related information, both qualitative and quantitative that can help Canadians make informed decisions on the labour market. More precisely, LMI can include relevant information on the supply and demand of jobs, where they are located and what they require. It also includes information on wages and other forms of compensation, as well as detailed and aggregate-level information about skills needs and gaps.

ESDC publishes large segments of its LMI online using the Job Bank platform. ESDC also invests in foundational LMI framework programs to streamline data collection and measurement of occupational and competency-based information across the country. Foundational frameworks (that is classifications, taxonomies, and information systems) provide a common lens and terminology from which to improve the capture and interpretation of LMI data.

⁹ This includes seven (7) tourism projects valued at \$18.8M sourced from EI Part II funding, and 15 projects, valued at \$17.13M, sourced from the CRF until FY2425.

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.

For many occupational groups, the NOC describes the following:

- job titles;
- functions;
- tasks and duties;
- employment requirements;
- responsibilities; and
- qualifications.

The current version of the NOC (NOC 2021 V1.0) gathers information for more than 40,000 job titles classified into 516 unit groups that have similar duties and employment requirements. These unit groups are classified based on broad occupational categories within the labour market.

Labour market surveys, research, analysis, and reports are usually based on the NOC. The following employment-based programming rely on NOC-based information for their policy development, program design, and service delivery:

- Employment Insurance;
- Temporary Foreign Worker Program;
- programming for the integration of injured workers; and
- persons with disabilities.

ESDC in collaboration with Statistics Canada, undertakes major structural revision of the NOC every 10 years to improve its accuracy and relevance. Structural revisions may include the introduction of new occupations, the merger or deletion of occupations, as well as a review of occupational groupings. This work is informed by research and feedback from stakeholders through an extensive consultation process.

On September 21, 2021, ESDC and Statistics Canada released the new NOC 2021. The redesign of the classification notably moves away from the current Skill-Level categories to an innovative Training, Education, Experience and Responsibilities (TEER) categorization. This change allows for a clearer distinction between occupations based on their formal training and education requirements.

The Department has worked closely with federal partners, PT governments, and external stakeholders over the past year on the new NOC 2021. They include work with the Labour Market Information Council (LMIC) was undertaken to communicate upcoming changes to the classification as well as to help users navigate changes stemming from the redesign. For example, updates to Statistics Canada surveys, enabling IT infrastructure, etc.

ESDC programs and other federal partners, including Immigration, Refugees and Citizenship Canada (IRCC) formally adopted the new NOC 2021 structure in November 2022.

The Skills and Competency Taxonomy (SCT), and the Occupational and Skills Information System (OASIS)

As a natural extension to the NOC, ESDC is developing skills frameworks and systems that outline the competency requirements of Canadian occupations.

ESDC developed a Skills and Competencies Taxonomy (SCT). The SCT is a dictionary of approximately 200 descriptors. It has accompanying definitions that streamlines terminology across skills, competencies, and occupational domains to improve their comparability across sectors and time.¹ This work is essential to the development of a Canadian system akin to that of the American O*NET system, which is recognized as an effective model for the provision of detailed skill information for all occupations.

ESDC is also developing its own system that maps skills and competency requirements for all Canadian occupations. This system is known as the Occupational and Skills Information System (OASIS). The OASIS will allow users to understand how over 200 skills, competencies, and occupational work activities from the SCT apply to approximately 900 occupational profiles. This work has gained in importance as the pandemic has accelerated the transformation of the labour market.

The economic context calls for more granular information about skills in order to support Canadians through labour market transitions. The need for appropriately structured and comprehensive information on skills is paramount as job searches, job match processes, and training advice continues to be made available to Canadians through modern digital formats.

Canada is adopting international common practises and is leading the way in the development of algorithms drawing on artificial intelligence, natural language processing and text mining technologies.

Labour Market Information products and services

ESDC also delivers the National Employment Service (NES) on behalf of the Canada Employment Insurance Commission. Regional and labour market analysts develop and deliver regular LMI based on the NOC and other LMI classifications. These products and services, such as wages, wage analyses, job vacancies, employment outlooks and economic forecasts are made available to all Canadians on the Job Bank website.

LMI products help match current and future job seekers including students and immigrants to available and potential job opportunities. It also provides them with access to LMI to help facilitate their exploration of educational and training choices and career decisions.

Job Bank is a free-to-use and bilingual platform co-delivered with provincial and territorial governments. Job Bank provides a listing of job opportunities across Canada. Employers can use Job Bank to post their job vacancies and find qualified candidates. Job Bank also supports the delivery of other ESDC employment programs and works with private job boards to increase the diversity of jobs that it can offer.

In FY2122, Job Bank completed a number of online service enhancements:

Improved navigation for users:

- [Newcomers to Canada](#) page lets job seekers search opportunities from employers who want to recruit newcomers to Canada; access Job Bank's foreign credential recognition in Canada Tool, and leverage other useful links to services for newcomers.
- [Immigrants to Canada](#) page provides general information and useful resources to help individuals live and work in Canada.
- [Persons with disabilities](#) page includes revamped tools and services to help job seekers with disabilities connect with the right employment resources - whether local or national in scope.

- [Indigenous peoples](#) page includes updated resource to help First Nations, Métis and Inuit job seekers find employment opportunities and succeed in the labour market; and also promotes a new page for [employers looking to recruit Indigenous workers](#).

Improved functionality and services:

- Job seekers and employers can now share and view resumes directly on Job Bank. Over the last fiscal year (2021 to 2022), 10,230 job seekers directly shared more than 10,000 resumes with potential employers;
- Employers can select from an expanded list of benefits to promote (for example, pensions, transit passes, health/dental plans, remote work) and an opportunity to highlight them more clearly on their job postings;
- Employers can specify whether they are looking to recruit only in Canada, or outside the country; and, they have the option to include ‘screening questions’ on their job postings for candidates to answer when/if they apply;
- Employers can advertise jobs that require almost constant travel by selecting an “On the road job” location option (for example, transport truck operator);
- Job Bank published a Training opportunities in Canada resource page, entitled: [Why skills training is important – designed for individuals](#) changing careers, looking for a new job, or wishing to advance within their current positions, the page includes information on:
 - how to pick training based on the vector between job market requirements and a skills self-assessment;
 - how to access training including Provincial and Territorial training programs; and
 - how to finance training.
- Job Bank implemented a new survey on its website to gather feedback from its client base (job seekers, employers, economists etc.) to help improve Job Bank’s [Trends Analysis section](#).

Key highlights of FY2122- Job Seekers

The Job Bank Report for FY2122 (released June 2022) shows that:

- in total, 1.58M of job seekers created a user account on Job Bank for various services;
- Job Alerts users enrolled via AppliWeb accounted for 90% of the new Job Alerts users;
- top occupations of Job Alerts users were in the construction, retail, elementary and secondary teacher assistants and food service sectors;
- of the new users who received at least one Job Alert email, 36% clicked to view more information; and
- upon unsubscribing, 46% of Job Alerts Exit survey respondents stated having found a job regardless of source.

The Job Bank mobile application completed multiple updates in the FY2122 to improve user experience, branding and back-end processes. For example, mobile app users can now access Employment Centre information such as address, email, telephone, website, hours of operation. Users can also personalize some settings such as notification frequency of alerts, and accessibility preferences.

Job Bank receives job feeds from 17 external contributors:

- 2 provincial and territorial government feeds;
- 2 federal government feeds; and

- 13 private job boards.

In FY2122, 3 new private job board feeds were introduced:

- JobsMedia.ca;
- Jobboom; and
- Indeed.

Continuous analysis of sectorial gaps help inform discussions with new incoming feeds to satisfy labour market needs. Outgoing feeds are established systematically with external sites to improve the visibility of Job Bank jobs, including Youth Digital Gateway, BuildForceCanada in May 2021, and WorkBC in February 2022.

Job Bank also worked with stakeholders within ESDC to increase interoperability between programs. Job Bank continued to leverage on its job posting capabilities to post Canada Summer Jobs on the Job Bank website and mobile app.

Job Bank built on its collaboration with the Temporary Foreign Worker Program throughout 2021 to 2022. Its latest features include an updated Temporary Foreign Workers page that displays job search results from Canadian employers who want to recruit temporary foreign workers with approved and submitted Labour Market Impact Assessments. This information is now available to job seekers in 8 different languages:

- English;
- French;
- Spanish;
- Thai;
- Tagalog;
- Hindi;
- Korean; and
- Mandarin.

Key highlights of FY2122- Web analytics and job postings

- The Job Bank website received 60.2 million visits. This represented 165,000 site sessions and 967,000 page views per day:
 - Of the total visits, 54% viewed job postings, leading to over 100 million job posting views; and
 - The Career Planning and Trend Analysis sections (LMI) received about 23,000 site visits per day, leading to the generation of over 48,000 job profiles on a daily basis.
- The Mobile App received over 1.7 million sessions, which led to over 3.3 million job posting views.
- Over a million job postings were available on Job Bank from all sources in FY2122.
- Almost 72,000 employers directly posted more than 297,000 job postings on Job Bank. This volume represented over 788,000 job vacancies.
- About 36,000 job postings directly advertised on Job Bank were associated with the Temporary Foreign Worker Program:
 - This represented 12% of the job postings that employers directly advertised on Job Bank, and 3% of job postings displayed from all sources.
- Over 110,000 job postings (covering approximately 162,500 distinct vacancies) were available on Job Bank's CSJ feature from 40,790 employers.

Annex A

Newfoundland and Labrador

The total number of clients served increased in FY2122. The number of active claimants and their relative proportion among individuals receiving services has reversed its trend of declining since FY1617 and has increased. Former claimant client numbers have decreased since last year, and non-insured client numbers have increased over last year. There were increased expenditures in the LMP and R&I category, and decreased expenditures in the employment benefits and EAS categories. Within six months of receiving supports, about 3,000 individuals gained employment.

Table 1 - LMDA Key Facts, Newfoundland and Labrador, FY2122

Newfoundland and Labrador: EBSM Key Facts			
Total Clients Served: 7,286			
Insured, Former, and PPE Clients		Non-Insured Clients	
6,283	↑	1,003	↑
Total Services: 16,984			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	6,037	+13.6%	↑
Support Measures: EAS	10,947	+5.0%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	35.5%	+1.7	↑
Support Measures: EAS	64.5%	-1.7	↓
Total Allocation: \$142.1 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$84.4	-2.8%	↓
Support Measures: EAS	\$11.5	-15.2%	↓
LMP and R&I	\$26.2	+69.4%	↑
Total Expenditures ¹	\$122.0	+5.4%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$9.7	\$23.6	+143.0%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

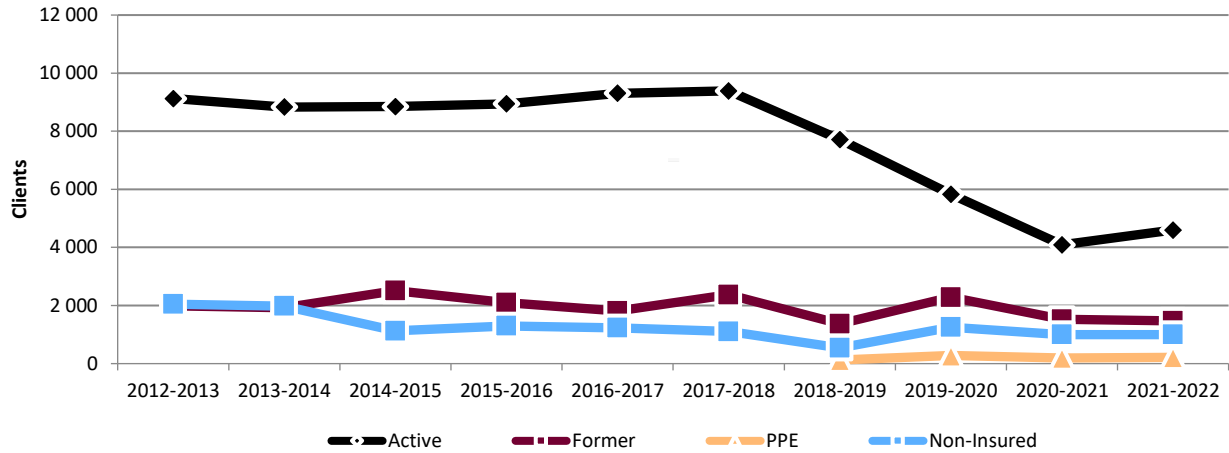
Table 2 - LMDA Programming, Newfoundland and Labrador, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Newfoundland and Labrador Skills Development	3,568	+16.3%	68,451
SD-A	Newfoundland and Labrador Skills Development	891	+43.5%	
TWS	Newfoundland and Labrador Wage Subsidies	812	+63.7%	7,455
SE	Newfoundland and Labrador Self-Employment Assistance	229	+5.5%	4,729
JCP	Newfoundland and Labrador Job Creation Partnerships	537	-41.1%	3,725
Support Measures				

Annex A

EAS	Newfoundland and Labrador Employment Assistance Services	10,947	+5.0%	11,478
LMP	Newfoundland and Labrador Labour Market Partnerships	N/A	N/A	18,165
R&I	Research and Innovation	N/A	N/A	7,992

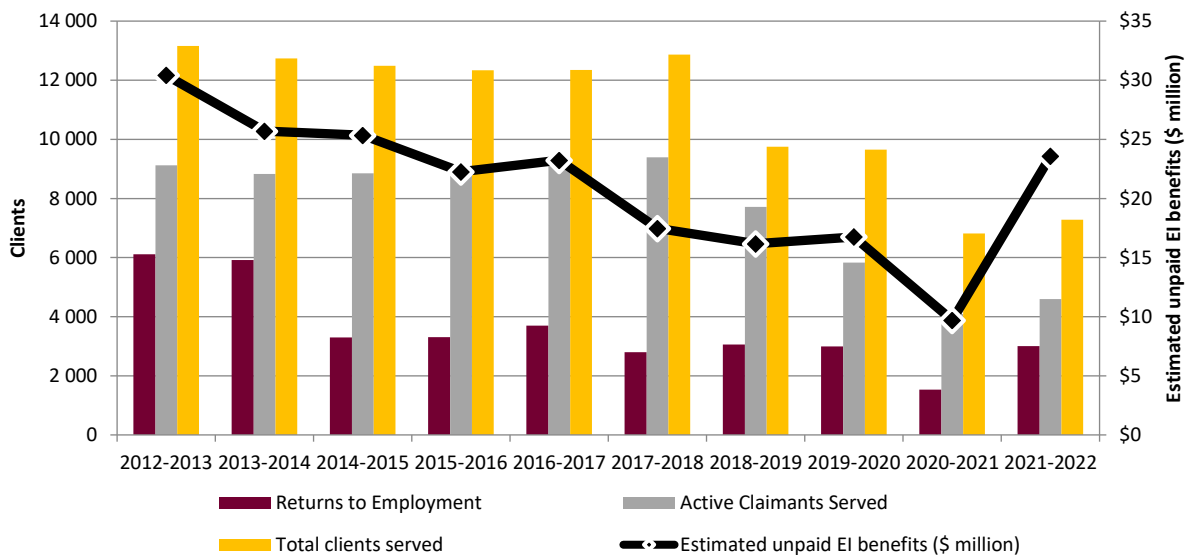
Chart 1 - Client Volumes by Client Type, Newfoundland and Labrador FY1213 to FY2122



Text Description of Chart 1

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	9,124	8,831	8,850	8,941	9,308	9,390	7,716	5,831	4,090	4,596
Former	1,992	1,928	2,513	2,095	1,812	2,370	1,371	2,284	1,526	1,467
PPE							124	281	196	220
Non-Insured	2,046	1,980	1,126	1,297	1,232	1,107	542	1,253	1,001	1,003

Chart 2 - Key performance indicators, Newfoundland and Labrador, FY1213 to FY2122



Annex A

Text Description of Chart 2

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$30,415,752	\$25,690,584	\$25,346,330	\$22,251,760	\$23,234,836	\$17,468,413	\$16,161,345	\$16,744,493	\$9,698,804	\$23,563,713
Returns to Employment	6,114	5,918	3,298	3,306	3,696	2,795	3,055	2,990	1,536	3,002
Active Claimants Served	9,124	8,831	8,850	8,941	9,308	9,390	7,716	5,831	4,090	4,596
Total clients served	13,162	12,739	12,489	12,333	12,352	12,867	9,753	9,649	6,813	7,286

Prince Edward Island

The total number of clients served increased in FY2122. The higher client count was reflected in higher participation in EAS and most Employment Benefits. Skills Development – Apprentices (SD-A) and Job Creation Partnerships (JCP) were the exceptions, decreasing by 2% and 28% respectively. Within six months of receiving supports, 2,800 individuals gained employment.

Table 3 - LMDA Key Facts, Prince Edward Island, FY2122

Prince Edward Island: EBSM Key Facts			
Total Clients Served: 5,633			
Insured Clients		Non-Insured Clients	
4,790	↑	843	↓
Total Services: 11,349			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	3,909	+19.7%	↑
Support Measures: EAS	7,440	+15.2%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	34.4%	+0.8	↑
Support Measures: EAS	65.6%	-0.8	↓
Total Allocation: \$27.1 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$21.5	+22.2%	↑
Support Measures: EAS	\$5.5	+4.6%	↑
LMP and R&I	\$1.8	-8.6%	↓
Total Expenditures ¹	\$28.8	+16.0%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$5.6	\$16.8	+200.9%	↑

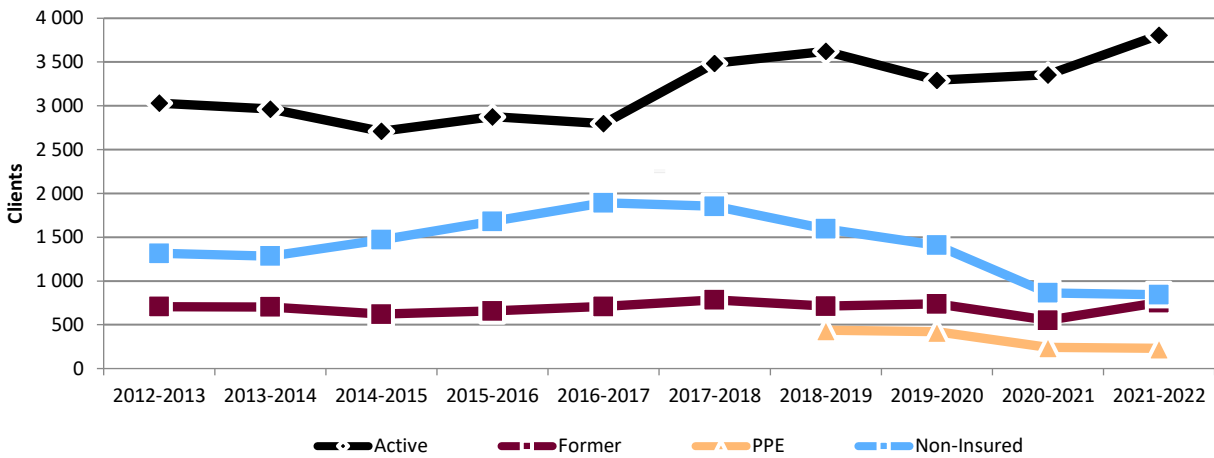
¹ Totals may not add up due to rounding; does not include accounting adjustments.

Annex A

Table 4 - LMDA Programming, Prince Edward Island, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Training PEI—Individual	2,999	+24.4%	20,125
SD-A	Training PEI—Apprentice	321	-1.8%	
TWS	Employ PEI	461	+13.5%	0
SE	Self-Employ PEI	110	+12.2%	1,184
JCP	Work Experience PEI	18	-28.0%	222
Support Measures				
EAS	Employment Assistance Services	7,440	+15.2%	5,489
LMP	Labour Market Partnerships	N/A	N/A	1,818
R&I	Research and Innovation	N/A	N/A	0

Chart 3 - Client Volumes by Client Type, Prince Edward Island FY1213 to FY2122

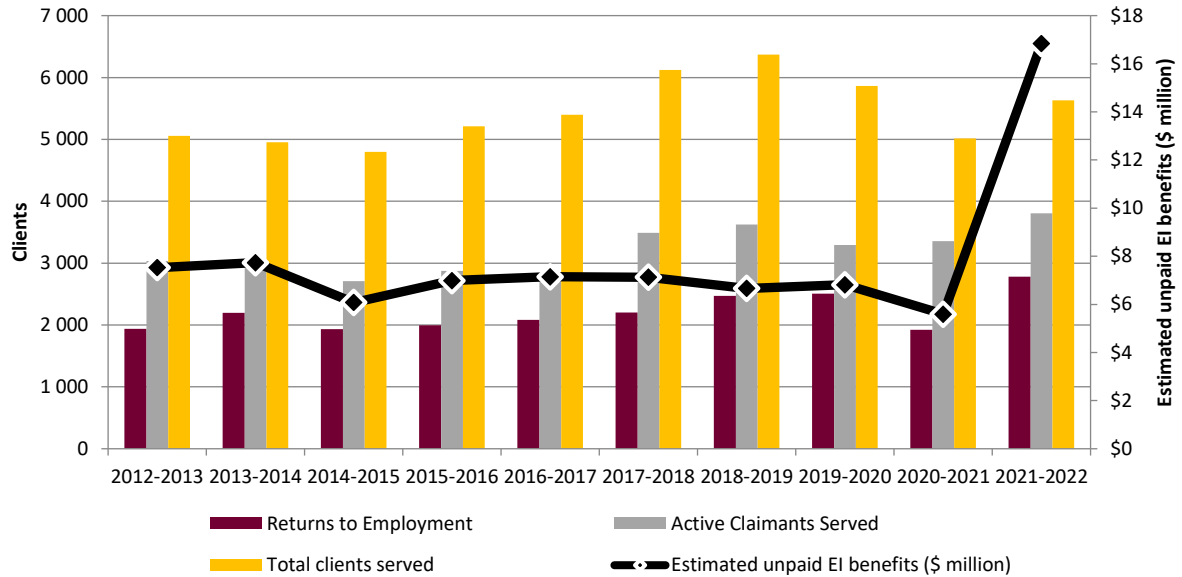


Text Description of Chart 3

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	3,032	2,963	2,709	2,876	2,798	3,487	3,624	3,293	3,354	3,807
Former	708	703	621	657	709	784	712	739	552	752
PPE							438	421	243	231
Non-Insured	1,316	1,285	1,470	1,681	1,893	1,852	1,595	1,408	864	843

Annex A

Chart 4 - Key performance indicators, Prince Edward Island, FY1213 to FY2122



Text Description of Chart 4

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$7,528,882	\$7,735,771	\$6,080,074	\$6,986,476	\$7,144,450	\$7,125,047	\$6,662,407	\$6,816,141	\$5,594,866	\$16,837,056
Returns to Employment	1,939	2,194	1,934	1,997	2,081	2,202	2,470	2,508	1,920	2,782
Active Claimants Served	3,032	2,963	2,709	2,876	2,798	3,487	3,624	3,293	3,354	3,807
Total clients served	5056	4951	4800	5214	5400	6123	6369	5861	5013	5633

Nova Scotia

The total number of clients served increased in FY2122. While total expenditures remained almost stable, the allocation of funds between program categories changed significantly. EAS expenditures were significantly lower than in the previous year, while LMP and R&I increased by half. Within six months of receiving supports, 4,500 individuals gained employment.

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Table 5 - LMDA Key Facts, Nova Scotia, FY2122

Nova Scotia: EBSM Key Facts			
Total Clients Served: 10,101			
Insured Clients		Non-Insured Clients	
8,129	↑	1,972	↑
Total Services: 19,683			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	4,700	+18.7%	↑
Support Measures: EAS	14,983	+9.9%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	23.9%	+1.4	↑
Support Measures: EAS	76.1%	-1.4	↓
Total Allocation: \$93.7 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$47.8	+15.8%	↑
Support Measures: EAS	\$35.4	-16.6%	↓
LMP and R&I	\$10.5	+42.9%	↑
Total Expenditures ¹	\$93.7	+2.9%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$17.3	\$38.3	+121.7%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

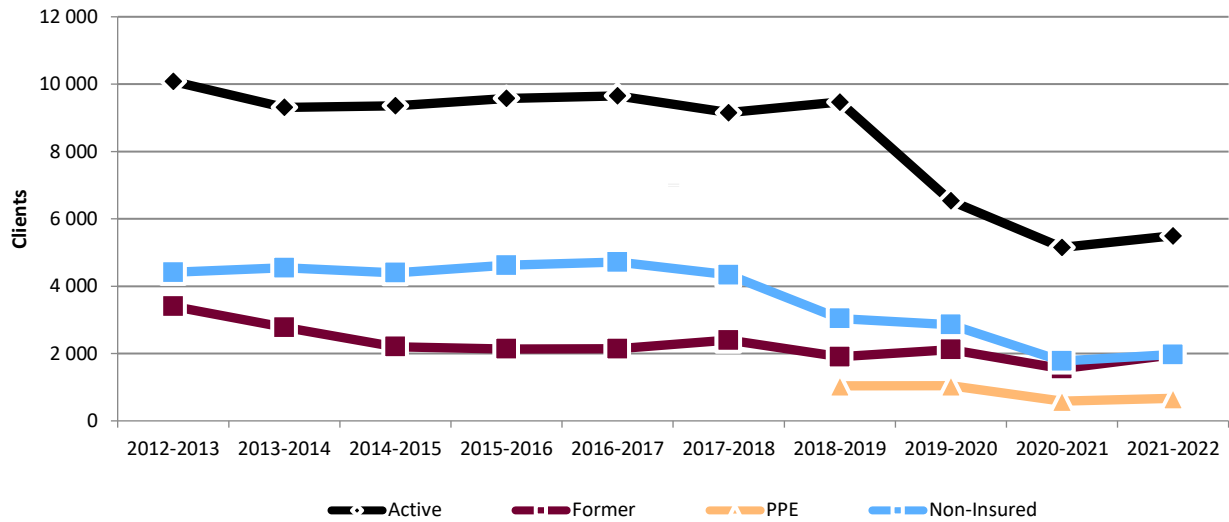
Table 6 - LMDA Programming, Nova Scotia, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Nova Scotia Skills Development	1,827	+22.9%	37,161
SD-A	Nova Scotia Skills Development	1,343	+7.7%	
TWS	START	393 ¹	+29.5%	4,218
SE	Nova Scotia Self-Employment Benefit	492	+18.0%	5,556
JCP	Nova Scotia Job Creation Partnerships	111	+22.0%	844
Support Measures				
EAS	Nova Scotia Employment Assistance Services	14,983	+9.9%	35,401
LMP	Nova Scotia Labour Market Partnerships	N/A	N/A	8,739
R&I	Research and Innovation	N/A	N/A	1,772

¹ Data is currently being reviewed for consistency and methodology

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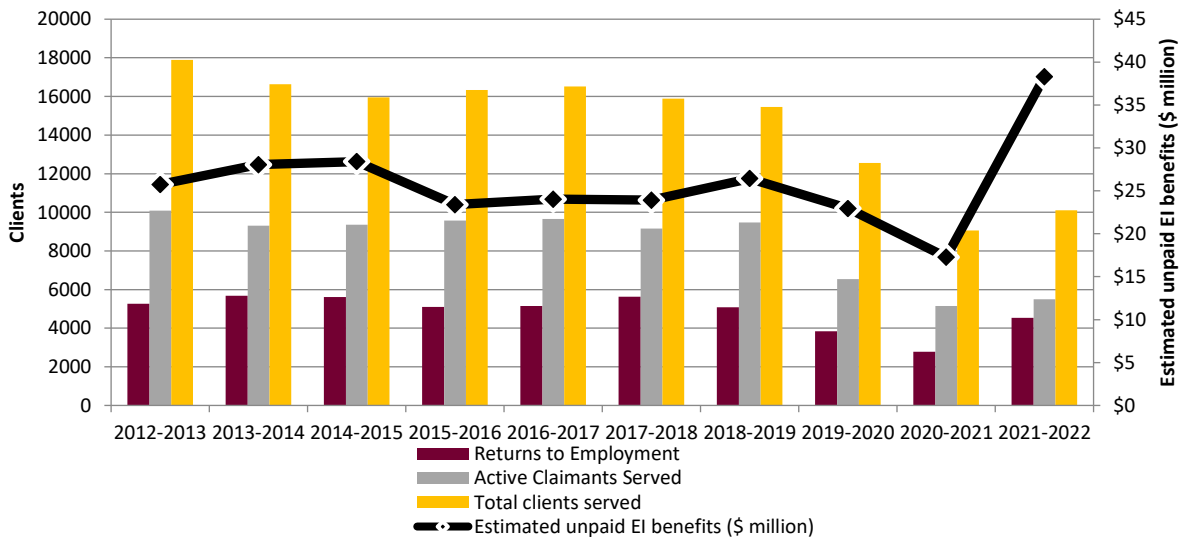
Chart 5 - Client Volumes by Client Type, Nova Scotia FY1213 to FY2122



Text Description of Chart 5

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	10,080	9,313	9,360	9,575	9,651	9,152	9,466	6,536	5,151	5,496
Former	3,399	2,779	2,202	2,134	2,141	2,397	1,901	2,119	1,550	1,963
PPE							1,041	1,045	586	670
Non-Insured	4,410	4,545	4,397	4,620	4,717	4,337	3,040	2,858	1,777	1,972

Chart 6 - Key performance indicators, Nova Scotia, FY1213 to FY2122



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ext Description of Chart 6

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$25,747,383	\$28,051,193	\$28,414,245	\$23,386,628	\$24,021,668	\$23,910,837	\$26,429,016	\$22,951,106	\$17,272,179	\$38,284,467
Returns to Employment	5,259	5,680	5,608	5,100	5,153	5,624	5,075	3,834	2,781	4,539
Active Claimants Served	10,080	9,313	9,360	9,575	9,651	9,152	9,466	6,536	5,151	5,496
Total clients served	17,889	16,637	15,959	16,329	16,509	15,886	15,448	12,558	9,064	10,101

New Brunswick

The total number of clients served increased in FY2122. The most significant increase was among insured clients, which rose by 27% over last year. Services delivered increased overall by 26%, with only Skill Development – Apprentices (SD-A) decreasing. TWS programming increased by 146% but remains at levels well below those in fiscal year FY1920 prior to the pandemic. Expenditure levels increased for both Employment Benefits and EAS. Within six months of receiving supports, 8,500 individuals gained employment.

Table 7 - LMDA Key Facts, New Brunswick, FY2122

New Brunswick: EBSM Key Facts			
Total Clients Served: 19,370			
Insured Clients		Non-Insured Clients	
15,392	↑	3,978	↑
Total Services: 39,103			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	13,319	+39.7%	↑
Support Measures: EAS	25,784	+20.2%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	34.1%	+3.3	↑
Support Measures: EAS	65.9%	-3.3	↓
Total Allocation: \$104.5 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$62.3	+2.2%	↑
Support Measures: EAS	\$7.1	+4.1%	↑
LMP and R&I	\$30.6	+77.5%	↑
Total Expenditures ¹	\$100.0	+17.6%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$22.3	\$56.8	+155.2%	↑

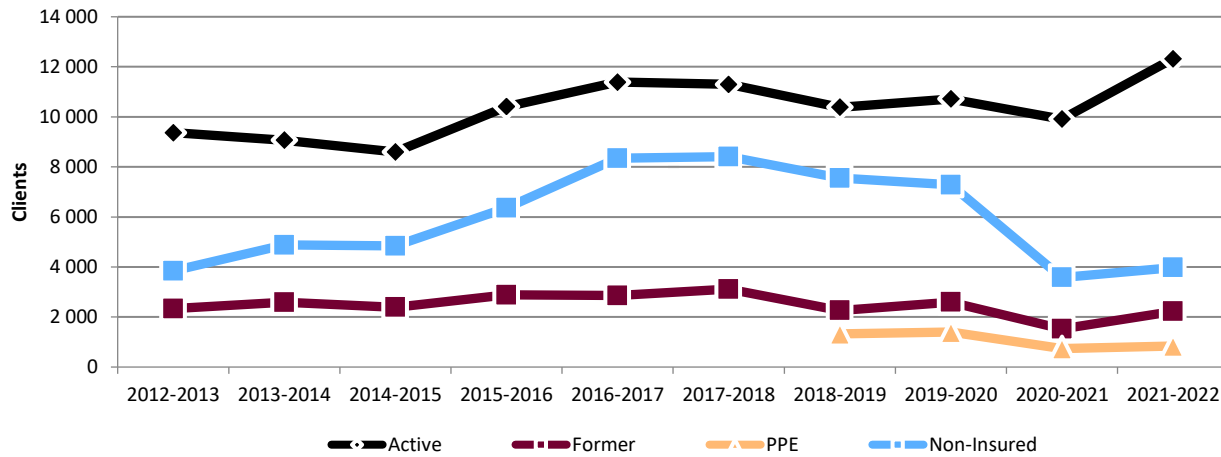
¹ Totals may not add up due to rounding; does not include accounting adjustments.

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Table 8 - LMDA Programming, New Brunswick, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Training and Skills Development Program	10,459	+46.8%	58,221
SD-A	Training and Skills Development Program	1,966	-0.9%	
TWS	Workforce Expansion—Employer Wage Subsidy	637	+145.9%	234
SE	Workforce Expansion—Self-Employment Benefit	257	+53.0%	3,811
Support Measures				
EAS	Employment Assistance Services	25,784	+20.2%	7,146
LMP	Adjustment Services	N/A	N/A	29,973
R&I	Research and Innovation	N/A	N/A	646

Chart 7 - Client Volumes by Client Type, New Brunswick FY1213 to FY2122

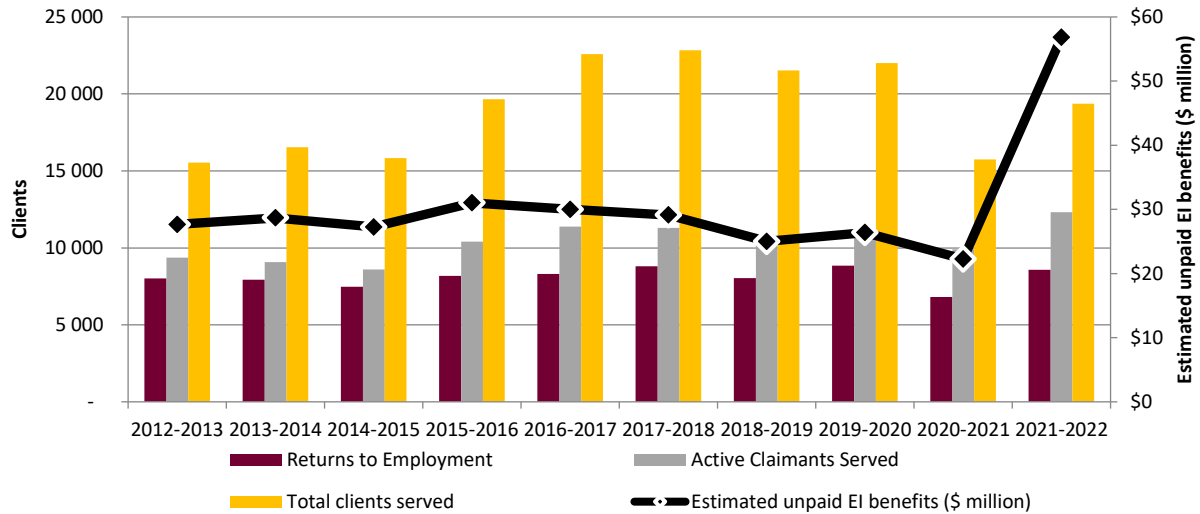


Text Description of Chart 7

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	9,365	9,070	8,596	10,411	11,386	11,302	10,387	10,716	9,909	12,324
Former	2,334	2,592	2,393	2,885	2,859	3,116	2,263	2,595	1,524	2,227
PPE							1,327	1,400	739	841
Non-Insured	3,844	4,876	4,838	6,365	8,347	8,410	7,550	7,286	3,578	3,978

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Chart 8 - Key performance indicators, New Brunswick, FY1213 to FY2122



Text Description of Chart 8

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$27,645,752	\$28,671,236	\$27,266,183	\$31,018,474	\$30,008,146	\$29,137,706	\$25,004,412	\$26,374,579	\$22,265,921	\$56,832,095
Returns to Employment	8,015	7,927	7,471	8,179	8,300	8,800	8,031	8,848	6,803	8,571
Active Claimants Served	9,365	9,070	8,596	10,411	11,386	11,302	10,387	10,716	9,909	12,324
Total clients served	15,543	16,538	15,827	19,661	22,592	22,828	21,527	21,997	15,750	19,370

Québec

The total number of clients served increased in FY2122. The largest proportional increase was among former claimants, an increase of 40% since FY2021. Service counts also increased across both categories of Employment Benefits and in EAS. Expenditures were slightly higher than in FY2021, with a greater portion of the funding being used for employment benefits compared to last year. Within six months of receiving supports, 41,400 individuals gained employment.

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Table 9 - LMDA Key Facts, Québec, FY2122

Québec: EBSM Key Facts			
Total Clients Served: 107,116			
Insured Clients		Non-Insured Clients	
74,309	↑	32,807	↑
Total Services: 133,202			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	36,081	+40.4%	↑
Support Measures: EAS	97,121	+9.5%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	27.1%	+4.6	↑
Support Measures: EAS	72.9%	-4.6	↓
Total Allocation: \$657.7 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$398.4	+35.6%	↑
Support Measures: EAS	\$125.1	-12.7%	↓
LMP and R&I	\$134.3	-36.2%	↓
Total Expenditures ¹	\$657.7	+1.6%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$171.4	\$286.0	+66.8%	↑

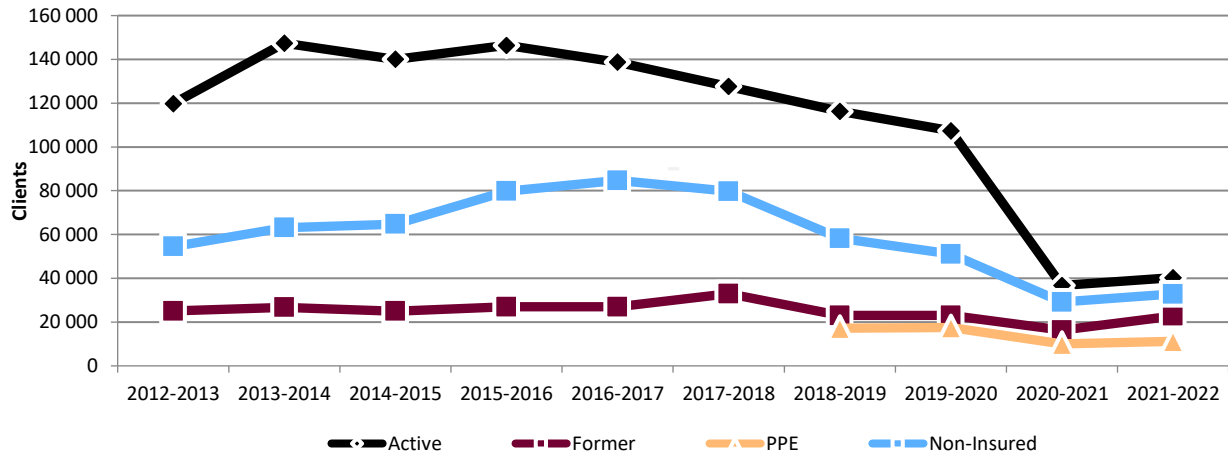
¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 10 - LMDA Programming, Québec, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Manpower Training Measure Job Readiness	27,134	+53.2%	276,206
TWS	Wage Subsidies	7,577	+11.1%	107,046
SE	Self-Employment	1,370	+18.0%	15,124
TES	Return to Work Supplement	0	n/a	0
Support Measures				
EAS	Labour Market Information; Job Placement; Job Research and Assistance Services	97,121	+9.5%	125,091
LMP	Job Cooperation Services; Manpower Training Measure for Enterprises	N/A	N/A	130,656
R&I	Research and Innovation	N/A	N/A	3,624

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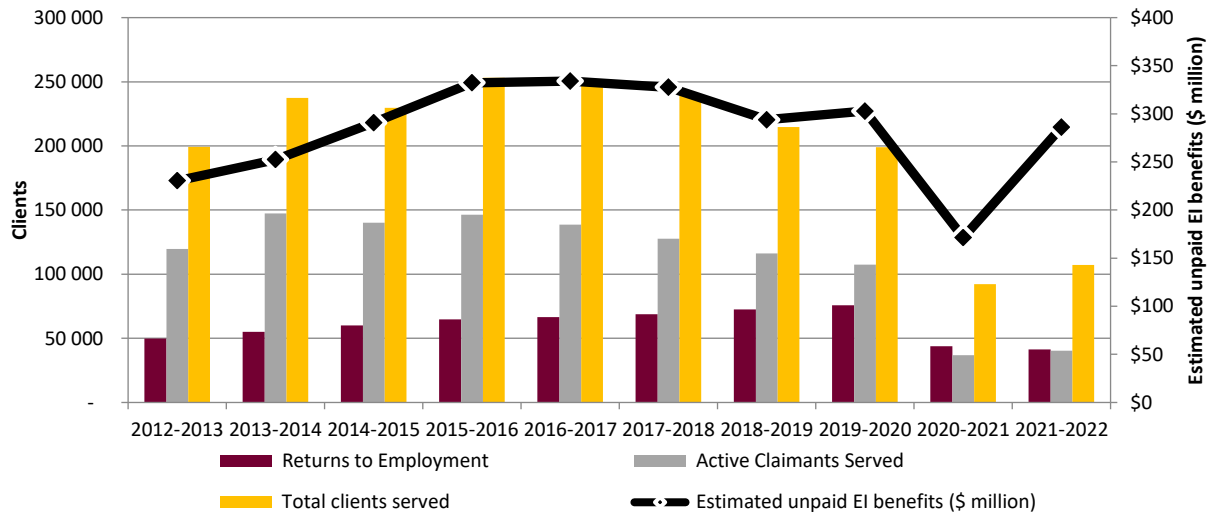
Chart 9 - Client Volumes by Client Type, Quebec FY1213 to FY2122



Text Description of Chart 9

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	119,771	147,396	140,026	146,359	138,682	127,614	116,261	107,330	36,742	40,257
Former	25,081	26,779	24,986	26,946	26,945	32,965	23,005	22,990	16,328	22,821
PPE							17,248	17,524	10,023	11,231
Non-Insured	54,519	63,162	64,769	79,814	84,716	79,764	58,228	51,110	29,197	32,807

Chart 10 - Key performance indicators, Quebec, FY1213 to FY2122



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Text Description of Chart 10

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$230,488,639	\$252,381,261	\$290,835,087	\$332,312,524	\$334,050,331	\$327,619,996	\$293,919,267	\$302,813,344	\$171,442,339	\$286,041,048
Returns to Employment	49,757	55,043	59,949	64,697	66,468	68,794	72,535	75,735	43,761	41,409
Active Claimants Served	119,771	147,396	140,026	146,359	138,682	127,614	116,261	107,330	36,742	40,257
Total clients served	199,371	237,337	229,781	253,119	250,343	240,343	214,742	198,954	92,290	107,116

Ontario

The total number of clients served declined in FY2122. The only client group that saw its size increase were former EI claimants. The overall drop in clients accompanied a downturn in benefit and support services of 10%. In Ontario, the largest segment of clients are non-insured individuals. As in the previous fiscal year, EAS remained the most used programming type. The province reported providing significantly more SD-A participants than in FY2021, increasing by 18%. Within six months of receiving supports, 64,600 individuals gained employment.

Table 11 - LMDA Key Facts, Ontario, FY2122

Ontario: EBSM Key Facts			
Total Clients Served: 125,213			
Insured Clients		Non-Insured Clients	
69,635	↓	55,578	↓
Total Services: 167,970			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	35,033	+8.8%	↑
Support Measures: EAS	132,937	-14.0%	↓
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	20.9%	+3.7	↑
Support Measures: EAS	79.1%	-3.7	↓
Total Allocation: \$711.1 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$175.8	+7.4%	↑
Support Measures: EAS	\$298.7	-12.9%	↓
LMP and R&I	\$236.7	+33.4%	↑
Total Expenditures ¹	\$711.1	+4.0%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$222.9	\$443.4	+98.9%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

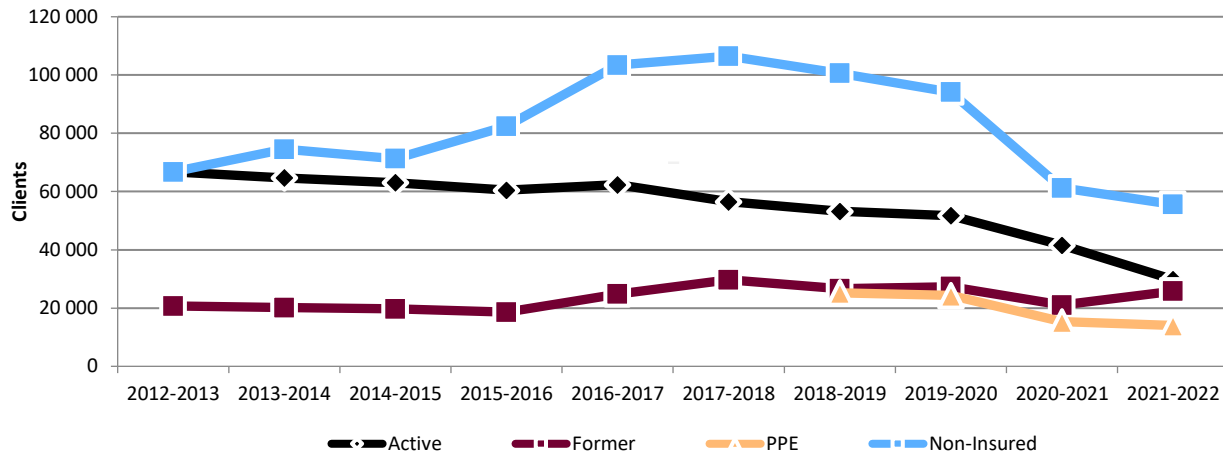
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Table 12 - LMDA Programming, Ontario, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Second Career, Literacy and Basic Skills	6,853	-16.5%	174,604
SD-A	Skills Development–Apprenticeship programs	28,117	+17.7%	
TWS	Job Placement with Incentive	0	+0.0%	0
SE	Ontario Self-Employment Benefit	0	+0.0%	0
JCP	Ontario Job Creation Partnerships	63	-30.0%	1,180
Support Measures				
EAS	Ontario Employment Assistance Service programs	132,937	-14.0%	298,652
LMP	Ontario Labour Market Partnership programs	N/A	N/A	66,527
R&I	Research and Innovation programs	N/A	N/A	170,182

¹ Data from prior years is currently being reviewed for consistency and methodology

Chart 11 - Client Volumes by Client Type, Ontario FY1213 to FY2122

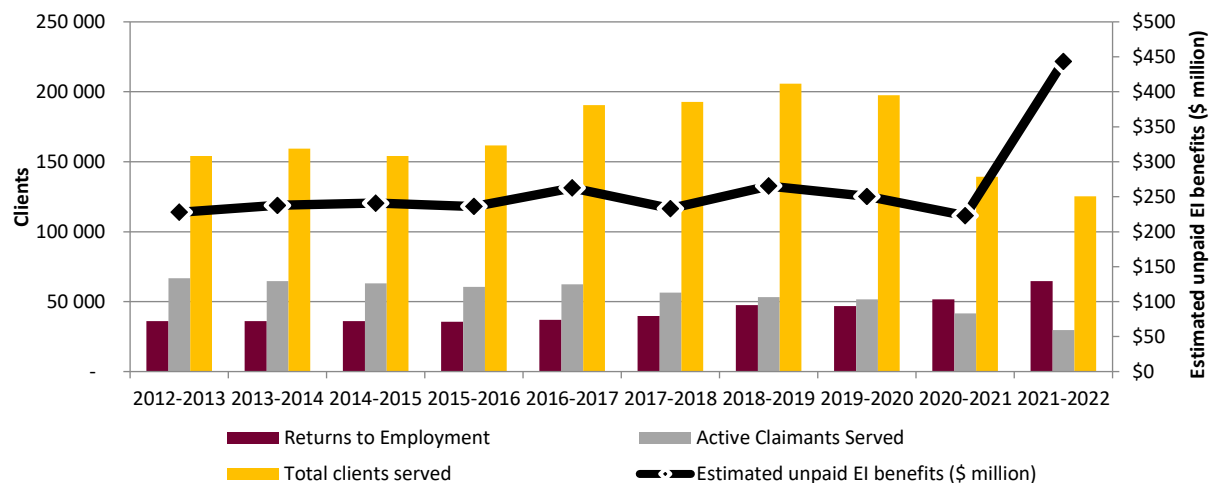


Text Description of Chart 11

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	119,771	147,396	140,026	146,359	138,682	127,614	116,261	107,330	36,742	40,257
Former	25,081	26,779	24,986	26,946	26,945	32,965	23,005	22,990	16,328	22,821
PPE							17,248	17,524	10,023	11,231
Non-Insured	54,519	63,162	64,769	79,814	84,716	79,764	58,228	51,110	29,197	32,807

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Chart 12 – Key performance indicators, Ontario, FY1213 to FY2122



Text Description of Chart 11

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$227,705,714	\$237,588,840	\$240,958,877	\$236,037,611	\$262,656,120	\$233,152,537	\$265,220,824	\$250,508,356	\$222,913,962	\$443,437,968
Returns to Employment	36,111	36,018	36,166	35,625	37,044	39,678	47,400	46,864	51,561	64,607
Active Claimants Served	66,748	64,689	63,061	60,489	62,339	56,484	53,221	51,739	41,545	29,780
Total clients served	154,158	159,367	154,073	161,558	190,537	192,669	205,706	197,512	139,147	125,213

Manitoba

The total number of clients served increased in FY2122. Non-insured clients is the largest client segment, and the PPE client segment the smallest. In line with national trends, the total number of services increased over the previous year. Targeted wage subsidies saw the greatest increase, with a 1,372% increase in service delivery. Overall, the number of employment benefits services rose by +66.7%. Within six months of receiving supports, 7,100 individuals gained employment.

Table 13 - LMDA Key Facts, Manitoba, FY2122

Manitoba: EBSM Key Facts			
Total Clients Served: 21,575			
Insured Clients		Non-Insured Clients	
12,907	↑	8,668	↑
Total Services: 77,111			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	16,858	+66.7%	↑
Support Measures: EAS	60,253	-3.5%	↓

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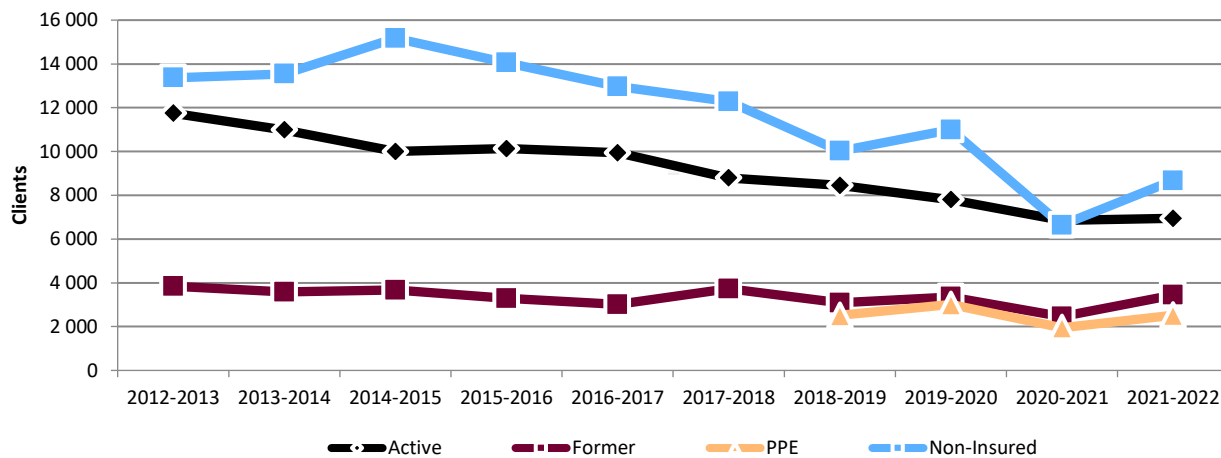
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	21.9%	+8.0	↑
Support Measures: EAS	78.1%	-8.0	↓
Total Allocation: \$57.6 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$37.2	+0.9%	↑
Support Measures: EAS	\$9.9	-8.9%	↓
LMP and R&I	\$10.9	+38.8%	↑
Total Expenditures ¹	\$58.0	+4.3%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$37.1	\$74.4	+100.8%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 14 - LMDA Programming, Manitoba, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Skills Development	12,372	+115.5%	35,147
SD-A	Skills Development - Apprenticeship	3,199	-0.5%	
TWS	Wage Subsidies	265	1,372.2%	66
SE	Self-Employment	311	-55.8%	620
JCP	Employment Partnerships	711	+63.4%	1,357
Support Measures				
EAS	Employment Assistance Services	60,253	-3.5%	9,944
LMP	Labour Market Partnerships	N/A	N/A	10,731
R&I	Research and Innovation	N/A	N/A	148

Chart 13 - Client Volumes by Client Type, Manitoba FY1213 to FY2122

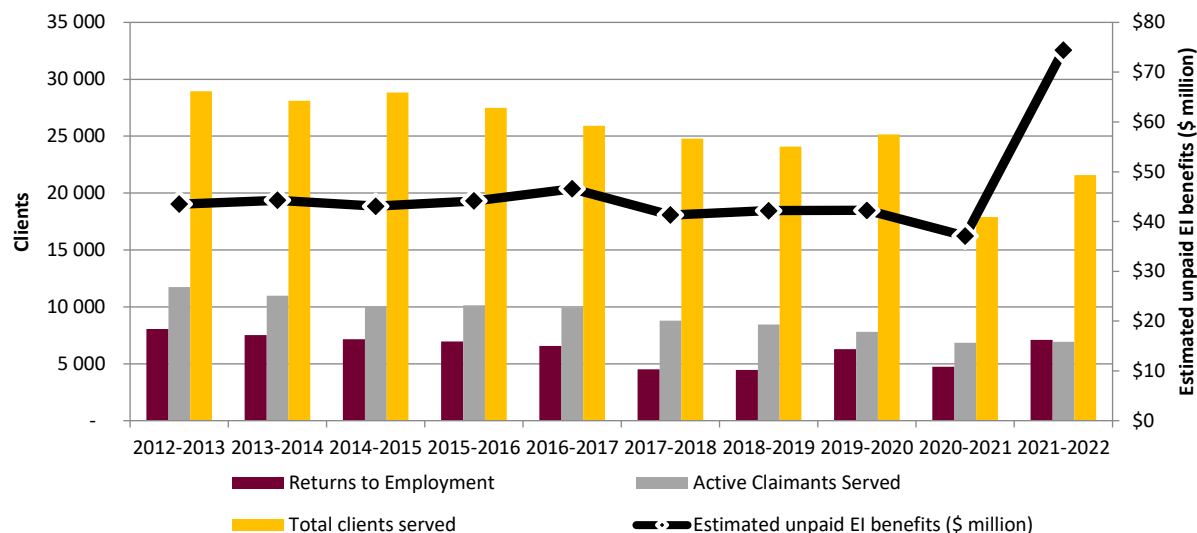


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Text Description of Chart 13

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	11,744	10,988	9,996	10,132	9,941	8,792	8,453	7,801	6,854	6,944
Former	3,844	3,579	3,672	3,292	3,011	3,729	3,085	3,352	2,460	3,444
PPE							2,518	3,013	1,949	2,519
Non-Insured	13,369	13,540	15,174	14,056	12,963	12,279	10,022	10,990	6,639	8,668

Chart 14 – Key performance indicators, Manitoba, FY1213 to FY2122



Text Description of Chart 14

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$43,509,707	\$44,283,404	\$43,089,409	\$44,139,791	\$46,591,343	\$41,310,812	\$42,169,989	\$42,246,459	\$37,080,692	\$74,444,682
Returns to Employment	8,056	7,526	7,156	6,957	6,565	4,505	4,470	6,279	4,751	7,093
Active Claimants Served	11,744	10,988	9,996	10,132	9,941	8,792	8,453	7,801	6,854	6,944
Total clients served	28,957	28,107	28,842	27,480	25,915	24,800	24,078	25,156	17,902	21,575

Saskatchewan

The total number of clients served increased in FY2122 across all insured client types and declined for non-insured clients. Overall, the number of clients served increased by 11% over the previous fiscal year. Employment Benefits remained the most provided services, accounting for 64% of program starts. Unpaid EI benefits increased by 129% year-over-year. Within six months of receiving supports, 9,200 individuals gained employment.

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Table 15 - LMDA Key Facts, Saskatchewan, FY2122

Saskatchewan: EBSM Key Facts			
Total Clients Served: 19,102			
Insured Clients		Non-Insured Clients	
18,263	↑	839	↓
Total Services: 26,346			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	16,961	+7.8%	↑
Support Measures: EAS	9,385	+14.6%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	64.4%	-1.4	↓
Support Measures: EAS	35.6%	+1.4	↑
Total Allocation: \$51.0 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$23.1	-21.5%	↓
Support Measures: EAS	\$19.0	+66.9%	↑
LMP and R&I	\$8.7	+15.9%	↑
Total Expenditures ¹	\$50.8	+5.1%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$36.5	\$83.6	+128.8%	↑

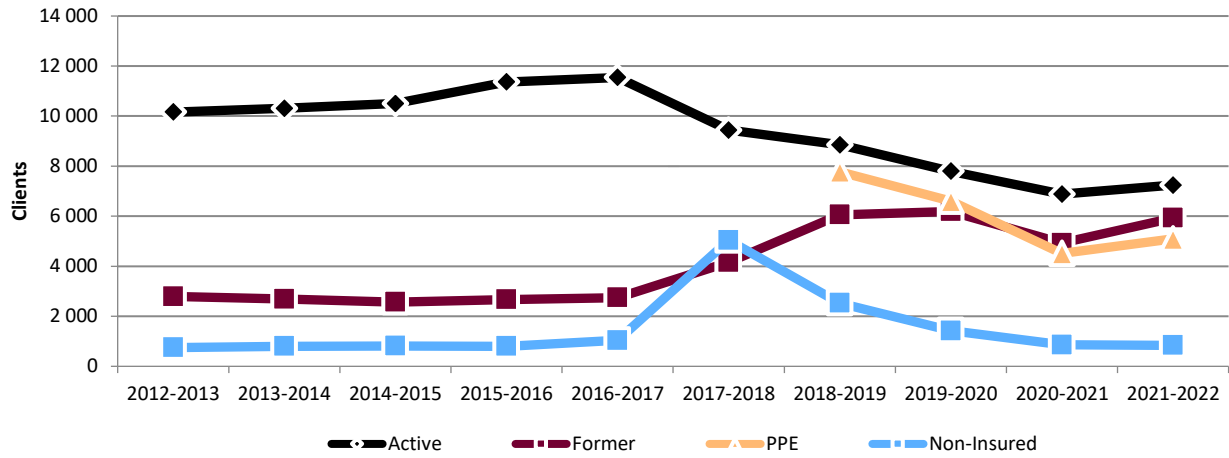
¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 16 - LMDA Programming, Saskatchewan, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Skills Training Provincial Training Allowance	11,955	+11.6%	22,873
SD-A	Apprenticeship Training	4,979	-0.9%	
TWS	Skills Training Allocation	0	+0.0%	0
SE	Self-Employment Program	27	None in prior year	261
JCP	Employment Programs	0	+0.0%	0
Support Measures				
EAS	Workforce Development	9,385	+14.6%	19,025
LMP	Canada Saskatchewan Job Grant	N/A	N/A	8,584
R&I	Research and Innovation	N/A	N/A	82

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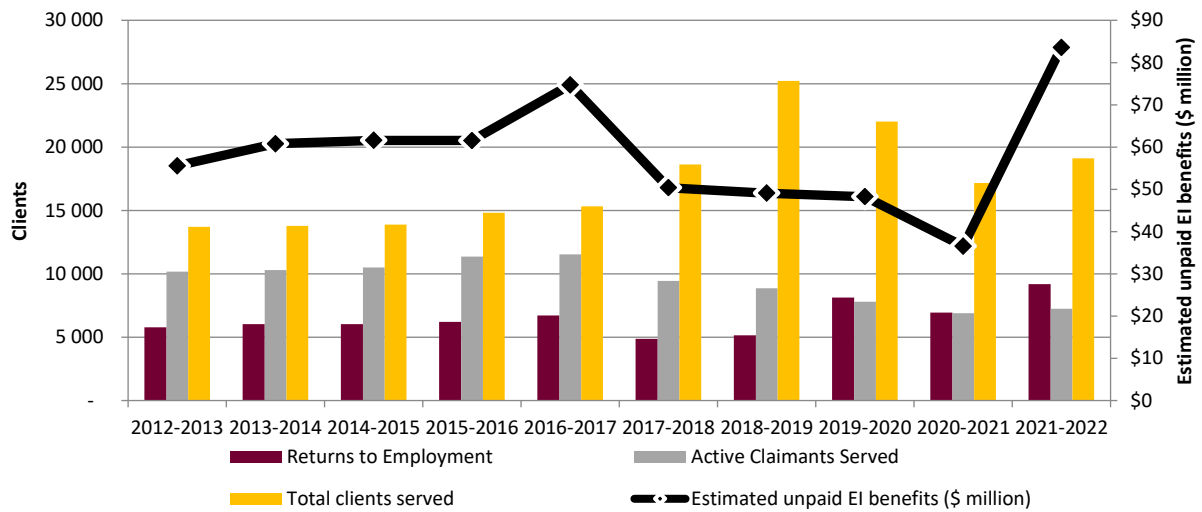
Chart 15 - Client Volumes by Client Type, Saskatchewan FY1213 to FY2122



Text Description of Chart 15

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	10,161	10,308	10,503	11,362	11,542	9,442	8,850	7,799	6,882	7,242
Former	2,788	2,687	2,565	2,667	2,742	4,156	6,058	6,187	4,924	5,927
PPE							7,772	6,600	4,511	5,094
Non-Insured	748	798	813	799	1,040	5,035	2,527	1,423	858	839

Chart 16 - Key performance indicators, Saskatchewan, FY1213 to FY2122



Annex A

Text Description of Chart 16

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$55,560,030	\$60,805,018	\$61,595,865	\$61,550,486	\$74,734,297	\$50,378,925	\$49,071,838	\$48,249,012	\$36,529,501	\$83,581,517
Returns to Employment	5,784	6,038	6,038	6,204	6,716	4,879	5,148	8,127	6,940	9,182
Active Claimants Served	10,161	10,308	10,503	11,362	11,542	9,442	8,850	7,799	6,882	7,242
Total clients served	13,697	13,793	13,881	14,828	15,324	18,633	25,207	22,009	17,175	19,102

Alberta

The total number of clients served increased in FY2122. Overall, the number of services in both employment benefits and support measures increased. Support measure services continues to be the larger share of services at 79%, with employment benefits' share at 21%. Within six months of receiving supports, 26,300 individuals gained employment.

Table 17 - LMDA Key Facts, Alberta, FY2122

Alberta: EBSM Key Facts			
Total Clients Served: 52,353			
Insured Clients		Non-Insured Clients	
34,711	↑	17,642	↑
Total Services: 93,182			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	19,889	+9.7%	↑
Support Measures: EAS	73,293	+6.1%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	21.3%	+0.5	↑
Support Measures: EAS	78.7%	-0.5	↓
Total Allocation: \$200.7 million			
Total Expenditures²	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$105.9	+0.0	
Support Measures: EAS	\$48.6	+0.0	
LMP and R&I	\$2.4	+0.0	
Total Expenditures ¹	\$156.8	+0.0	
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$139.2	\$303.8	+118.3%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

² Information not received in time for publication. Amounts are estimated using last year's data.

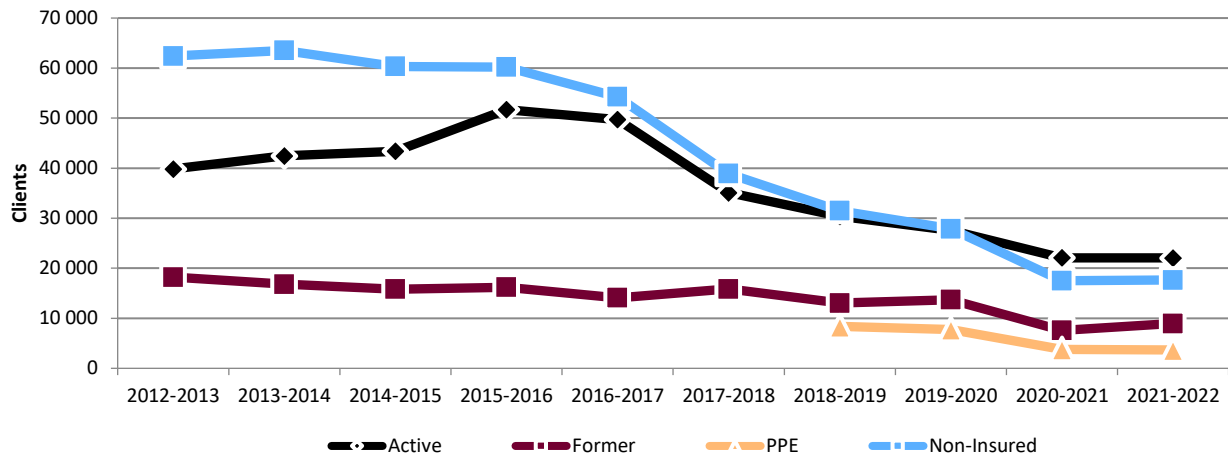
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Table 18 - LMDA Programming, Alberta, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s) ¹
Employment Benefits				
SD-R	Occupational Training Work Foundations	3,716	-4.9%	83,877
SD-A	Skills Development-Apprenticeship	15,739	+14.4%	
TWS	Workplace Training	209	+78.6%	0
SE	Self-Employment	225	-36.3%	1,841
JCP	Integrated Training	0	+0.0%	20,211
Support Measures				
EAS	Career Information	73,293	+6.1%	48,556
LMP	Workforce Partnerships	N/A	N/A	2,352
R&I	Research and Innovation	N/A	N/A	0

¹ Information not received in time for publication. Amounts are estimated using last year's data.

Chart 17 - Client Volumes by Client Type, Alberta FY1213 to FY2122

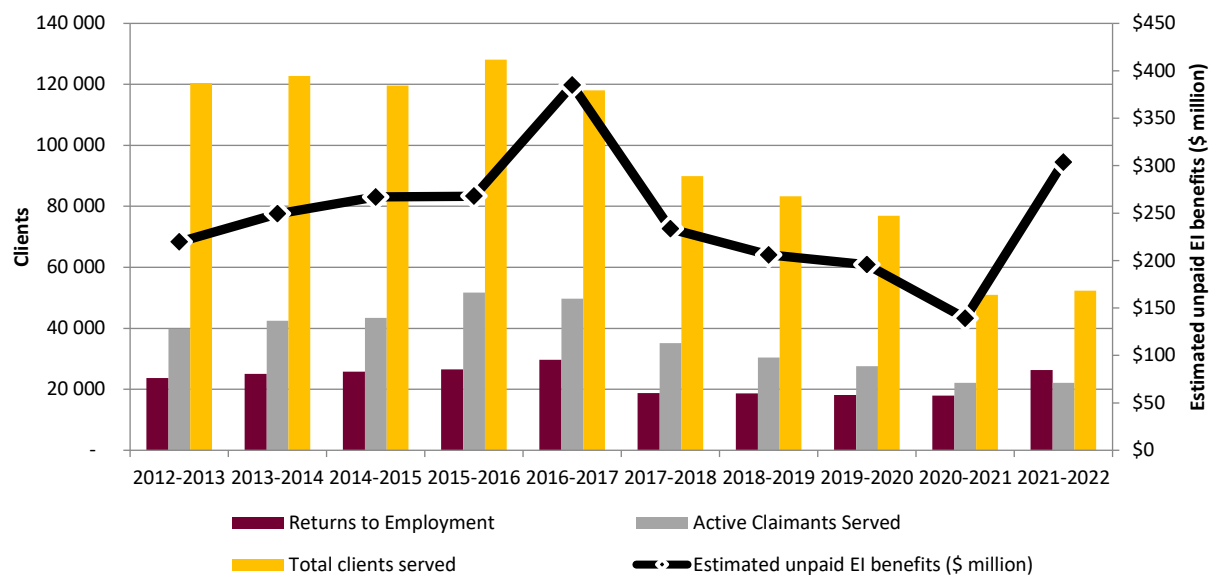


Text Description of Chart 17

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	39,823	42,472	43,398	51,694	49,720	35,101	30,363	27,561	22,094	22,074
Former	18,234	16,819	15,820	16,213	14,087	15,856	13,036	13,704	7,577	8,962
PPE							8,388	7,759	3,796	3,675
Non-Insured	62,404	63,516	60,344	60,191	54,258	38,909	31,484	27,886	17,506	17,642

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Chart 18 – Key performance indicators, Alberta FY1213 to FY2122



Text Description of Chart 18

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$219,627,215	\$249,344,879	\$266,985,993	\$267,881,263	\$384,909,915	\$233,417,003	\$205,883,273	\$195,730,747	\$139,176,642	\$303,807,613
Returns to Employment	23,686	25,092	25,745	26,525	29,671	18,726	18,669	18,094	17,867	26,311
Active Claimants Served	39,823	42,472	43,398	51,694	49,720	35,101	30,363	27,561	22,094	22,074
Total clients served	120,461	122,807	119,562	128,098	118,065	89,866	83,271	76,910	50,973	52,353

British Columbia

The total number of clients served increased in FY2122. The most significant increase was among former EI claimants, which increased by 36% compared to last year. The services provided changed significantly, with job creation partnerships (JCP) dropping and targeted wage subsidies (TWS) increasing. Within six months of receiving supports, 23,100 individuals gained employment.

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Table 19 - LMDA Key Facts, British Columbia, FY2122

British Columbia: EBSM Key Facts			
Total Clients Served: 40,801			
Insured Clients		Non-Insured Clients	
29,923	↓	10,878	↑
Total Services: 81,197			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	39,099	+2.3%	↑
Support Measures: EAS	42,098	-2.6%	↓
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	48.2%	+1.3	↑
Support Measures: EAS	51.8%	-1.3	↓
Total Allocation: \$318.5 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$257.5	+34.2%	↑
Support Measures: EAS	\$46.4	+8.8%	↑
LMP and R&I	\$20.6	+43.4%	↑
Total Expenditures ¹	\$324.5	-30.4%	↓
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$135.9	\$258.1	+89.9%	↑

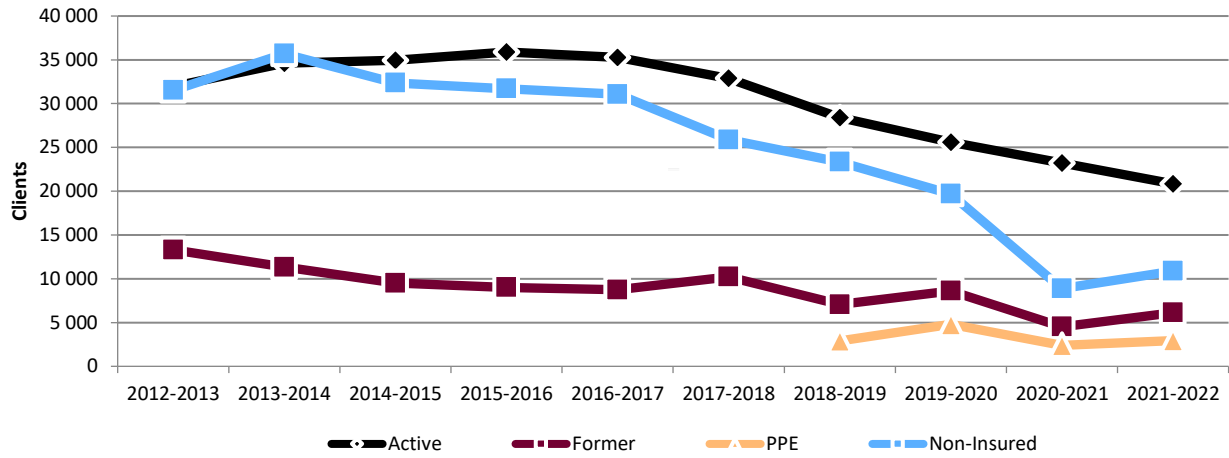
¹ Totals may not add up due to rounding; does not include accounting adjustments.

Table 20 - LMDA Programming, British Columbia, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Skills Development - Regular	21,824	+1.5%	207,441
SD-A	Skills Development - Apprenticeship	12,437	-1.0%	
TWS	Wage Subsidies	3,724	+151.1%	37,513
SE	Self-Employment	1,036	-16.9%	8,410
JCP	Job Creation Partnerships	78	-86.2%	4,165
Support Measures				
EAS	Employment Assistance Services	42,098	-2.6%	46,380
LMP	Labour Market Partnerships Employer – Sponsored Training	N/A	N/A	14,599
R&I	Research and Innovation	N/A	N/A	6,009

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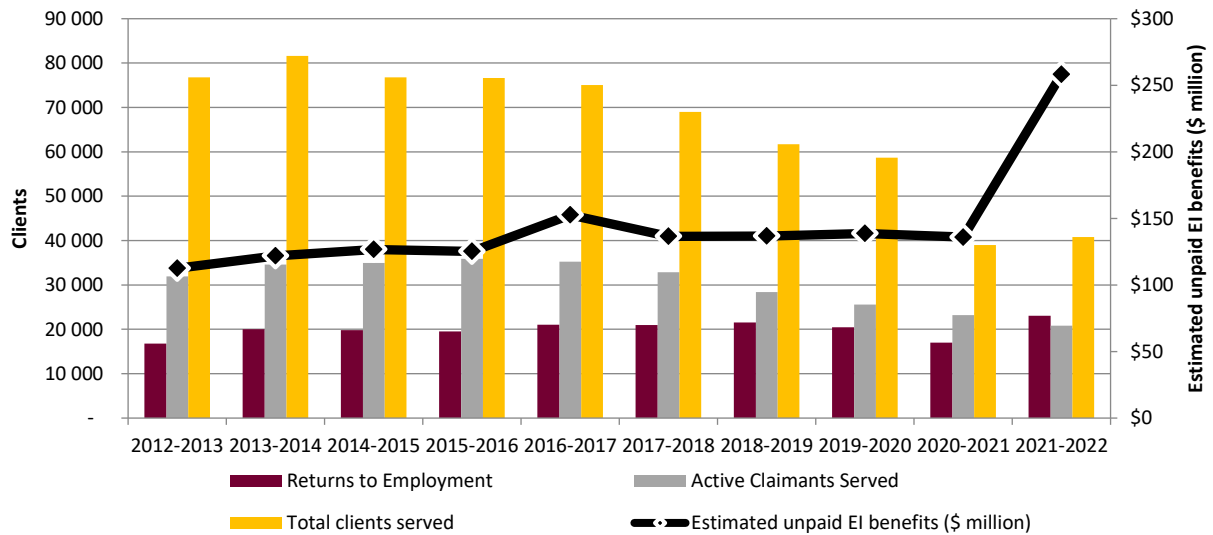
Chart 19 - Client Volumes by Client Type, British Columbia FY1213 to FY2122



Text Description of Chart 19

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	31,953	34,612	34,937	35,891	35,272	32,881	28,399	25,584	23,215	20,839
Former	13,303	11,336	9,502	9,007	8,733	10,209	7,055	8,607	4,511	6,132
PPE							2,904	4,794	2,393	2,952
Non-Insured	31,522	35,680	32,365	31,706	31,073	25,883	23,332	19,677	8,876	10,878

Chart 20 - Key performance indicators, British Columbia FY1213 to FY2122



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Text Description of Chart 20

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$112,51 2,524	\$121,84 6,795	\$126,68 3,222	\$125,29 4,701	\$152,68 9,817	\$136,55 6,392	\$136,81 1,084	\$138,73 5,969	\$135,92 9,742	\$258,13 4,870
Returns to Employment	16,777	20,040	19,818	19,552	21,050	20,997	21,515	20,491	17,002	23,086
Active Claimants Served	31,953	34,612	34,937	35,891	35,272	32,881	28,399	25,584	23,215	20,839
Total clients served	76,778	81,628	76,804	76,604	75,078	68,973	61,690	58,662	38,995	40,801

Yukon

The total number of clients served increased in FY2122, with the most pronounced increase among former EI claimants whose numbers increased by 250%. The territory provided significantly more skill development services than last year. Within six months of receiving supports, about 100 individuals gained employment.

Table 21 - LMDA Key Facts, Yukon, FY2122

Yukon: EBSM Key Facts			
Total Clients Served: 357			
Insured Clients		Non-Insured Clients	
303	↑	54	↑
Total Services: 411			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	336	+102.4%	↑
Support Measures: EAS	75	+29.3%	↑
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	81.8%	+7.6	↑
Support Measures: EAS	18.2%	-7.6	↓
Total Allocation: \$4.4 million			
Total Expenditures²	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.3	+80.1%	↑
Support Measures: EAS	\$2.3	+64.1%	↑
LMP and R&I	\$0.6	+411.8%	↑
Total Expenditures ¹	\$5.2	+86.2%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$1.0	\$1.8	+90.3%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

² Information not received in time for publication. Amounts are estimated using non-audited financial statements.

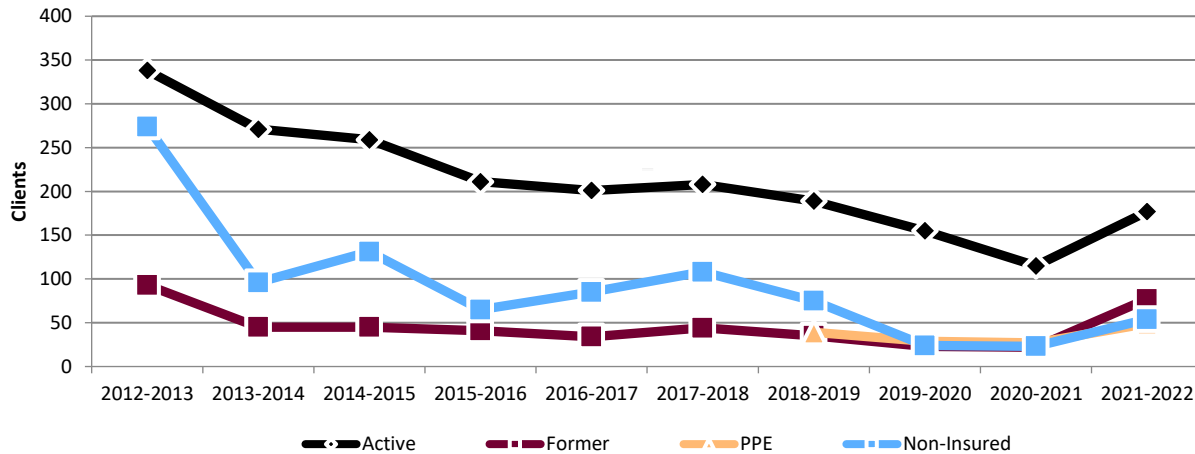
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Table 22 - LMDA Programming, Yukon, FY2122

		Services	Year-over-Year Change	Expenditures (\$000s) ¹
Employment Benefits				
SD-R	Skills Development Employment Benefit	110	+144.4%	1,842
SD-A	Skills Development Employment Benefit - Apprenticeship	204	+68.6%	
TWS	Targeted Wage Subsidies	22	None in previous year	417
SE	Self-Employment	0	+0.0%	0
JCP	Employment Programs	0	+0.0%	0
Support Measures				
EAS	Employment Assistance Services	75	+29.3%	2,310
LMP	Labour Market Partnerships Employer - Sponsored Training	N/A	N/A	3
R&I	Research and Innovation	N/A	N/A	606

¹ Information not received in time for publication. Amounts are estimated using non-audited financial statements.

Chart 21 - Client Volumes by Client Type, Yukon FY1213 to FY2122

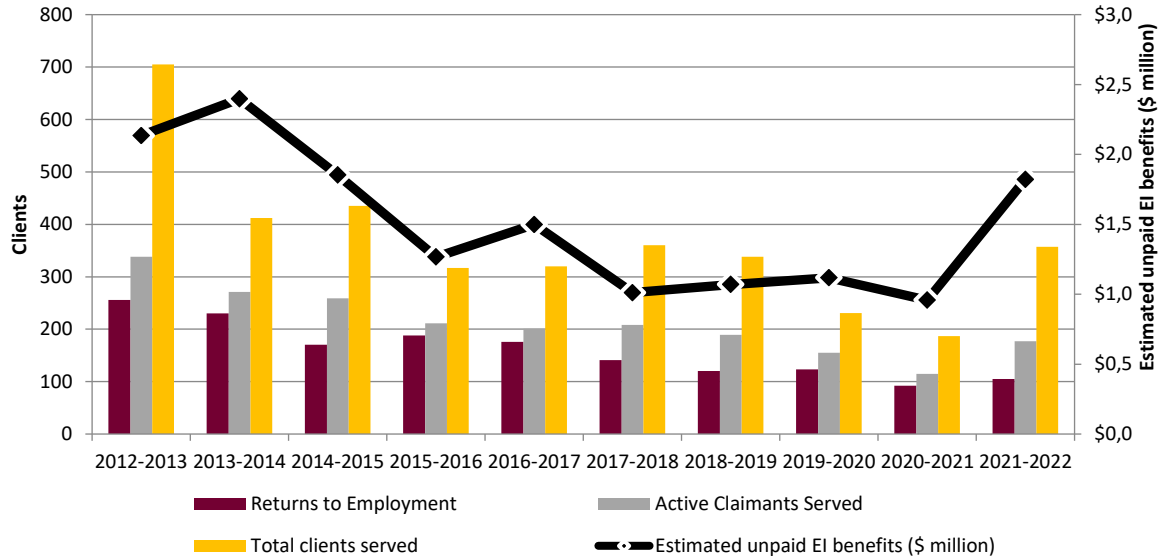


Text Description of Chart 21

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	338	271	259	211	201	208	189	155	115	177
Former	93	45	45	41	34	44	35	23	22	77
PPE							39	29	27	49
Non-Insured	274	96	131	65	85	108	75	24	23	54

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Chart 22 – Key performance indicators, Yukon FY1213 to FY2122



Text Description of Chart 22

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$2,135,271	\$2,397,649	\$1,851,947	\$1,266,470	\$1,498,718	\$1,011,003	\$1,069,493	\$1,117,099	\$957,323	\$1,821,872
Returns to Employment	256	230	170	188	176	141	120	123	92	105
Active Claimants Served	338	271	259	211	201	208	189	155	115	177
Total clients served	705	412	435	317	320	360	338	231	187	357

Northwest Territories

The total number of clients served increased in FY2122. Each category of client increased, with PPE clients leading at 121%. Correspondingly service counts increased across all categories (except for JCPs), while the relative shares of Employment Benefits and Support Measures remained steady. EAS continued to comprise most services provided to clients. Within six months of receiving supports, 200 individuals gained employment.

Table 23 - LMDA Key Facts, Northwest Territories, FY2122¹

Northwest Territories: EBSM Key Facts			
Total Clients Served: 394			
Insured Clients		Non-Insured Clients	
367	↑	27	↑
Total Services: 642			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	263	+63.4%	↑
Support Measures: EAS	379	+62.7%	↑

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Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	41.0%	+0.1	↑
Support Measures: EAS	59.0%	-0.1	↓
Total Allocation: \$3.4 million			
Total Expenditures	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.6	+97.4%	↑
Support Measures: EAS	\$1.0	+32.0%	↑
LMP and R&I	\$0.3	+66.9%	↑
Total Expenditures ²	\$4.0	+72.6%	↑
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$1.1	\$1.3	+26.5%	↑

¹Service counts for NT are currently being reviewed for consistency and methodology

²Totals may not add up due to rounding; does not include accounting adjustments

³Previous year was \$0. YOY-change cannot be calculated

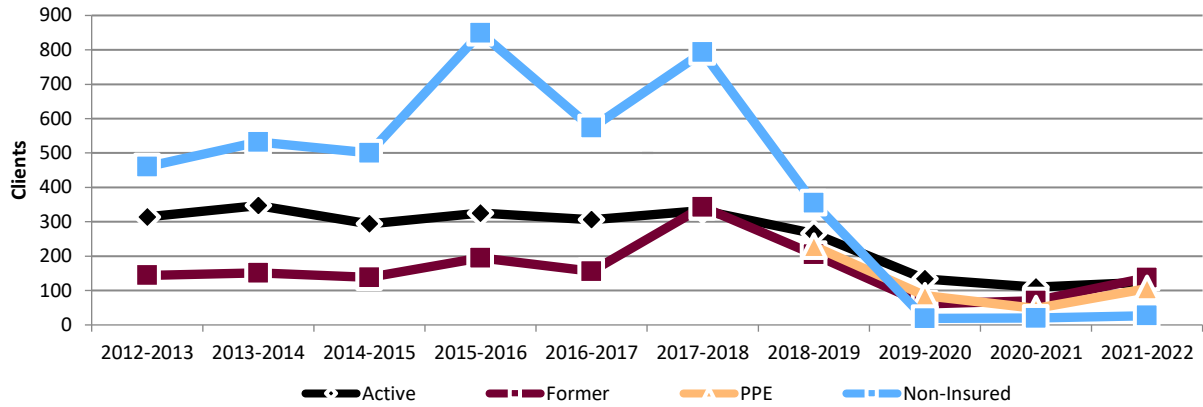
Table 24 - LMDA Programming, Northwest Territories, FY2122¹

		Services	Year-over-Year Change	Expenditures (\$000s)
Employment Benefits				
SD-R	Skills Development - Regular	102	+32.5%	1,397
SD-A	Skills Development - Apprenticeship	128	+106.5%	
TWS	Wage Subsidies	29	+52.6%	770
SE	Self-Employment	4	+33.3%	205
JCP	Job Creation Partnerships	0	+0.0%	271
Support Measures				
EAS	Employment Assistance Services	379	+62.7%	1,039
LMP	Labour Market Partnerships (Strategic Workforce Initiatives)	N/A	N/A	295
R&I	Research and Innovation	N/A	N/A	7

¹Service counts for NT are currently being reviewed for consistency and methodology

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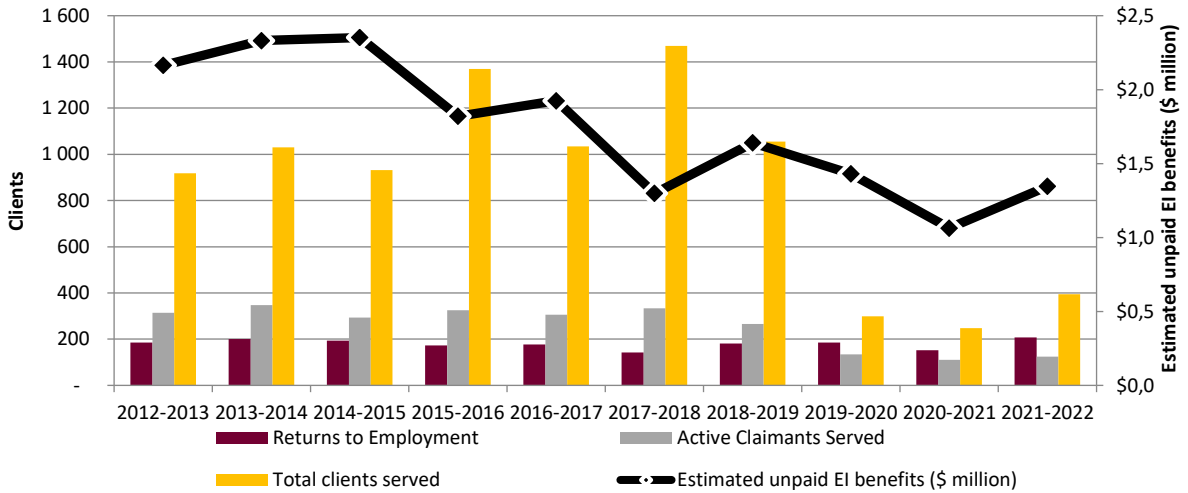
Chart 23 - Client Volumes by Client Type, Northwest Territories FY1213 to FY2122



Text Description of Chart 23

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	314	347	294	325	306	333	266	134	110	124
Former	144	151	138	195	156	343	205	61	70	137
PPE							229	85	48	106
Non-Insured	460	532	500	849	573	793	355	19	20	27

Chart 24 - Key performance indicators, Northwest Territories FY1213 to FY2122



Text Description of Chart 24

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$2,163,841	\$2,332,104	\$2,351,982	\$1,820,141	\$1,924,873	\$1,298,865	\$1,640,575	\$1,430,328	\$1,063,755	\$1,345,869
Returns to Employment	185	200	193	173	177	142	181	185	152	207

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Active Claimants Served	314	347	294	325	306	333	266	134	110	124
Total clients served	918	1,030	932	1,369	1,035	1,469	1,055	299	248	394

Nunavut

The total number of clients served decreased significantly in FY2122, with decreases in PPE and non-insured clients offsetting the increases in active and former EI claimant clients. Correspondingly, counts for most services dropped, with skill development for apprenticeships being the exception. Within six months of receiving supports, 25 individuals gained employment.

Table 25 - LMDA Key Facts, Nunavut, FY2122

Nunavut: EBSM Key Facts			
Total Clients Served: 158			
Insured Clients		Non-Insured Clients	
118	↓	40	↓
Total Services: 177			
Service Type	FY2122	Year-over-Year Change	
Employment Benefits	175	-19.4%	↓
Support Measures: EAS	2	-99.6%	↓
Relative Share of Services			
Service Type	FY2122	Year-over-Year Change(pp)	
Employment Benefits	98.9%	+69.1	↑
Support Measures: EAS	1.1%	-69.1	↓
Total Allocation: \$3.2 million			
Total Expenditures²	FY2122 (\$ million)	Year-over-Year Change	
Employment Benefits	\$2.3	+0.0	
Support Measures: EAS	\$0.0	+0.0	
LMP and R&I	\$0.8	+0.0	
Total Expenditures ¹	\$3.2	+0.0	
Estimated Unpaid EI benefits (\$ million)			
FY2021	FY2122	Year-over-Year Change	
\$0.3	\$0.3	+3.1%	↑

¹ Totals may not add up due to rounding; does not include accounting adjustments.

² Information not received in time for publication. Amounts are estimated using last year's data.

Table 26 - LMDA Programming, Nunavut, FY2122

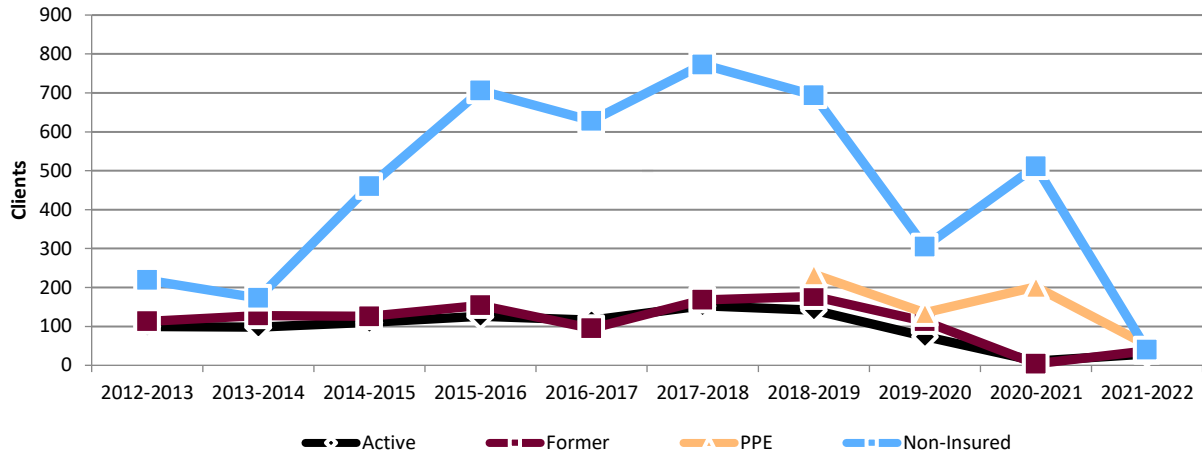
		Services	Year-over-Year Change	Expenditures (\$000s) ¹
Employment Benefits				
SD-R	Adult Learning and Training Supports	118	-7.8%	1,736
SD-A	Adult Learning and Training Supports: Apprenticeship	51	24.4%	
TWS	Training on the Job	5	-89.4%	584
SE	Nunavut Entrepreneurship Incentive	1	+0.0%	0
Support Measures				

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EAS	Employment Assistance Services	2	-99.6%	0
LMP	Target Training Initiatives	N/A	N/A	848
R&I	Research and Innovation	N/A	N/A	0

¹ Information not received in time for publication. Amounts are estimated using last year's data.

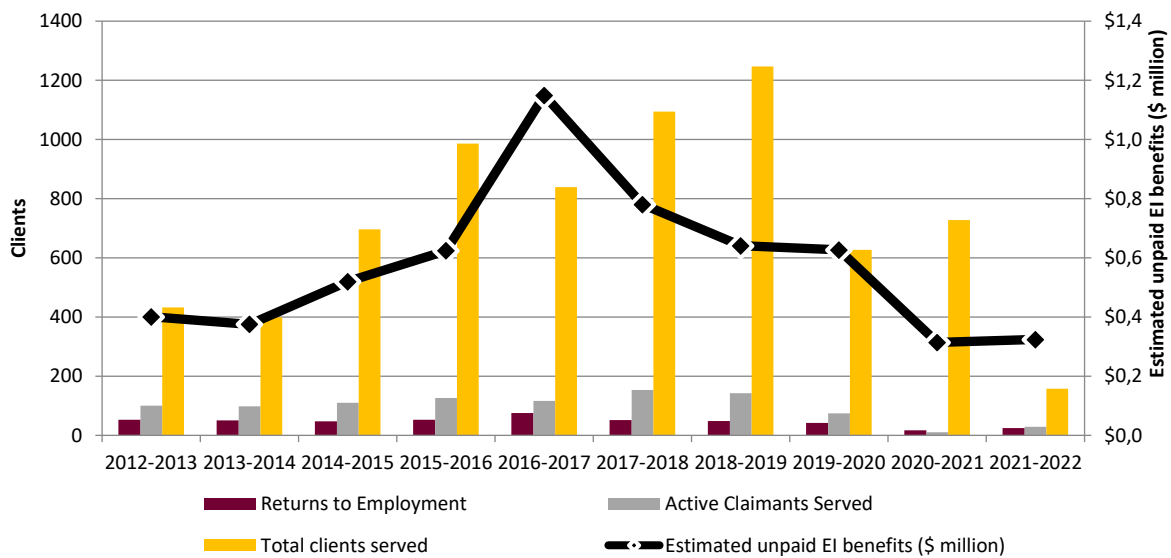
Chart 25 - Client Volumes by Client Type, Nunavut FY1213 to FY2122



Text Description of Chart 25

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	100	98	110	126	116	153	142	74	11	29
Former	113	128	126	154	95	168	177	113	4	37
PPE							234	135	202	52
Non-Insured	219	173	460	706	628	773	694	305	511	40

Chart 26 - Key performance indicators, Nunavut FY1213 to FY2122



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Text Description of Chart 26

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Estimated unpaid EI benefits (\$ million)	\$400,960	\$375,552	\$519,522	\$624,023	\$1,149,451	\$780,375	\$640,855	\$626,866	\$314,051	\$323,897
Returns to Employment	53	50	47	53	75	52	48	42	17	25
Active Claimants Served	100	98	110	126	116	153	142	74	11	29
Total clients served	432	399	696	986	839	1094	1247	627	728	158

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Supplemental indicators

EI applicants who participate in active measures early in their EI claim are more likely to return to work quickly. In FY2122, at the national level, 43% of active EI claimants began their first LMDA-funded programming within 12 weeks of starting their EI Part I benefit. This remains significantly below pre-pandemic levels (FY1920) when two-thirds began services within 12 weeks, and continues to reflect pandemic-related challenges in providing and accessing employment programs in FY2122.

Table 27 - Supplemental indicators

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	31%	3.8%	2.2%
Prince Edward Island	52%	1.0%	6.6%
Nova Scotia	41%	2.7%	4.8%
New Brunswick	57%	1.1%	5.9%
Quebec	37%	1.4%	8.2%
Ontario	29%	1.5%	10.8%
Manitoba	52%	1.6%	14.4%
Saskatchewan	40%	1.5%	19.1%
Alberta	54%	1.0%	18.5%
British Columbia	58%	0.7%	17.8%
Yukon	66%	1.0%	9.2%
Northwest Territories	39%	0.2%	6.4%
Nunavut	41%	1.3%	1.8%
CANADA	43%	3.8%	10.7%

[1] This includes a small percentage of clients who began EI Part II programming up to 2 weeks prior to their Part I Benefit Period Commencement.

Sources: Annual average for FY2122 formed from the relevant months of seasonally non-adjusted data from Table 14-10-0287-01 Labour force characteristics for Provinces, Table 14-10-0292-01 Labour force characteristics for Territories, and EI Part I and Part II Administrative Data.

Notes to readers

- 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
- A client is a person who has participated in programs or services funded by the Labour Market Development Agreements or by Indigenous organizations

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- Service 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 service level, rather than individual client
- 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
- Former claimants are those who completed an EI claim in the previous 5 years, or who claimed EI Part I in the last 5 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
- Premiums-paid Eligible are those who have made minimum Employment Insurance premium contributions above the premium refund threshold (that is, \$2,000 in earnings) in at least 5 of the last 10 years
- 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
- References to average levels of activity and to highs and lows are based on the 10-year period from FY1213 to FY2122 as a frame of reference

Annex B – National Overview

Main results¹

In fiscal year FY2122, 433,906 clients received Employment Benefits or Support Measures, of which 409,459 were served by PTs under the LMDAs and 24,447 were served by Indigenous organizations through the ISET Program. Slightly over 66% of the 714,331 services provided were Support Measures, 27% were Employment Benefits, and 7% fell under pan-Canadian initiatives. Expenditures for programming totalled \$2.49 billion.

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 4.7% increase in clients served, the largest relative increases were in the former claimants and PPE client categories, up by 29.6% and 4.1% respectively.

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 5 of the last 10 years. This change particularly benefits individuals with weaker labour force attachment.

In FY2122, more than half of PPE clients were in the 25-54 year age group. Female PPE clients had higher education levels than male PPE clients: 20% of females had high school graduation or less, whereas for males it was 31%.

Underrepresented groups²

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 disabilities.³ With respect to underrepresented population groups among PPE clients in FY2122, 15% of clients were persons with disabilities, 12% were visible minorities and 10% were Indigenous peoples.

Age distribution⁴

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 FY2122, 64% of clients were aged 25 to 54 years, almost unchanged since the previous year. The proportion of age groups as shares of total clients has remained mostly the same since the previous year.

¹ Results data are based in part on estimates provided by PTs at time of writing.

² This information is collected at the participant level and comes from the dataset for EBSM programming.

³ Since participants voluntarily self-identify, annual fluctuations may be due to changes in self-identification rates.

⁴ 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.

Annex B – National Overview

Table 1, annex b - LMDA Key Facts, Canada, Fiscal Year FY2122

Total Clients Served: 433,906			
El Active, Former, & Premiums-Paid Eligible (LMDA)	Non-Insured Clients (LMDA)	Pan-Canadian	
275,130	134,329	24,447	

Relative Shares			
Active Claimants	Former Claimants	PPEs	Non-Insured
37.7%	21.7%	9.6%	31.0%
Youth (15–24)	Core Age Workers (25–54)	Clients aged 55 or older	
24.6%	65.4%	10.0%	

Intervention Deliveries: 714,331			
	FY2122	Year-over-Year Change	
Employment Benefits	192,660	+18.4%	↑
Support Measures: EAS	474,697	-0.9%	↓
Pan-Canadian	46,974	+34.1%	↑

LMDA Relative Share			
	FY2122	Year-over-Year Change (p.p.)	
Employment Benefits	28.9%	+3.5	↑
Support Measures: EAS	71.1%	-3.5	↓

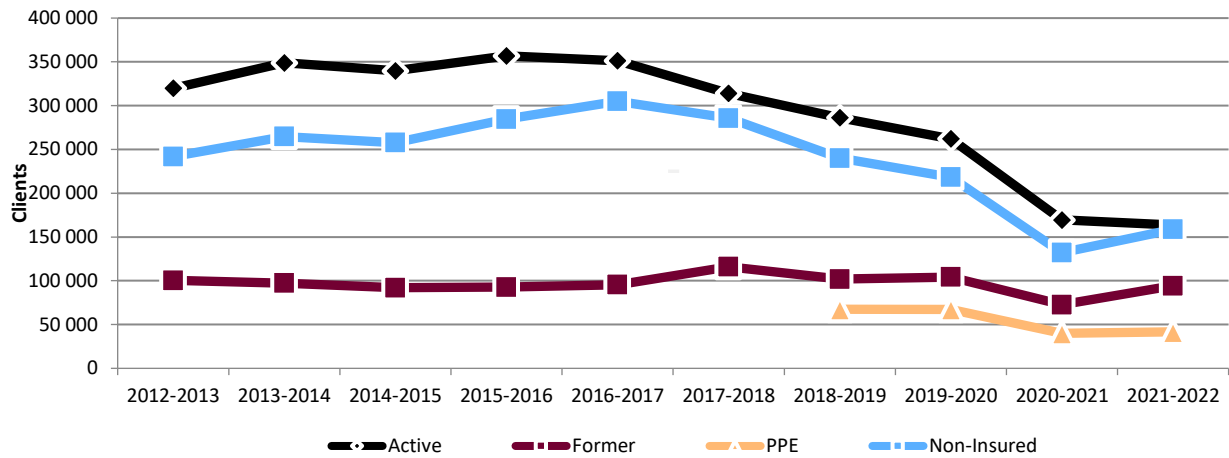
Expenditures¹			
	FY2122 (\$ Million)	Year-over-Year Change	
Employment Benefits	\$1,220.3	+16.7%	↑
Support Measures: EAS	\$610.4	-10.6%	↓
LMPs and R&I	\$483.5	+4.1%	↓
Pan-Canadian	\$137.3	-4.8%	↓
Total Expenditures	\$2,492.9	+2.0%	↑

Managing for Results			
Indicator	Total	Year-over-Year Change	
Active Claimants Served	163,672	-3.4%	↓
Returns to Employment	190,919	+23.0%	↑
Est. Unpaid Benefits (\$M)	\$1,588.4	+98.5%	↑

¹ Some provinces and territories had not reported their expenditures at time of publication. These numbers are estimates.

Annex B – National Overview

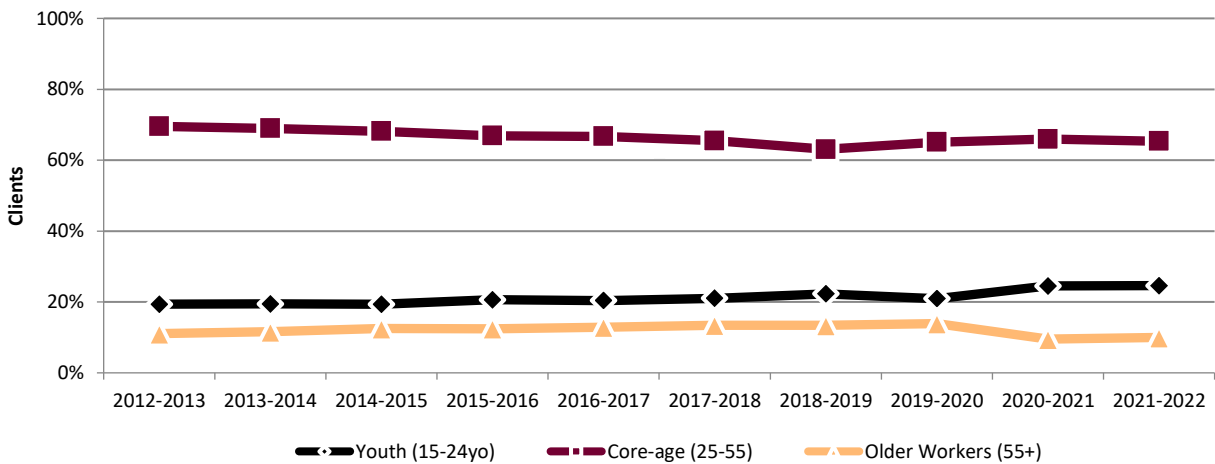
Chart 1, annex b - Client Volumes by Client Type, Canada FY1213 to FY2122



Text Description of Chart 1, annex b

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Active	319,904	348,909	339,795	356,828	351,362	313,998	286,197	262,196	169,514	163,672
Former	100,522	97,417	91,999	92,689	95,583	115,927	101,848	104,333	72,723	94,238
PPE							67,490	67,388	40,038	41,667
Non-Insured	241,834	264,716	257,665	284,607	304,927	285,733	240,075	218,350	132,104	134,329

Chart 2, annex b – Age distribution of clients, Canada, FY1213 to FY2122



Annex B – National Overview

Text Description of Chart 2, annex b

	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	FY1819	FY1920	FY2021	FY2122
Youth (15-24yo)	19.37%	19.43%	19.36%	20.64%	20.38%	21.03%	22.28%	20.92%	24.48%	24.61%
Core-age (25-55)	69.54%	68.95%	68.14%	66.89%	66.71%	65.48%	63.07%	65.10%	65.93%	65.36%
Older Workers (55+)	11.05%	11.58%	12.48%	12.44%	12.89%	13.45%	13.39%	13.90%	9.52%	9.98%

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 \$1.22 billion in FY2122, Employment Benefits represent the largest investment under the LMDAs, accounting for more than half of expenditures by PTs.

The increase of 18% in employment benefit services in FY2122 represents a reversal of last year's decrease of a similar size. With the increase in services, expenditures on Employment Benefits increased by about \$175 million (+17%) year-over-year. The average duration of employment benefit services that ended during FY2122 decreased compared to last fiscal year, returning closer to the prior pre-pandemic fiscal year: In FY2122, average duration was 17.4 weeks, compared to 19.8 weeks in FY2021 and 17.6 weeks in FY1920.

Table 2 - Employment Benefits, Canada, Fiscal Year FY2122

Employment Benefit	Services	Year-over-Year Change	Share of Employment Benefits	Expenditures (\$000s) ¹	Estimated Cost Per Participant ¹
Targeted Wage Subsidies	14,668	+41.3%	7.6%	\$158,072	\$10,777
Self-Employment	4,062	-7.0%	2.1%	\$41,741	\$10,276
Job Creation Partnerships	1,518	-28.4%	0.8%	\$31,975	\$21,064
Skills Development- Regular	103,037	+25.5%	53.5%	\$988,470	\$5,733
Skills Development- Apprentices	69,375	+10.4%	36.0%		
Targeted Earning Supplements	0	-100%	0.0%	\$0	n/a
Canada	192,660	+18.4%	100%	\$1,220,257	\$6,334

¹ Some provinces and territories had not reported their expenditures at time of publication. These numbers are estimates.

Annex B – National Overview

Support measures

Part II of the *EI Act* authorizes 3 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 \$982.4 million in fiscal year FY2122.

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 2 categories: Employment Services, or Individual Counselling.

In FY2122, 474,697 EAS supports were provided, a ratio of almost 2.5 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 1% over the previous year, while total expenditures decreased by 11% to \$610.4 million, compared to \$682.6 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 FY2122, LMPs expenditures totalled \$292.5 million, compared to \$257.7 million in the previous year, increasing by 14%.

R&I initiatives identify innovative ways of helping people prepare for, return to or maintain employment and participate in the labour force. In FY2122, R&I expenditures totalled \$191.1 million, compared to \$208.7 million in the previous year, a decrease of about 8%.

Annex B – National Overview

Table 3- Support Measures, Canada, Fiscal Year FY2122

Employment Assistance Service	Services	Share of Support Measures	Year-over-Year Change	Expenditures (\$000s) ¹	Estimated Cost per Participant ¹
Employment Services	299,943	63.2%	-7.6%	\$610,391	\$1,286
Group Services	0	0.0%	+0.0%		
Individual Counselling	174,754	36.8%	+13.2%		
Total Employment Assistance Services	474,697	100.0%	-0.9%	\$610,391	
Other Support Measures					
Labour Market Partnerships	N/A	N/A	N/A	\$292,468	N/A
Research & Innovation	N/A	N/A	N/A	\$191,068	N/A
Canada	474,697	100.0%	-0.9%	\$1,093,927	N/A

¹ Some provinces and territories had not reported their expenditures at time of publication. These numbers are estimates.

² Expenditures for Labour Market Partnerships includes employer-sponsored training.

³ LMPs and R&I initiative are generally not associated with direct client services, so costs per participant are not available.

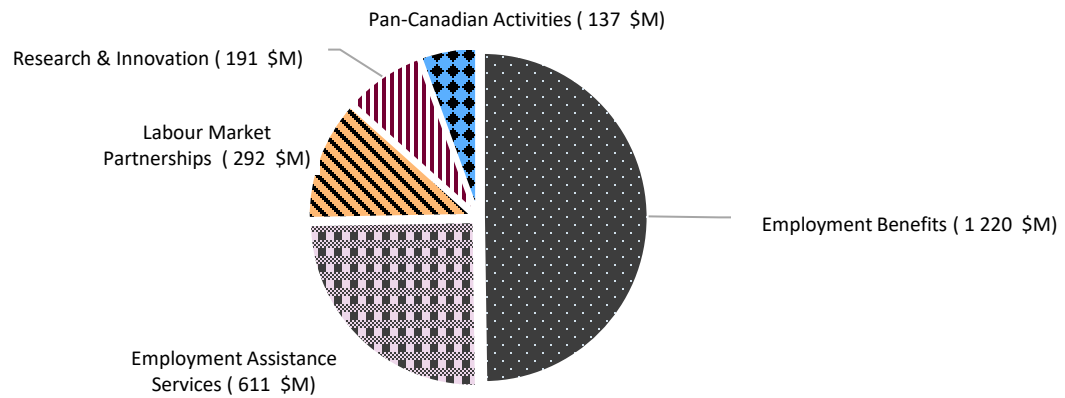
Expenditures⁵

Total expenditures under Part II of the *EI Act* were \$2.49 billion in FY2122, which included provincial and territorial programming and pan-Canadian activities. This is year-over-year increase of about 6%. Compared to last year, spending on employment benefits and LMPs measures increased, while expenditures on EAS, R&I, and Pan-Canadian activities contracted.

⁵ Expenditures are estimates for Alberta, Yukon and Nunavut as audited financial statements for FY2122 were not yet finalized at time of writing.

Annex B – National Overview

Chart 3, annex b – Total EI Part II expenditures, FY2122



Text Description of Chart 3, annex b

Category	Spending \$M
Employment Benefits	1,220
Employment Assistance Services	611
Labour Market Partnerships	292
Research & Innovation	191
Pan-Canadian Activities	137

Annex C – LMDA Evaluation results

Introduction

The Evaluation Directorate of Employment and Social Development Canada (ESDC) completed the third cycle for the evaluation of the Labour Market Development Agreements (LMDAs) covering the years from 2010 and 2020. Together with the second LMDA evaluation cycle completed in 2017, these evaluation activities cover 100% of LMDA spending across all the types of programs and services funded under the LMDAs.

The Federal-Provincial-Territorial Evaluation Steering Committee and the Performance Measurement and Evaluation Committee of ESDC approved the evaluation findings. National-level and provincial/territorial reports¹ will be completed and published progressively in 2023.

Evaluation findings are drawn from nine separate evaluation studies and are based on a mix of qualitative and quantitative methods, including:

- incremental impact analysis for participants who began to receive a service between 2010 and 2012, with their post-service labour market outcomes tracked up to 2017
- outcome analysis
- cost-benefit analysis (including savings to health care)
- key informant interviews with 287 provincial/territorial representatives, service providers, agreement holders and key stakeholders
- provincial/territorial questionnaires
- a national survey of 2,023 self-employment participants
- document and literature reviews

Quantitative evaluation methodology

Program effectiveness is assessed by estimating incremental impacts on participant labour market attachment. The role of the incremental impact analysis is to isolate the effects of participation from other factors by comparing the labour market attachment of participants before and after their participation with that of similar non-participants.

Incremental impacts are estimated using the propensity score kernel matching method² combined with difference-in-differences estimator. The following 3 additional estimation methods were carried out separately to validate the estimated impacts:

- inverse Probability Weighting
- nearest Neighbour, and
- cross-sectional Matching³

A sensitivity analysis was also conducted to ensure that results are not affected by hidden bias due to unobservable variables. The econometric methods and results were peer reviewed by 2 internationally renowned labour market academics.

Key impact indicators to measure participant’s labour market attachment include:

- Incidence of Employment - This indicator measures program effect as an “incidence” of employment in a time interval or the probability that an individual in a given group is employed within the time

interval. The weakness of this indicator is that it does not distinguish among employment episodes of varying duration, but treats all employment episodes equally

- Employment Earnings - This indicator measures the average employment earnings from T4 supplementary on annual basis
- EI Benefits - This indicator measures the average amount of EI benefits received per year. It is captured using EI part I data
- Social Assistance Benefits - This indicator measures the average amount of social assistance benefits received per year. This information is available on a calendar year basis and is obtained from T1 tax return records

Dependence on Income Support - This is defined as the following ratio:

$$\frac{(\text{EI Benefits} + \text{Social Assistance})}{(\text{EI Benefits} + \text{Social Assistance} + \text{Total Earnings})}$$

where "Total Earnings" includes wages and salaries as well as income from self-employment

Building on the results of the incremental impacts, program efficiency is assessed through a cost-benefit analysis. The analysis compares the cost of participating for participants and the cost of delivering the program for governments against the benefits associated with the program. This analysis provides insights into the extent to which the program is efficient for society including participants and the government.

The cost-benefit analysis accounted for all quantifiable costs and benefits directly attributable to the Employment Benefits and Support Measures (EBSMs) and could be estimated with the available administrative data. For the first time, the cost-benefit analysis estimated the change in public healthcare expenditures associated with program participation. While this expansion strengthened the cost-benefit analysis, the analysis still did not account for non-quantifiable factors that can lead to an understatement of the benefits (for example, positive spillovers to other family members) and factors that can lead to an overstatement of the benefits (for example, effects on skill prices or displacement).

Summary of findings

The evaluation found that participation in most LMDA-funded programs and services improved labour market attachment and reduced dependence on government income supports compared to similar non-participants. These results are consistent with those found for earlier cohorts of participants as part of the previous evaluation cycle.

A subgroup analysis shows that with some exceptions, Skills Development and Targeted Wage Subsidies services benefited most subgroups of participants. Employment Assistance Services improved the labour market attachment of female, Indigenous and recent immigrant participants, and decreased their use of EI. For most services, the social benefits of participating in LMDA-funded programs and services exceed the initial investment costs over time.

A series of supplementary studies address information gaps for services that are not suitable for incremental impact analysis:

- Self-Employment
- Job Creation Partnerships
- Labour Market Partnerships, and
- Research and Innovation

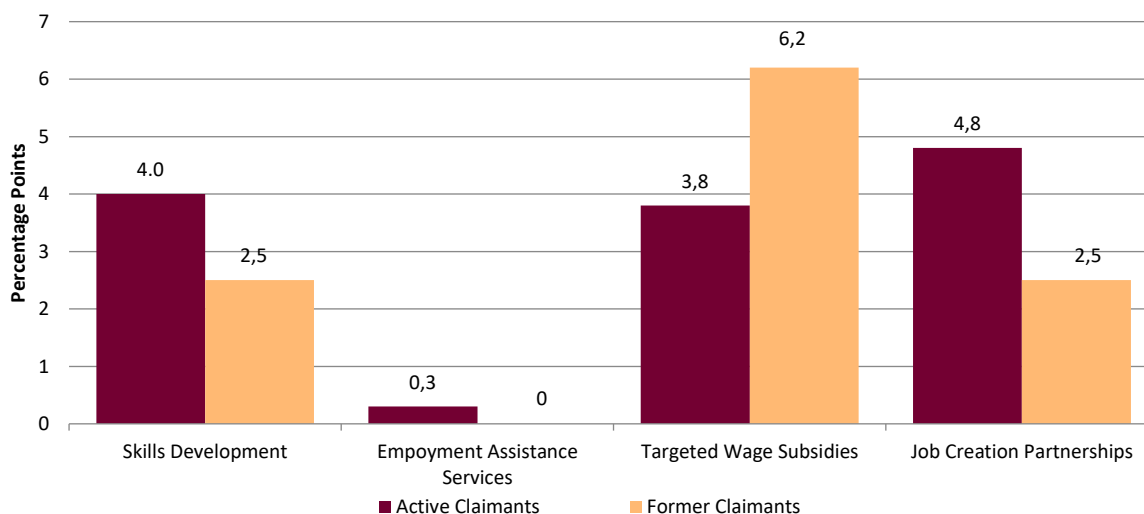
Each study documented program design and delivery challenges and lessons learned and included key considerations to inform future program delivery and design.

Detailed findings

Effectiveness and efficiency of EBSMs

Figure 1 presents the incremental impacts on the incidence of employment for active and former claimants by EBSM. The estimates can be interpreted as changes in the probability of being employed following participation. For example, participation in Skills Development increases the probability of being employed by 4 percentage points for active EI claimants relative to non-participants.

Figure 1



Note: Impacts are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

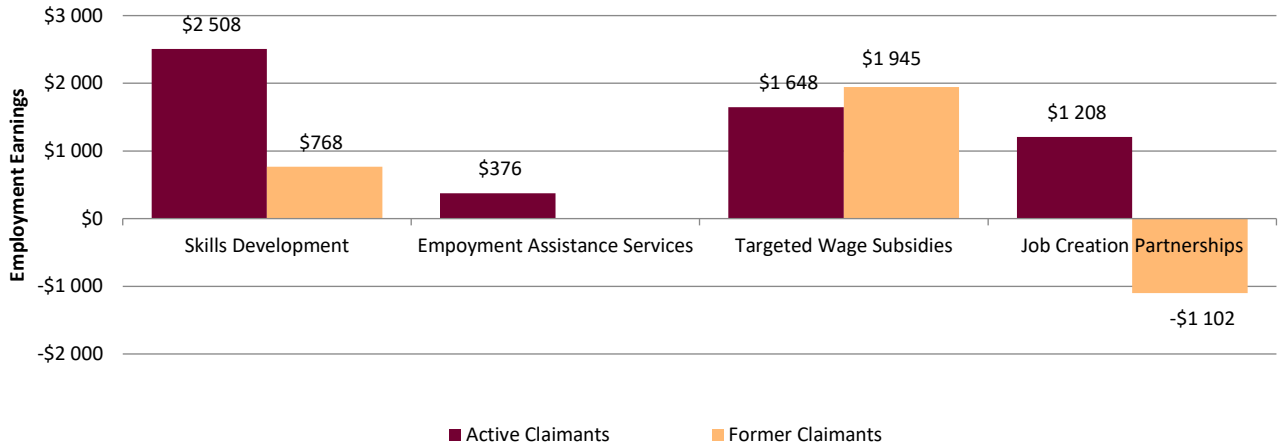
Figure 1. Change in probability of being employed in participants relative to non-participants (annual average). It shows the percentage points for active claimants and former claimants for the following four EBSMs: Skills Development, Employment Assistance Services, Targeted Wage Subsidies, and Job Creation Partnerships.

Alternative Text Description:

	Skills Development	Employment Assistance Services	Targeted Wage Subsidies	Job Creation Partnerships
Active Claimants	4.0	0.3	3.8	4.8
Former Claimants	2.5	0	6.2	2.5

Figure 2 presents the annual average increase in employment earnings for active and former claimants over the post-participation period. For example, active claimant participants in Skills Development increased their average annual earnings by \$2,508 relative to similar non-participants.

Figure 2



Note: Impacts are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

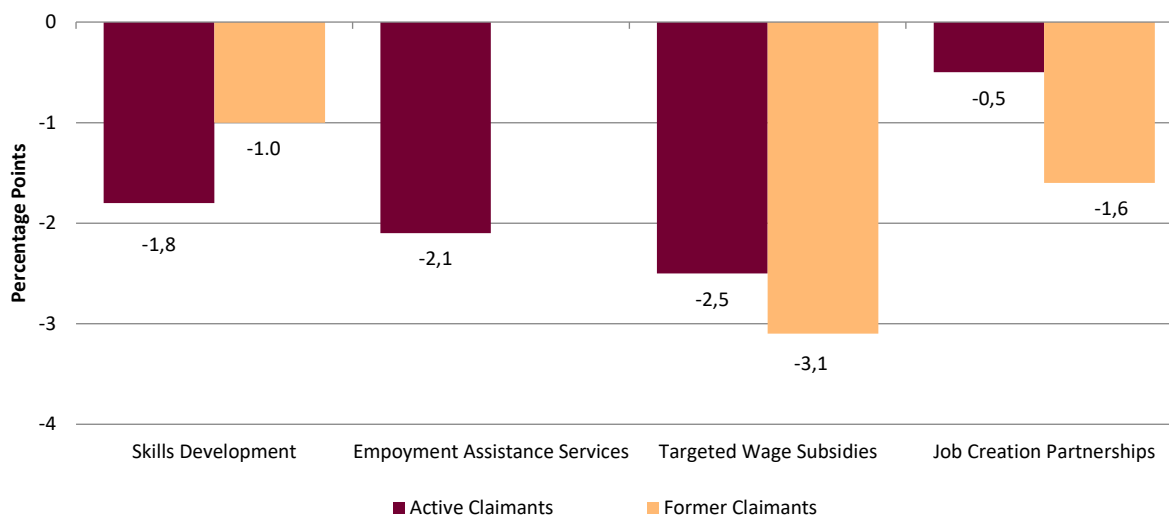
Figure 2. Employment earnings of participants relative to non-participants (annual average). It shows the Employment Earnings for active claimants and former claimants for the following four EBSMs: Skills Development, Employment Assistance Services, Targeted Wage Subsidies, and Job Creation Partnerships.

Alternative Text Description:

	Skills Development	Employment Assistance Services	Targeted Wage Subsidies	Job Creation Partnerships
Active Claimants	\$2,508	\$376	\$1,648	\$1,208
Former Claimants	\$768	\$0	\$1,945	-\$1,102

Figure 3 presents the total active and former EI claimant participants who reduced their dependence on government income supports.

Figure 3



Note: Impacts are estimated over 4 post-program years (or 5 years in the case of Employment Assistance Services).

Figure 3. Change in dependence on government income support (annual average). It shows percentage points for active claimants and former claimants for the following four EBSMs: Skills Development, Employment Assistance Services, Targeted Wage Subsidies, and Job Creation Partnerships.

Alternative Text Description

	Skills Development	Employment Assistance Services	Targeted Wage Subsidies	Job Creation Partnerships
Active Claimants	-1.8	-2.1	-2.5	-0.5
Former Claimants	-1.0	0	-3.1	-1.6

Table 2 presents results from the cost-analysis with a focus on the number of years required for the benefits accrued by participants and governments (referred to as social benefits) exceeding program costs. Social benefits to participation exceed initial investment costs over a period ranging from less than a year to 18.5 years.

Table 2

Program	Participant type	Payback period (in years) ⁴
Skills Development	Active EI claimant	8.3
Skills Development	Former EI claimant	18.5
Skills Development youth	Active EI claimant	5.4
Targeted Wage Subsidies	Active EI claimant	5.2
Targeted Wage Subsidies	Former EI claimant	0.7
Job Creation Partnerships	Active EI claimant	16.1
Employment Assistance Services	Active EI claimant	7.7

Table 2 - It compares the number of years for the benefits to exceed program costs for active claimants and former claimants.

Labour Market Outcomes for Skills Development-Apprentices

The Evaluation also examined the labour market outcomes of the LMDA program that helps apprentices become skilled tradespeople.

Program participants have generally chosen a career and are already attached to the labour market. The apprenticeship process involves on-the-job learning and technical training in a classroom setting. For these reasons, this type of service is not amenable to a comparison between the labour market outcomes of participants with those of similar non-participants. Therefore, the effectiveness of this program is informed by examining participant labour market attachments before and after participation.

The evaluation found that active EI claimants increased their average earnings from \$19,325 in the 5th year pre-program compared to \$56,131 in the 5th year after the program started. Former EI claimants increased their average earnings from \$21,772 in the 5th year pre-program to \$58,158 in the 5th year after the program started. After participating in the program, both active and former claimants also decreased their dependence on government income supports.

Supplementary studies

A series of supplementary studies address information gaps previously identified in previous evaluations regarding the following LMDAs' benefits and services:

- Self-Employment
- Job Creation Partnerships
- Labour Market Partnerships, and
- Research and Innovation

Most of these services are not suitable for incremental impact analysis. For example, Labour Market Partnerships, and Research and Innovation do not collect participant information. As a result, a mix of qualitative and quantitative methods is used to examine these EBSMs in detail. Key considerations are included to help guide future program and policy discussions.

Self-Employment study

The evaluation found that the Self-Employment program aims to assist participants in creating employment for themselves by providing them with a range of services.

Based on a survey, it was found that 2 to 4 years after program participation:

- participants increased their employment level by 15 percentage points from 59% in the year before participation to 74% at the time of the survey. The increase is mainly due to an increase in the percentage of self-employed participants
- nearly 50% of survey respondents launched a self-employment business and it was still in operation
- half of the self-employment businesses were launched in other services⁵; professional, scientific and technical services; as well as in construction and retail trade
- 73% of respondents said that they were financially about the same or better off after the program

- 70% of respondents said that their household net worth was about the same or higher after the program

The survey examined the contribution of the program to the success of self-employment businesses. At least 81% of survey respondents who launched a self-employment business rated the following services and training as very or somewhat important to the business launch, operation and success:

- assistance with business plan development
- one-on-one mentoring / advice or counselling supports
- discussion on risks and challenges of self-employment
- assessment of entrepreneurial readiness
- living allowance during participation and financial assistance with business start-up costs
- information about and assistance to access capital
- training on budgeting, financial management, marketing, business operation and sales

Job Creation Partnership study

The design and delivery of Job Creation Partnerships allow provinces and territories to address a variety of barriers to employment experienced by their citizens (such as lack of work experience). Provinces and territories can use the program to address various labour market needs by targeting sub-groups of individuals, professions or economic sectors in demand and communities.

In addition to gaining work experience, key informants expect participants to develop work-related skills, enhance their career development and job search abilities, and improve their personal well-being. Project holders can benefit from the program through increased capacity, implementing their projects, and increasing their presence within local communities.

For employers that provide work experience to trained participants, benefits are mostly associated with gaining a source of trained employees. At the community level, projects support the local economy and provide new assets (such as restored buildings or hiking trails) or services (such as support for newcomers).

Labour Market Partnerships

The Labour Market Partnerships program aims to assist employers, communities and/or industries to address their labour force adjustments and human resource needs. Funded projects target current and/or forecasted skills and/or labour shortages. These projects also target specific unemployed populations (for example, women, youth, Indigenous peoples, newcomers, persons with disabilities and the self-employed).

All participating provinces and territories confirm that program officials carried out activities to support the formation and maintenance of partnerships. Provincial and territorial departments and key informants explained that partners' expertise, networks and financial contributions are all essential to project implementation and success.

Research and Innovation

The Research and Innovation support measure provides funding to provinces and territories for research and demonstration projects. These projects aim to identify better ways of helping individuals prepare for, return to, or keep employment and be productive in the labour force.

The document review reveals that Research and Innovation projects encompassed activities including:

- development and/or testing new approaches to improve employment outcomes for clients with some projects also focusing on persons with disabilities, youth, Indigenous, and other demographic groups
- strengthening service delivery
- improving learning and post-secondary education with a focus on expanding online course delivery
- funding for cost sharing of internships, temporary work placements, or training
- delivering career fairs or career/employment information presentations
- research

Provincial/territorial questionnaires reveal factors contributing to the successful testing and identification of innovative approaches, including:

- project holders:
 - employing experienced staff
 - possessing organizational structure and financial reporting capacity
 - having strong commitment from partners
 - providing detailed cost estimates as part of their project proposals
- projects that have:
 - a clear plan with measurable outcomes
 - continuous project application intake to address ongoing and emerging labour market issues

Footnotes

¹ The evaluation reports are available at <https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations.html>.

² Propensity score kernel matching is a non-parametric matching estimator that uses weighted averages of all individuals in the comparison group to construct the counterfactual outcome

³ Inverse Probability Weighted uses weighted averages of the observed outcome variable to estimate the potential-outcome means. The weights are the reciprocals of the participation probabilities estimated by a participation model. Nearest-neighbour matching uses the distance between observed variables to find similar individuals. Whereas, cross-sectional matching is used to assess the sensitivity of the estimates to the choice of matching method. A sensitivity analysis was also conducted to ensure that results are not affected by hidden bias due to unobservable variables. The econometric methods and results were peer-reviewed by two internationally renowned labour market academics.

⁴ Number of years required for benefits to exceed initial investment costs.

⁵ Services include establishments such as repairing, maintenance of motor vehicles, machinery and equipment; providing personal care services, funeral services, laundry services and pet care services.



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, "FY2122" refers to the period starting on April 1, 2021 and ending on March 31, 2022.

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
- 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)
- Service Canada, which is part of ESDC

The CEIC retains a key role in overseeing the EI program, including reviewing and approving policies.

Service Canada's major achievements

With the effects of the COVID-19 pandemic still present in FY2122, Service Canada worked hard to ensure continued and broad access to the EI program while making improvements to the program and application process.

Clients now have an easier time applying for EI online due to the expansion of the document upload feature, allowing for more supporting documents to be submitted electronically. The processing of records of employment has been streamlined using artificial intelligence, which is supporting the review of added text. Improvements to EI Call Centres and a sustained level of staffing have increased capacity to answer calls and resolve enquiries promptly. As a result, EI Call Centre agents answered 1.6 million more calls in FY2122 than last year.

In FY2122, Canadians were able to meet with Service Canada representatives online, in person, and on the phone. Online, design improvements made the webpages easier to navigate and ESDC's newly launched chatbot answered over a half million questions. In-person service staff completed almost 180,000 more general service requests related to the EI program than last year. Call volume on the phone decreased by 29.7 million calls, returning to pre-pandemic levels. A specialized EI team was launched to prioritize requests related to overpayments and other issues pertaining to the EI emergency pandemic benefits.

In FY2122, Service Canada received 3,512,858 EI claims and processed 3,387,201. Although the inventory of EI requests has increased in recent years, ESDC is implementing a multi-year strategy to reduce this inventory, ensure timely payments, and meet service standards.

These measures, as well as others, including website improvements and consultations to help minimize barriers faced by people with disabilities, demonstrate the strength and agility of the EI program and its staff. As Canada adjusts to a post-pandemic world, the EI program will continue to show resilience in its processes and modernization efforts.

4.1 Service standards at a glance

4.1.1 Payment of Employment Insurance

- **Standard:** For EI benefit payments or non-benefit notifications to be issued within 28 calendar days of filing
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in FY2122:** ESDC met this standard 85.4% of the time, compared to 88.8% last fiscal year
- For more on EI claims processing, consult [section 4.4.2](#)

4.1.2 Employment Insurance requests for reconsideration

- **Standard:** For EI requests for reconsideration decisions to be finalized within 30 days of the request being received
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in FY2122:** ESDC met this standard 83.7 % of the time, compared to 88.7% last fiscal year
- For more on EI requests for reconsideration, consult [section 4.6.1](#)

4.1.3 Employment Insurance Call Centre

- **Standard:** For agents to answer EI calls within 10 minutes (once a caller is in the queue to speak to an agent)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in FY2122:** the EI Call Centre answered 40.6% of calls within 10 minutes, compared to 11.2% last fiscal year
- For more on the EI Call Centre consult [section 4.3.2](#)

4.1.4 Employer Contact Centre

- **Standard:** To answer calls within 10 minutes
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in FY2122:** The ECC surpassed this target by answering 95.2% of calls within 10 minutes, compared to 68.8% last fiscal year
- For more on the Employer Contact Centre consult [section 4.3.2](#)

4.1.5 Outreach Support Centre

- **Standard:** To answer calls within 5 minutes
- **Target:** ESDC aims to meet this standard 90% of the time
- **Performance in FY2122:** the Service Canada Outreach Support Centre surpassed this target by answering 99% of calls within 5 minutes, compared to 99.3% last fiscal year
- For more on the Outreach Support Centre consult [section 4.3.1](#)

4.1.6 Social Security Tribunal

General Division

From the date that the appeal is filed

- **Standard:** To make decisions within 45 days
- **Target:** SST aims to meet this standard 80% of the time
- **Performance in FY2122:** SST met this standard 68.8% of the time (compared to 79.4% in FY2021), with an average processing time of 42.9 days (compared to 37.0 in FY2021)
 - When including group appeals, this fiscal year's results remain unchanged

Following a hearing

- **Standard:** To make decisions within 15 days after a hearing.
- **Target:** SST aims to meet this standard 80% of the time.
- **Performance in FY2122:** the SST met this standard 68.8% of the time, averaging 9.0 days to issue a decision after the hearing compared with 8.8 days in FY2021
 - When including group appeals, this fiscal year's results remain unchanged
- For more information consult [section 4.6.2](#)

Appeal Division

Leave to Appeal decisions

- **Standard:** To make decisions within 45 days

- **Target:** SST aims to meet this standard 80% of the time
- **Performance in FY2122:** SST met this standard approximately 95% of the time, which is unchanged from FY2021, with an average processing time of 23.1 days (compared to 21.6 in FY2021)

Final decisions

- **Standard:** To make decisions within 150 days of the Leave to Appeal decision
- **Target:** SST aims to meet this standard 80% of the time
- **Performance in FY2122:** the SST met this standard 93.9% of the time (compared to 96.5% in FY2021), with an average processing time of 89.0 days (compared to 77.1 days in FY2021)
- For more information consult [section 4.6.2](#)

4.2 Transformations to improve the future of EI service delivery

Aligned with the Government of Canada *Policy on Service and Digital*, ESDC is committed to delivering easy-to-use, seamless, digitally enabled services that put the needs of Canadians first. ESDC is undertaking a wide variety of business improvements, modernization and transformation initiatives designed to meet client needs and expectations.

ESDC's transformation work is organized around the following goals that represent the future of the organization:

- **Seamless digital experience:** to provide clients with responsive and digitally enabled services via the channel of their choice
- **Service accessibility:** to improve access for all clients and recipients, develop partnerships, and proactively include all communities
- **Empowered ways of working:** to further empower employees with better tools, technological platforms, and ways of working
- **Aligned policy and service design to maximize results:** to deliver better results and outcomes by embedding policy and service considerations at the beginning of the design process

To reach these goals, the Department will take a strategic, incremental, flexible, and targeted approach to deliver real solutions of high value to Canadians.

4.2.1 Service transformation and the Benefits Delivery Modernization programme

The Benefits Delivery Modernization Programme (BDM) is a key element of Service Canada's service transformation agenda, which aims to modernize the delivery of statutory benefit programs including EI, Old Age Security, and the Canada Pension Plan. By bringing all three programs onto a common operating platform and replacing aging IT systems, BDM will improve the ways Canadians can access benefits as well as overall service management.

In FY2122, BDM started implementation through work on its Foundations phase, the first step needed to onboard future benefits onto a multi-benefit platform. Although the Old Age Security program will be the first to be migrated over to the modern platform, early high-level planning efforts are underway to prepare for the migration of EI in the next phase of the programme.

4.2.2 Transformations to the Employment Insurance program

Enhancement of document upload for EI clients

Every year, the EI program receives millions of paper documents, by mail or in person, at Service Canada Centres (SCCs). Officers must manually sort and enter these documents into the various systems.

At the end of FY2021, ESDC introduced a new feature enabling claimants to upload supporting medical documents directly to their EI files using AppliWeb or My Service Canada Account (MSCA). This document upload feature lessens the burden on claimants and reduces the need for manual intervention from officers.

In June 2021, ESDC enhanced the document upload feature, allowing clients to upload more types of supporting documents directly to their files for their EI claims. This new functionality provides a streamlined approach for submitting documents. The expanded documents accepted for upload include:

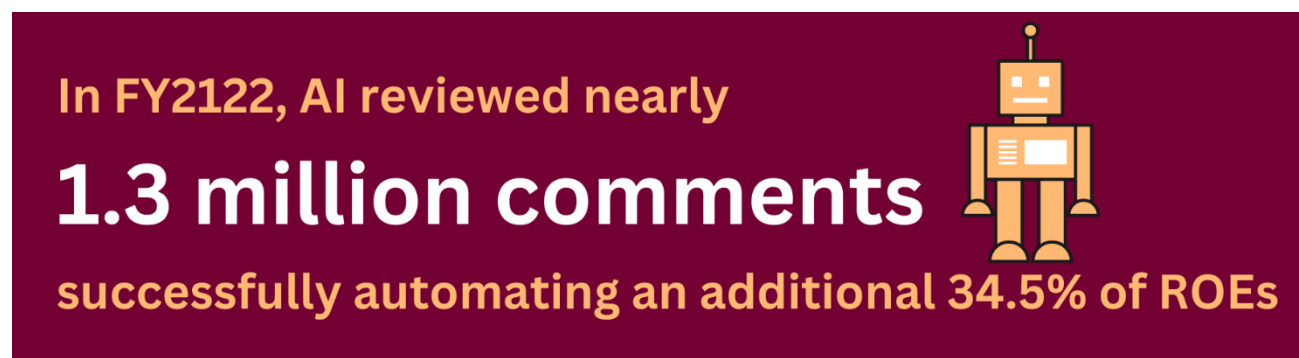
- additional types of medical documentation
- documents related to proof of employment
- proof of authorization to work in Canada

This fiscal year, 424,589 claimants have uploaded 717,816 documents to their EI claims.

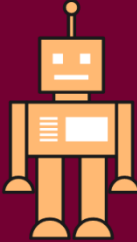
Artificial Intelligence to review records of employment

When issuing records of employment (ROEs) for their employees, many employers include text comments to provide additional information. EI systems cannot automate claims with ROEs with these added comments and requires officers to review the information in the comment section. However, since 2020, Service Canada has used artificial intelligence (AI) to support the review and interpretation of these added text comments on ROEs. This reduces the need for human intervention and supports claim processing automation.

Image 1 - AI Automation



In FY2122, AI reviewed nearly **1.3 million comments** successfully automating an additional **34.5% of ROEs**



4.2.3 Call Centre improvement strategy

In FY2122, Call Centres worked on several new and ongoing improvement strategies. These strategies are in the areas of managing client experience, modernization, prioritization, and inventory reduction.

Client experience

- Created online messaging advising clients of wait times for the EI call centre and of specific periods of high call volume
 - This strategy supported client expectations around services, ensuring they were aware of the wait times to speak to an agent

Modernization

- Prepared for the introduction of call recording, which is targeted for FY2223. FY2122 preparations include:
 - holding engagement sessions with the National Union and with all employees
 - training staff on the system and procedures
 - updating the Interactive Voice Responses (IVR) system to ensure clients are aware their calls will be recorded

Prioritization

- Identified and trained a group of employees to manage overpayments resulting from the EI Emergency Response Benefit (EI ERB)
- Advanced efforts to allow for the better placement of staff to address peaks in the workload.
- Began scheduling call centre agents to assist with eServiceCanada requests, providing support to in-person services in responding to the various enquires received online

Inventory

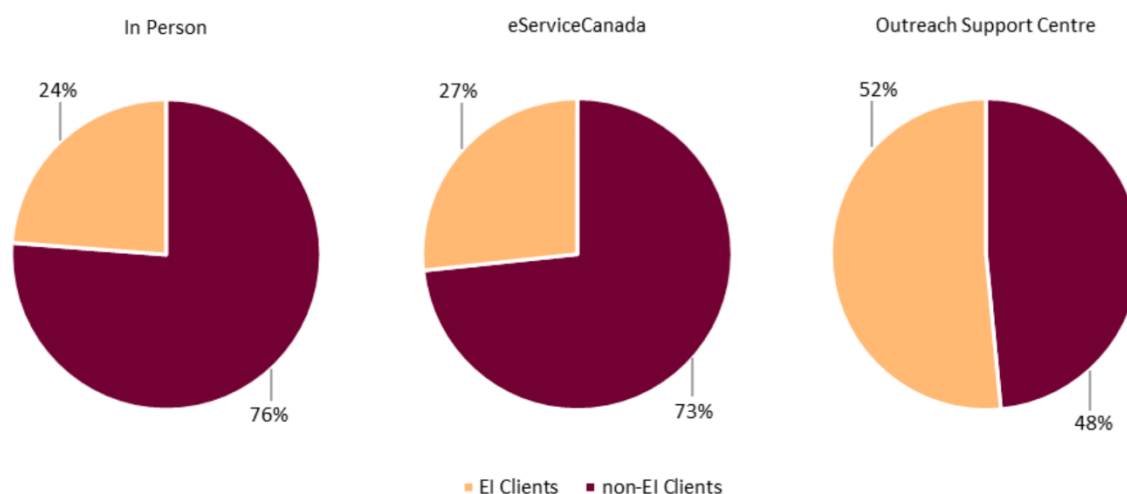
- EI call centre agents were reallocated to offline processing work during periods of lower call volumes
 - This increased capacity addressed processing inventory volumes and allowed for more alignment between employees with specific training and knowledge and areas of demand

4.3 Client experience with the EI Program

Service Canada provides services to EI clients in English and French, as per the *Official Languages Act*. In addition, the Telephone Interpretation Service allows employees to serve clients in about 100 languages in all Service Canada Centres (SCCs) and outreach locations across the country.

Across all programs, Service Canada served over 6 million clients in person at SCCs, via eServiceCanada, and through the Outreach Support Centres. Of these, over 1.5 million were EI clients. Chart 1, below, provides a summary of how many EI clients accessed those services in FY2122 as compared with clients accessing other programs.

Chart 1 - Service delivery summary



4.3.1 In person

Service Canada Centres

Service Canada Centres (SCCs) are open up to 5 days a week, managed and staffed by Service Canada employees, and offer general information and transactional services.

SCC employees provide general program information and 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:

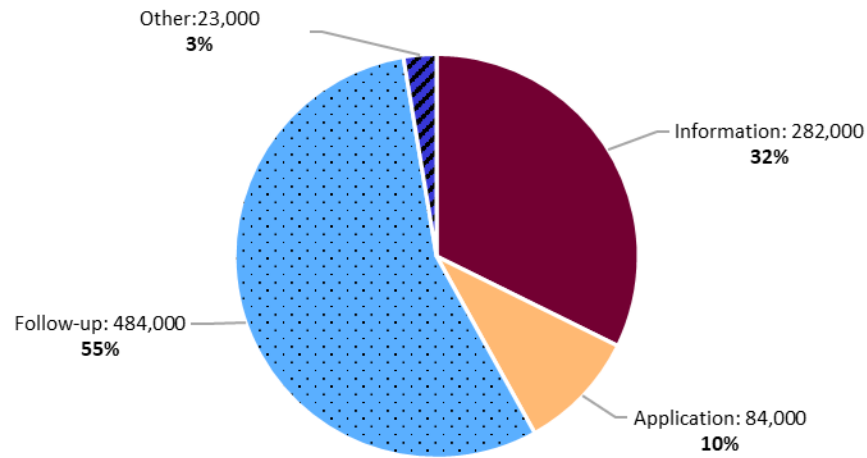
- authenticating identity
- validating supporting documents
- verifying information for completeness
- non-complex transactions: change of address, direct deposit
- temporary access code issuance, change of tax code, and extension of sickness benefits
- assisting with completing claimant reports
- assisting with completing EI applications
- clarifying emergency pandemic benefit overpayments, including the EI Emergency Response Benefit

On March 31, 2022, Canadians were able to access services at 332 In-person Points of service across the country (consult annex [4.3.1a](#)). These were comprised of:

- 317 SCCs
- 15 Service Delivery Partner (SDP) sites

In FY2122, Service Canada in-person points of service staff completed almost 880,000 service requests related to EI (consult annex [4.3.1b](#)). This represents 19% of all service requests handled. Chart 2 below provides a breakdown of the types of EI program in-person services.

Chart 2 - Breakdown of in-person services provided relating to the EI Program



Note: "Other" includes EI first point of contact resolution follow-up, employment processing support, and EI T4E tax form inquiries follow-up.

Emergency benefits

In FY2122, clients continued to have questions or concerns related to the concluded EI emergency pandemic benefits. A specialized EI team prioritized requests related to overpayments and other issues pertaining to the EI Emergency Response Benefit, providing support, advice, and timely responses.

eServiceCanada

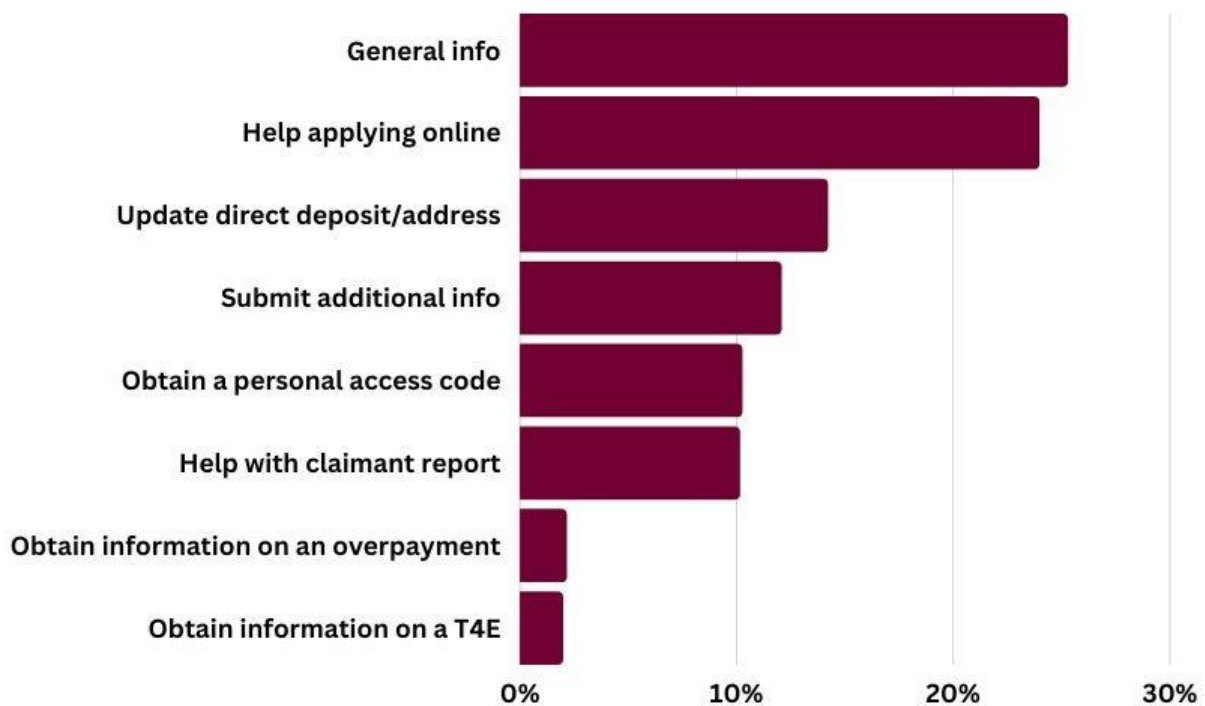
Launched in 2020, eServiceCanada is an online service that mirrors the services available to clients who usually come into SCCs. As an alternative to going into an SCC, EI clients can make requests for a call back through the eServiceCanada online request form. These requests are routed to Service Canada staff who contact the client within 2 business days. Staff are available to answer questions, help with applications, and provide personalized support to EI clients.

In FY2122, Service Canada staff contacted EI clients who made requests through the eServiceCanada channel within 2 days, 93% of the time. All clients for any program requests were contacted within 2 days, 89% of the time.

Image 2 - eServiceCanada requests

In FY2122, **874,615** EI eServiceCanada requests were made by **694,692** clients*

eServiceCanada EI program requests include:



*the number of clients represents the number of general requests made

For more on eServiceCanada requests, consult [annex 4.3.1c](#).

Scheduled outreach sites

Scheduled outreach sites are points of service located in host sites within communities that offer similar services to those offered at SCCs on a scheduled basis. Service Canada staff travel to a pre-determined location that is otherwise underserved, typically in a rural or remote area.

Scheduled Outreach sites remained closed due to COVID-19 throughout FY2122. A vast assessment exercise was conducted at the end of FY2122 to ensure host communities and Service Canada were ready to reopen these sites with appropriate Public Health and Safety measures in place. Scheduled Outreach reactivation will be implemented in a phased approach in FY2223.

Community Outreach and Liaison Service

The Community Outreach and Liaison Service (COLS) focuses on building relationships with communities and stakeholders to facilitate the delivery of service to priority populations who otherwise may face barriers to access. It provides expanded reach and scope to support vulnerable clients to have access to programs, services, and benefits. COLS can assist by creating awareness of the program and connecting clients with EI subject matter experts.

COLS provides responsive outreach to employers and workers facing labour market adjustments by offering EI application assistance, EI information sessions for those affected by mass layoffs, and program information for employers. Service Canada outreach staff made proactive calls to 1,469 employers at risk of conducting layoffs, and to the unions and professional associations, to promote other mitigation options. These options included the Work-Sharing and the Work Force Reduction programs.

In the event of a mass layoff, COLS staff work in partnership with provincial and territorial governments 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 to apply for EI
- the impact that payments can have on benefits upon termination of employment (for example, severance or pay in lieu of notice)
- other federal programs and services such as CPP, OAS, the Job Bank, and My Service Canada Account

The provincial or territorial partner provides information on programs and services available to help participants find suitable employment. This also includes information on retraining, resume writing, job search techniques, and interview skills. For more information, consult annex 4.3.1d.

In FY2122, in-person activities remained suspended due to the COVID-19 pandemic. However, COLS continued to build relationships and provide virtual support to increase and improve program and benefit access for Indigenous and underserved communities facing barriers to service. COLS offered virtual services, including information sessions and clinics to clients, throughout the year. These offerings ensured that clients had continued access to the full range of activities usually delivered by the COLS community. Where COLS was unable to go into the community during the COVID-19 pandemic, the Outreach Support Centre provided an alternate approach to ensure access to and awareness of services.

In FY2122 COLS conducted 1,306 EI-related information sessions to 11,313 participants:

- 466 EI information sessions to citizens
 - 146 mass layoff sessions
 - 174 Work-Sharing sessions
 - 8,151 participants
- 582 EI information sessions to employers

- 91 mass layoff sessions
- 363 Work-Sharing sessions
- 1,469 companies and organizations participating
- 258 EI information sessions to other stakeholders
 - 42 mass layoff sessions
 - 10 Work-Sharing sessions
 - 1,693 stakeholder organizations participating

For more information on the Community Outreach and Liaison Service, consult [annexes 4.3.1e-h](#).

Service Canada Outreach Support Centre

The Service Canada Outreach Support Centre (OSC) was launched in April 2020 as a complement to the COLS program. This toll-free service for Indigenous communities and clients who face barriers to accessing Service Canada's programs, services, and benefits was designed to ensure continuity of service when face-to-face interaction is not possible.

The OSC immediately connects clients with a Service Canada representative to receive assistance, including with enquiries regarding the EI program. The OSC acquired the VOCALLS system to support hearing-impaired clients by enabling them to communicate directly, and in real time, with Outreach Support Centre staff using a teletypewriter (TTY).

Although the Outreach Support Centre (OSC) was initially created as an alternate service delivery channel to meet client needs while in-person COLS activities were temporarily suspended during the COVID-19 pandemic, it will remain a permanent service delivery option for clients facing barriers to service even after in-person outreach is reactivated.

Image 3 - Outreach Support Centre requests

Staff received **27,345** calls at the Outreach Support Centre

leading to
31,932
completed service requests



52% of these requests were for EI

The OSC surpassed its service standard (90% of calls answered within 5 minutes) by answering 99% of calls within 5 minutes. The OSC provided services that included:

- assisting clients facing barriers to service with the completion of their EI applications
- supporting clients in emergencies, such as the wildfires experienced in the summer and the flooding experienced in the fall

As of March 31, 2022, 579 Indigenous communities had received services through either the OSC or virtual outreach activities.

Accessibility

In FY2122, the department continued to take action to make its programs and services more accessible for persons with disabilities.

In-person service locations

- Counter loops, which project sound directly to a client’s hearing aid, and Video Remote Interpretation (VRI) were made available in 145 SCCs
- Wayfinding beacons, technology used to help enable indoor navigation, were installed in 43 sites
 - Further installations will continue into FY2223 to equip common areas and 14 additional offices with the beacons
- “Talk through” microphones for Plexiglas shields are available in all offices, which reduce communication barriers

During FY2122, Service Canada conducted interviews and consultations across the country to gather feedback on barriers faced by clients with disabilities. The findings will play a role in improving the client experience as the Department works to reduce these barriers across the client-facing channels.

4.3.2 By telephone

Employment Insurance call centre

The EI Call Centre network is the main point of contact for EI clients. The EI Call Centre spreads calls across the national network based on next available resources, regardless of from where in the country the calls originate. The network maintained the increased staffing levels from FY2021 of approximately 3,000 full time agents. The EI Call Centre had a turnover rate of 38%, of which approximately two thirds permanently left (including resignations and retirements).

EI call centre agents respond to questions about the application process for EI, eligibility for EI benefits, and enquiries specific to claimants’ EI files. Agents 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

The EI call centre received almost 23.6 million calls in FY2122 compared with 53.3 million calls in FY2021. This decrease of 29.7 million calls represents a return to call levels seen before the pandemic.

Interactive Voice Response system

The EI call centre is equipped with an Interactive Voice Response (IVR) system. The IVR system 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 FY2122, 60% of calls (14.1 million) were resolved¹ in the IVR system without the need to speak to an agent. This is an increase in the percentage of calls resolved in the IVR, compared to FY2021 (54%). FY2021 saw a considerable reduction in the total number of calls from the previous fiscal year, when the pandemic and measures were at their heights. Therefore, the actual number of calls that were resolved in the IVR compared to FY2021 was lower by 11.5 million (consult [annex 4.3.2a](#)).

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. Questions about the status of an expected payment
5. Help on how to file their application

Calls answered

Image 4 - 7.2 million calls answered



As described in image 4 above, FY2122 saw an increase in calls answered. In fact, this is the highest number of calls answered since the EI call centre was networked nationally (consult [annex 4.3.2b](#)). This

¹ 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.

increased responsiveness is a result of the implementation of the new telephone technology last year and maintaining the staffing levels from FY2021.

Many of the calls were with regard to questions about the status of a claim. Because there were more applications for and revisions of claims in FY2122, the volume of the claims waiting to be processed steadily increased over the year. The number of new and reopened claims was around half that of the pandemic volumes but remained a little higher than the average before the pandemic. The volume of new revisions of claims remained high.

Call length is affected by the nature and complexity of the calls received. FY2122 had additional complex situations such as EI ERB repayments and calls related to potentially fraudulent activity on client files. Call length is also affected by the proportion of new staff, who generally have longer call lengths than more experienced agents. In FY2122, 44.4% of call centre agents had at least a year of experience compared to 27.5% in FY2021. It was still far below the level in FY1920 when the majority (68.9%) had at least 1 year of experience. In FY2122, the average call length was about a minute longer than in FY2021, at approximately 16 minutes.

Agent availability and caller wait times are two important performance indicators for call centres. Agent availability represents the percentage of call attempts² that are successfully placed in queue to wait to speak to an agent. Caller wait times represents the amount of time a caller is in queue waiting to speak to a call centre agent.

In FY2122 agent availability was much higher at 98.9% compared to FY2021 when agent availability was 50.1%. Also in FY2122, the average annual wait time to reach an agent was 20 minutes, which was 42 minutes shorter than in FY2021. The FY2122 average annual wait increased when compared to the pre-pandemic FY1920 results of just over 14 minutes. Although the wait time has not returned to pre-pandemic levels, the availability of call centre agents to speak to callers has increased dramatically and callers no longer need to make repeated attempts to get through. In fact, aside from 9 high-call-volume weeks, 100% of clients who wanted to speak to an agent were placed in the queue. For information on the rate of callers who chose to hang-up, rather than wait to speak to an agent, consult [annex 4.3.2c](#).

The changes and improvements to agent availability and caller wait times is directly related to the following initiatives:

- the FY1920 migration to the modernized call centre platform, the Hosted Contact Centre Solution (HCCS), and upgrades to queue capacity
- maintaining the higher staffing level established in FY2021

HCCS allows all callers to access the call centre queue and wait to speak to an agent. Consequently, the increase in agent availability for the EI Call Centre results in longer wait times for callers but more answered calls.

² A single client may represent multiple call attempts to call centres.

Factors affecting Call Centre performance

The number of calls received throughout the year from clients waiting for EI claim decisions remained elevated this reporting year. Claim status enquiries are directly correlated with the volume of EI claims submitted but not yet processed.

Increased fraudulent attempts to access EI benefits resulted in increased calls from impacted clients. Calls from these clients also took longer to handle. Consult [Section 4.5.3 “Disrupting wrongdoing”](#) for further details on the Department’s response to fraudulent activities.

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 centre tracks 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 interaction³.

During FY2122, the percentage of calls that were resolved by a Call Centre agent with no additional follow-up required decreased by 1.5% to 83.4% (consult [annex 4.3.2d](#)). This decrease remains above the 81.5% result for FY1819, the last full year before the COVID-19 pandemic. This is due to the temporary EI simplification measures and changes to the way that call centres manage status enquiries for claims that are taking longer to process. Of note, the shift in handling enquiries related to claim status also reduces unnecessary items in the processing workload. This allows staff to focus on ensuring clients receive their payments quickly.

Employer Contact Centre

Another critical component of the call centre network is the Employer Contact Centre (ECC). The ECC provides enhanced services to employers through an accessible, national, single point of contact. The ECC network is comprised of approximately 71 full-time agents.

Employers contact the ECC to get information and help on a variety of service offerings.

Call volume

Clients made 490,735 calls to the ECC in FY2122. 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 FY2122, 175,964 calls were resolved in the IVR system, which was a decrease compared to 385,835 calls the previous fiscal year. The ECC answered 307,586 calls in FY2122, which is 57,793 fewer calls than

³ Call resolution is an internal organizational performance indicator and does not measure client satisfaction.

in FY2021, when the ECC experienced high call volume because of the COVID-19 pandemic and the GCKey incident⁴.

Calls answered

In FY2122, virtually 100% of clients who opted to speak to an ECC agent were placed in queue. This is a 9.7% increase from the previous year.

Image 5 - Clients reaching ECC agents



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 surpassed this target by answering 95.2% of calls within 10 minutes, an increase of 26.4% from the previous fiscal year. The average length of time clients had to wait to speak to an agent decreased by approximately 8.2 minutes to 1.4 minutes. The number of clients who chose to hang up after being placed in queue decreased to 6,979 from 50,367 calls the previous year.

Records of employment on the web (ROE Web) remained the ECC's main service offering for a second year in FY2122, ahead of requests for paper ROE forms. This could indicate that the shift to ROE Web observed in FY2021 has become a general trend.

ECC agents answered 307,586 calls in FY2122, compared to 365,379 calls in FY2021. The following are the top 5 reasons employers called the ECC to speak to an agent for assistance:

1. To enquire about ROE Web registration and login
2. To order paper ROE forms (consult [section 4.4.1](#))
3. To receive help about block specific information on ROEs
4. To receive technical support for ROE Web

⁴ 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.

5. To receive help on how and when to issue an ROE

In FY2122, the ECC improved its service delivery and ability to address client issues. Historically, when employers needed to change a contact name, add a contact name, or change an address, ECC agents had to refer the callers to the EI call centre. However, in FY2021 the ECC agents were granted additional access to the EI Premium Reduction Program System allowing them to input the changes directly, resulting in quicker service and fewer escalations. In FY2122, ECC agents started giving employers EI-related guidance regarding payroll information, letters from EI, requirements, and applications.

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 a minimum of 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 materials. A post-training monitoring program ensures 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 additional training as required when the Department introduces changes to programs or systems.

Given the complexity and volume of calls regarding the COVID-19 emergency benefits, supplementary reference material was provided to support call centre agents during the busy tax season. Agents also received additional training to address the temporary EI simplification measures that came into force in September 2021.

Coping skills and crisis intervention training for call centre employees

Employees responding to telephone enquiries must sometimes deliver difficult information to clients. The Department offers all call centre employees the opportunity to attend coping skills and crisis intervention training.

All call centre employees receive 2 full days of training relating to coping skills as part of their initial training curriculum. The intent is to prepare employees by helping them develop active listening skills, call de-escalation techniques, strategies to help manage and control their personal reactions as well as provide them with resources and tools to help support their own wellness.

Additionally, every call centre employee benefits from the availability of training relating to dealing with crisis in a call centre environment. 2,217 EI employees and 114 ECC employees attended this training course in FY2122.

The objectives of this 1-day session are to:

- help employees improve their ability to recognize an emotional or mental crisis in themselves, their co-workers, or their clients
- identify and apply coping mechanisms to help them through a crisis

- identify and apply tools to de-escalate issues present because of a crisis
- identify available resources

The Department ensures that ongoing support is available to employees as they progress in their call centre careers with the implementation of a 3-year training cycle. 2 full-day training sessions are offered to employees each fiscal year. Training content reinforces the technical, interpersonal, and self-care skills employees may need to foster a positive work environment and support their mental health, and well-being.

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 (NQCP) for Call Centres.

Through the program, agent calls are monitored on an ongoing basis. Agents receive regular feedback to ensure that they provide accurate and complete information. Feedback may include coaching or training plans tailored to individual needs. Additional monitoring can also be completed as part of these plans to ensure continued performance improvements. To ensure consistency across the network, national calibration sessions are held to ensure that the same monitoring criteria is applied across all call centres.

The NQCP 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 meeting⁵, or not meeting quality expectations.

In FY2122, 86.6% of the reviewed calls to the EI Call Centre adequately fulfilled the essential criteria for calls. The specific element "Provides Accurate and Complete Information" is a key indicator of the result achieved for the client. For this element, 88.96% of reviewed EI calls adequately fulfilled the essential criteria.

For the ECC, 94.4% of calls monitored adequately fulfilled the essential criteria for calls, and 96.11% of reviewed ECC calls adequately fulfilled the essential criteria for the element "Provides Accurate and Complete Information".

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.

⁵ When the program categorizes an element as "partially meeting quality expectations", it means that the agent has adequately fulfilled the essential criteria for that element, but observations for minor areas of improvement that did not affect the client have been identified.

4.3.3 Online

Canada.ca

Online EI information and services were among the most popular content on Canada.ca. In FY2122, there were 60 million visits across all EI web pages, down from 137.7 million visits in FY2021.

The following EI pages were among the most used ESDC web pages in both official languages:

- [EI reporting](#)
- [EI benefits](#)
- [EI regular benefits: Apply](#)
- [Record of employment on the Web \(ROE Web\)](#)
- [EI contact information - Individuals](#)

EI regular benefits web pages

The EI regular benefits pages had 9.2 million visits in FY2122. There were 41% fewer visits than in FY2021. Compared to FY2021, when the page visits were elevated all year but spiked in a few busy months, this year the visits were spread out more evenly.

The EI regular benefits pages had a high task conversion rate⁶ of 46% in FY2122, compared with 45% in FY2021. This demonstrates the continued trend that started at the beginning of the COVID-19 pandemic, indicating the ongoing contributions of the online channel to supporting EI claimants.

Maternity and parental benefits web pages

Claimants have access to an [estimator 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 FY2122, the data shows that:

- 318,156 clients used the estimator tool, generating 663,704 estimates
- there were 2.5 million visits to the EI maternity and parental benefits information pages, a 10% increase over FY2021
- 20% of visitors to the maternity and parental benefits pages went on to start applications for benefits

EI sickness benefits web pages

The EI sickness benefits pages had 2.7 million visits in FY2122, 17% fewer visits than in the previous year. About 10% of those visits went on to start applications. This is a 4% increase over last year.

Services

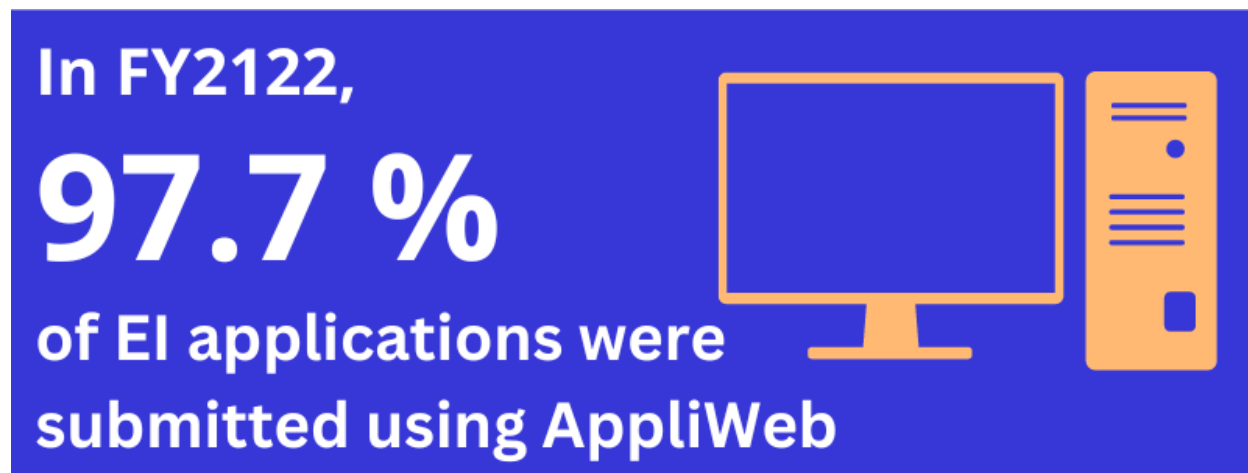
Clients use ESDC's secure web applications to access information and make transactions. EI online tools are fundamental to the delivery of services.

⁶ Task conversion rate refers to those who visited the webpage and then went on to start an application using AppliWeb

AppliWeb

AppliWeb is the online tool EI claimants can use at any time to submit applications. Claimants can access AppliWeb from anywhere offering an internet access, including in Service Canada Centres. Information shared by claimants is automatically transferred to the EI system and used to support claim processing automation.

Image 6 - Applications submitted using AppliWeb



For more on AppliWeb consult [annex 4.3.3a](#).

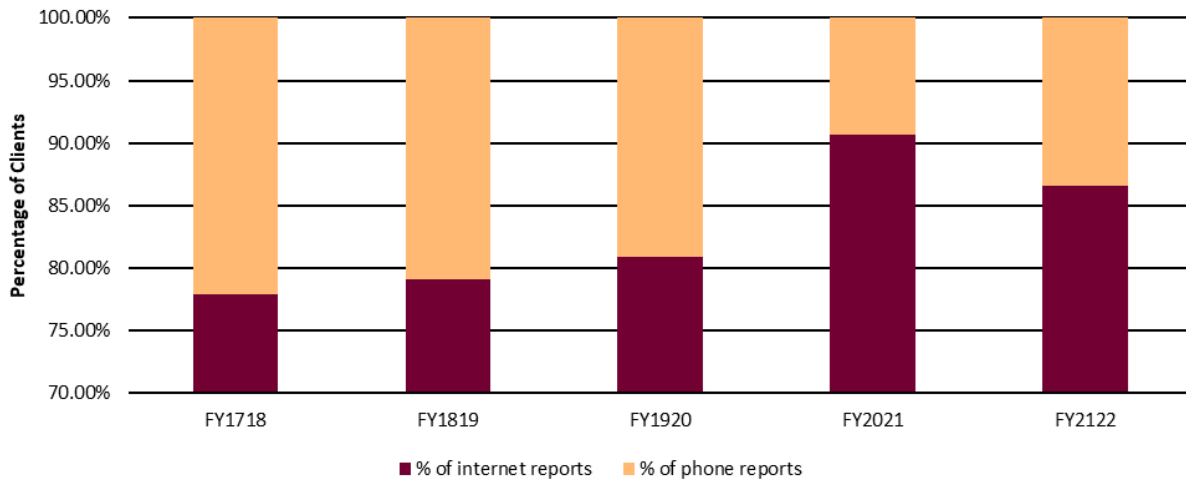
Electronic reporting

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 supplemental information directly in their reports. The information is instantly transferred to the EI system and may result in faster payment processing for claimants.

In FY2122, the internet service remained the preferred electronic reporting method for EI at 86.6%, compared to 90.7% in FY2021. The remaining 13.4% of electronic reports were completed by phone (consult chart 3, below).

Chart 3 - Preferred methods for completing EI reports



My Service Canada Account

My Service Canada Account (MSCA) is an online portal that Canadians can access through Canada.ca. MSCA allows Canadians to view and update their information for:

- EI
- Canada Pension Plan (CPP)
- CPP disability
- Old Age Security (OAS)

MSCA offers self-serve options and is available 24 hours a day, 7 days a week, from anywhere with internet access. The MSCA portal contributes to accessible, accurate, and timely services for Canadians. In late FY2021, ESDC launched a chatbot designed to provide clients with access to an automated chat about the MSCA process. The chatbot answered 589,731 questions in FY2122.

Using MSCA, EI claimants can:

- check the status of their applications and transactions, including payment information
- receive new information from Service Canada about their EI claim or changes to their account
- get their T4E tax slip
- view previous EI claim information
- submit or view supporting documents to an EI claim
- view and print their electronic records of employment

The EI services on MSCA are promoted through Canada.ca, on AppliWeb, via the EI Call Centre, and in communications sent to claimants. For more information on the MSCA, consult [annexes 4.3.3b-c](#).

Online security and design improvements

After its launch in FY2021, multi-factor authentication was made mandatory for all MSCA users in FY2122. This security measure helps protect users' personal information and prevent unauthorized access to MSCA.

In FY2122 the design of the online EI reporting content was updated to make it easier to use. Through random testing, by showing different versions of the page to real life users, the final version saw improvements in terms of time visitors spent on the pages and the number of visitors that clicked through to the reporting tool. In the 60 days following the launch of the new design, the updated page showed a 4% increase in the number of visitors successfully clicking through to complete their EI report, from 89% to 93%. This represents over 130,000 more clicks. During that same 60-day period, over 55,000 more visitors stayed on the site instead of immediately leaving. Clients reported that task success, ease of use, and satisfaction all improved.

In FY2122, the Department worked to improve headings throughout the EI regular benefits pages. New and rewritten headings were added to improve users' ability to scan and understand the pages quickly and navigate to the sections that are relevant for their needs. ESDC also reworked the content of EI services in the non-secure pages leading into MSCA. This makes it easier for Canadians to see what information and services are available in MSCA.

Online literacy and accessibility

ESDC's top 150 web pages generate over 90% of ESDC's web traffic and include several EI pages. All of these pages continue to meet the grade 6-8 literacy standard level.

ESDC continues to use the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) for Web accessibility and to offer:

- [top-level AAA features](#) for Accessibility Standards on the web
- continuous work with the blind and visually impaired community on improvements to the [Job Bank Mobile app](#)
- voice-based services as an assistive technology, including:
 - virtual assistant pilots via Google Home and Alexa
 - publishing voice-ready content onto Canada.ca
 - search engine optimization for voice content

4.3.4 Client Experience Survey FY2122

Context of the Client Experience Survey

The Client Experience (CX) Survey tracks satisfaction among Service Canada clients receiving an initial decision, measures changes in use and satisfaction of service channels, and assesses the ease, effectiveness and emotion by service channel and program.

The CX Survey is used to monitor the service delivery performance of Service Canada, the impact of service delivery changes, and generate insights into action.

The FY2122 Survey results for EI clients⁷ reflect the service experience of claimants who received an initial decision between January 1 and March 31, 2022, inclusively. This is the fifth wave of the annual Service Canada-wide survey and was preceded by the EI Service Quality Review Survey in 2017.

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 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 types^{8,9}. 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 FY2122 found that overall satisfaction among EI clients decreased 8% between FY2021 and FY2122, from 84% to 76%.

Overall satisfaction was higher, at 85%, among seniors (aged 60 and over) than it was among youth (18 to 30 years old), which were 68% satisfied. EI clients who were first time claimants are less satisfied with the service experience overall (70%) compared to those who also applied before (77%).

Drivers of overall EI satisfaction

The top driver of overall satisfaction for EI clients was the timeliness of the client journey¹⁰. The ease of registering for MSCA, receiving consistent information, clarity of the issue resolution process, and the helpfulness of Service Canada in-person representatives also took on increased importance.

The three strongest drivers of overall satisfaction among EI clients in FY2122 were:

- Reasonable timeliness
 - 69% of EI clients considered the amount of time it took from start to finish reasonable (compared to 80% in FY2021. This is an 11% decrease).
- Ease of registering for My Service Canada Account
 - 51% of EI clients found registering for MSCA easy (compared to 65% in FY2021. This is a 14% decrease).
- Receiving consistent information
 - 76% of EI clients found that the information they received was consistent (compared to 82% in FY2021. This is a 6% decrease).

⁷ The detailed Client Experience Survey report including the FY2122 results will be available in the Spring of 2023 on the Library and Archives website and on [Canada.ca](https://www.canada.ca)

⁸ Compassionate care benefits and benefits for parents of murdered and missing children were excluded from the sample due to the sensitivity of the files.

⁹ Renewals and revisions claims were not included in the sample, as these actions occur after clients have accessed the program

¹⁰ Client journey is defined as from when clients started gathering information to when they receive a decision. Clients were asked if the amount of time it took to get through this client journey was reasonable.

The greatest opportunity to boost the service experience for EI clients was in improving the timeliness of service. Areas of secondary importance for improvement included the ease of registering for MSCA, the ease of follow-up, and the ease of getting help on the application.

EI clients' satisfaction across various service channels also changed significantly:

- Satisfaction with the specialized call centre decreased to 63% in FY2122 from 70% in FY2021
- Satisfaction with the online channel decreased to 71% in FY2122 from 77% in FY2021
- Satisfaction with the in-person channel decreased to 73% in FY2122 from 77% in FY2021

Service channel usage

There was a behavioural shift in channel usage at the height of the pandemic when a significant volume of EI clients moved from in-person to the online channel to access services. In FY2122, this shift did not reverse, and EI clients' reported channel usage remained stable compared to FY2021 with only a slight rebound in the use of the in-person channel.

- 43% of EI clients reported completing their client journey using only self-service (online and/or mail and without assistance by phone or in-person) compared to 51% in FY2021.
 - Compared to FY2021, in FY2122 EI clients were more likely to have used a combination of phone and online, or mail throughout their journey and less likely to have only used online or mail.
- In the awareness stage¹¹, the use of the in-person channel for EI clients in FY2122 remained stable (14% compared to 13% in FY2021), while use of the online channel also remained stable (83% compared to 85% in FY2021).
- In the application stage¹², the use of the in-person channel for EI clients in FY2122 remained stable at 8% compared to 7% in FY2021.
 - This sharp decline is notable compared to the 44% seen in FY1920.
 - The use of online channels remained stable at 94%.
- 45% of EI clients followed up, compared to 38% in FY2021.
 - EI clients continued to be most likely to use the telephone channel in the follow-up stage¹³.
 - 79% of EI clients that followed up used the phone compared to 71% in FY2021.
 - Of these, 33% of EI clients followed up with Service Canada to check on the status of their application, compared to 28% in FY2021

For more on overall EI satisfaction and the CX survey, consult [annexes 4.3.5a-e](#).

¹¹ Clients are in the awareness stage when they seek general information, before they apply

¹² At the application stage, clients are actively preparing, completing, and submitting their applications

¹³ At the follow-up stage, clients interact with Service Canada after submitting their application and before receiving an initial decision; e.g. clients follow up on the status of their application before receiving an initial decision

4.4 Application intake and claim processing

4.4.1 Employer intake

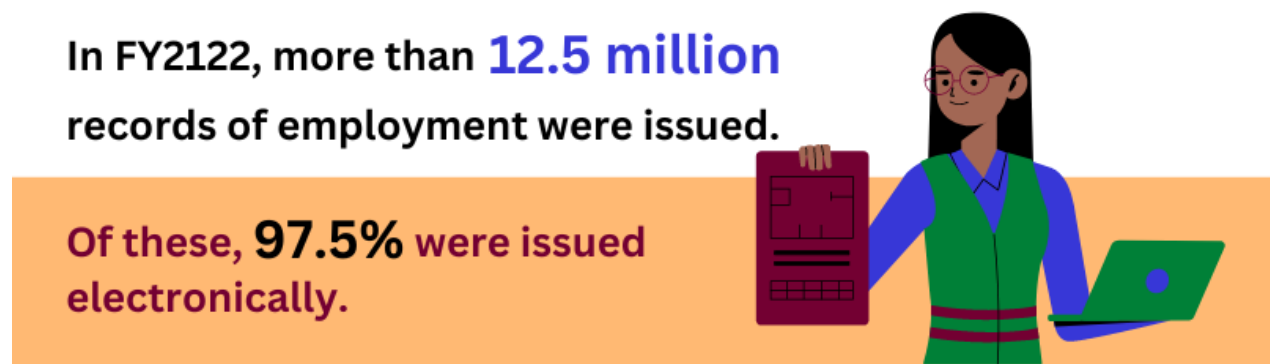
Record of employment

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, Service Canada uses the ROE to:

- determine eligibility to benefits
- calculate the benefit rate
- calculate the number of weeks of entitlement to benefits

Employers and payroll service providers 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 to process these claims.

Image 7 - Records of employment issued



For more on eROE distribution, 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, including:

- 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 FY2122, 40,231 employers registered to ROE Web, compared to 84,699 in FY2021. In response to the COVID-19 pandemic, an exceptional number of employers chose to register for ROE Web in FY2021. In FY2122, new registrations returned to a pre-pandemic level (45,849 in FY1920).

For more on electronic ROEs [consult annexes 4.4.1b-c](#).

4.4.2 Claimant application intake and processing

A national network of officers processes EI claims. They sort, review, and make decisions about EI applications with support from EI processing systems. These systems automate the processing of claims and the management of the workload.

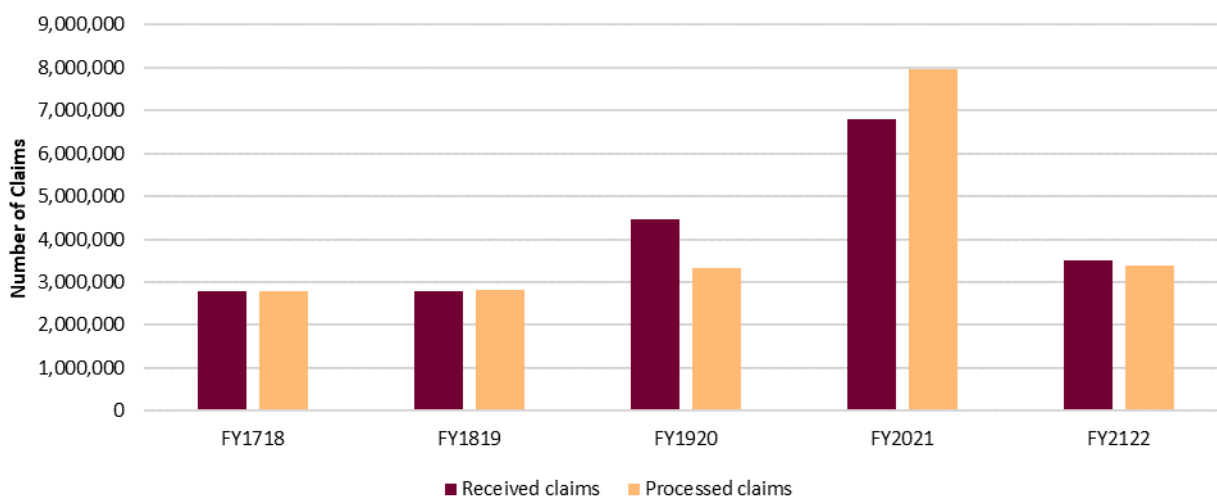
Claims received

In FY2122, 3,512,858 EI claims were received, compared to 6,801,926 in FY2021. The department received a record number of claims in FY2021 due to the COVID-19 pandemic.

Claims processed

In FY2122, the Department processed 3,387,201 EI claims compared to 7,958,457 EI and EI ERB claims in FY2021. The average time for eligible claimants to receive a first payment was 18 days from filing an application, compared to 16 days in FY2021¹⁴.

Chart 4 - Claims received and processed in FY2122



For more on claims processed and speed of payment [\(consult annexes 4.4.2a-b\)](#).

Hiring and training

Each year, experienced EI processing officers progress in their career paths to move into management and expertise positions. In FY2122, the turnover rate was consistent with previous years. ESDC continued to hire and train new employees in order to maintain EI processing operations.

New officers must go through extensive training, and it takes up to 2 years before they are able to perform all the duties of an EI processing officer. The initial training program is comprised of multiple modules staggered over time. Officers then require additional subsequent phases of training to perform the full duties of their position. The training format is designed to help the organization to:

- handle large volumes of officers in training

¹⁴ In FY2021, a larger volume of claims was automatically processed due to the *EI Act* amendments and temporary measures.

- remain flexible in the face of legislative changes
- support manager’s plan for future hiring needs

National Operating Model

In FY2122, the processing network¹⁵ operates under a National Operating Model (NOM), which means that work is moved to the next trained and available officer anywhere in the country. The model ensures equal service is offered to Canadians nationwide.

Its key principles are:

- **1 workforce:** uniform hiring and training of employees
- **1 process:** standardized processes and procedures
- **1 workload:** assignment of work to the first available officer anywhere in the country

Inventory

The department regularly receives new information regarding EI applications that were already processed. Officers then need to review those claims. Due to an increase of the inventory in recent years, due in part to the COVID-19 pandemic, the Department opted to focus its activities on the processing of new claims to ensure that Canadians were receiving their payments in a timely manner. As a result, there is an important inventory of older claims waiting to be reviewed.

Most of the inventory requires fully trained and experienced officers. At the end of FY2122, 45% of the EI officers had between 0 and 12 months of experience and only a limited number of officers had all the knowledge required to review claims.

Starting in FY2223, the Department is implementing a multi-year strategy to reduce the volume of claims in its inventory and to improve its capacity to meet service standards. For this purpose, additional funding¹⁶ has been granted to ESDC to onboard new staff, upskill employees, and maintain the workforce.

4.5 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 errors both while claims are being processed and afterward. These quality assurance activities ensure that the right benefits are paid to the right person in the right amount the first time. Having these assurances in place improves the quality of EI services, strengthens the integrity of ESDC programs, and demonstrates effective and prudent stewardship of public resources. Some examples include:

- the correction of ROEs by processing staff to ensure that the entitlement amount is correct
- the validation of reasons for separation to confirm eligibility

¹⁵ The EI processing network is divided in 4 regions across Canada (West and the Territories, Ontario, Quebec, Atlantic). Before the National Operating Model, the EI workload was typically handled in the claimant’s region of residence.

¹⁶ [Fall Economic Statement 2022](#)

Given their preventative nature, these activities influence the number of errors identified in the quality control programs that occur after claims are processed.

The Department manages 2 quality control programs that ensure claimants are receiving benefits to which they are entitled:

- the Employment Insurance Payment Accuracy Review (PAAR) program
- the Processing Excellence, Accuracy and Quality (PEAQ) program¹⁷

4.5.1 Employment Insurance Payment Accuracy program

The objective of the EI Payment Accuracy (PAAR) program is to provide assurance that the error rates stated in the departmental financial statements do not exceed 5% of the total EI payout. This is achieved by reviewing a statistically valid sample of files and forecasting the monetary value of the identified errors. Through this process, the department can provide estimates of overpayments, underpayments, and overall payment accuracy.

EI Payment Accuracy Review sample

Historically, files selected for the PAAR program were selected using Monetary Unit Sampling (MUS). To increase the usability of the PAAR data, in October 2021, the sampling approach shifted from MUS to a Simple Random Sampling (SRS). As such, for this fiscal exercise, the 504 files selected and reviewed to identify undetected errors that result in possible mispayments were identified using a combination of MUS and SRS¹⁸.

EI Payment Accuracy Review results

ESDC has an established target accuracy rate of 95%¹⁹ in benefit payments per year. This rate includes claimant, employer, and Service Canada errors. The accuracy rate of approximately 95% has been maintained over the last 15 years. During FY2122, the overall accuracy rate was 94%²⁰ (consult [annex 4.5.1a](#))²¹.

Claimant error rate

This year, the client error rate increased from 2.1% to 4.2% (consult [annex 4.5.1b](#)). While PAAR reviews uncover unidentified client errors that occur in the initial processing of the file, most situations that lead to client errors identified in a PAAR review occur after the initial claim is established. These include situations where clients incorrectly reported earnings while in receipt of benefits, failed to declare the

¹⁷ 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, now known as Processing Excellence, Quality and Accuracy (PEAQ).

¹⁸ Files were selected using MUS for the April to December 2021 review periods, while SRS was used for January to March 2022.

¹⁹ 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%.

²⁰ 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 4.5.1a](#) reflect the most current results for both FY2021 and FY2122.

²¹ Erratum: Previous iterations of this Report indicated in error that the Office of the Auditor General reports on these results each year in the Public Accounts of Canada.

refusal of a job, quitting a job, or being dismissed from a job. Service Canada has limited control over these types of errors but is looking to identify solutions that would allow for a reduction in the frequency of these issues.

Employer error rate

The employer error rate decreased slightly this year, from 1.0% to 0.6% (consult [annex 4.5.1c](#)). Incorrect information reported by the employer accounts for 100% of the error rate. To identify employer errors, all ROEs used to establish the claims of sampled files are validated with the employers. Electronic ROEs contribute to maintaining low levels of errors. They represent approximately 95% of the ROEs validated through the PAAR process. The Department also continues to analyze employer errors to understand why they occur, the financial value, and possible ways to avoid them.

Service Canada error rate

The Service Canada error rate increased from 0.8% to 1.1% in FY2122. The majority of these are processing errors. Processing errors occur when activities are actioned incorrectly or not actioned at all by processing staff, when required. Service Canada's continued efforts to automate processing contributed to maintaining low levels of errors (consult [annex 4.5.1d](#)).

4.5.2 Processing Excellence, Accuracy and Quality program

Previously, the Department provided information related to the Processing Accuracy Reviews (PRAR) and Individual Quality Feedback (IQF) programs. Due to the impacts of the COVID-19 pandemic, Quality Services Division programs including PRAR and IQF were paused for several months. This unique operational pause allowed for the exploration of changes that could bring quality processes into a more aligned and cost-effective model, while still meeting program objectives and stakeholder needs. Following careful analysis, at the end of FY2021, the similarly scoped PRAR and IQF programs were merged into the Processing, Excellence, Accuracy and Quality (PEAQ) program.

Through the PEAQ program, Service Canada will continue to measure the level of processing accuracy, but it will also provide meaningful individual feedback to employees and management regarding the employees' ability to accurately apply legislation, policies, and procedures in the processing of core program files. Initial PEAQ results will be available in the next iteration of this Report.

4.5.3 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.

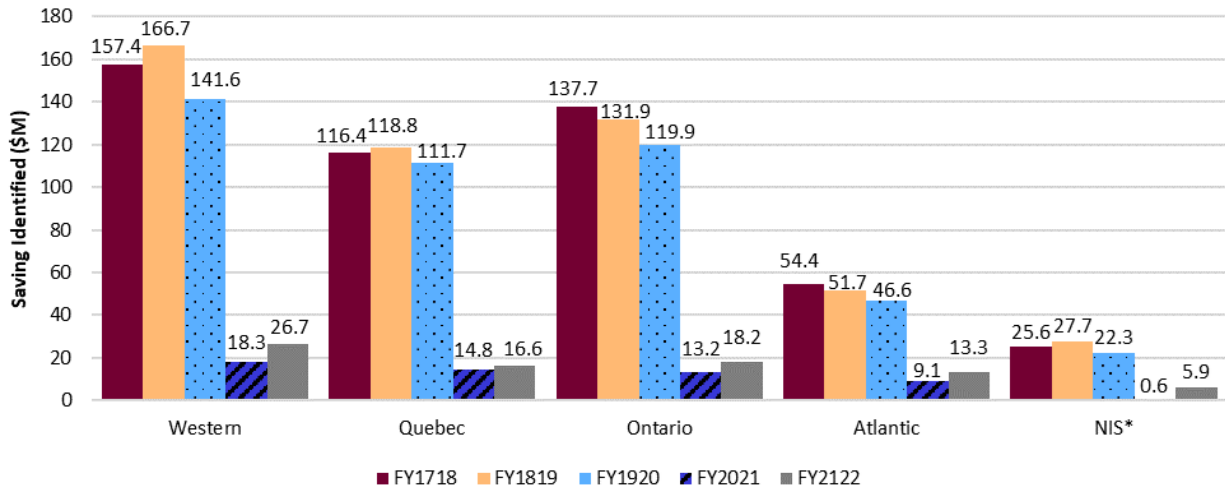
During FY2122, ESDC conducted close to 93,000 administrative reviews and investigations relating to the EI program. This reflects significantly more reviews than the 15,596 conducted last fiscal year, but the number has not returned to the amount seen before the COVID-19 pandemic. This is largely due to resources being allocated to solving issues related to emergency pandemic benefits.

Typically, administrative reviews and investigations uncover instances of unintentional errors 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

Administrative reviews and investigations generate significant savings for the EI Operating Account. In FY2122, savings of \$80.62 million were generated (consult chart 5, below).

Chart 5 - Total net savings identified (\$M) due to integrity activities



*NIS: National Investigative Services (NIS). Cases dealing with unreported absences from Canada while on EI 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 were calculated using the raw data.

The savings amount reflects a combination of overpayments, penalties, and 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 recovered.

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 collection of debts by the CRA through an agreed upon repayment schedule

Disrupting wrongdoing

Organized fraud attacks against public sector organizations have increased exponentially during the COVID-19 pandemic and show no signs of slowing. In the context of increases in instances of identity theft, detecting and preventing fraudulent attempts to establish EI benefits using another person's personal information continued to be a priority for the Department in FY2122. The Department focused its resources on identity validations to mitigate impacts on legitimate claimants and to ensure that they receive the benefits to which they are entitled in a timely manner.

Due to increased fraudulent attempts to access EI benefits, procedures were created to mitigate the impact of fraud on legitimate claims. A specialized group of call centre agents was established to assist in handling the volume of enquiries related to fraud. These agents triaged the cases and prioritized the resolution of claims for clients who were experiencing delays due to fraudulent activities.

Employment Insurance Emergency Response Benefit

In FY2021, ESDC developed a comprehensive 4-year plan (FY2122 to FY2425) to support post-payment verification of EI Emergency Response Benefit (EI ERB) eligibility. Since the planning was ongoing at the end of FY2122, results of the post-payment verifications will be included in future iterations of this Report.

Throughout FY2122, the Department conducted investigations of potentially fraudulent EI ERB claims. As reported in the 2022 Public Accounts of Canada, the Department reported losses of \$7.6M from 12,507 EI ERB files due to suspected fraud. These files have been referred to the Royal Canadian Mounted Police (RCMP) for investigation.

Also during this time, ESDC developed new processes, training, procedures, and quality monitoring protocols in support of future post-payment verification activities. The Department analyzed the data, once the necessary information became available, to identify and prioritize claims for post-payment verification.

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. 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

At the onset of the COVID-19 pandemic, Claimant Information Sessions were suspended due to public health protocols governing Service Canada Centres. As of the end of FY2122, Claimant Information Sessions have not yet resumed.

4.5.4 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 good stewardship of public funds.

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 activities 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 nationally and regionally. They are used to indicate trends, patterns of errors, and to identify best practices. Quality Management activities were temporarily put on hold in FY2021 but have since resumed.

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 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 include aligning program procedures with the newly updated ESDC Identity Management Policy Suite. 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 while 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 SIN 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. These 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 integrity resources to high priority investigation activities.

Generally, the number of EI administrative reviews and investigations that are conducted annually is in line with the number of cases that are considered high-risk. However, in any given year, the volume might vary based on the changing nature and significance of identified risks.

ESDC also has a risk analysis function to assess program integrity risks and to understand better the root cause of "mispayments." This function includes developing appropriate mitigation strategies, which may involve implementing more controls, to address any identified vulnerabilities.

4.6 Recourse

4.6.1 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. Following the review, the first decision is either kept, reversed, or changed. Once the review is completed, Service Canada informs the client of the outcome²².

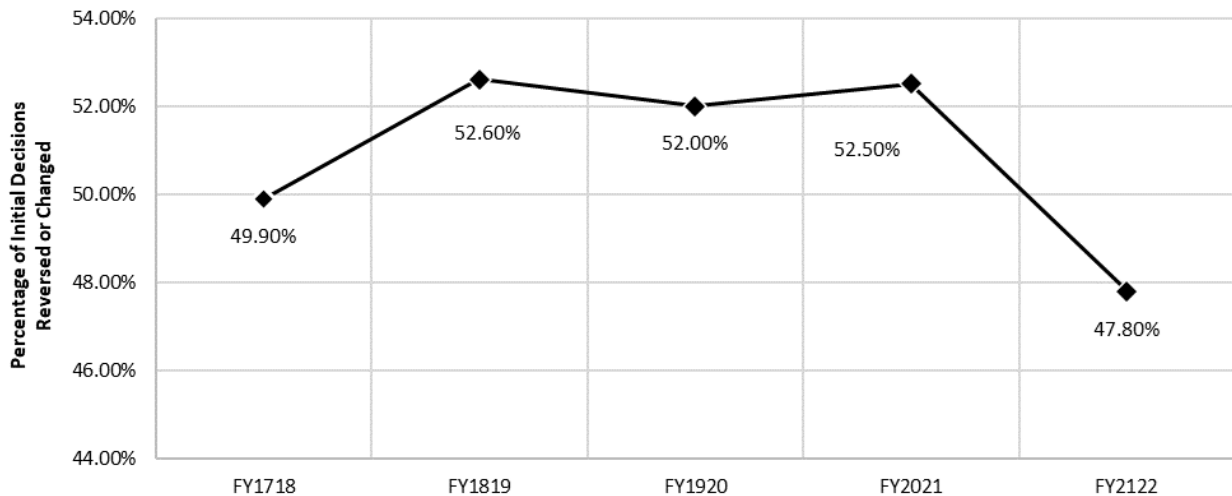
ESDC’s service standard is to finalize requests for reconsideration within 30 days of the request being received. The Department was able to meet the standard for 83.7% of the requests, compared to 88.7% in FY2021.

This year, the CEIC received 48,545 requests for reconsideration, compared to 22,250 in FY2021 and 48,297 in FY1920. For FY2021, the higher acceptance rate to benefits for EI ERB and the subsequent EI simplification measures resulted in a lower volume of requests for reconsideration. The increase for FY2122 coincides with the gradual return to pre-pandemic legislative measures for EI.

In addition, in FY2122 the average time to complete a request for reconsideration increased from 18 days to 21 days.

In FY2122, 47.8 % of reconsidered decisions were reversed or changed following the review, a decrease from the previous four years (consult chart 6, below).

Chart 6 - Percentage of initial decisions reversed or changed following review



In 2020, an internal assessment was completed to better understand why decisions were changed or overturned at the request for reconsideration stage. The two main reasons identified were:

- new or additional information provided by clients
- errors made by Service Canada

Based on the patterns identified through the internal assessment, the following improvements were put in place in FY2122:

- introduction of national tools

²² For more explanation on requests for reconsideration, consult [EI Reconsideration - Canada.ca](https://www.canada.ca/en/employment-social-development/services/ei/reconsideration.html)

- updates to training and procedures

4.6.2 Employment Insurance appeals and the Social Security Tribunal of Canada

The Social Security Tribunal (SST) is an independent administrative tribunal that makes decisions on appeals related to:

- EI benefits
- CPP disability benefits
- other CPP benefits
- OAS and Guaranteed Income Supplement (GIS) benefits

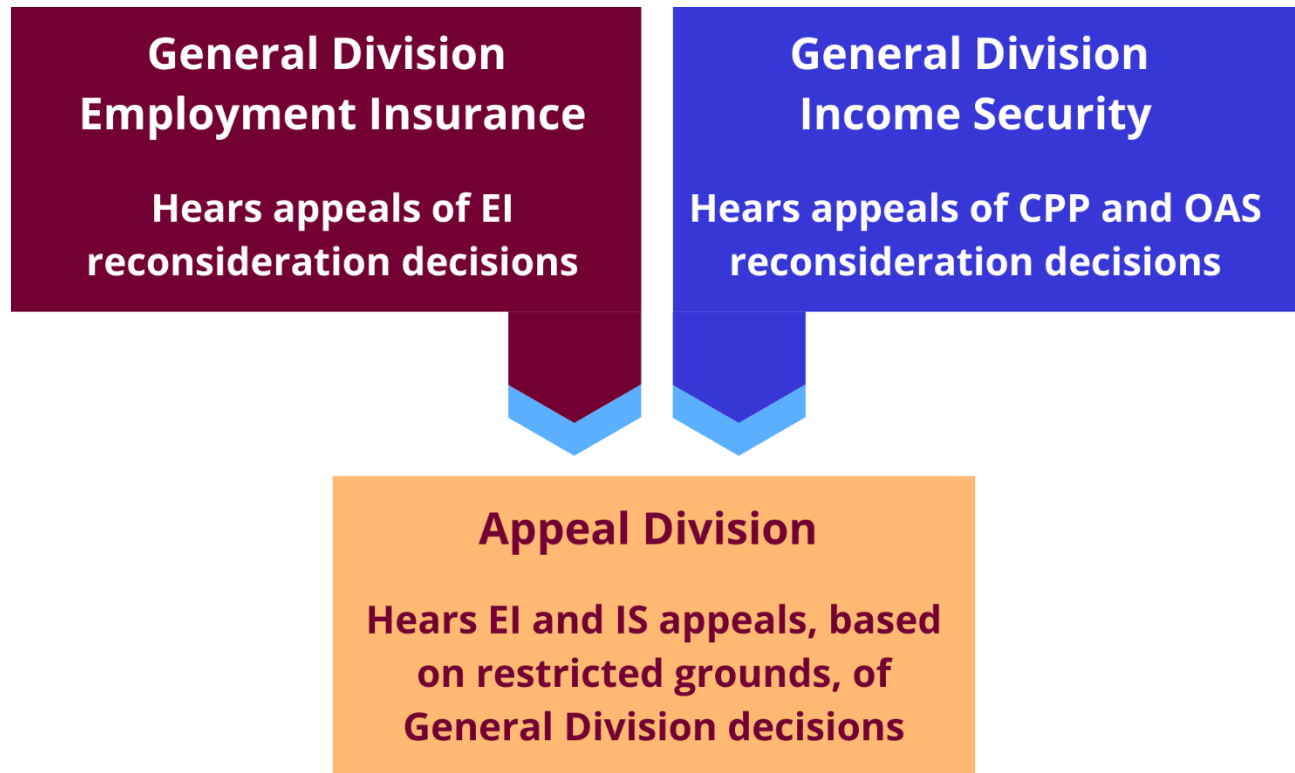
The SST is separate and independent from the CEIC and ESDC. The EI Operating Account, the CPP Operating Account, and the Consolidated Revenue Fund for OAS cases fund the SST’s activities.

The SST is divided into:

- the General Division, Employment Insurance Section
- the General Division, Income Security Section
- the Appeal Division

Members appointed by the Governor in Council decide these appeals.

Image 8 - Social Security Tribunal Divisions



The mandate of the SST is to provide the Canadian public with an appeal process that is simple, quick, fair, and more client centric. The SST’s recourse process was studied in 2017 and a review was published

in January 2018. It made several recommendations. Based on those recommendations, the SST 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 of hearing at the General Division, including teleconference, videoconference, and in person
 - In-person hearings were temporarily unavailable during the pandemic but have since resumed
- scheduling hearings as soon as permission to appeal is granted at the Appeal Division
- publishing more General Division 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 SST members in plain language writing
 - SST 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](#) on the SST's website
- offering alternative dispute resolution (ADR) for suitable appeals at the Appeal Division
- implementing navigator services

All of these initiatives have led to improvements in services. For example, processing times for the EI General Division went from 203 days in FY1617 to 43 days for FY2122. The [Social Security Tribunal's 2022 Progress Report: Working Together for Justice](#) includes more information on some of these initiatives, as well as statistics on the SST's performance and service standards in FY2122.

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 claimant has 30 calendar days to appeal the decision to the SST - General Division, EI section. In FY2122, the SST received 3,237 appeals (including 98 group appeal files) and it concluded 2,582 (including 22 group appeal files). This resulted in an increase of inventory from 587 active appeals (including 322 group appeal files) in March 2021 to 1,242 (including 398 group appeal files) in March 2022. For more information, consult [annex 4.6.2a](#).²³

On behalf of the CEIC, Service Canada provides the SST with the reconsideration file. The file includes all relevant documents used in making the reconsideration decision and reviewing the initial decision.

²³ Note that this number of active appeals differs from the number listed in the SST's 2022 Progress Report due to the inclusion of group appeals.

When requested, the CEIC will answer questions or requests for more information from the SST and may attend appeal hearings.

Regular and Group Appeals

The SST manages and tracks EI appeals in 2 categories:

- Group appeals
 - A Group appeal includes more than 1 claimant appealing decisions made in the same or a similar matter.
 - Group appeals are more complex and require more time to complete than regular appeals.
- Regular appeals
 - An appeal filed at the Tribunal that is not a part of a group is considered a Regular appeal.

Service standards and performance

The SST was able to meet its commitment to serve the public throughout the COVID-19 pandemic. It continued to hold teleconference and videoconference hearings, in accordance with public health measures. The January to March overall client satisfaction surveys went from 92% in 2021 to 97% in 2022.

The General Division has the following service standards:

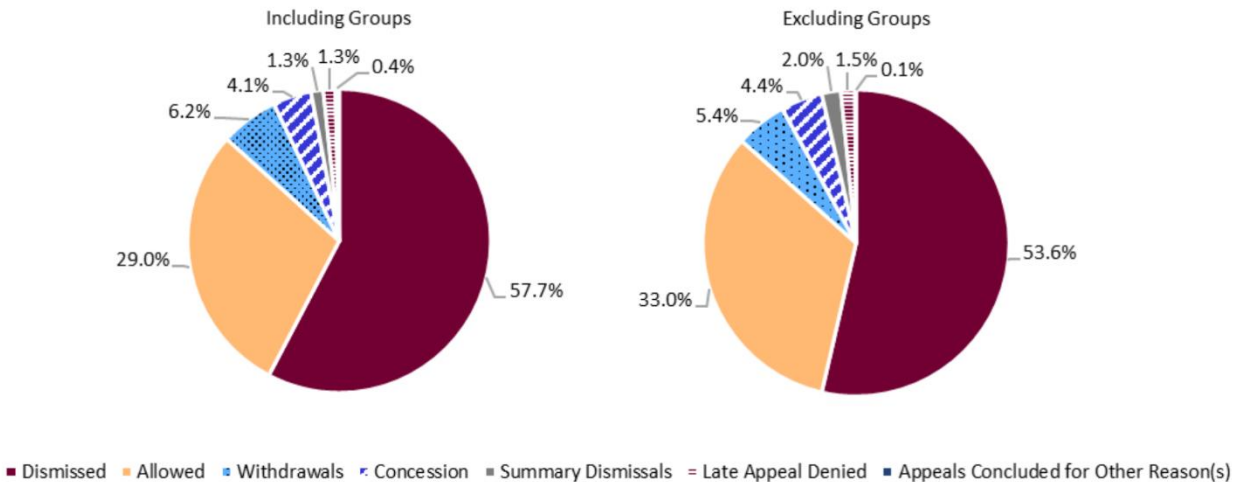
- Decisions are made within 45 days from the date the appeal is filed with the SST, 80% of the time.
 - For FY2122, the SST met this goal 68.8% of the time (down from 79.4% in FY2021), with an average processing time of 42.9 days (up from 37.0 in FY2021). The fiscal year's results remain unchanged when including group appeals.
 - For more information, consult annex 4.6.2b.
- Decisions are made within 15 days after a hearing, 80% of the time.
 - For FY2122, the SST met this goal 68.8% of the time, averaging 9.0 days to issue a decision after the hearing compared with 8.8 days in FY2021. The fiscal year's results remain unchanged when including group appeals.
 - For more information, consult annex 4.6.2c-d.

Outcomes at the General Division, Employment Insurance Section

An appeal to the General Division, EI section may be concluded by a written decision or a withdrawal. In FY2122, 29% of cases were allowed (33% excluding groups), 58% were dismissed (54% excluding

groups), approximately 6% were withdrawn and the remaining were summarily dismissed or concluded for other reasons.

Chart 7 - Outcomes of General Division-Employment Insurance in FY2122



Note:

Dismissed – decision not in the claimant’s favour

Allowed – decision is in the claimant’s favour

Withdrawals – claimant either withdraws or abandons the appeal

Concession – 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 Appeal Denied – the Tribunal refuses the appeal filed beyond the 30-day deadline

Appeals Concluded for Other Reason(s) – administrative closures

Social Security Tribunal – Appeal Division, Employment Insurance appeals

When a party to an appeal disagrees with the decision made by the General Division, they 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 limited to certain errors of fact, law, jurisdiction, or procedural fairness.

In FY2122, the SST Appeals Division received 373 appeals and concluded 272. This resulted in an increase of inventory from 39 active appeals in March 2021 to 140 in March 2022. For more information, consult [annex 4.6.2e](#).

There were no group appeals before the Appeal Division in FY2122.

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
 - For FY2122, the SST met this goal approximately 95% of the time, which is unchanged from FY2021, with an average processing time of 23.1 days (up from 21.6 in FY2021).
 - For more information, consult [annex 4.6.2f](#).
- Final decisions are made within 150 days of the Leave to Appeal decision, 80% of the time

- For FY2122, the SST met this goal 93.9% of the time (down from 96.5% in FY2021), with an average processing time of 89.0 days (up from 77.1 days in FY2021).
- For more information, consult [annex 4.6.2g](#).

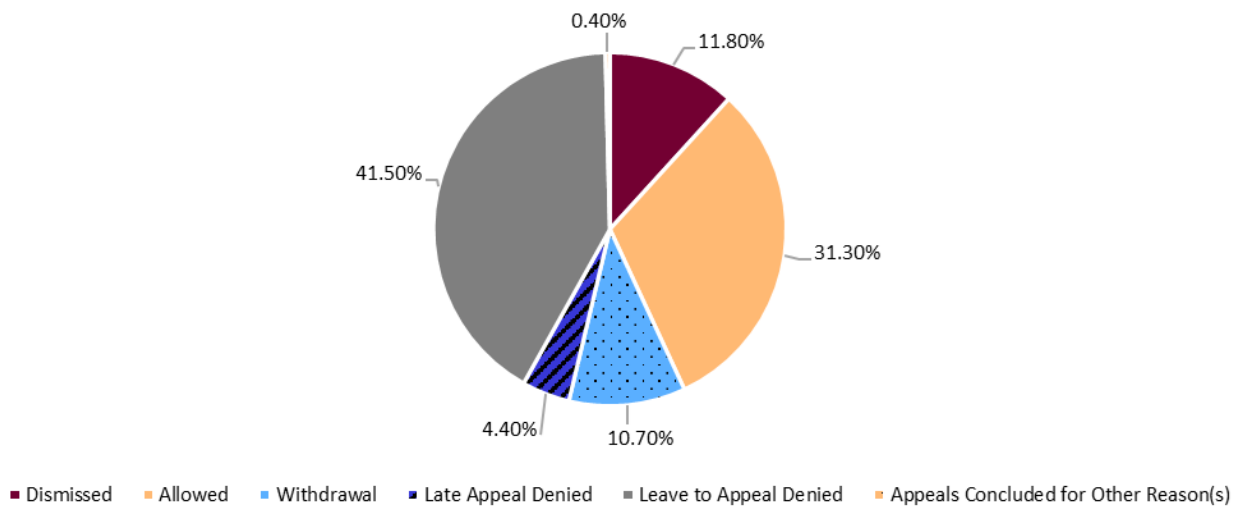
Alternative Dispute Resolution at the Appeal Division

The Appeal Division brings the parties together for alternative dispute resolution (ADR) when there is a reasonable expectation that the appeal can be resolved informally, without a hearing. For FY2122, 11% (or 30) of Appeal Division cases went through the ADR process. Of these cases, 63% (or 19) were resolved by ADR.

Outcomes at the Appeal Division

An appeal to the Appeal Division may be concluded by either a written decision or a withdrawal. In FY2122, 31.3% of cases were allowed, 11.8% were dismissed, 41.5% were denied leave to appeal, 10.7% were withdrawn, and the remaining were concluded for other reasons.

Chart 8 - FY2122 Appeal Division outcomes



Note:
 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
 Appeals Concluded for Other reason(s) – administrative closures

Representation at the Social Security Tribunal

At each level of appeal, appellants can choose either to represent themselves or to 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 compiled a list of [organizations that can help free of charge](#) across Canada to assist appellants.

Appeals with representation include files with any type of representative. Of files that were concluded in FY2122, 18% (521 of 2,852) of appeals had a representative. Of appeals that had a representative, the distribution of representation types is as follows:

- Advocacy Group 10% (51 appeals)
- Lawyer 21% (111 appeals)
- Legal Clinic 6% (31 appeals)
- Member of Parliament 1% (5 appeals)
- Paralegal 3% (13 appeals)
- Personal Representative 56% (290 appeals)
- Non-Legal, Professional Representative 2% (8 appeals)
- Union Representative 2% (12 appeals)

Reaching out to help keep the Social Security Tribunal accountable

The SST is responsible for handling appeals in a way that is simple, quick, and fair. It does so with the help of its stakeholders who have a lot of insight into what works, or does not work, for the parties. The SST's EI stakeholders include:

- claimants
- legal clinics
- lawyers
- paralegals
- unions
- advocacy groups
- the CEIC

Working with stakeholders is an important step to building a better administrative justice system. The SST meets with stakeholders regularly to share ideas and hear what they have to say. This year, for EI appeals, fall and spring stakeholder meetings were held for the [Employment Insurance Appeals Consultative Committee](#). The SST also meets twice a year with its stakeholders for the [Income Security Appeals Consultative Committee](#).

The SST also had special sessions to talk about upcoming legislative changes and new rules of procedure. The information and advice provided by stakeholders is [summarized on the SST website](#).

4.7 Conclusion

As Canada and Canadians begin to adjust to the world following COVID-19, Service Canada saw the number of EI applications and related calls begin to return to pre-pandemic levels. Innovations that allowed the EI program to be flexible and agile during the pandemic have paved the way for decisions and improvements going forward. Looking to the future, Service Canada's focus on timely service delivery, accuracy, fraud reduction, and client satisfaction will all be key factors as the EI program continues to improve and modernize, ensuring that EI is available for Canadians when they need it most.



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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	FY1920^r	FY2021^r	FY2122	February 2020^r	March 2022	Change (%) February 2020 to March 2022
Population ²	30,805.0	31,118.5	31,419.5	30,949.1	31,626.8	+2.2
Labour force	20,268.3	20,023.8	20,580.6	20,393.9	20,759.5	+1.8
Employment	19,075.8	17,990.9	19,178.3	19,223.4	19,663.3	+2.3
Unemployment	1,192.6	2,032.9	1,402.3	1,170.5	1,096.3	-6.3
Labour market characteristics (rates in %)						
Statistics	FY1920	FY2021	FY2122	February 2020	March 2022	Change (% points) February 2020 to March 2022
Unemployment rate	5.9	10.2	6.8	5.7	5.3	-0.5
Participation rate	65.8	64.3	65.5	65.9	65.6	-0.3
Employment rate	61.9	57.8	61.0	62.1	62.2	+0.1

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.

^r: Revised data

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	FY1920 ^e	FY2021 ^f	FY2122	February 2020 ^e	March 2022	Change (%) February 2020 to March 2022
Province or territory						
Newfoundland and Labrador	227.7	214.3	224.7	226.5	229.7	+1.4
Prince Edward Island	80.2	76.3	81.2	81.3	84.4	+3.8
Nova Scotia	463.8	446.0	470.6	468.8	478.5	+2.1
New Brunswick	363.4	353.0	364.2	369.0	369.5	+0.1
Quebec	4,318.3	4,077.7	4,321.9	4,359.2	4,411.6	+1.2
Ontario	7,427.3	6,995.4	7,506.6	7,503.7	7,750.0	+3.3
Manitoba	660.8	628.9	664.8	668.8	673.9	+0.8
Saskatchewan	575.6	543.9	567.8	576.8	578.5	+0.3
Alberta	2,297.6	2,136.5	2,290.7	2,302.7	2,350.3	+2.1
British Columbia	2,661.0	2,519.0	2,685.9	2,666.7	2,737.0	+2.6
Yukon ²	23.3	21.7	22.8	22.6	23.1	+2.2
Northwest Territories ²	23.0	21.9	23.8	22.5	25.1	+11.6
Nunavut ²	13.5	12.1	13.9	13.7	13.2	-3.6
Gender						
Men	10,031.2	9,518.8	10,075.9	10,101.4	10,311.2	+2.1
Women	9,044.5	8,472.1	9,102.3	9,122.0	9,352.0	+2.5
Age category						
15 to 24 years	2,593.0	2,192.0	2,545.9	2,632.8	2,659.0	+1.0
25 to 54 years	12,304.6	11,811.8	12,452.7	12,365.8	12,756.7	+3.2
55 years and older	4,178.2	3,987.1	4,179.6	4,224.7	4,247.5	+0.5
Educational attainment						
Less than high school ³	1,540.1	1,294.4	1,407.4	1,461.5	1,410.5	-3.5
High school diploma ⁴	4,592.2	4,199.6	4,397.3	4,590.5	4,409.8	-3.9
Post-secondary certificate or diploma ⁵	6,823.6	6,279.9	6,692.7	6,648.5	6,766.8	+1.8
University degree ⁶	6,123.9	6,215.0	6,672.7	6,225.3	6,808.6	+9.4
Industry						
Goods-producing industries	3,988.3	3,788.9	3,947.3	3,845.8	3,929.7	+2.2
Agriculture	294.6	274.9	253.8	274.7	238.2	-13.3
Forestry, fishing, mining, quarrying, and oil and gas extraction	325.6	308.1	327.8	312.0	329.2	+5.5
Utilities	133.2	134.0	138.9	134.6	137.9	+2.5
Construction	1,489.6	1,397.4	1,468.6	1,407.3	1,452.2	+3.2
Manufacturing	1,745.3	1,674.6	1,758.2	1,717.3	1,772.2	+3.2
Services-producing industries	15,091.5	14,200.0	15,222.8	15,079.9	15,465.9	+2.6
Wholesale and retail trade	2,928.1	2,742.7	2,937.1	2,924.8	3,002.3	+2.6
Transportation and warehousing	1,030.8	934.3	989.8	1,021.2	967.8	-5.2
Finance, insurance, real estate, rental and leasing	1,243.4	1,254.9	1,339.5	1,247.0	1,343.5	+7.7
Professional, scientific and technical services	1,567.7	1,580.1	1,715.1	1,558.5	1,757.7	+12.8
Business, building and other support services ⁷	749.1	670.5	684.3	719.4	659.7	-8.3
Educational services	1,326.0	1,352.0	1,459.5	1,414.2	1,536.9	+8.7
Health care and social assistance	2,481.1	2,404.1	2,551.4	2,507.0	2,602.5	+3.8
Information, culture and recreation ⁸	772.8	658.4	747.1	747.6	777.6	+4.0
Accommodation and food services	1,197.7	893.7	986.7	1,172.1	1,010.6	-13.8
Other services (except public administration)	782.7	692.8	716.3	776.6	710.8	-8.5
Public administration	1,012.3	1,016.6	1,096.1	991.6	1,096.5	+10.6

Employment type						
Full-time employment ⁹	15,493.7	14,770.5	15,635.7	15,618.2	16,022.4	+2.6
Part-time employment ¹⁰	3,582.0	3,220.4	3,542.6	3,605.1	3,640.9	+1.0
Class of worker						
Employees	16,251.9	15,285.2	16,525.1	16,151.1	16,766.0	+3.8
Public sector employees	3,765.0	3,785.7	4,069.8	3,815.2	4,168.4	+9.3
Private sector employees	12,487.0	11,499.5	12,455.3	12,335.9	12,597.6	+2.1
Self-employed	2,827.9	2,703.8	2,645.1	2,774.6	2,629.7	-5.2
Job permanency						
Employees	16,251.9	15,285.2	16,525.1	16,151.1	16,765.9	+3.8
Permanent employees ¹¹	14,183.7	13,549.7	14,533.9	14,248.3	14,879.1	+4.4
Temporary employees ¹²	2,068.2	1,735.4	1,991.1	1,902.8	1,886.8	-0.8
Canada	19,075.8	17,990.9	19,178.3	19,223.4	19,663.3	+2.3

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.

r : Revised data

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	FY1920'	FY2021'	FY2122	February 2020'	March 2022	Change (%) February 2020 to March 2022
Province or territory						
Newfoundland and Labrador	31.7	37.2	33.7	32.0	35.4	+10.6
Prince Edward Island	7.4	9.3	8.9	7.2	7.9	+9.7
Nova Scotia	39.2	49.0	41.3	41.5	35.8	-13.7
New Brunswick	32.1	42.0	35.0	29.0	28.5	-1.7
Quebec	239.1	415.2	249.6	207.8	191.3	-7.9
Ontario	449.8	818.3	597.8	442.7	435.7	-1.6
Manitoba	37.6	59.2	40.5	36.4	33.3	-8.5
Saskatchewan	35.4	50.2	36.5	39.5	30.6	-22.5
Alberta	175.7	289.1	189.7	180.6	155.7	-13.8
British Columbia	144.4	263.4	169.4	153.8	142.2	-7.5
Yukon ²	1.0	1.4	1.3	1.1	1.4	+27.3
Northwest Territories ²	1.7	2.3	1.4	1.9	1.3	-31.6
Nunavut ²	2.2	2.2	1.9	1.9	2.6	+36.8
Gender						
Men	655.2	1,093.8	760.2	647.2	562.4	-13.1
Women	537.4	939.1	642.2	523.3	533.8	+2.0
Age category						
15 to 24 years	331.9	581.4	345.2	310.7	268.4	-13.6
25 to 54 years	634.5	1,070.1	735.4	625.1	589.0	-5.8
55 years and older	226.1	381.4	321.8	234.7	238.8	+1.7
Educational attainment						
Less than high school ³	199.4	274.5	209.1	186.7	196.3	+5.1
High school diploma ⁴	370.9	676.4	432.8	395.6	352.8	-10.8
Post-secondary certificate or diploma ⁵	347.9	616.7	433.4	360.7	365.3	+1.3
University degree ⁶	273.8	465.9	329.2	271.6	257.0	-5.4
Industry⁷						
Goods-producing industries	219.6	345.6	192.2	266.3	201.8	-24.2
Agriculture	13.1	14.6	13.2	23.6	17.5	-25.8
Forestry, fishing, mining, quarrying, and oil and gas extraction	26.7	40.2	22.1	26.4	18.5	-29.9
Utilities	2.6	2.9	2.8	4.6	2.5	-45.7
Construction	104.3	151.2	83.8	124.4	100.9	-18.9
Manufacturing	73.0	136.9	71.0	87.3	62.5	-28.4
Services-producing industries	561.2	1,183.3	542.8	516.9	474.0	-8.3
Wholesale and retail trade	118.2	252.7	115.2	126.8	94.7	-25.3
Transportation and warehousing	35.6	83.9	40.0	35.3	46.0	+30.3
Finance, insurance, real estate, rental and leasing	21.3	47.1	20.4	20.9	17.9	-14.4
Professional, scientific and technical services	43.9	87.3	36.8	42.2	24.5	-41.9
Business, building and other support services ⁸	49.3	87.9	43.7	49.7	47.5	-4.4
Educational services	56.8	92.4	59.3	25.1	43.7	+74.1
Health care and social assistance	44.4	93.4	47.6	33.3	48.6	+45.9
Information, culture and recreation ⁹	50.3	112.9	54.5	49.3	46.0	-6.7
Accommodation and food services	89.5	227.2	73.9	79.3	65.3	-17.7

Other services (except public administration)	29.2	69.0	28.6	30.8	19.0	-38.3
Public administration	22.8	29.4	22.8	24.2	20.7	-14.5
Unclassified industries¹⁰	411.2	504.5	669.6	431.3	495.7	+14.9
Reasons for unemployment						
People who have left their job	239.9	238.9	176.5	219.1	183.6	-16.2
People who have lost their job	540.9	1,290.1	558.5	564.0	492.2	-12.7
People who have not worked in the last year or who have never worked	411.2	504.5	669.6	431.3	495.7	+14.9
Duration of unemployment¹¹						
1 to 4 weeks	496.2	580.0	450.0	473.1	408.7	-13.6
5 to 13 weeks	304.2	637.2	326.0	296.9	266.6	-10.2
14 to 26 weeks	164.9	409.8	198.5	171.0	134.8	-21.2
27 weeks or more	167.1	342.7	360.9	178.7	222.1	+24.3
52 weeks or more	89.1	123.5	223.2	98.6	129.0	+30.8
Duration unknown ¹²	60.3	63.1	66.9	50.7	64.0	+26.2
Canada	1,192.6	2,032.9	1,402.3	1,170.5	1,096.3	-6.3

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.

† : Revised data

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	FY1920 ^r	FY2021 ^r	FY2122	February 2020 ^r	March 2022	Change (% points) February 2020 to March 2022
Province or territory						
Newfoundland and Labrador	12.2	14.8	13.0	12.4	13.4	+1.0
Prince Edward Island	8.4	10.9	9.9	8.1	8.6	+0.4
Nova Scotia	7.8	9.9	8.1	8.1	7.0	-1.2
New Brunswick	8.1	10.6	8.8	7.3	7.2	-0.1
Quebec	5.2	9.2	5.5	4.6	4.2	-0.4
Ontario	5.7	10.5	7.4	5.6	5.3	-0.2
Manitoba	5.4	8.6	5.7	5.2	4.7	-0.5
Saskatchewan	5.8	8.5	6.0	6.4	5.0	-1.4
Alberta	7.1	11.9	7.6	7.3	6.2	-1.1
British Columbia	5.1	9.5	5.9	5.5	4.9	-0.5
Yukon ²	4.2	6.2	5.5	4.6	5.7	+1.1
Northwest Territories ²	7.0	9.4	5.7	7.8	4.9	-2.8
Nunavut ²	14.1	15.2	11.9	12.2	16.5	+4.3
Gender						
Men	6.1	10.3	7.0	6.0	5.2	-0.8
Women	5.6	10.0	6.6	5.4	5.4	0.0
Age category						
15 to 24 years	11.3	21.0	11.9	10.6	9.2	-1.4
25 to 54 years	4.9	8.3	5.6	4.8	4.4	-0.4
55 years and older	5.1	8.7	7.1	5.3	5.3	+0.1
Educational attainment						
Less than high school ³	11.5	17.5	12.9	11.3	12.2	+0.9
High school diploma ⁴	7.5	13.9	9.0	7.9	7.4	-0.5
Post-secondary certificate or diploma ⁵	4.9	8.9	6.1	5.1	5.1	0.0
University degree ⁶	4.3	7.0	4.7	4.2	3.6	-0.5
Industry						
Goods-producing industries						
Agriculture	4.3	5.0	4.9	7.9	6.8	-1.1
Forestry, fishing, mining, quarrying, and oil and gas extraction	7.6	11.5	6.3	7.8	5.3	-2.5
Utilities	1.9	2.1	2.0	3.3	1.8	-1.5
Construction	6.5	9.8	5.4	8.1	6.5	-1.6
Manufacturing	4.0	7.6	3.9	4.8	3.4	-1.4
Services-producing industries						
Wholesale and retail trade	3.9	8.4	3.8	4.2	3.1	-1.1
Transportation and warehousing	3.3	8.2	3.9	3.3	4.5	+1.2
Finance, insurance, real estate, rental and leasing	1.7	3.6	1.5	1.6	1.3	-0.3
Professional, scientific and technical services	2.7	5.2	2.1	2.6	1.4	-1.3
Business, building and other support services ⁷	6.2	11.6	6.0	6.5	6.7	+0.3
Educational services	4.1	6.4	3.9	1.7	2.8	+1.0
Health care and social assistance	1.8	3.7	1.8	1.3	1.8	+0.5
Information, culture and recreation ⁸	6.1	14.6	6.8	6.2	5.6	-0.6
Accommodation and food services	7.0	20.3	7.0	6.3	6.1	-0.3
Other services (except public administration)	3.6	9.1	3.8	3.8	2.6	-1.2
Public administration	2.2	2.8	2.0	2.4	1.9	-0.5
Canada	5.9	10.2	6.8	5.7	5.3	-0.5

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.

^r : Revised data

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	FY1920 ^r	FY2021 ^r	FY2122	February 2020 ^r	March 2022	Change (%) February 2020 to March 2022
Province						
Newfoundland and Labrador	17.2	18.5	21.6	18.5	18.9	+2.2
Prince Edward Island	15.6	14.9	17.2	14.5	15.7	+8.3
Nova Scotia	15.7	19.8	21.7	15.5	17.2	+11.0
New Brunswick	14.7	16.2	19.1	19.3	15.4	-20.2
Quebec	16.3	14.8	19.0	16.5	15.8	-4.2
Ontario	15.7	17.5	23.0	16.0	21.7	+35.6
Manitoba	16.1	15.4	20.5	17.8	22.6	+27.0
Saskatchewan	17.9	18.2	23.1	19.0	16.7	-12.1
Alberta	19.5	20.2	27.7	20.3	23.5	+15.8
British Columbia	12.1	17.5	20.2	13.6	18.2	+33.8
Gender						
Men	16.9	18.3	23.2	17.3	20.9	+20.8
Women	15.1	16.3	21.2	15.6	18.4	+17.9
Age category						
15 to 24 years old	9.5	12.7	12.9	10.9	12.5	+14.7
25 to 54 years old	16.6	18.4	23.5	16.9	20.9	+23.7
55 years old and over	24.2	22.0	29.4	23.2	26.2	+12.9
Canada	16.1	17.4	22.3	16.7	19.6	+17.4

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.

^r: Revised 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 FY1920 ^r	Last two quarters of FY2021 ^r	Last two quarters of FY2122	Change (%) Last two quarters of FY2021 to FY2122
Province or territory				
Newfoundland and Labrador	4,515	4,395	6,863	+56.1
Prince Edward Island	1,770	1,760	3,245	+84.4
Nova Scotia	11,008	12,903	19,353	+50.0
New Brunswick	9,145	11,038	13,990	+26.7
Quebec	127,570	147,663	231,255	+56.6
Ontario	189,195	203,300	342,510	+68.5
Manitoba	16,145	17,853	26,643	+49.2
Saskatchewan	11,028	11,310	20,038	+77.2
Alberta	46,908	47,545	87,045	+83.1
British Columbia	91,633	97,100	149,033	+53.5
Yukon	880	805	1,243	+54.3
Northwest Territories	480	730	1,305	+78.8
Nunavut	395	445	443	-0.6
Industry				
Goods-producing industries	93,963	110,333	176,858	+60.3
Agriculture, forestry, fishing and hunting	12,070	11,743	13,493	+14.9
Mining and quarrying, and oil and gas extraction	4,030	4,520	8,173	+80.8
Utilities	1,903	1,583	2,558	+61.6
Construction	33,840	42,898	70,565	+64.5
Manufacturing	42,120	49,590	82,070	+65.5
Services-producing industries	416,713	446,518	726,108	+62.6
Wholesale trade	21,930	22,045	34,548	+56.7
Retail trade	59,170	70,993	99,643	+40.4
Transportation and warehousing	25,770	29,148	44,085	+51.2
Finance and insurance	21,970	23,038	33,568	+45.7
Real estate and rental and leasing	7,645	6,393	10,858	+69.8
Professional, scientific and technical services	39,193	42,828	67,510	+57.6
Business, building and other support services ¹	39,075	41,893	65,175	+55.6
Educational services	14,908	15,953	22,290	+39.7
Health care and social assistance	67,493	99,530	130,785	+31.4
Information, culture and recreation ²	24,480	17,163	33,893	+97.5
Accommodation and food services	61,013	47,760	132,463	+177.4
Other services (except public administration)	23,498	20,538	36,758	+79.0
Public administration	10,570	9,240	14,535	+57.3
Job vacancy type				
Full-time positions ³	370,390	401,165	670,868	+67.2
Part-time positions ⁴	140,285	155,683	232,098	+49.1
Job permanency				
Permanent positions ⁵	409,403	433,245	763,320	+76.2
Temporary positions ⁶	101,273	123,603	139,648	+13.0
Seasonal positions ⁷	65,953	69,545	80,893	+16.3
Job vacancy duration				
Less than 15 days	124,473	145,693	154,845	+6.3
15 to 29 days	94,700	109,473	150,545	+37.5
30 to 59 days	84,263	101,550	167,435	+64.9
60 to 89 days	39,570	50,828	98,018	+92.8
90 days or more	105,395	149,305	332,123	+122.4
Canada	510,675	556,848	902,965	+62.2

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).

[†]: Revised data

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 FY1920 ^r	Last two quarters of FY2021 ^r	Last two quarters of FY2122	Change (% points) Last two quarters of FY2021 to FY2122
Province or territory				
Newfoundland and Labrador	2.3	2.3	3.5	+1.2
Prince Edward Island	2.7	2.9	4.8	+2.0
Nova Scotia	2.7	3.3	4.6	+1.4
New Brunswick	3.0	3.6	4.4	+0.8
Quebec	3.4	4.2	5.9	+1.8
Ontario	2.9	3.4	5.2	+1.8
Manitoba	2.7	3.1	4.4	+1.3
Saskatchewan	2.4	2.5	4.1	+1.6
Alberta	2.3	2.6	4.4	+1.8
British Columbia	3.9	4.4	6.1	+1.8
Yukon	4.9	4.6	6.5	+1.9
Northwest Territories	2.2	3.6	6.0	+2.4
Nunavut	2.8	3.1	2.9	-0.3
Industry				
Goods-producing industries	2.9	3.2	4.6	+1.4
Agriculture, forestry, fishing and hunting	5.2	5.0	5.6	+0.6
Mining and quarrying, and oil and gas extraction	2.0	2.4	4.0	+1.6
Utilities	1.5	1.3	2.0	+0.7
Construction	3.2	4.1	6.1	+2.0
Manufacturing	2.6	3.3	5.1	+1.9
Services-producing industries	3.0	3.3	5.0	+1.7
Wholesale trade	2.6	2.8	4.2	+1.4
Retail trade	2.9	3.6	4.8	+1.2
Transportation and warehousing	3.1	3.7	5.4	+1.7
Finance and insurance	2.8	3.1	4.1	+1.1
Real estate and rental and leasing	2.5	2.5	3.8	+1.4
Professional, scientific and technical services	3.8	4.2	5.8	+1.6
Business, building and other support services ¹	3.1	3.5	5.3	+1.9
Educational services	1.0	1.2	1.6	+0.4
Health care and social assistance	3.2	4.6	5.7	+1.1
Information, culture and recreation ²	3.7	3.2	5.3	+2.2
Accommodation and food services	4.4	4.9	10.4	+5.5
Other services (except public administration)	4.1	4.1	6.6	+2.5
Public administration	2.1	1.9	2.8	+0.9
Canada	3.1	3.6	5.3	+1.7

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.

^r: Revised data

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

Annex 1.9 – Average hourly wage rate^{1,2,3} by province, gender, age and industry (current dollars)

Characteristics	FY1920	FY2021	FY2122	February 2020	March 2022	Change (%) February 2020 to March 2022
Province						
Newfoundland and Labrador	26.53	28.02	28.50	27.04	29.02	+7.3
Prince Edward Island	23.11	24.56	25.76	24.13	26.99	+11.9
Nova Scotia	24.29	25.86	26.34	24.59	27.12	+10.3
New Brunswick	23.88	25.04	26.05	24.25	27.25	+12.4
Quebec	27.19	28.90	29.56	27.85	30.31	+8.8
Ontario	29.25	31.30	31.83	29.62	32.25	+8.9
Manitoba	25.79	27.16	27.30	25.98	27.76	+6.9
Saskatchewan	28.22	29.89	29.91	28.80	30.55	+6.1
Alberta	32.21	33.71	33.13	32.42	33.62	+3.7
British Columbia	28.68	30.52	31.59	29.50	31.98	+8.4
Gender						
Men	30.58	32.33	32.98	31.17	33.73	+8.2
Women	26.57	28.35	28.73	26.97	29.10	+7.9
Age category						
15 to 24 years	17.36	17.87	18.41	17.46	18.76	+7.4
25 to 54 years	30.89	32.60	33.32	31.42	33.87	+7.8
55 years and older	29.93	31.72	32.28	30.14	32.65	+8.3
Industry						
Goods-producing industries	30.49	31.54	32.31	30.98	33.21	+7.2
Agriculture	20.21	20.45	21.18	21.19	21.69	+2.4
Forestry, fishing, mining, quarrying, and oil and gas extraction	41.44	43.05	44.48	42.51	45.69	+7.5
Utilities	44.69	46.61	47.10	44.65	46.28	+3.7
Construction	30.85	31.52	32.39	31.48	33.51	+6.4
Manufacturing	28.08	29.18	29.77	28.36	30.59	+7.9
Services-producing industries	28.12	30.09	30.53	28.62	31.00	+8.3
Wholesale and retail trade	22.15	23.34	23.68	21.99	24.57	+11.7
Transportation and warehousing	27.86	29.02	30.06	28.92	29.42	+1.7
Finance, insurance, real estate, rental and leasing	34.29	36.46	37.56	35.64	38.19	+7.2
Professional, scientific and technical services	36.36	38.15	39.02	36.71	40.59	+10.6
Business, building and other support services ⁴	21.65	23.24	23.79	21.59	24.91	+15.4
Educational services	35.25	36.70	36.88	35.28	36.36	+3.1
Health care and social assistance	28.29	29.45	29.63	28.55	29.74	+4.2
Information, culture and recreation ⁵	27.02	30.99	31.30	27.82	31.24	+12.3
Accommodation and food services	16.66	17.15	17.44	16.89	17.75	+5.1
Other services (except public administration)	24.63	26.72	26.92	25.37	26.50	+4.5
Public administration	38.68	39.89	40.07	40.02	40.90	+2.2
Canada	28.60	30.39	30.89	29.09	31.44	+8.1

¹ Hourly wage rate includes wage/salary before taxes and other deductions, and includes tips, commissions and bonuses for the main job.

² Annual average hourly wage rate is calculated as the average of the monthly data.

³ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by industry, gender and age) also excludes territorial data.

⁴ 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.

⁵ 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, Labour Force Survey, Table 14-10-0063-01, seasonally adjusted data.



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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 2020 (in FY2021) and for which benefits paid to an Employment Insurance claimant began in December 2020 (in FY2021) and ended in June 2021 (in FY2122) is included in the FY2021 statistics, but is not counted in the FY2122 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 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 2020 (in FY2021) and received payment starting in December 2020 (in FY2021) and ending in June 2021 (in FY2122) are included in the fiscal year statistics for FY2021 and FY2122. If this claimant received \$200 per week for 17 weeks between December 2020 and March 2021, and \$200 per week for 12 weeks between April and June 2021, an amount of \$3,400 will be allocated to FY2021 and \$2,400 will be allocated to FY2122.
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 FY2122¹

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 During FY2122, two different sets of EI temporary measures were in place to facilitate access to EI benefits in response to the economic disruptions due to COVID-19 pandemic. For claims established between September 27, 2020 and September 25, 2021, a minimum unemployment rate of 13.1% was in effect in all EI economic regions, as well as a minimum eligibility requirement of 120 hours of insurable employment (including the one-time 300-hour credit) and a maximum of 50 weeks of EI regular benefits. For claims established between September 26, 2021 and September 24, 2022, the EI monthly unemployment rate resumed, the weeks of entitlement returned to EI original rules (between 14 to 45 weeks), and a minimum eligibility requirement of 420 hours of insurable employment was in place.

Source: *Employment Insurance Act, Schedule I.*

Annex 2.3.1 – Employment Insurance benefits: New claims established¹

Province or territory	FY1718	FY1819	FY1920	Total of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador	81,090	86,070	81,790	100,110	24,520	61,200	85,720
Prince Edward Island	22,720	22,480	21,770	25,190	7,150	16,890	24,040
Nova Scotia	85,300	84,570	82,540	103,060	36,390	55,270	91,660
New Brunswick	91,130	89,820	89,380	110,670	27,690	69,400	97,090
Quebec	482,990	473,060	475,220	749,310	174,310	364,030	538,340
Ontario	562,570	556,900	585,670	1,067,890	297,370	382,860	680,230
Manitoba	61,440	64,020	64,780	102,110	31,270	40,200	71,470
Saskatchewan	51,250	54,210	57,280	77,500	23,970	33,880	57,850
Alberta	170,270	188,870	200,450	364,420	93,450	117,150	210,600
British Columbia	200,820	198,240	210,060	340,390	108,820	128,290	237,110
Yukon	2,200	2,310	2,300	3,210	970	1,650	2,620
Northwest Territories	2,420	2,310	2,030	2,860	930	1,360	2,290
Nunavut	1,340	1,470	1,210	1,970	940	640	1,580
Gender							
Men	974,660	988,250	1,018,710	1,605,540	346,660	758,280	1,104,940
Women	840,880	836,080	855,770	1,443,150	481,120	514,540	995,660
Age							
24 years old and under	172,810	170,480	171,760	440,960	103,140	134,860	238,000
25 to 44 years old	876,270	882,780	914,700	1,382,320	429,430	604,070	1,033,500
45 to 54 years old	363,410	352,640	352,040	524,550	138,370	219,840	358,210
55 years old and over	403,050	418,430	435,980	700,860	156,840	314,050	470,890
Canada	1,815,540	1,824,330	1,874,840	3,048,690	827,780	1,272,820	2,100,600

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

¹ FY1718 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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	1,185.2	1,022.9	992.5	1,274.8	1,552.8
Prince Edward Island	248.1	231.1	226.0	293.8	361.2
Nova Scotia	892.2	845.1	851.3	1,187.6	1,542.7
New Brunswick	954.0	869.6	925.1	1,248.4	1,542.6
Quebec	3,558.2	3,106.0	3,210.3	6,547.8	7,249.5
Ontario	5,657.7	5,240.4	5,680.5	11,347.0	13,143.7
Manitoba	631.3	619.2	631.2	1,082.2	1,257.5
Saskatchewan	700.9	624.7	639.3	952.5	1,101.4
Alberta	2,655.3	2,171.0	2,266.4	4,304.4	4,562.1
British Columbia	2,089.5	1,878.1	2,004.3	3,734.2	4,300.3
Yukon	27.8	25.0	26.0	39.5	50.1
Northwest Territories	30.9	31.1	29.7	37.0	49.4
Nunavut	23.6	21.0	20.0	25.7	38.7
Gender					
Men	9,678.0	8,416.6	8,833.7	16,252.2	17,838.7
Women	8,976.6	8,268.7	8,669.0	15,822.8	18,913.2
Age					
24 years old and under	1,443.0	1,284.6	1,302.6	3,601.1	4,297.4
25 to 44 years old	9,908.0	9,038.7	9,554.9	15,819.2	17,803.7
45 to 54 years old	3,431.5	2,883.7	2,915.8	5,272.4	5,893.0
55 years old and over	3,872.1	3,478.3	3,729.3	7,382.4	8,757.8
Canada	18,654.7	16,685.3	17,502.7	32,075.0	36,751.9

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 FY1718 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

EI economic region	FY1718	FY1819	FY1920	Total of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador							
St. John's	16,620	15,260	14,470	24,230	5,970	10,540	16,510
Newfoundland - Labrador	64,470	70,810	67,320	75,880	18,550	50,660	69,210
Prince Edward Island							
Charlottetown	5,570	5,680	4,850	8,600	3,290	3,930	7,220
Prince Edward Island (excluding Charlottetown)	17,150	16,800	16,920	16,590	3,860	12,960	16,820
Nova Scotia							
Eastern Nova Scotia	30,060	30,890	28,710	30,220	10,170	19,520	29,690
Western Nova Scotia	35,660	33,640	34,130	40,970	13,520	22,840	36,360
Halifax	19,580	20,040	19,700	31,870	12,700	12,910	25,610
New Brunswick							
Fredericton-Moncton-Saint-John	28,250	28,170	27,810	41,760	11,400	22,080	33,480
Madawaska-Charlotte	14,380	14,410	14,580	17,270	4,340	10,690	15,030
Restigouche-Albert	48,500	47,240	46,990	51,640	11,950	36,630	48,580
Quebec							
Gaspésie-Îles-de-la-Madeleine	27,900	27,020	26,450	26,720	6,370	19,340	25,710
Quebec	40,490	39,530	37,940	67,730	16,210	29,690	45,900
Trois-Rivières	9,650	9,310	10,320	15,930	3,580	7,910	11,490
South Central Quebec	8,780	8,870	10,430	16,220	4,230	7,690	11,920
Sherbrooke	10,150	9,960	10,080	17,290	4,830	7,850	12,680
Montréal	31,710	30,950	33,540	55,830	12,780	26,060	38,840
Montréal	174,490	170,940	172,740	324,500	71,810	13,0150	201,960
Central Quebec	86,950	85,820	85,120	109,250	24,630	69,840	94,470
North Western Quebec	21,210	20,750	19,950	24,660	7,110	14,530	21,640
Lower Saint Lawrence and North Shore	47,100	46,140	45,370	54,330	13,230	33,220	46,450
Hull	12,630	12,700	12,270	21,440	5,660	9,550	15,210
Chicoutimi-Jonquière	11,930	11,070	11,010	15,410	3,870	8,200	12,070
Ontario							
Ottawa	32,610	32,410	33,950	65,530	22,270	20,840	43,110
Eastern Ontario	26,410	25,490	23,600	32,720	9,620	18,130	27,750
Kingston	5,140	5,570	6,580	11,050	3,180	4,270	7,450
Central Ontario	59,150	58,130	61,510	99,240	28,850	40,230	69,080
Oshawa	18,760	16,100	18,300	31,480	10,610	11,300	21,910
Toronto	204,230	204,030	213,050	455,220	113,290	136,440	249,730
Hamilton	29,240	29,040	31,550	58,950	17,290	19,990	37,280
St. Catharines	20,380	20,090	21,490	44,760	10,050	17,540	27,590
London	20,780	19,090	22,040	40,500	12,040	14,830	26,870
Niagara	17,280	17,390	18,570	23,750	6,750	10,910	17,660
Windsor	19,440	21,290	20,970	35,230	9,860	15,660	25,520
Kitchener	21,820	21,540	23,130	40,540	12,750	14,660	27,410
Huron	19,450	17,880	19,220	25,470	7,470	11,830	19,300
South Central Ontario	21,680	20,780	23,430	37,800	12,140	15,150	27,290
Sudbury	7,430	7,860	8,250	14,340	5,840	5,360	11,200
Thunder Bay	6,370	5,900	6,240	10,160	2,630	4,010	6,640
Northern Ontario	32,400	34,310	33,790	41,150	12,730	21,710	34,440

Annex 2.4.1 (continued)

El economic region	FY1718	FY1819	FY1920	Total of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Manitoba							
Winnipeg	34,580	34,910	35,910	66,440	18,630	22,820	41,450
Southern Manitoba	17,180	17,750	17,860	24,070	7,540	11,340	18,880
Northern Manitoba	9,680	11,360	11,010	11,600	5,100	6,040	11,140
Saskatchewan							
Regina	10,470	10,310	10,580	17,050	4,880	5,980	10,860
Saskatoon	13,430	13,990	15,840	21,860	6,450	9,350	15,800
Southern Saskatchewan	12,750	13,820	14,320	17,920	5,880	8,810	14,690
Northern Saskatchewan	14,600	16,090	16,540	20,670	6,760	9,740	16,500
Alberta							
Calgary	55,710	57,720	61,950	124,830	31,170	36,420	67,590
Edmonton	61,260	68,520	71,530	126,950	33,060	42,160	75,220
Northern Alberta	13,900	16,540	16,690	24,080	6,890	8,840	15,730
Southern Alberta	39,400	46,090	50,280	88,560	22,330	29,730	52,060
British Columbia							
Southern Interior British Columbia	36,700	40,710	42,500	60,500	17,450	28,080	45,530
Abbotsford	10,750	9,760	10,390	14,550	4,990	7,090	12,080
Vancouver	87,510	82,480	88,030	168,240	53,750	52,400	106,150
Victoria	12,870	12,360	13,150	22,140	7,690	8,020	15,710
Southern Coastal British Columbia	30,000	30,350	31,710	45,400	15,090	18,920	34,010
Northern British Columbia	22,990	22,580	24,280	29,560	9,850	13,780	23,630
Territories							
Whitehorse	1,340	1,480	1,480	2,140	710	1,050	1,760
Yukon (excluding Whitehorse)	860	830	820	1,070	260	600	860
Yellowknife	840	830	750	1,050	410	470	880
Northwest Territories (excluding Yellowknife)	1,580	1,480	1,280	1,810	520	890	1,410
Iqaluit	320	290	290	350	150	180	330
Nunavut (excluding Iqaluit)	1,020	1,180	920	1,620	790	460	1,250
Canada	1,815,540	1,824,330	1,874,480	3,048,690	827,780	1,272,820	2,100,600

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

¹ FY1718 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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador					
St. John's	191.6	163.2	148.6	246.8	311.8
Newfoundland - Labrador	993.6	859.7	843.9	1,028.1	1,241.0
Prince Edward Island					
Charlottetown	50.1	47.0	44.8	79.5	115.6
Prince Edward Island (excluding Charlottetown)	198.0	184.0	181.2	214.4	245.6
Nova Scotia					
Eastern Nova Scotia	362.0	356.5	352.0	402.6	514.8
Western Nova Scotia	337.6	307.3	307.1	445.7	588.4
Halifax	192.5	181.3	192.2	339.4	439.5
New Brunswick					
Fredericton-Moncton-Saint-John	259.3	246.4	259.8	421.1	525.3
Madawaska-Charlotte	124.6	121.4	130.6	171.8	223.0
Restigouche-Albert	570.1	501.8	534.8	655.5	794.2
Quebec					
Gaspésie-Îles-de-la-Madeleine	322.5	280.2	293.4	339.3	401.4
Quebec	254.8	231.5	229.4	537.5	555.3
Trois-Rivières	63.4	58.0	65.4	132.4	143.7
South Central Quebec	51.9	46.7	54.6	113.6	127.0
Sherbrooke	62.1	59.0	59.8	126.5	142.6
Montréal	210.1	184.1	197.6	433.6	478.9
Montréal	1,288.5	1,114.3	1,132.9	2,891.9	3,099.7
Central Quebec	596.1	519.9	542.0	938.4	1,066.9
North Western Quebec	163.6	149.0	151.0	220.6	292.8
Lower Saint Lawrence and North Shore	370.3	311.7	331.9	497.6	576.1
Hull	91.4	80.4	80.9	192.4	220.2
Chicoutimi-Jonquière	83.6	71.2	71.3	123.9	144.5
Ontario					
Ottawa	344.7	328.2	346.7	687.7	827.9
Eastern Ontario	231.2	222.2	220.9	333.3	418.6
Kingston	47.7	47.2	59.3	112.8	138.3
Central Ontario	541.4	495.8	538.4	991.7	1,188.5
Oshawa	181.8	153.1	171.5	346.2	409.9
Toronto	2,244.7	2,087.5	2,261.3	5,115.9	5,677.4
Hamilton	289.9	270.8	297.9	594.0	695.7
St. Catharines	174.3	154.1	176.5	460.5	519.2
London	193.3	177.1	190.7	377.8	483.9
Niagara	159.5	156.6	168.0	248.0	283.9
Windsor	125.7	135.6	162.2	356.1	433.0
Kitchener	210.4	206.8	222.2	410.8	471.2
Huron	166.0	147.8	156.8	249.0	296.4
South Central Ontario	189.2	189.7	209.0	358.8	431.2
Sudbury	84.0	70.5	78.3	136.8	187.0
Thunder Bay	57.3	51.6	54.6	101.1	114.9
Northern Ontario	416.7	345.7	366.1	466.4	566.7

Annex 2.4.2 (continued)

El economic region	FY1718	FY1819	FY1920	FY2021	FY2122
Manitoba					
Winnipeg	332.4	326.0	335.8	674.4	755.4
Southern Manitoba	155.0	156.5	164.6	249.5	288.0
Northern Manitoba	144.0	136.7	130.8	158.3	214.1
Saskatchewan					
Regina	118.0	109.0	110.8	198.3	222.2
Saskatoon	187.0	160.2	165.9	259.2	284.7
Southern Saskatchewan	170.9	147.2	154.3	221.1	253.9
Northern Saskatchewan	225.0	208.2	208.3	273.9	340.5
Alberta					
Calgary	917.0	716.3	725.1	1,470.8	1,573.1
Edmonton	922.1	785.2	791.7	1,512.8	1,588.3
Northern Alberta	236.9	199.2	212.9	313.3	331.6
Southern Alberta	579.3	470.3	536.7	1,007.5	1,069.1
British Columbia					
Southern Interior British Columbia	433.6	380.8	383.6	624.7	742.5
Abbotsford	93.3	82.7	89.8	152.4	188.7
Vancouver	867.7	810.7	873.5	1,899.7	2,120.6
Victoria	119.5	112.9	124.4	233.0	271.2
Southern Coastal British Columbia	281.9	258.3	285.4	484.5	570.6
Northern British Columbia	293.4	232.7	247.6	339.9	406.8
Territories					
Whitehorse	19.0	15.9	17.3	25.3	32.7
Yukon (excluding Whitehorse)	8.8	9.1	8.6	14.2	17.3
Yellowknife	9.3	10.1	10.2	12.9	17.9
Northwest Territories (excluding Yellowknife)	21.5	21.1	19.5	24.2	31.5
Iqaluit	4.1	3.9	4.4	5.3	6.5
Nunavut (excluding Iqaluit)	19.5	17.1	15.7	20.4	32.22
Canada	18,654.7	16,685.3	17,502.7	32,075.0	36,751.8

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 FY1718 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	FY1718	FY1819	FY1920	Total of FY2021 ^{1,2}	First half of FY2122 ²	Second half of FY2122 ²	Total of FY2122 ²
Newfoundland and Labrador	62,170	66,680	62,980	81,400	14,840	48,780	63,620
Prince Edward Island	16,430	15,540	14,860	18,820	4,370	12,100	16,470
Nova Scotia	63,880	61,800	62,100	81,630	24,340	42,330	66,670
New Brunswick	70,610	68,320	68,720	91,520	17,490	55,010	72,500
Quebec	399,080	384,500	400,460	653,980	126,940	304,420	431,360
Ontario	373,130	363,620	393,950	848,920	177,710	258,580	436,290
Manitoba	40,230	42,610	42,900	76,120	19,140	27,560	46,700
Saskatchewan	35,190	37,570	40,800	60,370	15,130	24,260	39,390
Alberta	112,400	127,090	140,540	296,840	60,040	78,580	138,620
British Columbia	122,410	120,860	135,800	257,310	63,530	78,380	141,910
Yukon	1,610	1,640	1,680	2,440	550	1,120	1,670
Northwest Territories	1,760	1,580	1,520	2,200	600	1,000	1,600
Nunavut	810	900	770	1,310	570	380	950
Gender							
Men	788,880	791,220	830,770	1,371,140	231,370	615,570	846,940
Women	510,830	501,490	536,310	1,101,720	293,880	316,930	610,810
Age							
24 years old and under	118,750	113,780	122,860	381,160	74,800	99,240	174,040
25 to 44 years old	571,930	568,800	603,290	1,042,340	238,600	399,870	638,470
45 to 54 years old	289,420	278,900	286,640	445,220	100,090	175,480	275,570
55 years old and over	319,610	331,230	354,290	604,140	111,760	257,910	369,670
EI claimant category³							
Long-tenured workers	310,270	294,820	340,900	671,790	167,870	173,760	341,630
Occasional claimants	699,370	700,580	738,600	1,511,990	338,400	500,810	839,210
Frequent claimants	290,070	297,310	287,580	289,080	18,980	257,930	276,910
Canada	1,299,710	1,292,710	1,367,080	2,472,860	525,250	932,500	1,457,750

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 2.1](#) 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	FY1718	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2021 ^{2, r}	Claims established on or after September 27, 2020 and completed in FY2122 ^{2, p}	Claims established on or after September 26, 2021 and completed in FY2122 ^{2, p}
Newfoundland and Labrador	32.7	28.7	27.1	30.0	7.6	33.7	9.3
Prince Edward Island	23.1	22.3	22.2	24.6	8.9 ^r	28.2	11.4
Nova Scotia	22.7	22.0	22.1	24.8	9.5 ^r	31.1	11.0
New Brunswick	22.4	20.5	21.3	24.0	8.8 ^r	29.8	9.8
Quebec	16.8	15.6	15.8	18.1	7.5	26.7	8.7
Ontario	17.6	16.9	17.0	20.2	9.0 ^r	31.1	8.3
Manitoba	19.3	18.6	18.8	21.6	9.4	30.3	10.8
Saskatchewan	26.0	22.8	20.5	23.6	10.3	31.6	11.0
Alberta	28.5	21.6	19.6	23.5	9.5 ^r	31.7	10.1
British Columbia	19.9	17.9	17.2	20.4	9.4 ^r	31.8	10.1
Yukon	21.7	20.0	19.6	20.6	9.3 ^r	32.8	15.3
Northwest Territories	22.3	22.6	22.9	26.7	11.6 ^r	36.8	12.8
Nunavut	32.8	28.1	28.0	33.6	8.1 ^r	36.9	5.6
Gender							
Men	20.5	18.8	18.6	21.2	8.7	29.7	9.1
Women	19.8	18.0	17.5	20.9	8.6	30.7	9.1
Age							
24 years old and under	17.7	16.6	16.3	18.9	8.1	26.7	8.3
25 to 44 years old	19.3	17.4	17.3	20.4 ^r	8.7 ^r	28.9	8.5
45 to 54 years old	20.9	19.0	18.5	21.4	8.8	30.4	9.1
55 years old and over	22.5	20.5	20.1	22.8	8.8 ^r	34.1	11.0
EI claimant category³							
Long-tenured workers	21.1	18.0	16.8	19.7	8.1 ^r	28.9	6.6
Occasional claimants	19.1	17.8	17.6	20.6	8.8	30.8	9.0
Frequent claimants	22.1	20.7	20.9	23.7	11.2	29.0	13.2
Canada	20.3	18.5	18.2	21.1	8.6	30.1	9.1

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 [2.1](#) 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	FY1718	FY1819	FY1920	Second half of FY2021 ²	First half of FY2122 ²	Two months in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador	447	456	468	536	535	496	493
Prince Edward Island	426	433	446	528	530	488	488
Nova Scotia	427	433	447	530	530	492	473
New Brunswick	437	447	459	531	528	496	494
Quebec	450	462	478	534	546	490	511
Ontario	462	477	489	532	552	497	509
Manitoba	449	456	462	529	535	495	495
Saskatchewan	471	481	490	540	542	520	532
Alberta	496	507	512	542	554	533	549
British Columbia	459	472	488	535	552	506	523
Yukon	500	519	528	549	565	558	530
Northwest Territories	527	523	527	557	568	555	575
Nunavut	514	502	550	550	557	543	567
Gender							
Men	481	493	507	544	555	524	540
Women	419	432	444	522	541	459	453
Age							
24 years old and under	416	433	445	514	519	454	443
25 to 44 years old	470	481	495	539	553	512	527
45 to 54 years old	463	475	490	541	555	514	530
55 years old and over	442	455	468	534	548	493	498
EI claimant category³							
Long-tenured workers	495	503	515	547	566	543	564
Occasional claimants	437	452	464	526	538	475	483
Frequent claimants	464	477	491	547	550	516	530
Canada	457	469	483	534	547	500	511

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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	953.6	799.2	759.2	1,029.1	1,258.3
Prince Edward Island	175.5	160.3	155.5	211.6	270.0
Nova Scotia	642.5	595.2	588.6	905.1	1,213.5
New Brunswick	729.6	632.2	680.0	989.9	1,251.4
Quebec	3,043.3	2,577.5	2,622.2	5,906.0	6,464.9
Ontario	3,183.3	2,775.9	3,011.1	8,352.1	9,766.4
Manitoba	386.2	371.1	370.7	785.2	920.0
Saskatchewan	473.3	393.0	405.9	700.7	819.1
Alberta	1,804.8	1,331.3	1,354.1	3,304.1	3,477.9
British Columbia	1,193.0	988.5	1,068.7	2,675.9	3,081.6
Yukon	18.9	16.5	17.0	27.6	35.7
Northwest Territories	20.8	21.4	19.5	26.4	36.3
Nunavut	15.8	11.7	12.2	16.4	27.0
Gender					
Men	8,359.3	7,072.5	7,348.8	14,578.4	15,982.2
Women	4,281.2	3,601.3	3,715.6	10,351.7	12,639.8
Age					
24 years old and under	1,076.1	922.7	939.3	3,157.6	3,759.0
25 to 44 years old	5,449.7	4,585.2	4,783.1	10,578.0	11,843.5
45 to 54 years old	2,876.7	2,335.9	2,342.4	4,660.7	5,191.2
55 years old and over	3,238.0	2,830.0	2,999.6	6,533.9	7,828.3
EI claimant category²					
Long-tenured workers	3,343.6	2,467.4	2,518.1	6,533.0	6,885.5
Occasional claimants	6,272.5	5,505.2	5,746.6	14,933.4	17,856.2
Frequent claimants	3,024.4	2,701.2	2,799.7	3,463.6	3,880.4
Canada	12,640.5	10,673.8	11,064.4	24,930.1	28,622.1

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	FY1718	FY1819	FY1920	Total of FY2021 ^{1,2}	First half of FY2122 ²	Second half of FY2122 ²	Total FY2122 ²
Goods-producing industries	502,080	505,200	523,350	667,470	110,480	390,300	500,780
Agriculture, forestry, fishing and hunting	53,760	52,440	51,240	59,370	11,750	43,800	55,550
Mining, quarrying, and oil and gas extraction	21,340	24,980	24,130	33,730	5,540	16,190	21,730
Utilities	4,150	4,150	4,870	3,980	1,120	3,130	4,250
Construction	288,870	292,720	289,330	350,210	42,010	243,780	285,790
Manufacturing	133,960	130,910	153,780	220,180	50,060	83,400	133,460
Services-producing industries	764,150	764,220	801,070	1,671,510	401,520	511,210	912,730
Wholesale trade	39,790	38,920	41,670	83,080	14,130	23,630	37,760
Retail trade	79,090	69,330	76,100	286,270	41,460	48,060	89,520
Transportation and warehousing	60,190	62,640	64,460	114,250	24,730	44,370	69,100
Finance and insurance	15,020	12,630	12,480	22,230	6,450	6,860	13,310
Real estate, rental and leasing	17,720	18,270	18,800	39,840	6,280	11,410	17,690
Professional, scientific and technical services	52,690	50,950	55,220	87,120	21,260	37,000	58,260
Business, building and other support services ³	86,380	88,130	85,720	170,190	30,180	65,360	95,540
Educational services	157,110	163,030	170,300	120,670	138,050	53,100	191,150
Health care and social assistance	46,590	45,870	50,050	105,120	32,500	29,790	62,290
Information, culture and recreation ⁴	39,080	40,250	39,900	110,510	12,100	38,720	50,820
Accommodation and food services	63,840	63,280	72,130	317,070	27,760	77,340	105,100
Other services (excluding public administration)	40,340	42,010	45,450	116,740	18,290	27,240	45,530
Public administration	66,310	68,910	68,790	98,420	28,330	48,330	76,660
Unclassified⁵	33,480	23,290	42,660	133,880	13,250	30,990	44,240
Canada	1,299,710	1,292,710	1,367,080	2,472,860	525,250	932,500	1,457,750

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 2.1](#) 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	FY1718	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2021 ^{2, r}	Claims established on or after September 27, 2020 and completed in FY2122 ^{2, p}	Claims established on or after September 26, 2021 and completed in FY2122 ^{2, p}
Goods-producing industries	20.1	18.3	18.1	20.4	8.1^f	26.6	8.7
Agriculture, forestry, fishing and hunting	22.0	20.7	20.8	23.5	10.6 ^f	30.1	13.4
Mining, quarrying and oil and gas extraction	26.9	21.4	20.6	23.9	9.6 ^f	29.1	9.8
Utilities	19.3	17.3	15.5	21.1	6.7 ^f	23.2	5.8
Construction	19.3	17.7	17.4	19.8	7.7 ^f	24.8	8.5
Manufacturing	19.9	18.2	18.0	19.9	7.9 ^f	28.0	7.1
Services-producing industries	20.2	18.5	18.2	21.5	8.9	31.4	9.3
Wholesale trade	24.0	22.0	22.2	24.5	9.3 ^f	34.8	9.2
Retail trade	22.8	21.4	21.1	22.2	7.0 ^f	32.0	10.1
Transportation and warehousing	20.1	18.4	18.3	21.5	9.1 ^f	31.0	9.6
Finance and insurance	24.3	23.9	22.4	26.4	10.0	35.0	8.9
Real estate, rental and leasing	24.0	21.2	20.7	23.6	9.4 ^f	35.2	10.1
Professional, scientific and technical services	22.4	19.7	19.4	23.4	9.8 ^f	30.5	9.9
Business, building and other support services ³	21.4	19.9	20.0	22.1	9.6 ^f	33.6	11.0
Educational services	12.5	11.8	11.2	14.8	8.7 ^f	19.0	7.1
Health care and social assistance	21.4	19.9	19.5	21.4	7.9 ^f	32.2	9.1
Information, culture and recreation ⁴	20.9	19.1	19.5	22.1 ^f	10.3 ^f	32.7	9.3
Accommodation and food services	22.6	20.9	21.4	23.0	10.0	35.8	7.4
Other services (excluding public administration)	22.4	20.1	20.2	22.2	8.4 ^f	32.6	9.6
Public administration	22.0	20.3	19.9	23.3	9.5 ^f	29.7	11.4
Unclassified⁵	22.9	21.1	20.1	23.2^f	9.1^f	33.7	9.5
Canada	20.3	18.5	18.2	21.1	8.6	30.1	9.1

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 2.1 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	FY1718	FY1819	FY1920	Second half of FY2021 ²	First half of FY2122 ²	Two months in fall 2021 ²	Last four months of FY2122 ²
Goods-producing industries	493	503	519	555	564	539	562
Agriculture, forestry, fishing and hunting	441	459	479	542	555	522	505
Mining, quarrying, and oil and gas extraction	531	541	554	571	588	579	597
Utilities	532	538	552	567	585	567	596
Construction	512	521	536	562	571	552	575
Manufacturing	464	474	494	545	557	519	533
Services-producing industries	434	447	460	527	543	476	471
Wholesale trade	449	462	477	536	553	518	506
Retail trade	386	405	421	518	523	433	435
Transportation and warehousing	420	431	449	537	541	511	463
Finance and insurance	481	493	510	542	563	519	528
Real estate, rental and leasing	449	469	480	535	548	472	496
Professional, scientific and technical services	488	497	515	549	563	534	553
Business, building and other support services ³	429	447	463	531	537	473	489
Educational services	473	479	488	533	552	499	515
Health care and social assistance	414	423	440	524	539	458	460
Information, culture and recreation ⁴	418	435	439	525	540	425	457
Accommodation and food services	359	374	390	513	518	423	395
Other services (excluding public administration)	422	439	449	525	536	481	456
Public administration	460	468	479	537	545	518	506
Unclassified⁵	427	440	457	527	538	487	482
Canada	457	469	483	534	547	500	511

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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Goods-producing industries	5,343.6	4,473.4	4,590.7	7,138.4	7,965.0
Agriculture, forestry, fishing and hunting	578.2	496.8	525.8	689.3	940.2
Mining, quarrying, and oil and gas extraction	310.0	274.2	270.0	430.8	417.2
Utilities	48.2	36.4	42.2	46.8	46.7
Construction	3,113.4	2,640.3	2,592.1	3,691.3	4,012.0
Manufacturing	1,293.7	1,025.7	1,160.7	2,280.1	2,549.0
Services-producing industries	6,998.6	5,995.6	6,151.8	16,428.9	19,915.0
Wholesale trade	492.3	402.6	425.2	937.8	1,042.6
Retail trade	763.4	620.9	610.1	2,405.4	2,908.0
Transportation and warehousing	533.3	466.0	499.1	1,131.8	1,410.9
Finance and insurance	193.9	155.0	148.8	258.8	346.0
Real estate, rental and leasing	207.3	175.4	174.8	445.6	464.2
Professional, scientific and technical services	601.1	479.4	516.5	996.0	1,140.4
Business, building and other support services ²	871.4	768.8	768.0	1,845.5	2,275.7
Educational services	850.0	774.6	823.5	793.5	1,823.9
Health care and social assistance	424.0	349.6	359.2	978.2	1,383.4
Information, culture and recreation ³	377.7	324.7	317.1	1,156.8	1,116.3
Accommodation and food services	559.9	487.2	489.4	3,383.5	3,300.9
Other services (excluding public administration)	421.5	371.7	376.7	1,126.7	1,315.9
Public administration	702.7	619.7	643.4	969.2	1,386.8
Unclassified⁴	298.4	204.8	321.8	1,362.9	742.0
Canada	12,640.5	10,673.8	11,064.4	24,930.1	28,622.1

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	FY1718	FY1819	FY1920	Total of FY2021 ^{1,2}	First half of FY2122 ²	Second half of FY2122 ²	Total of FY2122 ²
Newfoundland and Labrador							
St. John's	12,900	11,510	11,070	20,320	3,850	8,050	11,900
Newfoundland – Labrador	49,270	55,170	51,910	61,080	10,990	40,730	51,720
Prince Edward Island							
Charlottetown	3,820	3,730	3,410	6,670	2,240	2,630	4,870
Prince Edward Island (excluding Charlottetown)	12,610	11,810	11,450	12,150	2,130	9,470	11,600
Nova Scotia							
Eastern Nova Scotia	23,760	24,190	22,610	24,760	7,440	15,850	23,290
Western Nova Scotia	27,020	24,810	26,000	32,160	8,550	18,090	26,640
Halifax	13,100	12,800	13,490	24,710	8,350	8,390	16,740
New Brunswick							
Fredericton-Moncton-Saint-John	20,180	19,270	19,540	33,220	6,890	16,000	22,890
Madawaska-Charlotte	10,940	10,840	11,060	14,090	2,550	8,200	10,750
Restigouche- Albert	39,490	38,210	38,120	44,210	8,050	30,810	38,860
Quebec							
Gaspésie-Île-de-la Madeleine	25,180	24,030	23,740	23,980	5,010	17,630	22,640
Québec	32,950	30,760	31,440	58,860	11,840	24,430	36,270
Trois-Rivières	7,820	7,550	8,560	13,820	2,350	6,300	8,650
South Central Quebec	6,820	6,820	8,560	13,190	2,850	6,290	9,140
Sherbrooke	8,000	7,690	8,290	14,730	3,090	6,310	9,400
Montérégie	24,880	24,240	27,820	47,530	8,740	21,420	30,160
Montreal	144,110	138,980	145,090	285,330	54,010	108,630	162,640
Central Quebec	71,440	68,910	71,350	94,470	16,740	58,100	74,840
North Western Quebec	17,730	17,610	17,150	21,950	5,370	11,960	17,330
Lower Saint Lawrence and North Shore	40,660	39,620	39,520	47,950	10,150	29,020	39,170
Hull	9,890	9,420	9,710	18,950	4,110	7,770	11,880
Chicoutimi-Jonquière	9,600	8,870	9,230	13,220	2,680	6,560	9,240
Ontario							
Ottawa	19,340	19,130	19,290	50,390	13,240	11,780	25,020
Eastern Ontario	18,670	17,530	16,420	24,930	5,730	12,740	18,470
Kingston	3,110	3,530	4,280	8,690	2,040	2,840	4,880
Central Ontario	41,030	39,720	43,440	78,060	16,950	28,800	45,750
Oshawa	12,690	10,470	12,460	24,710	6,090	7,370	13,460
Toronto	131,950	129,050	139,560	368,300	67,980	89,120	157,100
Hamilton	18,630	18,330	19,990	45,520	10,110	13,080	23,190
St. Catharines	14,310	14,030	15,560	37,690	6,680	13,200	19,880
London	13,770	11,870	14,680	32,370	6,610	10,230	16,840
Niagara	11,600	11,150	12,850	18,040	3,860	7,400	11,260
Windsor	14,490	16,180	16,550	29,740	6,550	12,560	19,110
Kitchener	13,570	13,240	14,710	30,750	7,640	8,960	16,600
Huron	13,360	12,560	13,380	19,730	3,970	8,510	12,480
South Central Ontario	13,110	12,130	14,840	27,280	6,710	9,280	15,990
Sudbury	4,990	5,180	5,710	11,060	3,920	3,510	7,430
Thunder Bay	4,460	4,130	4,240	8,270	1,480	2,880	4,360
Northern Ontario	24,050	25,390	25,990	33,390	8,150	16,320	24,470

(continued)

Annex 2.7.1 (continued)

El economic region	FY1718	FY1819	FY1920	Total of FY2021 ^{1,2}	First half of FY2122 ²	Second half of FY2122 ²	Total of FY2122 ²
Manitoba							
Winnipeg	21,920	22,750	23,040	50,200	11,180	15,380	26,560
Southern Manitoba	11,180	11,140	11,390	16,420	4,080	7,470	11,550
Northern Manitoba	7,130	8,720	8,470	9,500	3,880	4,710	8,590
Saskatchewan							
Regina	6,330	6,460	6,570	12,710	2,710	3,900	6,610
Saskatoon	8,640	9,080	10,760	16,530	3,700	6,290	9,990
Southern Saskatchewan	8,710	9,380	10,210	14,030	3,690	6,430	10,120
Northern Saskatchewan	11,510	12,650	13,260	17,100	5,030	7,640	12,670
Alberta							
Calgary	35,620	37,950	42,350	101,330	19,650	23,340	42,990
Edmonton	42,230	47,140	51,080	103,540	21,600	29,290	50,890
Northern Alberta	9,880	12,220	12,590	20,300	4,760	6,330	11,090
Southern Alberta	24,670	29,780	34,520	71,670	14,030	19,620	33,650
British Columbia							
Southern Interior British Columbia	25,520	29,410	31,230	48,000	10,930	20,510	31,440
Abbotsford	6,690	5,830	6,290	9,950	2,360	4,540	6,900
Vancouver	47,730	43,640	51,220	125,580	30,260	28,050	58,310
Victoria	6,710	6,480	7,390	15,900	4,090	3,890	7,980
Southern Coastal British Columbia	19,220	19,010	21,490	34,170	8,990	12,060	21,050
Northern British Columbia	16,540	16,490	18,180	23,710	6,900	9,330	16,230
Territories							
Whitehorse	820	920	930	1,470	380	590	970
Yukon (excluding Whitehorse)	790	720	750	970	170	530	700
Yellowknife	520	430	470	720	220	290	510
Northwest Territories (excluding Yellowknife)	1,240	1,150	1,050	1,480	380	710	1,090
Iqaluit	170	130	140	170	70	100	170
Nunavut (excluding Iqaluit)	640	770	630	1,140	500	280	780
Canada	1,299,710	1,292,710	1,367,080	2,472,860	525,250	932,500	1,457,750

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 2.1](#) 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	FY1718	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2021 ^{2, r}	Claims established on or after September 27, 2020 and completed in FY2122 ^{2, P}	Claims established on or after September 26, 2021 and completed in FY2122 ^{2, P}
Newfoundland and Labrador							
St. John's	20.9	20.8	20.4	21.7	7.4 ^r	31.2	10.8
Newfoundland – Labrador	35.7	30.4	28.5	31.4	8.0 ^r	34.6	7.6
Prince Edward Island							
Charlottetown	19.1	17.5	18.3	21.0	8.0 ^r	26.8	11.6
Prince Edward Island (excluding Charlottetown)	24.5	23.7	23.5	25.5	9.8 ^r	28.9	11.2
Nova Scotia							
Eastern Nova Scotia	26.4	26.1	26.7	28.5	9.9	32.5	11.1
Western Nova Scotia	21.4	20.1	19.6	22.9	9.2 ^r	30.8	11.7
Halifax	19.0	18.5	18.6	20.9	9.6	30.3	9.9
New Brunswick							
Fredericton-Moncton-Saint-John	18.7	17.5	17.9	20.7	8.5 ^r	29.7	9.5
Madawaska-Charlotte	19.1	18.7	20.0	21.8	8.9 ^r	28.4	12.9
Restigouche- Albert	25.1	22.5	23.4	26.1	9.4	30.3	7.8
Quebec							
Gaspésie-Île-de-la Madeleine	25.2	23.8	24.5	27.0	8.0 ^r	30	10.5
Québec	14.2	13.5	13.5	16.4	7.6 ^r	23.3	7.7
Trois-Rivières	15.4	15.0	14.7	17.1	7.1	26.7	8.8
South Central Quebec	13.0	12.8	12.5	13.9	6.4 ^r	21.0	7.9
Sherbrooke	14.4	14.3	13.1	15.9	6.6	22.5	7.7
Montréal	15.4	14.2	14.0	16.2	6.8 ^r	24.9	8.8
Montreal	17.0	15.7	15.6	18.2	7.7 ^r	28.7	8.4
Central Quebec	15.7	14.7	15.1	17.0	7.3	25.1	9.2
North Western Quebec	17.4	16.5	16.6	18.3	7.0 ^r	26.9	10.0
Lower Saint Lawrence and North Shore	17.3	15.4	16.6	18.4	7.2 ^r	24.9	10.4
Hull	16.2	14.3	14.9	17.5	8.8 ^r	27.8	8.5
Chicoutimi-Jonquière	16.8	14.8	15.1	17.0	7.1 ^r	24.9	8.1
Ontario							
Ottawa	16.3	15.7	15.5	19.6	9.0	30.1	9.0
Eastern Ontario	16.9	16.4	16.3	18.6	8.3 ^r	29.2	9.2
Kingston	15.8	16.0	16.2	20.9	8.2 ^r	30.9	10.1
Central Ontario	16.7	16.2	16.4	19.7	8.5	29.3	9.4
Oshawa	15.6	15.3	15.6	21.1	8.7 ^r	31.0	7.5
Toronto	18.1	17.2	17.8	20.9	9.5	33.2	7.6
Hamilton	16.3	15.6	16.2	19.5	9.0	29.3	8.5
St. Catharines	16.7	15.9	16.4	19.8	9.1 ^r	32.0	8.0
London	16.6	16.0	16.0	18.1	8.2 ^r	28.7	7.6
Niagara	16.9	16.3	17.1	19.6 ^r	8.2 ^r	29.1	8.1
Windsor	11.1	14.2	13.7	17.8	8.5	29.2	6.8
Kitchener	15.8	15.9	16.5	19.6	8.4	27.8	7.5
Huron	15.6	15.7	15.1	18.0	7.9 ^r	27.7	8.9
South Central Ontario	14.2	15.1	15.4	17.5	8.2	26.8	7.7
Sudbury	24.6	18.0	16.7	20.4	8.4 ^r	26.9	8.5
Thunder Bay	15.6	16.1	15.8	19.3 ^r	8.6 ^r	28.7	7.8
Northern Ontario	28.1	23.4	21.5	24.5	8.6	30.7	11.0

(continued)

Annex 2.7.2 (continued)

El economic region	FY1718	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2021 ^{2, r}	Claims established on or after September 27, 2020 and completed in FY2122 ^{2, p}	Claims established on or after September 26, 2021 and completed in FY2122 ^{2, p}
Manitoba							
Winnipeg	16.6	16.1	16.5	19.5	9.4	30.2	10.7
Southern Manitoba	16.4	16.1	17.0	19.8 ^r	9.3	28.3	11.6
Northern Manitoba	31.7	28.2	26.6	29.1 ^r	9.9	34.1	7.9
Saskatchewan							
Regina	16.8	16.0	16.8	20.0	10.2	31.5	11.1
Saskatoon	24.5	20.5	18.0	19.6	10.3	31.3	10.9
Southern Saskatchewan	25.9	21.0	18.5	21.9	10.2	30.2	11.9
Northern Saskatchewan	33.2	28.5	25.7	29.0	10.5	33.2	9.5
Alberta							
Calgary	29.8	23.0	20.1	23.7 ^r	9.8	32.5	9.7
Edmonton	26.3	20.5	19.0	22.9	9.2	31.1	10.2
Northern Alberta	31.7	24.3	22.7	26.3	9.1	31.9	8.9
Southern Alberta	28.6	20.5	18.7	23.0	9.4	31.5	10.5
British Columbia							
Southern Interior British Columbia	24.8	20.5	17.8	20.4 ^r	10.2	30.0	11.1
Abbotsford	16.9	15.8	15.7	17.9 ^r	9.2	30.9	9.4
Vancouver	16.9	16.2	16.5	20.2	9.3	33.2	9.5
Victoria	15.9	15.2	16.0	19.6	9.3	31.7	9.5
Southern Coastal British Columbia	17.6	16.2	16.9	20.1	9.3	30.5	9.5
Northern British Columbia	24.7	21.7	19.4	22.7	8.7	30.1	11.0
Territories							
Whitehorse	23.2	19.4	18.2	19.5	9.1	31.8	13.5
Yukon (excluding Whitehorse)	19.8	20.7	21.4	22.0	13.8	34.2	17.8
Yellowknife	16.2	18.0	18.9	21.2	11.5	34.6	8.7
Northwest Territories (excluding Yellowknife)	24.5	24.5	24.5	28.5	11.1	37.8	13.9
Iqaluit	22.6	20.1	22.0	24.3	5.0	33.4	3.5
Nunavut (excluding Iqaluit)	34.9	29.7	29.1	35.5	8.8	37.4	6.4
Canada	20.3	18.5	18.2	21.1	8.6	30.1	9.1

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 [2.1](#) 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	FY1718	FY1819	FY1920	Second half of FY2021 ²	First half of FY2122 ²	Two months in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador							
St. John's	466	470	477	535	543	486	481
Newfoundland – Labrador	442	453	466	536	532	497	496
Prince Edward Island							
Charlottetown	406	418	423	520	528	454	450
Prince Edward Island (excluding Charlottetown)	432	438	453	532	532	495	501
Nova Scotia							
Eastern Nova Scotia	440	443	459	536	531	507	492
Western Nova Scotia	414	423	434	529	529	479	463
Halifax	429	432	452	526	531	481	468
New Brunswick							
Fredericton-Moncton-Saint-John	432	442	453	527	525	465	487
Madawaska-Charlotte	424	430	440	527	528	463	471
Restigouche- Albert	443	453	468	534	531	512	505
Quebec							
Gaspésie-Île-de-la Madeleine	451	460	478	539	545	519	527
Québec	467	481	493	535	546	502	516
Trois-Rivières	446	454	476	531	547	474	492
South Central Quebec	458	465	484	539	548	465	516
Sherbrooke	447	463	483	534	546	481	506
Montréal	448	464	477	536	546	475	514
Montreal	448	459	477	532	546	494	507
Central Quebec	445	456	473	534	545	467	511
North Western Quebec	453	470	480	538	551	501	512
Lower Saint Lawrence and North Shore	452	462	476	538	542	484	518
Hull	463	477	485	535	542	510	519
Chicoutimi-Jonquière	446	458	473	532	548	484	499
Ontario							
Ottawa	464	477	485	528	548	492	499
Eastern Ontario	440	463	476	533	543	477	509
Kingston	443	466	468	528	539	493	478
Central Ontario	452	465	481	532	547	483	504
Oshawa	483	493	497	533	552	493	510
Toronto	467	482	493	531	555	510	511
Hamilton	468	483	495	533	556	515	523
St. Catharines	440	456	471	528	547	457	470
London	455	464	484	530	544	485	491
Niagara	457	473	486	536	548	497	511
Windsor	481	496	506	537	559	472	531
Kitchener	464	483	496	532	554	499	507
Huron	458	474	483	537	546	494	521
South Central Ontario	468	481	496	537	554	503	517
Sudbury	466	489	504	536	568	523	514
Thunder Bay	485	494	514	536	559	534	548
Northern Ontario	455	472	483	536	547	496	520

(continued)

Annex 2.7.3 (continued)

El economic region	FY1718	FY1819	FY1920	Second half of FY2021 ²	First half of FY2122 ²	Two months in fall 2021 ²	Last four months of FY2122 ²
Manitoba							
Winnipeg	456	461	472	527	537	498	495
Southern Manitoba	443	451	461	531	529	485	486
Northern Manitoba	435	448	439	534	535	498	511
Saskatchewan							
Regina	487	501	506	538	555	511	533
Saskatoon	478	491	495	535	543	525	522
Southern Saskatchewan	472	474	489	545	536	512	536
Northern Saskatchewan	457	468	479	542	540	526	538
Alberta							
Calgary	493	502	506	539	552	521	542
Edmonton	505	514	519	544	557	544	552
Northern Alberta	498	511	515	550	560	550	563
Southern Alberta	485	499	507	543	550	525	547
British Columbia							
Southern Interior British Columbia	463	471	485	537	546	489	525
Abbotsford	395	416	440	528	538	494	487
Vancouver	460	473	488	532	555	509	517
Victoria	461	486	494	534	547	527	515
Southern Coastal British Columbia	459	470	490	535	550	504	526
Northern British Columbia	474	487	504	547	555	535	555
Territories							
Whitehorse	496	521	530	552	567	574	545
Yukon (excluding Whitehorse)	504	516	525	545	562	543	509
Yellowknife	533	537	538	557	576	574	584
Northwest Territories (excluding Yellowknife)	525	518	522	557	563	548	571
Iqaluit	523	546	563	557	580	n/a	539
Nunavut (excluding Iqaluit)	512	494	547	549	554	543	583
Canada	457	469	483	534	547	500	511

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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador					
St. John's	139.1	112.8	100.5	191.5	247.8
Newfoundland – Labrador	814.5	686.4	658.7	837.7	1,010.5
Prince Edward Island					
Charlottetown	32.3	29.2	29.0	58.7	86.7
Prince Edward Island (excluding Charlottetown)	143.2	131.2	126.4	152.9	183.3
Nova Scotia					
Eastern Nova Scotia	283.4	276.5	272.4	322.9	421.4
Western Nova Scotia	244.9	212.1	208.5	335.4	461.3
Halifax	114.2	106.5	107.7	246.8	330.8
New Brunswick					
Fredericton-Moncton-Saint-John	172.9	151.5	160.0	315.9	402.7
Madawaska-Charlotte	93.0	88.5	97.8	136.5	180.3
Restigouche- Albert	463.6	392.1	422.1	537.5	668.4
Quebec					
Gaspésie-Île-de-la Madeleine	295.6	252.0	265.2	308.7	367.5
Québec	211.6	183.7	181.2	477.9	488.3
Trois-Rivières	53.3	47.0	50.0	116.4	124.1
South Central Quebec	40.7	35.4	39.4	94.5	105.9
Sherbrooke	50.5	46.3	46.5	110.2	120.7
Montréal	1,116.9	939.7	935.2	2,661.7	2,825.3
Central Quebec	499.2	420.7	431.8	830.3	925.6
North Western Quebec	141.6	126.7	128.0	199.5	259.2
Lower Saint Lawrence and North Shore	318.4	262.6	272.7	441.4	510.3
Hull	74.7	60.8	63.0	174.7	197.6
Chicoutimi-Jonquière	67.6	56.0	55.2	106.7	122.6
Ontario					
Ottawa	152.4	140.9	138.8	465.7	567.4
Eastern Ontario	145.7	130.1	125.8	232.6	304.4
Kingston	24.2	23.6	32.7	76.8	103.3
Central Ontario	333.7	292.5	316.9	724.0	876.0
Oshawa	101.9	78.4	88.3	252.2	296.2
Toronto	1,177.8	1,035.5	1,131.2	3,842.6	4,293.7
Hamilton	150.2	137.9	138.0	419.8	493.2
St. Catharines	108.2	92.2	103.5	376.9	418.1
London	107.3	89.3	94.6	275.0	355.7
Niagara	94.4	85.4	94.5	173.7	205.4
Windsor	77.6	78.2	103.1	287.5	348.8
Kitchener	108.2	97.4	115.0	274.8	329.9
Huron	99.3	85.1	88.3	175.7	213.5
South Central Ontario	91.6	85.8	99.5	233.3	286.1
Sudbury	55.2	41.4	47.0	98.4	137.2
Thunder Bay	35.1	32.3	31.6	75.5	86.7
Northern Ontario	320.6	250.0	262.2	367.6	450.7

(continued)

Annex 2.7.4 (continued)

El economic region	FY1718	FY1819	FY1920	FY2021	FY2122
Manitoba					
Winnipeg	182.0	177.9	179.3	493.0	549.0
Southern Manitoba	91.2	88.1	91.9	164.3	192.2
Northern Manitoba	113.0	105.1	99.5	127.8	178.8
Saskatchewan					
Regina	61.8	52.0	54.2	134.4	156.1
Saskatoon	117.1	89.0	93.0	181.8	197.8
Southern Saskatchewan	115.4	88.0	96.0	160.0	184.0
Northern Saskatchewan	179.1	164.0	162.7	224.6	281.2
Alberta					
Calgary	613.1	415.8	413.3	1,114.3	1,179.8
Edmonton	632.7	495.0	471.0	1,165.6	1,211.8
Northern Alberta	176.4	139.9	146.8	244.7	265.9
Southern Alberta	382.6	280.6	322.9	779.6	820.4
British Columbia					
Southern Interior British Columbia	310.0	258.7	254.2	481.0	565.6
Abbotsford	48.9	39.4	41.5	98.3	122.8
Vancouver	403.4	342.3	379.1	1,332.5	1,488.1
Victoria	53.8	49.9	56.4	160.7	179.3
Southern Coastal British Columbia	165.0	140.6	164.6	346.9	411.6
Northern British Columbia	211.9	157.6	173.1	256.7	314.2
Territories					
Whitehorse	10.9	8.9	9.2	15.8	20.9
Yukon (excluding Whitehorse)	8.0	7.6	7.8	11.8	14.9
Yellowknife	4.3	5.2	5.1	7.6	11.1
Northwest Territories (excluding Yellowknife)	16.4	16.2	14.4	18.8	25.2
Iqaluit	2.0	1.3	1.5	2.0	3.5
Nunavut (excluding Iqaluit)	13.8	10.4	10.6	14.5	23.5
Canada	12,640.5	10,673.8	11,064.4	24,930.1	28,622.1

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	FY1718	FY1819	FY1920	Second half of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador	14,630	21,170	28,100	24,750	1,770	23,630	25,400
Prince Edward Island	8,340	8,120	7,710	6,210	560	5,920	6,480
Nova Scotia	25,340	24,640	24,710	17,190	2,310	15,790	18,100
New Brunswick	33,890	33,650	32,990	26,070	1,550	24,630	26,180
Quebec	157,360	153,030	150,240	114,120	17,290	107,530	124,820
Ontario	96,070	99,060	102,940	60,960	21,780	57,500	79,280
Manitoba	10,320	11,720	12,360	7,290	3,090	6,900	9,990
Saskatchewan	3,790	6,010	8,480	7,430	1,670	7,270	8,940
Alberta	7,690	11,980	17,760	15,870	5,040	15,270	20,310
British Columbia	22,960	25,220	27,390	16,170	7,480	15,080	22,560
Yukon	430	400	420	420	30	410	440
Northwest Territories	260	250	220	230	X	X	240
Nunavut	30	30	50	40	X	X	60
Gender							
Men	235,580	245,400	255,940	230,780	13,020	218,160	231,180
Women	145,530	149,880	157,430	65,970	49,600	62,020	111,620
Age							
24 years old and under	7,930	7,630	7,960	7,590	180	6,670	6,850
25 to 44 years old	144,000	149,160	153,940	118,510	21,000	109,800	130,800
45 to 54 years old	98,730	99,610	103,210	63,800	19,880	59,580	79,460
55 years old and over	130,450	138,880	148,260	106,850	21,560	104,130	125,690
Canada	381,110	395,280	413,370	296,750	62,620	280,180	342,800

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 2.1](#) of Chapter 2 for details.

X Suppressed for confidentiality purposes.

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 duration² (number of weeks)

Province or territory	FY1718	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2021 ^{3,r}	Claims established on or after September 27, 2020 and completed in FY2122 ^{3,p}	Claims established on or after September 26, 2021 and completed in FY2122 ^p
Newfoundland and Labrador	33.1	27.5	27.4	31.2	9.0	32.7	9.3
Prince Edward Island	23.8	23.3	24.2	26.2	10.5	30.1	13.1
Nova Scotia	22.6	22.4	22.6	25.9	8.7	29.5	12.6
New Brunswick	23.3	21.0	22.4	25.2	9.6	28.9	12.3
Quebec	15.7	14.4	15.0	18.0	7.7	20.0	9.9
Ontario	14.0	13.3	13.8	17.4	9.3	20.0	10.1
Manitoba	15.8	14.6	15.8	18.9	10.4	22.4	11.9
Saskatchewan	22.7	19.1	17.9	21.8	11.6	24.8	12.9
Alberta	22.7	18.0	16.7	20.8	10.3	23.1	11.7
British Columbia	17.1	14.9	14.6	17.0	11.5	24.9	12.8
Yukon	20.5	20.0	21.7	20.8	13.2	29.6	17.8
Northwest Territories	21.4	23.3	21.9	23.5	8.0	34.0	13.6
Nunavut	30.3	37.8	15.8	27.5	n/a	28.8	n/a
Gender							
Men	18.7	17.0	17.9	20.7	8.8	23.6	10.3
Women	16.5	14.8	15.0	20.0	10.6	22.1	12.6
Age							
24 years old and under	18.1	16.8	17.3	20.8	9.1	23.5	9.5
25 to 44 years old	16.7	15.1	15.7	19.3	8.6	21.1	9.6
45 to 54 years old	17.8	16.0	16.3	20.1	9.0	21.6	10.3
55 years old and over	19.3	17.4	18.2	22.0	10.3	26.2	12.7
Canada	17.9	16.2	16.8	20.5	9.1	23.1	10.7

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

³ EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult Sections 2.1 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	FY1718	FY1819	FY1920	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador	439	466	487	547	541	508	528
Prince Edward Island	452	454	470	536	542	491	516
Nova Scotia	450	455	470	543	537	488	525
New Brunswick	465	474	487	543	544	517	536
Quebec	475	486	502	554	555	501	558
Ontario	486	498	511	558	571	504	569
Manitoba	465	474	480	553	531	532	559
Saskatchewan	487	490	501	558	535	548	567
Alberta	505	515	524	567	555	568	592
British Columbia	451	470	485	549	551	516	548
Yukon	524	544	547	561	563	561	569
Northwest Territories	536	539	560	569	595	557	581
Nunavut	466	494	510	555	548	n/a	627
Gender							
Men	495	506	521	559	565	534	571
Women	436	448	462	530	555	464	488
Age							
24 years old and under	490	502	513	551	550	518	542
25 to 44 years old	495	504	519	559	564	531	572
45 to 54 years old	473	486	501	555	558	518	564
55 years old and over	447	460	476	544	550	496	531
Canada	473	484	499	553	557	512	556

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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	240.3	206.0	308.2	404.7	429.2
Prince Edward Island	92.9	83.5	83.4	90.4	98.6
Nova Scotia	259.4	238.8	247.4	244.7	273.5
New Brunswick	363.1	319.8	340.5	366.0	387.6
Quebec	1,128.0	963.9	995.7	1,206.4	1,236.7
Ontario	638.4	599.3	646.9	668.3	839.5
Manitoba	76.5	78.0	88.0	96.9	115.1
Saskatchewan	49.2	49.2	67.6	97.0	118.3
Alberta	97.8	96.6	134.8	216.3	267.4
British Columbia	175.0	156.2	175.2	200.3	271.2
Yukon	4.6	4.3	4.5	5.5	7.2
Northwest Territories	2.9	3.4	2.6	3.9	4.8
Nunavut	0.6	0.6	0.4	0.4	1.3
Gender					
Men	2,176.0	1,964.5	2,173.4	2,758.7	2,878.6
Women	952.9	834.9	921.7	842.1	1,171.7
Age					
24 years old and under	71.9	61.5	64.9	95.7	98.8
25 to 44 years old	1,147.8	1,030.4	1,121.2	1,360.0	1,487.4
45 to 54 years old	808.3	696.3	745.5	785.1	877.7
55 years old and over	1,100.9	1,011.2	1,163.5	1,360.0	1,586.4
Canada	3,128.9	2,799.4	3,095.1	3,600.7	4,050.3

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	FY1718	FY1819	FY1920	Total FY2021 ¹	First half of FY2122 ¹	Second half of FY2122 ¹	Total FY2122
Newfoundland and Labrador	12,278	12,682	13,041	12,066	5,850	7,966	13,816
Prince Edward Island	3,258	3,278	3,236	3,145	1,135	1,970	3,105
Nova Scotia	5,633	5,701	5,750	5,369	2,723	2,636	5,359
New Brunswick	3,310	3,203	3,244	3,021	1,268	1,856	3,124
Quebec	1,412	1,408	1,372	1,289	537	747	1,284
British Columbia	2,942	2,843	2,424	2,434	309	1,830	2,139
Other provinces and territories	1,222	1,252	1,318	964	505	623	1,128
Gender							
Men	24,015	24,319	24,203	22,608	9,910	13,759	23,669
Women	6,040	6,048	6,182	5,680	2,417	3,869	6,286
Age							
24 years old and under	1,564	1,535	1,593	1,341	661	899	1,560
25 to 44 years old	8,683	8,556	8,428	7,494	3,146	4,736	7,882
45 to 54 years old	8,217	8,095	7,901	7,231	3,181	4,071	7,252
55 years old and over	11,591	12,181	12,463	12,222	5,339	7,922	13,261
Canada	30,055	30,367	30,385	28,288	12,327	17,628	29,955

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	FY1718	FY1819	FY1920	FY2021	FY2122	Change (%) FY2021 to FY2122
Newfoundland and Labrador	19.5	19.1	21.1	19.9	22.2	+11.7
Prince Edward Island	19.1	18.8	19.9	19.7	21.2	+7.6
Nova Scotia	19.8	19.8	20.1	20.4	21.5	+5.7
New Brunswick	19.6	19.1	20.2	19.8	21.4	+8.1
Quebec	17.1	17.1	18.7	18.6	21.2	+14.3
British Columbia	23.1	23.3	23.3	23.3	23.0	-1.6
Other provinces and territories	23.2	23.0	23.2	23.6	23.9	+1.1
Gender						
Men	19.5	19.3	20.5	20.0	21.7	+8.4
Women	21.5	21.2	22.2	21.6	23.2	+7.2
Age						
24 years old and under	20.4	20.1	20.8	19.9	20.6	+3.4
25 to 44 years old	20.2	20.1	21.1	20.5	21.6	+5.6
45 to 54 years old	19.3	19.0	20.4	19.8	21.8	+9.9
55 years old and over	20.0	19.8	20.9	20.5	22.4	+9.3
Canada	19.9	19.7	20.8	20.3	22.0	+8.2

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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	First half of FY2122 ²	Two-month in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador	515	517	533	511	561	576	560	568
Prince Edward Island	532	528	545	563	570	591	553	583
Nova Scotia	521	521	538	558	567	591	529	570
New Brunswick	521	529	546	552	573	592	570	582
Quebec	532	538	551	565	570	591	545	584
British Columbia	449	475	466	482	567	572	475	498
Other provinces and territories	430	444	446	441	548	555	475	461
Gender								
Men	513	518	532	537	567	584	543	568
Women	494	499	515	506	559	575	531	549
Age								
24 years old and under	483	493	511	517	557	572	521	541
25 to 44 years old	507	512	526	534	565	583	539	562
45 to 54 years old	517	522	536	540	567	586	547	573
55 years old and over	510	514	527	527	565	581	539	565
Canada	510	514	528	532	565	582	539	565

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 2.1](#) 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	121.4	118.4	126.5	133.7	163.0
Prince Edward Island	29.5	29.1	30.0	36.1	34.3
Nova Scotia	59.8	59.9	59.2	63.4	65.7
New Brunswick	34.7	34.1	36.5	38.6	41.8
Quebec	11.2	12.0	11.6	13.0	13.7
British Columbia	30.4	29.8	26.1	26.8	22.4
Other provinces and territories	13.3	14.5	13.2	12.1	13.8
Gender					
Men	241.0	238.9	242.9	260.2	280.7
Women	59.2	58.8	60.2	63.4	74.1
Age					
24 years old and under	14.8	16.4	16.9	15.5	18.8
25 to 44 years old	90.1	89.9	88.5	92.8	98.0
45 to 54 years old	82.0	78.4	75.3	77.2	81.8
55 years old and over	113.3	113.0	122.4	138.1	156.2
Canada	300.2	297.7	303.1	323.6	354.8

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	FY1718	FY1819	FY1920	Total of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador	13,040	13,230	12,940	13,120	5,910	8,280	14,190
Prince Edward Island	6,860	6,680	6,950	6,050	2,360	4,470	6,830
Nova Scotia	25,890	26,430	27,090	24,980	12,450	16,070	28,520
New Brunswick	33,000	33,590	33,970	30,050	11,760	21,300	33,060
Quebec	133,050	136,230	135,310	139,530	59,320	88,230	147,550
Ontario	204,730	207,380	214,170	243,530	127,760	127,860	255,620
Manitoba	20,910	20,680	21,340	24,190	12,620	12,430	25,050
Saskatchewan	16,420	17,310	17,070	18,260	9,250	9,480	18,730
Alberta	58,960	62,920	66,100	76,610	36,930	37,550	74,480
British Columbia	82,320	80,150	82,590	92,670	49,280	49,070	98,350
Yukon	710	670	770	880	480	460	940
Northwest Territories	710	750	580	720	350	340	690
Nunavut	490	520	390	670	360	250	610
Gender							
Men	212,700	220,000	237,370	254,480	118,270	154,490	272,760
Women	384,390	386,540	381,900	416,780	210,560	221,300	431,860
Age							
24 years old and under	42,020	42,050	40,890	60,350	27,510	25,230	52,740
25 to 44 years old	337,320	342,800	358,740	381,580	204,860	217,740	422,600
45 to 54 years old	100,990	99,400	95,000	97,570	44,760	56,270	101,030
55 years old and over	116,760	122,290	124,640	131,760	51,700	76,550	128,250
Employment status							
Employees	596,310	605,930	618,400	670,420	328,220	375,290	703,510
Self-employed persons	780	610	870	840	610	500	1,110
Canada	597,090	606,540	619,270	671,260	328,830	375,790	704,620

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

¹ FY1718 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 2.1 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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador	437	450	462	506	533	543	487	471
Prince Edward Island	429	438	456	508	538	546	509	485
Nova Scotia	425	431	449	500	535	544	485	472
New Brunswick	433	438	459	496	534	540	502	483
Quebec	416	427	445	495	533	542	481	489
Ontario	449	462	477	522	542	558	515	522
Manitoba	432	443	459	493	535	546	491	492
Saskatchewan	456	461	477	513	542	555	516	509
Alberta	467	477	495	527	545	559	521	528
British Columbia	443	454	477	519	542	556	515	525
Yukon	503	511	519	550	564	579	587	557
Northwest Territories	508	513	526	555	569	586	525	587
Nunavut	487	499	538	513	565	575	515	590
Gender								
Men	470	481	500	549	548	561	530	543
Women	423	432	448	507	532	548	484	483
Age								
24 years old and under	353	375	389	417	516	522	430	408
25 to 44 years old	457	466	485	525	545	559	517	528
45 to 54 years old	441	452	470	513	540	552	510	514
55 years old and over	423	434	449	497	534	547	490	482
Employment status								
Employees	440	450	468	518	539	553	503	508
Self-employed persons	331	329	356	418	525	517	392	397
Canada	440	450	468	518	539	553	503	508

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. FY1718 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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	\$110.8	\$106.6	\$107.1	\$111.5	\$132.1
Prince Edward Island	\$43.3	\$42.3	\$40.8	\$46.0	\$56.7
Nova Scotia	\$190.3	\$192.3	\$204.2	\$216.3	\$260.6
New Brunswick	\$190.8	\$205.2	\$209.3	\$217.7	\$249.0
Quebec	\$506.0	\$528.2	\$574.5	\$592.8	\$749.4
Ontario	\$2,487.0	\$2,502.0	\$2,678.5	\$2,931.7	\$3,341.8
Manitoba	\$237.2	\$239.9	\$249.5	\$279.2	\$324.1
Saskatchewan	\$226.7	\$233.9	\$232.6	\$245.8	\$280.7
Alberta	\$852.1	\$848.6	\$914.9	\$971.0	\$1,076.8
British Columbia	\$869.8	\$870.3	\$913.2	\$1,013.1	\$1,189.2
Territories	\$25.7	\$26.5	\$25.5	\$30.7	\$37.4
Unknown ³	\$0.2	\$0.4	n/a	n/a	n/a
Gender					
Men	\$1,077.6	\$1,127.2	\$1,236.3	\$1,296.0	\$1,518.9
Women	\$4,662.2	\$4,669.0	\$4,913.8	\$5,359.7	\$6,178.7
Age					
24 years old and under	\$353.0	\$347.1	\$346.1	\$422.4	\$516.8
25 to 44 years old	\$4,391.3	\$4,407.5	\$4,694.4	\$5,081.1	\$5,840.5
45 to 54 years old	\$475.1	\$485.9	\$498.5	\$487.8	\$597.3
55 years old and over	\$520.3	\$555.7	\$611.2	\$664.5	\$743.0
Employment status					
Employees	\$5,729.9	\$5,787.0	\$6,140.1	\$6,643.1	\$7,678.9
Self-employed persons	\$9.9	\$9.2	\$10.0	\$12.6	\$18.7
Canada	\$5,739.8	\$5,796.2	\$6,150.1	\$6,655.7	\$7,697.6

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.

³ 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

EI Economic region	FY1718	FY1819	FY1920	Total of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador							
St. John's	5,080	4,660	4,620	5,180	2,370	2,910	5,280
Newfoundland - Labrador	7,960	8,570	8,320	7,940	3,540	5,370	8,910
Prince Edward Island							
Charlottetown	1,990	1,940	1,670	2,200	1,100	1,200	2,300
Prince Edward Island (excl. Charlottetown)	4,870	4,740	5,280	3,850	1,260	3,270	4,530
Nova Scotia							
Eastern Nova Scotia	8,500	8,180	8,880	6,840	3,040	5,110	8,150
Western Nova Scotia	9,920	10,220	10,180	9,770	4,590	6,140	10,730
Halifax	7,470	8,030	8,030	8,370	4,820	4,820	9,640
New Brunswick							
Fredericton-Moncton-Saint-John	11,010	11,540	11,260	11,700	5,320	7,420	12,740
Madawaska-Charlotte	4,680	4,780	4,710	4,250	1,880	3,150	5,030
Restigouche-Albert	17,310	17,270	18,000	14,100	4,560	10,730	15,290
Quebec							
Gaspésie-Îles-de-la-Madeleine	4,750	4,240	4,570	3,760	1,470	2,870	4,340
Québec	11,730	13,060	11,580	13,210	5,100	7,900	13,000
Trois-Rivières	3,210	3,290	3,810	3,680	1,480	2,640	4,120
South Central Quebec	3,190	3,210	3,590	4,700	1,760	2,350	4,110
Sherbrooke	3,250	3,480	3,190	3,630	1,980	2,100	4,080
Montréal	9,470	9,700	10,140	11,400	4,890	6,340	11,230
Montreal	42,850	44,090	44,330	49,750	21,910	28,080	49,990
Central Quebec	25,780	26,910	26,130	24,070	10,310	18,030	28,340
North Western Quebec	5,420	5,220	4,880	4,680	2,260	3,480	5,740
Lower Saint Lawrence and North Shore	14,860	14,420	15,260	13,050	4,670	9,160	13,830
Hull	3,640	4,150	3,470	3,520	1,910	2,350	4,260
Chicoutimi-Jonquière	4,900	4,460	4,360	4,080	1,580	2,930	4,510
Ontario							
Ottawa	14,140	13,850	15,280	16,500	9,770	9,340	19,110
Eastern Ontario	8,750	9,030	8,460	8,970	4,300	5,720	10,020
Kingston	2,130	2,220	2,610	2,770	1,270	1,490	2,760
Central Ontario	19,350	19,780	20,680	23,370	12,740	11,670	24,410
Oshawa	6,660	5,990	6,800	7,720	4,780	4,120	8,900
Toronto	77,040	79,030	79,040	95,190	48,140	47,600	95,740
Hamilton	11,320	11,570	13,230	14,450	7,720	7,230	14,950
St. Catharines	6,650	7,020	7,300	8,460	3,850	4,550	8,400
London	7,770	7,320	8,200	9,010	5,440	4,870	10,310
Niagara	6,170	6,670	6,490	6,440	3,240	3,490	6,730
Windsor	5,680	6,090	5,610	7,300	3,690	3,800	7,490
Kitchener	8,470	8,590	9,140	10,410	5,570	5,620	11,190
Huron	7,200	6,260	7,420	6,830	3,690	3,610	7,300
South Central Ontario	8,690	8,640	8,970	10,460	5,230	5,630	10,860
Sudbury	2,840	3,120	3,050	3,910	2,240	2,080	4,320
Thunder Bay	2,080	2,180	2,150	2,400	1,180	1,190	2,370
Northern Ontario	9,790	10,020	9,740	9,340	4,910	5,850	10,760
Manitoba							
Winnipeg	13,180	12,770	13,490	15,490	7,920	7,840	15,760
Southern Manitoba	5,880	6,060	5,870	6,800	3,500	3,600	7,100
Northern Manitoba	1,850	1,850	1,980	1,900	1,200	990	2,190

(continued)

Annex 2.11.1 (continued)

El Economic region	FY1718	FY1819	FY1920	Total of FY2021 ^{2,3}	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Saskatchewan							
Regina	4,200	4,180	4,270	4,480	2,250	2,110	4,360
Saskatoon	4,660	4,980	5,300	5,660	2,800	2,910	5,710
Southern Saskatchewan	4,170	4,540	3,980	4,340	2,290	2,430	4,720
Northern Saskatchewan	3,390	3,610	3,520	3,780	1,910	2,030	3,940
Alberta							
Calgary	20,700	20,270	21,740	25,790	12,800	12,580	25,380
Edmonton	19,920	22,170	23,090	26,750	12,730	13,150	25,880
Northern Alberta	4,120	4,680	4,790	5,060	2,410	2,610	5,020
Southern Alberta	14,220	15,800	16,480	19,010	8,990	9,210	18,200
British Columbia							
Southern Interior British Columbia	12,700	12,840	13,960	14,940	7,790	8,080	15,870
Abbotsford	5,370	4,980	5,030	5,460	2,940	3,070	6,010
Vancouver	39,940	38,770	39,460	45,680	24,760	23,790	48,550
Victoria	6,090	5,640	6,070	6,510	3,770	3,870	7,640
Southern Coastal British Columbia	11,280	11,570	11,380	13,240	6,710	6,430	13,140
Northern British Columbia	6,940	6,350	6,690	6,840	3,310	3,830	7,140
Territories							
Whitehorse	590	550	610	760	360	390	750
Yukon (excluding Whitehorse)	120	120	160	120	120	70	190
Yellowknife	360	410	290	360	190	190	380
Northwest Territories (excl. Yellowknife)	350	340	290	360	160	150	310
Iqaluit	170	160	170	190	100	90	190
Nunavut (excl. Iqaluit)	320	360	220	480	260	160	420
Canada	597,090	606,540	619,270	671,260	328,830	375,790	704,620

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

¹ FY1718 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 2.1 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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador								
St. John's	440	455	462	515	532	547	481	479
Newfoundland - Labrador	435	448	463	498	533	540	490	467
Prince Edward Island								
Charlottetown	402	407	432	507	533	542	449	485
Prince Edward Island (excl. Charlottetown)	440	450	463	510	541	549	525	486
Nova Scotia								
Eastern Nova Scotia	449	457	470	524	539	546	507	487
Western Nova Scotia	402	405	423	487	530	538	461	470
Halifax	429	439	457	500	537	548	486	464
New Brunswick								
Fredericton-Moncton-Saint-John	422	429	444	487	532	542	478	483
Madawaska-Charlotte	408	417	437	505	529	537	469	463
Restigouche-Albert	448	450	473	508	537	540	521	490
Quebec								
Gaspésie-Îles-de-la-Madeleine	422	428	454	459	532	537	514	499
Québec	419	433	453	504	534	544	488	484
Trois-Rivières	408	414	452	556	528	538	461	482
South Central Quebec	406	419	457	513	532	545	465	476
Sherbrooke	404	426	441	448	531	542	473	499
Montréal	410	422	439	505	535	540	470	482
Montreal	421	427	445	499	532	542	482	492
Central Quebec	406	419	439	483	531	541	467	486
North Western Quebec	413	436	442	428	531	546	502	478
Lower Saint Lawrence and North Shore	417	435	448	472	535	543	487	503
Hull	441	450	452	509	536	548	512	511
Chicoutimi-Jonquière	423	425	449	533	534	541	480	487
Ontario								
Ottawa	473	483	497	541	545	565	530	551
Eastern Ontario	437	451	466	521	538	554	502	512
Kingston	439	463	461	519	533	552	518	524
Central Ontario	435	446	462	508	539	555	502	505
Oshawa	463	469	479	521	542	558	536	525
Toronto	456	467	483	525	543	560	520	529
Hamilton	457	469	477	537	544	562	511	527
St. Catharines	420	432	451	509	536	555	489	491
London	442	460	480	515	541	555	511	506
Niagara	446	452	472	513	541	555	504	511
Windsor	434	459	479	505	541	557	516	515
Kitchener	449	469	482	531	541	559	519	518
Huron	435	449	467	487	542	553	502	527
South Central Ontario	445	462	479	519	544	557	523	528
Sudbury	433	462	475	526	544	563	509	508
Thunder Bay	452	463	475	502	543	565	542	535
Northern Ontario	441	456	477	519	541	554	506	504
Manitoba								
Winnipeg	432	443	459	499	533	545	500	482
Southern Manitoba	432	440	459	480	538	544	482	502
Northern Manitoba	437	453	461	489	535	556	465	535

(continued)

Annex 2.11.2 (continued)

El Economic region	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Saskatchewan								
Regina	459	471	482	520	548	558	538	510
Saskatoon	457	460	472	520	539	554	516	494
Southern Saskatchewan	458	458	484	495	541	556	485	516
Northern Saskatchewan	451	456	471	512	540	552	526	524
Alberta								
Calgary	472	477	495	531	544	559	512	534
Edmonton	474	483	502	532	546	560	528	526
Northern Alberta	478	494	504	535	552	563	541	551
Southern Alberta	449	462	483	512	543	559	513	514
British Columbia								
Southern Interior British Columbia	438	443	466	506	542	552	499	516
Abbotsford	398	411	445	487	536	545	504	481
Vancouver	448	462	486	524	544	558	523	535
Victoria	463	465	489	535	543	560	530	547
Southern Coastal British Columbia	439	449	463	506	540	552	506	503
Northern British Columbia	450	468	485	533	547	559	518	537
Territories								
Whitehorse	507	508	515	546	564	579	586	549
Yukon (excluding Whitehorse)	486	524	537	573	568	578	595	592
Yellowknife	509	517	520	540	573	588	537	593
Northwest Territories (excl. Yellowknife)	507	507	534	562	563	584	517	578
Iqaluit	514	536	557	526	572	595	595	631
Nunavut (excl. Iqaluit)	470	482	522	507	563	568	501	559
Canada	440	450	468	518	539	553	503	508

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. FY1718 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 2.1 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 2.11.3 – Special benefits (by Employment Insurance economic region)¹: Amount paid² (\$ million)

El Economic region	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador					
St. John's	48.8	46.5	43.7	50.0	58.2
Newfoundland - Labrador	61.3	58.8	63.0	60.8	73.0
Prince Edward Island					
Charlottetown	15.6	16.0	14.1	18.0	26.3
Prince Edward Island (excl. Charlottetown)	27.5	25.7	26.5	27.8	30.4
Nova Scotia					
Eastern Nova Scotia	47.6	48.0	48.3	48.2	60.1
Western Nova Scotia	66.6	70.3	73.3	80.2	97.2
Halifax	75.3	71.8	81.8	87.7	103.9
New Brunswick					
Fredericton-Moncton-Saint-John	84.8	93.3	97.8	101.3	120.6
Madawaska-Charlotte	26.0	27.8	27.8	29.4	36.7
Restigouche-Albert	78.9	82.2	83.0	86.5	91.6
Quebec					
Gaspésie-Îles-de-la-Madeleine	16.3	16.6	16.9	17.9	20.8
Québec	43.0	47.8	48.1	56.4	65.9
Trois-Rivières	10.1	10.9	15.4	15.7	19.7
South Central Quebec	11.1	11.3	15.1	18.1	20.5
Sherbrooke	11.2	12.5	12.9	15.3	21.4
Montréal	36.5	37.2	43.6	46.9	59.8
Montreal	170.2	173.9	196.8	209.7	261.1
Central Quebec	96.0	98.8	107.6	103.5	137.3
North Western Quebec	22.0	22.3	23.0	21.0	33.6
Lower Saint Lawrence and North Shore	51.4	48.7	58.9	54.8	65.2
Hull	16.8	19.6	17.9	17.4	22.4
Chicoutimi-Jonquière	15.9	15.1	16.1	16.6	21.8
Ontario					
Ottawa	192.2	187.3	207.8	219.9	259.9
Eastern Ontario	85.4	92.1	95.1	98.6	113.3
Kingston	23.4	23.6	26.5	35.7	34.8
Central Ontario	207.3	203.1	221.3	263.1	309.3
Oshawa	79.9	74.7	83.1	92.3	113.1
Toronto	1,064.9	1,051.2	1,127.4	1,230.5	1,357.4
Hamilton	139.5	132.9	159.7	171.1	201.2
St. Catharines	66.0	61.8	72.7	81.4	99.7
London	85.9	87.8	96.0	101.3	127.0
Niagara	64.9	71.0	73.2	72.5	77.2
Windsor	48.1	57.5	58.7	67.4	83.7
Kitchener	101.7	109.2	106.9	132.7	139.6
Huron	66.6	62.7	68.4	72.2	82.1
South Central Ontario	97.5	103.8	109.2	123.1	142.9
Sudbury	28.8	29.1	31.3	38.0	49.8
Thunder Bay	22.3	19.3	22.4	25.0	27.8
Northern Ontario	95.2	95.0	103.2	97.4	115.2
Manitoba					
Winnipeg	150.2	147.8	155.7	175.2	203.1
Southern Manitoba	62.9	67.6	70.4	80.1	93.8
Northern Manitoba	22.3	21.7	22.1	23.0	26.7

(continued)

Annex 2.11.3 (continued)

El Economic region	FY1718	FY1819	FY1920	FY2021	FY2122
Saskatchewan					
Regina	56.2	57.0	56.4	61.5	65.7
Saskatoon	69.2	71.2	72.8	75.9	86.3
Southern Saskatchewan	55.5	59.0	57.8	59.5	69.7
Northern Saskatchewan	44.6	43.4	44.5	47.6	58.2
Alberta					
Calgary	302.5	299.7	311.2	345.6	389.0
Edmonton	288.0	289.9	320.4	333.5	373.2
Northern Alberta	60.4	59.2	65.9	68.1	65.6
Southern Alberta	195.2	189.6	213.2	221.1	246.9
British Columbia					
Southern Interior British Columbia	123.5	122.0	129.1	141.1	176.0
Abbotsford	44.1	42.8	47.8	52.8	65.1
Vancouver	455.7	459.8	487.5	548.4	621.7
Victoria	63.9	61.0	66.6	69.0	89.8
Southern Coastal British Columbia	106.8	106.9	111.8	125.7	150.4
Northern British Columbia	71.6	67.2	65.8	74.7	85.9
Territories					
Whitehorse	8.0	7.1	8.1	9.5	11.9
Yukon (excluding Whitehorse)	0.8	1.4	0.9	2.4	2.5
Yellowknife	5.0	4.9	5.0	5.3	6.8
Northwest Territories (excl. Yellowknife)	4.6	4.4	4.9	5.2	6.0
Iqaluit	2.1	2.5	2.7	3.1	3.0
Nunavut (excl. Iqaluit)	5.0	5.7	4.2	5.2	7.4
Canada	5,700.8	5,709.0	6,119.6	6,638.6	7,686.3

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 FY1718 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 2020	Distribution of firms (%) 2020	Firms' workforce ¹ 2020	Distribution of the firms' workforce (%) 2020	Number of EI regular claimants ² 2020	Distribution of EI regular claimants (%) 2020	Number of EI special claimants ² 2020	Distribution of EI special claimants (%) 2020
Goods-producing industries	267,030	21.6%	3,774,830	19.4%	664,020	33.9%	183,840	21.0%
Agriculture, forestry, fishing and hunting	52,670	4.3%	352,260	1.8%	58,520	3.0%	17,230	2.0%
Mining, quarrying, and oil and gas extraction	7,820	0.6%	216,420	1.1%	32,480	1.7%	7,550	0.9%
Utilities	820	0.1%	111,440	0.6%	5,300	0.3%	3,000	0.3%
Construction	156,350	12.7%	1,316,210	6.8%	359,570	18.4%	66,010	7.5%
Manufacturing	49,380	4.0%	1,778,510	9.2%	208,150	10.6%	90,040	10.3%
Services-producing industries	896,590	72.6%	15,467,030	79.5%	1,275,890	65.1%	686,340	78.4%
Wholesale trade	44,940	3.6%	871,930	4.5%	69,860	3.6%	32,560	3.7%
Retail trade	103,740	8.4%	2,309,970	11.9%	170,550	8.7%	98,160	11.2%
Transportation and warehousing	84,660	6.9%	911,760	4.7%	92,050	4.7%	38,660	4.4%
Finance and insurance	32,290	2.6%	759,600	3.9%	20,490	1.1%	29,400	3.4%
Real estate, rental and leasing	52,830	4.3%	318,080	1.6%	30,590	1.6%	12,380	1.4%
Professional, scientific and technical services	162,610	13.2%	1,206,480	6.2%	81,080	4.1%	38,130	4.4%
Business, building and other support services ³	59,060	4.8%	1,211,580	6.2%	152,260	7.8%	57,540	6.6%
Educational services	15,190	1.2%	1,437,530	7.4%	101,820	5.2%	52,920	6.0%
Health care and social assistance	117,900	9.6%	1,819,410	9.4%	84,170	4.3%	124,090	14.2%
Information, culture and recreation ⁴	32,380	2.6%	633,910	3.3%	84,650	4.3%	20,240	2.3%
Accommodation and food services	76,930	6.2%	1,347,380	6.9%	220,940	11.3%	59,030	6.7%
Other services (excluding public administration)	108,900	8.8%	716,960	3.7%	82,510	4.2%	33,120	3.8%
Public administration	5,170	0.4%	1,922,460	9.9%	84,920	4.3%	90,120	10.3%
Unclassified*	70,860	5.7%	204,200	1.1%	19,130	1.0%	5,810	0.7%
Canada	1,234,480	100.0%	19,446,060	100.0%	1,959,050	100.0%	875,990	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 2020.

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	FY1718	FY1819	FY1920	Total of FY2021 ³	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador	2,730	2,550	2,210	2,520	1,110	1,030	2,140
Prince Edward Island	900	890	830	1,100	520	650	1,170
Nova Scotia	5,060	5,410	4,640	5,040	2,830	2,680	5,510
New Brunswick	4,180	4,350	3,830	4,080	2,210	2,390	4,600
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	83,920	83,500	84,930	82,260	46,210	42,980	89,190
Manitoba	8,610	8,580	8,280	8,600	4,640	4,360	9,000
Saskatchewan	8,330	8,340	7,970	7,680	4,260	3,600	7,860
Alberta	29,470	29,360	29,580	28,190	15,190	13,890	29,080
British Columbia	27,430	26,110	24,790	26,400	14,210	13,100	27,310
Yukon	240	280	210	340	240	170	410
Northwest Territories	300	380	250	430	210	170	380
Nunavut	300	260	170	270	180	80	260
Age							
24 years old and under	15,080	14,120	12,370	12,730	5,890	5,540	11,430
25 to 29 years old	46,170	45,120	43,560	43,360	23,170	19,970	43,140
30 to 34 years old	68,610	68,240	69,010	67,760	39,420	36,080	75,500
35 to 39 years old	34,660	35,600	35,710	36,080	19,620	19,300	38,920
40 years old and over	6,950	6,930	7,040	6,980	3,710	4,210	7,920
Canada	171,470	170,010	167,690	166,910	91,810	85,100	176,910

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 2.1 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 duration¹ (number of weeks)

Province or territory	FY1718	FY1819	FY1920	FY2021 ^r	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	14.3	14.2	14.5	14.5	14.3	-1.0
Prince Edward Island	14.5	14.1	14.4	14.5	14.6	0.6
Nova Scotia	14.7	14.6	14.6	14.7	14.5	-1.2
New Brunswick	14.6	14.5	14.5	14.6	14.5	-0.7
Quebec ²	n/a	n/a	12.7	10.7	13.5	26.7
Ontario	14.7	14.6	14.7	14.7	14.4	-1.9
Manitoba	14.6	14.7	14.7	14.7	14.6	-0.5
Saskatchewan	14.7	14.7	14.7	14.7	14.6	-0.5
Alberta	14.7	14.6	14.6	14.7	14.5	-1.0
British Columbia	14.7	14.7	14.7	14.7	14.6	-0.4
Yukon	15.0	14.3	14.6	14.6	14.5	-0.5
Northwest Territories	14.3	13.1	14.4	14.5	14.4	-0.8
Nunavut	14.3	14.8	14.5	14.3	14.1	-0.9
Age						
24 years old and under	14.6	14.6	14.6	14.6	14.2	-2.6
25 to 29 years old	14.6	14.6	14.7	14.7	14.5	-1.4
30 to 34 years old	14.7	14.7	14.7	14.7	14.6	-0.7
35 to 39 years old	14.6	14.6	14.7	14.7	14.4	-2.0
40 years old and over	14.6	14.5 ^r	14.6	14.6	14.5	-0.8
Canada	14.7	14.6	14.7	14.7	14.5	-1.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid.

¹ The reported duration estimates are 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.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^p Preliminary.

^r Revised.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data for FY1718 and FY1819 are based on a 10% sample of EI administrative data, whereas data for FY1920 to FY2122 are based on a 100% sample.

Annex 2.13.3 – Maternity benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador	438	470	476	495	545	553	557	490
Prince Edward Island	446	441	511	496	545	556	447	514
Nova Scotia	425	436	461	478	540	553	508	498
New Brunswick	431	433	434	485	538	548	473	497
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	457	470	484	515	553	563	526	542
Manitoba	422	438	453	474	542	550	483	498
Saskatchewan	452	461	476	499	550	558	516	526
Alberta	467	475	494	519	552	561	532	535
British Columbia	449	462	482	510	552	561	521	531
Yukon	518	506	516	539	573	582	578	588
Northwest Territories	499	503	525	556	574	577	553	601
Nunavut	469	466	541	508	571	570	456	638
Age								
24 years old and under	335	355	366	405	520	525	409	398
25 to 29 years old	435	447	462	489	543	550	498	500
30 to 34 years old	475	486	502	525	558	567	541	552
35 to 39 years old	482	491	505	530	560	571	538	567
40 years old and over	480	482	501	522	556	570	539	547
Canada	454	465	482	510	551	561	521	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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	17.8	17.5	16.6	17.2	19.2
Prince Edward Island	6.5	5.9	5.8	8.2	9.7
Nova Scotia	31.4	33.3	34.1	36.8	45.3
New Brunswick	25.1	27.7	26.2	30.3	36.1
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	566.4	576.3	607.0	657.4	743.1
Manitoba	55.4	55.5	55.5	66.6	70.4
Saskatchewan	55.4	58.1	55.9	59.7	65.8
Alberta	206.2	203.9	218.4	227.9	245.3
British Columbia	179.9	179.5	183.5	212.6	230.8
Yukon	1.9	2.1	1.7	2.9	3.3
Northwest Territories	2.3	2.5	2.1	3.0	3.6
Nunavut	2.1	1.8	1.3	2.0	2.1
Age					
24 years old and under	76.1	75.6	68.5	83.3	90.7
25 to 29 years old	297.1	299.1	307.3	337.8	363.2
30 to 34 years old	484.5	485.2	512.2	552.7	634.5
35 to 39 years old	245.5	255.2	268.7	294.2	323.0
40 years old and over	47.1	49.0	51.3	56.7	63.3
Canada	1,150.3	1,164.1	1,208.1	1,324.7	1,474.7

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	FY1718	FY1819	FY1920	Total of FY2021 ³	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Parental standard	189,350	168,120	174,980	174,330	98,930	97,030	195,960
Parental extended	8,700	31,910	37,770	38,770	24,070	21,870	45,940
Province or territory							
Newfoundland and Labrador	2,790	2,720	2,360	2,730	1,370	1,150	2,520
Prince Edward Island	1,000	960	1,000	1,330	750	870	1,620
Nova Scotia	5,830	6,190	5,990	6,730	4,150	3,710	7,860
New Brunswick	4,710	4,960	5,010	5,210	3,130	3,120	6,250
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	97,880	99,620	109,200	106,510	62,680	60,270	122,950
Manitoba	10,050	10,220	10,600	11,050	6,300	5,720	12,020
Saskatchewan	9,290	9,480	9,720	9,450	5,550	4,590	10,140
Alberta	33,130	33,840	35,290	34,100	18,770	18,760	37,530
British Columbia	32,250	30,790	32,710	34,620	19,530	20,080	39,610
Yukon	310	400	320	440	300	290	590
Northwest Territories	430	490	300	500	220	200	420
Nunavut	380	360	250	430	250	140	390
Gender							
Men	30,850	33,600	47,390	50,100	32,380	35,970	68,350
Women	167,200	166,430	165,360	163,000	90,620	82,930	173,550
Age							
24 years old and under	15,420	14,660	13,200	13,270	6,440	6,230	12,670
25 to 29 years old	49,380	48,970	49,780	49,760	27,570	24,670	52,240
30 to 34 years old	78,020	78,770	85,300	84,740	51,480	48,360	99,840
35 to 39 years old	42,770	44,950	49,560	51,000	29,110	29,050	58,160
40 years old and over	12,460	12,680	14,910	14,330	8,400	10,590	18,990
Canada	198,050	200,030	212,750	213,100	123,000	118,900	241,900

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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Parental standard	2,777.1	2,511.5	2,416.0	2,612.5	2,939.4
Parental extended	1.1	219.2	505.7	565.3	650.5
Province or territory					
Newfoundland and Labrador	42.6	38.4	37.8	39.3	45.3
Prince Edward Island	15.1	14.3	13.2	16.0	21.7
Nova Scotia	77.1	74.1	80.5	89.0	106.4
New Brunswick	59.8	63.3	66.1	69.2	84.6
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,375.5	1,348.3	1,468.8	1,603.6	1,787.6
Manitoba	131.0	131.6	139.9	150.3	178.5
Saskatchewan	133.6	135.0	133.7	145.2	163.1
Alberta	495.3	478.1	517.5	551.8	598.6
British Columbia	433.4	431.9	449.5	496.2	581.6
Yukon	5.0	4.7	4.9	5.9	8.0
Northwest Territories	5.7	5.4	5.7	6.0	7.6
Nunavut	4.1	5.8	4.1	5.3	7.0
Gender					
Men	252.4	257.8	315.5	359.2	411.0
Women	2,525.8	2,472.9	2,606.2	2,818.6	3,179.0
Age					
24 years old and under	176.1	169.7	170.2	171.8	222.1
25 to 29 years old	698.6	684.9	710.6	756.1	868.1
30 to 34 years old	1,154.6	1,117.3	1,200.3	1,319.4	1,484.3
35 to 39 years old	595.5	604.7	670.1	740.7	814.6
40 years old and over	153.5	154.1	170.4	189.8	200.9
Canada	2,778.2	2,730.7	2,921.7	3,177.8	3,589.9

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	FY1718	FY1819	FY1920	Total of FY2021 ³	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador	2,720	2,440	2,070	2,380	1,230	970	2,200
Prince Edward Island	950	930	830	1,170	640	760	1,400
Nova Scotia	5,620	5,430	5,410	5,570	3,310	3,050	6,360
New Brunswick	4,550	4,500	4,420	4,420	2,750	2,610	5,360
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	92,770	80,900	86,810	84,220	48,880	48,200	97,080
Manitoba	9,780	8,970	9,180	9,380	5,050	4,560	9,610
Saskatchewan	9,030	8,610	8,480	8,220	4,760	3,900	8,660
Alberta	31,760	29,370	30,680	29,510	16,120	16,420	32,540
British Columbia	31,090	25,840	26,420	28,410	15,590	16,120	31,710
Yukon	310	340	260	290	210	200	410
Northwest Territories	430	460	250	390	170	140	310
Nunavut	340	330	170	370	220	100	320
Gender							
Men	30,390	30,030	39,970	41,950	26,740	30,940	57,680
Women	158,960	138,090	135,010	132,380	72,190	66,090	138,280
Age							
24 years old and under	14,700	12,640	11,440	10,800	5,210	5,180	10,390
25 to 29 years old	47,450	42,080	41,700	41,670	22,170	20,190	42,360
30 to 34 years old	74,620	66,110	69,520	69,460	41,880	39,220	81,100
35 to 39 years old	40,670	36,850	40,160	41,070	23,020	23,800	46,820
40 years old and over	11,910	10,440	12,160	11,330	6,650	8,640	15,290
Canada	189,350	168,120	174,980	174,330	98,930	97,030	195,960

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 2.1 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 duration² (number of weeks)

Province or territory	FY1718	FY1819 ⁴	FY1920 ⁴	FY2021 ^{4,r}	FY2122 ^{4,p}
Newfoundland and Labrador	30.4	30.4	29.9	29.2	27.4
Prince Edward Island	29.7	30.2	27.8	27.2 ^r	24.9
Nova Scotia	29.4	29.3	27.9	27.3 ^r	25.5
New Brunswick	29.3	30.0	28.6	27.1 ^r	25.6
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	30.0	29.8	28.5	27.5	25.5
Manitoba	29.7	29.9	28.6	27.6 ^r	26.4
Saskatchewan	31.0	30.4	29.4	28.6 ^r	27.6
Alberta	30.6	30.8	29.7	29.2	27.0
British Columbia	29.7	30.1	28.6	27.0 ^r	24.9
Yukon	26.3	28.6	26.4	26.7	25.2
Northwest Territories	24.4	27.2	28.0	26.7	26.1
Nunavut	25.1	27.3	26.6	26.2	26.6
Gender					
Men	16.3	16.1	13.8	12.3 ^r	10.8
Women	32.5	32.7	32.6	32.8	31.8
Age					
24 years old and under	31.4	31.3	30.8	30.5	28.3
25 to 29 years old	31.0	31.1	30.3	29.5	27.8
30 to 34 years old	30.2	30.3	28.9	27.8 ^r	26.2
35 to 39 years old	29.0	29.0	27.4	26.4	24.4
40 years old and over	26.2	25.8	24.1	23.3 ^r	19.8
Canada	30.0	30.0	28.8	27.8^r	25.8

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. 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 The reported duration estimates are 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.

³ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

⁴ Results for FY1718 are based on a 10% sample of EI administrative data, while results for FY1819 to FY2122 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 FY1718, and on a 100% sample for FY1819 to FY2122.

Annex 2.14.5 – Parental standard benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ⁴	First half of FY2122 ⁴	Two-month in fall 2021 ⁴	Last four months of FY2122 ⁴
Newfoundland and Labrador	448	478	490	514	551	560	539	519
Prince Edward Island	449	453	522	507	551	560	468	526
Nova Scotia	446	452	482	499	548	561	511	527
New Brunswick	442	442	457	497	544	557	505	524
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	466	478	495	525	557	569	536	553
Manitoba	435	452	474	493	548	556	502	523
Saskatchewan	464	474	489	515	556	565	525	547
Alberta	475	483	505	529	559	567	539	554
British Columbia	462	473	495	522	558	567	533	563
Yukon	520	523	530	549	571	586	582	589
Northwest Territories	502	512	544	555	581	584	516	589
Nunavut	478	493	532	508	564	575	540	629
Gender								
Men	507	517	536	557	570	581	563	590
Women	455	466	483	510	552	562	519	532
Age								
24 years old and under	346	372	382	417	525	530	432	421
25 to 29 years old	443	454	473	497	547	555	509	512
30 to 34 years old	481	491	511	533	562	571	546	565
35 to 39 years old	490	499	515	541	564	575	549	576
40 years old and over	493	499	520	538	563	574	542	586
Canada	464	475	495	521	556	567	531	552

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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	42.6	36.7	33.6	34.4	40.2
Prince Edward Island	15.0	13.8	12.2	13.7	19.7
Nova Scotia	77.1	69.6	71.0	78.1	87.8
New Brunswick	59.8	60.2	58.9	60.5	71.6
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,374.9	1,215.7	1,171.8	1,271.8	1,420.5
Manitoba	130.9	124.6	122.1	130.5	148.5
Saskatchewan	133.6	129.4	118.9	128.0	142.7
Alberta	495.1	445.3	445.2	479.0	518.1
British Columbia	433.3	401.3	369.6	402.6	472.1
Yukon	5.0	4.5	4.1	4.5	5.9
Northwest Territories	5.7	5.3	5.2	5.0	6.4
Nunavut	4.1	5.1	3.4	4.4	5.9
Gender					
Men	251.8	242.4	274.4	312.7	355.4
Women	2,525.4	2,269.1	2,141.6	2,299.9	2,584.0
Age					
24 years old and under	176.0	157.9	146.1	145.3	182.4
25 to 29 years old	698.4	640.1	602.8	635.2	720.4
30 to 34 years old	1,154.2	1,027.4	992.7	1,077.5	1,220.0
35 to 39 years old	595.2	547.9	537.8	600.7	655.7
40 years old and over	153.4	138.2	136.7	153.8	160.9
Canada	2,777.1	2,511.5	2,416.0	2,612.5	2,939.4

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	Total of FY2021 ³	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Newfoundland and Labrador	70	280	290	350	140	180	320
Prince Edward Island	50	30	170	160	110	110	220
Nova Scotia	210	760	580	1,160	840	660	1,500
New Brunswick	160	460	590	790	380	510	890
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	5,110	18,720	22,390	22,290	13,800	12,070	25,870
Manitoba	270	1,250	1,420	1,670	1,250	1,160	2,410
Saskatchewan	260	870	1,240	1,230	790	690	1,480
Alberta	1,370	4,470	4,610	4,590	2,650	2,340	4,990
British Columbia	1,160	4,950	6,290	6,210	3,940	3,960	7,900
Yukon							
Northwest Territories	40 ^c	120 ^c	190 ^c	320 ^c	170 ^c	190 ^c	360 ^c
Nunavut							
Gender							
Men	460	3,570	7,420	8,150	5,640	5,030	10,670
Women	8,240	28,340	30,350	30,620	18,430	16,840	35,270
Age							
24 years old and under	720	2,020	1,760	2,470	1,230	1,050	2,280
25 to 29 years old	1,930	6,890	8,080	8,090	5,400	4,480	9,880
30 to 34 years old	3,400	12,660	15,780	15,280	9,600	9,140	18,740
35 to 39 years old	2,100	8,100	9,400	9,930	6,090	5,250	11,340
40 years old and over	550	2,240	2,750	3,000	1,750	1,950	3,700
Canada	8,700	31,910	37,770	38,770	24,070	21,870	45,940

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 2.1 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 duration^{2,3}
(number of weeks)

Province or territory	FY1920	FY2021 ^r	FY2122 ^p
Newfoundland and Labrador	50.8	52.5 ^r	44.6
Prince Edward Island	45.6	44.6	42.6
Nova Scotia	44.8	45.4 ^r	41.2
New Brunswick	45.9	45.4	42.2
Quebec ⁴	n/a	n/a	n/a
Ontario	47.0	47.1	44.5
Manitoba	45.3	46.1	43.7
Saskatchewan	47.4	46.7	44.8
Alberta	49.8	51.2	47.3
British Columbia	46.6	47.9	43.5
Yukon			
Northwest Territories	39.2 ^c	41.2 ^{c,r}	40.6 ^c
Nunavut			
Gender			
Men	16.9	16.7	13.8
Women	55.0	56.0	55.0
Age			
24 years old and under	52.5	53.8	49.8
25 to 29 years old	51.2	51.3 ^r	48.4
30 to 34 years old	47.5	47.9	44.9
35 to 39 years old	44.7	45.2	42.2
40 years old and over	38.9	39.0	36.0
Canada	47.2	47.6	44.5

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. 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 The reported duration estimates are 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.

³ Given the low number of completed extended parental claims in FY1718 and FY1819, duration estimates for those claims are not reported.

⁴ 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	First half of FY2122 ⁴	Two-month in fall 2021 ⁴	Last four months of FY2122 ⁴
Newfoundland and Labrador	289	287	296	255	325	321	360	272
Prince Edward Island	256	279	311	295	319	336	269	348
Nova Scotia	249	267	289	291	333	336	303	324
New Brunswick	231	270	268	297	336	325	298	314
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	283	294	304	318	338	342	324	339
Manitoba	268	270	285	281	328	338	308	307
Saskatchewan	212	278	289	297	331	335	313	317
Alberta	281	289	299	311	330	335	304	329
British Columbia	274	287	302	316	337	342	324	333
Yukon	328 ^c	298 ^c	337 ^c	332 ^c	342 ^c	342 ^c	346 ^c	383 ^c
Northwest Territories								
Nunavut								
Gender								
Men	308	319	330	336	346	352	345	362
Women	275	286	294	307	333	337	313	324
Age								
24 years old and under	206	217	231	247	321	321	250	259
25 to 29 years old	256	276	284	297	330	332	301	317
30 to 34 years old	291	299	308	320	339	342	330	340
35 to 39 years old	291	303	313	320	339	346	330	347
40 years old and over	306	301	316	332	339	349	321	345
Canada	277	290	301	313	336	340	320	333

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 2.1 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 2.14.10 – Parental extended benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	0.01	1.7	4.2	4.9	5.1
Prince Edward Island	0.02	0.47	1.0	2.3	2.0
Nova Scotia	0.01	4.5	9.5	10.9	18.6
New Brunswick	0.00	3.1	7.2	8.7	13.0
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	0.60	132.6	297.0	331.8	367.1
Manitoba	0.04	6.9	17.8	19.8	30.0
Saskatchewan	0.02	5.6	14.9	17.2	20.4
Alberta	0.21	32.8	72.2	72.8	80.5
British Columbia	0.14	30.6	79.9	93.7	109.5
Yukon					
Northwest Territories	0.02 ^c	0.93 ^c	2.1 ^c	3.3 ^c	4.4 ^c
Nunavut					
Gender					
Men	0.65	15.4	41.1	46.6	55.6
Women	0.43	203.8	464.6	518.7	594.9
Age					
24 years old and under	0.11	11.8	24.2	26.6	39.6
25 to 29 years old	0.18	44.8	107.8	120.9	147.7
30 to 34 years old	0.41	89.9	207.6	241.9	264.3
35 to 39 years old	0.26	56.8	132.3	139.9	158.9
40 years old and over	0.12	15.9	33.8	36.0	40.0
Canada	1.08	219.2	505.7	565.3	650.5

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.

^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	FY1718	FY1819	FY1920	Total of FY2021 ^{1,2}	First half of FY2122 ²	Second half of FY2122 ²	Total of FY2122
Newfoundland and Labrador	11,070	11,500	11,340	10,880	4,980	7,330	12,310
Prince Edward Island	6,100	5,960	6,120	4,770	1,670	3,790	5,460
Nova Scotia	21,060	21,130	21,910	18,300	8,690	12,420	21,110
New Brunswick	29,440	30,080	30,080	25,230	9,380	18,660	28,040
Quebec	131,510	134,600	134,070	135,660	57,600	86,040	143,640
Ontario	111,480	112,990	111,200	132,800	65,940	65,030	130,970
Manitoba	11,250	11,030	11,380	12,990	6,580	6,590	13,170
Saskatchewan	7,670	8,200	7,890	8,750	3,980	4,780	8,760
Alberta	27,750	31,430	32,930	42,370	18,990	18,960	37,950
British Columbia	53,710	53,190	53,390	57,700	30,810	29,430	60,240
Yukon	450	300	440	460	180	150	330
Northwest Territories	250	280	250	220	150	150	300
Nunavut	130	150	140	220	90	90	180
Gender							
Men	179,810	184,820	189,250	199,620	83,980	115,870	199,850
Women	232,060	236,020	231,890	250,730	125,060	137,550	262,610
Age							
24 years old and under	29,990	30,250	30,010	47,750	22,200	19,540	41,740
25 to 34 years old	88,670	90,000	91,570	98,030	52,520	55,500	108,020
35 to 44 years old	83,000	85,520	86,210	87,500	43,980	53,730	97,710
45 to 54 years old	96,350	94,980	90,670	90,810	41,130	51,390	92,520
55 to 64 years old	93,830	98,340	99,220	98,840	40,040	58,000	98,040
65 years old and over	20,030	21,750	23,460	27,420	9,170	15,260	24,430
Canada	411,870	420,840	421,140	450,350	209,040	253,420	462,460

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 2.1 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 duration¹ (number of weeks)

Province or territory	FY1718	FY1819	FY1920	FY2021 ^r	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	9.7	9.5	9.3	9.4 ^r	9.7	3.8
Prince Edward Island	8.2	8.1	7.8	8.1	8.2	0.7
Nova Scotia	9.0	9.1	9.4	8.9	9.3	4.2
New Brunswick	8.3	8.5	8.6	8.3	8.4	0.9
Quebec	9.0	9.1	9.5	8.6	8.7	1.2
Ontario	10.7	10.6	10.8	9.6	9.4	-1.8
Manitoba	10.1	10.1	10.3	9.1	8.7	-3.8
Saskatchewan	10.2	10.2	10.5	9.0	8.8	-1.8
Alberta	10.5	10.5	10.6	8.9	8.4	-5.5
British Columbia	10.6	10.6	10.8	9.7	9.9	2.6
Yukon	10.2	11.3	9.4	10.1 ^r	10.8	6.7
Northwest Territories	11.1	10.8	11.0	10.8 ^r	10.8	0.0
Nunavut	14.7	11.6	10.2	10.2	9.3	-9.1
Gender						
Men	9.5	9.4	9.6	8.5	8.6	0.8
Women	10.1	10.1	10.4	9.5	9.5	-0.7
Age						
24 years old and under	9.0	8.8	9.3	7.8 ^r	7.7	-1.1
25 to 34 years old	9.1	9.2	9.3	8.2	8.5	3.4
35 to 44 years old	9.7	9.8	9.9	8.9	8.9	-0.5
45 to 54 years old	10.1	10.1	10.3	9.3	9.5	2.2
55 to 64 years old	10.3	10.2	10.5	9.9 ^r	9.9	0.1
65 years old and over	10.8	10.9	10.9	10.8	10.5	-2.7
Canada	9.8	9.8	10.0	9.1	9.1	0.2

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

¹ The reported duration estimates are 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	FY1718	FY1819	FY1920	Second half of FY2021 ^{2,3}	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador	431	444	457	531	538	483	468
Prince Edward Island	425	433	449	536	539	511	466
Nova Scotia	417	424	440	532	537	480	455
New Brunswick	430	435	456	533	535	503	477
Quebec	416	427	445	533	541	481	489
Ontario	430	446	460	536	549	498	493
Manitoba	425	431	441	529	537	478	463
Saskatchewan	442	445	460	534	542	507	479
Alberta	454	464	482	539	551	504	498
British Columbia	428	441	464	538	549	504	499
Yukon	488	501	512	561	571	595	505
Northwest Territories	497	518	533	560	589	534	567
Nunavut	520	519	544	563	569	452	553
Gender							
Men	464	475	492	545	555	523	529
Women	397	409	426	527	539	467	453
Age							
24 years old and under	355	377	391	515	520	431	403
25 to 34 years old	427	439	458	536	544	491	488
35 to 44 years old	442	453	472	541	552	505	508
45 to 54 years old	439	450	468	540	551	508	509
55 to 64 years old	427	438	453	536	548	494	488
65 years old and over	398	413	429	528	540	477	453
Canada	426	438	456	535	545	493	488

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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	49.0	48.7	50.9	52.8	65.0
Prince Edward Island	21.1	21.4	21.1	20.8	24.3
Nova Scotia	79.0	81.4	85.7	85.9	103.8
New Brunswick	103.7	111.2	114.0	115.0	124.4
Quebec	490.2	507.0	553.4	567.6	719.6
Ontario	502.3	519.7	545.8	603.6	735.4
Manitoba	47.3	48.2	49.3	56.5	69.2
Saskatchewan	34.6	36.4	39.3	36.4	47.3
Alberta	138.3	150.3	162.9	173.8	213.8
British Columbia	242.3	241.5	261.4	281.8	353.7
Yukon	1.9	1.8	2.1	2.6	2.6
Northwest Territories	1.5	1.4	1.8	1.4	1.6
Nunavut	0.9	0.6	1.2	0.9	1.1
Gender					
Men	797.0	830.0	880.6	890.4	1,056.1
Women	915.0	939.6	1,008.2	1,109.0	1,405.7
Age					
24 years old and under	98.6	99.5	104.8	163.2	199.9
25 to 34 years old	340.3	356.4	379.2	409.9	542.9
35 to 44 years old	353.2	368.8	396.3	390.6	506.6
45 to 54 years old	425.7	426.4	436.2	418.2	519.3
55 to 64 years old	407.1	426.4	463.1	476.6	551.7
65 years old and over	87.2	92.1	109.2	140.8	141.5
Canada	1,712.0	1,769.6	1,888.8	1,999.3	2,461.9

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	FY1718 Employment (000s)	FY1718 Share (%)	Total of FY2122 Employment (000s)	Total of FY2122 Share (%)
Goods-producing industries	3,941.9	21.3	3,903.9	20.5
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	598.9	3.2	574.1	3.0
Utilities	127.1	0.7	141.3	0.7
Construction	1,431.2	7.7	1,450.4	7.6
Manufacturing	1,784.7	9.7	1,738.1	9.1
Services-producing industries	14,542.1	78.7	15,178.9	79.5
Wholesale trade and retail trade	2,894.3	15.7	2,871.4	15.0
Transportation and warehousing	945.1	5.1	1,000.8	5.2
Finance, insurance, real estate, rental and leasing	1,183.3	6.4	1,313.7	6.9
Professional, scientific and technical services	1,428.4	7.7	1,704.9	8.9
Business, building and other support services ¹	746.5	4.0	707.5	3.7
Educational services	1,273.6	6.9	1,459.5	7.6
Health care and social assistance	2,353.4	12.7	2,586.2	13.6
Information, culture and recreation ²	774.5	4.2	747.3	3.9
Accommodation and food services	1,224.4	6.6	980.3	5.1
Other services (except public administration)	784.1	4.2	725.6	3.8
Public administration	934.3	5.1	1,081.9	5.7
Unclassified*	n/a	n/a	n/a	n/a
Canada	18,484.0	100.0	19,082.9	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.

* 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	FY1718 New claims	FY1718 Share (%)	Total of FY2122 ³ New claims	Total of FY2122 ³ Share (%)
Goods-producing industries	110,010	26.7	121,090	26.2
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	16,780	4.1	15,480	3.3
Utilities	520	0.1	450	0.1
Construction	41,590	10.1	43,710	9.5
Manufacturing	51,120	12.4	61,450	13.3
Services-producing industries	291,740	70.8	330,280	71.4
Wholesale trade and retail trade	67,850	16.5	75,090	16.2
Transportation and warehousing	22,360	5.4	24,960	5.4
Finance, insurance, real estate, rental and leasing	12,920	3.1	11,870	2.6
Professional, scientific and technical services	11,950	2.9	13,850	3.0
Business, building and other support services ¹	30,280	7.4	33,690	7.3
Educational services	11,590	2.8	15,750	3.4
Health care and social assistance	50,710	12.3	69,870	15.1
Information, culture and recreation ²	8,510	2.1	7,600	1.6
Accommodation and food services	31,910	7.7	28,020	6.1
Other services (except public administration)	16,480	4.0	17,110	3.7
Public administration	27,180	6.6	32,470	7.0
Unclassified*	10,120	2.5	11,090	2.4
Canada	411,870	100.0	462,460	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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult Section 2.1 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	FY1718 Amount paid (\$)	FY1718 Share (%)	FY2122 Amount paid (\$)	FY2122 Share (%)
Goods-producing industries	484.7	28.3	612.4	24.9
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	75.0	4.4	81.9	3.3
Utilities	2.6	0.2	2.7	0.1
Construction	193.9	11.3	226.1	9.2
Manufacturing	213.1	12.4	301.6	12.3
Services-producing industries	1,191.7	69.6	1,798.2	73.0
Wholesale trade and retail trade	249.6	14.6	403.6	16.4
Transportation and warehousing	106.5	6.2	142.9	5.8
Finance, insurance, real estate, rental and leasing	57.3	3.3	67.5	2.7
Professional, scientific and technical services	51.8	3.0	73.9	3.0
Business, building and other support services ¹	121.8	7.1	183.1	7.4
Educational services	44.8	2.6	76.2	3.1
Health care and social assistance	222.0	13.0	386.1	15.7
Information, culture and recreation ²	35.2	2.1	40.6	1.7
Accommodation and food services	104.6	6.1	141.5	5.7
Other services (except public administration)	65.7	3.8	96.8	3.9
Public administration	132.4	7.7	185.9	7.6
Unclassified*	35.7	2.1	51.2	2.1
Canada	1,712.0	100.0	2,461.9	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	FY1718	FY1819	FY1920	Total of FY2021 ¹	First half of FY2122 ¹	Second half of FY2122 ¹	Total of FY2122
Newfoundland and Labrador	129	92	95	87	58 ^c	46 ^c	74
Prince Edward Island	66	40	29	31			30
Nova Scotia	351	281	273	213	108	130	238
New Brunswick	283	193	173	194	89	91	180
Quebec	1,808	1,497	1,305	1,167	609	662	1,271
Ontario	4,966	3,574	3,223	2,826	1,421	1,466	2,887
Manitoba	397	346	301	264	111	114	225
Saskatchewan	284	219	175	172	86	59	145
Alberta	1,032	866	776	733	353	368	721
British Columbia	1,658	1,243	1,205	1,090	500	489	989
Yukon	36 ^c	34 ^c	26 ^c	25 ^c	6 ^c	9 ^c	15 ^c
Northwest Territories							
Nunavut							
Gender							
Men	3,120	2,436	2,239	1,871	974	1,021	1,995
Women	7,890	5,949	5,342	4,931	2,367	2,413	4,780
Age							
24 years old and under	167	116	136	145	85	57	142
25 to 44 years old	3,494	2,723	2,446	2,197	1,114	1,037	2,151
45 to 54 years old	3,641	2,681	2,409	2,057	1,066	1,077	2,143
55 years old and over	3,708	2,865	2,590	2,403	1,076	1,263	2,339
Canada	11,010	8,385	7,581	6,802	3,341	3,434	6,775

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 2.1 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 duration¹ (number of weeks)

Province or territory	FY1718	FY1819	FY1920	FY2021 ^r	FY2122 ^p
Newfoundland and Labrador	13.4	13.3	11.9	13.4	13.2
Prince Edward Island	13.2	12.1	11.2	13.5 ^r	16.3
Nova Scotia	13.3	11.4	10.8	13.3	12.2
New Brunswick	13.3	12.2	12.7	11.9 ^r	12.3
Quebec	10.8	9.8	9.1	9.6	9.6
Ontario	11.8	11.6	11.2	12.2	11.7
Manitoba	11.9	11.5	11.1	11.9	12.2
Saskatchewan	12.5	11.9	12.1	12.5	12.7
Alberta	12.9	12.6	12.8	12.5	12.7
British Columbia	12.4	11.7	11.6	12.1	12.1
Yukon	14.3 ^c	10.7 ^c	12.6 ^c	11.4 ^{c,r}	11.9 ^c
Northwest Territories					
Nunavut					
Gender					
Men	12.1	11.8	11.4	12.3	12.1
Women	11.9	11.3	11.0	11.6	11.4
Age					
24 years old and under	11.0	10.2	11.8	10.1	10.6
25 to 44 years old	11.3	11.0	10.5	11.4	11.4
45 to 54 years old	11.9	11.2	10.8	11.5	11.2
55 years old and over	12.8	12.2	11.9	12.5	12.2
Canada	12.0	11.4	11.1	11.8	11.6

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

¹ The reported duration estimates are 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

^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 2.17.3 – Compassionate care benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	First half of FY2122 ²	Two-month in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador	448	458	458	476	538	563	486	514
Prince Edward Island	450	440	418	456	534	550	546	493
Nova Scotia	418	429	443	501	539	548	466	471
New Brunswick	417	430	440	478	537	533	487	483
Quebec	429	443	463	498	539	557	497	510
Ontario	461	477	491	513	553	564	532	530
Manitoba	454	459	471	486	544	554	481	506
Saskatchewan	459	484	487	494	556	557	489	552
Alberta	477	490	499	516	553	566	531	555
British Columbia	459	474	484	520	554	563	531	546
Yukon	521 ^c	496 ^c	525 ^c	556 ^c	561 ^c	573 ^c	536 ^c	627 ^c
Northwest Territories								
Nunavut								
Gender								
Men	488	498	512	536	559	572	550	565
Women	441	456	469	499	545	556	505	511
Age								
24 years old and under	386	414	416	427	528	525	417	437
25 to 44 years old	466	478	494	525	556	564	531	538
45 to 54 years old	464	477	490	509	551	564	533	539
55 years old and over	436	453	465	498	543	557	502	511
Canada	454	468	482	509	549	561	519	527

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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	786.5	514.0	472.6	620.4	603.7
Prince Edward Island	393.8	248.5	163.3	247.2	253.6
Nova Scotia	2,036.0	1,377.0	1,320.2	1,572.8	1,513.3
New Brunswick	1,531.0	1,096.1	959.4	1,173.2	1,256.0
Quebec	8,549.1	6,468.3	5,547.0	5,905.6	6,769.7
Ontario	27,343.8	19,988.7	17,170.7	18,496.2	20,180.8
Manitoba	2,219.0	1,847.3	1,494.5	1,689.4	1,660.9
Saskatchewan	1,768.2	1,429.5	1,024.6	1,161.2	1,093.8
Alberta	6,693.1	5,671.1	4,806.3	5,038.9	5,411.7
British Columbia	9,503.6	6,993.7	6,486.3	7,300.9	7,106.8
Yukon					
Northwest Territories	250.4 ^c	200.9 ^c	128.4 ^c	182.0 ^c	143.7 ^c
Nunavut					
Gender					
Men	19,117.2	14,950.6	13,009.4	13,620.4	14,841.2
Women	41,957.3	30,884.4	26,563.8	29,767.5	31,152.9
Age					
24 years old and under	773.1	473.1	578.9	848.7	868.2
25 to 44 years old	18,878.8	14,449.2	12,339.1	13,757.5	14,592.2
45 to 54 years old	20,466.0	15,055.4	12,560.7	12,796.9	14,091.9
55 years old and over	20,956.6	15,857.3	14,094.5	15,984.8	16,441.7
Canada	61,074.5	45,835.0	39,573.2	43,387.9	45,994.0

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	Total of FY2021 ²	First half of FY2122 ²	Second half of FY2122 ²	Total of FY2122 ²
Newfoundland and Labrador	54	216	184	166	96	100	196
Prince Edward Island	17	77	87	86	34	39	73
Nova Scotia	67	330	322	382	191	196	387
New Brunswick	65	303	282	227	116	147	263
Quebec	508	2,031	1,934	2,231	1,054	1,107	2,161
Ontario	1,207	5,168	5,419 ^{c2}	5,679 ^{c2}	2,908 ^{c2}	2,959 ^{c2}	5,867 ^{c2}
Manitoba	85	370	407	388	220	231	451
Saskatchewan	63	254	304	300	170	170	340
Alberta	229	1,062	1,031	1,046	595	564	1,159
British Columbia	344 ^{c1}	1,399	1,575	1,668	841	775	1,616
Territories		31	47	35	12	16	28
Unknown*	28	124	n/a	n/a	n/a	n/a	n/a
Gender							
Men	829	3,593	3,725	3,890	1,923	2,180	4,103
Women	1,842	7,772	7,867	8,318	4,314	4,124	8,438
Age							
24 years old and under	37	180	229	367	134	125	259
25 to 34 years old	260	1,180	1,292	1,509	824	825	1,649
35 to 44 years old	466	2,106	2,128	2,238	1,188	1,163	2,351
45 to 54 years old	837	3,584	3,521	3,340	1,798	1,788	3,586
55 to 64 years old	905	3,636	3,682	3,916	1,970	1,994	3,964
65 years old and over	166	679	740	838	323	409	732
Canada	2,671	11,365	11,592	12,208	6,237	6,304	12,541

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 2.1](#) 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	FY2021 ^r	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	11.4	11.0	10.8	10.9 ^r	11.4	+4.5
Prince Edward Island	n/a	10.9	11.5	10.5	11.1	+5.8
Nova Scotia	9.3	11.1	11.3	11.5	11.7	+1.5
New Brunswick	10.1	11.2	10.9	11.2	11.5	+3.0
Quebec	9.0	11.4	10.7	11.0	11.0	-0.6
Ontario	7.6	10.6	10.4 ^{c2}	10.9 ^{c2}	10.8	-0.6
Manitoba	7.9	10.1	10.8	11.3	11.3	+0.7
Saskatchewan	7.6	10.9	11.0	12.1 ^r	11.5	-4.8
Alberta	8.1	11.0	10.9	11.4	10.9	-4.1
British Columbia	8.4 ^{c1}	11.1	10.7	11.4	11.3	-0.4
Territories		11.8	11.2	12.0 ^r	12.3	+2.6
Unknown [*]	3.7	5.0	n/a	n/a	n/a	n/a
Gender						
Men	7.9	10.6	10.4	10.9	10.8	-0.7
Women	8.0	10.8	10.7	11.2	11.1	-0.9
Age						
24 years old and under	9.8	9.8	10.6	10.3	11.2	+8.5
25 to 34 years old	7.5	10.2	10.0	10.5	10.4	-1.0
35 to 44 years old	7.6	10.2	10.0	10.5	10.6	+1.0
45 to 54 years old	7.7	10.7	10.4	11.1	11.0	-0.8
55 to 64 years old	8.4	11.1	11.1	11.6 ^r	11.4	-1.2
65 years old and over	8.9	12.0	12.0	12.3	12.0	-2.6
Canada	8.0	10.7	10.6	11.1	11.0	-0.8

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	First half of FY2122 ³	Two months in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador	415	431	417	455	535	545	474	498
Prince Edward Island	n/a	434	424	525	532	539	431	481
Nova Scotia	376	401	412	467	528	544	445	473
New Brunswick	401	400	423	464	524	533	468	455
Quebec	416	408	417	466	530	547	480	490
Ontario	455	444	456 ^{c2}	494 ^{c2}	544 ^{c2}	558 ^{c2}	512 ^{c2}	522 ^{c2}
Manitoba	443	431	449	484	533	544	492	487
Saskatchewan	487	462	463	486	539	558	506	495
Alberta	480	463	475	507	546	562	515	538
British Columbia	445 ^{c1}	435	457	492	539	557	517	515
Territories		520	531	515	567	568	595	580
Unknown*	n/a	450	n/a	n/a	n/a	n/a	n/a	n/a
Gender								
Men	491	477	488	515	551	568	534	547
Women	428	417	431	474	534	549	486	493
Age								
24 years old and under	428	372	384	392	515	525	457	435
25 to 34 years old	471	448	466	502	545	558	518	528
35 to 44 years old	470	451	467	504	547	561	522	535
45 to 54 years old	459	445	455	497	543	558	510	529
55 to 64 years old	418	426	440	483	536	551	486	495
65 years old and over	419	395	405	439	523	539	460	448
Canada	446	436	449	488	539	555	501	512

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 2.1](#) 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	FY2122
Newfoundland and Labrador	146.9	991.6	783.7	1,088.0	1,346.7
Prince Edward Island	40.9	333.9	421.7	446.2	455.6
Nova Scotia	179.2	1,350.8	1,588.1	2,058.9	2,481.8
New Brunswick	206.5	1,229.4	1,310.7	1,295.4	1,567.9
Quebec	1,481.4	8,302.1	8,801.9	12,096.3	13,865.3
Ontario	3,539.4	22,753.2	25,654.8 ^{c2}	31,877.4 ^{c2}	37,076.1
Manitoba	244.2	1,511.9	1,979.0	2,251.0	2,701.2
Saskatchewan	186.5	1,177.9	1,586.7	1,788.6	2,007.8
Alberta	728.5	4,820.0	5,599.0	6,330.8	7,586.7
British Columbia	1,011.7 ^{c1}	6,122.6	7,647.9	9,832.6	10,336.8
Territories		163.2	295.8	224.3	178.3
Unknown [*]	40.7	325.1	n/a	n/a	n/a
Gender					
Men	2,711.7	16,344.9	19,098.4	23,445.0	26,391.0
Women	5,094.0	32,737.1	36,570.9	45,844.5	53,213.1
Age					
24 years old and under	76.2	647.1	740.2	1,724.4	1,692.0
25 to 34 years old	784.4	5,013.7	5,831.3	8,196.6	9,889.9
35 to 44 years old	1,387.9	8,939.4	10,236.5	12,218.4	14,777.1
45 to 54 years old	2,459.9	15,901.3	17,264.8	19,364.6	22,933.2
55 to 64 years old	2,588.5	15,775.8	18,022.9	22,901.0	25,448.7
65 years old and over	508.9	2,804.7	3,573.7	4,884.4	4,863.3
Canada	7,805.8	49,082.0	55,669.3	69,289.4	79,604.2

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	FY1718	FY1819	FY1920	Total of FY2021 ²	First half of FY2122 ²	Second half of FY2122 ²	Total of FY2122
Newfoundland and Labrador	70	63	72	71	37	19	56
Prince Edward Island	18	33	25	44	20	11	31
Nova Scotia	92	103	140	123	67	53	120
New Brunswick	94	107	104	101	62	51	113
Quebec	884	1,124	1,054	1,155	671	537	1,208
Ontario	1,941	2,164	2,056 ^{c2}	2,028 ^{c2}	1,140 ^{c2}	1,023 ^{c2}	2,162 ^{c2}
Manitoba	182	212	195	209	95	90	185
Saskatchewan	195	233	180	209	116	112	228
Alberta	765	888	798	791	403	370	773
British Columbia	628	737	759				
Territories	12 ^{c1}	20 ^{c1}	20 ^{c1}	791 ^{c3}	436 ^{c3}	321 ^{c3}	757 ^{c3}
Unknown*	40	38	n/a	n/a	n/a	n/a	n/a
Gender							
Men	1,008	1,224	1,201	1,281	670	686	1,356
Women	3,913	4,498	4,202	4,241	2,377	1,901	4,278
Age							
24 years old and under	257	253	226	242	134	97	231
25 to 44 years old	4,282	4,886	4,546	4,639	2,594	2,177	4,771
45 to 54 years old	341	505	551	546	289	280	569
55 years old and over	41	78	80	95	30	33	63
Canada	4,921	5,722	5,403	5,522	3,047	2,587	5,634

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 2.1 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	FY1718	FY1819	FY1920	FY2021 ^r	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	20.6	22.8	19.3	19.1 ^r	17.5	-8.8
Prince Edward Island	20.2	19.1	12.0	7.6	15.2	+99.9
Nova Scotia	20.0	22.0	16.3	18.3	15.3	-16.3
New Brunswick	20.3	15.3	18.0	15.5	18.9	+22.3
Quebec	15.3	13.8	14.0	12.3	13.0	+5.8
Ontario	17.9	19.1	16.2 ^{c2}	16.2 ^{c2}	15.8 ^{c2}	-2.6
Manitoba	16.3	17.1	14.5	16.9 ^r	17.0	+0.8
Saskatchewan	17.1	20.6	16.7	14.9	14.7	-1.4
Alberta	19.4	19.8	15.5	14.9	15.0	+0.7
British Columbia	18.4	17.8	15.6	14.5 ^{r,c3}	15.1 ^{c3}	+4.1
Territories	11.1 ^{c1}	16.8 ^{c1}	17.2 ^{c1}			
Unknown [*]	5.9	5.6	n/a	n/a	n/a	n/a
Gender						
Men	13.8	14.4	14.2	13.2 ^r	13.4	+1.3
Women	18.4	18.3	15.9	15.4	15.6	+1.0
Age						
24 years old and under	15.3	16.4	14.0	13.2	13.0	-1.8
25 to 44 years old	16.3	16.6	14.9	14.1	14.2	+0.9
45 to 54 years old	20.1	18.7	18.3	19.3	19.6	+1.3
55 years old and over	18.5	20.5	21.8	19.7 ^r	20.2	+2.6
Canada	16.7	17.0	15.4	14.8	14.9	+1.1

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.

^{c3} For confidentiality purposes, data for the territories and British Columbia have been combined.

^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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months of FY2122 ³
Newfoundland and Labrador	424	458	452	483	546	558	434	479
Prince Edward Island	447	465	387	550	542	551	475	522
Nova Scotia	416	430	429	469	543	556	452	498
New Brunswick	432	443	429	498	548	548	464	467
Quebec	447	448	457	494	549	555	517	536
Ontario	467	460	467 ^{c2}	511 ^{c2}	554 ^{c2}	565 ^{c2}	518 ^{c2}	544 ^{c2}
Manitoba	479	442	443	509	538	548	520	494
Saskatchewan	439	463	449	506	552	558	539	541
Alberta	471	470	480	520	548	564	523	555
British Columbia	469	439	459	510	552	561 ^{c3}	524 ^{c3}	533 ^{c3}
Territories	532 ^{c1}	472 ^{c1}	499 ^{c1}	475 ^{c1}	586 ^{c1}			
Unknown*	not available	468	n/a	n/a	n/a	n/a	n/a	n/a
Gender								
Men	494	491	500	526	560	571	546	572
Women	436	446	452	500	547	557	505	524
Age								
24 years old and under	381	369	382	425	526	524	499	436
25 to 44 years old	461	460	467	510	552	562	521	543
45 to 54 years old	466	457	462	520	548	565	507	527
55 years old and over	423	449	435	467	548	541	481	505
Canada	457	455	462	506	551	560	517	538

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 2.1 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 2.19.4 – Family caregiver benefit for children¹: Amount paid² (\$ thousands)

Province or territory	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	450.2	550.9	554.1	515.9	653.1
Prince Edward Island	133.1	190.6	115.0	192.2	252.8
Nova Scotia	522.9	741.4	990.4	980.7	1,033.8
New Brunswick	520.0	648.8	708.3	751.2	975.8
Quebec	5,761.5	6,510.0	6,724.9	7,161.2	9,170.2
Ontario	12,006.6	14,893.3	14,104.3 ^{c2}	16,636.2 ^{c2}	18,363.8 ^{c2}
Manitoba	1,090.7	1,306.3	1,393.5	1,802.8	1,583.2
Saskatchewan	1,142.3	1,719.2	1,031.4	1,504.9	1,478.7
Alberta	4,893.3	5,766.2	5,715.7	6,153.3	6,016.3
British Columbia	3,707.1	4,327.6	4,820.7	5,341.2	5,735.7
Territories	63.8 ^{c1}	157.3 ^{c1}	120.8 ^{c1}	180.4 ^{c1}	163.5 ^{c1}
Unknown*	113.8	96.9	n/a	n/a	n/a
Gender					
Men	6,332.8	8,124.1	8,036.3	9,302.0	10,549.0
Women	24,072.4	28,784.2	28,242.7	31,918.0	34,877.9
Age					
24 years old and under	1,312.1	1,242.9	1,168.8	1,426.1	1,578.2
25 to 44 years old	25,978.2	30,968.7	30,061.8	33,250.0	36,660.8
45 to 54 years old	2,796.3	4,032.3	4,395.3	5,644.8	6,357.2
55 years old and over	318.5	664.5	653.2	899.2	830.7
Canada	30,405.2	36,908.3	36,279.1	41,220.0	45,426.9

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	FY1718	FY1819	FY1920	Total FY2021 ¹	First half of FY2122 ¹	Second half of FY2122 ¹	Total FY2122
Newfoundland and Labrador	28 ^c	0 ^c	47 ^c	498	X	X	24 ^c
Prince Edward Island				121			
Nova Scotia	181	15	70	2,029	X	X	96
New Brunswick	22	11	70	1,253	12	107	119
Quebec	941	1,001	2,385	19,666	2,163	1,653	3,816
Ontario	1,737	1,339	3,969	29,381	5,312	2,973	8,285
Manitoba	111	539	1,729	6,733	141	270	411
Saskatchewan	85	212	642	1,742	45	205	250
Alberta	403	600	1,089	11,770	310	478	788
British Columbia	200	98	1,045	9,758	398	891	1,289
Yukon	0	0	0	13	0	0	0
Northwest Territories	0	0	0	17	0	0	0
Nunavut	0	0	0	10	0	0	0
Gender							
Men	2,487	2,721	8,528	52,895	5,682	4,595	10,277
Women	1,221	1,094	2,518	30,096	2,734	2,067	4,801
Age							
24 years old and under	151	235	748	4,272	642	460	1,102
25 to 44 years old	1,403	1,409	4,644	36,683	3,155	2,553	5,708
45 to 54 years old	1,075	1,080	2,809	21,295	2,111	1,750	3,861
55 years old and over	1,079	1,091	2,845	20,741	2,508	1,899	4,407
Canada	3,708	3,815	11,046	82,991	8,416	6,662	15,078

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

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some provinces in different years have been combined.

X Suppressed 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.

Annex 2.20.2 – Work-Sharing benefits: Average actual duration¹ (number of weeks)

Province or territory	FY1718	FY1819	FY1920	FY2021 ^f	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	19.0 ^c	24.8 ^c	13.0 ^c	10.3	20.3	+97.1
Prince Edward Island				9.8	48.1	+389.8
Nova Scotia	19.9	15.2	19.0	9.7 ^f	29.3	+202.1
New Brunswick	16.2	17.0	11.2	13.6 ^f	23.5	+72.8
Quebec	21.1	15.8	16.2	11.5 ^f	19.8	+72.1
Ontario	15.9	13.4	13.4	11.5 ^f	23.6	+105.2
Manitoba	23.5	14.5	12.1	10.8 ^f	19.3	+78.7
Saskatchewan	24.5	20.9	19.0	14.5 ^f	30.0	+107.0
Alberta	31.6	18.5	12.7	13.6	28.6	+110.3
British Columbia	22.2	15.3	14.9	11.9	26.4 ²	+121.8
Yukon	0	0	0	11.7 ^f		n/a
Northwest Territories	0	0	0	16.4		n/a
Nunavut	0	0	0	7.4 ^f		n/a
Gender						
Men	23.2	15.0	13.8	11.6 ^f	22.7	+95.7
Women	25.4	17.0	15.8	12.3	25.0	+103.2
Age						
24 years old and under	22.1	12.7	13.2	11.2 ^f	18.5	+65.2
25 to 44 years old	24.0	15.1	13.7	11.7 ^f	22.1	+88.8
45 to 54 years old	24.6	15.7	15.0	11.9 ^f	25.0	+110.1
55 years old and over	22.9	16.5	15.2	12.1 ^f	25.3	+109.1
Canada	23.8	15.5	14.4	11.8^f	23.5	+99.1

Notes: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing 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 There was no new claims for Work-Sharing benefits established in the territories in FY2122. However, there were a few claims completed in FY2122 (that have started in FY2021). This number of claims completed is too low to present the average duration for the Territories alone, this is why it is combined with British Columbia.

^c For confidentiality purposes, data for some provinces and territories 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 2.20.3 – Work-Sharing benefits: Average weekly benefit rate¹ (\$)

Province or territory	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	First half of FY2122 ²	Two-month in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador	148 ^c	n/a	233 ^c	131	207	X	X	X
Prince Edward Island				123	211			
Nova Scotia	113	183	132	122	148	129	102	133
New Brunswick	71	109	114	110	121	137	106	137
Quebec	109	127	136	120	144	137	176	140
Ontario	102	105	127	136	148	142	127	140
Manitoba	113	110	149	115	132	180	132	115
Saskatchewan	160	151	152	153	157	134	176	207
Alberta	124	135	159	137	148	163	164	194
British Columbia	118	167	142	128	150	136	147	179
Yukon	n/a	n/a	n/a	X	X	n/a	n/a	n/a
Northwest Territories	n/a	n/a	n/a	X	X	n/a	n/a	n/a
Nunavut	n/a	n/a	n/a	X	X	n/a	n/a	n/a
Gender								
Men	115	129	143	132	143	145	153	163
Women	99	99	124	126	148	135	117	139
Age								
24 years old and under	102	120	134	115	143	150	129	134
25 to 44 years old	113	124	139	129	142	142	146	159
45 to 54 years old	106	119	140	131	145	139	138	158
55 years old and over	108	118	138	133	150	141	144	155
Canada	109	121	139	130	145	142	142	155

Notes: 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 EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some provinces in different years have been combined.

X Suppressed 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.

Annex 2.20.4 – Work-Sharing benefits: Amount paid¹ (\$ million)

Province or territory	FY1718	FY1819	FY1920	FY2021	FY2122	Change (%) FY2021 to FY2122
Newfoundland and Labrador	0.2 ^c	0.0 ^c	0.1 ^c	1.3 ^c	0.4 ^c	-72.2
Prince Edward Island						
Nova Scotia	0.4	0.03	0.1	3.8	2.3	-38.4
New Brunswick	0.02	0.01	0.01	2.3	0.5	-79.2
Quebec	3.2	1.8	4.2	36.1	22.2	-38.5
Ontario	2.8	1.5	5.4	68.3	40.6	-40.6
Manitoba	0.6	0.5	2.7	11.2	4.6	-59.1
Saskatchewan	0.9	0.5	1.7	5.6	1.4	-74.8
Alberta	4.1	1.1	1.4	32.9	9.6	-70.9
British Columbia	0.4	0.3	1.0	21.8	7.2	-67.0
Yukon	0	0	0	0.1 ^c	0.01	-87.2
Northwest Territories	0	0	0			
Nunavut	0	0	0			
Gender						
Men	9.2	4.3	12.8	117.8	56.7	-51.9
Women	3.3	1.5	3.7	65.6	32.0	-51.2
Age						
24 years old and under	0.6	0.3	1.0	7.6	3.7	-51.4
25 to 44 years old	5.1	2.1	6.3	76.7	30.1	-60.8
45 to 54 years old	3.7	1.7	4.5	48.7	25.2	-48.3
55 years old and over	3.1	1.7	4.7	50.5	29.7	-41.1
Canada	12.5	5.7	16.5	183.5	88.8	-51.6

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	FY1718	FY1819	FY1920	Total of FY2021 ³	First half of FY2122 ³	Second half of FY2122 ³	Total of FY2122
Goods-producing industries	3,031	3,461	9,347	43,142	6,855	5,306	12,161
Agriculture, forestry, fishing and hunting	18 ^c	13 ^c	107 ^c	445	44	38	82
Mining and oil and gas extraction				658	12	12	24
Utilities	0	0		32	0	0	0
Construction	158	190	215	1,761	130	62	192
Manufacturing	2,855	3,258	9,025	40,246	6,669	5,194	11,863
Service-producing industries	633	352	1,642	37,959^f	1,434	1,116	2,550
Wholesale trade	180	63	581	10,321	287	368	655
Retail trade	44	30	130	2,690	279	119	398
Transportation and warehousing	14 ^c	20 ^c	79	2,115	325	34	359
Finance and insurance			19	596	X	X	17
Real estate and rental and leasing			65	2,011	X	X	56
Professional, scientific and technical services	283 ^c	67 ^c	311	8,474	121	140	261
Business, building and support services ¹	39	73	175	4,925	168	89	257
Educational services	24 ^c	23 ^c	17	768	16	13	29
Health care and social assistance			36	724	38	25	63
Information, culture and recreation ²	31	45	96	2,016	47	49	96
Accommodation and food services	14 ^c	28 ^c	43	955	41	101	142
Other services (except public administration)			78	2,165	94	117	211
Public administration	48 ^c	X	12	199	129 ^c	244 ^c	373 ^c
Unclassified ⁴		X	57	1,890			
Canada	3,708	3,815	11,046	82,991	8,416	6,662	15,078

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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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.

^f Revised.

X suppressed for confidentiality.

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 duration¹ (number of weeks)

Industry	FY1718	FY1819	FY1920	FY2021	FY2122 ^p	Change (%) FY2021 to FY2122
Goods-producing industries	21.5	14.6	14.4	11.7^r	21.2	+80.8
Agriculture, forestry, fishing and hunting	37.6 ^{c,r}	27.5 ^c	6.8	10.0 ^r	25.5	+154.0
Mining and oil and gas extraction			10.9	14.0 ^{c,r}	28.3	n/a
Utilities	0.0	0.0	0.0		60.5	n/a
Construction	23.5	13.3	15.6	14.7 ^r	24.8	+69.2
Manufacturing	21.0	14.7	14.4	11.6 ^r	20.9	+80.9
Service-producing industries	31.6^r	21.3^r	14.5	12.0	27.9	+132.5
Wholesale trade	34.0	18.6	12.2 ^r	11.4 ^r	26.5	+133.3
Retail trade	25.4	16.7	15.0	11.8 ^r	22.4	+89.8
Transportation and warehousing	32.2 ^{c,r}	31.3 ^c	15.5 ^{c,r}	10.9	27.8	+154.9
Finance and insurance				9.6 ^r	31.7	+231.9
Real estate and rental and leasing				10.4 ^r	35.1	+237.8
Professional, scientific and technical services	28.1 ^c	25.0 ^{c,r}	16.1 ^c	12.5 ^r	26.2	+109.6
Business, building and support services ²	24.5	12.5	9.7	13.1 ^r	31.2	+138.5
Educational services	25.4 ^c	24.7 ^c	17.4 ^c	12.7	25.1	+98.2
Health care and social assistance				12.4	25.5	+105.9
Information, culture and recreation ³	55.2 ^r	24.3	19.7 ^r	13.1	36.8	+181.0
Accommodation and food services	32.3	20.9	12.3	11.2	23.4	+108.6
Other services (except public administration)	38.3	30.8		12.8 ^r	29.7	+132.8
Public administration	14.9 ^c	X	15.9 ^{c,r}	12.2 ^r	18.0	+47.3
Unclassified ⁴		X		11.2 ^r	20.5	84.0
Canada	23.8	15.5	14.4	11.8^r	23.5	-99.1

Note: Percentage change is based on unrounded numbers. Includes claims for which at least 1 of EI Work-Sharing 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 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.

^c For confidentiality purposes, data for some industries in different years have been combined.

^p Preliminary.

^r Revised.

X suppressed for confidentiality.

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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ⁵	First half of FY2122 ⁵	Two-month in fall 2021 ⁵	Last four months of FY2122 ⁵
Goods-producing industries	106	119^c	138	133	143	141	139	164
Agriculture, forestry, fishing and hunting	110 ^c	180 ^c	207 ^{c,r}	117	174	111	X	X
Mining and oil and gas extraction				198	143	173	144	0
Utilities				X	X	0	0	0
Construction	112	130	173	149	156	155	172	195
Manufacturing	106	119	136	132	142	141	139	163
Service-producing industries	123	133^c	143	125	148	144	146	133
Wholesale trade	113	145	138	114	142	117	129	121
Retail trade	119	106	139	122	155	129	166	128
Transportation and warehousing	157 ^c	91 ^c	126	118	127	186	231	180
Finance and insurance			122	129	154	X	X	X
Real estate and rental and leasing			160	149	172	X	103	126
Professional, scientific and technical services	131 ^c	140 ^c	156	128	150	150	167	170
Business, building and support services ²	100	156	146	131	144	135	110	131
Educational services	128 ^c	145 ^c	195	177	191	191	X	X
Health care and social assistance			140	140	135	153	X	X
Information, culture and recreation ³			145	123	166	102	238	178
Accommodation and food services	108 ^c	111 ^c	111	121	166	160	123	131
Other services (except public administration)			136	119	137	141	X	X
Public administration			X	152	141	164	83	182
Unclassified ⁴	125 ^c	X	211	147	165	135	190	157
Canada	109	121	139	130	145	142	142	155

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

⁵ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some industries in different years have been combined.

^r Revised.

X suppressed 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.

Annex 2.21.4 – Work-Sharing benefits (by industry): Amount paid¹ (\$ million)

Industry	FY1718	FY1819	FY1920	FY2021	FY2122	Change (%) FY2021 to FY2122
Goods-producing industries	9.1	4.9	14.9	97.3	59.2	-39.0
Agriculture, forestry, fishing and hunting	0.2 ^c	0.01 ^c	0.2 ^c	0.9	0.4	-56.2
Mining and oil and gas extraction				2.2	0.4	-82.7
Utilities	0.0	0.0		0.3	0.1	-81.2
Construction	0.8	0.3	0.5	5.6	2.0	-64.9
Manufacturing	8.0	4.6	14.3	88.2	56.4	-36.1
Service-producing industries	3.4	0.8	1.6	81.7	28.1	-66.6
Wholesale trade	1.1	0.2	0.5	18.9	4.8	-74.6
Retail trade	0.2	0.1	0.1	5.3	2.9	-46.0
Transportation and warehousing	0.1 ^c	0.05 ^c	0.1	4.6	3.0	-34.4
Finance and insurance			0.01	1.1	0.3	-68.4
Real estate and rental and leasing	1.3 ^c	0.2 ^c	0.1	4.6	0.9	-80.4
Professional, scientific and technical services			0.4	17.9	3.5	-80.3
Business, building and support services ²			0.2	0.1	0.1	12.4
Educational services	0.1 ^c	0.05 ^c	0.05	2.2	1.0	-53.8
Health care and social assistance			0.02	1.6	0.7	-59.8
Information, culture and recreation ³	0.2	0.1	0.1	5.5	1.8	-67.5
Accommodation and food services	0.3 ^c	0.1 ^c	0.05	2.2	1.1	-50.9
Other services (except public administration)			0.05	4.9	2.1	-57.2
Public administration			0.01	0.4	1.5	-81.1
Unclassified⁴	0.1		0.04	4.5		-69.0
Canada			12.5	5.7	16.5	183.5

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 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	FY1718	FY1819	FY1920	FY2021 ²	FY2122 ²
Newfoundland and Labrador	2,530	2,320	1,970	2,700	1,700
Prince Edward Island	930	780	770	700	470
Nova Scotia	4,170	4,400	3,970	5,000	3,170
New Brunswick	3,960	3,890	3,500	3,850	2,200
Quebec	17,580	16,900	15,640	21,860	11,590
Ontario	25,740	23,470	20,580	33,330	14,320
Manitoba	4,010	3,880	3,790	4,610	3,310
Saskatchewan	3,110	3,270	3,130	3,910	2,580
Alberta	5,790	6,110	6,360	10,380	5,210
British Columbia	7,980	7,710	6,130	8,420	4,710
Yukon	50	80 ^c	70 ^c	60	100 ^c
Northwest Territories	50			110	
Nunavut	50	90		140	
Gender					
Men	15,900	14,930	12,650	15,970	9,040
Women	60,050	57,970	53,260	79,100	40,430
Age					
24 years old and under	9,580	9,010	7,430	9,990	6,390
25 to 44 years old	54,100	52,600	48,470	69,200	35,480
45 to 54 years old	10,580	9,880	8,500	13,700	6,470
55 years old and over	1,690	1,410	1,510	2,180	1,130
Canada	75,950	72,900	65,910	95,070	49,470

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1718 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 this period. Consult Section 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	3.1	2.7	2.4	2.7	2.0
Prince Edward Island	4.1	3.5	3.5	2.8	2.0
Nova Scotia	4.9	5.2	4.8	4.9	3.5
New Brunswick	4.3	4.3	3.9	3.5	2.3
Quebec	3.6	3.6	3.3	2.9	2.2
Ontario	4.6	4.2	3.5	3.1	2.1
Manitoba	6.5	6.1	5.9	4.5	4.6
Saskatchewan	6.1	6.0	5.5	5.0	4.5
Alberta	3.4	3.2	3.2	2.8	2.5
British Columbia	4.0	3.9	2.9	2.5	2.0
Yukon	2.3	0.9	0.4	1.9	0.4
Northwest Territories	2.1	2.6	2.0	3.8	3.9
Nunavut	3.7	6.1	1.7	7.1	7.0
Gender					
Men	1.6	1.5	1.2	1.0	0.8
Women	7.1	6.9	6.2	5.5	4.1
Age					
24 years old and under	5.5	5.3	4.3	2.3	2.7
25 to 44 years old	6.2	6.0	5.3	5.0	3.4
45 to 54 years old	2.9	2.8	2.4	2.6	1.8
55 years old and over	0.4	0.3	0.3	0.3	0.2
Canada	4.2	4.0	3.5	3.1	2.4

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1718 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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ²	First half of FY2122 ²	Two-month in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador	44	44	43	38	39	45	45	43
Prince Edward Island	43	39	34	27	34	28	27	26
Nova Scotia	42	44	45	35	38	43	33	44
New Brunswick	40	43	41	45	37	36	40	40
Quebec	42	43	44	36	39	44	41	41
Ontario	45	43	43	45	37	41	39	40
Manitoba	55	54	56	55	42	51	52	55
Saskatchewan	54	51	50	54	45	51	47	53
Alberta	43	44	45	50	39	46	41	42
British Columbia	40	42	41	50	36	39	46 ^c	42
Yukon	25	44 ^c	38 ^c	59 ^c	39	47 ^c		18 ^c
Northwest Territories	52				29			
Nunavut	39				37			
Gender								
Men	48	49	48	46	40	47	45	46
Women	44	43	44	47	38	43	40	41
Age								
24 years old and under	37	38	39	36	35	36	36	37
25 to 44 years old	47	47	47	52	40	46	43	44
45 to 54 years old	38	37	38	46	35	41	40	39
55 years old and over	36	33	32	32	31	36	36	37
Canada	44	44	45	47	38	44	41	42

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1718 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 2.1 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	FY1718	FY1819	FY1920	First half of FY2021	Second half of FY2021 ³	First half of FY2122 ³	Two-month in fall 2021 ³	Last four months in FY2122 ³
Newfoundland and Labrador	347	339	360	414	537	525	433	344
Prince Edward Island	350	357	361	348	531	524	414	330
Nova Scotia	331	342	352	332	534	532	376	349
New Brunswick	353	353	362	370	533	524	399	341
Quebec	363	376	390	411	538	537	430	404
Ontario	350	368	372	371	533	522	392	396
Manitoba	358	374	371	375	540	534	427	386
Saskatchewan	361	378	382	394	542	536	44	404
Alberta	374	383	395	405	535	530	442	408
British Columbia	354	369	380	386	534	524	418	392
Yukon	418	365 ^c	451 ^c	404 ^c	541	500		465
Northwest Territories	359				532			
Nunavut	431				539			
Gender								
Men	404	416	427	417	539	539	464	451
Women	343	356	366	375	535	527	400	373
Age								
24 years old and under	312	324	332	348	526	505	387	347
25 to 44 years old	363	375	384	390	537	532	416	392
45 to 54 years old	353	373	383	424	533	532	435	413
55 years old and over	377	376	373	365	531	533	465	411
Canada	355	369	378	378	535	529	415	390

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ FY1718 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 2.1 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	FY1718	FY1819	FY1920	FY2021	FY2122
Newfoundland and Labrador	4.0	3.5	2.8	3.4	4.9
Prince Edward Island	1.2	1.0	0.7	0.9	1.0
Nova Scotia	5.6	5.3	5.1	6.6	8.3
New Brunswick	4.9	4.5	4.3	5.0	5.4
Quebec	15.2	13.3	12.9	20.5	25.8
Ontario	30.8	25.3	21.8	38.2	38.9
Manitoba	6.1	5.4	5.0	6.5	7.4
Saskatchewan	4.7	4.8	4.0	5.4	6.9
Alberta	8.1	6.4	6.9	12.3	14.1
British Columbia	8.9	7.3	6.4	9.6	10.0
Yukon	0.0			0.1	0.1
Northwest Territories	0.1	0.2 ^c	0.1 ^c	0.1	0.1
Nunavut	0.1			0.1	0.2
Gender					
Men	17.0	14.7	12.7	18.0	20.1
Women	72.7	62.3	57.4	90.6	102.8
Age					
24 years old and under	12.1	10.0	8.5	10.2	10.6
25 to 44 years old	67.4	58.3	53.6	82.3	92.9
45 to 54 years old	8.8	7.7	7.1	14.1	17.2
55 years old and over	1.3	0.9	0.9	1.9	2.3
Canada	89.7	77.0	70.1	108.6	123.0

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 FY1718 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	FY1718	FY1819	FY1920	FY2021 ^r	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	39,010	43,950	38,590	35,200	52,550	+49.3
Prince Edward Island	9,220	8,550	7,110	6,510	11,440	+75.7
Nova Scotia	36,420	35,050	31,910	27,630	54,270	+96.4
New Brunswick	45,350	40,000	37,590	36,270	57,370	+58.2
Quebec	249,350	226,580	203,950	236,520	382,750	+61.8
Ontario	174,130	154,010	148,790	177,810	475,220	+167.3
Manitoba	18,560	19,030	16,700	19,440	41,710	+114.6
Saskatchewan	17,850	18,820	16,490	16,430	30,910	+88.1
Alberta	71,460	64,230	55,140	68,340	153,000	+123.9
British Columbia	66,110	60,340	55,960	67,680	148,070	+118.8
Yukon	690	690	780	570	1,170	+105.3
Northwest Territories	730	790	680	390	780	+100.0
Nunavut	330	450	380	160	440	+175.0
Gender						
Men	432,850	399,300	356,280	421,990	701,420	+66.2
Women	296,360	273,190	257,790	270,960	708,260	+161.4
Age						
24 years old and under	69,190	60,890	53,120	78,600	226,340	+188.0
25 to 44 years old	343,220	319,920	288,360	332,580	634,690	+90.8
45 to 54 years old	191,010	169,330	154,910	157,190	288,790	+83.7
55 years old and over	125,790	122,350	117,680	124,580	259,860	+108.6
Canada	729,210	672,490	614,070	692,950	1,409,680	+103.4

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	FY1718	FY1819	FY1920	FY2021 ^f	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	17.7	17.1	16.2	14.9	17.7	+19.0
Prince Edward Island	13.7	13.1	12.1	12.1	14.4	+19.4
Nova Scotia	13.8	13.4	12.9	12.6	15.0	+19.3
New Brunswick	16.5	16.0	15.4	14.9	17.7	+18.9
Quebec	13.1	12.9	12.8	11.0	13.8	+25.6
Ontario	8.0	7.8	8.0	6.9	11.5	+66.7
Manitoba	6.1	6.1	6.1	5.7	10.7	+86.9
Saskatchewan	8.7	7.7	6.8	6.7	11.5	+71.6
Alberta	9.8	7.8	7.1	6.2	11.9	+91.6
British Columbia	9.4	8.8	8.2	7.5	13.2	+76.3
Yukon	8.1	7.9	4.6	6.4	10.2	+59.5
Northwest Territories	6.0	5.1	6.8	6.4	7.4	+15.0
Nunavut	7.2	6.8	8.2	5.1	2.6	-49.2
Gender						
Men	11.5	11.3	11.3	9.8	12.3	+26.1
Women	11.3	10.5	9.9	8.7	13.6	+56.8
Age						
24 years old and under	8.8	8.8	8.9	6.5	10.1	+55.4
25 to 44 years old	10.7	10.2	9.9	8.7	12.1	+39.9
45 to 54 years old	12.9	12.4	12.1	10.8	14.8	+36.8
55 years old and over	12.7	12.3	11.8	11.0	15.4	+39.7
Canada	11.4	11.0	10.7	9.3	13.0	+38.8

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.

^f 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	FY1718	FY1819	FY1920	FY2021 ^f	FY2122 ^p	Change (%) FY2021 to FY2122
Newfoundland and Labrador	1,021	1,070	1,060	1,074	981	-8.7
Prince Edward Island	687	726	737	751	677	-9.9
Nova Scotia	821	832	808	878	711	-19.0
New Brunswick	793	819	853	883	762	-13.7
Quebec	778	811	824	904	742	-17.9
Ontario	654	675	700	740	528	-28.6
Manitoba	608	613	612	621	474	-23.7
Saskatchewan	753	819	727	774	624	-19.4
Alberta	858	906	855	852	648	-23.9
British Columbia	726	756	765	808	590	-27.0
Yukon	607	723	730	765	628	-17.8
Northwest Territories	898	875	856	824	794	-3.7
Nunavut	856	821	611	732	707	-3.4
Gender						
Men	930	973	978	1,003	833	-16.9
Women	515	536	548	580	451	-22.2
Age						
24 years old and under	589	621	629	646	403	-37.7
25 to 44 years old	771	804	802	859	661	-23.1
45 to 54 years old	808	849	846	903	735	-18.6
55 years old and over	760	787	799	841	697	-17.1
Canada	762	796	797	847	641	-24.3

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.

^f 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	FY1718	FY1819	FY1920	FY2021 ^r	FY2122 ^p	Change (p.p.) FY2021 to FY2122
Newfoundland and Labrador	61.0	60.9	60.5	59.8	62.5	+2.7
Prince Edward Island	53.4	51.3	47.8	47.6	55.7	+8.2
Nova Scotia	55.3	54.7	52.9	52.5	57.1	+4.6
New Brunswick	60.3	57.3	57.2	58.8	58.6	-0.2
Quebec	57.5	56.9	56.0	61.9	53.8	-8.1
Ontario	43.9	41.8	42.1	47.2	50.1	+2.9
Manitoba	45.7	44.1	40.8	46.3	49.6	+3.3
Saskatchewan	47.1	46.0	42.2	43.6	46.1	+2.5
Alberta	48.5	46.4	44.7	45.8	48.6	+2.7
British Columbia	49.0	48.5	46.6	50.6	50.8	+0.2
Yukon	38.5	42.6	45.9	35.1	40.5	+5.3
Northwest Territories	43.5	45.4	41.7	31.0	31.6	+0.5
Nunavut	40.2	44.1	44.7	23.9	29.9	+6.0
Gender						
Men	49.9	48.9	47.2	51.7	47.2	-4.5
Women	53.8	52.1	52.2	56.1	57.4	+1.2
Age						
24 years old and under	51.8	50.2	49.0	52.6	55.4	+2.8
25 to 44 years old	54.9	54.4	53.0	57.6	54.4	-3.2
45 to 54 years old	59.4	57.5	57.2	61.7	59.1	-2.7
55 years old and over	37.3	36.4	36.1	39.6	39.5	-0.0
Canada	51.4	50.2	49.1	53.2	51.8	-1.4

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 2.24.1 Regular benefits for apprentices: New claims established

Province or territory	FY1718	FY1819	FY1920	Total FY2021 ¹	First half of FY2122 ¹	Second half of FY2122 ¹	Total FY2122 ¹
Newfoundland and Labrador	1,410	1,120	940	480	210	520	730
Prince Edward Island	240	340	350	120	X	X	220
Nova Scotia	1,400	1,680	1,470	1,060	370	720	1,090
New Brunswick	1 570	1,480	1,500	1,080	290	1,020	1,310
Quebec ^c	100	110	60	140	80	100	180
Ontario	12,510	14,850	14,700	9,550	4,300	9,630	13,930
Manitoba	3,120	3,110	2,710	2,160	740	1,610	2,350
Saskatchewan	2,850	2,950	2,500	1,490	780	1,360	2,140
Alberta	13,100	13,720	13,270	7,950	3,120	7,850	10,970
British Columbia	9,520	10,620	9,500	7,540	3,140	5,690	8,830
Territories	120	240	180	130	X	X	250
Gender							
Men	43,650	47,990	44,680	29,860	12,410	27,250	39,660
Women	2,290	2,230	2,500	1,840	670	1,670	2,340
Age							
24 years old and under	19,990	22,140	20,910	13,550	5,520	12,280	17,800
25 to 44 years old	24,380	26,580	24,920	17,260	7,140	15,630	22,770
45 years old and over	1,570	1,500	1,350	890	420	1,010	1,430
Canada	45,940	50,220	47,180	31,700	13,080	28,920	42,000

Note: 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.

¹ EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

* 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.

^c For confidentiality purposes, data for British Columbia and Territories have been combined.

X Suppressed for confidentiality purposes.

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

Annex 2.24.2 Regular benefits for apprentices: Average actual duration¹ (number of training weeks)

Province or territory	FY1718	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2021 ^{2,r}	Claims established on or after September 27, 2020 and completed in FY2122 ^{2,p}	Claims established on or after September 26, 2021 and completed in FY2122 ^p
Newfoundland and Labrador	7.4	8.2	8.2	7.9	7.0	8.0	7.5
Prince Edward Island	9.7	9.0	7.5	7.6	8.0	11.1	7.2
Nova Scotia	7.2	8.1	8.2	8.1	6.4	8.8	7.0
New Brunswick	7.6	7.5	7.9	9.2	6.7	8.8	6.2
Quebec	9.0	12.4	10.7	X	X	16.3	9.0
Ontario	8.5	9.3	9.2	9.9	8.0	9.6	7.7
Manitoba	8.9	9.8	9.7	10.4	7.5	9.7	8.2
Saskatchewan	7.7	8.8	8.5	9.3	6.3	9.7	6.6
Alberta	8.0	9.2	9.0	9.3	7.5	10.3	7.6
British Columbia	7.6	8.7	9.2	10.1	7.2	9.9	7.1
Territories	7.8	9.1	8.9	8.4	7.4	9.4	9.1
Gender							
male	8.1	9.0	9.0	9.6	7.5	9.7	7.5
female	7.5	9.1	9.3	9.2	7.6	10.8	7.7
Age							
24 years old and under	8.2	9.1	9.1	9.8	7.4	10.1	7.4
25 to 44 years old	8.0	9.0	9.0	9.5	7.5	9.7	7.6
45 years old and over	7.3	8.3	8.3	9.2	8.2	9.0	7.5
Canada	8.1	9.0	9.0	9.6	7.5	9.8	7.5

Note: 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.

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 Section 2.1 of Chapter 2 for details.

^p Preliminary.

^r Revised.

X Suppressed 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.

Annex 2.24.3 Regular benefits for apprentices: Average weekly benefit rate¹ (\$)

Province or territory	FY1718	FY1819	FY1920	Second half of FY2021 ²	First half of FY2122 ²	Two-month in fall 2021 ²	Last four months of FY2122 ²
Newfoundland and Labrador	494	499	517	552	556	528	539
Prince Edward Island	400	429	430	529	491	458	429
Nova Scotia	460	466	473	512	528	499	537
New Brunswick	454	455	467	515	520	520	490
Quebec	491	494	434	513	494	451	545
Ontario	475	495	510	546	563	549	574
Manitoba	486	502	512	549	551	544	563
Saskatchewan	501	515	517	557	556	559	583
Alberta	515	523	532	561	573	572	581
British Columbia	482	492	507	543	556	537	556
Territories	517	543	551	553	595	557	577
Gender							
Men	492	503	515	549	561	552	569
Women	475	476	492	525	540	507	526
Age							
24 years old and under	473	486	497	540	547	532	540
25 to 44 years old	503	513	525	553	568	558	586
45 years old and over	503	505	528	546	565	566	550
Canada	491	502	513	547	559	549	566

Note: 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.

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 2.1 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 2.24.4 Regular benefits for apprentices: Amount paid¹ (\$ million)

Province or territory	FY1718	FY1819	FY1920	FY2021	FY2021
Newfoundland and Labrador	16.4	10.9	10.2	5.7	7.0
Prince Edward Island	1.4	1.7	2.0	1.0	1.3
Nova Scotia	9.0	9.4	10.3	7.3	7.0
New Brunswick	9.2	8.2	10.6	7.1	7.7
Quebec	1.0	1.2	0.4	1.7	1.9
Ontario	67.5	83.2	102.1	63.1	82.8
Manitoba	18.4	18.4	17.3	13.5	15.6
Saskatchewan	19.1	17.6	16.8	8.8	13.3
Alberta	93.5	87.9	99.1	56.5	72.2
British Columbia	50.6	54.2	59.3	47.2	52.3
Territories	0.8	1.5	1.5	0.7	1.4
Gender					
Men	269.2	280.4	309.7	197.4	246.3
Women	17.9	13.9	20.0	15.0	16.2
Age					
24 years old and under	111.8	117.2	132.9	83.2	101.2
25 to 44 years old	162.3	166.0	186.9	120.6	150.9
45 years old and over	13.1	11.0	9.8	8.6	10.5
Canada	287.1	294.3	329.6	212.5	262.6

Note: Totals may not add up due to rounding. 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.

Annex 2.25.1 Regular benefits while on training with permission from Service Canada (Skills Boost):
New claims established

Province or territory	FY1819	FY1920	FY2021 ²	FY2122 ²
Atlantic provinces	36	44	23	42
Quebec	276	248	187	163
Ontario	211	231	126	158
Manitoba	34	31	19	32
Saskatchewan	29	29	17	25
Alberta	195	192	147	132
British Columbia and Territories ¹	119	121	93	71
Gender				
Men	469	430	249	299
Women	431	466	363	324
Age				
34 years old and under	331	346	208	229
35 to 44 years old	338	299	229	226
45 to 54 years old	165	189	131	124
55 years old and over	66	62	44	44
Canada	900	896	612	623

Note: Includes all claims for which claimants received permission from Service Canada to train.

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

² EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) 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 2.25.2 Regular benefits while on training with permission from Service Canada (Skills Boost):
Average actual duration¹ (number of training weeks)

Province or territory	FY1819	FY1920	Claims established before March 15, 2020 and completed in FY2021 ^r	Claims established on or after September 27, 2020 and completed in FY2122 ^{2,p}
Atlantic Provinces	13.5	24.6	23.0	24.3
Quebec	13.1	19.1	18.8	25.2
Ontario	14.1	18.3	20.6	23.7
Manitoba	16.3	18.0	19.5	22.3
Saskatchewan	14.4	21.1	19.6	22.5
Alberta	14.1	19.0	21.0	24.2
British Columbia and Territories ³	11.7	18.4	17.9	24.3
Gender				
Men	13.1	18.1	19.0	23.6
Women	13.9	20.1	20.7	24.7
Age				
34 years old and under	14.8	19.0	19.5	24.9
35 to 44 years old	13.1	19.2	20.4	24.5
45 to 54 years old	13.0	18.9	20.2	23.1
55 years old and over	9.7	18.3	18.3	22.6
Canada	13.5	19.0	19.9	24.3

Note: Includes all claims for which claimants received permission from Service Canada to train.

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 Section 2.1 of Chapter 2 for details.

³ For confidentiality reasons, data for the territories have been included with those for British Columbia.

^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 2.25.3 Regular benefits while on training with permission from Service Canada (Skills Boost):
Average weekly benefit rate¹ (\$)

Province or territory	FY1819	FY1920	Second half of FY2021 ²	First half of FY2122 ²	Two-month in fall 2021 ²	Last four months of FY2122 ²
Atlantic Provinces	431	426	511	536	524	556
Quebec	459	487	525	529	494	506
Ontario	479	500	527	524	499	532
Manitoba	457	477	506	528	505	536
Saskatchewan	497	499	495	550	388	505
Alberta	498	507	538	558	556	540
British Columbia and Territories ³	481	487	521	535	463	530
Gender						
Men	491	506	539	555	541	552
Women	460	478	517	523	470	493
Age						
34 years old and under	474	490	524	535	488	520
35 to 44 years old	473	496	533	536	488	530
45 to 54 years old	474	497	513	535	530	544
55 years old and over	491	456	535	547	515	491
Canada	475	491	526	536	500	526

Note: Includes all claims for which claimants received permission from Service Canada to train.

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 2.1 of Chapter 2 for details.

³ For confidentiality reasons, data for the territories have been included with those for British Columbia.

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

Annex 2.25.4 Regular benefits while on training with permission from Service Canada (Skills Boost):
Amount paid (\$ million)

Province or territory	FY1819	FY1920	FY2021	FY2122
Atlantic Provinces	0.5	0.5	0.4	0.6
Quebec	3.3	3.1	3.4	2.2
Ontario	2.8	2.9	2.4	2.4
Manitoba	0.4	0.4	0.3	0.5
Saskatchewan	0.4	0.4	0.3	0.4
Alberta	2.6	2.7	2.9	2.2
British Columbia and Territories ¹	1.5	1.5	1.7	1.0
Gender				
Men	5.8	5.6	4.7	4.4
Women	5.6	6.0	6.7	4.9
Age				
34 years old and under	4.0	4.3	3.7	3.1
35 to 44 years old	4.3	4.0	4.4	3.5
45 to 54 years old	2.2	2.5	2.4	2.0
55 years old and over	0.9	0.7	0.9	0.7
Canada	11.4	11.6	11.4	9.3

Note: Totals may not add up due to rounding. Includes all claims for which claimants received permission from Service Canada to train.

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

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 – Completed pure and combined Employment Insurance claims, by types of benefits¹,
Canada

Benefit type	FY1920		FY2021		FY2122	
	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)
Regular	1,312,370	13.6	1,470,680	15.1	2,782,450	10.9
Fishing	27,820	13.7	30,260	13.5	27,160	12.5
Sickness	422,570	47.3	414,890	56.4	601,920	50.2
Maternity	166,350	98.8	172,020	98.7	182,440	97.8
Parental ²	208,010	80.4	225,100	78.8	248,440	74.1
Compassionate care	7,330	42.6	7,360	41.3	7,840	41.8
Family caregiver for adults	n/a	n/a	11,350	35.1	13,920	38.3
Family caregiver for children	n/a	n/a	4,130	25.7	5,230	26.2
Work-sharing	3,850	23.9	49,650	17.2	44,060	35.9
All claims³	1,780,600	19.7	1,957,050	20.2	3,397,940	14.2

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 FY1920 excludes 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 2.27.1 – Employment Insurance benefit repayment¹: People who repaid benefits

Province or territory	2016	2017	2018	2019 ^P
Newfoundland and Labrador	14,812	14,412	12,692	11,412
Prince Edward Island	1,573	1,737	1,436	1,468
Nova Scotia	7,952	8,645	7,847	7,651
New Brunswick	6,038	6,135	6,430	5,727
Quebec	39,941	43,401	50,865	52,349
Ontario	36,921	44,092	45,078	42,711
Manitoba	3,074	3,882	3,945	3,677
Saskatchewan	5,230	6,225	6,074	5,539
Alberta	33,926	38,651	31,620	28,153
British Columbia	19,088	21,186	18,582	18,016
Yukon	274	344	345	299
Northwest Territories	310	299	290	278
Nunavut	107	120	123	100
Non-residents of Canada	83	99	1,636	1,145
Gender				
Men	150,835	167,644	165,635	157,706
Women	18,494	21,584	21,328	20,819
Age				
24 years old and under	4,879	5,394	5,007	4,183
25 to 44 years old	78,828	85,933	85,095	81,311
45 to 54 years old	41,292	45,790	43,854	40,788
55 years old and over	44,330	52,111	53,007	52,243
Goods-producing industries	112,555	125,865	125,060	119,060
Agriculture, forestry, fishing and hunting	5,732	6,569	6,433	6,332
Mining, quarrying, and oil and gas extraction	11,229	11,126	9,519	9,483
Utilities	1,532	1,840	2,071	2,082
Construction	79,651	87,028	88,570	82,385
Manufacturing	14,411	19,302	18,467	18,778
Services-producing industries	49,848	55,991	55,918	55,503
Wholesale trade	4,692	5,337	4,968	5,080
Retail trade	2,013	2,367	2,352	2,256
Transportation and warehousing	5,193	6,046	5,693	5,617
Finance and insurance	1,074	1,312	1,178	1,013
Real estate, rental and leasing	2,102	2,203	2,472	2,564
Professional, scientific and technical services	9,119	9,686	9,560	10,209
Business, building and other support services ²	6,115	6,851	6,742	6,618
Educational services	7,572	8,608	8,773	8,529
Health care and social assistance	1,062	1,212	1,265	1,204
Information, culture and recreation ³	1,999	2,237	2,258	2,348
Accommodation and food services	1,219	1,345	1,065	932
Other services (excluding public administration)	4,378	4,695	5,455	5,357
Public administration	3,310	4,092	4,137	3,776
Unclassified⁴	6,926	7,372	5,985	3,962
Canada	169,329	189,228	186,963	178,525

¹ As benefit repayments are administered through the tax system, the most recent data available at the time of preparing this report are for the 2019 tax year. Results for 2020 will be published in next year's report.

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.

^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 2.27.2 – Employment Insurance benefit repayment¹: Amount repaid (\$ million)

Province or territory	2016	2017	2018	2019
Newfoundland and Labrador	31.6	32.1	29.9	25.2
Prince Edward Island	4.7	5.7	4.4	4.8
Nova Scotia	18.8	21.4	20.1	19.6
New Brunswick	13.3	14.2	14.4	13.2
Quebec	45.9	52.2	57.3	58.5
Ontario	46.2	53.6	53.9	52.8
Manitoba	4.2	5.3	6.0	5.2
Saskatchewan	7.7	9.9	10.1	8.5
Alberta	51.4	60.8	51.9	43.1
British Columbia	25.9	29.0	26.6	25.6
Yukon	0.4	0.5	0.5	0.5
Northwest Territories	0.4	0.5	0.5	0.5
Nunavut	0.2	0.2	0.2	0.2
Non-residents of Canada	0.1	0.2	2.7	1.8
Gender				
Men	227.7	257.4	251.1	232.4
Women	23.0	28.1	27.4	27.1
Age				
24 years old and under	6.7	7.4	6.7	5.5
25 to 44 years old	104.8	116.3	113.5	104.1
45 to 54 years old	61.6	69.1	65.8	59.7
55 years old and over	77.6	92.7	92.6	90.1
Goods-producing industries	170.5	191.9	185.3	168.3
Agriculture, forestry, fishing and hunting	11.5	13.9	13.3	14.3
Mining, quarrying, and oil and gas extraction	18.6	18.4	16.9	15.7
Utilities	2.3	3.0	3.1	3.1
Construction	114.3	127.7	126.8	108.7
Manufacturing	23.9	28.8	25.2	26.5
Services-producing industries	73.6	86.7	87.5	87.0
Wholesale trade	10.9	13.7	13.1	14.0
Retail trade	2.7	3.2	3.3	3.1
Transportation and warehousing	7.5	8.6	8.1	8.1
Finance and insurance	1.6	2.1	1.8	1.5
Real estate, rental and leasing	3.0	3.3	3.6	3.9
Professional, scientific and technical services	13.4	14.7	14.9	15.7
Business, building and other support services ²	9.2	10.7	10.4	10.2
Educational services	7.4	9.2	9.3	9.4
Health care and social assistance	1.3	1.5	1.6	1.4
Information, culture and recreation ³	2.5	3.0	3.0	3.0
Accommodation and food services	1.6	2.0	1.5	1.4
Other services (excluding public administration)	7.8	8.5	10.9	9.5
Public administration	4.8	6.0	6.0	5.7
Unclassified⁴	6.5	6.9	5.8	4.1
Canada	250.6	285.5	278.6	259.4

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 at the time of preparing this report are for the 2019 tax year. Results for 2020 will be published in next year's report.

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.

^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 2.28.1 – Contributors to the Employment Insurance program¹: EI premium (\$ million)

Province or territory	Total		% of total	Paid by employers ²	Paid by employees
	2019	2020	2020	2020	2020
Newfoundland and Labrador	314.7	295.9	1.4	170.3	127.7
Prince Edward Island	94.8	92.8	0.4	53.4	40.0
Nova Scotia	582.2	562.9	2.6	320.0	246.1
New Brunswick	472.2	455.7	2.1	260.0	198.2
Quebec	4,100.1	3,896.0	17.9	2,190.5	1,737.2
Ontario	9,379.1	8,946.7	41.2	5,104.2	3,922.0
Manitoba	821.3	785.3	3.6	446.8	344.4
Saskatchewan	693.2	655.6	3.0	371.5	290.0
Alberta	3,087.3	2,817.2	13.0	1,607.0	1,242.8
British Columbia	3,204.9	3,098.1	14.3	1,779.5	1,353.0
Yukon	37.7	37.1	0.2	21.6	16.3
Northwest Territories	42.8	41.2	0.2	23.8	18.2
Nunavut	37.6	37.1	0.2	21.8	16.3
Gender					
Men	12,760.1	11,979.0	55.1	6,847.8	5,263.6
Women	10,107.7	9,742.6	44.9	5,522.5	4,288.7
Age					
24 years old and under	1,811.9	1,647.7	7.6	952.0	700.3
25 to 44 years old	11,021.2	10,460.7	48.2	5,966.9	4,607.9
45 to 54 years old	5,195.0	4,963.6	22.9	2,813.0	2,201.3
55 years old and over	4,839.8	4,646.6	21.4	2,636.6	2,041.3
Unknown ³	n/a	3.1	0.0	1.8	1.4
Industry					
Goods-producing industries	4,984.6	4,792.6	22.1	2,757.4	2,088.6
Agriculture, forestry, fishing and hunting	296.2	300.2	1.4	175.6	127.6
Mining, quarrying, and oil and gas extraction	367.4	356.5	1.6	203.0	160.8
Utilities	191.9	180.8	0.8	99.5	82.7
Construction	1,681.7	1,626.4	7.5	957.5	694.9
Manufacturing	2,447.4	2,328.7	10.7	1,321.8	1,022.7
Service-producing industries	17,259.2	16,777.8	77.2	9,523.2	7,399.2
Wholesale trade	1,134.9	1,127.5	5.2	643.1	493.9
Retail trade	1,801.5	1,836.7	8.5	1,056.1	789.3
Transportation and warehousing	1,090.1	1,061.5	4.9	600.8	470.1
Finance and insurance	1,053.5	1,080.3	5.0	598.4	491.0
Real estate, rental and leasing	390.9	342.3	1.6	198.5	147.2
Professional, scientific and technical services	1,499.6	1,505.2	6.9	865.5	659.8
Business, building and other support services ⁴	1,217.3	1,181.6	5.4	681.5	511.9
Educational services	1,772.4	1,714.3	7.9	949.4	778.1
Health care and social assistance	2,059.2	2,080.0	9.6	1,185.4	918.7
Information, culture and recreation ⁵	738.9	681.4	3.1	387.4	301.3
Accommodation and food services	930.5	688.4	3.2	401.0	289.2

(continued)

Annex 2.28.1 (continued)

Service-producing industries	Total		% of total	Paid by employers ²	Paid by employees
	2019	2020	2020	2020	2020
Other services (excluding public administration)	768.1	680.0	3.1	394.8	290.6
Public administration	2,802.3	2,798.6	12.9	1,561.3	1,258.0
Unclassified ³	624.1	151.2	0.7	89.6	64.4
Canada	22,867.9	21,721.6	100.0	12,370.3	9,552.3

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 2020 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 2.28.2 – 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)	
	2019	2020	% of total 2020	2019	2020	2019	2020	% of total 2020	2019	2020	2019	2020
Newfoundland and Labrador	13,091.0	12,329.0	1.2	8,812.4	8,442.0	273,490	266,400	1.4	47,866	46,280	32,222	31,689
Prince Edward Island	3,402.5	3,430.1	0.3	2,590.8	2,611.6	87,990	87,180	0.4	38,669	39,345	29,444	29,956
Nova Scotia	21,846.9	21,890.6	2.2	15,979.4	15,893.4	508,870	503,410	2.6	42,932	43,485	31,402	31,572
New Brunswick	17,468.3	17,291.3	1.7	12,983.7	12,858.0	413,250	409,020	2.1	42,270	42,275	31,418	31,436
Quebec	207,198.3	208,364.5	20.9	147,144.7	146,246.9	4,516,420	4,467,930	23.0	45,877	46,636	32,580	32,733
Ontario	402,646.6	400,505.2	40.1	250,688.1	245,152.2	7,543,790	7,396,130	38.0	53,375	54,151	33,231	33,146
Manitoba	31,446.4	31,386.8	3.1	22,148.0	21,879.5	697,150	686,050	3.5	45,107	45,750	31,769	31,892
Saskatchewan	28,281.1	27,472.8	2.8	19,073.4	18,570.1	581,840	571,950	2.9	48,606	48,034	32,781	32,468
Alberta	142,017.9	133,476.7	13.4	83,191.2	78,232.0	2,375,000	2,301,390	11.8	59,797	57,998	35,028	33,993
British Columbia	134,553.3	134,920.0	13.5	86,702.2	85,965.6	2,698,180	2,656,790	13.7	49,868	50,783	32,134	32,357
Yukon	1,430.8	1,467.8	0.1	964.0	973.4	26,530	25,810	0.1	53,933	56,868	36,336	37,713
Northwest Territories	1,776.7	1,790.3	0.2	988.0	999.5	27,490	26,630	0.1	64,630	67,229	35,941	37,534
Nunavut	1,156.0	1,167.8	0.1	681.3	685.4	20,830	20,320	0.1	55,497	57,470	32,708	33,732
Other ²	2,392.3	2,316.5	0.2	751.4	784.2	30,250	30,520	0.2	79,083	75,901	24,840	25,695
Gender												
Men	616,574.9	601,839.5	60.3	364,061.8	352,179.7	10,560,790	10,097,680	51.9	58,383	59,602	34,473	34,877
Women	392,133.2	395,970.0	39.7	288,636.5	287,114.1	9,240,290	9,351,850	48.1	42,437	42,341	31,237	30,701
Age												
24 years old and under	53,034.4	49,695.7	5.0	49,944.7	46,828.3	3,028,290	3,029,210	15.6	17,513	16,406	16,493	15,459
25 to 44 years old	441,241.9	449,623.9	45.1	304,566.5	308,385.8	8,088,850	8,404,560	43.2	54,549	53,498	37,653	36,693
45 to 54 years old	260,967.1	260,181.1	26.1	149,640.6	147,462.5	3,745,690	3,714,410	19.1	69,671	70,046	39,950	39,700
55 years old and over	239,711.3	238,190.9	23.9	137,897.6	136,525.0	4,301,890	4,297,880	22.1	55,722	55,421	32,055	31,766
Unknown ³	13,753.4	117.8	0.0	10,648.9	92.3	636,360	3,470	0.0	21,613	33,959	16,734	26,595
Industry												
Goods-producing industries	224,802.6	220,390.2	22.1	141,829.9	140,193.7	3,757,990	3,805,740	19.6	59,820	57,910	37,741	36,837
Agriculture, forestry, fishing and hunting	11,837.3	11,870.9	1.2	8,127.3	8,469.7	354,100	370,310	1.9	33,429	32,057	22,952	22,872
Mining, quarrying, and oil and gas extraction	24,355.2	24,234.3	2.4	10,537.5	10,506.5	218,930	221,510	1.1	111,246	109,405	48,132	47,431
Utilities	12,025.6	11,771.1	1.2	5,686.6	5,540.8	117,290	111,810	0.6	102,529	105,278	48,483	49,555
Construction	71,986.5	71,083.3	7.1	46,680.0	46,283.1	1,281,330	1,321,940	6.8	56,181	53,772	36,431	35,012
Manufacturing	104,598.1	101,430.6	10.2	70,798.5	69,393.6	1,786,340	1,780,170	9.2	58,554	56,978	39,633	38,981
Service-producing industries	756,668.4	769,701.6	77.1	493,620.7	494,835.1	15,226,630	15,442,660	79.4	49,694	49,843	32,418	32,043
Wholesale trade	54,688.4	56,869.6	5.7	32,318.5	33,056.9	848,840	868,150	4.5	64,427	65,507	38,074	38,077
Retail trade	65,284.8	68,075.0	6.8	50,448.7	52,848.1	2,103,610	2,300,690	11.8	31,035	29,589	23,982	22,971

(continued)

Annex 2.28.2 (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)	
	2019	2020	% of total 2020	2019	2020	2019	2020	% of total 2020	2019	2020	2019	2020
Transportation and warehousing	47,385.2	47,404.6	4.8	31,233.9	31,369.9	876,500	919,540	4.7	54,062	51,553	35,635	34,115
Finance and insurance	64,918.0	68,590.4	6.9	30,920.6	32,573.4	748,330	762,990	3.9	86,750	89,897	41,319	42,692
Real estate, rental and leasing	18,729.6	17,152.0	1.7	10,902.4	9,718.9	342,770	317,840	1.6	54,642	53,964	31,807	30,578
Professional, scientific and technical services	81,154.2	86,168.5	8.6	42,911.3	44,321.2	1,155,940	1,209,160	6.2	70,206	71,263	37,122	36,655
Business, building and other support services ⁴	54,026.7	53,537.7	5.4	34,225.6	34,045.1	1,168,190	1,199,720	6.2	46,248	44,625	29,298	28,378
Educational services	73,990.9	74,619.5	7.5	52,249.9	52,274.7	1,440,200	1,431,890	7.4	51,375	52,113	36,280	36,508
Health care and social assistance	81,345.5	86,748.8	8.7	60,137.7	62,795.3	1,724,690	1,820,790	9.4	47,165	47,644	34,869	34,488
Information, culture and recreation ⁵	35,688.1	35,710.2	3.6	21,116.2	20,148.6	671,180	632,250	3.3	53,172	56,481	31,461	31,868
Accommodation and food services	29,002.8	22,263.1	2.2	25,339.8	19,173.5	1,437,370	1,335,590	6.9	20,178	16,669	17,629	14,356
Other services (excluding public administration)	29,847.0	27,604.9	2.8	21,261.7	19,363.6	737,250	713,080	3.7	40,484	38,712	28,839	27,155
Public administration	120,607.3	124,957.1	12.5	80,554.5	83,145.9	1,971,760	1,930,970	9.9	61,167	64,712	40,854	43,059
Unclassified³	27,237.1	7,717.7	0.8	17,247.8	4,265.0	816,460	201,130	1.0	33,360	38,372	21,125	21,205
Canada	1,008,708.1	997,809.5	100.0	652,698.4	639,293.8	19,801,080	19,449,530	100.0	50,942	51,302	32,963	32,869

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 2020 taxation year.

² This category includes Outside Canada and Multiple Jurisdiction.

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 2.29 – 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)
	2020 (\$ million)	% of total 2020	2020 (\$ million)	% of total 2020	2020 (\$ million)	% of total 2020	2020	2020
Newfoundland and Labrador	295.9	1.4	867.8	5.2	1,136.3	4.7	4.14	3.46
Prince Edward Island	92.8	0.4	162.1	1.0	265.9	1.1	2.47	2.58
Nova Scotia	562.9	2.6	681.5	4.1	978.5	4.1	1.69	1.56
New Brunswick	455.7	2.1	758.2	4.6	1,078.4	4.5	2.33	2.13
Quebec	3,896.0	17.9	4,033.9	24.3	4,772.4	19.8	1.07	1.10
Ontario	8,946.7	41.2	5,109.8	30.8	8,153.7	33.8	0.79	0.82
Manitoba	785.3	3.6	517.9	3.1	836.8	3.5	0.92	0.96
Saskatchewan	655.6	3.0	476.8	2.9	734.0	3.0	1.00	1.01
Alberta	2,817.2	13.0	2,204.9	13.3	3,302.0	13.7	1.08	1.05
British Columbia	3,098.1	14.3	1,729.8	10.4	2,794.5	11.6	0.78	0.81
Yukon	37.1	0.2	19.9	0.1	31.1	0.1	0.74	0.75
Northwest Territories	41.2	0.2	20.1	0.1	30.6	0.1	0.67	0.67
Nunavut	37.1	0.2	12.1	0.1	20.4	0.1	0.45	0.49
Outside Canada	0.0	0.0	1.7	0.0	8.4	0.0	0.00	0.00
Gender								
Men	11,979.0	55.2	10,382.4	62.6	12,384.9	51.3	1.14	0.93
Women	9,742.6	44.9	6,214.0	37.4	11,758.2	48.7	0.83	1.09
Age								
24 years old and under	1,647.7	7.6	1,742.5	10.5	2,455.3	10.2	1.43	1.34
25 to 44 years old	10,460.7	48.2	7,094.2	42.8	12,514.7	51.8	0.89	1.08
45 to 54 years old	4,963.6	22.9	3,283.6	19.8	3,902.0	16.2	0.86	0.71
55 years old and over	4,646.6	21.4	4,476.1	27.0	5,271.2	21.8	1.26	1.02
Industry								
Goods-producing industries	4,792.6	22.1	5,882.9	35.5	7,462.1	30.9	1.62	1.40
Agriculture, forestry, fishing and hunting	300.2	1.4	576.5	3.5	1,017.6	4.2	2.62	3.05
Mining, quarrying, and oil and gas extraction	356.5	1.6	353.5	2.1	418.8	1.7	1.30	1.06
Utilities	180.8	0.8	43.0	0.3	73.7	0.3	0.30	0.37
Construction	1,626.4	7.5	3,182.7	19.2	3,635.4	15.1	2.65	2.01
Manufacturing	2,328.7	10.7	1,727.2	10.4	2,316.6	9.6	0.96	0.90
Service-producing industries	16,777.8	77.2	10,408.4	62.7	16,277.9	67.4	0.81	0.87
Wholesale trade	1,127.5	5.2	628.3	3.8	884.6	3.7	0.73	0.71
Retail trade	1,836.7	8.5	1,304.0	7.9	1,966.6	8.2	0.95	0.96
Transportation and warehousing	1,061.5	4.9	786.9	4.7	1,038.3	4.3	0.97	0.88
Finance and insurance	1,080.3	5.0	195.9	1.2	503.8	2.1	0.23	0.42
Real estate, rental and leasing	342.3	1.6	277.1	1.7	377.9	1.6	1.10	0.99
Professional, scientific and technical services	1,505.2	6.9	734.2	4.4	1,123.1	4.7	0.64	0.67
Business, building and other support services ⁵	1,181.6	5.4	1,268.9	7.7	1,688.8	7.0	1.44	1.29
Educational services	1,714.3	7.9	556.1	3.4	1,147.2	4.8	0.41	0.60

(continued)

Annex 2.29 (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)
	2020 (\$ million)	% of total 2020	2020 (\$ million)	% of total 2020	2020 (\$ million)	% of total 2020	2020	2020
Health care and social assistance	2,080.0	9.6	635.6	3.8	1,717.0	7.1	0.39	0.74
Information, culture and recreation ⁶	681.4	3.1	696.4	4.2	887.1	3.7	1.33	1.17
Accommodation and food services	688.4	3.2	1,939.6	11.7	2,381.1	9.9	3.90	3.11
Other services (excluding public administration)	680.0	3.1	672.4	4.1	938.9	3.9	1.34	1.24
Public administration	2,798.6	12.9	712.9	4.3	1,623.7	6.7	0.33	0.52
Unclassified⁷	151.2	0.7	305.0	1.8	403.2	1.7	2.75	2.40
Canada	21,721.6	100.0	16,596.4	100.0	24,143.2	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 2020 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 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 2.30 – Unemployment rates by Employment Insurance economic region¹
 Temporary measures were in effect in FY2122²

Effective date ⁴	Regional rate of unemployment ³												Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
	April 11, 2021 to May 08, 2021	May 09, 2021 to June 05, 2021	June 06, 2021 to July 10, 2021	July 11, 2021 to August 07, 2021	August 08, 2021 to Sept. 11, 2021	Sept. 12, 2021 to Oct. 09, 2021	Oct. 10, 2021 to Nov. 06, 2021	Nov. 07, 2021 to Dec. 04, 2021	Dec. 05, 2021 to January 08, 2022	Jan.09, 2022 to Feb.05, 2022	February 06, 2022 to March 12, 2022	March 13, 2022 to April 09, 2022			
Unemployment rate moving average ending on the month of ... ⁵	March 2021 (%)	April 2021 (%)	May 2021 (%)	June 2021 (%)	July 2021 (%)	August 2021 (%)	Sept. 2021 (%)	Oct. 2021 (%)	Nov. 2021 (%)	Dec. 2021 (%)	January 2022 (%)	February 2022 (%)	FY2122 (%)	FY2122 (%)	FY2122 (%)
Newfoundland and Labrador															
St. John's	9.8	9.6	8.8	8.8	8.2	6.7	6.1	6.2	7.1	7.2	7.3	7.5	6.1	7.8	9.8
Newfoundland-Labrador	17.2	17.8	17.4	17.4	17.0	17.0	17.6	18.6	18.0	17.1	16.7	17.1	16.7	17.4	18.6
Prince Edward Island															
Charlottetown	7.0	6.8	6.7	7.2	8.0	8.2	7.9	7.1	6.6	6.3	6.9	7.6	6.3	7.2	8.2
Prince Edward Island	9.3	9.6	10.2	12.1	12.6	12.6	12.3	13.0	12.5	11.2	10.4	9.9	9.3	11.3	13.0
Nova Scotia															
Eastern Nova Scotia	12.8	12.9	13.5	14.0	13.7	12.7	12.3	13.1	14.3	15.0	14.2	12.5	12.3	13.4	15.0
Western Nova Scotia	7.9	7.8	7.8	7.8	8.2	8.3	8.4	8.8	8.9	8.8	8.3	7.7	7.7	8.2	8.9
Halifax	8.0	8.0	8.8	8.8	8.7	7.7	7.2	6.6	6.4	6.2	5.9	5.7	5.7	7.3	8.8
New Brunswick															
Fredericton-Moncton-Saint-John	9.4	9.1	8.8	8.3	7.9	7.7	7.6	7.6	7.3	6.9	6.7	6.2	6.2	7.8	9.4
Madawaska-Charlotte	7.8	8.1	8.0	7.8	8.2	8.2	8.5	8.5	7.5	6.9	7.2	7.3	6.9	7.8	8.5
Restigouche-Albert	11.2	11.2	11.6	12.5	13.4	13.8	13.9	13.7	13.8	13.8	13.7	13.5	11.2	13.0	13.9
Quebec															
Gaspésie - Îles-de-la-Madeleine	13.2	12.8	13.4	12.5	11.9	11.8	12.4	12.5	13.7	14.0	14.5	13.1	11.8	13.0	14.5
Québec	5.0	5.1	5.0	5.2	4.2	4.4	4.2	3.8	3.0	2.8	3.2	3.1	2.8	4.1	5.2
Trois-Rivières	6.4	5.1	4.4	4.5	4.7	5.0	5.0	4.7	4.6	4.9	5.0	4.8	4.4	4.9	6.4
South Central Québec	4.5	4.1	3.9	4.1	4.4	4.0	3.5	3.1	3.0	3.2	3.2	3.2	3.0	3.7	4.5
Sherbrooke	5.3	4.6	3.9	4.6	4.9	5.3	4.8	4.6	3.8	3.6	2.9	2.8	2.8	4.3	5.3
Montréal	8.3	7.7	7.9	7.7	7.6	7.2	6.9	6.6	6.1	5.7	5.4	5.3	5.3	6.9	8.3
Central Québec	7.4	6.1	6.1	5.6	5.7	5.5	5.4	5.4	5.2	4.9	4.7	4.8	4.7	5.6	7.4
North Western Québec	9.3	7.6	6.6	6.5	7.1	7.5	7.8	7.4	7.2	6.6	6.8	6.4	6.4	7.2	9.3
Bas-Saint-Laurent - Côte-Nord	6.1	5.3	5.2	5.5	5.6	5.9	6.5	6.8	6.4	6.2	6.3	6.5	5.2	6.0	6.8
Hull	7.3	6.6	5.9	6.0	5.3	5.0	4.3	3.9	3.7	4.0	4.7	4.5	3.7	5.1	7.3
Chicoutimi-Jonquière	6.0	5.8	6.0	6.0	5.5	5.2	5.1	4.8	4.0	3.5	3.9	4.4	3.5	5.0	6.0
Ontario															
Ottawa	6.3	6.8	8.0	8.2	7.6	6.4	6.0	5.6	5.0	4.5	4.7	5.2	4.5	6.2	8.2
Eastern Ontario	6.4	5.9	6.3	6.5	6.5	6.5	6.4	7.0	7.1	6.9	6.5	5.8	5.8	6.5	7.1

(continued)

Annex 2.30 (continued)

Effective date ⁴	Regional rate of unemployment ³														
	April 11, 2021 to May 08, 2021	May 09, 2021 to June 05, 2021	June 06, 2021 to July 10, 2021	July 11, 2021 to August 07, 2021	August 08, 2021 to Sept. 11, 2021	Sept. 12, 2021 to Oct. 09, 2021	Oct. 10, 2021 to Nov. 06, 2021	Nov. 07, 2021 to Dec. 04, 2021	Dec. 05, 2021 to January 08, 2022	Jan. 09, 2022 to Feb. 05, 2022	February 06, 2022 to March 12, 2022	March 13, 2022 to April 09, 2022	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 2021 (%)	April 2021 (%)	May 2021 (%)	June 2021 (%)	July 2021 (%)	August 2021 (%)	Sept. 2021 (%)	Oct. 2021 (%)	Nov. 2021 (%)	Dec. 2021 (%)	January 2022 (%)	February 2022 (%)	FY2122 (%)	FY2122 (%)	FY2122 (%)
Ontario (continued)															
Kingston	7.5	7.4	8.3	8.6	8.4	7.5	7.6	7.3	6.9	6.4	6.0	5.7	5.7	7.3	8.6
Central Ontario	9.5	8.4	7.1	7.0	7.0	6.9	7.0	6.6	6.6	6.3	6.1	5.3	5.3	7.0	9.5
Oshawa	7.8	7.6	8.1	8.9	8.5	8.4	7.7	7.6	6.5	6.6	6.5	6.2	6.2	7.5	8.9
Toronto	10.3	9.5	9.4	9.6	9.6	9.3	8.9	8.5	7.9	7.5	7.7	7.5	7.5	8.8	10.3
Hamilton	6.3	7.3	7.5	8.1	7.4	7.3	6.5	6.2	5.7	5.6	5.3	5.1	5.1	6.5	8.1
St. Catharines	12.0	11.3	10.7	11.4	10.7	10.7	8.6	7.8	8.0	8.0	7.8	6.3	6.3	9.4	12.0
London	7.2	8.3	9.4	9.8	8.7	7.7	7.4	7.1	6.9	6.3	6.4	6.1	6.1	7.6	9.8
Niagara	8.3	7.7	7.4	7.1	6.5	6.2	6.8	7.2	7.3	7.0	6.2	5.5	5.5	6.9	8.3
Windsor	9.6	10.3	10.6	12.1	11.6	11.0	10.6	9.3	8.5	7.1	8.5	8.7	7.1	9.8	12.1
Kitchener	7.1	6.2	6.9	6.8	6.8	6.5	6.6	6.5	5.9	5.7	5.5	5.5	5.5	6.3	7.1
Huron	8.0	7.2	7.6	8.1	7.9	7.3	7.1	7.7	7.8	7.0	6.3	6.0	6.0	7.3	8.1
South Central Ontario	6.6	6.9	6.7	7.2	6.7	6.4	6.0	5.4	5.0	4.5	4.6	4.3	4.3	5.9	7.2
Sudbury	8.9	9.2	8.7	8.5	9.0	8.7	8.2	6.8	6.2	5.7	5.5	4.8	4.8	7.5	9.2
Thunder Bay	9.1	8.8	8.6	7.8	7.1	6.6	6.7	6.7	6.9	6.8	6.6	5.8	5.8	7.3	9.1
Northern Ontario	9.6	9.3	9.1	9.0	8.6	8.7	8.7	8.8	8.3	8.1	8.5	8.4	8.1	8.8	9.6
Manitoba															
Winnipeg	7.7	7.3	7.3	7.5	7.2	7.0	6.5	6.3	5.9	5.6	5.3	5.1	5.1	6.6	7.7
Southern Manitoba	7.1	7.4	7.7	7.9	7.6	7.3	6.8	6.5	6.3	6.6	6.6	6.5	6.3	7.0	7.9
Northern Manitoba	29.6	29.1	29.1	29.1	29.6	30.4	30.5	30.4	30.0	30.5	30.8	30.9	29.1	30.0	30.9
Saskatchewan															
Regina	8.3	8.0	7.2	6.8	6.4	6.6	6.5	6.5	6.0	5.9	5.2	5.2	5.2	6.6	8.3
Saskatoon	8.5	7.9	7.4	7.2	7.7	8.0	7.8	7.3	6.6	5.8	5.3	4.9	4.9	7.0	8.5
Southern Saskatchewan	7.8	8.0	8.2	8.3	9.1	9.6	9.5	8.7	7.9	7.8	8.1	7.8	7.8	8.4	9.6
Northern Saskatchewan	17.6	17.1	16.9	16.4	16.0	15.8	15.8	16.1	16.3	16.4	16.5	16.6	15.8	16.5	17.6
Alberta															
Calgary	9.9	9.3	8.8	9.1	9.6	9.7	9.1	8.2	8.2	8.1	8.3	7.8	7.8	8.8	9.9
Edmonton	11.1	10.5	10.4	10.0	9.0	8.4	8.4	8.3	7.8	6.9	6.9	6.9	6.9	8.7	11.1
Northern Alberta	14.1	13.1	12.3	12.1	11.9	12.2	12.2	12.9	13.0	13.1	12.4	11.7	11.7	12.6	14.1
Southern Alberta	10.5	10.0	9.6	9.4	9.2	9.1	8.6	8.7	8.6	8.8	8.1	7.7	7.7	9.0	10.5
British Columbia															
Southern Interior British Columbia	6.9	7.5	7.3	6.9	6.2	6.4	6.2	5.6	5.5	5.7	6.4	6.2	5.5	6.4	7.5
Abbotsford	6.3	5.5	5.7	5.8	5.6	5.7	6.5	7.4	7.9	7.1	5.5	4.4	4.4	6.1	7.9
Vancouver	8.0	7.3	7.5	7.5	7.6	7.3	6.9	6.5	6.2	6.0	5.8	5.5	5.5	6.8	8.0
Victoria	5.8	6.3	6.5	5.8	5.0	5.0	4.9	5.0	4.7	4.5	4.2	4.4	4.2	5.2	6.5

(continued)

Annex 2.30 (continued)

Effective date ⁴	Regional rate of unemployment ³														
	April 11, 2021 to May 08, 2021	May 09, 2021 to June 05, 2021	June 06, 2021 to July 10, 2021	July 11, 2021 to August 07, 2021	August 08, 2021 to Sept. 11, 2021	Sept. 12, 2021 to Oct. 09, 2021	Oct. 10, 2021 to Nov. 06, 2021	Nov. 07, 2021 to Dec. 04, 2021	Dec. 05, 2021 to January 08, 2022	Jan. 09, 2022 to Feb. 05, 2022	February 06, 2022 to March 12, 2022	March 13, 2022 to April 09, 2022	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 2021 (%)	April 2021 (%)	May 2021 (%)	June 2021 (%)	July 2021 (%)	August 2021 (%)	Sept. 2021 (%)	Oct. 2021 (%)	Nov. 2021 (%)	Dec. 2021 (%)	January 2022 (%)	February 2022 (%)	FY2122 (%)	FY2122 (%)	FY2122 (%)
British Columbia (continued)															
Southern Coastal British Columbia	7.8	7.8	7.6	7.2	6.8	6.9	6.9	6.7	6.2	6.2	6.3	6.0	6.0	6.9	7.8
Northern British Columbia	8.7	8.3	7.9	8.0	8.2	8.7	8.8	9.0	8.3	7.6	6.0	6.1	6.0	8.0	9.0
Territories															
Whitehorse	6.8	5.9	6.7	6.9	5.6	5.6	5.9	5.6	5.4	5.4	5.0	4.8	4.8	5.8	6.9
Yukon	11.3	10.8	11.1	10.8	9.9	8.3	8.8	7.0	6.9	7.1	6.4	6.2	6.2	8.7	11.3
Yellowknife	6.8	6.1	5.8	5.8	5.1	5.1	4.9	4.8	4.4	4.5	4.2	3.8	3.8	5.1	6.8
Northwest Territories	10.0	9.7	9.3	7.7	7.5	6.4	5.9	5.7	5.3	8.3	7.0	7.5	5.3	7.5	10.0
Iqaluit	3.5	3.5	3.6	3.5	3.1	3.6	6.3	8.3	6.9	4.1	3.5	4.0	3.1	4.5	8.3
Nunavut	16.5	15.4	13.9	12.8	12.4	19.1	22.8	22.2	17.0	17.9	20.2	18.1	12.4	17.4	22.8

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.

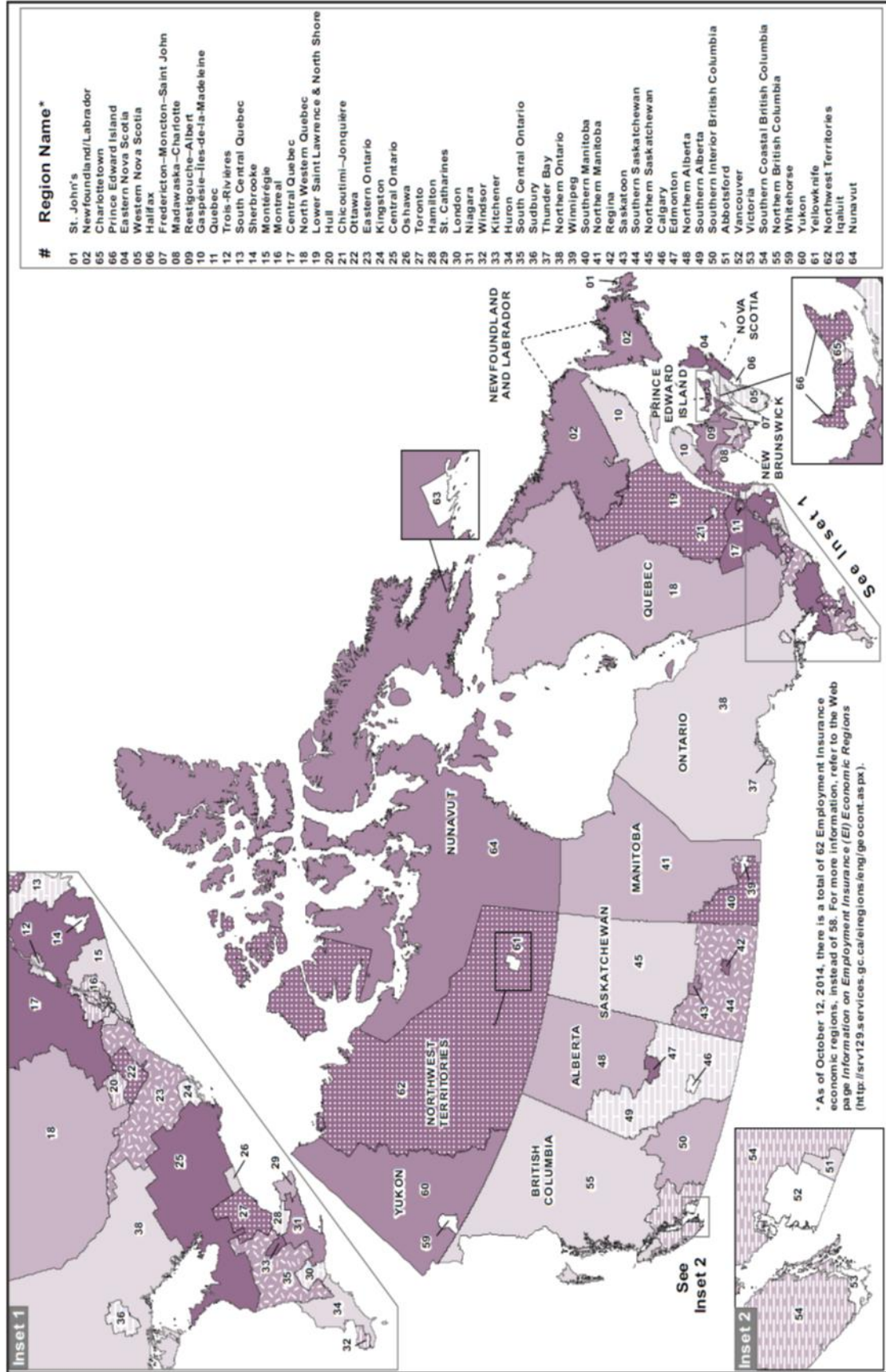
³ To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 11, 2021, please refer to the Web page Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region [https://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2020#data]

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 2.31 Employment Insurance economic regions map – FY2122





ANNEX 3

Employment benefits and support measures data tables

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Annex 3.1 - Overview of Labour Market Development Agreements

Province/Territory	Signature date	Implementation date	Allocations ¹										Additional Targeted Funding Made Available in FY1920	
			FY2122			FY2021			FY1920			Seasonal	Steel and Aluminium	
			Additional \$425M ²	\$1.95B envelope	Total LMDA funding	Additional \$350M ²	\$1.95B envelope	Total LMDA funding	Additional \$250M ²	\$1.95B envelope	Total LMDA funding			
Newfoundland and Labrador	September 4, 2008	November 2, 2009	15,303,805	126,799,889	142,103,694	14,138,744	127,279,214	141,417,958	9,941,402	126,700,954	136,642,356	1,630,816	500,000	
Prince Edward Island	September 5, 2008	October 5, 2009	3,613,494	23,495,607	27,109,101	3,271,633	23,788,477	27,060,110	2,425,139	23,929,680	26,354,819	524,954	500,000	
Nova Scotia	June 13, 2008	July 1, 2009	16,562,488	77,128,819	93,691,307	13,713,957	77,319,262	91,033,219	10,346,177	77,496,878	87,843,055	1,562,289	500,000	
New Brunswick	December 13, 1996	April 1, 1997	16,196,035	88,267,002	104,463,037	13,857,715	88,717,639	102,575,354	9,968,437	88,865,407	98,833,844	2,249,444	500,000	
Quebec	April 21, 1997	April 1, 1998	105,126,569	552,620,338	657,746,907	89,014,501	558,569,969	647,584,470	65,578,583	563,792,746	629,371,329	7,967,357	6,609,083	
Ontario	November 23, 2005	January 1, 2007	141,584,631	569,560,485	711,145,116	115,243,945	568,840,713	684,084,658	81,072,009	569,404,735	650,476,744	3,481,672	12,026,843	
Manitoba	April 17, 1997	November 27, 1997	13,347,704	44,206,205	57,553,909	11,782,244	43,843,661	55,625,905	7,725,370	43,079,333	50,804,703	250,000	624,412	
Saskatchewan	February 6, 1998	January 1, 1999	12,685,583	38,321,997	51,007,580	10,594,404	37,754,979	48,349,383	7,202,748	36,804,153	44,006,901	353,951	709,040	
Alberta	December 6, 1996	November 1, 1997	54,093,527	146,559,434	200,652,961	42,295,428	140,490,600	182,786,028	29,685,602	134,947,001	164,632,603	743,109	1,468,081	
British Columbia	February 20, 2008	February 2, 2009	44,970,363	273,505,313	318,475,676	34,825,928	273,893,674	308,719,602	25,184,810	275,522,390	300,707,200	986,411	1,562,541	
Northwest Territories	February 27, 1998	October 1, 1998	405,655	4,005,891	4,411,546	334,917	3,944,725	4,279,642	227,195	3,837,457	4,064,652	250,000	n/a	
Yukon	July 8, 2009	February 1, 2010	593,041	2,815,225	3,408,266	454,750	2,861,564	3,316,314	339,815	2,909,524	3,249,339	250,000	n/a	
Nunavut	May 11, 2000	April 1, 2000	517,105	2,713,795	3,230,900	471,834	2,695,523	3,167,357	302,713	2,709,742	3,012,455	250,000	n/a	
Canada			425,000,000	1,950,000,000	2,375,000,000	350,000,000	1,950,000,000	2,300,000,000	250,000,000	1,950,000,000	2,200,000,000	20,500,000	25,000,000	

Notes:

1. Core funds that are 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

In FY1819, 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 FY1819, 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 FY1819, eligibility to EAS was expanded to include employed Canadians.

Labour Market Development Agreements (LMDAs)

LMDAs provide the frameworks within which EBSM delivery takes place. EBSMs are flexible by design, allowing provincial and territorial jurisdictions (P/Ts) to develop and deliver programs that respond to local and regional labour market needs. With the implementation of the Canada-Yukon LMDA on February 1, 2010, all provinces and territories are now fully responsible for the design and delivery of programs similar to EBSMs established under Part II of the *EI Act*. In support of these activities, Employment and Social Development Canada (ESDC) transfers LMDA funding to the provinces and territories and focuses on accountability, evaluation and ongoing policy development. ESDC also delivers Pan-Canadian programming and maintains, in partnership with the provinces and territories, specific projects and activities in the national interest under Part II of the *EI Act*. Canada retains responsibility for the delivery of insurance benefits under Part I of the *EI Act* and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to: <https://www.canada.ca/en/employment-social-development/programs/training-agreements/lmda.html>.

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.

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 unemployed persons. 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

FY2122

Clients served¹

Gender	
Men	55.1%
Women	44.9%

Age²

15 to 19	6.9%
20 to 24	17.7%
25 to 29	16.4%
30 to 34	14.0%
35 to 39	11.6%
40 to 44	9.5%
45 to 49	7.5%
50 to 54	6.3%
55 and older	10.0%
Unknown	0.1%

Clients served

Active claimants	37.7%
Former claimants	21.7%
PPE	9.6%
Non-Insured	31.0%

Intervention-to-client ratio

Clients	433,906
Interventions	714,331
Ratio	1.65

Participation in interventions as a percentage of total

Employment benefits

Targeted Wage Subsidies	2.1%
Self-Employment	0.6%
Job Creation Partnerships	0.2%
Skills Development-Regular	14.4%
Skills Development-Apprentices	9.7%
Targeted Earning Supplements	0.0%

Support Measures: Employment Assistance Services

Employment services	42.0%
Group services	0.0%
Individual counselling	24.5%

Pan-Canadian 6.6%

Designated group participation in EBSMs

Women	47.0%
Indigenous peoples ³	15.7%
Persons with disabilities ³	12.4%
Visible minorities ³	14.9%

Labour market

Employment	19,230,608
Unemployment rate	7.5%

Note:

1. Clients with an unknown gender were added to the male category.
2. SD-Apprentices and Group Services are excluded from the distribution because client date of birth is not collected.
3. Reported counts are generally lower than actual numbers because data are collected through self-identification.

Sources: Client and Participant datasets.

Annex 3.5 - EBSM clients — Clients served, by client type¹

FY2122							
Provinces and Territories	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	4,596	1,467	220	6,283	1,003	7,286
Prince Edward Island	7,052	3,807	752	231	4,790	843	5,633
Nova Scotia	9,500	5,496	1,963	670	8,129	1,972	10,101
New Brunswick	10,000	12,324	2,227	841	15,392	3,978	19,370
Quebec	n/a	40,257	22,821	11,231	74,309	32,807	107,116
Ontario	60,000	29,780	25,828	14,027	69,635	55,578	125,213
Manitoba	4,500	6,944	3,444	2,519	12,907	8,668	21,575
Saskatchewan	11,550	7,242	5,927	5,094	18,263	839	19,102
Alberta	24,000	22,074	8,962	3,675	34,711	17,642	52,353
British Columbia	36,000	20,839	6,132	2,952	29,923	10,878	40,801
Northwest Territories	275	124	137	106	367	27	394
Yukon	250	177	77	49	303	54	357
Nunavut	125	29	37	52	118	40	158
National Headquarters	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total EBSMs	171,252	153,689	79,774	41,667	275,130	134,329	409,459
Indigenous Pan-Canadian	n/a	9,983	14,464	n/a	24,447	n/a	24,447
Canada	171,252	163,672	94,238	41,667	299,577	134,329	433,906

Note:

1. This table includes clients served between April 1, 2021 and March 31, 2022, 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.

Source: Client dataset.

Annex 3.6 - New EBSM interventions¹

FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T²	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	812	461	927	637	7,577	0	265	0	209	3,724	29	22	5	n/a	14,668
Self-Employment	229	110	492	257	1,370	0	311	27	225	1,036	4	0	1	n/a	4,062
Job Creation Partnerships	537	18	111	0	0	63	711	0	0	78	0	0	0	n/a	1,518
Skills Development–Regular	3,568	2,999	1,827	10,459	27,134	6,853	12,372	11,955	3,716	21,824	102	110	118	n/a	103,037
Skills Development–Apprentices	891	321	1,343	1,966	0	28,117	3,199	4,979	15,739	12,437	128	204	51	n/a	69,375
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits	6,037	3,909	4,700	13,319	36,081	35,033	16,858	16,961	19,889	39,099	263	336	175	n/a	192,660
Support Measures: EAS															
Employment services	4,588	6,407	13,488	4,553	83,746	131,882	21,818	1,377	9,974	22,053	4	51	2	n/a	299,943
Group services	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Individual counselling	6,359	1,033	1,495	21,231	13,375	1,055	38,435	8,008	63,319	20,045	375	24	0	n/a	174,754
Total Support Measures: EAS	10,947	7,440	14,983	25,784	97,121	132,937	60,253	9,385	73,293	42,098	379	75	2	n/a	474,697
Total Support Measures: EAS–without group services	10,947	7,440	14,983	25,784	97,121	132,937	60,253	9,385	73,293	42,098	379	75	2	n/a	474,697
Total benefits and Support Measures: EAS	16,984	11,349	19,683	39,103	133,202	167,970	77,111	26,346	93,182	81,197	642	411	177	n/a	667,357
Indigenous Pan-Canadian	461	330	478	483	2,861	14,022	6,270	6,520	3,796	10,626	434	76	254	363	46,974
Grand Total–Benefits and Support Measures: EAS	17,445	11,679	20,161	39,586	136,063	181,992	83,381	32,866	96,978	91,823	1,076	487	431	363	714,331
Grand Total–without group services	17,445	11,679	20,161	39,586	136,063	181,992	83,381	32,866	96,978	91,823	1,076	487	431	363	714,331

Note:

- Interventions in this table refer to all new starts between April 1, 2021 and March 31, 2022.
- Service counts for NT are currently being reviewed for consistency and methodology. These numbers may be underreported and will be revised in next year's MAR after additional verification.

Source: Participant dataset.

Annex 3.6.1 - New EBSM interventions from PPEs															
New Starts, by Intervention (#)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	50	35	65	71	1,743	0	22	0	26	514	10	0	0	n/a	2,536
Self-Employment	5	3	29	3	164	0	12	1	19	47	2	0	0	n/a	285
Job Creation Partnerships	19	1	8	0	0	7	105	0	0	12	0	0	0	n/a	152
Skills Development—Regular	80	89	36	246	2,504	751	1,936	5,024	388	1,785	36	0	41	n/a	12,916
Skills Development—Apprentices	0	2	0	24	0	5,432	41	474	290	84	4	0	16	n/a	6,367
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits	154	130	138	344	4,411	6,190	2,116	5,499	723	2,442	52	0	57	n/a	22,256
Support Measures: EAS															
Employment services	140	376	1,184	344	8,783	11,594	2,482	294	866	2,130	2	0	0	n/a	28,195
Individual counselling	215	62	122	1,082	1,078	83	4,457	1,193	5,347	1,736	102	0	0	n/a	15,477
Total Support Measures: EAS	355	438	1,306	1,426	9,861	11,677	6,939	1,487	6,213	3,866	104	0	0	n/a	43,672
Total benefits and Support Measures: EAS	509	568	1,444	1,770	14,272	17,867	9,055	6,986	6,936	6,308	156	0	57	n/a	65,928

Note:

1. Interventions in this table refer to all new starts between April 1, 2021 and March 31, 2022.

Source: Participant dataset.

Annex 3.6.2 - New EBSM interventions from PPEs as a proportion of all interventions															
New Starts, by Intervention (%)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	6.2	7.6	7.0	11.1	23.0	0.0	8.3	0.0	12.4	13.8	34.5	0.0	0.0	n/a	17.3
Self-Employment	2.2	2.7	5.9	1.2	12.0	0.0	3.9	3.7	8.4	4.5	50.0	0.0	0.0	n/a	7.0
Job Creation Partnerships	3.5	5.6	7.2	0.0	0.0	11.1	14.8	0.0	0.0	15.4	0.0	0.0	0.0	n/a	10.0
Skills Development—Regular	2.2	3.0	2.0	2.4	9.2	11.0	15.6	42.0	10.4	8.2	35.3	0.0	34.7	n/a	12.5
Skills Development—Apprentices	0.0	0.6	0.0	1.2	0.0	19.3	1.3	9.5	1.8	0.7	3.1	0.0	31.4	n/a	9.2
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
Total employment benefits	2.6	3.3	2.9	2.6	12.2	17.7	12.6	32.4	3.6	6.2	19.8	0.0	32.6	n/a	11.6
Support Measures: EAS															
Employment services	3.1	5.9	8.8	7.6	10.5	8.8	11.4	21.4	8.7	9.7	50.0	0.0	0.0	n/a	9.4
Individual counselling	3.4	6.0	8.2	5.1	8.1	7.9	11.6	14.9	8.4	8.7	27.2	0.0	0.0	n/a	8.9
Total Support Measures: EAS	3.2	5.9	8.7	5.5	10.2	8.8	11.5	15.8	8.5	9.2	27.4	0.0	0.0	n/a	9.2
Total benefits and Support Measures: EAS	3.0	5.0	7.3	4.5	10.7	10.6	11.7	26.5	7.4	7.8	24.3	0.0	32.2	n/a	9.9

Note:
1. All percentages are based on new start interventions only (the number of interventions started in FY2122).

Source: Participant dataset.

Annex 3.7 - EBSM designated members — women¹

New Starts, by Intervention (#)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	309	176	426	318	3,334	0	145	0	100	1,715	16	0	3	n/a	6,542
Self-Employment	99	42	247	110	722	0	145	15	139	593	0	0	1	n/a	2,113
Job Creation Partnerships	179	9	64	0	0	40	374	0	0	36	0	0	0	n/a	702
Skills Development—Regular	1,412	1,883	1,032	6,259	12,625	3,765	6,537	4,541	1,998	12,762	48	2	68	n/a	52,932
Skills Development—Apprentices	60	29	78	85	0	3,687	102	264	1,070	865	7	15	6	n/a	6,268
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits	2,059	2,139	1,847	6,772	16,681	7,492	7,303	4,820	3,307	15,971	71	17	78	n/a	68,557
Support Measures: EAS															
Employment services	1,948	3,540	7,146	2,393	42,033	67,962	11,511	653	4,056	11,610	1	1	2	n/a	152,856
Individual counselling	3,085	598	856	11,278	6,389	586	19,946	3,364	33,647	10,580	102	0	0	n/a	90,431
Total Support Measures: EAS	5,033	4,138	8,002	13,671	48,422	68,548	31,457	4,017	37,703	22,190	103	1	2	n/a	243,287
Total benefits and Support Measures: EAS															
Total benefits and Support Measures: EAS	7,092	6,277	9,849	20,443	65,103	76,040	38,760	8,837	41,010	38,161	174	18	80	n/a	311,844
Indigenous Pan-Canadian	201	164	254	238	1,389	7,793	3,241	3,035	1,368	5,113	217	33	146	245	23,437
Grand total, benefits and Support Measures: EAS	7,293	6,441	10,103	20,681	66,492	83,833	42,001	11,872	42,378	43,274	391	51	226	245	335,281

Note:

1. All figures are based on new start interventions only (the number of interventions started in FY2122).

Source: Participant dataset.

Annex 3.7.1 - EBSM designated members — women, as a proportion of all interventions

New Starts, by Intervention (%)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	38.1	38.2	46.0	49.9	44.0	0.0	54.7	0.0	47.8	46.1	55.2	0.0	60.0	n/a	44.7
Self-Employment	43.2	38.2	50.2	42.8	52.7	0.0	46.6	55.6	61.8	57.2	0.0	0.0	100.0	n/a	52.0
Job Creation Partnerships	33.3	50.0	57.7	0.0	0.0	63.5	52.6	0.0	0.0	46.2	0.0	0.0	0.0	n/a	46.2
Skills Development—Regular	39.6	62.8	56.5	59.8	46.5	54.9	52.8	38.0	53.8	58.5	47.1	40.0	57.6	n/a	51.4
Skills Development—Apprentices	6.7	9.0	5.8	4.3	0.0	13.1	3.2	5.3	6.8	7.0	5.5	11.4	11.8	n/a	9.0
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
Total employment benefits	34.1	54.7	39.3	50.8	46.2	21.4	43.3	28.4	16.6	40.8	27.0	12.4	44.6	n/a	35.6
Support Measures: EAS															
Employment services	42.5	55.3	53.0	52.6	50.2	51.5	52.8	47.4	40.7	52.6	25.0	33.3	100.0	n/a	51.0
Individual counselling	48.5	57.9	57.3	53.1	47.8	55.5	51.9	42.0	53.1	52.8	27.2	0.0	0.0	n/a	51.8
Total Support Measures: EAS	46.0	55.6	53.4	53.0	49.9	51.6	52.2	42.8	51.4	52.7	27.2	33.3	100.0	n/a	51.3
Total benefits and Support Measures: EAS															
	41.8	55.3	50.0	52.3	48.9	45.3	50.3	33.5	44.0	47.0	27.1	12.9	45.2	n/a	46.7
Indigenous Pan-Canadian	43.6	49.7	53.1	49.3	48.5	55.6	51.7	46.5	36.0	48.1	50.0	43.4	57.5	67.5	49.9
Grand total, benefits and Support Measures: EAS	41.8	55.2	50.1	52.2	48.9	46.1	50.4	36.1	43.7	47.1	36.3	23.6	52.4	67.5	47.0

Note:
1. All percentages are based on new start interventions only (the number of interventions started in FY2122).

Source: Participant dataset.

Annex 3.8 - EBSM designated members — Persons with disabilities¹

New Starts, by Intervention (#)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	101	30	232	66	4,384	0	13	0	14	490	0	0	0	n/a	5,330
Self-Employment	32	3	102	11	36	0	39	8	20	332	1	0	0	n/a	584
Job Creation Partnerships	29	0	21	0	0	0	89	0	0	38	0	0	0	n/a	177
Skills Development—Regular	694	184	461	609	1,734	26	1,073	626	239	8,096	4	3	2	n/a	13,751
Skills Development—Apprentices	16	9	6	76	0	30	36	136	242	106	3	0	0	n/a	660
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits	872	226	822	762	6,154	56	1,250	770	515	9,062	8	3	2	n/a	20,502
Support Measures: EAS															
Employment services	2,040	1,153	4,391	1,359	14,451	337	2,042	738	817	7,806	1	0	1	n/a	35,136
Individual counselling	2,415	213	668	2,522	1,409	22	3,530	1,057	8,781	8,130	12	0	0	n/a	28,759
Total Support Measures: EAS	4,455	1,366	5,059	3,881	15,860	359	5,572	1,795	9,598	15,936	13	0	1	n/a	63,895
Total benefits and Support Measures: EAS	5,327	1,592	5,881	4,643	22,014	415	6,822	2,565	10,113	24,998	21	3	3	n/a	84,397
Indigenous Pan-Canadian	13	27	52	29	4	1,041	354	1,257	314	894	11	0	1	40	4,037
Grand total, benefits and Support Measures: EAS	5,340	1,619	5,933	4,672	22,018	1,456	7,176	3,822	10,427	25,892	32	3	4	40	88,434

Note:

1. All figures are based on new start interventions only (the number of interventions started in FY2122). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.8.1 - EBSM designated members — Persons with disabilities¹, as a proportion of all interventions

New Starts, by Intervention (%)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	12.4	6.5	25.0	10.4	57.9	0.0	4.9	0.0	6.7	13.2	0.0	0.0	0.0	n/a	36.4
Self-Employment	14.0	2.7	20.7	4.3	2.6	0.0	12.5	29.6	8.9	32.0	25.0	0.0	0.0	n/a	14.4
Job Creation Partnerships	5.4	0.0	18.9	0.0	0.0	0.0	12.5	0.0	0.0	48.7	0.0	0.0	0.0	n/a	11.7
Skills Development—Regular	19.5	6.1	25.2	5.8	6.4	0.4	8.7	5.2	6.4	37.1	3.9	60.0	1.7	n/a	13.4
Skills Development—Apprentices	1.8	2.8	0.4	3.9	0.0	0.1	1.1	2.7	1.5	0.9	2.3	0.0	0.0	n/a	1.0
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
Total employment benefits	14.4	5.8	17.5	5.7	17.1	0.2	7.4	4.5	2.6	23.2	3.0	2.2	1.1	n/a	10.7
Support Measures: EAS															
Employment services	44.5	18.0	32.6	29.8	17.3	0.3	9.4	53.6	8.2	35.4	25.0	0.0	50.0	n/a	11.7
Individual counselling	38.0	20.6	44.7	11.9	10.5	2.1	9.2	13.2	13.9	40.6	3.2	0.0	0.0	n/a	16.5
Total Support Measures: EAS	40.7	18.4	33.8	15.1	16.3	0.3	9.2	19.1	13.1	37.9	3.4	0.0	50.0	n/a	13.5
Total benefits and Support Measures: EAS	31.4	14.0	29.9	11.9	16.5	0.2	8.8	9.7	10.9	30.8	3.3	2.1	1.7	n/a	12.7
Indigenous Pan-Canadian	2.8	8.2	10.9	6.0	0.1	7.4	5.6	19.3	8.3	8.4	2.5	0.0	0.4	11.0	8.6
Grand total, benefits and Support Measures: EAS	30.6	13.9	29.4	11.8	16.2	0.8	8.6	11.6	10.8	28.2	3.0	1.4	0.9	11.0	12.4

Note:

1. All percentages are based on new start interventions only (the number of interventions started in FY2122). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.9 - EBSM designated members — Indigenous peoples¹

New Starts, by Intervention (#)—FY2122																
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada	
Employment benefits																
Targeted Wage Subsidies	27	13	35	13	48	0	51	0	17	91	28	0	5	n/a	328	
Self-Employment	9	2	26	2	7	0	38	4	15	63	4	0	1	n/a	171	
Job Creation Partnerships	28	0	5	0	0	1	543	0	0	10	0	0	0	n/a	587	
Skills Development—Regular	325	66	66	231	258	478	3,270	2,782	878	1,774	102	0	102	n/a	10,332	
Skills Development—Apprentices	23	1	10	29	0	1,882	405	730	929	13	117	0	36	n/a	4,175	
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0	
Total employment benefits	412	82	142	275	313	2,361	4,307	3,516	1,839	1,951	251	0	144	n/a	15,593	
Support Measures: EAS																
Employment services	524	98	715	96	872	5,478	5,994	325	2,014	1,734	4	1	2	n/a	17,857	
Individual counselling	1,150	17	100	466	317	13	11,947	4,230	11,266	1,837	368	0	0	n/a	31,711	
Total Support Measures: EAS	1,674	115	815	562	1,189	5,491	17,941	4,555	13,280	3,571	372	1	2	n/a	49,568	
Total benefits and Support Measures: EAS	2,086	197	957	837	1,502	7,852	22,248	8,071	15,119	5,522	623	1	146	n/a	65,161	
Indigenous Pan-Canadian	461	330	478	483	2,861	14,022	6,270	6,520	3,796	10,626	434	76	254	363	46,974	
Grand total, benefits and Support Measures: EAS	2,547	527	1,435	1,320	4,363	21,874	28,518	14,591	18,915	16,148	1,057	77	400	363	112,135	

Note:

1. All figures are based on new start interventions only (the number of interventions started in FY2122). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.9.1 - EBSM designated members — Indigenous peoples¹, as a proportion of all interventions

New Starts, by Intervention (%)—FY2122																
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada	
Employment benefits																
Targeted Wage Subsidies	3.3	2.8	3.8	2.0	0.6	0.0	19.2	0.0	8.1	2.4	96.6	0.0	100.0	n/a	2.2	
Self-Employment	3.9	1.8	5.3	0.8	0.5	0.0	12.2	14.8	6.7	6.1	100.0	0.0	100.0	n/a	4.2	
Job Creation Partnerships	5.2	0.0	4.5	0.0	0.0	1.6	76.4	0.0	0.0	12.8	0.0	0.0	0.0	n/a	38.7	
Skills Development—Regular	9.1	2.2	3.6	2.2	1.0	7.0	26.4	23.3	23.6	8.1	100.0	0.0	86.4	n/a	10.0	
Skills Development—Apprentices	2.6	0.3	0.7	1.5	0.0	6.7	12.7	14.7	5.9	0.1	91.4	0.0	70.6	n/a	6.0	
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0	
Total employment benefits	6.8	2.1	3.0	2.1	0.9	6.7	25.5	20.7	9.2	5.0	95.4	0.0	82.3	n/a	8.1	
Support Measures: EAS																
Employment services	11.4	1.5	5.3	2.1	1.0	4.2	27.5	23.6	20.2	7.9	100.0	33.3	100.0	n/a	6.0	
Individual counselling	18.1	1.6	6.7	2.2	2.4	1.2	31.1	52.8	17.8	9.2	98.1	0.0	0.0	n/a	18.1	
Total Support Measures: EAS	15.3	1.5	5.4	2.2	1.2	4.1	29.8	48.5	18.1	8.5	98.2	33.3	100.0	n/a	10.4	
Total benefits and Support Measures: EAS	12.3	1.7	4.9	2.1	1.1	4.7	28.9	30.6	16.2	6.8	97.0	0.7	82.5	n/a	9.8	
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	14.6	4.5	7.1	3.3	3.2	12.0	34.2	44.4	19.5	17.6	98.2	35.6	92.8	100.0	15.7	

Note:

1. All percentages are based on new start interventions only (the number of interventions started in FY2122). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.10 - EBSM designated members — Visible minorities^{1,2}

New Starts, by Intervention (#)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	16	27	86	61	0	0	117	0	49	382	3	0	0	n/a	741
Self-Employment	13	5	29	6	0	0	47	6	50	131	0	0	0	n/a	287
Job Creation Partnerships	3	0	5	0	0	5	51	0	0	17	0	0	0	n/a	81
Skills Development—Regular	100	133	99	425	0	1,154	4,001	710	1,172	5,752	21	0	1	n/a	13,568
Skills Development—Apprentices	12	15	2	20	0	861	299	208	1,865	1	17	0	1	n/a	3,301
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total employment benefits	144	180	221	512	0	2,020	4,515	924	3,136	6,283	41	0	2	n/a	17,978
Support Measures: EAS															
Employment services	304	513	1,975	344	0	30,077	6,136	252	2,899	5,007	0	0	0	n/a	47,507
Individual counselling	404	85	154	1,402	0	666	12,529	1,026	19,484	5,349	61	0	0	n/a	41,160
Total Support Measures: EAS	708	598	2,129	1,746	0	30,743	18,665	1,278	22,383	10,356	61	0	0	n/a	88,667
Total benefits and Support Measures: EAS															
	852	778	2,350	2,258	0	32,763	23,180	2,202	25,519	16,639	102	0	2	n/a	106,645
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	852	778	2,350	2,258	0	32,763	23,180	2,202	25,519	16,639	102	0	2	0	106,645

Note:

1. Quebec, and NHQ did not report participation levels for members of the visible minority groups. Therefore, these jurisdictions were excluded from the calculation of the national average.

2. All figures are based on new start interventions only (the number of interventions started in FY2122). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: *Participant dataset.*

Annex 3.10.1 - EBSM designated members — Visible minorities^{1,2}, as a proportion of all interventions

New Starts, by Intervention (%)—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	2.0	5.9	9.3	9.6	0.0	0.0	44.2	0.0	23.4	10.3	10.3	0.0	0.0	n/a	5.1
Self-Employment	5.7	4.5	5.9	2.3	0.0	0.0	15.1	22.2	22.2	12.6	0.0	0.0	0.0	n/a	7.1
Job Creation Partnerships	0.6	0.0	4.5	0.0	0.0	7.9	7.2	0.0	0.0	21.8	0.0	0.0	0.0	n/a	5.3
Skills Development—Regular	2.8	4.4	5.4	4.1	0.0	16.8	32.3	5.9	31.5	26.4	20.6	0.0	0.8	n/a	13.2
Skills Development—Apprentices	1.3	4.7	0.1	1.0	0.0	3.1	9.3	4.2	11.8	0.0	13.3	0.0	2.0	n/a	4.8
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
Total employment benefits	2.4	4.6	4.7	3.8	0.0	5.8	26.8	5.4	15.8	16.1	15.6	0.0	1.1	n/a	9.3
Support Measures: EAS															
Employment services	6.6	8.0	14.6	7.6	0.0	22.8	28.1	18.3	29.1	22.7	0.0	0.0	0.0	n/a	15.8
Individual counselling	6.4	8.2	10.3	6.6	0.0	63.1	32.6	12.8	30.8	26.7	16.3	0.0	0.0	n/a	23.6
Total Support Measures: EAS	6.5	8.0	14.2	6.8	0.0	23.1	31.0	13.6	30.5	24.6	16.1	0.0	0.0	n/a	18.7
Total benefits and Support Measures: EAS	5.0	6.9	11.9	5.8	0.0	19.5	30.1	8.4	27.4	20.5	15.9	0.0	1.1	n/a	16.0
Indigenous Pan-Canadian	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Grand total, benefits and Support Measures: EAS	4.9	6.7	11.7	5.7	0.0	18.0	27.8	6.7	26.3	18.1	9.5	0.0	0.5	0.0	14.9

Note:

1. Quebec, and NHQ did not report participation levels for members of the visible minority groups. Therefore, these jurisdictions were excluded from the calculation of the national average.

2. All percentages are based on new start interventions only (the number of interventions started in FY2122). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.11 EBSM and Pan-Canadian Activities: Part I—Final Expenditures

In \$000s by Intervention—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Self-Employment	1,493	1,231	3,642	3,819	11,086	44	486	273	1,893	3,530	71	12	0	0	27,580
Job Creation Partnerships ¹	607	84	267	0	50	437	529	0	40	225	0	0	6	0	2,244
Skills Development	21,265	30,807	21,031	119,063	158,680	102,679	34,431	19,322	88,011	76,918	610	798	146	0	673,763
TOTAL	23,366	32,121	24,940	122,883	169,815	103,160	35,445	19,595	89,944	80,673	682	810	152	0	703,587

1. In Quebec, this amount refers only to pan-Canadian activities.

2. Totals may not add due to rounding.

3. The data source for this Annex is the Benefit and Overpayment System.

Annex 3.12 - EBSM final expenditures⁵

In \$000s by Intervention—FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta. ⁵	B.C.	N.W.T.	YK. ⁵	Nun. ⁵	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	7,455	0	4,218	234	107,046	0	66	0	0	37,513	770	417	353	n/a	158,072
Self-Employment	4,729	1,184	5,556	3,811	15,124	0	620	261	1,841	8,410	205	0	0	n/a	41,741
Job Creation Partnerships	3,725	222	844	0	0	1,180	1,357	0	20,211	4,165	271	0	0	n/a	31,975
Skills Development	68,451	20,125	37,161	58,221	276,206	174,604	35,147	22,873	83,877	207,441	1,379	1,842	1,143	n/a	988,470
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	84,360	21,531	47,779	62,266	398,376	175,784	37,190	23,134	105,929	257,529	2,625	2,259	1,496	n/a	1,220,257
Support Measures: EAS															
Employment assistance	11,478	5,489	35,401	7,146	125,091	298,652	9,944	19,025	48,556	46,380	1,039	2,140	49	n/a	610,391
Total Support Measures: EAS	11,478	5,489	35,401	7,146	125,091	298,652	9,944	19,025	48,556	46,380	1,039	2,140	49	n/a	610,391
Sub-total : Employment benefits and Support Measures: EAS	95,838	27,020	83,180	69,412	523,467	474,435	47,134	42,159	154,485	303,909	3,664	4,398	1,545	n/a	1,830,647
Other Support Measures															
Labour Market Partnerships	18,165	1,818	8,739	29,973	130,656	66,527	10,731	8,584	2,352	14,599	295	3	26	n/a	292,468
Research and Innovation	7,992	0	1,772	646	3,624	170,182	148	82	0	6,009	7	606	0	n/a	191,068
Total other Support Measures	26,157	1,818	10,511	30,619	134,280	236,710	10,879	8,666	2,352	20,608	302	609	26	n/a	483,537
Sub-total except for Carry Forward from 2020-21	121,995	28,838	93,691	100,031	657,747	711,145	58,013	50,825	156,837	324,517	3,966	5,008	1,571	0	2,314,184
Carry-forward from 2020-21 ¹	(28,821)	(2,210)	0	(18,239)	0	0	(2,109)	0	0	(77,971)	(1,214)	(1,952)	0	n/a	-132,516
Total EBSM— Part II	93,174	26,628	93,691	81,792	657,747	711,145	55,904	50,825	156,837	246,546	2,752	3,056	1,571	0	2,181,669
Overcontribution/Carry-forward to 2022-23 ¹	48,929	481	0	20,893	0	0	1,650	700	25,949	71,929	657	1,091	1,596	0	173,875
Pan-Canadian (see details in Annex 3.13)	2,595	279	2,301	1,697	12,259	25,991	18,352	15,224	16,491	17,765	3,567	1,171	4,241	15,397	137,330
Adjustment ²	0	0	0	0	0	15,377	0	0	0	0	0	0	0	-15,397	(21)
Total including Pan-Canadian	144,698	27,388	95,992	104,382	670,006	752,513	75,906	66,749	199,277	336,240	6,976	5,318	7,408	0	2,492,853
Administrative costs related to LMDAs³	8,546	2,695	10,149	8,922	58,920	57,277	6,079	6,022	9,594	19,390	1,450	430	787	n/a	190,261

Note:

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 2019-20 to 2020-21 and up to 60% of unspent amount in 2020-21 to 2021-22. Line 20 are the amounts carried forward from 2020-21 and spent in 2021-22; and Line 22 are the amounts to be carried forward to and spent in 2022-23.

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. Totals may not add due to rounding.

5. Audited Financial Statements (AFS) for YK, NU and AB not yet received. Expenditures are based the previous year's financial statements. These expenditures are subject to updates once their AFSs are available.

Source: provincial/territorial audited statements.

Annex 3.13 EI Part II Pan-Canadian—Final Expenditures

In \$000s by Intervention—FY2122															
	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)	2,595	279	2,301	1,697	12,259	25,991	18,352	15,224	16,491	17,765	3,567	1,171	4,241	1,617	123,550
Labour Market Partnerships (K106, K107 & K112)														11,871	11,871
Research and Innovation (K107 & K111)														1,910	1,910
Grand Total Pan-Canadian	2,595	279	2,301	1,697	12,259	25,991	18,352	15,224	16,491	17,765	3,567	1,171	4,241	15,397	137,330

Source: SAP

1. Totals may not add due to rounding.
2. Labour Market Partnership = K106 (0140-1443), K107 (0140-1473) & K112 (0140-1453)
3. Research and Innovation K107 (0140-1473) & K111 (0140-1493)

***K107 NESI includes both the R&I (50%) and LMP (50%) support measures for expenditure of EI Part II funds**

Annex 3.14 - Returns to employment and unpaid benefits indicators

FY2122													
	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 ⁴	Total			SD-Apprentices	Group services	Other ³	Total ⁴		
Newfoundland and Labrador	3,500	637	0	2,365	3,002	86%	\$ 20.0	10.5	0.0	13.0	23.6	118%	
Prince Edward Island	2,261	297	0	2,485	2,782	123%	\$ 6.6	4.9	0.0	11.9	16.8	255%	
Nova Scotia	5,650	1,024	0	3,515	4,539	80%	\$ 25.0	20.4	0.0	17.9	38.3	153%	
New Brunswick	8,300	1,644	0	6,927	8,571	103%	\$ 29.0	27.6	0.0	29.2	56.8	196%	
Quebec	n/a	0	52	41,357	41,409	n/a	n/a	0.0	1.0	285.0	286.0	n/a	
Ontario	35,000	12,606	0	52,001	64,607	185%	\$ 180.0	223.2	0.0	220.3	443.4	246%	
Manitoba	3,200	2,550	0	4,543	7,093	222%	\$ 38.0	50.2	0.0	24.2	74.4	196%	
Saskatchewan	11,800	3,611	0	5,571	9,182	78%	\$ 50.0	49.9	0.0	33.7	83.6	167%	
Alberta	16,000	12,547	0	13,764	26,311	164%	\$ 175.0	232.0	0.0	71.8	303.8	174%	
British Columbia	22,000	9,983	0	13,103	23,086	105%	\$ 136.0	188.9	0.0	69.2	258.1	190%	
Northwest Territories	250	62	0	145	207	83%	\$ 1.4	0.8	0.0	0.5	1.4	96%	
Yukon	150	88	0	17	105	70%	\$ 1.2	1.7	0.0	0.1	1.8	152%	
Nunavut	50	13	0	12	25	n/a	\$ 0.8	0.3	0.0	0.1	0.3	40%	
Canada	108,161	45,062	52	145,805	190,919	177%	\$ 663.0	810.4	1.0	777.0	1,588.4	240%	

Note:

1. ASETS activity resulted in 11,749 returns to employment and \$55.75 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. Some unpaid benefit figures have been rounded.

Source: Results dataset.

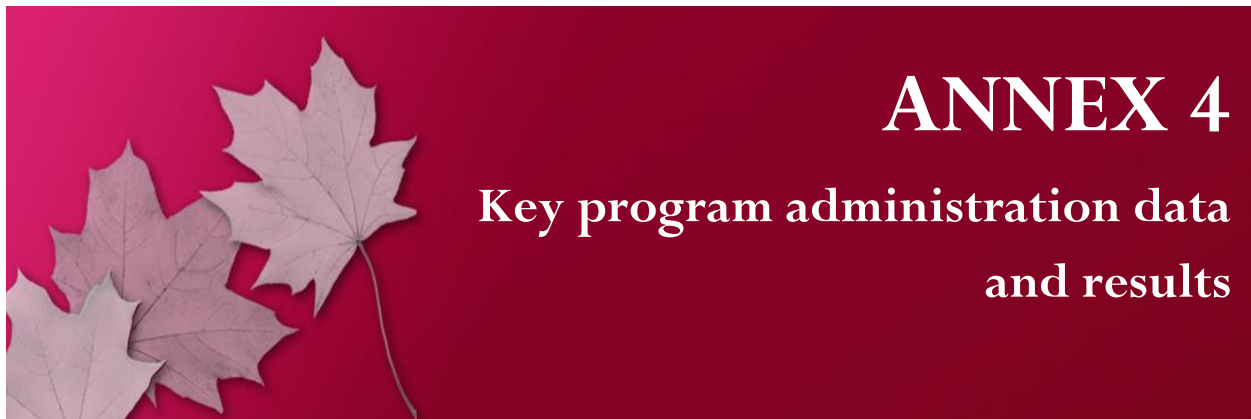
Annex 3.15 - Returns to employment by EBSM intervention¹

FY2122															
	N.L.	P.E.I.	N.S.	N.B.	Que. ³	Ont.	Man.	Sask.	Alta.	B.C. ³	N.W.T ³	Yk.	Nun.	NHQ	Canada
Employment benefits															
Targeted Wage Subsidies	286	431	356	376	3,807	0	45	0	101	1,631	20	0	0	n/a	7,053
Self-Employment	77	90	171	196	873	0	37	23	134	312	3	0	0	n/a	1,916
Job Creation Partnerships	85	17	30	0	0	39	78	0	0	61	0	0	0	n/a	310
Skills Development—Regular	931	935	785	3,566	10,116	4,060	1,444	1,824	1,159	7,094	35	8	12	n/a	31,969
Skills Development—Apprentices ²	637	297	1,024	1,644	0	12,606	2,550	3,611	12,547	9,983	62	88	13	n/a	45,062
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	7	0	0	0	n/a	7
Total benefits	2,016	1,770	2,366	5,782	14,796	16,705	4,154	5,458	13,941	19,088	120	96	25	n/a	86,317
Support Measures: EAS															
Employment services	462	760	1,927	351	22,893	47,675	1,117	641	1,166	2,596	1	9	0	n/a	79,598
Group services	0	0	0	0	52	0	0	0	0	0	0	0	0	n/a	52
Individual counselling	524	252	246	2,438	3,668	227	1,822	3,083	11,204	1,402	86	0	0	n/a	24,952
Total Support Measures: EAS	986	1,012	2,173	2,789	26,613	47,902	2,939	3,724	12,370	3,998	87	9	0	n/a	104,602
Total employment benefits and Support Measures: EAS															
Target	3,002	2,782	4,539	8,571	41,409	64,607	7,093	9,182	26,311	23,086	207	105	25	n/a	190,919
Results vs. targets (%)	86%	123%	80%	103%	n/a	185%	222%	78%	164%	105%	83%	70%	50%	n/a	177%

Note:

1. Results associated solely with the ASETS 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.

Sources: Results dataset and Common System for Grants and Contributions (CSGC)



ANNEX 4

Key program administration data and results

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Annex 4.3.1a – Points of service for EI Program delivery¹

Region	FY1718	FY1819	FY1920	FY2021*	FY2122**	% Change ²
Atlantic	84	84	84	84	57	-32.1%
Quebec	93	92	92	93	75	-19.4%
Ontario	167	165	163	162	87	-46.3%
Western	214	238	240	240	113	-52.9%
Canada	558	579	579	579	332	-42.7%

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. Points of service include Service Canada Centres, Scheduled Outreach sites

²Percentage change between FY2021 and FY2122

Service Delivery Partners and Service Canada Community Offices, Service Canada Centre – Passport Services sites might also provide some limited EI support

*Due to the COVID-19 pandemic response, Scheduled Outreach sites were not accessible to clients during these periods. The FY2021 data included the scheduled outreach sites that closed during the COVID-19 pandemic

**As of March 31, 2022, the Scheduled Outreach sites had not been reactivated due to COVID-19 health and safety measures, they are not included in the total.

Annex 4.3.1b – Service delivery: In-person Employment Insurance requests¹ (in millions)

Region	FY1718	FY1819	FY1920	FY20213	FY2122	% Change ²
Atlantic	0.6	0.6	0.6	0.09	0.14	55.6%
Quebec	1.2	1.2	1.2	0.28	0.36	28.6%
Ontario	0.9	0.9	1.0	0.16	0.17	6.3%
Western	1.2	1.1	1.1	0.18	0.21	16.7%
Canada	3.9	3.8	3.9	0.7	0.88	26.0%

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.

²Percentage change between FY2021 and FY2122.

³As a result of the pandemic, the Service Canada Centres were closed in March 2020. EI volumes for 2021 to 2022 only include activities that occurred in Service Canada Centres as a result of an appointment or since their staggered reopening that began 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.

Annex 4.3.1c – Service delivery: eServiceCanada EI requests^{1 2} (in thousands)

Region	FY2021 ³	FY2122	%Change ⁴
Atlantic	556	134	-75.8%
Quebec	353	203	-42.5%
Ontario	528	257	-51.3%
Western	160	273	70.8%
Requests from outside of Canada	5	7	40.0%
Canada	1,603	875	-45.4%

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.

⁴Percentage between FY2021 and FY2122.

Annex 4.3.1d – Community Outreach and Liaison Services: workers facing mass layoffs reached (number)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	807	781	1,437	249	116	-53.4%
Quebec	3,607	2,811	3,018	5,864	2,561	-56.3%
Ontario	3,659	2,363	3,720	1,239	1,158	-6.5%
Western	2,507	1,247	2,494	1,624	51	-96.9%
Canada	10,580	7,202	10,669	8,976	3,886	-56.7%

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between FY2021 and FY2122

Annex 4.3.1e – Community Outreach and Liaison Services: All EI information sessions – citizens (number)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	106	115	155	116	78	-32.8%
Quebec	274	197	271	381	251	-34.1%
Ontario	440	228	380	208	93	-55.3%
Western	216	156	170	121	44	-63.6%
Canada	1,036	696	976	826	466	-43.6%

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between FY2021 and FY2122

Annex 4.3.1f – Community Outreach and Liaison Services: employers reached (number)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	70	21	109	156	38	-75.6%
Quebec	134	120	272	1,704	716	-58.0%
Ontario	284	105	298	1,943	625	-67.8%
Western	47	32	86	498	90	-81.9%
Canada	535	278	765	4,301	1,469	-65.8%

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between FY2021 and FY2122

Annex 4.3.1g – Community Outreach and Liaison Services: work-sharing sessions – citizens (number)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	7	4	12	84	21	-75.0%
Quebec	57	48	65	238	142	-40.3%
Ontario	23	18	48	39	10	-74.4%
Western	0	0	10	3	0	-100.0%
Canada	87	70	135	364	174	-52.2%

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between FY2021 and FY2122

Annex 4.3.1h – Community Outreach and Liaison Services: Outreach Support Centre EI requests¹ (in thousands)

Region	FY2021	FY2122
Atlantic	1.4	0.8
Quebec	3.3	2.2
Ontario	4.2	1.9
Western	20.8	11.5
Canada	29.7	16.5

Note: Totals may not add up due to rounding

Source: Services 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 – Call Centres: enquiries resolved via Employment Insurance voice response system (in millions)

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Canada	16.6	15.9	19.8	25.6	14.1	-44.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between FY2021 and FY2122.

Annex 4.3.2b – Call Centres: calls answered (Employment Insurance call centre) (in millions)

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Canada	4.6	4.6	4.4	5.6	7.2	+27.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between FY2021 and FY2122.

Annex 4.3.2c – Call Centres: client attempts to contact a call centre agent

Fiscal Year	FY1819	FY1920	FY2021	FY2122
Attempts to speak to an agent	8,817,886	14,006,552	21,580,151	9,429,023
Calls that could not access the agent queue	3,189,609	8,298,993	10,816,735	117,325
Abandoned calls	979,761	1,303,770	5,150,382	2,132,887
Call answered by an agent	4,648,516	4,403,789	5,613,034	7,178,811

Source: Employment and Social Development Canada

Annex 4.3.2d – Call Centres: first contact resolution – Employment Insurance call centre

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	Change ¹
Canada	80.7%	81.5%	77.3%	84.9%	83.4%	-1.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between FY2021 and FY2122.

Annex 4.3.3a - Electronic services: applications submitted online (%)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	99.2	99.3	99.2	98.6	98.2	-0.4%
Quebec	98.5	98.6	98.9	98.1	97.4	-0.8%
Ontario	98.9	98.8	99.2	98.6	97.8	-0.9%
Western	98.9	99	99.2	98.6	97.9	-0.7%
Canada	98.8	98.9	99.1	98.5	97.7	-0.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between FY2021 and FY2122.

Annex 4.3.3b – Service delivery: My Service Canada Account logins¹ (in millions)

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ²
Canada	28.8	32.2	37.2	80.1	38.2	-52.3%

Note: Totals may not add up due to rounding

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Regional breakdowns for 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 FY2021 and FY2122

Annex 4.3.3c – Service delivery: EI claimants who accessed My Service Canada Account (%)

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Canada	35.2%	38.0%	39.1%	34.8%	28.0%	-19.5%

Note: Totals may not add up due to rounding

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between FY2021 and FY2122

Annex 4.3.5a – Client experience survey: Evolution of service channel satisfaction

EI service channel satisfaction	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
In-Person channel satisfaction	80%	80%	82%	77%	73%	-4%
Online channel satisfaction	79%	79%	71%	77%	71%	-6%
Specialized Call Centre channel satisfaction	85%	74%	59%	70%	63%	-7%

Source: Service Canada Client Experience Survey 2020-21

¹Percentage difference between FY2021 and FY2122

Annex 4.3.5b – Client experience survey: Evolution of overall EI satisfaction by region

Overall and regional EI program satisfaction	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	92%	83%	74%	89%	78%	-11%
Quebec	88%	85%	84%	81%	75%	-6%
Ontario	82%	79%	75%	86%	75%	-11%
West/Territories	75%	77%	74%	81%	76%	-5%
Canada	83%	80%	77%	84%	76%	-8%

Source: Service Canada Client Experience Survey 2020-21

¹Percentage difference between FY2021 and FY2122

Annex 4.3.5c – Client experience survey: Evolution service channel usage of EI clients in the “aware” stage

Service channel	FY1718	FY1819 ¹	FY1920	FY2021	FY2122	% Change ²
In-Person	35%	-	42%	13%	14%	1%
Online	60%	-	71%	83%	83%	0%
Specialized Call Centre	19%	-	20%	20%	19%	-1%
Mail	8%	-	8%	8%	11%	3%
eServiceCanada	-	-	-	7%	6%	-1%

Source: Service Canada Client Experience Survey 2020-21

¹Data not available for FY1819

²Percentage difference between FY2021 and FY2122

Annex 4.3.5d – Client experience survey: Evolution service channel usage of EI clients in the “apply” stage

Service channel	FY1718	FY1819 ¹	FY1920	FY2021	FY2122	% Change ²
In-Person	35%	-	44%	7%	8%	1%
Online	87%	-	69%	94%	94%	0%
Specialized Call Centre	22%	-	15%	16%	19%	3%
Mail	6%	-	3%	3%	5%	2%
eServiceCanada	-	-	-	5%	6%	1%

Source: Service Canada Client Experience Survey 2020-21

¹Data not available for FY1819

²Percentage difference between FY2021 and FY2122

Annex 4.3.5e – Client experience survey: Evolution service channel usage of EI clients in the “follow up” stage

Service channel	FY1718	FY1819 ¹	FY1920	FY2021	FY2122	% Change ²
In-Person	35%	-	40%	11%	17%	6%
Online	52%	-	62%	56%	59%	3%
Specialized Call Centre	61%	-	75%	71%	79%	8%
Mail	7%	-	11%	9%	6%	-3%
eServiceCanada*	-	-	-	34%	31%	-3%

Source: Service Canada Client Experience Survey 2020-21

¹Data not available for FY1819

²Percentage difference between FY2021 and FY2122

*eServiceCanada was not yet in place for FY1718 to FY1920

Annex 4.4.1a – Electronic records of employment: % Distribution of paper records of employment versus electronic records of employment

Fiscal Year	eROEs – Canada % total	Paper – Canada % total
FY1718	90.4	9.6
FY1819	92.3	7.7
FY1920	94.6	5.4
FY2021	95.6	4.4
FY2122	97.5	2.5
Year-by-Year Comparison ¹	2.0	-

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) – Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹This 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: new record of employment web registrations (number)

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Canada	42,411	39,949	45,849	84,699	40,231	-52.5%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) – Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹Percentage change between FY2021 and FY2122

Annex 4.4.1c – Electronic records of employment: records of employment submitted electronically by employers¹ (number)

Fiscal Year	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ²
Canada	9,290,983	9,800,954	12,808,991	12,237,632	12,203,454	-0.3%

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 FY2021 and FY2122

Annex 4.4.2a – EI claims processing: claims processed (number)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	375,846	382,382	404,778	678,144	407,942	-39.8%
Quebec	764,175	767,231	914,938	2,014,639	917,832	-54.4%
Ontario	865,308	875,406	1,066,065	2,873,316	1,148,588	-60.0%
Western	778,727	786,678	939,753	2,392,358	912,839	-61.8%
Canada	2,784,056	2,811,697	3,325,534	7,958,457	3,387,201	-57.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between FY2021 and FY2122.

Annex 4.4.2b – EI claims processing: speed of payment (%)

Region	FY1718	FY1819	FY1920	FY2021	FY2122	% Change ¹
Atlantic	88.0	86.6	86.8	93.1	88.3	-5.2%
Quebec	82.4	80.2	79.5	89.0	84.3	-5.3%
Ontario	81.3	79.3	79.7	88.8	86.2	-2.9%
Western	80.3	77.2	77.4	87.5	84.1	-3.9%
Canada	82.2	80.0	80.0	88.8	85.4	-3.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between FY2021 and FY2122.

Annex 4.5.1a – EI payment accuracy review: estimated financial impact of errors and estimated error rate, by sources (based on PAAR sample)

Fiscal Year	FY2021	FY2122
Total EI Benefit Payout	31.0B	37.8B
EI Payment Accuracy Rate	96.1%	94.0%

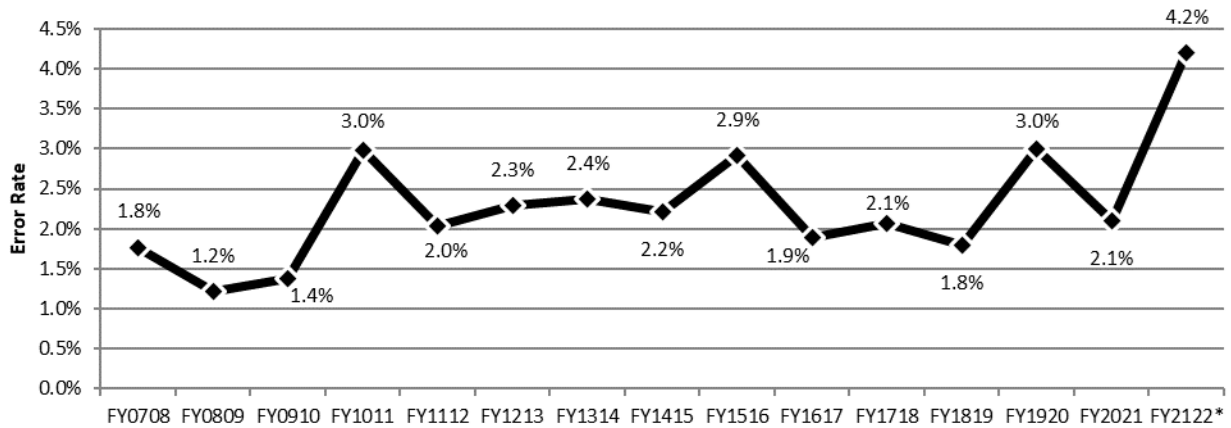
Errors by Sources	Estimated Financial Impact (\$M) FY2021 (not weighted)	Estimated Error Rate FY2021 (not weighted)	Estimated Financial Impact (\$M) FY2122 (weighted)	Estimated Error Rate FY2122 (weighted)
Claimant	\$654.1	2.1%	\$1.6B	4.2%
Employer	\$300.4	1.0%	\$226.0	0.6%
ESDC	\$245.8	0.8%	\$427.3	1.1%
Total	\$1.2B	3.9%	\$2.2B	6.0%

Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely error rate is calculated by applying the appropriate design weight to the errors identified in the monthly MUS and SRS samples.

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 4.5.1a reflect the most current results for both FY2021 and FY2122.

Annex 4.5.1b – 15-year overview of claimant errors

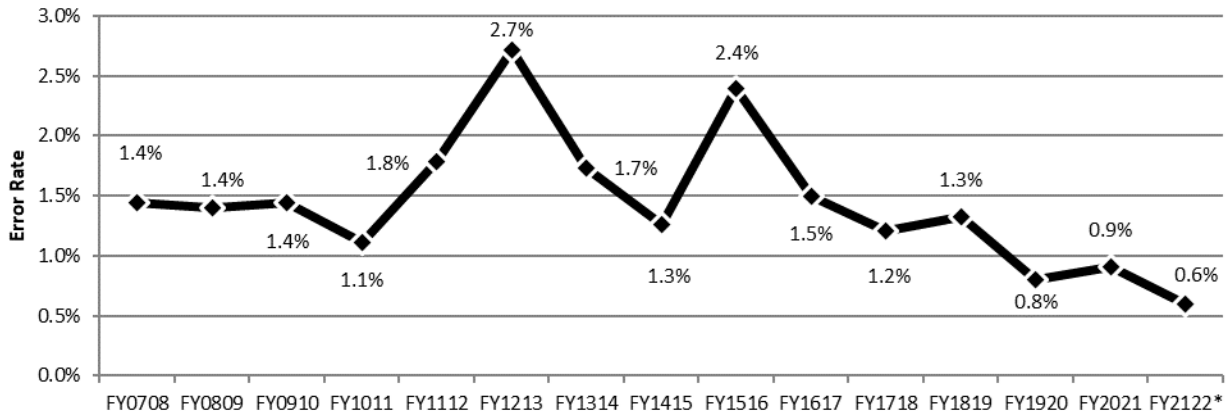


Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely error rate is calculated by applying the appropriate design weight to the errors identified in the monthly MUS and SRS samples.

Source: Employment and Social Development Canada.

*The FY2122 results are weighted by their design weights, which account for the monthly variation in the total number of beneficiaries, sample size and strata based on benefit-type.

Annex 4.5.1c – 15-year overview of employer errors

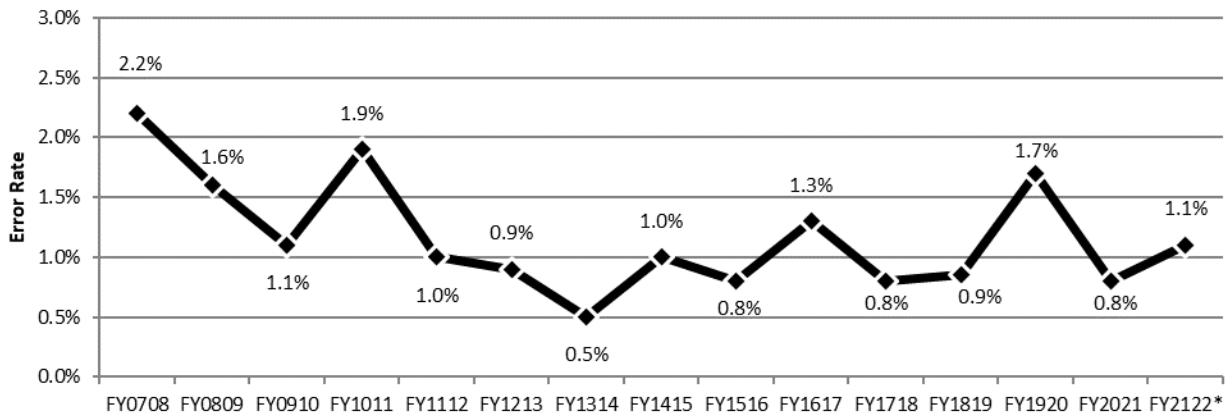


Note: The error rate is calculated as the sum of projected overpayment and projected underpayment divided by gross total payout. The projected most likely error rate is calculated by applying the appropriate design weight to the errors identified in the monthly MUS and SRS samples.

Source: Employment and Social Development Canada.

*The FY2122 results are weighted by their design weights, which account for the monthly variation in the total number of beneficiaries, sample size and strata based on benefit-type.

Annex 4.5.1d – 15-year overview of Service Canada 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 error rate is calculated by applying the appropriate design weight to the errors identified in the monthly MUS and SRS samples.

Source: Employment and Social Development Canada.

*The FY2122 results are weighted by their design weights, which account for the monthly variation in the total number of beneficiaries, sample size and strata based on benefit-type.

Annex 4.6.2a – SST General Division - EI appeals

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress on March 31,2021	265	322	587
Appeals received	3,139	98	3,237
Appeals concluded	2,560	22	2,582
Appeals in progress on March 31, 2022	844	398	1,242

Note: Volumes listed differ from the Progress Report due to the Progress Report excluding groups.

Annex 4.6.2b – SST General Division file complete to decision sent

Fiscal Year	Average of file complete to decision sent (days)	Percentage of Files Meeting Service Standard
FY1819	144	11.7% (538)
FY1920	51	58.9% (2163)
FY2021	37	79.4% (1441)
FY2122	43	68.8% (1661)

Note: The goal is to complete 80% of decisions within 45 days from the date the appeal is filed with the Tribunal

Annex 4.6.2c – SST General Division decisions issued within 15 Days of hearing (excluding groups)

Fiscal Year	Average of hearing held to decision sent (days)	Percentage of Files Meeting Service Standard (Number of Files)
FY1819	23.6	11.7% (538)
FY1920	14.0	56.9% (2163)
FY2021	8.8	79.4% (1441)
FY2122	9.0	68.8% (1661)

Note: The goal is to complete 80% of decisions within 15 days from when the hearing was held.

Annex 4.6.2d – SST General Division decisions issued within 15 days of hearing (including groups)

Fiscal Year	Average of hearing held to decision sent (days)	Percentage of Files Meeting Service Standard (Number of Files)
FY1819	24.4	11.4% (538)
FY1920	27	50.2% (2164)
FY2021	9.1	77.5% (1442)
FY2122	9.0	68.8% (1662)

Note: The goal is to complete 80% of decisions within 15 days from when the hearing was held.

Annex 4.6.2e – 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 on March 31,2021	39	0	39
Appeals received	373	0	373
Appeals concluded	272	0	272
Appeals in progress on March 31, 2022	140	0	140

Annex 4.6.2f – SST Appeal Division file complete to Leave to Appeal service standard - FY

Fiscal Year	Average of file complete to leave to appeal decision sent (days)	Percentage of Files Meeting Service Standard (Number of Files)
FY1819	48.1	74.2% (328)
FY1920	27.6	86.6% (432)
FY2021	21.6	94.8% (183)
FY2122	23.1	94.7% (267)

Note: The goal is to complete 80% of leave to appeal decisions within 45 days from when the appeal is received by the appeal division.

Annex 4.6.2g – SST Appeal Division leave granted to final decision service standard - FY

Fiscal Year	Average of leave decision granted to final decision sent (days)	Percentage of Files Meeting Service Standard (Number of Files)
FY1819	144.2	62.7% (94)
FY1920	106.3	86.1% (211)
FY2021	77.1	96.5% (111)
FY2122	89.0	93.9% (107)

Note: The goal is to complete 80% of final decisions within 150 days from permission to appeal being granted.



Annex 5.1 Employment Insurance operating account..... 482

Annex 5.1 – Employment Insurance operating account (\$ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31¹

Operating account	FY1920	FY2021	FY2122
Revenues and funding			
Premiums	22,636.6	22,880.9	24,304.7
Interest ²	22.4	15.4	19.1
Penalties	54.7	0.2	10.0
Total revenues and funding	22,713.7	22,896.5	24,333.7
Expenditures³			
Part-I: Employment Insurance benefits			
Regular benefits	11,131.3	24,407.4	28,689.8
Fishing benefits	342.0	349.2	366.2
Work-Sharing benefits	16.7	173.4	89.3
Special benefits for insured employees	6,248.5	6,596.1	7,802.5
Parental benefits ⁴	2,972.6	3,146.9	3,645.4
Sickness benefits	1,904.8	1,990.9	2,469.0
Maternity benefits	1,229.0	1,303.3	1,503.5
Other special benefits ⁵	142.1	155.1	184.7
Special benefits for self-employed	11.4	12.4	16.7
Total income benefits	17,749.9	31,538.5	36,964.5
Less: Benefit repayments⁶	(237.0)	(269.8)	(513.3)
Total Part-I: Employment Insurance benefits	17,512.9	31,268.7	36,451.3
Part-II: Employment benefits and support measures			
Employment benefits ⁷	2,329.2	2,300.0	2,375.0
Support measures	146.9	143.4	137.3
Labour market partnerships	144.2	141.2	135.4
Research and innovation	2.7	2.2	1.9
Total Part-II: Employment benefits and support measures	2,476.2	2,443.4	2,512.3
Employment Insurance Emergency Response Benefit⁸	1,761.4	24,644.3	(40.5)
Administration costs			
Employment and Social Development Canada – Personnel related-costs	973.4	1,361.9	1,462.1
Employment and Social Development Canada – Non-personnel related costs	432.8	600.1	601.5
Canada Revenue Agency – Collection of premiums and rulings	212.7	280.3	260.5
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	89.0	103.3	117.8
Administrative Tribunals Support Service of Canada – Social Security Tribunal	14.1	14.0	13.6
Courts Administration Services	1.1	1.0	0.8
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(4.6)	(4.7)	(7.9)
Total administration costs: Related parties	1,718.4	2,355.9	2,448.5
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	190.7	191.8	191.8
Total administration costs	1,909.0	2,547.7	2,640.2

(continued)

Annex 5.1 (continued)

Operating account	FY1920	FY2021	FY2122
Total revenues and funding	22,713.7	22,896.5	24,333.7
Expenditures: Employment Insurance benefits (Part I)	17,512.9	31,268.7	36,451.3
Expenditures: Employment benefits and support measures (Part II)	2,476.2	2,443.4	2,512.3
Expenditures: Employment Insurance Emergency Response Benefit ⁸	1,761.4	24,644.3	(40.5)
Administrative costs	1,909.0	2,547.7	2,640.2
Bad debts	65.3	934.3	(58.4)
Total expenditures	23,724.8	61,838.3	41,504.9
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit⁹	n/a	27,331.4	(94.7)
Net surplus for the year	(1,011.1)	(11,610.3)	(17,265.9)
Accumulated surplus (deficit) at beginning of year	4,915.6	3,904.5	(7,705.8)
Accumulated surplus (deficit) at end of year	3,904.5	(7,705.8)	(24,971.7)

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 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 (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 recognized is comprised of EI-ERB expenditures, incremental costs related to the administration of the EI-ERB, overpayments established and bad debts related expense.

Source: Government of Canada, Public Accounts of Canada 2022, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2022) and past year versions of the Public Accounts report.



ANNEX 6

Key studies referenced in the report

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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, and also estimates 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.

2022 Actuarial report on the Employment Insurance premium rate

Author(s), Year

Office of the Chief Actuary, 2021

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 2022 Maximum Insurable Earnings (MIE) was \$60,300 or a 7.1% increase from the 2021 MIE of \$56,300.
- The 2022 estimated cost savings to the EI program that are generated by employer sponsored qualified wage-loss plans were \$1,159 million.

Availability

This report is available at: <https://www.osfi-bsif.gc.ca/Eng/Docs/EI2022.pdf>

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

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Household consumption one year after job loss among EI recipients

Author(s), Year

ESDC: Economic Policy Directorate, 2023

Objective(s)

This study examines household consumption one year after a job separation among EI recipients and other groups in Canada in 2005 to 2013. It focuses mainly on those that have a lower consumption than before their job separation.

Key Finding(s)

The income shock from job separation was not persistent for the majority of households.

- One year after a job separation, about 85% of individuals had household consumption levels greater or equal to before their job separation. Moreover, 70% of individuals had household income greater or equal compared to before their job separation.
 - These results were relatively consistent across demographic groups such as gender, marital status, visible minority status and immigration status.
 - Such results suggest that the EI program helped to mitigate the financial hardship of being unemployed for many households. It was not known if they had borrowed or reduced their savings to maintain their consumption level.

However, some households continued to struggle financially one year after a job separation, suggesting they are living with low income.

- Individuals were generally more at risk of having a lower household consumption level a year after their job separation if they had not found a new job.
- Among the 15% of individuals who had a lower household consumption level one year after job separation, the average consumption level was around \$1,950 per month (in \$ of 2016 adjusted for family size). Consumption levels are adjusted for family size by dividing household consumption by the square root of family size, as Statistics Canada does for the Market Basket Measure (MBM).
 - For those not working at the time of the survey, the average monthly consumption was even lower (\$1,693) which is below the highest MBM threshold (\$1,729), a low-income measure that takes into account basic needs.
- Furthermore, around 50% of individuals who had a lower household consumption level one year after their job separation were consuming below the MBM thresholds.

Availability

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Firms, industries, and cross-subsidies: patterns in the distribution of EI benefits and premia

Author(s), Year

ESDC: Labour Market Information Directorate, 2023

Objective(s)

This study examines how Employment Insurance (EI) premiums and benefits are distributed across industries, provinces, and firms using EI administrative data from 2008 to 2018.

Key Finding(s)

- While cross-subsidization between firms, industries and provinces is still a feature of the EI program, we find evidence that the degree and impact has lessened in the period of 2008 to 2018 relative to the period 1986 to 1996.
- Overall, provinces east of Ontario receive net transfers from the rest of the country. The Construction industry receives the greatest benefits while Public administration, Utilities, and Finance, insurance and real estate are amongst the largest contributors to the EI program.
- Most industries are either “never subsidized” (for example, Utilities, Public administration) or “always subsidized” (for example, Construction) by the EI program:
 - Just over 39% of industries never received a net subsidy during the study period and they accounted for about 44% of all jobs.
 - Just over a quarter of all industries (26.2%) were always subsidized in the study period while accounting for about 25.6% of all jobs.
 - High rates of claims and low wages are major drivers for industries to receive persistent subsidies from the EI program.
- In a neo-classical model, EI cross-subsidisation results in a misallocation of labour. The estimated cost of this is much smaller both in terms of absolute size and as a percentage of total EI benefits compared to that calculated in Corak and Chen*.
 - In relative terms, it amounts to 6.19% of total EI benefits for the period 2008-2018, while over the 1986-1996 period the estimated cost amounted to 16.5% of total EI benefits.

* Miles Corak and Wen-Hao Chen, Firms, industries and unemployment insurance: an analysis using employer-employee data from Canada (Government of Canada, Statistics Canada, Analytical studies branch research paper, 2005, Series no. 11F0019MIE – No. 260).

Availability

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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

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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

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The end of EI flexibility's minimum benefit rate

Author(s), Year

ESDC: Evaluation Directorate, 2023

Objective(s)

This study examines the effect of ending of the temporary \$500 minimum benefit rate on the proportion of benefits used and probability of exhausting benefits.

Key Finding(s)

- To isolate the impact of the \$500 minimum benefit rate from the other temporary measures (including a fixed 50-week entitlement), multiple methods were considered. Overall, the various methods indicate that the minimum weekly benefit rate had an effect on benefit usage.
- The decomposition method estimated that for those benefiting from the minimum weekly benefit rate of \$500, the minimum rate could have led to an increase in benefit usage up to 4.9 additional weeks. However, this result should be interpreted as a higher bound.
- The graphical analysis showed that claimants who established their claim one week before the end of the measure and benefitted from the \$500 minimum benefit rate exhausted their benefits at a lower rate (44.1%) than similar claimants that established their claim the week after the end of the temporary measure (65.3%) due to their shorter entitlement.
- A difference in difference approach confirmed that the minimum \$500 benefit rate increased the proportion of entitlement used by 3.0% (1.5 weeks). This result was statistically insignificant at the 90%. However, claimants who had the largest reduction in benefits as a result of the end of the minimum benefit rate had the largest and significant decrease in their benefit usage (4.2 percentage points or 2.1 weeks).
- A hazard ratio approach showed that claimants with lower benefit rate exited EI benefits faster (lower usage of entitlement) one week after the end of the temporary measures compared to one week before the end of the temporary measures. This effect was potentially due to the minimum \$500 benefit rate.

Availability

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Evaluation of the Employment Insurance seasonal claimant pilot project (Pilot Project No. 21)

Author(s), Year

ESDC: Evaluation Directorate, 2022

Objective(s)

This evaluation assesses the impact of the Employment Insurance (EI) seasonal claimant pilot project (Pilot Project No. 21).

Key Finding(s)

- By relying on the timing of a claim, the targeting mechanism shows some effectiveness in identifying claimants with a frequent pattern of seasonal work. However, the mechanism was sensitive to other non-seasonal measures that affect the start or end date of a claim.
- Approximately 10% of all seasonal claimants have a period without income following their claim (seasonal gappers) and the risk of this event to reoccur year-over-year is low.
- For seasonal claimants, an impact analysis found that the pilot project reduced the incidence of having a period without income by over 7 percentage points. This impact steadily decreased as the number of EI regular benefit weeks claimants were entitled to increased.
- Analysis points to the pilot project influencing subsequent work patterns of seasonal claimants who were eligible to additional weeks. Specifically, employment income decreased and benefit duration increased following the introduction of the pilot project, while total income remained unchanged.
- Relative to previous pilot projects, Pilot Project No. 21 was more efficient at targeting seasonal gappers. Still, most of the additional weeks of benefits were paid to seasonal non-gappers.

Availability

This report is available on the Employment and Social Development webpage at: [Evaluation of the Employment Insurance Seasonal Claimant Pilot Project \(Pilot Project No.21\)](#)

Factors that impact the duration of benefits for EI regular claimants

Author(s), Year

ESDC: Evaluation Directorate, 2023

Objective(s)

This study examines the factors that affect the duration (share of entitlement used) and exhaustion rate of Employment Insurance (EI) regular benefits between 2009 and 2018.

Key Finding(s)

- The number of insurable hours was a significant factor that affects the share of entitlement used and the exhaustion rate compared to the unemployment rate.
- Compared to the growth period (2011 to 2018), claimants' entitlement and the number of weeks used were longer during the recession period (FY0910), but claimants exhausted at a lower rate.
- Male claimants with low insurable hours (1,049 or less) used a greater share of their entitlement and exhausted at a higher rate than women (59.5% to 52.3%), but the opposite was observed for claimants with high insurable hours (21.8% for men to 31.3% for women).
- Linear probabilistic regressions indicated that the size of the labour market and the weekly benefit rate (amount) were positively correlated with the exhaustion rate. Thus, the regression shows that:
 - Every percentage point increase in the unemployment rate slightly decreased the exhaustion rate by 0.8 percentage point. In comparison, the exhaustion rate decreased

by 3.0 percentage points for each additional 100 insurable hours. Potentially due to data limitations, the effect of the job-vacancy rate on exhaustion rate was not significant.

- The probability of exhausting was lower for long-tenured workers as well as claimants with higher education levels and income.
- A Regression Discontinuity Design model shows that an increase of two entitlement weeks due to small changes in the unemployment rate had no significant impact on the number of weeks received for claimants with high insurable hours and long-tenured workers. As a result, it reduced the share of entitlement used and exhaustion rate, particularly in lower unemployment-rate regions.

Availability

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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 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 (that is, value-added per employee), a pattern that has become more apparent since the FY0809 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 to 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

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Profile of Skills Boost participants

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2023

Objective(s)

This study examines the use of the Skills Boost pilot since its inception in 2018 and how participants compared to EI Part II non-apprentices and EI regular claimants overall.

Key Finding(s)

- From 2018 to 2022, 3,420 long-tenured workers got permission from Service Canada to continue receiving their EI regular benefits while pursuing self-funded full-time training under the Skills Boost initiative. This represents around 0.3% of long-tenured workers claiming EI regular benefits each year. They collected a total of \$53.9 million in EI benefits over the four fiscal years examined.
- When comparing Skills Boost participants to EI Part II non-apprentices (EI regular benefit claimants who got permission under the Section 25 of the *EI Act* to continue receiving EI benefits while being in full-time training):
 - Skills Boost participants are generally older. By definition a long-tenured worker has to have worked several years, which could partly explain the age difference among the two groups.
 - The gender breakdown is similar between the two groups. In contrast, there is a higher share of women in both groups than among the overall EI regular claimants.
 - In terms of regions, there are relatively fewer Skills Boost participants from the Atlantic provinces, while they are relatively more participants from Alberta.
 - Participants came from a large variety of sectors. However, Manufacturing, Construction, and Retail trade industries accounted for the highest shares of participants for both groups.
 - In terms of income one-year before claiming EI, Skills Boost participants had, on average, significantly higher employment income. By definition, they have worked several years which could partly explain their higher employment income.

Availability

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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 and 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>

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.

Identifying firms that are potentially most sensitive to EI premium changes

Author(s), Year

ESDC: Labour Market Information Directorate, 2023

Objective(s)

The main objective of this study is to identify firms that are more likely to be sensitive to EI premium increases. Firms are considered sensitive in this study if they have a higher proportion of minimum wage workers, suggesting a lower capacity to absorb increasing EI premiums. The study also measures the Employment Insurance Premium Ratio (EIPR) to examine the effective burden of EI premiums on firms.

Key Finding(s)

Smaller sized firms tend to have higher EIPRs, which is the ratio of EI premiums paid by employers to their total payroll.

- Between 2015 and 2020, the average employer premiums paid was \$13.9 billion annually and this produced an average EIPR of 1.3% over this period.
- Excluding micro firms (firms with less than 5 employees), the EIPR declined with firm size with the highest EIPR being observed among firms with 5 to 50 employees (1.5%).

Smaller firms tend to have a higher proportion of workers at or near minimum wage, which suggests more sensitivity to any potential EI premium increases.

- There is a negative relationship between firm size and the proportion of workers near minimum wage. Given this, it might be harder for smaller firms to absorb possible increases in EI Premium rates through lower wage adjustments. In FY1819, firms under 20 employees had 13.5% of their workforce earning minimum wage. This proportion declined to 10% in FY2021 but was still double compared to larger firms. It was 5% for firms with 100 to 500 employees and 5.7% for those with over 500 employees.

Employment Insurance Premium Ratios and minimum wage patterns vary across industries and regions.

- Accommodation and food services had the highest EIPR (1.9%), whereas Mining, quarrying, and oil and gas extraction had the lowest EIPR (0.8%)

- In general, Atlantic provinces had higher EIPRs than the rest of Canada excluding Quebec. Alberta had the lowest EIPR (1.2%), whereas Newfoundland and Labrador had the highest (1.6%).
- In FY1819, Accommodation and food services had the highest proportion of workers near minimum wage (35.5%), whereas Construction had the lowest (2.1%).
- Urban regions tend to have higher share of workers earning near minimum wage relative to rural areas.

Availability

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ANNEX 7

Legislative changes to the Employment Insurance program implemented and in force from April 1, 1996 to December 31, 2022

Budget Implementation Act 2022, No. 1, S.C. 2022, c. 10 (Bill C-19)	
Increased weeks of benefits for seasonal claimants	
Element	Rationale
<ul style="list-style-type: none"> The Government extended until October 28, 2023 the measure which provides up to 5 additional weeks of EI regular benefits to eligible seasonal workers who live in one of the 13 targeted EI regions. As part of this extension, the Government maintained the legislative fix introduced as part of Bill C-8 to ensure that the timing of COVID-19 benefits does not affect future EI eligibility under the rules of the program. 	<ul style="list-style-type: none"> Continue the temporary support while the government examined a long-term solution that best target the need of seasonal workers.
Broaden the employment support measures	
Element	Rationale
<ul style="list-style-type: none"> Part II of the <i>Employment Insurance Act</i> amended to broaden program and participant eligibility for EI-funded employment support measures. 	<ul style="list-style-type: none"> Help insured participants and other workers, including workers in groups underrepresented in the labour market, to obtain and keep employment, and to help employers hire and train workers.
Economic and Fiscal Update Implementation Act, 2021, Part 7, S.C. 2022, c. 5 (Bill C-8)	
Increased weeks of benefits for seasonal claimants	
Element	Rationale
<ul style="list-style-type: none"> Introduction of a legislative fix to ensure that the timing of the temporary COVID-19 measures, which may have impacted seasonal claim patterns, would not affect 	<ul style="list-style-type: none"> Ensure the temporary COVID-19 measures do not affect the eligibility to the temporary measure for seasonal claimants.

<p>seasonal claimant status under the temporary support for seasonal claimants.</p> <ul style="list-style-type: none"> Any claimant in one of the 13 targeted EI regions who previously met the conditions of the Pilot Project No. 21 could become eligible for up to 5 additional weeks of EI regular benefits, up to a maximum of 45 weeks, as long as they establish a claim between September 26, 2021 and October 29, 2022. 	
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Budget Implementation Act, 2021, No. 1, S.C. 2021, c. 23 (Bill C-30)

Increase EI sickness benefits from 15 to 26 weeks

Element	Rationale
<ul style="list-style-type: none"> Effective December 18, 2022, the maximum number of weeks available to be paid under EI sickness benefits increases to 26 weeks (up from 15 weeks). The Canada Labour Code was also amended to extend the maximum length of unpaid medical leave from 17 weeks to 27 weeks and add quarantine to the list of reasons for which an employee is entitled to unpaid medical leave. 	<ul style="list-style-type: none"> Recognizes that some workers require more time to recover from their illness or injury. Introduce corresponding extensions to the unpaid medical leave provisions to ensure that workers in federally regulated industries have the job protection they need while receiving EI sickness benefits.

EI temporary measures as the economy recovered from the COVID-19 pandemic

<p>The main temporary measures for claims established between September 26, 2021 and September 24, 2022:</p> <ul style="list-style-type: none"> Reduced entrance requirements for both EI regular and EI special benefits to 420 hours of insurable employment as well as a 14-week minimum entitlement for EI benefits; Reduced the net earnings threshold for claims established by self-employed workers to \$5,289; Simplified treatment of reasons for separations; Simplified treatment of monies on separation; and A minimum benefit rate of \$300 per week, or \$180 per week for extended parental 	<ul style="list-style-type: none"> Ensure the EI system remains responsive to the needs of Canadian workers as the economy continues to re-open.
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benefits, for claims established between September 26, 2021 and November 20, 2021.	
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An Act to amend the Employment Insurance Act (additional regular benefits), the Canada Recovery Benefits Act (restriction on eligibility) and another Act in response to COVID-19, S.C. 2021, c. 3 (Bill C-24)

Temporary increase to the number of weeks of regular benefits

Element	Rationale
<ul style="list-style-type: none"> The maximum numbers of weeks available for EI regular benefits was increased to 50 weeks for claims established between September 27, 2020 and September 25, 2021. The maximum number of weeks available under the EI temporary measures had been 45. This temporary change ensured that those who began to exhaust their EI regular benefits as early as March 27, 2021 could continue to have access to income support until there was greater economic recovery. 	<ul style="list-style-type: none"> Recognize that some workers continued to be impacted by COVID-19 and required ongoing income support.

Facilitated access to benefits for self-employed persons under Part VII.1

Element	Rationale
<ul style="list-style-type: none"> Self-employed persons who have opted into the EI program could access EI special benefits with a 2020 earnings threshold of \$5,000, compared to previously established threshold of \$7,555. This change applied for claims established between January 3, 2021 and September 25, 2021. 	<ul style="list-style-type: none"> Recognize that self-employed persons were also impacted by COVID-19 and needed support to access EI special benefits.

EI temporary measures in response to the COVID-19 pandemic (various interim orders amending the *Employment Insurance Act*, notably *Interim Order No. 8 Amending the Employment Insurance Act (Facilitated Access to Benefits)* and *Interim Order No. 10 Amending the Employment Insurance Act (Employment Insurance Emergency Response Benefit)*)

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 	<ul style="list-style-type: none"> Facilitate access to EI benefits during the COVID-19 pandemic.

<p>insurable employment, applicable to the first EI claim;</p> <ul style="list-style-type: none"> • A minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits; and • A minimum unemployment rate of 13.1% applying to all EI economic regions across Canada. 	
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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. • 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. 	<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.

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 	<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.

<p>earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits.</p> <ul style="list-style-type: none"> The new permanent rules are extended to EI maternity and sickness benefits. 	<ul style="list-style-type: none"> 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.
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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 No. 21 which provided 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 were available to eligible seasonal claimants who started a benefit period between August 5, 2018 and May 30, 2020. The parameters of the pilot project were replicated in legislation and extended to October 29, 2022. Amendments to the <i>EI Act</i> further extended the temporary support for seasonal claimants to October 28, 2023. 	<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.
<p>Making it Easier to Apply for Caregiving Benefits</p>	
<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.
<p>Earlier Access to Maternity Benefits</p>	
<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. • 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"> • This increased flexibility allows pregnant workers to consider their personal, health, and workplace circumstances when choosing when to begin their claim for maternity benefits. • 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 	<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>benefits, and the choice cannot be changed once a payment has been made.</p> <ul style="list-style-type: none"> • 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. 	
<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; • 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. 	<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 Canadians in finding and keeping employment. This includes vulnerable populations such as persons with disabilities and Indigenous peoples, as well as the precariously employed.

Budget Implementation Act 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)	
Element	Rationale
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.

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 	<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.

<p><i>Employment Insurance Regulations</i> and <i>Employment Insurance (Fishing) Regulations</i> were also made.</p> <ul style="list-style-type: none"> • 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-week period prior to the qualifying period. • 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>. 	<ul style="list-style-type: none"> • 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.
Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices	
<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. 	<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

<ul style="list-style-type: none"> 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. 	<p>financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career.</p> <ul style="list-style-type: none"> 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.
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Regulatory Amendments: Simplifying Job Search Requirements (2016)	
Element	Rationale
Changes to the Definition of Suitable Employment Under the Employment Insurance Regulations	
<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 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. These changes came into effect on July 3, 2016. 	<ul style="list-style-type: none"> Introduces more flexibility and simplifies job search responsibilities.

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. 	<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.

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| <ul style="list-style-type: none"> • 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 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 | <ul style="list-style-type: none"> • 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. |
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<p>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.</p> <ul style="list-style-type: none"> ○ 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 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. ○ 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.
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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 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. • 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. 	<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 statistical variance (with the 12-month moving average). • 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.

<ul style="list-style-type: none"> • These changes came into effect on October 12, 2014. 	
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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. • 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. 	<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.

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) 	<ul style="list-style-type: none"> • Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC

<p>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.</p>	<p>benefits may not be able to take care of a gravely ill family member or his/her a critically ill child.</p> <ul style="list-style-type: none"> • Enhances the flexibility and responsiveness of the EI program.
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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.
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.

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 	<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.

<p>search support available to Employment Insurance (EI) claimants earlier in their claim.</p>	
<p>Variable Best Weeks</p>	
<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.
<p>Premium Rate-Setting</p>	
<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. • Advanced the date by which the premium rate must be set to September 14, rather than November 14. 	<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.
<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 	<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>appeals. A vice-chairperson heads each of the sections of this Division.</p> <ul style="list-style-type: none"> ○ 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. 	
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Keeping Canada's Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)	
Element	Rationale
Temporary Hiring Credit for Small Businesses	
<ul style="list-style-type: none"> ● Provided small businesses with a temporary hiring credit of up to \$1,000 against an increase in the firm's 2011 Employment Insurance premiums over those paid in 2010. ● 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. 	<ul style="list-style-type: none"> ● Encourages additional hiring in small businesses, and helps them to take advantage of emerging opportunities and compete in the global economy.

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 	<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.

<p>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.</p> <ul style="list-style-type: none"> • 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 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. • 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 	<ul style="list-style-type: none"> • 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.
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<p>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>	
<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, 2012. Pilot Project No. 16 was subsequently extended until April 6, 2013. 	<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.

<p>Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)</p>	
<p>Element</p>	<p>Rationale</p>
<p>Improved Access to Parental Benefits for Military Families</p>	
<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 	<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.

adoption in which to access part or all of their 35 weeks of EI parental benefit entitlement.	
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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 Account balance over time, beginning January 1, 2009. 	<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.

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. 	<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.

<ul style="list-style-type: none"> • These benefits for self-employed persons mirror special benefits available to salaried employees under the current EI program. 	
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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 ○ maintain a reserve to ensure the Employment Insurance Operating Account breaks even over time. 	<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.

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 	<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>.

<p>Project No. 13 in 25 EI economic regions with an unemployment rate of 8% or higher.</p> <ul style="list-style-type: none"> • 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. 	
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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 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. 	<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.

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 September 7, 2003, the legislation was amended to increase the exclusion to \$225. 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"> 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. 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.

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.
<p>Benefit Repayment (Clawback)</p>	
<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.
<p>Re-Entrant Parents</p>	
<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.
<p>Maximum Insurable Earnings</p>	
<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, whichever is higher, without a reduction of their Employment Insurance benefits. 	<ul style="list-style-type: none"> Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.

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,

	<p>when a week of 15 hours or a week of 50 hours each counted as one week; and</p> <ul style="list-style-type: none"> ○ 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.
<p>New Entrants and Re-Entrants</p>	
<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 qualify for EI fishing benefits. In January 1997, the 26 weeks were converted into earnings of \$5,500 from employment as a fisher. <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. 	<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.

Reduction in Maximum Insurable Earnings	
<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.
Reduced Maximum Duration of Regular Benefits	
<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.
Calculation of Weekly Benefit Rate	
<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.
Family Supplement	
<ul style="list-style-type: none"> Claimants with children who receive the Canada child tax benefit and who have an annual family net income of up to \$25,921 receive a top-up of their basic Employment Insurance benefits. 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"> Improves assistance to those most in need, because: <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.
Allowable Earnings While on Claim	
<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 	<ul style="list-style-type: none"> Helps low-income claimants. Encourages claimants to maintain work attachment and increase their earnings from work.

<p>1997, the exemption was only 25% of the weekly benefit rate.</p>	
<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).
<p>First-dollar Coverage</p>	
<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.
<p>Premium Refunds</p>	
<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).