

2023 | 2024

Employment Insurance Monitoring and Assessment Report



Canada Employment Insurance
Commission (CEIC)

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

Canada

Employment Insurance Monitoring and Assessment Report for the fiscal year beginning April 1, 2023 and ending March 31, 2024

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March 2025

The Honourable Steven MacKinnon, M.P.
Minister of Jobs and Families
Ottawa ON K1A 0A6

Dear Minister:

In accordance with section 3 of the *Employment Insurance Act*, we are pleased to present to you the 2023-24 Employment Insurance (EI) Monitoring and Assessment Report, which is the twenty-eighth in a series of annual EI reports submitted by the Canada Employment Insurance Commission. The Act requires this report to be tabled in Parliament within 30 days of receipt or, if Parliament is not then sitting, on any of the first 30 days that either House of Parliament is sitting.

The 2023-24 report covers the period between April 1, 2023 to March 31, 2024, and analyzes the overall effectiveness of EI income benefits, active measures and service delivery. In particular, it focuses on the responsiveness of the EI program during a period where Canada's economy experienced a slowdown in real growth and a significant reduction in inflation, while the Canadian labour market recorded an increase in the unemployment rate.

As in previous years, the report includes rich EI administrative data, as well as references to key supplementary studies and evaluations that were done by the Department to complement and provide further 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 annual report. We trust you will find the report informative.

The original version was signed by:

Paul Thompson, Chairperson

Cliff Groen, Vice-chairperson

Nancy Healey, Commissioner for Employers

Pierre Laliberté, Commissioner for Workers



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LIST OF ABBREVIATIONS

B/C	Benefits-to-Contributions
B/U	Beneficiary-to-Unemployed (rate)
B/UC	Beneficiary-to-Unemployed Contributor (rate)
CAWS	Client Access Work Station
CCB	Compassionate Care Benefits
CCDA	Canadian Council of Directors of Apprenticeship
CCIS	Corporate Client Information Service
CEEDD	Canadian Employer-Employee Dynamics Database
CEGEP	College of General and Professional Teaching
CEIC	Canada Employment Insurance Commission
CEIFB	Canada Employment Insurance Financing Board
CERB	Canada Emergency Response Benefit
CF	Canadian Forces
CFP	Call for Proposals
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRF	Consolidated Revenue Fund
EAS	Employment Assistance Services
EBSM	Employment Benefits and Support Measures
EDI	Equity, Diversity and Inclusion
EI	Employment Insurance
EI-ERB	Employment Insurance Emergency Response Benefit
EIACC	Employment Insurance Appeals Consultative Committee
EICS	Employment Insurance Coverage Survey
eROE	Electronic Record of Employment
ESDC	Employment and Social Development Canada
FS	Family Supplement
G7	Group of Seven
GC	Government of Canada
GDP	Gross Domestic Product
HR	Human Resources
IC	Individual Counselling
ID	Identification
IMP	International Mobility Program

ISET	Indigenous Skills and Employment Training
JCP	Job Creation Partnership
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
LTU	Long-Term Unemployed
MIE	Maximum Insurable Earnings
MSCA	My Service Canada Account
NERE	New Entrant and Re-Entrant
NESI	National Essential Skills Initiative
NHQ	National Headquarters
NOC	National Occupation Classification
OAS	Old Age Security
OASIS	Occupational and Skills Information System
p.p.	Percentage point
PCIC	Parents of Critically Ill Children
PCS	Post Call Survey
PPE	Premium Paid Eligible
PRP	Premium Reduction Program
PTs	Provinces and Territories
QPIP	Quebec Parental Insurance Plan
RAIS	Registered Apprenticeship Information System
R&I	Research and Innovation
ROE	Record of Employment
SAT	Secure Automated Transfer
SCT	Skills and Competency Taxonomy
SD	Skills Development
SD-A	Skills Development – Apprentices
SD-R	Skills Development - Regular
SE	Self-Employment
SEAQ	Service, Excellence, Accuracy and Quality
SEPH	Survey of Employment, Payrolls and Hours
SFS	Skills for Success
SIN	Social Insurance Number
SIP	Sectoral Initiatives Program
SME	Small and medium-sized enterprise
SST	Social Security Tribunal
STVC	Status Vector
SUB	Supplemental Unemployment Benefit
SWSP	Sectoral Workforce Solutions Program
TES	Targeted Earning Supplements
TRF	Targeting, Referral and Feedback
TR	Temporary Resident
TFWP	Temporary Foreign Worker Program
TWS	Targeted Wage Subsidies

UV	Unemployment-to-job-vacancy
VBW	Variable Best Weeks
VER	Variable Entrance Requirement
WISE	Work Integration Social Enterprises
WWC	Working While on Claim



HIGHLIGHTS

The Employment Insurance Monitoring and Assessment Report presents the analysis of the impact and effectiveness of the benefits and other assistance provided under the *Employment Insurance Act*. The reporting period is the fiscal year starting on April 1, 2023 and ending on March 31, 2024 (referred to as 2023-24). The highlights below relate to this period or reflect changes between 2022-23 and 2023-24.

In 2023-24, Canada experienced a slowdown in economic growth and a significant decrease in inflation, while unprecedented population growth, driven by international migration, had a considerable impact on Canada's labour market.

- The real Gross Domestic Product (GDP) increased by 1.1% in 2023-24 compared to 3.6% in 2022-23 while the consumer price index (CPI) inflation declined from a peak at 8.1% in June 2022 to 2.9% in March 2024
- The Canadian labour market experienced a 3.2% increase in population growth in 2023-24 and, as a result, had moderate employment growth, a higher national unemployment rate, and slowly easing labour market conditions. The average unemployment rate rose from 5.1% in 2022-23 to 5.6% in 2023-24
- The average duration of unemployment and the share of long-term unemployment decreased in 2023-24 compared to the previous fiscal year and were closer to their pre-pandemic levels.
- After reaching unprecedented levels in the first quarter of 2022-23, both job vacancies and job vacancy rates continued to steadily decline between the last quarters of 2022-23 and 2023-24, nearing pre-pandemic levels
- At the regional level, all provinces and territories registered employment growth in 2023-24 compared to 2022-23. Moreover, most regions were characterised by rising unemployment rates and decreasing job vacancies, signaling easing labour markets

The number of new EI claims established for regular benefits and the total amount paid for these benefits increased in 2023-24, compared to 2022-23 and pre-pandemic levels.

- In 2023-24, 1.37 million new EI regular claims were established in Canada. This is higher than the 1.29 million regular claims established in 2022-23, and in the years before the pandemic (1.30 million in 2017-18 and 1.29 million in 2018-19)
 - Conversely, the number of EI regular claims established in Newfoundland and Labrador, Nova Scotia and New Brunswick was lower in 2023-24 compared to 2022-23

- The total amount paid in EI regular benefits slightly increased to \$12.8 billion in 2023-24 from \$12.3 billion in 2022-23. This increase can be explained in part by the higher number of regular claims established in 2023-24
- Under the temporary legislated measure for seasonal workers in effect in 13 EI economic regions, 65,500 claims established by eligible seasonal claimants received up to 5 additional weeks of EI regular benefits in 2023-24. On average, these claims received an additional 4.3 weeks of EI regular benefits during this period
 - From the introduction of the measure in August 2018 to March 31, 2024,¹ 227,700 claims established by eligible seasonal claimants have received additional weeks of EI regular benefits, and a total of \$422.2 million in additional benefits have been paid to these claimants. The temporary measure is in place until October 24, 2026
 - In addition, Pilot Project No. 22² provided up to 4 additional weeks of benefits on top of the 5 additional weeks available under the existing temporary measure for eligible seasonal claimants in the same regions. Results on Pilot Project No. 22 will be presented in future EI Monitoring and Assessment reports

The eligibility rate for EI regular benefits was slightly higher in 2023 than the year before the pandemic.

- Among unemployed individuals who had contributed EI premiums in the previous 52 weeks and had a valid job separation, 83.1% were eligible to receive EI regular benefits in 2023. This was slightly higher than the pre-pandemic level of 82.4% in 2019
- The eligibility rate for 2023 cannot be compared with the rate for 2020, 2021 or 2022 because of methodological differences
- As in the past, the eligibility rate for men in 2023 (88.6%) was higher than the one for women (76.4%)

The number of new EI claims established for fishing benefits and the total amount paid for these benefits decreased in 2023-24.

- In 2023-24, 27,400 new claims for EI fishing benefits were established in Canada. This represents a decrease from 30,400 claims established in 2022-23, mostly attributable to a significant decline in Newfoundland and Labrador. Overall, 2023-24 had the lowest number of claims established for fishing benefits in Canada since 2014-15
- The total amount paid in EI fishing benefits decreased from \$372.5 million in 2022-23 to \$354.9 million in 2023-24

¹ The seasonal measure was first introduced as a pilot project which applied to eligible claims with a benefit period starting between August 5, 2018, and September 25, 2021. The parameters of the pilot project were replicated as a temporary measure through amendments to the *Employment Insurance Act* and applies to eligible claims with a benefit period starting between September 26, 2021, and October 24, 2026. The cumulative figures refer to the results of both the pilot project and the legislated measure.

² Pilot Project No. 22 applied to eligible seasonal claimants who started a benefit period between September 10, 2023, and September 7, 2024.

The number of Work-Sharing agreements and of new Work-Sharing claims established in 2023-24 increased compared to 2022-23.

- Participation in the Work-Sharing program increased from 503 agreements that started in 2022-23 to 683 in 2023-24
- The number of EI claims from workers participating in a Work-Sharing agreement increased significantly, going from 9,959 in 2022-23 to 17,529 in 2023-24. The total amount paid also increased, going from \$30.6 million in 2022-23 to \$39.5 million in 2023-24

The number of new EI claims established for EI special benefits and the total amount paid for these benefits increased in 2023-24.

- The number of new claims established for EI special benefits was 675,757 in 2023-24, compared to 657,820 in 2022-23. The largest increases relative to the previous fiscal year were in claims for sickness, parental and maternity benefits
- The total amount paid in EI special benefits increased to \$7.8 billion in 2023-24, compared to \$7.0 billion in 2022-23, driven largely by the increase in the average number of weeks of sickness benefits used
- Claims for EI sickness benefits continued to represent almost two-thirds of EI special benefit claims in 2023-24. The maximum number of weeks available for sickness benefits increased from 15 to 26 on December 18, 2022. As a result, in 2023-24, the number of weeks of sickness benefits used was higher for claims entitled to 26 weeks (12.4 weeks on average) compared to claims entitled to 15 weeks (9.0 weeks on average)

In 2023-24, Labour Market Development Agreements (LMDAs) continued to support individuals and employers across Canada in obtaining skills training and employment support services.

- This year's \$2.4 billion investment under the LMDAs permitted more than 820,000 Employment Benefit and Support Measures (EBSM) services for Canadians seeking employment assistance – a 9.2% increase from the previous year. These services included over 192,000 Employment Benefit services and approximately 628,000 Support Measures
- LMDA programs also enhanced the capacity of service delivery organizations and improved labour market information while supporting over 493,000 Canadians, and helping more than 157,000 Canadians return to work within six months of taking an EBSM service. These returns resulted in \$909.6 million in savings from unpaid Employment Insurance Part I benefits for a 53.8% reduction in costs. A key success factor was the timely delivery of support: 64.6% of active claimants accessed a service within the first 12 weeks of their benefit period
- The Targeting, Referral and Feedback (TRF) tool has seen continued growth since its rollout in 2021. In 2023-24, the TRF identified and referred 42.9% (approximately 650,000 applicants) of 1.5 million eligible EI Part I applicants to provincial and territorial employment programs, up from 36.8% (516,000 applicants) of the 1.4 million eligible EI Part I applicants during the preceding year. This growth reflects the TRF's increasing role in connecting job seekers with opportunities that support a quicker return to the workforce

- Additionally, \$184 million was invested in Pan-Canadian programming, wherein \$124 million of that funding empowered Indigenous organizations to deliver another 51,740 services through Indigenous Skills and Employment Training (ISET). These services helped more than 13,200 clients return to work

Building on the work done in previous years, Service Canada continues to improve and enhance its administration of the EI program.

- The Department processed over 3.1 million claims for EI, and, on average, eligible claimants received their first payment within 18 days of filing
- The 2023–24 Client Experience Survey indicates that 77% of EI clients were satisfied with their overall service experience, comparable with last year’s 78%
- Building on last year’s new Integrated Workload and Workforce project, EI call centre and processing officers are being upskilled and cross trained, optimizing service delivery and providing enhanced service to EI claimants
- As a result of the multi-year strategy to reduce the inventory of claims pending review and improve capacity to meet service standards, the inventory was reduced by half between March 31, 2023, and March 31, 2024
- The EI Emergency Response Benefit post-payment verification is ongoing and will continue as per the Department’s operational plan
 - In 2023–24, close to 79,000 reviews were completed, identifying approximately \$240 million in savings
- Enhancements to the document upload function mean that EI claimants can now upload almost all supporting documents required by Service Canada for an EI claim to their My Service Canada Account, and usage of the function increases each year
- Improvements are being made to voice-based services as an assistive technology by publishing voice-ready content on Canada.ca and search engine optimization for voice content
- Call centres are working to replace outdated TTY technology to offer a more modern and real-time service for those who use the service
- Enhancements to the Department’s social media management system enable it to leverage alternative online channels to connect with Canadians faster, resulting in a 15% increase in EI clients accessing EI pages on Canada.ca



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. This report is produced with the intention of providing 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 EI 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, engage in training to improve their skills (if referred to training by a designated authority under Section 25 of the *Employment Insurance Act*) 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 Measure services (EBSMs). This includes the services offered under the Labour Market Development Agreements (LMDAs) and the Indigenous Skills and Employment Training program (ISET).

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

EI regular benefits provide temporary income support to partially replace lost employment income for eligible claimants, helping them find a new job and stay active in the labour market. 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 also be available for and actively seeking work during their claim period.

¹ These circumstances include illness, injury, 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.

EI fishing benefits are provided to qualifying self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility is based on earnings from fishing rather than hours of insurable employment.

Work-sharing is an employee-retention program designed to help employers and employees avoid layoffs during temporary reductions in normal business activity beyond the control of an employer. EI-eligible workers in a given work unit agree to reduce their workweek and share working hours equally while the employer recovers. In return, these workers receive EI Work-sharing benefits to partially compensate for their reduced working hours.

EI special benefits provide support to employees and self-employed persons in specific circumstances, such as being sick, being pregnant, having recently given 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 Measure (EBSM) services are delivered under EI Part II and help Canadians prepare for, find, and maintain employment. Through the LMDAs, provinces and territories create and administer the programs that deliver these services. The Government of Canada also designs and delivers its own pan-Canadian programming. This programming includes the Indigenous Skills and Employment Training (ISET), which is itself delivered by Indigenous agreement holders.

Recent changes to the Employment Insurance program

Budget 2024 announced the extension until October 2026 of the temporary measure that provides up to 5 additional weeks of EI regular benefits, for a maximum of 45 weeks, to eligible seasonal workers who live in one of 13 targeted EI regions.

Additionally, legislation was passed in June 2024 to create an Employment Insurance adoption benefit, providing up to 15 weeks of shareable benefits to eligible parents, along with a corresponding job-protected leave under the *Canada Labour Code* (Code) for employees in federally regulated workplaces. The new benefit and leave will be available to parents through adoption or surrogacy and will come into force on a date to be fixed by order of the Governor in Council.

Other 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 a legislated mandate to monitor and assess the EI program. It also oversees a research agenda that supports the preparation of the 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 Official Languages (the Minister), who then tables it in Parliament.

The CEIC consists of 4 members, of which 3 are voting members representing the interests of workers, employers and the government. The Commissioner for Employers and the Commissioner for Workers

are appointed to renewable terms of up to 5 years and represent their respective groups' concerns on policy development and program delivery related to EI and the labour market. The Deputy Minister of Employment and Social Development Canada (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. It also plays a key role in overseeing the EI program by reviewing and approving policies related to its administration and delivery. ESDC and Service Canada carry out EI program operations on behalf of the CEIC.

The CEIC also plays a key role in ensuring the financial transparency of the EI program. Each year, it commissions an EI premium report from the Chief Actuary and prepares a summary report, both of which are delivered to the Minister as well as the Minister of Finance for tabling in Parliament. The Actuarial report is also used by the CEIC to set the maximum insurable earnings, as required by legislation. Since 2017, the CEIC has been responsible for setting EI premium rates using a 7-year-break-even mechanism.

The CEIC advises on EI appeal decisions to be reviewed by the Federal Court of Appeal. The Commissioner for Employers and the Commissioner for Workers serve on a tripartite committee along with the chair of the Social Security Tribunal. This committee is consulted by the Minister regarding Governor-in-Council appointments for members of the Tribunal's EI section.

The report

ESDC and Service Canada produce the Employment Insurance Monitoring and Assessment Report under the direction and guidance of the CEIC. The report provides a comprehensive analysis of the impact and effectiveness of the EI program, using sources such as 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 2023-24. The second chapter examines the usage, impact and effectiveness of EI Part I benefits during this period. The third chapter assesses the 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 beginning on April 1, 2023, and ending on March 31, 2024 (2023-24).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 2023-24.

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

Global economic context in 2023-24

The global economic environment over the 2023-24 period was characterised by resilient growth and declining inflation across most advanced economies.⁴ The global economy grew at an average annual rate of 3.4% in 2023-24, mostly driven by strong growth in the US economy despite tighter financial conditions, the ongoing war in Ukraine and evolving conflicts in the Middle East (consult Chart 1, for Canada).

During 2023-24, most central banks in advanced economies continued raising interest rates to fight inflation, while global supply chain pressures eased, and energy prices dropped substantially. These factors contributed to declining global inflation, although it remained above the target of central banks in most advanced economies including Canada and other G7 countries.⁵ Over the 2023-24 period, Canada had an inflation rate (3.3%) that was lower than the average of G7 countries (4.3%).⁶ Meanwhile, inflation in the

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. The growth over the fiscal year is calculated by taking the 12-month averages, by comparing either March 2023 to April 2024 or last quarter 2023 to last quarter 2024.

⁴ [OECD Economic Outlook, Volume 2024 Issue 1 | OECD](#). Data for the average annual growth of the global economy are taken from [General assessment of the macroeconomic situation | OECD \(Figure 1.1\)](#). We take the average of the World-annual growth data from 2023Q2 to 2024Q1.

⁵ 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.

⁶ [OECD Data Explorer • G20 - Consumer price indices, all items. The average of G7 economies includes Canada but excludes Japan.](#)

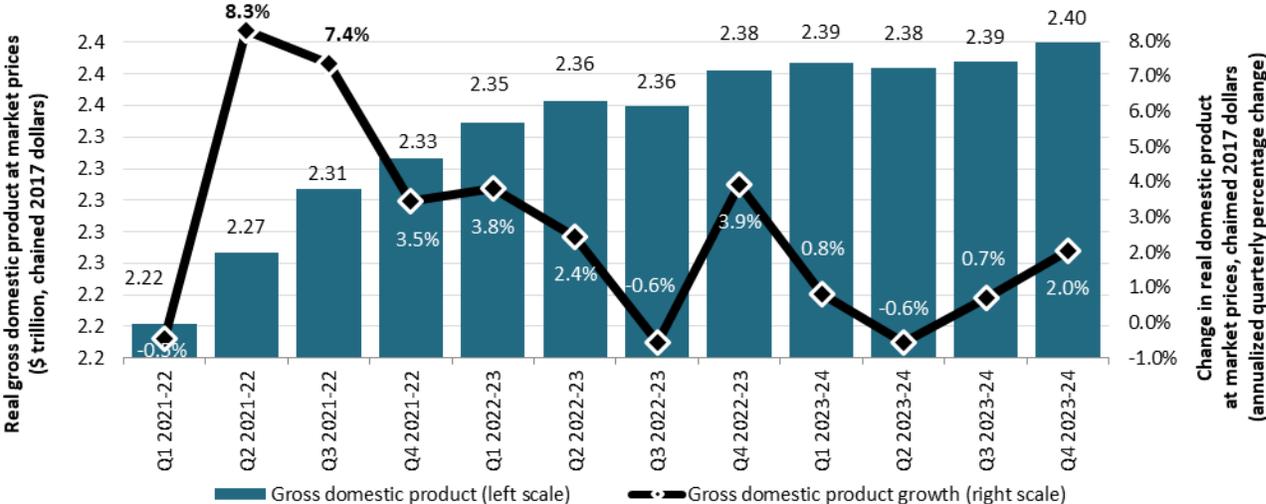
average advanced economy dropped from 6.3% in the first quarter of 2023-24 to 3.0% in the last quarter of the same fiscal year.⁷

Canadian economic context in 2023-24

In 2023-24, there was a slowdown in economic growth in Canada. The real Gross Domestic Product (GDP) increased by 1.1% in 2023-24 compared to 2022-23, while it had increased by 3.6% in 2022-23 compared to 2021-22.⁸

Looking at quarterly movements, the Canadian economy showed a modest annualized growth rate in the first quarter of 2023-24. However, it contracted in the second quarter as consumption spending and business investment continued to adjust to past interest rates increases.⁹ While economic growth grew little in the third quarter, it rebounded in the fourth quarter by 2.0% (consult Chart 1) as a result of higher household spending on services and a significant increase in the population growth driven by higher immigration and non-permanent residents.¹⁰ Overall, in 2023-24, the significant rise in population growth and the slowdown in aggregate demand for goods and services during this period shifted the Canadian economy from excess demand pressures to moderate excess supply pressures.

Chart 1 – Quarterly real gross domestic product, Canada, 2021-22 to 2023-24



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

On the international scene, Canada ranked fourth in real GDP growth rate among G7 countries in 2023-24, down from having the highest growth rate in 2022-23.¹¹ Additionally, Canada ranked fifth in terms of real GDP per capita (using Purchasing Power Parity) among G7 countries, averaging roughly US\$ 51,512 per capita over 2023-24.¹² In fact, real GDP per capita has been declining since the beginning of the 2023-24

⁷ OECD Economic Outlook, Volume 2024 Issue 1 | OECD. Data are available at [General assessment of the macroeconomic situation | OECD](#).

⁸ Statistics Canada, Table 36-10-0104-01.

⁹ [Monetary Policy Report - January 2024](#)

¹⁰ [Monetary Policy Report - July 2024](#).

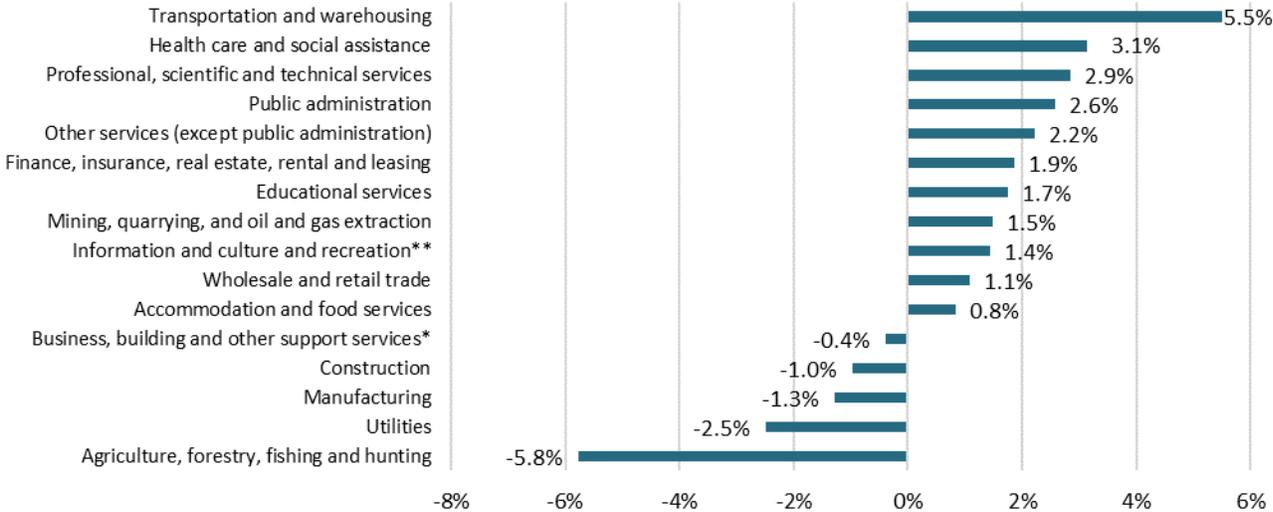
¹¹ [OECD Data Explorer • Quarterly real GDP growth - OECD countries](#). Using quarterly growth rate from Q2 2023 to Q1 2024, among G7 economies, the US had the highest average growth rate (0.7) in 2023-24 followed by France (0.3), Italy (0.2), Canada and UK (0.1) and Germany (-0.1).

¹² [OECD Data Explorer • Quarterly GDP per capita](#).

fiscal year and is now below pre-pandemic levels.¹³ These declines can be attributed to low economic growth and recent increase in population.

A closer look at industry level (consult Chart 2) showed that the resilience of the Canadian economy was uneven across sectors during 2023-24. While most industries experienced GDP growth compared to 2022-23, some contracted. The sectors with the highest growth in 2023-24 were Transport and warehousing, Health care and social assistance, and Professional, scientific and technical services. Production levels in these sectors (Transport and warehousing, Health care and social assistance and Professional, scientific and technical services) in March 2024 exceeded their pre-pandemic levels of February 2020. Sectors with the largest declines were Agriculture, forestry, fishing, and hunting, followed by Utilities, and Manufacturing. Although Accommodation and food services increased between the 2 fiscal years, they remained below their pre-pandemic levels.

Chart 2 – Change in real gross domestic product by industry, Canada, 2022-23 to 2023-24



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

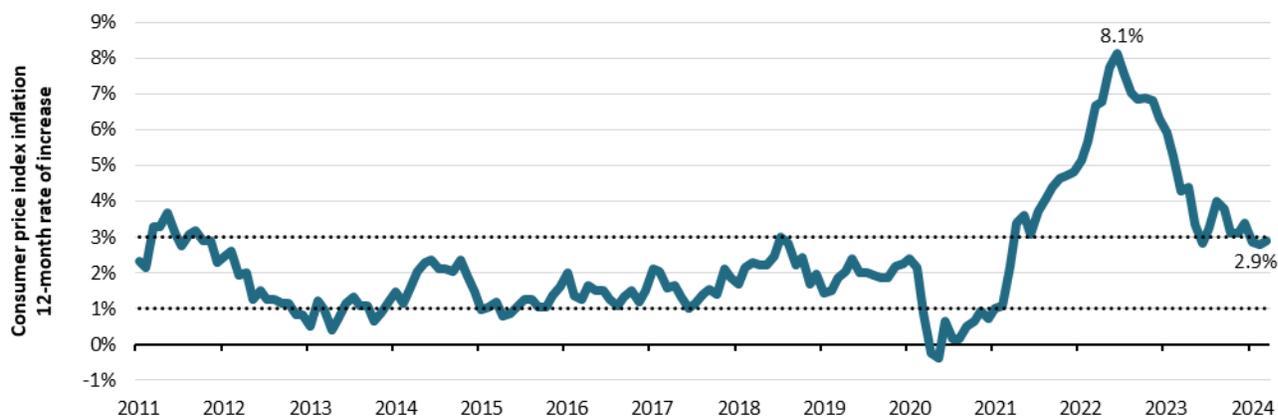
** Includes information and cultural industries and arts, entertainment, and recreation industries.

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

The inflation rate in Canada has decreased significantly over the 2023-24 period, although it remained above the Bank of Canada’s target level of 2%. The year-over-year change in the Consumer Price Index (CPI), or CPI inflation, fell from a peak of 8.1% in June 2022 to 2.9% in March 2024 (consult Chart 3). This decline was largely due to higher interest rates, falling energy prices and improvements in global supply chain conditions.

¹³ [Canada’s gross domestic product per capita: Perspectives on the return to trend \(statcan.gc.ca\).](https://www150.statcan.gc.ca/n1/pub/62-625-x/2023001/article/00001-eng.htm)

Chart 3 – Year-over-year change in the Consumer Price Index (CPI), Canada, January 2011 to March 2024, not seasonally adjusted



Note: The dotted lines indicate 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, April 2024.

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

To combat higher inflation, the Bank of Canada raised its policy interest rate by 50 basis points or 0.5 percentage points (p.p.) in 2023-24, from 4.5% in April 2023 to 5.0% in March 2024.¹⁴ In general, the purpose of policy interest rate hikes is to slow down the economic activity by reducing inflationary pressures and aggregate demand which has direct impacts on unemployment levels and job creation. Considering the evolutions of real GDP growth and CPI inflation in 2023-24, we observe that tighter monetary policy (increase of the interest rate) effectively slow down aggregate demand for goods and services and eased inflationary pressures in Canada.

1.2 The Canadian labour market

This section highlights key labour market developments in Canada during 2023-24, including several elements related to the administration of the EI program.¹⁵ Overall, the Canadian labour market during this period was characterised by significant population growth, moderate employment growth, a higher national unemployment rate, and slowly easing labour market conditions.^{16 17}

Labour force and participation rate

In 2023, Canada’s population increased by over 1 million individuals, resulting in a 3.2% growth rate in population, the highest in Canada since 1957. The population surge was mostly driven by international

¹⁴ [Monetary Policy Report – April 2023 - Bank of Canada](#); [Monetary Policy Report – January 2024 - Bank of Canada](#).

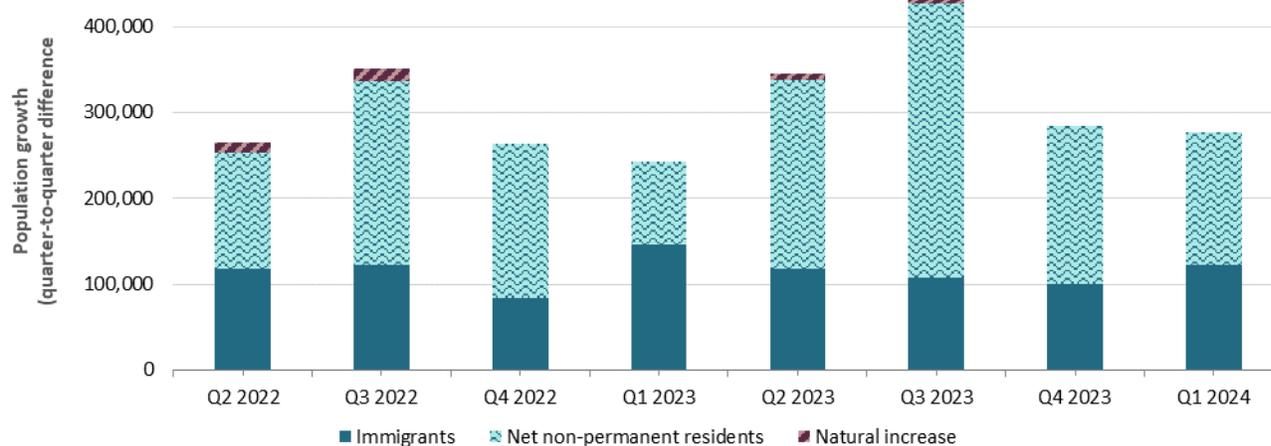
¹⁵ Figures for Canada’s labour force, employment, unemployment, duration of unemployment, reasons for unemployment, hours worked, and hourly wages exclude the territories, while figures for job vacancies and weekly earnings include all provinces and territories. Figures in this section come from Statistics 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 “easing” if vacant jobs are scarce and available workers are plentiful. The reverse applies for a tight labour market. This relationship is usually reflected by the unemployment-to-vacancy (UV) ratio. Higher UV ratio reflects an easing labour market while a lower UV ratio illustrates a tight labour market.

migration (both permanent and temporary immigration), which accounted for 97.6% of this growth (consult Chart 4).¹⁸

Chart 4 – Components of quarterly population growth in Canada, Q2 2022 to Q1 2024



Source: Statistics Canada, Table 17-10-0040-01, Table 17-10-0059-01 and Table: 17-10-0009-01. Population is the estimated number of Canadians whose usual place of residence is within Canada. Population growth is the change in population between 2 successive quarters. Natural increase is the difference between the numbers of births and deaths. Net non-permanent residents represent the difference between the inflows and outflows of non-permanent residents to Canada between 2 dates. Immigrant refers to a person who is a permanent resident or a landed immigrant.

A key impact of this change was that Canada’s labour force grew by 3.3% (+686,775, from 21.0 million to 21.7 million) between 2022-23 and 2023-24.¹⁹ During this period, the working-age population expanded by 3.0%, but the participation rate remained unchanged at 65.7%.²⁰

The unchanged national participation rate masks significant variations by age groups. The participation rate for older (55 years and over) and core-aged people (25 to 54 years) marginally increased, while it declined for youth (15 to 24 years). Participation in the labour market is driven by 2 factors (changes in labour force and working age population). The core-aged working age population (3.5%) and their labour force (3.7%) grew at similar pace; hence their participation rate remained relatively unchanged (+0.2 p.p.). Similarly, the older people working age population (1.8%), and their labour force (2.3%) increased at a similar pace, resulting in a slight change in their participation rate (+0.2 p.p.). In contrast, the youth working age population expanded by 4.5%, while their labour force increased by 2.7%, leading to a decline in their participation rate (-1.1 p.p.)

Employment and employment rate

During the reporting period, total employment grew by 2.0%, from 20.2 million in March 2023 to 20.6 million in March 2024. While the employment level was above its pre-pandemic level of 19.2 million in

¹⁸ [The Daily — Canada's population estimates: Strong population growth in 2023 \(statcan.gc.ca\).](https://www150.statcan.gc.ca/n1/pub/26-262-x/2023001/article/00001-eng.htm)

¹⁹ 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.

²⁰ Working-age population is the number of persons of working age, 15 years and over from the LFS Table: 14-10-0287-01. This is different from the Census Canadian population estimate used in Chart 4 from StatsCan Table: 17-10-0009-01. Participation rate is the number of labour force participants (comprised of those who were employed- and unemployed, combined) expressed as a percentage of the working-age population.

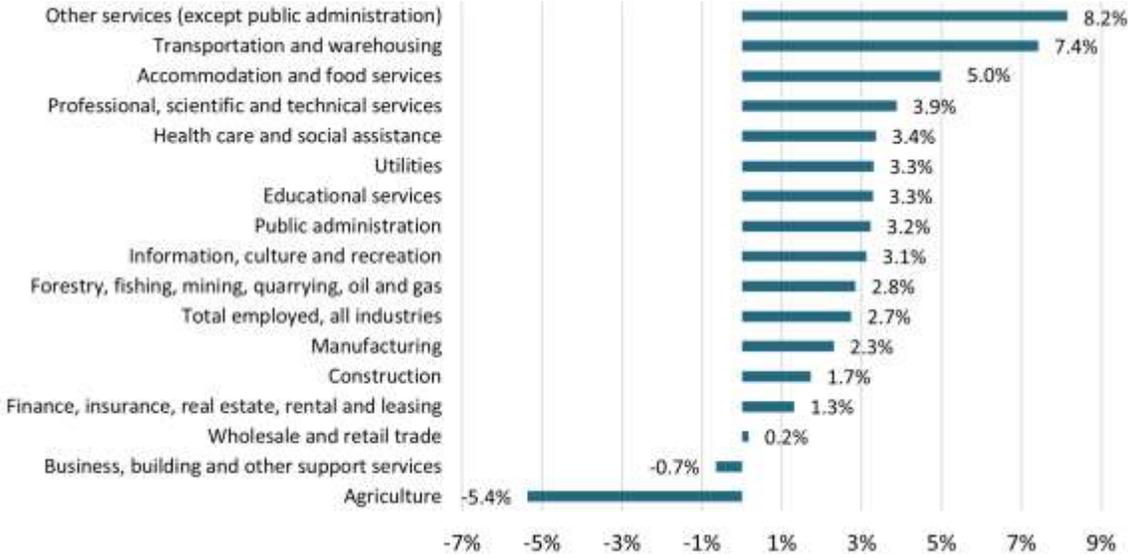
February 2020, it was insufficient to absorb the labour force expansion, resulting in a rise in the national unemployment rate.

During this fiscal period, employment trends varied widely depending on the type of workers, the size of firms, the age and gender of individuals. The average number of part-time employees increased by 118,200 (+2.2%), while full-time employees rose by 282,200 (+1.7%) over the same period.

Employment growth was higher for employees in the public sector (+4.2%) than for private sector employees (+1.6%), while self-employment rose only by 0.5% (+13,700). In 2023-24, the number of employees in the public and private sectors continued to exceed their pre-pandemic levels from February 2020 while self-employment lagged its pre-pandemic level and has been trending downward, indicating that workers are becoming less likely to be self-employed and more likely to be paid employees. Employment increased only in large enterprises²¹ (500 employees and over).²² Nearly half of all employed individuals (47.0%) worked in large enterprises in the last quarter of 2023-24.

Between 2022-23 and 2023-24, most industry sectors registered employment growth and returned to their pre-pandemic levels. The 3 broad sectors with the largest employment increases during the reporting period were Other services (except public administration), followed by Transportation and warehousing and Accommodation and food services. In contrast, Agriculture, as well as Business, building and other support services were the 2 sectors that registered declines in employment (consult Chart 5).

Chart 5 – Change in employment by industry, Canada, 2022-23 to 2023-24



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

²¹ Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01, quarterly seasonally unadjusted.
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.

When looking at employment changes by age group, core-aged individuals had the biggest increase in employment (+3.2%) in 2023-24 compared to 2022-23, followed by older people (+2.4%), and youth (+1.1%).

During the 2023-24 period, men represented on average 55.9% of full-time workers while women accounted for 44.1%. Conversely, women represented on average 62.2% of part-time workers, whereas men accounted for 37.8%. These proportions were similar to the previous fiscal year. However, between the 2 fiscal years, full-time employment increased by 2.5% for men and 3.1% for women. Part-time employment rose by 7.5% for men but decreased by 0.4% for women.

The increase in total employment does not account for changes in the working-age population. Conversely, the employment rate, which measures the proportion of people aged 15 years and over who were employed during a given period, takes changes in the working-age population into account. The employment rate dropped by 0.2 p.p., from 62.2% in 2022-23 to 62.1% in 2023-24. This decline was largely due to a significant increase in the working-age population, driven mainly by international migration as mentioned earlier. At the international level, Canada had the highest employment rate among G7 countries during this period.²³ Looking at employment rate trends across gender groups, the employment rate for men remained unchanged while that for women was lower in 2023-24 compared to the previous fiscal year (-0.3 p.p.). Among age groups, the youth had the largest drop, down by 1.9 p.p. to 57.2% compared to core-aged people who experienced only a smaller decrease (-0.3 p.p.). Conversely, older people employment rate slightly increased (+0.2 p.p.) and was the lowest (35.1%) among all age groups in 2023-24.

Unemployment and unemployment rate

Unemployment rate is a key factor in determining a claimant's eligibility for EI regular benefits. A lower unemployment rate in an EI economic region translates into a higher number of hours of insurable employment required within the qualifying period for a claimant that resides in that region to be eligible for EI regular benefits.²⁴ Additionally, the unemployment rate in an EI economic region also plays a role in determining the EI regular benefit a claimant can receive and the number of weeks of insurable earnings (known as the divisor) used to calculate their weekly benefit rate. Regional variations in the unemployment rates are discussed in subsection 1.3.

The number of unemployed individuals rose from 1.1 million in 2022-23 to 1.2 million in 2023-24, representing an increase of 13.3%. The unemployment level in 2023-24 corresponds to the pre-pandemic level of 1.2 million recorded in 2019-20. Along with the growth in the labour force during the same period, the unemployment rate increased by 0.5 p.p., from 5.1% in 2022-23 to 5.6% in 2023-24 but remained below the pre-pandemic level of 5.9% in 2019-20. Unemployment rates varied significantly by age and gender. In 2023-24, women had a slightly lower unemployment rate than men (5.4% vs 5.8%) but the change in unemployment rate between the 2 fiscal years was the same for both men and women (+0.5 p.p.). By age group, the youth faced the highest unemployment rate at 11.1%, compared to 4.7% for core-

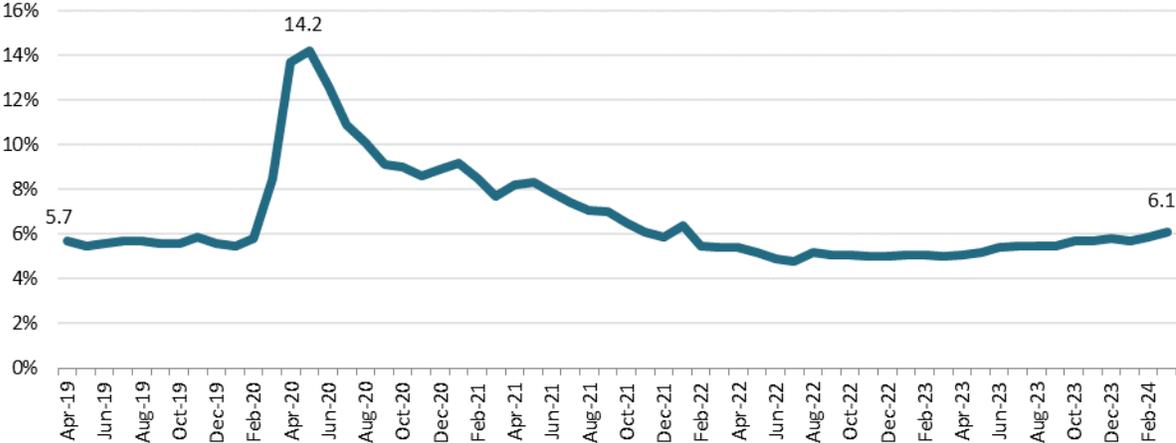
²³ [OECD Data Explorer • Employment rate](#). The average employment rate across G7 economies is 58.7 during the 2023-24 period.

²⁴ The claimant must have worked a minimum number of hours of insurable employment during their qualifying period varying from 420 hours to 700 hours, depending on the regional unemployment rate where they lived at the time the claim is established. Consult [Chapter II](#) for further details regarding the eligibility for EI regular benefits.

aged and 4.5% for older people. The unemployment rate of youth increased by 1.3 p.p. while that of core-aged had an increase of 0.5 p.p. The unemployment rate of older people decreased marginally (-0.1 p.p.) compared to the previous fiscal year.

Throughout 2023-24, the monthly unemployment rate continued to rise from its record low but remained well below the previous peak during the pandemic. It increased from 5.1% in April 2023 to 6.1% in March 2024, representing an increase of 1.0 p.p. during this period (consult Chart 6).

Chart 6 – Unemployment rate, Canada, April 2019 to March 2024



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

Factors influencing job expectations

A recent departmental study* evaluates how the EI program mitigates the impact of unemployment on jobless individuals and identifies key factors driving employment expectations among unemployed individuals, including both Employment Insurance (EI) benefits recipients and non-recipients.

Using Employment Insurance Coverage Survey (EICS) data from 2000 to 2019, the study finds that approximately 7.3 million unemployed individuals received EI benefits (recipients) and 14.6 million did not (non-recipients) during this period. Among unemployed recipients, approximately 70% expected to find a job within the next 3 months, compared to 60% of unemployed non-recipients.

Several factors including their demographic characteristics, previous employment, and job search activities influence employment expectations for both groups. Specifically, unemployed individuals had higher likelihood of expecting to find employment if, for example, they were men, younger, single-earner family members, Canadian-born, Quebec residents, job seekers who directly contacted employers and less attached to their previous employer. Additionally, unemployed recipients receiving a greater amount of EI benefits or receiving benefits for a shorter duration (6 months or less) were more optimistic about finding a job.

The share of unemployed individuals expecting to find a job varies with the Canadian economy, declining during downturns and rising in booms. The study reports a fall in job expectations among

the unemployed of 6 percentage points (p.p.) during the 2001 slowdown and 16 p.p. during the Great Recession. Job expectations also closely follow labor market trends. Declines in unemployment were associated with increasing optimism among unemployed individuals for finding a job.

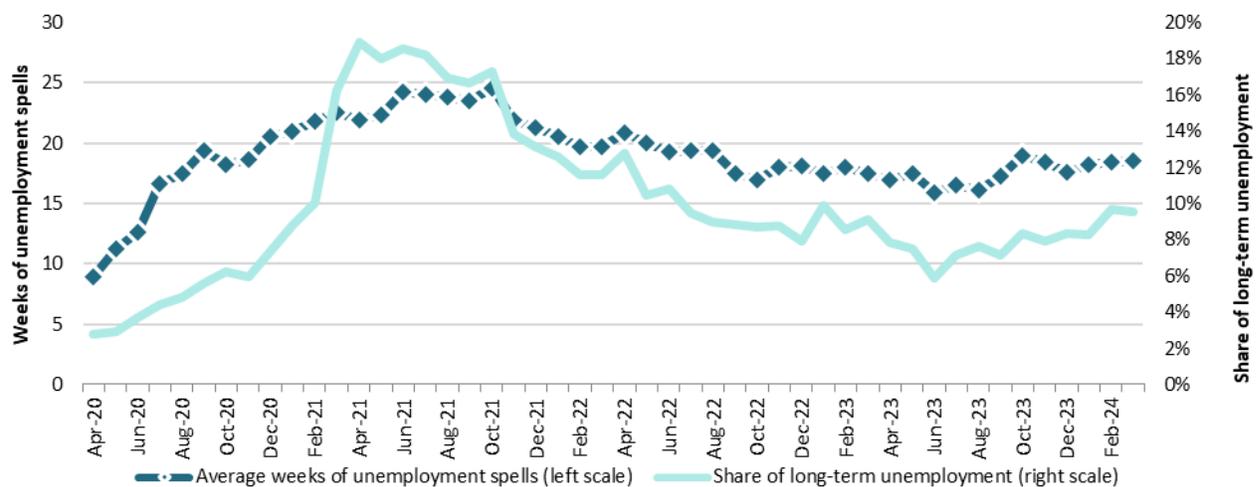
* ESDC, Factors influencing job expectations. (Ottawa: ESDC, Labour Market Information Directorate, 2025)

Duration of unemployment²⁵

Although the national unemployment rate increased in 2023-24 compared to the previous fiscal year, 2 indicators measuring the duration of unemployment showed downward trends.

First, the average duration of unemployment spells (the number of continuous weeks of unemployment where an individual is looking for work or is on temporary layoff) decreased from 18.5 weeks in 2022-23 to an average of 17.5 weeks in 2023-24, representing a reduction of 1.0 week (consult Chart 7). This was closer to the pre-pandemic average of 16.1 weeks in 2019-20.

Chart 7 – Average duration of unemployment (in weeks) and share of long-term unemployment (% unemployed for 52 weeks or more), Canada, April 2020 to March 2024



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

Second, the share of long-term unemployment (those looking for work for 52 weeks or more²⁶) dropped from 9.5% in 2022-23 to 8.0% in 2023-24, representing a decrease of 1.6 p.p. This was closer to the pre-pandemic level of 7.5% in 2019-20. However, in absolute terms, the number of long-term unemployed increased from 85,000 in April 2023 to 127,600 in March 2024. Canada had the lowest number of long-term unemployed among G7 countries in 2023.²⁷

²⁵ Statistics Canada, Labour Force Survey, Table 14-10-0342-01.

²⁶ 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 aligns with the qualifying period to be eligible for EI benefits (consult [Section 2.1](#) of Chapter II for more details).

²⁷ [OECD Data Explorer • Unemployment by duration](#).

There are substantial differences in unemployment duration by age and gender. Older people generally experience longer durations of unemployment compared to the youth because as workers age, their chances of finding a job decrease, making it more difficult for them to re-enter the labour market.²⁸ In 2023-24, the average duration of unemployment was 24.6 weeks for older people, compared to 18.5 weeks for core-aged people and 11.6 weeks for youth. Compared to 2022-23, the duration decreased by 3.2 weeks for older people, by 1.2 weeks for core-aged people, while it increased by 1.6 weeks for youth. The share of long-term unemployed was respectively 10.5% for older people, 8.8% for core-aged people and 4.0% for youth. This represented a decrease of 4.0 p.p. for older people, 1.7 p.p. for core-aged people and an increase of 0.5 p.p. for youth compared to 2022-23.

By gender, men experienced an average unemployment duration of 17.9 weeks, slightly longer than women, who had an average of 17.2 weeks. In 2023-24, the duration decreased by 1.6 weeks for men and only 0.4 week for women compared to 2022-23. The share of long-term unemployment was 8.4% for men and 7.5% for women in 2023-24. Compared to the previous fiscal year, the share of long-term unemployment decreased by 1.9 p.p. for men and 1.1 p.p. for women.

Reason for unemployment²⁹

In general, workers can become unemployed for various reasons, and the cause of unemployment is a key factor in determining if an individual is eligible for EI benefits. EI regular benefits are available only to unemployed individuals with a valid reason for job separation according to the *Employment Insurance Act*.

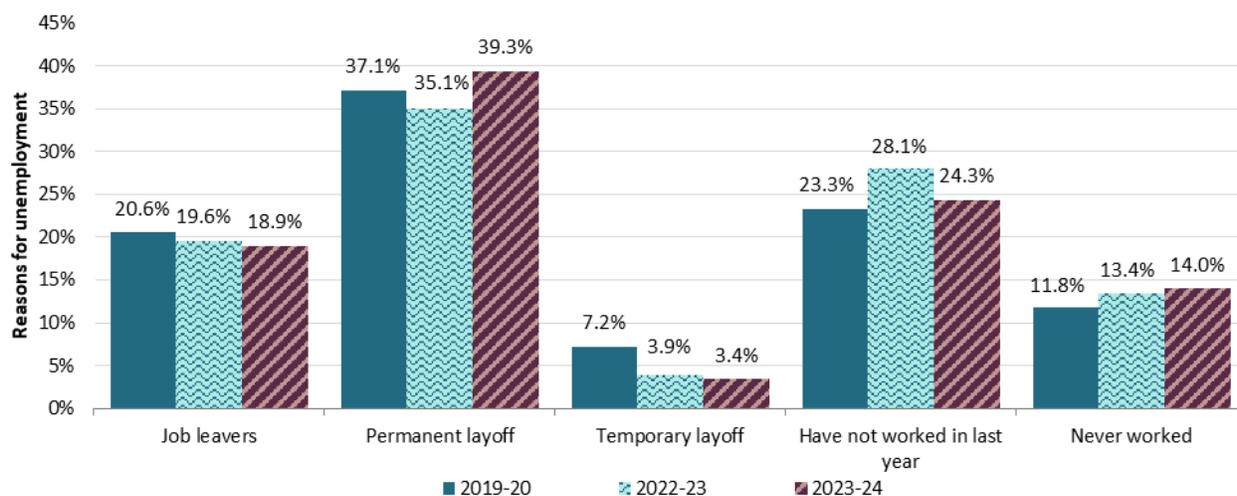
The Labour Force Survey reports 5 categories of reasons for unemployment: job leavers, permanent layoff, temporary layoff, not worked in last year and never worked.³⁰ Of these, permanent and temporary layoff are most relevant to the administration of the EI program. Between the 2 fiscal years (2022-23 and 2023-24), unemployment due to permanent layoffs represented the largest share of all unemployment, increasing on average from 35.1% in 2022-23 to 39.3% in 2023-24, surpassing its pre-pandemic level of 37.1% in 2019-20. The proportion of unemployed individuals who did not work in the last year declined from 28.1% to 24.3%, remaining above its pre-pandemic level of 23.3%. Similarly, the share of job leavers fell from 19.6% to 18.9%, dropping below its pre-pandemic level of 20.6%. The share of individuals who never worked rose from 13.4% to 14.0%, exceeding its pre-pandemic level of 11.8%. Lastly, the share of temporary layoffs decreased from 3.9% to 3.4%, falling below its pre-pandemic level of 7.2% (consult Chart 8).

²⁸ [Unemployment among younger and older individuals: does conventional data about unemployment tell us the whole story? | Journal for Labour Market Research | Full Text \(springeropen.com\)](#)

²⁹ Statistics Canada, Labour Force Survey, Table 14-10-0125-01, unadjusted for seasonality.

³⁰ Reason why individuals left is only known for those who worked in the previous 12 months.

Chart 8 – Share of unemployment by reason for unemployment, Canada, 2019-20 to 2023-24



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

Hours of work³¹

Hours of work are 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 during the qualifying period to be eligible to receive EI benefits. The number of hours of insurable employment also determines, along with the regional unemployment rate, the maximum number of weeks of EI regular benefits that a claimant is entitled to receive.

In 2023-24, the average number of hours Canadians usually worked per week across all jobs was 36.5, remaining virtually unchanged from 2022-23. In contrast, the average number of actual hours worked reflects temporary decreases or increases in work hours, for example, hours lost due to illness or vacation or more hours worked due to overtime. The average number of hours Canadians actually worked per week was 32.9, showing a slight change from the previous fiscal year (32.8).

Job vacancies³² and labour market tightness

Job vacancies is the number of unoccupied positions for which employers are actively seeking workers, whereas the job vacancy rate is number of job vacancies expressed as a proportion of total labour demand (both occupied and vacant jobs).

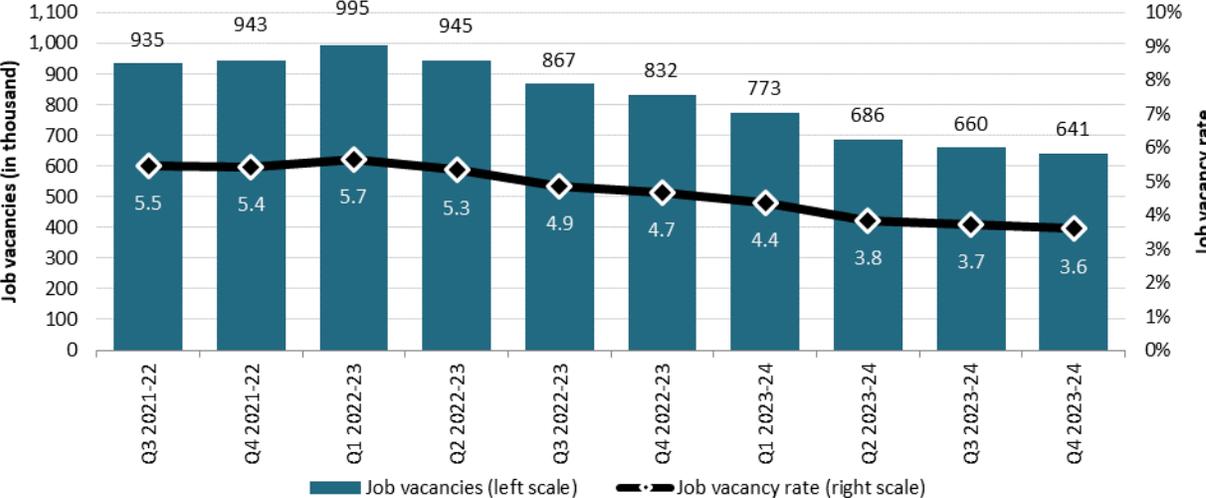
During the 2023-24 period, both job vacancies and job vacancy rates have been steadily declining, nearing pre-pandemic levels. The number of job vacancies fell from 832,000 in the last quarter of 2022-23 to 641,000 in the last quarter of 2023-24, exceeding the average pre-pandemic level of 540,000 in 2019-20 and representing a decline of 22.9% compared to the same quarter in the previous fiscal year. Similarly, the job vacancy rate decreased from 4.7% in the last quarter of 2022-23 to 3.6% in the last quarter of 2023-24,

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

³² Statistics Canada, Job Vacancies, payroll employees and job vacancy rate by provinces and territories, monthly Table 14-10-0432-01, seasonally adjusted.

surpassing the pre-pandemic level of 3.2% in 2019-20, representing a decrease of 1.1 p.p. between the 2 quarters (consult Chart 9).

Chart 9 – Job vacancies and job vacancy rates, Canada, third quarter of 2021-22 to fourth quarter of 2023-24

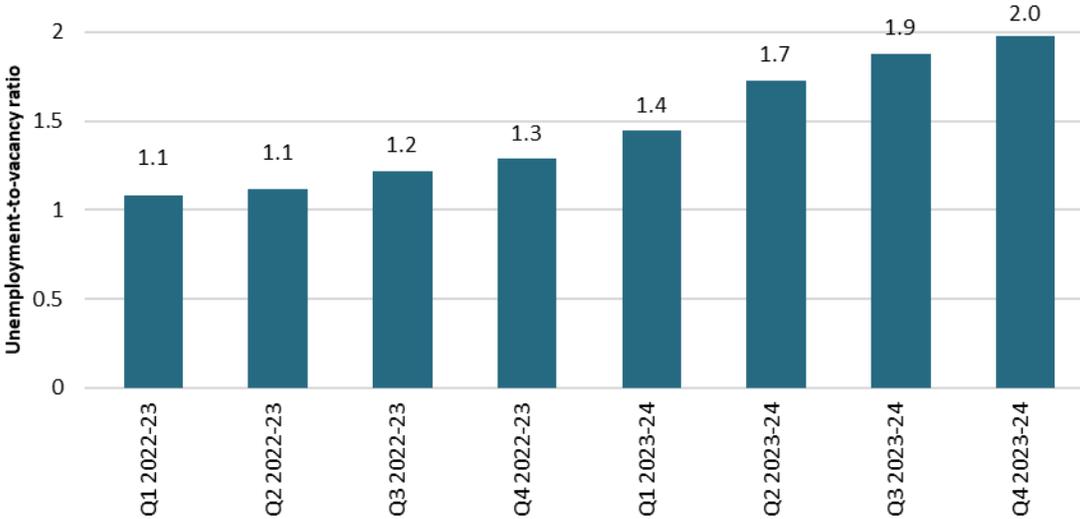


Source: Statistics Canada, Job vacancies, payroll employees and job vacancy rate by provinces and territories, monthly Table 14-10-0432-01, seasonally adjusted.

An indicator of labour market tightness is the unemployment-to-vacancy (UV) ratio. This ratio measures the potential number of available unemployed people for each vacant position. A lower UV ratio indicates a tighter labour market characterized by more job vacancies and fewer unemployed persons available to fill up vacant positions, possibly leading to longer vacancy durations. Conversely, a higher UV ratio corresponds to easing of the labour market with more unemployed persons and fewer job vacancies, making it easier for firms to fill up vacant positions. A comparison of the UV ratio between 2 points in time indicates how labour market conditions evolve over the period.

During the 2023-24 period, the UV ratio has been on an upward trend (consult Chart 10). The UV ratio increased from 1.3 in the last quarter of 2022-23 to 2.0 in the last quarter of 2023-24. The UV ratio for the first 3 quarters of 2023-24 was also higher compared to the same periods in the previous fiscal year, indicating that labour market conditions have been steadily easing. The continued easing of the labour market is partially explained by the strong population growth driven by international migration (permanent immigration and non-permanents residents) and a slowdown in aggregate demand for good and services.

Chart 10 – Unemployment-to-vacancy ratio, Canada, 2022-23 to 2023-24



Sources: Statistics Canada, Job Vacancies, payroll employees and job vacancy rate by provinces and territories, monthly Table 14-10-0432-01, seasonally adjusted (for job vacancies) and Labour Force Survey, Table 14-10-0287-01 seasonally adjusted (for unemployment). Data on job vacancies and unemployment for Canada exclude territories.

Job vacancies and job vacancy rates varied substantially across industries. A decrease in levels of job vacancies has been observed in all industrial groups between the last quarter of 2022-23 and the last quarter of 2023-24 (consult Table 1). Information, culture, and recreation, Manufacturing, and Accommodation and food services had the most substantial declines in levels of job vacancies while Public administration, Educational services, and Health care and social assistance registered the smallest decreases in job vacancies among all industries.

Similarly, job vacancy rates also decreased for all industrial groups. Accommodation and food services, and Business, building and other support services had the largest decreases in job vacancy rates, whereas Education services, Public administration and Utilities registered the smallest reductions in job vacancy rates among industries between the last quarter of the previous fiscal year and the last quarter of 2023-24 (consult Table 1).

Table 1 – Job vacancies and job vacancy rates, by industry, Canada, fourth quarter of 2022-23 and 2023-24

Industry	Job vacancies Q4 2022-23	Job vacancies Q4 2023-24	Job vacancies change (%) Q4 2022-23 to Q4 2023-24	Job vacancy rate Q4 2022-23 (%)	Job vacancy rate Q4 2023-24 (%)	Job vacancy rate change (% points) Q4 2022-23 to Q4 2023-24
Agriculture, forestry, fishing, and hunting	12,750	9,215	-27.3%	5.0	3.7	-1.3
Mining, quarrying, and oil and gas extraction	8,330	5,805	-30.2%	3.8	2.7	-1.1
Utilities	3,095	2,820	-8.4%	2.3	2.1	-0.2
Construction	69,560	52,150	-25.2%	5.7	4.3	-1.4
Manufacturing	64,005	42,240	-34.2%	3.9	2.6	-1.3
Wholesale and retail trade	122,745	84,170	-31.4%	4.1	2.9	-1.2
Transportation and warehousing	45,665	36,220	-20.2%	5.2	4.1	-1.1
Information, culture, and recreation	29,045	18,630	-35.9%	2.5	1.6	-0.9
Finance, insurance, real estate, rental and leasing	42,145	30,330	-28.0%	3.6	2.6	-1.0
Professional, scientific and technical services	51,750	43,830	-15.2%	4.1	3.5	-0.6
Business, building and other support services	54,780	40,220	-26.3%	9.2	6.8	-2.4
Educational services	23,905	22,830	-4.5%	1.7	1.6	-0.1
Health care and social assistance	144,750	135,560	-6.4%	6.0	5.5	-0.5
Accommodation and food services	109,930	72,910	-34.0%	7.9	5.3	-2.6
Other services (except public administration)	37,335	29,645	-20.2%	6.3	4.9	-1.4
Public administration	14,745	14,565	-1.5%	2.7	2.5	-0.2
All industries	834,535	641,140	-23.1%	4.7	3.6	-1.1

Source: Statistics Canada, Job vacancies, payroll employees, and job vacancy rate by industry sector, quarterly, Table 14-10-0400-01, adjusted for seasonality

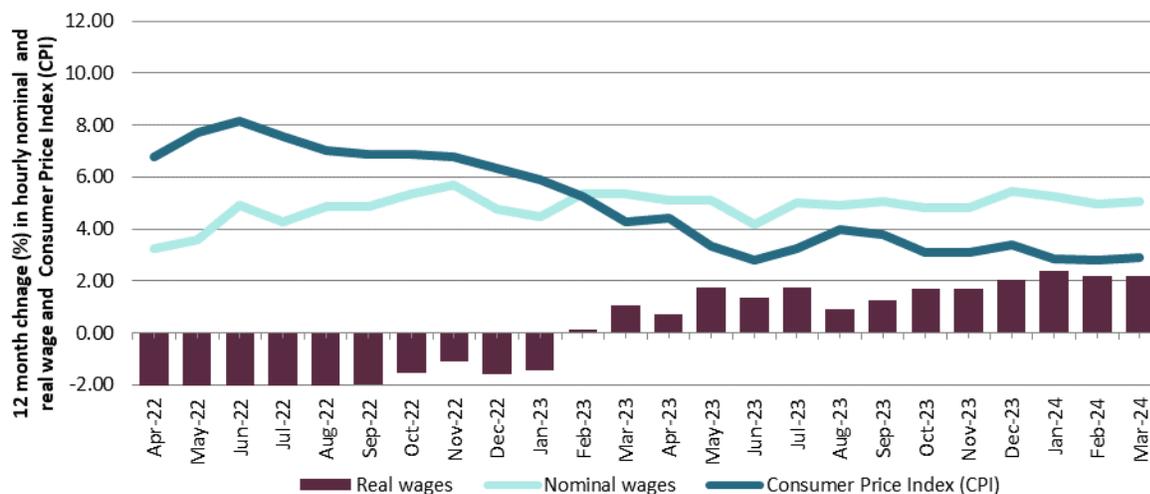
Wages³³

Employment earnings are another important factor for the administration of the EI program. They determine the EI premiums paid by both employers and employees, as well as the level of benefits claimants are eligible to receive. Employment earnings can be a combination of hourly wages and hours worked, a fixed amount paid for a specific period (a week, for example) or in the form of commissions, tips, or bonuses. To better understand the evolution of wages in Canada, we analyzed key indicators such as average hourly nominal wages and average weekly earnings.

The evolution of nominal wages can be influenced by several factors including labour productivity, labour market tightness, inflation, demographic shifts, structural changes in the labour market such as minimum wage increases. As an example, an increase in inflation and a tighter labour market are more likely to generate an increase in nominal wages. Unlike in the previous fiscal year, nominal wages have been increasing at a higher rate than inflation in 2023-24, hence real wages are growing. Since February 2023, the nominal wage growth has outpaced inflation, following 2 consecutive years of sluggish growth. Nominal wages have grown on average by 5.0% while inflation have risen by 3.3%, resulting in average growth in real wages of 1.7% in 2023-24 (consult Chart 11).

³³ Statistics Canada, Labour Force Survey, Table 14-10-0063-01, unadjusted for seasonality.

Chart 11 – Nominal and real hourly wage growth and CPI inflation, April 2022 to March 2024



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

Another key indicator is average nominal weekly earnings. This measure is influenced not only by gross weekly nominal earnings by an employee (including overtime), but also by the number of weekly hours worked by an employee (including overtime). While the average weekly hours worked by an employee remained relatively unchanged compared to the previous fiscal year, the average nominal weekly earnings increased by 3.9%, rising from \$1,171 in 2022-23 to \$1,217 in 2023-24, which is equivalent to a \$45.42 increase in weekly earnings.³⁴

1.3 Canada’s regional labour market

Labour market developments at the national level may not be consistently observed across regions. This subsection examines the evolution of some key labour market indicators at the provincial and territorial levels in Canada.³⁵

Labour force and participation rate

In 2023-24, all provinces, and Yukon registered labour force increases compared to 2022-23. Prince Edward Island had the highest growth in its labour force followed by Yukon and Alberta during this period (consult Table 2). Conversely, the Northwest Territories and Nunavut experienced decreases in labour force growth between the 2 fiscal years (consult Table 2).

While the national participation rate in Canada for 2023-24 remained unchanged compared to the previous fiscal year, significant variations were noted at the provincial and territorial levels. Prince Edward Island and Yukon were the only regions to register significant increases in their participation rates while the

³⁴ Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, all employees and including overtime, seasonally unadjusted (for nominal weekly earning) and Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted (for CPI).

³⁵ 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, 3-month moving average, seasonally adjusted data.

Northwest Territories and Nunavut recorded the largest declines in participation rates over the 2 fiscal periods (consult Table 2).

Table 2 – Change in labour force and labour force participation rate, by province or territory, Canada, 2022-23 to 2023-24.

Province or territory	Change in labour force 2022-23 to 2023-24	Participation rate 2022-23	Participation rate 2023-24	Change in participation rate (% points) 2022-23 to 2023-24
Newfoundland and Labrador	+1.1%	58.0%	57.8%	-0.2
Prince Edward Island	+7.6%	64.6%	66.8%	+2.1
Nova Scotia	+3.1%	61.8%	61.9%	+0.1
New Brunswick	+2.8%	60.6%	60.4%	-0.2
Quebec	+2.8%	64.7%	64.7%	0.0
Ontario	+3.4%	65.5%	65.6%	+0.1
Manitoba	+3.4%	66.7%	66.9%	+0.3
Saskatchewan	+2.2%	67.6%	67.2%	-0.3
Alberta	+4.0%	69.7%	69.5%	-0.2
British Columbia	+3.5%	65.6%	65.8%	+0.3
Yukon	+5.2%	72.8%	74.5%	+1.7
Northwest Territories	-2.3%	75.7%	73.4%	-2.3
Nunavut	-2.1%	63.9%	61.6%	-2.3
Canada*	+3.3%	65.6%	65.7%	0.2

* 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, seasonally adjusted data.

Employment and employment rate

In 2023-24, all provinces and Yukon had an increase in employment compared to 2022-23. Prince Edward Island, Yukon and Alberta recorded the highest growth in employment during this period (consult Table 3).

Although the national employment rate declined by 0.2 p.p. over the 2 fiscal years, significant variations were observed at the provincial and territorial levels. Overall, 7 out of 13 regions experienced decreases in employment rates, except for Yukon, Prince Edward Island, and Newfoundland and Labrador which saw employment rates increases between the 2 fiscal years. Quebec, Nunavut, and Manitoba were the only regions where employment rates remained unchanged.

Table 3 – Change in employment and employment rate, by province or territory, Canada, 2022-23 to 2023-24.

Province or territory	Change in employment 2022-23 to 2023-24	Employment rate 2022-23	Employment rate 2023-24	Change in employment rate (% points) 2022-23 to 2023-24
Newfoundland and Labrador	+1.9%	52.0%	52.2%	+0.2
Prince Edward Island	+7.3%	60.0%	61.0%	+1.0
Nova Scotia	+2.7%	57.9%	57.8%	-0.1
New Brunswick	+2.8%	56.4%	56.3%	-0.1
Quebec	+2.3%	62.0%	62.0%	0.0
Ontario	+2.7%	62.0%	61.7%	-0.3
Manitoba	+2.7%	63.7%	63.6%	0.0
Saskatchewan	+1.8%	64.5%	63.9%	-0.6
Alberta	+3.6%	65.7%	65.3%	-0.4
British Columbia	+2.7%	62.6%	62.3%	-0.2
Yukon	+5.4%	69.8%	71.6%	+1.8
Northwest Territories	-2.9%	71.7%	69.0%	-2.6
Nunavut	-2.0%	55.8%	55.8%	0.0
Canada*	+2.7%	62.2%	62.1%	-0.2

* 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.

Employment insurance receipt, the local unemployment and employment among temporary residents

Temporary Residents (TRs) in Canada include visitors, students, workers, and other TR permit holders. Foreign nationals can work under either the Temporary Foreign Worker Program (TFWP) which issues employer-specific work permits and require a positive Labour Market Impact Assessment (LMIA), or the International Mobility Program (IMP), which grants both employer-specific and open work permits depending on program stream. The International Student Program (ISP) issues study permits and allows students to work on- and off-campus without a work permit.

TRs help offset the impact of Canada's shrinking working age population due to population ageing and contribute to mitigating labor shortages in most regions and sectors. A recent departmental study* analyses how the employment of TRs holding all permit types affects local labour market conditions, and the receipt of Employment Insurance (EI) benefits across different EI regions. Using data from the Employment Insurance Coverage Survey (EICS), the Canadian Employer-Employee Dynamics Database (CEEDD) and Labour Force Surveys (LFS) from 2014 to 2019, the study finds that approximately 80.1% of TRs who filed taxes during this period were employed, with their employment rate across EI regions varying from 65.5% in London to 95.0% in the Territories. TFWP work permit holders had the highest likelihood of being employed given that they held employer-specific work permits, followed by IMP work permit holders (which included TRs with open work permits) and study permit holders.

The study includes a complementary analysis to examine the marginal effects of the employment of TRs on labour market conditions in EI regions. The analysis finds that employed TRs, particularly TFWP work permit holders, were more likely to reside in EI regions with low unemployment rates (low-ranked EI regions), and low shares of the population of EI recipients of any type. Conversely, employed TRs holding other permit types were likely to be found in medium-ranked EI regions.

Furthermore, EI regions with the lowest proportion of EI benefits recipients also had the highest shares of employed TRs holding all permit types except for IMP work permit holders employed in the Agriculture, Forestry, Fishing and Hunting; Mining, Quarrying, and Oil and Gas Extraction sector who were more likely to reside in EI regions with higher shares of EI benefit recipients.

* ESDC, Employment insurance receipt, the local unemployment and employment among temporary residents. (Ottawa: ESDC, Labour Market Information Directorate, 2025)

Unemployment and unemployment rate

In 2023-24, all regions, except for Newfoundland and Labrador, Yukon and Nunavut, experienced increases in unemployment levels compared to the previous fiscal period. All in all, 6 out of 10 provinces experienced increases in unemployment levels above 10%. British Columbia, Ontario, and Manitoba registered the largest increases in unemployment while Newfoundland and Labrador, Yukon, and Nunavut experienced decreases during this period (consult Table 4).

During the same period, all provinces and Northwest Territories registered increases in their unemployment rates except for Newfoundland and Labrador, Yukon, and Nunavut which had decreases in their unemployment rates as the growth in their labour force exceeded the growth in their unemployment

levels. New Brunswick was the only province where the unemployment rate remained unchanged. In 2023-24, Yukon, and 4 provinces (Quebec, Manitoba, Saskatchewan, and British Columbia) had lower unemployment rates than the national unemployment rate (5.6%).

Table 4 – Change in unemployment and unemployment rate, by province or territory, Canada, 2022-23 to 2023-24.

Province or territory	Change in unemployment 2022-23 to 2023-24	Unemployment rate 2022-23	Unemployment rate 2023-24	Change in unemployment rate (% points) 2022-23 to 2023-24
Newfoundland and Labrador	-5.9%	10.5%	9.7%	-0.7
Prince Edward Island	+12.0%	7.1%	7.4%	+0.3
Nova Scotia	+8.2%	6.3%	6.6%	+0.3
New Brunswick	+2.6%	6.9%	6.8%	0.0
Quebec	+12.1%	4.2%	4.6%	+0.4
Ontario	+15.2%	5.3%	5.9%	+0.6
Manitoba	+15.2%	4.5%	4.9%	+0.4
Saskatchewan	+11.6%	4.5%	4.9%	+0.4
Alberta	+9.9%	5.6%	6.0%	+0.3
British Columbia	+20.4%	4.6%	5.3%	+0.8
Yukon	-4.9%	4.1%	3.7%	-0.4
Northwest Territories	+8.5%	5.4%	6.0%	+0.6
Nunavut	-3.2%	12.8%	12.7%	-0.1
Canada*	+13.3%	5.1%	5.6%	+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, seasonally adjusted data.

Duration of unemployment

In 2023-24, the average duration of unemployment in Canada was 5.5% lower than in 2022-23. Significant differences were noted at provincial level. Compared to 2022-23, all provinces had decreases in average unemployment duration in 2023-24, except for Manitoba, and British Columbia where average durations increased (consult Table 5). Prince Edward Island, Quebec, and Saskatchewan recorded the largest declines in average unemployment duration that exceeded the national average over the 2 fiscal periods. Alberta was the only province where the average unemployment duration remained unchanged.

Table 5 – Average weeks of unemployment, by province, Canada, 2022-23 to 2023-24

Province	Average weeks of unemployment 2022-23	Average weeks of unemployment 2023-24	Difference in average weeks of unemployment 2022-23 to 2023-24	Change (%) in average weeks of unemployment 2022-23 to 2023-24
Newfoundland and Labrador	18.8	17.7	-1.1	-5.9%
Prince Edward Island	19.8	14.1	-5.7	-28.7%
Nova Scotia	20.1	19.8	-0.3	-1.3%
New Brunswick	17.1	15.4	-1.7	-9.7%
Quebec	17.8	14.5	-3.3	-18.5%
Ontario	18.9	18.2	-0.7	-3.5%
Manitoba	18.3	19.0	0.7	3.7%
Saskatchewan	20.0	16.5	-3.5	-17.5%
Alberta	20.5	20.5	0.0	0.2%
British Columbia	17.0	17.7	0.6	3.8%
Canada	18.5	17.5	-1.0	-5.5%

* 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

In 2023-24, Canada had an increase of 0.3% in the average weekly hours actually worked compared to 2022-23. Significant variations were observed at provincial and territorial levels. Compared to the previous

fiscal year, the average weekly hours actually worked increased in all provinces except for Quebec, Saskatchewan and British Columbia which registered decreases (consult Table 6).

Over the same period, the average nominal weekly earnings and inflation increased in all provinces and territories compared to 2022-23. All regions, except for Saskatchewan, Alberta, and the Northwest Territories, had increases in nominal weekly earnings that exceeded their inflation, indicating that the purchasing power of the average worker in these regions improved in 2023-24. The change in average nominal weekly earnings was above the national average in all regions, except for Saskatchewan, Alberta, Ontario, New Brunswick, Northwest Territories and Nunavut (consult Table 6).

Table 6 – Nominal weekly earnings, weekly hours worked and consumer price index by province or territory, Canada, 2022-23 to 2023-24

Province or territory	Average weekly hours worked* 2023-24	Change in average weekly hours worked (%) 2022-23 to 2023-24	Average nominal weekly earnings** 2023-24	Change in average nominal weekly earnings (%) 2022-23 to 2023-24	Change in consumer price index (%) 2022-23 to 2023-24
Newfoundland and Labrador	34.2	1.5%	\$1,210	4.3%	2.7%
Prince Edward Island	34.4	1.3%	\$1,030	4.4%	1.9%
Nova Scotia	32.8	1.2%	\$1,082	5.3%	3.3%
New Brunswick	33.9	0.9%	\$1,115	3.6%	2.8%
Quebec	31.6	-0.8%	\$1,167	4.3%	4.0%
Ontario	33.2	0.8%	\$1,243	3.7%	3.2%
Manitoba	33.6	2.5%	\$1,114	4.2%	2.3%
Saskatchewan	33.7	-0.1%	\$1,174	2.3%	3.0%
Alberta	34.2	0.4%	\$1,291	2.4%	3.2%
British Columbia	32.2	-0.2%	\$1,230	5.0%	3.2%
Yukon	n.a.	n.a.	\$1,397	4.3%	3.8%
Northwest Territories	n.a.	n.a.	\$1,608	2.4%	2.5%
Nunavut	n.a.	n.a.	\$1,634	3.4%	2.4%
Canada***	32.9	0.3%	\$1,217	3.9%	3.3%

* 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 seasonally (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).

Job vacancies and labour market tightness

Job vacancies decreased in all provinces and territories except for Nunavut in the last quarter of 2023-24 compared to the same quarter in the previous fiscal year (consult Table 7). Prince Edward Island, Yukon, Quebec, and Ontario had the largest declines in job vacancies among all regions that exceeded the national average (-22.9%). Similarly, the job vacancy rate decreased in all regions except for Nunavut over the 2 fiscal years. Quebec, Ontario, British Columbia, and Yukon had higher decreases in job vacancy rates than the national average (-1.3 p.p.). In 2023-24, job vacancy rates varied significantly across regions. Saskatchewan, British Columbia, Quebec, Alberta, and all territories had higher job vacancy rates than the national average (3.9%) during this period (consult Table 7).

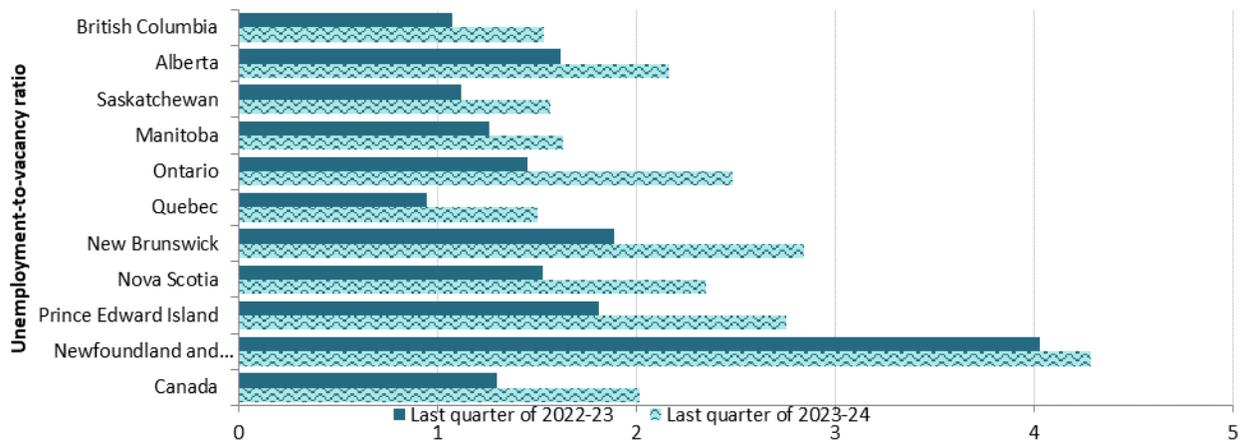
With the number of unemployed people rising and job vacancies decreasing in almost all regions, the UV ratio showed signs of easing in regional labour markets in 2023-24 although they remained relatively tight. The UV ratio was relatively low in all provinces in the last quarter of 2022-23 but increased in the last quarter of 2023-24, reflecting a loosening of the labour market over the 2 fiscal years (consult Chart 12).

Table 7 – Change in job vacancies, job vacancy rates and unemployment-to-vacancy ratio, by province and territory, Canada, 2023-24.

Province and territory	Change in number of job vacancies (%) Q4 of 2022-23 to Q4 of 2023-24	Job vacancy rate (%) 2023-24	Change in job vacancy rate (% points) 2022-23 to 2023-24	Unemployment-to-vacancy ratio 2023-24
Newfoundland and Labrador	-6.0%	3.2%	-0.3	3.9
Prince Edward Island	-27.3%	3.8%	-1.3	2.6
Nova Scotia	-21.6%	3.7%	-1.0	2.2
New Brunswick	-20.9%	3.6%	-0.8	2.4
Quebec	-27.2%	4.1%	-1.5	1.3
Ontario	-25.0%	3.5%	-1.4	2.1
Manitoba	-19.9%	3.8%	-0.7	1.6
Saskatchewan	-15.7%	4.4%	-0.5	1.3
Alberta	-17.3%	4.0%	-0.8	1.8
British Columbia	-19.0%	4.4%	-1.4	1.4
Yukon	-24.3%	5.2%	-2.2	0.9
Northwest Territories	-5.8%	5.4%	-1.2	1.2
Nunavut	25.8%	4.2%	0.8	3.9
Canada	-22.9%	3.9%	-1.3	1.8

Sources: Statistics Canada, Table 14-10-0432-01, Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality (for job vacancies) and Labour Force Survey, Table 14-10-0287-01, and Table 14-10-0292-01, adjusted for seasonality (for unemployment).

Chart 12 – Unemployment-to-vacancy ratio by province, last quarter of 2022-23, and last quarter of 2023-24



Sources: Statistics Canada, Table 14-10-0432-01, Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality, (for job vacancies) and Labour Force Survey, Table 14-10-0287-01, adjusted for seasonality (for unemployment).

1.4 Summary

While the global economic environment experienced robust growth and declining inflation in 2023-24, the Canadian economy saw a reduction in annualized real GDP growth by 2.5 p.p. and a significant decrease in inflation during this same period. Inflation dropped from a peak of 8.1 % in June 2022 to 2.9% in March 2024, although it remained above the Bank of Canada target of 2%. The decline in inflationary pressures was due to tighter monetary policy (increase of the interest rate), falling energy prices and improvements in global supply chain conditions.

In 2023-24, Canada experienced a significant population growth driven by higher immigration and non permanent residents which had a considerable impact on its labour market. This led to a moderate employment growth that was insufficient to fully absorb labour force growth, causing the national unemployment rate to rise by 1 p.p., from 5.1% in April 2023 to 6.1% in March 2024. At the same time, steady declines in job vacancies and job vacancy rates, combined with increasing unemployment-vacancy (UV) ratio, contributed to a gradual easing of labour market conditions. Higher population growth and the slowdown in demand for goods and services shifted the Canadian economy from excess demand pressures to moderate excess supply pressures.

At the regional level, all provinces and Yukon registered employment growth in 2023-24 compared to the previous fiscal year, with the largest gains in Prince Edward Island, Yukon, and Alberta. All regions, except for Newfoundland and Labrador, Yukon and Nunavut, had increases in unemployment rates, as labour force growth outpaced changes in unemployment levels in these regions. This, coupled with declining job vacancies and rising UV ratios in almost all regions, signaled a loosening of labour markets, although they remained relatively tight compared to the pre-pandemic levels. In 2023-24, Yukon, Northwest Territories, Saskatchewan, and Quebec had the tightest labour markets, while Newfoundland and Labrador and Nunavut had the loosest.

The impact of these recent labour market developments on the EI program is discussed in the following sections of 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. It covers the period beginning April 1, 2023, and ending March 31, 2024 (2023-24).

This chapter includes several key indicators, such as the number of new claims established, total amount of benefits paid, level of benefits, maximum entitlement 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 1 dollar in EI benefits was paid. Indicators such as maximum entitlement and actual duration of benefits are based on claims completed during the fiscal year for which at least 1 dollar in EI benefits was paid. 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 for fiscal years 2022-23 and before and 100% of data for 2023-24, underpins most of the analysis (consult the methodological note below). 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 provides 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 5](#) breaks down financial information from the EI Operating Account. [Annex 7](#) provides an overview of major legislative and regulatory changes to the EI program between April 1996 and December 2024.

Methodological note: Change in data methodology and data revision

In previous EI monitoring and assessment reports, results on regular benefits and some special benefits (maternity, parental and sickness benefits) were based on a 10% sample of EI administrative data.* Starting in 2023-24, results for these benefit types are now based on 100% of EI administrative data. Overall, there is an estimated difference of less than 1% in terms of number of claims established and amount of EI benefits paid when comparing results based on the 10% sample of data and 100% of data. However, the differences are slightly higher when results are broken down by some age groups and industries. This change in data methodology allows producing more accurate results.

In addition, the EI administrative data used in this report underwent a revision to ensure each claim is only counted once, even though some might be processed in different operating systems. Duplicates in the data were identified and subsequently removed during the revision. Overall, there was an average overestimation of 2% in the number of EI claims established and 1% in the amount of EI benefits paid every year, although this was slightly lower in 2022-23. However, some benefit types were more impacted than others. Claims for compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children were overestimated by 5%, 10% and 37% respectively in 2022-23.** This can be mainly explained by the fact that claims for these benefit types are more likely to be manually processed at some point and thus be in different operating systems.

Past fiscal years results related to the number of EI claims established and amount of EI benefits paid were not revised despite this change in data methodology and data revision. Consequently, comparisons with previous fiscal years need to be made with caution. For these reasons, as well as the EI temporary measures that were in place until September 2022, no year-over-year comparisons are examined in the chapter. Results in future EI monitoring and assessment reports will not be impacted by these methodological changes and comparisons with the fiscal years ahead will be possible.

* Other EI benefit types such as fishing, Work-Sharing and caregiving benefits were based on 100% of EI administrative data.

** Similar results were found in terms of amount of EI benefits paid for these 3 benefit types.

2.1.1 Employment Insurance benefits overview

The EI program provides temporary income support to partially replace employment income for eligible claimants to help them find a new job and stay active in the labour force, and for those who are absent from work due to specific life circumstances (such as illness, injury, 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 1). Special benefits include maternity benefits, parental benefits, sickness benefits, family caregiver benefits for adults or children, and compassionate care benefits.

Subsection 2.1.1 covers the number of new claims established in the fiscal year, total amount paid over the fiscal year, and benefit levels of claims established. Subsection 2.1.2 examines combined (or mixed)

benefit claims. Subsection 2.1.3 provides an analysis of the usage of EI benefits relative to EI premiums contributed.

Table 1 – Summary of Employment Insurance benefit types

Benefit type	Circumstance	Insurable employment entrance requirement	Maximum entitlement
Regular	Unemployed with a valid reason for separation and available for work and searching for suitable employment or retraining in certain cases	420 to 700 hours depending on the regional unemployment rate	14 to 45 weeks, depending on the number of hours of insurable employment and regional unemployment rate
Fishing	Self-employed fishers actively searching work and unable to qualify for regular benefits	\$2,500 and \$4,200 in insurable earnings from fishing depending on the regional unemployment rate	26 weeks per season (summer or winter)
Work-Sharing	Firm avoiding layoffs during a slowdown in business activity for reasons beyond the firm's control with a recovery plan and a Work-Sharing agreement in place	420 to 700 hours depending on the regional unemployment rate and must be a year-round employee	6 to 26 weeks with the possibility of an extension by 12 weeks if warranted
Special¹			
Maternity	Unavailable to work because of pregnancy or having recently given birth	600 hours	15 weeks
Parental	Unavailable to work to care for a newborn or a newly adopted child	600 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	600 hours	26 weeks
Family caregiver for children	Unavailable to work because providing care or support to a critically ill or injured child under the age of 18	600 hours	35 weeks ²
Family caregiver for adults	Unavailable to work because providing care or support to a critically ill or injured person 18 years or older	600 hours	15 weeks ²
Compassionate care	Unavailable to work because providing care to a person of any age who requires end-of-life care	600 hours	26 weeks ²

¹ 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 \$8,255 for claims established in 2023 and \$8,492 for claims established in 2024. Self-employed fishers must meet an insurable earnings threshold from self-employment fishing of \$3,760 during the qualifying period to qualify for special benefits.

² Benefits can be shared between eligible claimants (that is, family members or those considered to be like family).

Two different sets of EI temporary measures were introduced over the past few years as the Canadian economy and job market recovered from the disruptions due to the COVID-19 pandemic. Under these temporary measures, the entrance requirements to qualify for EI benefits varied over the past fiscal years, depending on when claims were established. For example, claims established in the first half of 2022-23 required a minimum of 420 hours of insurable employment during the qualifying period to qualify for EI regular benefits, regardless of the regional unemployment rate. These temporary measures ended on September 24, 2022 and new claims established after that date were under the original EI rules.

Given the different sets of EI temporary measures in place from 2020-21 to 2022-23, year-over-year comparisons of the number of EI claims established and amount of EI benefits paid are not examined in the chapter.

Impacts of measures of using the last reason for separation on access to Employment Insurance benefits — Studies examining the impacts of the Employment Insurance temporary measures during the COVID-19 pandemic

To support Canadian workers through the economic and labour market disruptions due to the COVID-19 pandemic, the Government of Canada implemented two sets of Employment Insurance (EI) temporary measures.

The 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. They included, among others a minimum of 120 hours of insurable employment to be eligible for EI regular and special benefits (after the 300-hour credit for regular benefits and 480-hour credit for special benefits were applied), a maximum of 50 weeks of regular benefits, and a minimum benefit rate of \$500 per week (or \$300 per week for extended parental benefits).

The second set of EI temporary measures were in place for claims established between September 26, 2021 and September 24, 2022. They included among others, a minimum of 420 hours of insurable employment to be eligible for EI regular and special benefits, a simplified treatment of reasons for separation and a simplified treatment of monies on separation. In addition, a minimum benefit rate of \$300 per week (or \$180 per week for extended parental benefits) was provided for claims established between September 26, 2021 and November 20, 2021.

A first departmental study* and its follow-up study** examined the impacts on the eligibility and on the additional income support provided by the 2 sets of EI temporary measures compared to what would have been provided under the original EI rules. These results are summarized in the 2022-2023 EI Monitoring and Assessment Report. The follow-up study also estimated that the additional cost for the main EI temporary measures examined was \$20.6 billion. The main measures from the first set of EI temporary measures had an estimated additional cost of \$19.3 billion, whereas the main measures from the second set of EI temporary measures had an estimated additional cost of \$1.3 billion.

A more recent departmental study*** examined in greater detail how the minimum of 420 hours of insurable employment and the simplified treatment of reasons for separation from the second set of temporary measures improved access to EI benefits for workers in precarious employment. Among claims established between September 26, 2021 and September 24, 2022, the study found that 10.5% of regular claims and 7.0% of special benefit claims would not have qualified for EI benefits without the minimum of 420 hours of insurable employment and the simplified treatment of reasons for separation. Among these claims:

- the minimum of 420 hours of insurable employment had the biggest impact since 6.5% of regular claims and 4.1% of special benefit claims would not have been established without it. The average weekly benefit rate was \$323 for regular claims
- the simplified treatment of reasons for separation was needed to establish 3.6% of regular claims and 2.5% of special benefit claims, with an average weekly benefit rate of \$475 for regular claims
- another 0.4% of regular claims and 0.4% of special benefit claims were established using both measures, with an average weekly benefit rate of \$277 for regular claims
- the average weekly benefit rate was \$352 for special benefit claims that would not have been established without the temporary measures

Furthermore, an additional 7.1% of regular claims and 5.5% of special benefit claims did not need the temporary measures to be established, but benefited from the measures by having a higher entitlement (from an average of 23.0 weeks under original EI rules to 30.7 weeks with the temporary measures for regular claims). These claims also benefited from the measures by having a higher weekly benefit rate. For regular claims, there was an increase of \$29 from the average weekly benefit rate of \$501 under original EI rules and for the special benefit claims, an increase of \$34 from the average weekly benefit rate of \$472 under original EI rules.

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

** ESDC, Impacts of Employment Insurance temporary measures during the pandemic: update and new findings (Ottawa: ESDC, Employment Insurance Policy Directorate, 2024).

*** ESDC, Impacts of measures of using the last reason for separation on access to Employment Insurance benefits (Ottawa: ESDC, Employment Insurance Policy Directorate, 2025).

Employment Insurance claims and amount paid

The total number of new EI claims established was 2.0 million in 2023-24. This is slightly higher than the levels recorded in 2022-23 (1.9 million) and before the COVID-19 pandemic (1.8 million in 2018-19 and 1.9 million in 2019-20). This may be partly due to the significant labour force growth and rising unemployment rate at the national level during the reporting period. In comparison, the number of EI claims established in 2023-24 was lower than the ones observed during the pandemic period (3.0 million in 2020-21 and 2.1 million in 2021-22). The total EI benefit payments increased to reach \$21.0 billion in the reporting period compared to \$19.7 billion in the previous fiscal year (consult Table 2).

Table 2 – Employment Insurance claims and amount paid by type of benefits, Canada, 2022-23 to 2023-24

Types of Employment Insurance benefit	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ million) 2023-24
Regular	1,288,240	1,374,813	\$12,310.0	\$12,812.1
Fishing	30,447	27,437	\$372.5	\$354.9
Work-Sharing	9,959	17,529	\$30.6	\$39.5
Special	657,820	675,757	\$7,017.5	\$7,778.3
Maternity	170,530	173,191	\$1,356.3	\$1,413.0
Parental	236,140	244,005	\$3,499.6	\$3,488.7
Sickness	418,480	429,798	\$2,003.4	\$2,725.3
Family caregiver for children*	5,855	4,422	\$41.2	\$33.6
Family caregiver for adults*	13,272	14,135	\$74.7	\$77.8
Compassionate care*	6,619	6,417	\$42.4	\$39.9
All benefit types	1,900,720	2,003,560	\$19,719.2	\$20,972.7

Notes: Data may not add up to the total 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.

* Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

Consult [Annex 2.3](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

According to Statistics Canada,¹ there were 754,100 beneficiaries receiving EI benefits on average each month during 2023-24. This is similar to the previous year, as well as pre-pandemic levels.

New Employment Insurance claims established

The higher number of new EI claims observed during the reporting period relative to 2022-23 is largely attributed to an increase in claims for EI regular benefits (consult Table 2). The share of regular claims among all new claims established was 68.6% in 2023-24, whereas the share of claims for sickness benefits – which are the second most common benefit type claimed – was 21.5% over the same period.

All provinces and territories, except for Newfoundland and Labrador, Nova Scotia and New-Brunswick experienced increases in the number of new EI claims established in 2023-24 compared to 2022-23 (consult Table 3). The number of new claims also increased for both genders, with men continuing to account for just over half (54.3%) of all new claims in 2023-24. All age groups also registered increases in their number of new EI claims established during the reporting period relative to the previous fiscal year.

¹ 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 or because they have returned to work.

Table 3 – Employment Insurance claims and amount paid by province or territory, gender and age, Canada, 2022-23 to 2023-24

Province or territory	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Newfoundland and Labrador	82,880	79,013	\$1,141.1	\$1,089.0
Prince Edward Island	22,730	22,757	\$279.7	\$272.9
Nova Scotia	78,430	77,989	\$933.0	\$904.1
New Brunswick	83,600	81,299	\$1,054.6	\$981.6
Quebec	476,480	498,005	\$3,653.0	\$3,926.4
Ontario	610,670	663,134	\$6,554.1	\$7,233.1
Manitoba	67,350	70,247	\$725.5	\$739.5
Saskatchewan	53,270	54,582	\$654.9	\$650.4
Alberta	196,200	215,429	\$2,334.7	\$2,491.4
British Columbia	223,610	234,916	\$2,308.5	\$2,601.7
Yukon	2,280	2,398	\$28.7	\$30.7
Northwest Territories	1,860	2,418	\$28.9	\$29.5
Nunavut	1,360	1,373	\$22.5	\$22.5
Gender				
Male	1,006,590	1,087,830	\$9,581.6	\$10,483.4
Female	894,130	915,730	\$10,137.6	\$10,489.3
Age category				
24 years old and under	174,870	182,520	\$1,521.9	\$1,488.7
25 to 44 years old	956,370	1,027,472	\$10,929.3	\$11,829.6
45 to 54 years old	327,820	339,581	\$2,969.3	\$3,164.0
55 years old and over	441,660	453,987	\$4,298.6	\$4,490.4
Canada	1,900,720	2,003,560	\$19,719.2	\$20,972.7

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

Consult [Annex 2.3](#) for more details.

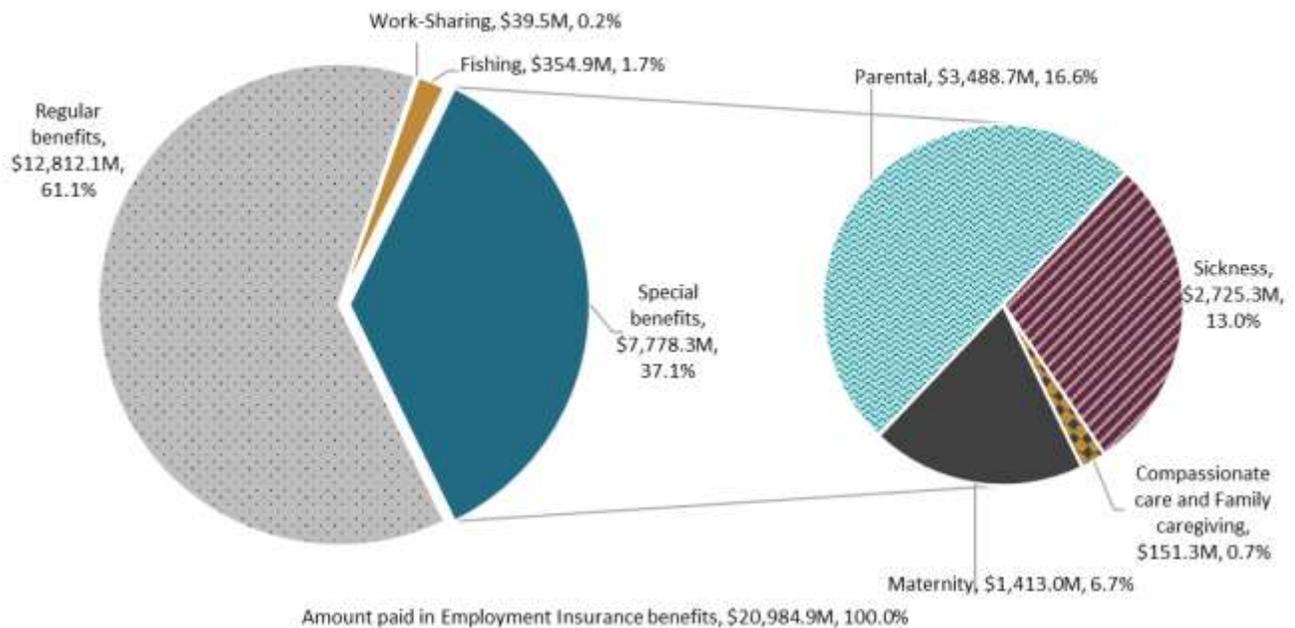
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

Total amount paid in Employment Insurance benefits

In 2023-24, the total amount paid for all types of EI benefits combined reached \$21.0 billion compared to \$19.7 billion in the previous fiscal year. This increase was mainly attributable to the rise in the amount paid in EI regular and sickness benefits over the same period (consult Table 2).

The share of EI regular benefits paid was 61.1% in 2023-24, while the share of EI special benefits paid slightly increased to 37.1%, mainly due to the higher share of sickness benefits paid in 2023-24 (13.0%) compared to 2022-23 (10.2%) (consult Chart 1). The shares of amount paid for the other benefit types in 2023-24 remained fairly stable compared to 2022-23. The breakdown of the amount paid by benefit type in 2023-24 was relatively similar to the shares of claims established by benefit type during the same period.

Chart 1 – Amount paid in Employment Insurance benefits*, by benefit type, Canada, 2023-24



* The total amount paid reported in Chart 1 does not correspond to the total reported in Tables 2 and 3 because of some incompatibility of administrative data sources for family caregiver benefits.

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

During the reporting period, the Atlantic provinces and Saskatchewan recorded declines in EI benefits paid, while the remaining provinces and territories saw an increase in EI benefits paid. Claimants in Ontario and Quebec continued to receive higher shares of the total amount paid in EI benefits in 2023-24 (34.5% and 18.7%, respectively), followed by those from British Columbia and Alberta.

In 2023-24, EI benefits paid to both genders and to each age group, except for those under the age of 25, increased from the previous fiscal year. Women accounted for 50.0% of the EI benefits paid, slightly lower than in 2022-23 (51.4%), but similar to pre-pandemic levels. The distribution of EI benefits paid across age groups remained relatively similar to 2022-23.

Levels of benefits

The weekly benefit rate to which EI claimants are entitled is subject to the Variable Best Weeks (VBW) provision.² 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 highest (best) weeks used under this provision ranges from 14 to 22, depending on the unemployment rate in the claimant's EI economic region at the time the claim is established (consult Table 4).

² Except for EI fishing benefits and EI special benefits for self-employed persons.

Table 4 – Number of best weeks of insurable earnings by regional unemployment rate as per the Variable Best Weeks (VBW) provision

Regional 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

Note: The monthly regional unemployment rates used for the EI program are a 3-month moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, except for EI regions in the territories which use the higher of the 3-month or 12-month moving average, as per section 17 of the *Employment Insurance Regulations*.

Under the EI program, the weekly benefit rate is paid as 55%³ of the average weekly insurable earnings, up to the maximum weekly benefit rate in a given year. The maximum weekly benefit rate was \$650 in 2023 and \$668 in 2024 (except for extended parental benefits).⁴ Claimants with children (under the age of 18 years) and low annual family income may also be eligible for the Family Supplement provision.⁵

For all claims established in 2023-24, excluding those for extended parental benefits, the average weekly benefit rate increased by 4.7% nationally to \$560. This rise was higher than the 2.8% growth in maximum insurable earnings from 2023 to 2024. All provinces and territories recorded increases. Yukon had the highest average weekly benefit rate (\$615), while Nova Scotia and Manitoba had the lowest average weekly benefit rates (\$529). On average, men were entitled to a higher weekly benefit rate than women (\$587 and \$526, respectively). Claimants between 25 to 44 years old had the highest average weekly benefit rate (\$576) among the age groups (consult [Annex 2.3.2](#)).

Just under half of all claimants (48.6%) who established a claim in 2023-24 were entitled to the maximum weekly benefit rate. This proportion was the highest in Nunavut (73.7%) and the lowest in New-Brunswick (36.5%). Men were proportionally more likely to receive the maximum weekly benefit rate (59.9%) compared to women (35.0%). A higher proportion of claimants between 25 to 44 years old received the maximum weekly benefit rate (54.6%) than any other age group.

Family Supplement provision

The EI Family Supplement provision 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, supporting low-income families. The claimant must also receive the Canada Child Benefit.⁶ Under the Family Supplement provision, which is available to claims of all EI benefit types, the weekly amount of family supplement can increase a claimant's benefit rate from 55% to a maximum of 80% of their weekly insurable

³ Except for extended parental benefits which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits.

⁴ 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 2024 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2023). The MIE increased from \$61,500 in 2023 to \$63,200 in 2024 (+2.8%). Accordingly, the maximum weekly benefit rate was \$650 in 2023 and \$668 in 2024, except for extended parental benefits where the maximum was \$390 in 2023 and \$401 in 2024.

⁵ Results on weekly benefit rates in this chapter include Family Supplement top-ups paid to eligible claimants.

⁶ The receipt of EI benefits through the Family Supplement provision does not reduce the amount received through the Canada Child Benefit.

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 2023-24, low-income families received a total of \$48.6 million in additional EI benefits through the Family Supplement provision. Close to 51,400 claims received the family supplement in 2023-24, which represents 2.6% of all claims established during the reporting period. The proportion of EI claims receiving the family supplement has decreased for the past 2 decades, from a high of 10.7% of all claims in 2000-01. This decrease can be explained by the fact that the eligibility threshold for this provision has not been indexed over time, as well as by changes in family composition and wage growth.

Women (81.4%) and claimants aged 25 to 44 (74.1%) continued to be the main demographic groups benefitting from the Family Supplement provision. The average family supplement to the weekly benefit rate was \$46 in 2023-24 and has remained relatively unchanged over the years (consult [Annex 2.23](#)).

A departmental study⁸ examined claims that would have been eligible to additional benefits under the EI Family Supplement provision if the annual family net income thresholds were adjusted for inflation. The study found that the share of EI claims eligible for the family supplement would be 2.9 percentage points higher if the annual family net income thresholds were adjusted for inflation for claims that started in 2022, whereas the family supplement to the weekly benefit rate would be, on average, \$3 higher. If both the family net income thresholds and the family supplement amounts were adjusted for inflation, the family supplement to the weekly benefit rate would be, on average, \$25 higher.

Supplemental Unemployment Benefit plans

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

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

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

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

⁸ ESDC, Employment Insurance Family Supplement (Ottawa: ESDC, Evaluation Directorate, 2024).

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

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

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 or 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 compared to the general firms' profile in Canada. Firms having over 50 employees accounted for 5% of all firms in Canada during the 2008-2017 period, while they represented 40% of firms with SUB plans over the same period. In terms of the distribution of firms offering SUB plans across industries, about 52% were in the Services industry (excluding the governmental sector) and close to 14% in the Construction industry.

Overall, EI claims that receive top-up payments through SUB plans constituted between 40,000 and 60,000 claims per year during the study period (around 3% of all EI claims). Most of these claims (49%) were for EI regular benefits (temporary stoppage of work), followed by 27% for EI sickness benefits (illness, injury or quarantine), and 2% for training.

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

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

2.1.2 Combined Employment Insurance claims

Under certain provisions of the EI program, a claimant may receive multiple types of benefits as part of a single claim if they meet the requirements for each benefit type they intend to receive.^{11,12}

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 2023-24, regardless of the year in which the claim was established. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future. Combined claims represented 17.0% of all completed claims in 2023-24 (consult Table 5).

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

¹² EI rules allow for multiple special benefits to be combined and paid within an extended 104-week benefit period under certain conditions (up to 102 weeks of special benefits can be combined). When special benefits are combined with regular benefits, a claimant may receive a combined maximum of 50 weeks of benefits. Those benefits must be taken within a 52-week benefit period. Claimants who combine EI regular and extended parental benefits, which are paid at 33%, may receive additional weeks of benefits up to an equivalent of 50 weeks if all weeks were paid at 55%.

Table 5 – Completed pure and combined Employment Insurance claims by types of benefits, Canada, 2023-24

Benefit type	Level of total claims ('000s) ^P	Level of pure claims ('000s) ^P	Share of pure claims (%) ^P	Level of combined claims ('000s) ^P	Share of combined claims (%) ^P	Benefit type most often combined with (share of combined claims) ^P
Regular	1,399.2	1,241.1	88.7%	158.2	11.3%	Sickness (88.6%)
Fishing	27.8	23.9	86.1%	3.9	13.9%	Sickness (90.3%)
Work-Sharing	12.8	8.6	67.1%	4.2	32.9%	Regular (80.4%)
Maternity	172.0	2.7	1.6%	169.4	98.4%	Parental (98.5%)
Parental [*]	245.3	70.4	28.7%	174.9	71.3%	Maternity (95.4%)
Sickness	423.9	251.8	59.4%	172.1	40.6%	Regular (81.4%)
Compassionate care	6.6	4.2	64.8%	2.3	35.2%	Sickness (62.3%)
Family caregiver for children	3.2	2.4	76.4%	0.7	23.6%	Regular (57.3%)
Family caregiver for adults	13.3	9.5	71.0%	3.9	29.0%	Regular (62.1%)
All claims^{**}	1,944.3	1,614.6	83.0%	329.8	17.0%	n/a

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers. Includes completed claims for which at least \$1 of EI benefits was paid. The sum of claims by benefit type for the "Level of total claims" and "Level of 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 2 and 3 which are based on established claims.

^P Preliminary data.

Consult [Annex 2.27](#) for more details.

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

Over time, trends in the share of claims that combined more than one benefit type remained relatively stable. The share of combined claims was 17.5% in 2022-23 (consult [Annex 2.27](#)). Women were more likely to claim more than one type of EI benefit (26.6%) 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 (98.5%). However, a significant proportion also claimed sickness benefits with maternity benefits (14.7%), which can be claimed 12 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 3 or more benefit types (23,700 claims, which represented 13.8% of completed claims for maternity benefits in 2023-24).

Claims for parental benefits were combined at a lower rate than maternity, as only 9.5% of men who claimed parental also received another benefit payment. Of those male claimants, 86.6% received regular benefits and 15.6% claimed sickness benefits. Among women, virtually all (99.4%) who combined parental benefits with other types of benefits combined them with maternity benefits.

Sickness benefits were the third most likely to be combined with other benefit types (40.6%), mostly with regular benefits (81.4%). Men combined their sickness benefits predominantly with regular benefits (94.6%), while sickness claims from women were most often combined with regular (68.8%), maternity (28.4%) and parental benefits (27.2%). Sickness also represented the greatest share of combined regular claims (88.6%).

When combined, compassionate care benefits were shared with sickness benefits (62.3%) or regular benefits (46.0%). Men tended to combine compassionate care benefits with regular benefits (59.6%)

more often than women (40.4%). Women were more likely to combine compassionate care benefits with sickness benefits (67.8%) compared to men (49.2%).

Similar to compassionate care benefits, both family caregiver benefits for children and for adults were most often combined with regular benefits by men (70.6% and 73.0%, respectively). Women were more likely to combine family caregiver benefits for children with sickness benefits (55.3%), and family caregiver benefits for adults with regular benefits (56.5%).

One third of all Work-Sharing claims were combined with other benefit types (32.9%), predominantly regular benefits (80.4%). 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 (consult [Section 2.5](#) for more details).

While it is possible for fishers to combine fishing benefits with other benefit types (under some restrictions), 13.9% of fishing claims were combined claims. Of those claims, 90.3% were combined with sickness benefits.

2.1.3 Benefits-to-contributions ratios

The EI benefits paid to eligible claimants who qualify are financed solely by the mandatory contributions (EI premiums) made by employers, employees and the self-employed persons who have opted into the EI program. The amount of EI benefits paid relative to the contributions made provides some useful insights into the usage of the program, especially when the claimants are analyzed by their socio-demographic characteristics. This subsection examines the usage of the program by looking at 2 different ratios: the total benefits-to-contributions ratio (total B/C ratio) and the regular benefits-to-contributions ratio (regular B/C ratio) for 2022.¹³ The tax data for the calendar year 2022 are the latest data available on contributions levels to calculate these ratios. As EI contributions are not assigned to specific benefit types, reductions in EI contributions related to special benefits are taken into account in the calculation of the regular B/C ratio.¹⁴

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 characteristics 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 relative to 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

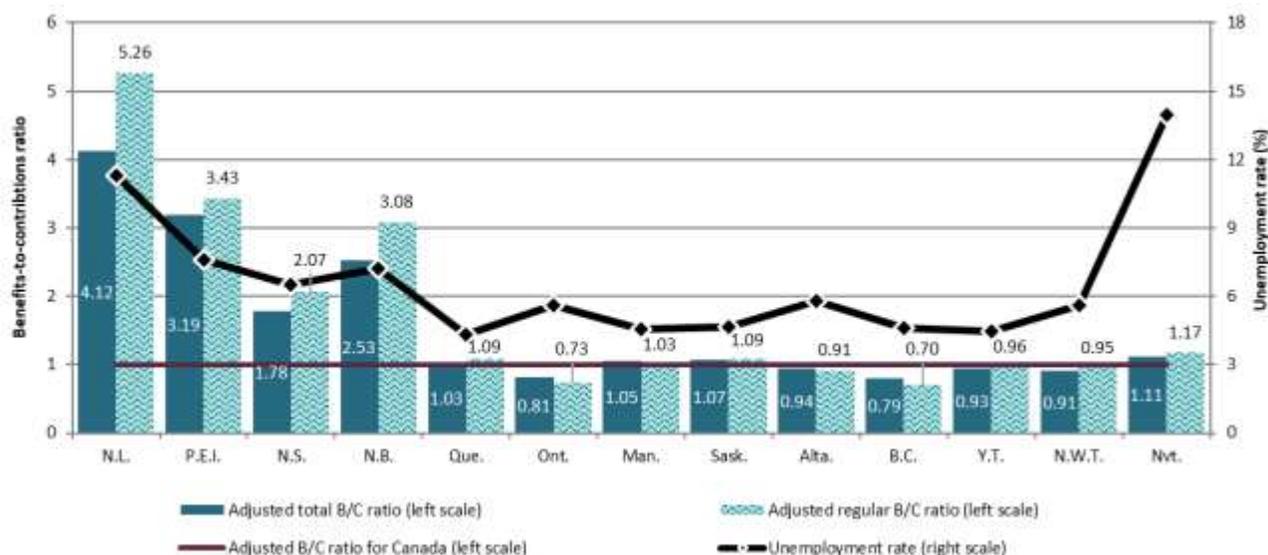
¹³ The B/C ratios are based on 2 data sources. Numbers on benefits (B) come from EI administrative data. Numbers on contributions (C) come from T4 slips with employment income from the Canada Revenue Agency. The total B/C ratio includes all EI benefit types while the regular B/C ratio includes EI regular benefits only.

¹⁴ 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.

representing sub-population received comparatively less benefits than contributions made relative to the national level, and is a net contributor.

In 2022, the Atlantic provinces had adjusted total B/C ratios significantly above the national average, meaning claimants from these jurisdictions received comparatively more in EI benefits than the contributions made to the EI program (consult Chart 2). 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. On the other hand, Ontario and British Columbia had adjusted total B/C ratios below the national average, as claimants in these provinces received comparatively less in EI benefits than the contributions made to the EI program. The remaining provinces and territories had ratios very close to the national level.

Chart 2 – Adjusted benefits-to-contributions (B/C) ratios and unemployment rate by province and territory*, Canada, 2022



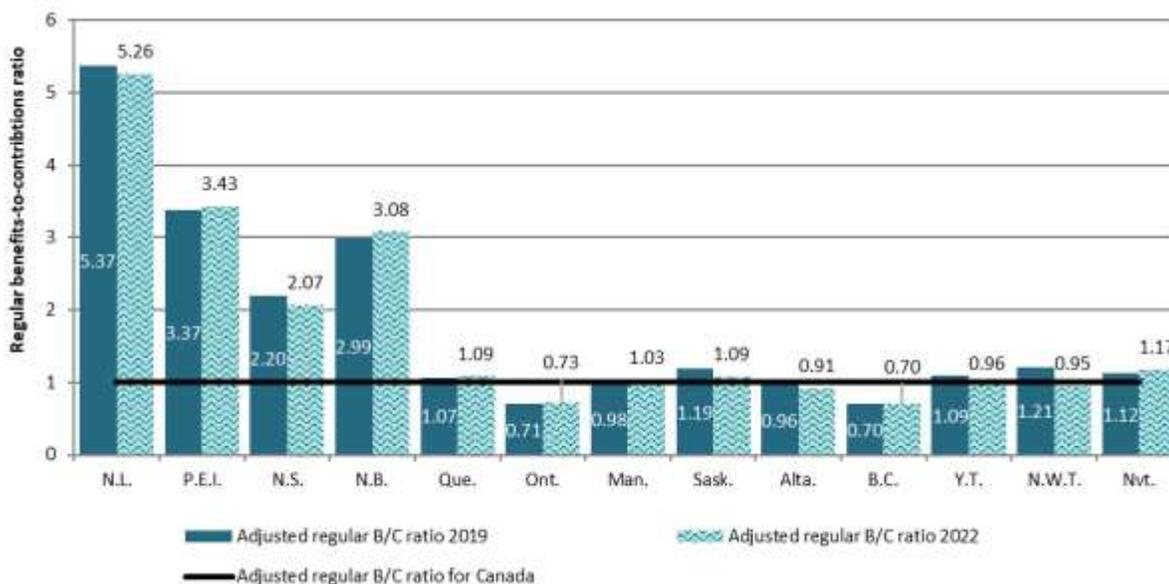
* Provincial and territorial B/C ratios are determined by the residence of employees for premiums paid and by the residence of claimants for benefits received. Consult [Annex 2.30](#) for more details.
Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on 100% of CRA data. Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). Results are based on 100% of EI administrative data. Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0292-01 (for data on unemployment rates).

When only considering EI regular benefits, the adjusted regular B/C ratios by province and territory in 2022 were similar to their respective adjusted total B/C ratios.

With the general improvement in labour market conditions in 2022 and the end of the EI temporary measures on September 24, 2022 that were introduced to respond to the economic and labour market disruptions due to the COVID-19 pandemic, the number of EI regular claims established and amount of EI benefits paid decreased close to pre-pandemic levels. The EI premium rate in 2022 remained frozen at the 2020 level. As a result, the amount of EI contributions made stayed relatively unchanged. In this context, the adjusted total B/C ratio and adjusted regular B/C ratio for all provinces and territories returned to pre-pandemic levels. This is illustrated in Chart 3 which compares the adjusted regular B/C ratios for 2019 and 2022 by province and territory. The Atlantic provinces still received comparatively

more benefits than contributions made compared to the Canadian average in 2022, while Ontario and British Columbia remained below the Canadian average.

Chart 3 – Adjusted regular benefits-to-contributions (B/C) ratios by province and territory*, Canada, 2019 and 2022



* Provincial and territorial B/C ratios are determined by the residence of employees for premiums paid and by the residence of claimants for benefits received. Consult [Annex 2.30](#) for more details on 2022.

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on a 10% sample of CRA data for 2019 and 100% of CRA data for 2022. Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). Results are based on a 10% sample of EI administrative data for 2019 and 100% of EI administrative data for 2022.

In terms of gender, Table 6 outlines that, as in the past, women had a higher adjusted total B/C ratio (1.15) than men (0.88) in 2022. This is partly due to the fact that women aged 25 to 44 are more likely to receive EI maternity or parental benefits or both. Trends are generally reversed when only EI regular benefits are considered. Men showed a higher adjusted regular B/C ratio (1.14) than women (0.83) in 2022. This was a change from 2021 where adjusted regular B/C ratios were identical for both genders (1.00) due to the EI temporary measures in place during the period, which facilitated access to the EI program.

Table 6 – Adjusted benefits-to-contributions (B/C) ratios by gender and age, Canada, 2022

Age category	Adjusted total B/C ratio for men	Adjusted total B/C ratio for women	Adjusted total B/C ratio for both genders	Adjusted regular B/C ratio for men	Adjusted regular B/C ratio for women	Adjusted regular B/C ratio for both genders
24 years old and under	1.04	0.98	1.01	1.32	0.77	1.08
25 to 44 years old	0.79	1.53	1.12	0.99	0.71	0.87
45 to 54 years old	0.72	0.64	0.68	0.96	0.78	0.87
55 years old and over	1.17	0.91	1.06	1.61	1.19	1.42
Total	0.88	1.15	1.00	1.14	0.83	1.00

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on 100% of CRA data. Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). Results are based on 100% of EI administrative data.

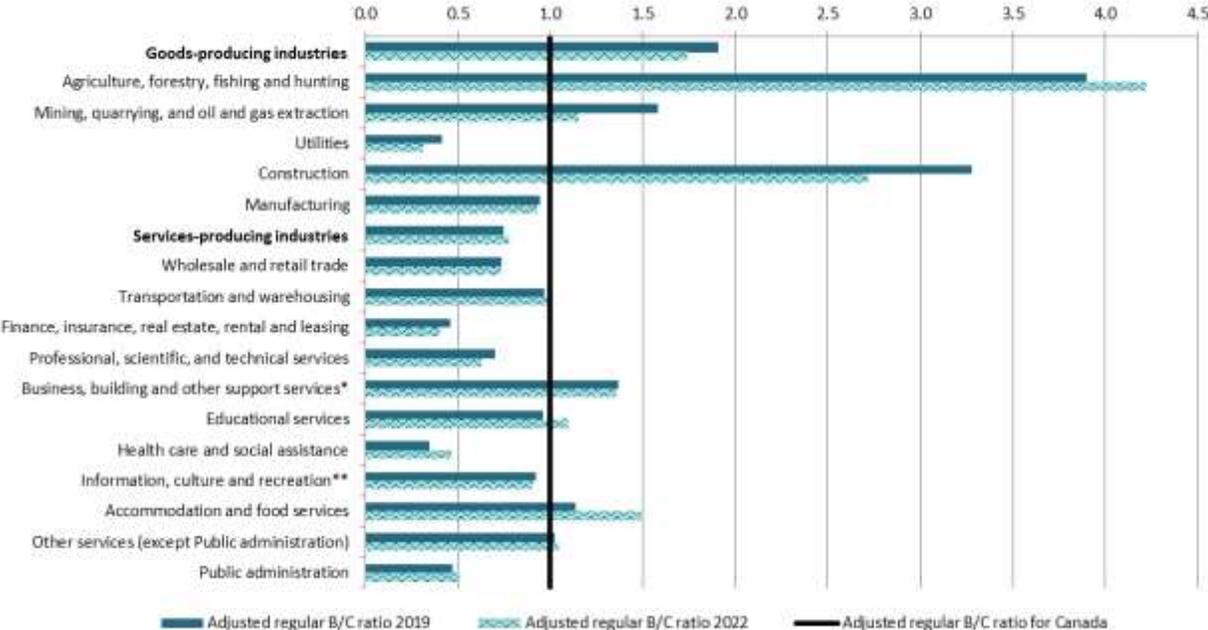
Similar to pre-pandemic levels, in 2022, claimants aged 25 to 44 years had the highest adjusted total B/C ratio, while those aged 55 years and over had the highest adjusted regular B/C ratio. This is a change

from 2021 where claimants aged 24 years and under had the highest adjusted ratios for both total and regular benefits due to the EI temporary measures. Their adjusted ratios were still above 1.0 in 2022 but were lower than those in 2021.

Similar to the previous year, in 2022, 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 (consult [Annex 2.30](#)). This may be due to the larger proportion of seasonal employment in the goods-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.

In 2022, 2 industries received significantly more in EI regular benefits for each dollar they contributed in premiums than before the COVID-19 pandemic: the Agriculture, forestry, fishing and hunting industry (4.22 in 2022 compared to 3.90 in 2019), and the Accommodation and food services industries (1.49 in 2022 compared to 1.14 in 2019), mostly due to the ongoing economic disruptions caused by the COVID-19 pandemic (consult Chart 4).

Chart 4 – Adjusted regular benefits-to-contributions (B/C) ratios by industry, Canada, 2019 and 2022



* 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).

Consult [Annex 2.30](#) for more details on 2022.

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on a 10% sample of CRA data for 2019 and 100% of CRA data for 2022. Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). Results are based on a 10% sample of EI administrative data for 2019 and 100% of EI administrative data for 2022.

The difference between the goods-producing industries and the services-producing industries is less significant for the adjusted total B/C ratio. This may be due in part 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 or parental or both benefits and thus increase the relative use of EI benefits in these industries.

Study on the eligibility of temporary foreign workers for Employment Insurance benefits

In Canada, foreign nationals (i.e., temporary foreign workers) are authorized to work under the Temporary Foreign Worker Program (TFWP) or the International Mobility Program. Like Canadian workers, Temporary Foreign Workers (TFWs) along with their specific employers pay EI premiums and thereby contribute to the EI Operating account.

A recent departmental study^{*} examined the relative number of EI beneficiaries and contributors among different streams of workers hired under the TFWP and assesses their impact on the EI Operating account. The study focuses on the 2011 to 2020 period, during which multiple policy changes to the TFWP took place, including significant reforms introduced from 2013 to 2015. The study uses Temporary Foreign Worker Program administrative data and Canadian Employer-Employee Dynamics Database at Statistics Canada.

Results from the study showed that from 2011 to 2020, the annual number of temporary foreign workers hired via the TFWP ranged between 105,435 and 160,000. Almost all, along side their employers, paid EI premiums. The study also noted that the share of TFWs who were issued a record of employment increased from about 30% prior to 2014 to 45% in 2020. Between 2011 and 2020, an average of 1.7% of TFWs who contributed to the program received EI benefits.

Over that period, the net contribution of TFWs to the EI Operating account represents an average of \$131 million annually. The study showed that from every dollar of EI contribution paid (by the employees and their employer), TFWs receive an average of 9 cents of EI benefits,^{**} whereas Canadian workers receive an average of 80 cents in EI benefits.^{***} The observed disparity between Canadians and TFWs typically widens during periods of labour market slackness (recession) or disruption (pandemic). TFWs are predominantly male, aged between 26 to 35, and live in the Western region and the Territories and therefore, their profile, work patterns and EI program usage are not comparable to the overall Canadian workers population.

^{*} ESDC, Eligibility of Temporary Foreign Workers for Employment Insurance Benefits (Ottawa: ESDC, Evaluation Directorate, 2025).

^{**} Include any EI benefit types such as EI regular and special benefits.

^{***} These estimates of the amount of EI benefits paid relative to the contributions made are calculated using a different methodology than the one used to estimate the adjusted total B/C ratio included in [subsection 2.1.3](#) of this report which is normalized, with the ratio for Canada set at 1.0.

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 to help them find a new job and stay active in the labour force.

Claimants qualify for EI regular benefits if they:

- are unemployed
- have worked a minimum number of hours of insurable employment during their qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter), ranging from 420 to 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the claim, and
- have had a valid reason for job separation according to the *Employment Insurance Act*

As mentioned in [Section 2.1](#), 2 different sets of EI temporary measures were introduced over the past few years as the Canadian economy and job market recovered from the disruptions due to the COVID-19 pandemic. Under these temporary measures, the number of hours of insurable employment required to qualify for EI regular benefits varied over the past fiscal years, depending on when claims were established. For example, claims established in the first half of 2022-23 required a minimum of 420 hours of insurable employment during the qualifying period to qualify for EI regular benefits, regardless of the regional unemployment rate. These temporary measures ended on September 25, 2022, and new claims established after that date were under the original EI rules.

In addition to meeting these eligibility criteria, claimants must also prove that they are capable of and available for work and unable to obtain suitable employment for each working day of their claim while claiming regular benefits.¹⁵

2.2.1. Employment Insurance regular claims and benefits paid

The number of new EI regular claims established in 2023-24 was 1.37 million, which was higher than the number of regular claims established in 2022-23 (1.29 million) and before the pandemic (1.30 million in 2017-18 and 1.29 million in 2018-19).

In general, the number of new claims established for EI regular benefits during a given period tends to be influenced by labour market conditions and overall economic cycles. During periods of economic growth and favourable labour market conditions, it is expected that fewer claims for EI regular benefits are established. Conversely, the opposite is expected to be seen during periods of economic stagnation and unfavourable labour market conditions.

¹⁵ Except for those who are on referred training.

Evaluation of the role of Employment Insurance as a stabilizer in economic recessions: a synthesis report

A key objective of the Employment Insurance (EI) program is to act as an automatic stabilizer of the economy during economic downturns. The stabilization role occurs through EI benefits paid to unemployed individuals and changes in premiums paid by employees and employers. During periods of rising unemployment, EI benefits increase while contributions decrease, helping to stimulate the economy. Conversely, in times of economic booms, the reverse occurs.

A departmental study* evaluates the stabilizing role of the EI program on employment and real gross domestic product (GDP) in Canada during the 2001-02 economic downturn and the 2008-09 financial crisis. To achieve this goal, the study simulates the impact of EI program on employment and real GDP during 2 periods of artificially prolonged downturns (2001-04) and (2008-11) using 2 distinct macroeconomic models for the Canadian economy. The analysis finds that during the 2001-04 economic downturn, the EI's stabilising effect resulted in average annual increase of 31,000 jobs and a 0.39% rise in real GDP. Conversely, during the 2008-11 downturn, the impact was even larger, with 60,000 additional jobs and a 0.65% higher real GDP on average per year. The analysis therefore concludes that the EI program played a more significant stabilizing role during the 2008-09 recession than in the 2001-02 slowdown. The findings of this study are consistent with previous studies in Canada and other OECD countries that underline the importance of EI and UI systems as economic stabilizers.

* ESDC, Evaluation of the Role of Employment Insurance as a Stabilizer in Economic Recessions. (Ottawa: ESDC, Policy Research Directorate, 2012)

As mentioned in [Chapter 1](#), the Canadian economy experienced a slowdown in growth in 2023-24 as well as a significant labour force increase (+2.7%) along with a moderate employment growth (+1.6%) compared to the previous fiscal year. Additionally, the national unemployment rate increased from an average of 5.1% in 2022-23 to an average of 5.6% in 2023-24. The easing of labour market conditions compared to 2022-23 also contributed to the higher number of new claims established for EI regular benefits in 2023-24. With the labour market conditions relatively similar to those just before the COVID-19 pandemic, the higher number of new EI regular claims established in 2023-24 compared to pre-pandemic years can be explained in part by the sharp increase in the labour force during the reporting period.

The total amount of EI regular benefits paid was \$12.8 billion in 2023-24, which was higher than the \$12.3 billion in 2022-23. This higher amount in benefits paid can be explained, in part, by the higher number of new regular claims established in 2023-24. On average, there were almost 448,000 beneficiaries receiving EI regular benefits each month in 2023-24 compared to 446,000 in 2022-23.¹⁶

Because the number of beneficiaries is based on previously established claims, these 2 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 higher number of EI regular claims in 2023-24 was reflected on the number of beneficiaries for the same fiscal year.

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

Table 7 outlines the number of new EI regular claims established and the total amount paid in benefits by province and territory, gender and age category. The number of claims established for EI regular benefits in 2023-24 was lower in Newfoundland and Labrador, Nova Scotia and New Brunswick than in 2022-23. The relative share of claims established across regions was similar in 2023-24 to the previous fiscal year, except for a slight decrease in the Atlantic provinces compared to a small increase in Ontario.

¹⁶ 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.

Table 7 – Employment Insurance regular claims and amount paid by province and territory, gender and age, Canada, 2022-23 and 2023-24

Province or territory	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Newfoundland and Labrador	59,630	57,643	\$843.7	\$784.9
Prince Edward Island	14,340	14,985	\$189.1	\$177.9
Nova Scotia	55,050	53,649	\$632.5	\$573.7
New Brunswick	63,210	61,104	\$782.1	\$691.1
Quebec	376,680	395,053	\$3,000.0	\$3,075.7
Ontario	377,100	423,113	\$3,412.9	\$3,808.1
Manitoba	43,200	44,835	\$430.1	\$424.4
Saskatchewan	35,360	36,188	\$403.0	\$389.7
Alberta	125,980	140,200	\$1,354.7	\$1,433.5
British Columbia	134,280	143,956	\$1,216.1	\$1,403.7
Yukon	1,450	1,553	\$16.5	\$18.0
Northwest Territories	1,190	1,720	\$16.0	\$18.1
Nunavut	770	814	\$13.2	\$13.4
Gender				
Men	759,990	829,115	\$7,860.1	\$8,421.9
Women	528,250	545,698	\$4,449.9	\$4,390.2
Age category				
24 years old and under	117,230	127,012	\$1,139.3	\$1,099.4
25 to 44 years old	581,850	640,386	\$5,358.9	\$5,910.0
45 to 54 years old	249,830	260,187	\$2,358.9	\$2,406.5
55 years old and over	339,330	347,228	\$3,452.9	\$3,396.2
Canada	1,288,240	1,374,813	\$12,310.0	\$12,812.1

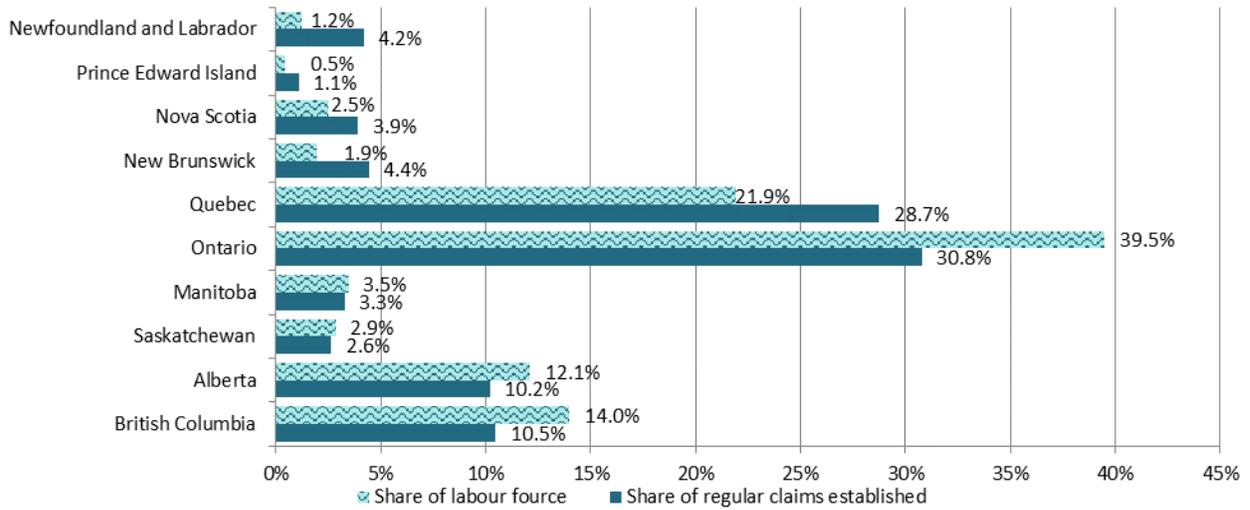
Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

Consult [Annex 2.5](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

Chart 5 illustrates the distribution of the labour force across provinces in comparison with the distribution of EI regular claims in 2023-24. There was a higher share of EI regular claims established in the Atlantic provinces and in Quebec in 2023-24 than their relative share of the labour force.

Chart 5— Proportion of Employment Insurance regular claims and labour force by province*, Canada, 2023-24



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.

* Since the Territories represent a small share of EI regular claims established, they were not included in this chart.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data. Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

The regular benefits paid out decreased in 6 out of 13 jurisdictions in 2023-24 compared to the previous fiscal year. The largest decline was recorded in the Atlantic provinces due, in part, to a smaller number of new EI regular claims established during 2023-24. There was also a decrease in the regular benefits paid out in Manitoba and Saskatchewan, while the rest of the provinces and territories had an increase. The share of benefits paid to claimants from Ontario went from 27.7% in 2022-23 to 29.7% in 2023-24, representing the highest share of EI regular benefits paid in 2023-24.

The majority of EI regular claims in 2023-24 were established by men (60.3%), similar to previous years. In terms of regular benefits paid out, the total amount increased for men and decreased for women compared to 2022-23. Women accounted for a lower share of EI regular benefits paid in 2023-24 (34.3%) than in 2022-23 (36.1%) and returned to pre-pandemic levels (33.6% in 2019-20). This lower share of EI regular benefits paid to women compared to the pandemic period (44.2% in 2021-22) can be partly attributed to the end of the EI temporary measures, which, among other things, likely increased the weekly benefit rate of women to a greater extent than that of men.

All age groups registered an increase in their number of EI regular claims established in 2023-24. In contrast, only claimants aged between 25 to 54 years recorded a rise in regular benefits paid out in the reporting period compared to 2022-23. Claimants aged between 25 and 44 years accounted for the largest share of claims established for EI regular benefits (46.6%) and benefits paid out (46.1%) in 2023-24. Conversely, claimants aged 24 years and under accounted for the smallest share of both EI regular claims (9.2%) and benefits paid out (8.6%) during the fiscal year. The relative share of claims established across age groups was similar in 2023-24 to the previous fiscal year.

Employment Insurance regular claims and amount paid by industry

As outlined in Table 8, the number of new EI regular claims established in 2023-24 increased in both goods-producing and services-producing industries from the previous year. Services-producing industries accounted for the majority (60.4%) of EI regular claims established in 2023-24. This represented a small increase of 0.3 percentage points (p.p.) from 2022-23. The Educational services industry continued to account for the largest share of new EI regular claims among the services-producing industries in 2023-24 (13.5%), although recording a decrease in its share from the previous fiscal year (-1.5 p.p.).

Table 8 – Employment Insurance regular claims and amount paid by industry, Canada, 2022-23 and 2023-24

Industry	New claims established (% share) 2022-23	New claims established (% share) 2023-24	Amount paid (\$ millions) (% share) 2022-23	Amount paid (\$ millions) (% share) 2023-24
Goods-producing industries	474,160 (36.8%)	513,992 (37.4%)	\$4,858.9 (39.5%)	\$5,189.5 (40.5%)
Agriculture, forestry, fishing and hunting	51,410 (4.0%)	48,672 (3.5%)	\$615.6 (5.0%)	\$573.3 (4.5%)
Mining, quarrying, oil and gas extraction	20,260 (1.6%)	23,064 (1.7%)	\$251.5 (2.0%)	\$274.9 (2.1%)
Utilities	3,690 (0.3%)	3,467 (0.3%)	\$35.9 (0.3%)	\$34.0 (0.3%)
Construction	279,670 (21.7%)	306,784 (22.3%)	\$2,762.5 (22.4%)	\$3,056.9 (23.9%)
Manufacturing	119,130 (9.2%)	132,005 (9.6%)	\$1,193.4 (9.7%)	\$1,250.4 (9.8%)
Services-producing industries	774,430 (60.1%)	831,039 (60.4%)	\$7,080.3 (57.5%)	\$7,331.2 (57.2%)
Wholesale and retail trade	97,250 (7.5%)	108,873 (7.9%)	\$1,073.3 (8.7%)	\$1,078.2 (8.4%)
Transportation and warehousing	63,330 (4.9%)	67,084 (4.9%)	\$571.7 (4.6%)	\$570.1 (4.5%)
Finance, insurance, real estate, rental and leasing	26,920 (2.1%)	32,958 (2.4%)	\$320.6 (2.6%)	\$360.8 (2.8%)
Professional, scientific and technical services	65,120 (5.1%)	74,932 (5.5%)	\$647.2 (5.3%)	\$901.3 (7.0%)
Business, building and other support services*	84,470 (6.6%)	97,566 (7.1%)	\$872.9 (7.1%)	\$964.8 (7.5%)
Educational services	193,530 (15.0%)	185,799 (13.5%)	\$1,059.3 (8.6%)	\$963.3 (7.5%)
Health care and social assistance	49,980 (3.9%)	49,827 (3.6%)	\$530.4 (4.3%)	\$438.2 (3.4%)
Information, culture and recreation**	37,330 (2.9%)	49,278 (3.6%)	\$343.9 (2.8%)	\$472.5 (3.7%)
Accommodation and food services	55,430 (4.3%)	62,020 (4.5%)	\$526.7 (4.3%)	\$531.9 (4.2%)
Other services (excluding public administration)	36,800 (2.9%)	37,219 (2.7%)	\$385.5 (3.1%)	\$366.9 (2.9%)
Public administration	64,270 (5.0%)	65,483 (4.8%)	\$748.8 (6.1%)	\$683.2 (5.3%)
Unclassified industries***	39,650 (3.1%)	29,782 (2.2%)	\$370.7 (3.0%)	\$291.4 (2.3%)
Canada	1,288,240 (100.0%)	1,374,813 (100.0%)	\$12,310.0 (100.0%)	\$12,812.1 (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 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.

Consult [Annex 2.6](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

Goods-producing industries accounted for 37.4% of the share of new EI regular claims established in 2023-24. The Construction industry continued to hold the largest share of new EI regular claims (22.3%) and had the highest increase in its share (+0.6 p.p.) among the goods-producing industries compared to the previous fiscal year.

In terms of amount paid, services-producing industries accounted for 57.2% of regular benefits paid out in 2023-24, down from 57.5% in 2022-23, whereas goods-producing industries represented 40.5% of regular benefits paid out, up from 39.5% over the same period. The breakdown of regular benefits paid across industry group in 2023-24 was similar to the one observed before the pandemic. Of all industries, the Construction industry accounted for the highest share (23.9%) of benefits paid in the fiscal year examined.

Employment Insurance benefit repayments

EI benefit payments are taxable income, regardless of the type of benefits. Depending on their net income and whether they received 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 income¹⁷ in a given year exceeds 1.25 times the maximum yearly insurable earnings.¹⁸ Claimants whose net income exceeded that threshold were required to repay 30% of the lesser of:

- the net income in excess of the threshold, or
- the total regular benefits, including fishing benefits, paid to the claimant in the taxation year

Claimants who received EI special benefits are exempt from the benefit repayment requirement.¹⁹ In addition, claimants who received less than one week of EI regular or fishing benefits in the preceding 10 taxation years are also exempt from repaying benefits.

The threshold was \$75,375 for the 2022 taxation year, which was the most recent data available at the time this report was produced. In the 2022 taxation year, almost 178,000 EI claimants repaid a total of \$289.2 million in EI benefits. These numbers decreased compared to the 2021 taxation year in which 245,000 EI claimants repaid a total of \$450.6 million in EI benefits. This decrease is attributed in part to the lower number of claims established for EI benefits in 2022-23 compared to 2021-22, and to the end of the EI temporary measures put in place in response to the COVID-19 pandemic. On average, each EI claimant subject to the benefit repayment provision repaid \$1,628 in 2022, while they received \$6,871 in EI benefits in the same year.

In 2022, Quebec and Ontario together accounted for slightly more than half of EI claimants who repaid benefits, while they accounted for slightly less than half of all benefits repaid (consult Table 9). This was also the case in previous years.

¹⁷ Net income includes employment income and EI benefits received during the taxation year.

¹⁸ The maximum annual insurable earnings in 2021 was \$56,300. In 2022, it was \$60,300.

¹⁹ 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.

Table 9 – Employment Insurance claimants who repaid benefits and amount repaid by province or territory, gender and age, Canada, 2022 taxation year

Province or territory	EI claimants who repaid benefits	Amount repaid (\$ millions)
Newfoundland and Labrador	11,382	\$32.5
Prince Edward Island	1,504	\$6.0
Nova Scotia	6,715	\$19.0
New Brunswick	5,732	\$13.5
Quebec	52,337	\$63.0
Ontario	43,665	\$62.0
Manitoba	3,314	\$5.4
Saskatchewan	4,847	\$8.3
Alberta	28,217	\$49.0
British Columbia	19,176	\$29.3
Yukon	252	\$0.5
Northwest Territories	262	\$0.5
Nunavut	97	\$0.2
Non-residents of Canada	69	\$0.1
Gender		
Men	152,804	\$250.4
Women	24,765	\$38.8
Age category		
24 years old and under	4,431	\$6.5
25 to 44 years old	79,839	\$112.9
45 to 54 years old	39,303	\$64.0
55 years old and over	53,996	\$105.7
Canada	177,569	\$289.2

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

Consult [Annex 2.28](#) for more details.

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

Men continued to account for the majority of EI claimants who repaid benefits in 2022. They also accounted for the majority of benefits repaid, their share of the total amount repaid increasing from 83.4% in 2021 to 86.6% in 2022.

In terms of age groups, claimants aged between 25 and 44 years continued to account for the largest share of individuals who repaid benefits and of benefits repaid in 2022.

Claimants who had worked in the goods-producing industries continued to account for the majority of individuals who repaid benefits and of the total benefits repaid in 2022. Their share among all claimants who repaid benefits increased in 2022 (+3.0 p.p.) compared to 2021. Similarly, their share of the total benefits repaid increased during the same period (+5.5 p.p.). The Construction industry continued in 2022 to account for the largest share of EI claimants who repaid benefits (43.9%) and of benefits repaid (38.8%) (consult [Annex 2.28](#)).

Employment Insurance regular benefits and firms

According to the 2022 tax data,²⁰ which were the most recent data available at the time this report was produced, approximately 1.32 million firms²¹ were operating in Canada in 2022 (consult Table 10).

²⁰ The data sources used in this section for the analysis on firms are Employment Insurance and Canada Revenue Agency (CRA) administrative data. The 2022 CRA data is the most recent tax year available and are subject to change.

²¹ A firm is an organization (including public and private sector enterprises) that has a Payroll Deduction Account Number at the nine-digit level assigned by the Canada Revenue Agency (CRA) and has at least 1 employee with employment income, as indicated on a T4 form.

Among them, 26.0% (341,600 firms) employed at least one employee who had received EI regular benefits during that year.

Table 10 – Firms, employment and Employment Insurance regular claimants by size* of firms, Canada, 2022

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	1,193,372	245,476	21.0%	28.2%
Small-medium	101,110	75,967	19.4%	23.6%
Medium-large	17,434	16,675	16.2%	16.4%
Large	3,472	3,462	43.4%	31.8%
Canada	1,315,388	341,580	100.0%	100.0%

Note: Data may not add up due to rounding.

* Small-sized firms are defined as those that employ 1 to 19 employees. The category also includes tax records for which the firm's size could not be determined. 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 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 2022.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of EI administrative data. Canada Revenue Agency, CRA administrative data. Results are based on 100% of CRA data.

As in the past, the proportion of firms which employed at least one employee receiving EI regular benefits increased with firm size. In 2022, 20.6% of small-sized firms had at least one former employee who received EI regular benefits. That ratio increased to 75.1% for small-to-medium sized firms, 95.6% for medium-to-large sized firms and 99.7% for large-sized firms.

Similar to previous years, employees from smaller firms are found to be overrepresented among claimants for EI regular benefits when comparing the distribution of claimants by firm size to the distribution of the workforce by firm size. As shown in Table 10, small firms accounted for 21.0% of the total workforce, while they represented 28.2% of the claimants for EI regular benefits in 2022. Similarly, small-to-medium sized firms accounted for 19.4% of the workforce and 23.6% of claimants. On the other hand, large-sized firms accounted for 43.4% of the workforce, but only 31.8% of 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 may have an influence, as these firms are generally more likely to rely on EI benefits, relative to the national average in some industries.²²

Employment Insurance regular claims and amount paid by EI claimant category

This report assigns EI regular claims to 1 of 3 claimant categories based on the claimant's EI premiums paid and EI benefits used in the past few years. Prior to their current claim, long-tenured workers generally had strong labour market attachment and low EI benefits usage. Frequent claimants had

²² For example, in 2022, within the Agriculture and Construction industries, which consist of jobs that are predominantly seasonal, employees working in small-sized firms accounted for 63.6% and 45.5%, respectively, of the total workers in these industries. Source: Statistics Canada, Labour Force Survey, Table 14-10-0068-01.

established multiple EI claims and received several weeks of EI benefits over the past few years. Claims that do not fall in these first 2 categories are classified as occasional claimants.²³ When it comes to the relationship between claimant category and age group, long-tenured workers tend to be spread out across claimants aged 35 to 44 years, 45 to 55 years, and 55 years and over. Frequent claimants tend to be men, aged 55 years and over, from the Atlantic provinces and in the goods-producing industries.

Table 11 outlines the number of claims established for EI regular benefits and the amount paid by EI claimant category. The number of claims established in 2023-24 slightly decreased among frequent claimants but increased among long-tenured workers and occasional claimants compared to the previous fiscal year. Overall, occasional claimants continued to account for more than half (57.0%) of the share of EI regular claims established in 2023-24.

Table 11 – Employment Insurance regular claims and amount paid by EI claimant category, Canada, 2022-23 and 2023-24

Claimant category	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Long-tenured workers	278,840	312,990	\$2,551.1	\$2,627.1
Occasional claimants	729,900	783,196	\$6,650.0	\$7,044.7
Frequent claimants	279,500	278,627	\$3,108.9	\$3,140.3
Canada	1,288,240	1,374,813	\$12,310.0	\$12,812.1

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.

Consult [Annex 2.5](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

In terms of EI regular benefits paid, all claimant categories had an increase in 2023-24 compared to 2022-23. Occasional claimants accounted for more than half (55.0%) of benefits paid in 2023-24, followed by frequent claimants (24.5%) and long-tenured workers (20.5%).

In general, the shares of both claims established for regular benefits and benefits paid appear to be trending towards pre-pandemic level across claimant categories (consult [Annex 2.5.1](#)).

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

Claimants must have worked a minimum number of hours of insurable employment in their qualifying period, ranging from 420 to 700 hours, in order to qualify for EI regular benefits. The number of required hours to qualify depends on the unemployment rate in the EI economic region where the claimant resides at the time of submitting the application for EI and is known as the Variable Entrance Requirement (VER) (consult Table 12). The higher the unemployment rate in a given region, the lower the number of hours needed to qualify for EI regular benefits and vice versa (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](#).

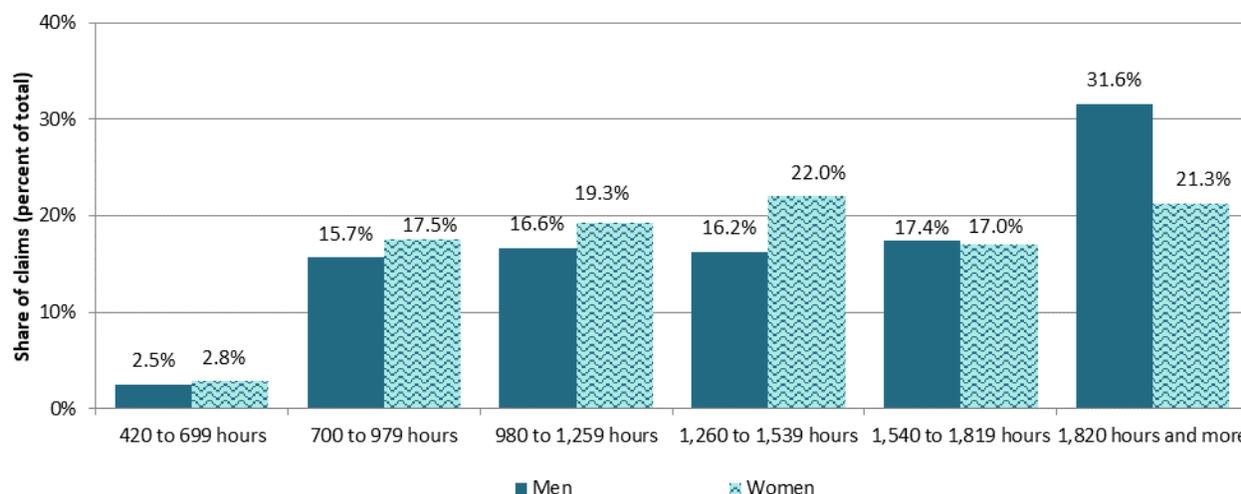
²³ Consult [Annex 2.1](#) for the detailed definitions of claimant categories.

Table 12 – Variable entrance requirement

EI regional unemployment rate	Variable entrance requirement
6.0% and under	700 hours
6.1% to 7.0%	665 hours
7.1% to 8.0%	630 hours
8.1% to 9.0%	595 hours
9.1% to 10.0%	560 hours
10.1% to 11.0%	525 hours
11.1% to 12.0%	490 hours
12.1% to 13.0%	455 hours
More than 13.0%	420 hours

Chart 6 illustrates the distribution of EI regular claims by the number of hours of insurable employment that were used to qualify for these benefits, for men and women. In general, men accumulate more hours of insurable employment than women prior to establishing a claim. In 2023-24, claimants who accumulated 1,820 or more hours of insurable employment during their qualifying period accounted for the largest share (31.6%) of EI regular claims established by men, while it accounted for only 21.3% of EI regular claims established by women. Claimants who accumulated between 420 and 699 hours accounted for the smallest share for both genders, but women had a slightly higher share (2.8%) than men (2.5%). Overall, almost half (49.0%) of EI regular claims established by men had 1,540 hours of insurable employment or more, while it was 38.3% for women.

Chart 6 – Share of Employment Insurance regular claims by hours of insurable employment and gender, Canada, 2023-24



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.

Consult [Annex 2.7](#) for more details.

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

Table 13 details the number and distribution of EI regular claims established in 2023-24, as well as the labour force and the unemployed population by regional unemployment rate. Consult Table 12 for the minimum number of hours of insurable employment required to qualify for EI regular benefits, depending on the regional unemployment rate. In general, the distribution of EI regular claims across regional unemployment rates during 2023-24 remained similar to the distribution of unemployed individuals reported in the Labour Force Survey. EI economic regions with an unemployment rate at 6%

and lower represented the majority of EI regular claims established (61.6%), of the labour force (62.6%) and of the unemployed population (53.4%).

Table 13 – Number and share of Employment Insurance regular claims by regional unemployment rate*, Canada, 2023-24

Unemployment rate	Number of claims (thousands) (% share) 2023-24	Labour force (thousands) (% share) 2023-24	Number of unemployed (thousands) (% share) 2023-24
0.1% to 6%	846.3 (61.6%)	13,580.8 (62.6%)	692.6 (53.4%)
6.1% to 7%	288.3 (21.0%)	5,841.4 (26.9%)	385.8 (29.7%)
7.1% to 8%	45.0 (3.3%)	1,127.0 (5.2%)	85.2 (6.6%)
8.1% to 9%	39.0 (2.8%)	370.3 (1.7%)	31.8 (2.5%)
9.1% to 10%	39.3 (2.9%)	129.3 (0.6%)	12.3 (0.9%)
10.1% to 11%	34.5 (2.5%)	202.5 (0.9%)	21.9 (1.7%)
11.1% to 12%	16.6 (1.2%)	87.7 (0.4%)	10.5 (0.8%)
12.1% to 13%	13.1 (1.0%)	50.8 (0.2%)	6.4 (0.5%)
13.1% to 14%	31.4 (2.3%)	124.2 (0.6%)	17.0 (1.3%)
14.1% to 15%	10.3 (0.8%)	72.3 (0.3%)	10.5 (0.8%)
15.1% to 16%	2.5 (0.2%)	30.4 (0.1%)	4.7 (0.4%)
16.1% or higher	8.5 (0.6%)	61.7 (0.3%)	19.3 (1.5%)
Canada	1,374.8 (100.0%)	21,678.4 (100.0%)	1,297.9 (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.

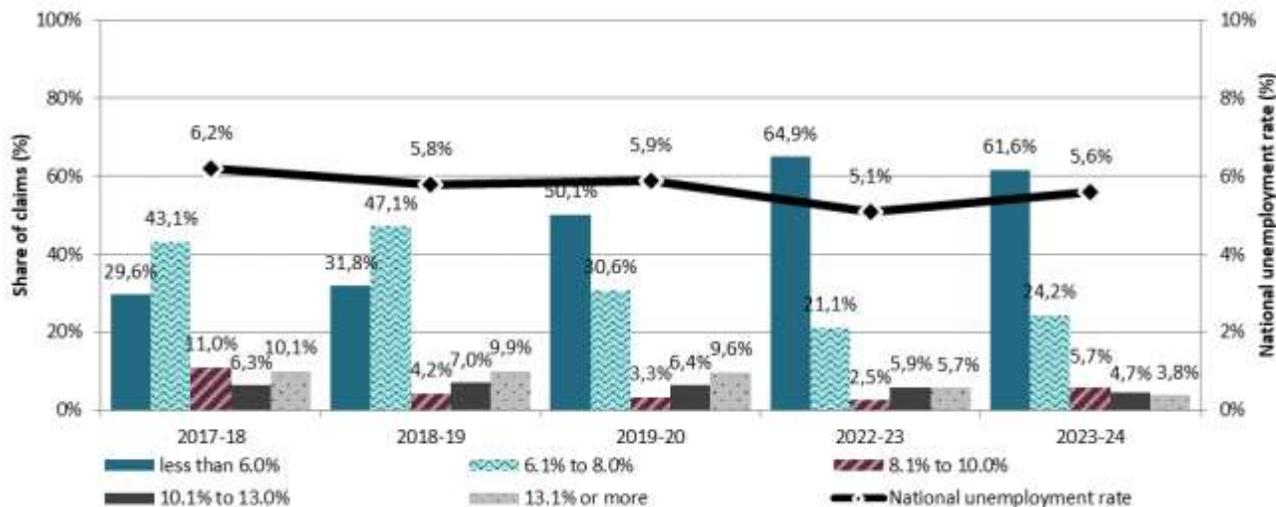
* Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

Consult [Annex 2.7](#) for more details.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data (for EI regular claims). Statistics Canada, special tabulations from the Labour Force Survey (for labour force and unemployment).

The share of EI regular claims established in EI economic regions with an unemployment rate at 6% or lower has increased significantly over the past fiscal years. As presented in Chart 7, these regions accounted for 29.6% of EI regular claims established in 2017-18 compared to 50.1% in 2019-20 and 61.6% in 2023-24. This was likely due to the decrease in the unemployment rate in Canada in the years before the COVID-19 pandemic, as well as the relatively low unemployment rate recorded in 2023-24.

Chart 7 – National unemployment rate and share of Employment Insurance regular claims by regional unemployment rate*, Canada, 2017-18 to 2019-20 and 2022-23 to 2023-24**



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

* Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

** Results are not presented for 2020-21 and 2021-22 because a minimum unemployment rate of 13.1% was in effect between September 27, 2020 and September 25, 2021 due to the first set of EI temporary measures.

Consult [Annex 2.7](#) for more details.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2017-18 to 2022-23 and 100% of data for 2023-24 (for EI regular claims). Statistics Canada, Labour Force Survey, Table 14-10-0287-01 (for unemployment rate).

Claimants' obligations to search for and accept suitable employment

Under the *Employment Insurance Act*, EI regular benefits claimants 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.²⁴

Claimants may be disentitled from receiving EI regular benefits when they fail to meet a specific entitlement condition. A disqualification applies on a day-to-day basis for as long as the claimants' situation remains unchanged. Claimants may be disqualified from receiving EI regular benefits due to their specific action or inaction. The disqualification can be either indefinite or for a specific number of complete weeks.

Table 14 outlines the number of disqualifications and disentitlements related to refusal of suitable work and failure to search for work in past fiscal years. In 2023-24, there were a total of 450 disqualifications and disentitlements related to failure to search for work and 80 related to refusal of suitable work. These results are higher than the previous fiscal year but remained significantly below pre-pandemic levels. However, refusal of suitable work and failure to search for work represent only a fraction (less than 1.0%) of all disqualifications and disentitlements in the fiscal year. The results also do not take into consideration that benefits would generally have been reinstated after claimants who were disentitled

²⁴ For more information, consult section 18 of the *Employment Insurance Act*.

demonstrated that they were once again fulfilling their responsibilities, or after claimants who were disqualified served their weeks of disqualification.

Table 14 – Number of Employment Insurance disqualifications and disentitlements related to refusal of suitable work and failure to search for work, Canada, 2017-18 to 2023-24*

Type of disqualification or disentitlement	2017-18	2018-19	2019-20	2021-22	2022-23	2023-24
Refusal of suitable work	130	170	180	50	50	80
Failure to search for work	1,730	1,430	1,190	220	240	450

* The total for 2019-20 is calculated using monthly estimates from April 2019 to February 2020, and excludes data for the month of March 2020. Additionally, 2020-21 is excluded from the table because no new claims for EI regular benefits could be established 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 disqualifications and disentitlements are not available for this period.

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

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

As mentioned at the beginning of [Section 2.2](#), there are 3 eligibility criteria to qualify for EI regular benefits. The claimant must have:

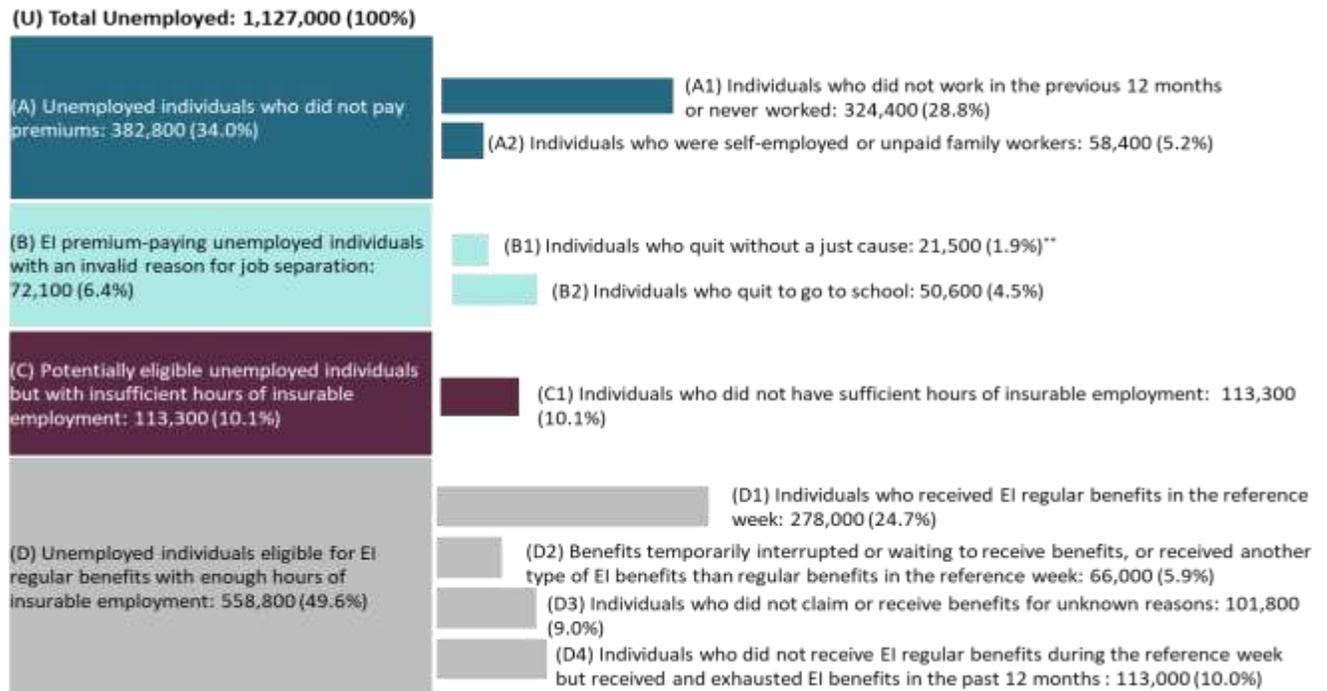
- 1) had insurable employment and paid EI premiums during the qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter)
- 2) a valid reason for job separation according to the *Employment Insurance Act*
- 3) worked a minimum number 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

This subsection provides an overview of the unemployed population in Canada for 2023 relative to these 3 eligibility criteria and presents measures of coverage, eligibility, and access to EI regular benefits for the unemployed population. Results are from the Employment Insurance Coverage Survey (EICS),²⁵ 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 2.6.3](#)). Estimates of the unemployed population eligible for EI regular benefits (that is, the eligibility rates) are also presented based on the Records of Employment (ROEs) for 2023-24 compared to previous years.

Chart 8 illustrates the distribution of the unemployed population in Canada in 2023 in terms of their eligibility for EI regular benefits. On average, there were 1,127,000 unemployed individuals per month in Canada in 2023. Of them, 382,800 (34.0%) 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 744,200 (66.0%) unemployed individuals in 2023 paid EI premiums in the 12 months prior to becoming unemployed and were covered by the EI program.

²⁵ The EICS is administered to a sub-sample of the Labour Force Survey population and has 4 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. [Employment Insurance Coverage Survey](#)

Chart 8 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2023*



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

* Estimates for the year are based on monthly averages.

**Use with caution as there are high levels of error in this estimate.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2023.

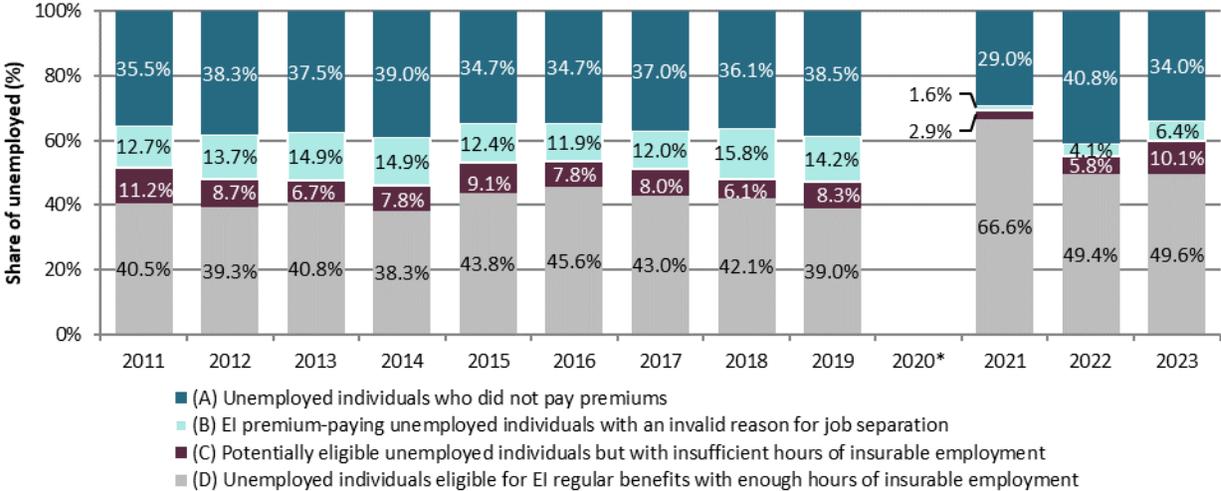
Of the total unemployed population, 72,100 (6.4%) individuals were ineligible for EI benefits as they had invalid reasons for job separation, although they had paid EI premiums. Of these individuals, some quit their jobs to go to school while others quit for other reasons. The remaining 672,100 unemployed individuals (59.6% of total unemployed) had paid EI premiums and had a valid reason for job separation. However, some of them (10.1% of total unemployed) did not accumulate enough hours of insurable employment during their qualifying period. The rest (49.6% 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 3 eligibility criteria of the EI program.

While half of the unemployed population eligible for EI regular benefits with enough hours of insurable employment were receiving EI regular benefits at the time they were surveyed in 2023, some were not receiving them even though they were eligible (consult Chart 8). Among the total unemployment population:

- 5.9% had their benefits temporarily interrupted, were waiting to receive benefits or were receiving another type of EI benefits than regular benefits
- 9.0% did not claim or receive benefits for unknown reasons, and
- 10.0% had received and had exhausted benefits in the past 12 months

Chart 9 shows the breakdown of the unemployed population according to their eligibility for EI regular benefits from 2011 to 2023. Compared to 2022, the share of unemployed individuals who did not pay premiums decreased by 6.8 p.p. and settled at 34.0% in 2023, at a level that is lower than pre-pandemic years. This was mainly brought by a noticeable decrease in the share of unemployed individuals who did not work in the previous 12 months or never worked (28.8% in 2023 down from 36.9% in 2022), which could be attributable to the tight labour market conditions observed right after the pandemic in 2022.

Chart 9 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2011 to 2023**



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

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

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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2011 to 2023.

Meanwhile, the share of unemployed individuals who had a valid reason for separation, but insufficient hours of insurable employment almost doubled (10.1% in 2023 compared to 5.8% in 2022). This increase was likely due to the end of the EI temporary measures in September 2022 which had temporarily lowered the number of hours of insurable employment required to qualify for regular EI benefits. Furthermore, the share of unemployed individuals who were eligible for EI regular benefits, as they had met all 3 eligibility criteria of the EI program, remained stable in 2023 and was still higher than before the pandemic.

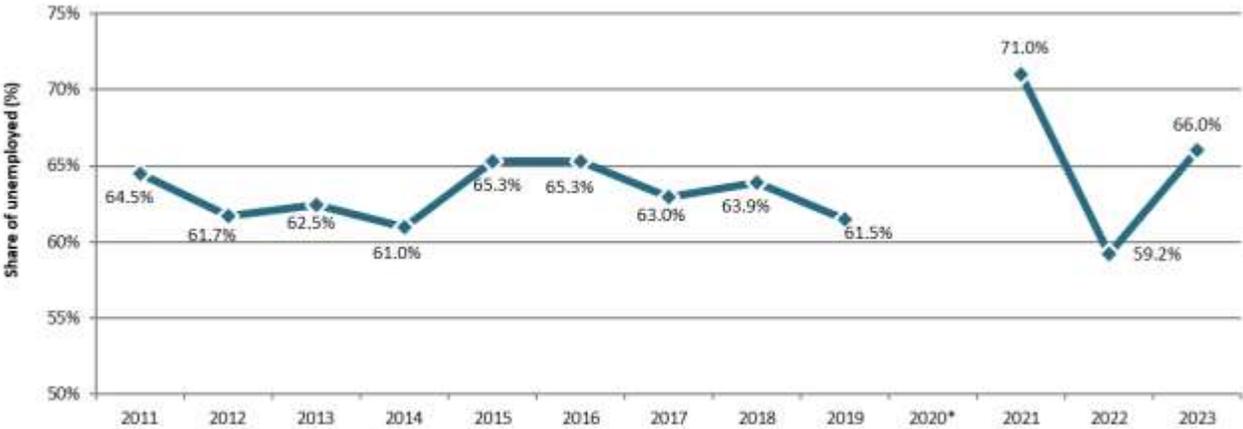
Coverage of Employment Insurance regular benefits

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 2023, the coverage rate was 66.0%, 6.8 p.p. higher than what was observed in 2022 (59.2%).

Higher coverage rates of EI regular benefits are usually observed during economic slowdowns, as slowing economic activities lead to layoffs that increase the share of unemployed EI contributors among

all unemployed individuals. For example, the coverage rates were higher in 2015 and 2016, during the downturn in commodity prices, and in 2021 due to layoffs following the COVID-19 pandemic (consult Chart 10). The higher coverage rate in 2023 compared to 2022 (+6.8 p.p.) and to the average rate of 62.7% in 2018 and 2019 (+3.3 p.p.) can be explained by the easing of labour market conditions in 2023. This resulted in a relative higher share of unemployed individuals who had paid EI premiums among all unemployed individuals in 2023 compared to 2022 and to pre-pandemic years.

Chart 10 – Coverage rate of Employment Insurance regular benefits for the unemployed population, Canada, 2011 to 2023



* Due to the COVID-19 pandemic, the data collection on EI regular benefits was suspended in the EICS 2020.
 Source: Statistics Canada, Employment Insurance Coverage Survey, 2011 to 2023.

Table 15 outlines the coverage rates of EI regular benefits in 2023 by province,²⁶ gender, age, and previous work patterns. Consistent to the historical pattern, the Atlantic provinces have higher coverage rates than the rest of the country. This may be explained by the composition of unemployed individuals, such as the prevalence of the seasonal employment pattern in that region.²⁷ Ontario continued to have the lowest coverage rate in 2023 (59.8%).

²⁶ EICS does not survey territories due to small sample sizes.
²⁷ Unemployed individuals who occupied seasonal jobs usually have higher EI coverage rates than those who held non-seasonal jobs because of their cyclical employment pattern over a year, making them more likely to pay EI premiums during the last 52 weeks than unemployed who worked in non-seasonal jobs. Consult the text box "Seasonal workers in the Labour Force Survey" in [subsection 2.2.6](#).

Table 15 – Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, age, and previous work patterns, Canada, 2018 to 2023*

Province	2018	2019	2021	2022	2023	Change (% points) 2022 to 2023
Newfoundland and Labrador	87.3%	77.7%	78.9%	92.5%	85.9%	-6.6
Prince Edward Island	91.0%	81.8%	94.2%	100.0% ^E	79.9% ^E	-20.1
Nova Scotia	73.0%	73.7%	83.9%	77.6%	77.8%	+0.2
New Brunswick	69.7%	76.1%	86.5%	92.3%	84.6%	-7.7
Quebec	67.0%	63.9%	76.5%	67.2%	73.4%	+6.2
Ontario	59.6%	57.9%	63.8%	47.9%	59.8%	+11.9
Manitoba	62.5%	59.5%	73.8%	60.3% ^E	60.7%	+0.4
Saskatchewan	70.2%	58.0%	76.6%	69.9%	62.0%	-7.9
Alberta	61.7%	61.6%	74.8%	59.5%	64.0%	+4.5
British Columbia	61.7%	58.5%	72.0%	59.8%	70.1%	+10.3
Gender						
Men	68.3%	62.8%	71.6%	65.0%	67.7%	+2.7
Women	58.1%	59.9%	70.1%	52.2%	64.2%	+12.0
Age category						
24 years old and under	57.1%	57.9%	54.9%	50.5%	61.9%	+11.4
25 to 44 years old	64.4%	59.4%	73.2%	59.6%	66.6%	+7.0
45 years old and over	67.5%	65.6%	75.9%	63.2%	68.3%	+5.1
Previous work pattern** (paid employment)						
Permanent	72.1%	67.6%	82.1%	63.5%	73.3%	+9.8
Full-time	74.0%	66.1%	82.7%	66.5%	74.1%	+7.6
Part-time	67.1%	72.7%	82.6%	55.9%	72.4%	+16.5
Non-permanent	81.1%	79.4%	83.2%	78.0%	84.2%	+6.2
Seasonal***	86.9%	88.2%	88.1%	89.6%	94.8%	+5.2
Other non-standard****	77.2%	72.8%	80.3%	71.0%	76.0%	+5.0
Canada	63.9%	61.5%	71.0%	59.2%	66.0%	+6.8

^E As per the EICS release guidelines, this estimate should be used with caution.

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

** 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, 2018 to 2023.

Consistent with trend in previous years, the coverage rate for men was higher than that for women in 2023. 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. 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 2023.

When the unemployed population is categorized by their previous work patterns, results show that a higher share of unemployed individuals with previous non-permanent jobs paid EI premiums in the previous 52 weeks than those who had permanent jobs. This can be explained by the higher coverage rate of unemployed individuals who worked in non-permanent seasonal jobs. As these individuals work for a 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 individuals who previously held permanent jobs, the coverage rate in 2023 for those who had part-time jobs was slightly lower than the one for those who had full-time jobs. Among unemployed individuals who previously were in non-permanent employment, those

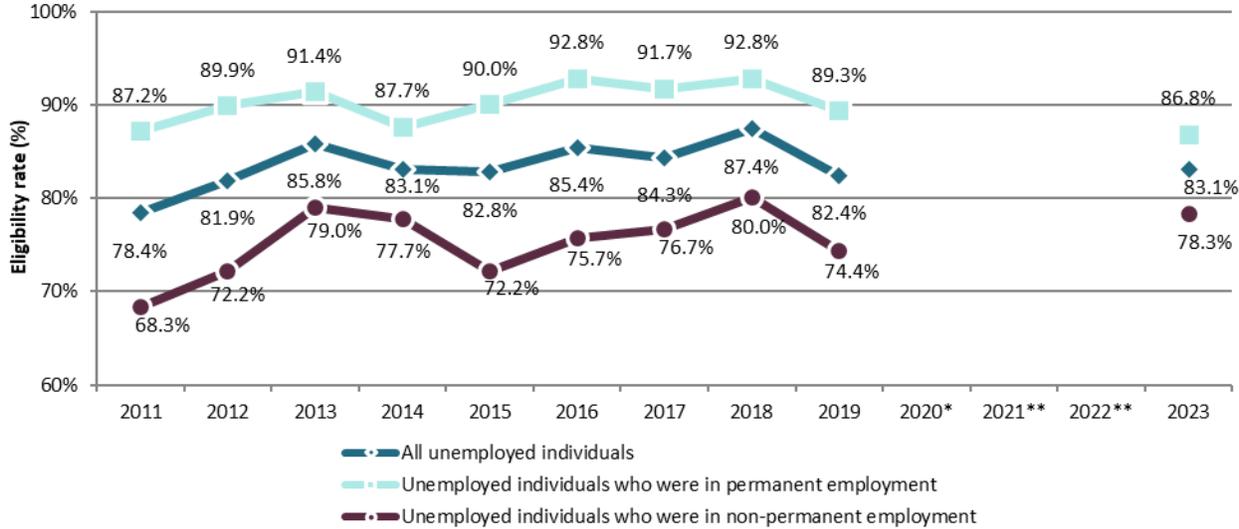
who had seasonal work had a significantly higher coverage rate in 2023 compared to those who had non-seasonal non-standard work, consistent to historical trend.

Eligibility for Employment Insurance regular benefits

As mentioned at the beginning of this subsection, claimants for EI regular benefits must meet 3 criteria to be considered eligible (they must have paid EI premiums, have a valid reason for job separation, and have accumulated the required hours of insurable employment during their qualifying period). The eligibility rate is expressed as the share of unemployed individuals with sufficient hours of insurable employment among those who meet the other 2 eligibility criteria.

As illustrated by the “all unemployed individuals” line in Chart 11, the eligibility rate for EI regular benefits in Canada has ranged from 78.4% to 87.4% in the past decade. The rate for 2023 stood at 83.1%, slightly higher than its pre-pandemic level of 82.4% observed in 2019. The comparable eligibility rate between 2019 and 2023 can be partly attributed to similar national unemployment rates in both years (5.7% in 2019 and 5.4% in 2023),²⁸ which translated into relatively similar entrance requirements for EI regular benefits at the national level for those years. The eligibility rate for unemployed individuals who previously had permanent employment has historically been higher than the one of those who had non-permanent employment.

Chart 11 – Eligibility rate for Employment Insurance regular benefits for the unemployed population by previous employment characteristics, Canada, 2011 to 2023



* Due to the COVID-19 pandemic, the data collection on EI regular benefits was suspended in the EICS 2020.
 ** Due to the EI temporary measures related to the COVID-19 pandemic in place from September 2020 to September 2022, eligibility rates for 2021 and 2022 were incomparable to the other years.
 Source: Statistics Canada, Employment Insurance Coverage Survey, 2011 to 2023.

The eligibility rates for EI regular benefits are sensitive to economic conditions and specific employment patterns during the qualifying period, such as the incidence of full-time versus part-time employment, and permanent versus temporary employment. Because of this, significant variations are found when

²⁸ Statistics Canada, Labour Force Survey, Table 10-14-0287-01.

unemployed individuals are classified based on regional, demographic and previous employment characteristics.

As outlined in Table 16, unemployed individuals in Alberta, Ontario and Saskatchewan had slightly lower eligibility rates compared to the national average in 2023. In comparison, those in the Atlantic provinces had generally higher eligibility rates.

Table 16 – Employment Insurance regular benefits eligibility rates for the unemployed population by province, gender, age, and previous work patterns, Canada, 2016 to 2023^{*}

Province	2016	2017	2018	2019	2023	Change (% points) 2019 to 2023
Newfoundland and Labrador	95.9%	96.7%	93.8%	94.1%	95.6%	+1.5
Prince Edward Island	98.5%	94.3%	98.2%	97.0%	96.1% ^E	-0.9
Nova Scotia	93.3%	86.0%	93.8%	95.2%	91.7%	-3.5
New Brunswick	94.6%	93.1%	94.0%	96.7%	87.6%	-9.1
Quebec	86.7%	85.1%	85.5%	87.8%	87.3%	-0.5
Ontario	81.3%	79.6%	88.7%	75.7%	80.1%	+4.4
Manitoba	75.3%	84.9%	83.1%	79.1% ^E	87.3%	+8.2
Saskatchewan	78.9%	69.7%	86.6%	83.2%	80.5%	-2.7
Alberta	84.9%	85.2%	79.6%	84.1%	74.7%	-9.4
British Columbia	87.3%	90.0%	91.0%	73.6%	86.7%	+13.1
Gender						
Men	87.2%	85.8%	88.3%	84.7%	88.6%	+3.9
Women	81.6%	82.1%	86.1%	79.5%	76.4%	-3.1
Age category						
24 years old and under	50.8%	40.7%	60.5%	51.7%	57.1%	+5.4
25 to 44 years old	88.4%	89.4%	90.7%	82.1%	83.5%	+1.4
45 years old and over	94.0%	90.2%	90.5%	91.4%	95.1%	+3.7
Previous work pattern (paid employment)						
Permanent	92.8%	91.7%	92.8%	89.3%	86.8%	-2.5
Full-time	95.3%	94.5%	93.6%	94.2%	95.4%	+1.2
Part-time	62.4%	69.3%	86.0% ^E	64.7%	40.4% ^E	-24.3
Non-permanent	75.7%	76.7%	80.1%	74.4%	78.2%	+3.8
Seasonal ^{**}	87.5%	86.7%	82.0%	83.5%	80.7%	-2.8
Other non-standard ^{***}	66.4%	66.8%	78.5%	64.5%	76.0%	+11.5
Canada	85.4%	84.3%	87.4%	82.4%	83.1%	+0.7

^E As per the EICS release guidelines, this estimate should be used with caution.

^{*} Due to the COVID-19 pandemic, the data collection on EI regular benefits was suspended in the EICS 2020. Due to the EI temporary measures related to the COVID-19 pandemic in place from September 2020 to September 2022, eligibility rates for 2021 and 2022 were incomparable to the other years.

^{**} 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, 2016 to 2023.

Consistent to previous years, unemployed men registered higher eligibility rates than unemployed women in 2023, probably due to the fact that a higher proportion of men hold full-time jobs or permanent jobs or both, while a higher proportion of women work in part-time jobs or temporary jobs or both. This means that unemployed women are less likely to accumulate sufficient hours of insurable employment. By age, unemployed youth aged 24 years and under continued to have the lowest eligibility rate in 2023, compared to unemployed individuals aged between 25 and 44 years and those aged 45 years and over.

Additionally, unemployed individuals who had part-time or non-permanent employment were less likely to accumulate the required number of hours of insurable employment in 2023 due to their work pattern, resulting in lower eligibility rate compared to the national average.

Alternative method using EI administrative data to estimate eligibility for EI regular benefits

The eligibility for EI regular benefits can also be estimated by using Record of Employment (ROE)* data. In this case, the eligibility rate is expressed as the share of job separators** who met the required number of hours of insurable employment in their qualifying period (previous 52 weeks or since the establishment of their last EI claim, whichever is shorter) to qualify for EI regular benefits among those who had a job separation with a valid reason for job separation. The calculation of eligibility rates relies on EI administrative data such as ROEs and Status Vector (STVC) data.***

This alternative methodology was used to report eligibility rates in the EI Monitoring and Assessment reports 2020-21 to 2022-23. EICS-based eligibility rates could not be reported in these reports because the EICS 2020 did not collect any information on EI regular benefits and the EICS 2021 and 2022 did not fully adapt to the changes in eligibility criteria to qualify for EI regular benefits due to the COVID-19 pandemic and the subsequent EI temporary measures.

Given that the EI temporary measures ended on September 24, 2022, and original EI rules resumed, the ROE-based eligibility rate for 2023-24 can be compared to that for 2018-19, 2019-20 and the second half of 2022-23, when the same original EI rules were in effect.

Based on EI administration data, 61.1% job separators had sufficient hours of insurable employment to qualify for EI regular benefits in 2023-24. This was higher than the levels observed in the second half of 2022-23 (57.0%) and in pre-pandemic years (48.3% in 2019-20 and 52.5% in 2018-19).

Results from this alternative methodology are not comparable to those of the EICS-based eligibility. The alternative methodology examines eligibility among a different population, as job separators are not necessarily unemployed. Results from a previous departmental study also found that the alternative methodology may not fully reflect potential eligibility where previous employment did not result in a ROE.

* A record of employment (ROE) is a form completed by the employer when an employee stops working. It contains information on employment history, such as hours of insurable employment from the past year.

** Job separators are defined as individuals who have at least one incidence of job separation during the reference period.

*** The STVC file contains key information about the EI program and the flow of EI claims and payments, from the time the claim is filed to the time the benefits expire. Results for 2023-24 are based on 100% of ROE and STVC data from August 2024. Results for pre-pandemic fiscal years and 2022-23 are based on a 10% random sample of ROE data and 100% of STVC data from August 2024.

Eligibility for Employment Insurance regular benefits during natural disasters

A recent departmental study* assessing the effectiveness of the EI program in supporting workers affected by natural disasters examined EI eligibility and usage during selected natural disaster events during the 2015–2019 and 2023 periods. The study found that workers laid off due to natural disaster events were more likely to accumulate sufficient hours of insurable employment to qualify for EI regular benefits than those who were laid off during non-disaster periods. This may be attributed to the fact that natural disasters often affect individuals with a stronger attachment to the labour

market—those who would likely have remained employed if not for the disruptions caused by the disasters—resulting in a higher average eligibility rate.

Additionally, the study found that during natural disaster periods, both the EI take-up rate** and maximum entitlement increased. However, the average number of weeks of EI regular benefits actually used was lower, leading to a reduced proportion of entitlement weeks used. These trends further suggest that natural disasters impact many individuals with a strong labour market attachment.

*ESDC, Employment Insurance during “Non-Economic Crises” (Ottawa: ESDC, Employment Insurance Policy Directorate, 2025).

** EI take-up rate is defined as the proportion of individuals with valid reasons for separation and sufficient hours of insurable employment who actually established an EI regular claim.

Access to Employment Insurance regular benefits

Access to EI regular benefits is another way to measure how the EI program is providing financial support to Canada’s unemployed individuals following a job loss and helping them transition to new employment. For the purpose of the EI Monitoring and Assessment Report, access to EI regular benefits is measured by 2 rates: the Beneficiary-to-Unemployed (B/U) rate and the Beneficiary-to-Unemployed Contributor (B/UC) rate.

The rates’ numerator (B) and denominators (U and UC) are both obtained from the EICS. The number of unemployed individuals who received EI regular benefits (B) includes those who received EI regular benefits at the time they were surveyed (including those who had their benefits temporarily interrupted or waiting to receive benefits) as well as those who received but exhausted their EI regular benefits within 12 months of the time they were surveyed to incorporate all beneficiaries in the year.

The Beneficiary-to-Unemployed (B/U) rate is the share of unemployed individuals who received EI regular benefits among all unemployed individuals. As such, it includes a significant segment of the unemployed population who are ineligible for EI regular benefits (such as those who did not work in the previous year or never worked, who did not have a valid job separation, and those who were self-employed). As a result, the B/U rate is sensitive to changes in the composition of the unemployed population and the proportion of the unemployed individuals outside the scope of the EI program’s coverage.

The Beneficiary-to-Unemployed Contributor (B/UC) rate is the share of unemployed individuals who received EI regular benefits among the unemployed individuals who contributed EI premiums in the previous 12 months. The B/UC rate measures accessibility among unemployed individuals for whom EI regular benefits are designed to provide coverage and excludes those who did not contribute EI premiums during their last employment period or did not have any labour force attachment. As a result, this rate provides a better assessment of accessibility to EI regular benefits.

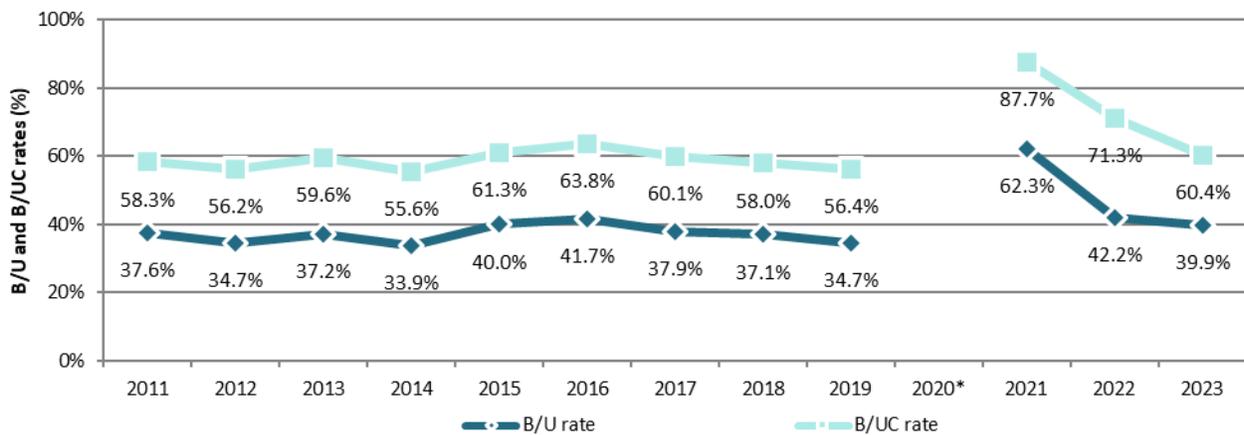
Change in methodology to report on access to Employment Insurance regular benefits

In previous years’ reports, access to EI regular benefits was measured by the B/U and B/UC ratios. Those ratios were based on 2 data sources: average number of beneficiaries of EI regular benefits reported in Statistics Canada’s monthly EI Statistics (B) and the number of unemployed individuals (U) and unemployed contributors (UC) obtained from the EICS. Given that the ratios’ numerator and denominator came from 2 different data sources, it could create incoherent results. For example, no ratios were reported for 2021 for this reason. Starting with this year’s report, the B/U and B/UC rates (not ratios) are reported as measures of access to EI regular benefits. The rates’ numerator and denominator are both obtained from the EICS.

The results of B/C and B/UC rates are not comparable to those of the ratios released in previous EI Monitoring and Assessment reports. For trend analysis purposes, the new B/U and B/UC rates are calculated retroactively using historical EICS data dating back to 2011.

Chart 12 illustrates the B/U and B/UC rates over the 2011-2023 period. In 2023, the B/U rate was 39.9%, 2.3 p.p. lower than that in 2022. In the meantime, the B/UC rate was 60.4% in 2023, down from 71.3% in 2022, representing a 10.8 p.p. drop. The lower share of unemployed individuals who received EI regular benefits among the total unemployed individuals and unemployed individuals who paid EI premiums in 2023 compared to 2022 could be partially due to the end of the EI temporary measures in September 2022 that facilitated access to EI benefits. In addition, the larger drop in the B/UC rate than the B/U rate in 2023 could be explained by the number of unemployed individuals who paid EI premiums that outpaced the total number of unemployed individuals over the period due to the tight labour market conditions observed right after the COVID-19 pandemic in 2022. Compared to the pre-pandemic years, both B/U and B/UC rates were higher in 2023 than in 2018 and 2019.

Chart 12 – Employment Insurance regular benefits access rates, Canada, 2011 to 2023



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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2011 to 2023.

2.2.3 Level of Employment Insurance regular benefits

The weekly benefit rate to which EI claimants are entitled is subject to the Variable Best Weeks (VBW) provision. 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.²⁹ The number of weeks used to calculate the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate of the claimant's EI economic region at the time their claim is established (consult [subsection 2.1.1](#) for the VBW table).

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

Table 17 outlines the average weekly benefit rates for EI regular claims by province and territory in 2023-24. Regular claims established during the fiscal year had an average weekly benefit rate of \$561, up from \$535 in 2022-23 (+4.9%). Similar to previous years, regular claims established in the Territories received, on average, the highest weekly benefit rate in 2023-24. Conversely, regular claims from the Atlantic provinces and Manitoba had, on average, the lowest weekly benefit rate during the reporting period. The average weekly regular benefit rate increased in all jurisdictions in 2023-24 compared to 2022-23, ranging from 2.6% in Northwest Territories to 6.1% in British Columbia. This was consistent with the growth in average nominal weekly earnings by jurisdiction over the same period (consult [Chapter 1](#)).

²⁹ The maximum weekly benefit rate is 55% of the maximum yearly insurable earnings divided by 52. The maximum yearly insurable earnings amount was \$60,300 in 2022, \$61,500 in 2023 and \$63,200 in 2024. Consequently, the maximum weekly benefit rate was \$638 in 2022, \$650 in 2023 and \$668 in 2024.

Table 17 – Average weekly benefit rate for Employment Insurance regular claims by province or territory, Canada, 2022-23 to 2023-24

Province or territory	2022-23	2023-24	Change (%)
Newfoundland and Labrador	\$510	\$537	+5.4%
Prince Edward Island	\$499	\$524	+4.9%
Nova Scotia	\$491	\$519	+5.9%
New Brunswick	\$517	\$540	+4.6%
Quebec	\$544	\$567	+4.3%
Ontario	\$538	\$563	+4.6%
Manitoba	\$500	\$525	+4.9%
Saskatchewan	\$525	\$550	+4.7%
Alberta	\$551	\$577	+4.8%
British Columbia	\$543	\$576	+6.1%
Yukon	\$597	\$615	+3.0%
Northwest Territories	\$583	\$598	+2.6%
Nunavut	\$579	\$603	+4.3%
Canada	\$535	\$561	+4.9%

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

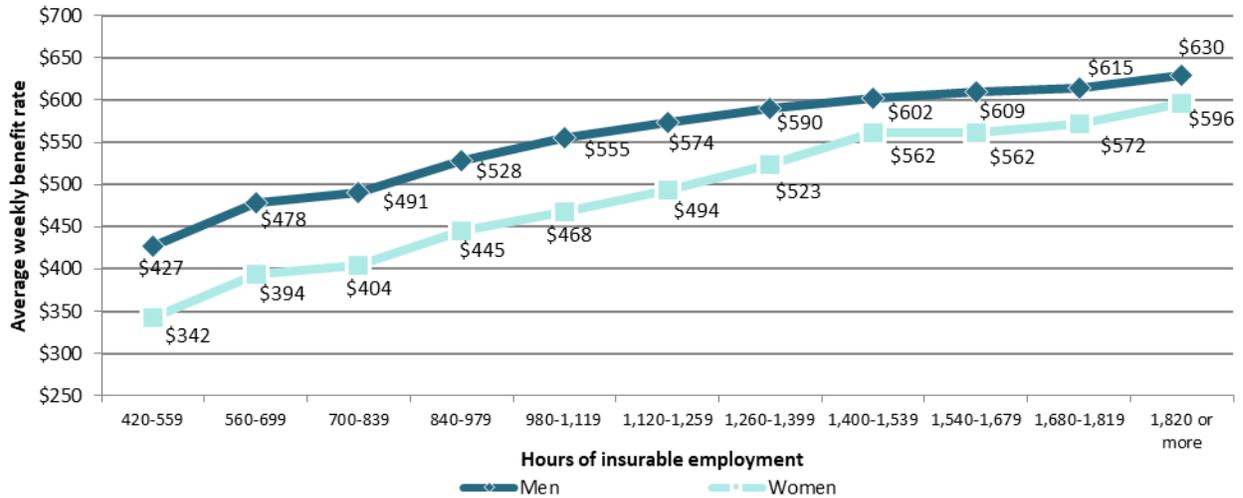
Consult [Annex 2.5.3](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

In terms of gender, men had a higher average weekly regular benefit rate (\$588) than women (\$522) in 2023-24 (consult [Annex 2.5.3](#)). Historically, this has also been the case. Proportionally, the average weekly regular benefit rate for women represents 88.8% of the average rate for men in 2023-24, which remained similar to the ratio before the COVID-19 pandemic. However, the growth in the average weekly regular benefit rate for women surpassed that for men in 2023-24 compared to 2022-23 (+5.6% and +4.2%, respectively).

Furthermore, men had a higher average weekly regular benefit rate than women in all categories of hours of insurable employment worked during their qualifying period. This gender gap is more apparent at lower levels of labour market attachment, as categorized by the number of hours of insurable employment. As illustrated in Chart 13, the average weekly regular benefit rate for women who had 420 to 559 hours of insurable employment during their qualifying period was 80.1% of the average rate for men in 2023-24. At the other end, for those who had 1,820 or more hours of insurable employment, that ratio was 94.6%.

Chart 13 – Average weekly benefit rate for Employment Insurance regular claims by gender and hours of insurable employment, Canada, 2023-24



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. Results are based on 100% of data.

Table 18 outlines the average weekly benefit rate for EI regular claims by age group for men and women in 2023-24. Overall, in terms of age group, claimants aged 25 to 44 years had the highest average weekly benefit rate during the reporting period, while those aged 24 years and under received the lowest average weekly benefit rate. When categorizing claimants by both age group and gender, on average, men aged between 45 and 54 years had the highest weekly benefit rate (\$606), while for women, those who were aged between 25 and 44 years received the highest weekly benefit rate (\$541). Moreover, the gap between men and women was highest for claimants aged between 45 and 54 years, as men received, on average, \$77 more in weekly regular benefits than women.

Table 18 – Average weekly benefit rate for Employment Insurance regular claims by age group and gender, Canada, 2023-24

Age category	Men	Women	All claimants
24 years old and under	\$537	\$465	\$515
25 to 44 years old	\$601	\$541	\$577
45 to 54 years old	\$606	\$529	\$570
55 years old and over	\$572	\$497	\$542
Canada	\$588	\$522	\$561

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. Results are based on 100% of data.

In terms of claimant category, long-tenured workers received the highest average weekly regular benefit rate (\$601) in 2023-24, while occasional claimants had the lowest (\$543) (consult Table 19). Compared to the previous year, all claimant categories experienced an increase of their average weekly regular benefit rate in 2023-24, with occasional claimants having the highest growth.

Table 19 – Average weekly benefit rate for Employment Insurance regular claims by EI claimant category, Canada, 2022-23 to 2023-24

Claimant category	2022-23	2023-24	Change (%)
Long-tenured workers	\$583	\$601	+3.1%
Occasional claimants	\$512	\$543	+6.0%
Frequent claimants	\$547	\$567	+3.7%
Canada	\$535	\$561	+4.9%

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

Consult [Annex 2.5.3](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

Table 20 outlines the share of claims established for EI regular benefits that receive the maximum weekly benefit rate. In 2023-24, 48.8% of claims received the maximum weekly benefit rate, a proportion higher than the one observed in 2022-23 (45.4%) and similar to the years preceding the COVID-19 pandemic (49.1% in 2018-19 and 49.0% in 2019-20). The share of regular claims receiving the maximum weekly benefit rate in 2023-24 was higher in the Territories, and lower in the Atlantic provinces and Manitoba. This is consistent with the results of the average weekly regular benefit rate by jurisdiction.

Table 20 – Share of Employment Insurance regular claims receiving the maximum weekly benefit rate by province or territory, gender, age and claimant category, Canada, 2022-23 to 2023-24

Province or territory	2022-23	2023-24
Newfoundland and Labrador	40.4%	44.8%
Prince Edward Island	28.9%	31.2%
Nova Scotia	33.3%	36.5%
New Brunswick	36.9%	34.7%
Quebec	48.6%	50.6%
Ontario	44.4%	48.3%
Manitoba	34.3%	36.7%
Saskatchewan	45.2%	47.5%
Alberta	53.9%	58.7%
British Columbia	47.0%	53.0%
Yukon	71.0%	72.4%
Northwest Territories	63.9%	67.6%
Nunavut	67.5%	72.2%
Gender		
Men	56.9%	60.1%
Women	28.8%	31.5%
Age category		
24 years old and under	27.2%	31.5%
25 to 44 years old	50.6%	54.3%
45 to 54 years old	48.3%	51.4%
55 years old and over	40.6%	43.0%
Claimant category		
Long-tenured workers	61.5%	64.2%
Occasional claimants	37.7%	42.0%
Frequent claimants	49.4%	50.7%
Canada	45.4%	48.8%

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. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

In line with previous years, the share of regular claims receiving the maximum weekly benefit rate established by men (60.1%) was significantly higher than those established by women (31.5%) in

2023-24. This is partly attributable to the fact that a higher proportion of women work in part-time jobs than men, resulting in generally lower average weekly insurable earnings for them.

By age group, claimants aged between 25 and 44 years had the highest share of regular claims receiving the maximum weekly benefit rate (54.3%) in 2023-24, while claimants aged 24 and under had the lowest share (31.5%). In terms of claimant category, long-tenured workers had the highest share of regular claims receiving the maximum weekly benefit rate (64.2%), while occasional claimants had the lowest (42.0%).

As outlined in Table 21, 71.8% of regular claims established in 2023-24 had a weekly benefit rate of \$501 or more in 2023-24. On the other hand, 24.5% of claims received between \$301 and \$500 weekly, and 3.7% received \$300 or less.

Table 21 – Share of Employment Insurance regular claims by weekly benefit rate grouping, Canada, 2023-24

Category	2023-24
\$300 and under	3.7%
\$301 to \$500	24.5%
\$501 and over	71.8%
Canada	100.0%

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. Results are based on 100% of data.

2.2.4 Employment Insurance regular benefit entitlement

This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in this subsection are based on claims that were completed³⁰ during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future.

Claimants who have successfully established a claim for EI regular benefits are entitled to a maximum number of weeks of regular benefits they may receive, known as their entitlement. This entitlement ranges between 14 and 45 weeks and is determined by the number of hours of insurable employment accumulated by claimants during their qualifying period³¹ and the effective unemployment rate in the EI economic region where they live at the time the claim is established (consult [Annex 2.2](#) for the entitlement table).

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 (420 to 700 hours) and the maximum number of weeks payable (14 to 45 weeks) vary depending on the monthly unemployment rate in the EI economic region in which the individual lives. When an EI region's unemployment rate changes, the entrance requirement and the maximum number of weeks of EI regular benefits claimants are entitled to receive adjust in response.³²

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 was disentitled from receiving regular benefits because they were not available for work during their claim³³

Claimants receive different levels of entitlement. In order to compare the duration of EI regular benefits regardless of their entitlement, the proportion of weeks of EI regular benefits used by claimants is also examined. This proportion is defined as the number of weeks of EI regular benefits used by claimants as a share of their maximum entitlement.

³⁰ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³¹ 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.

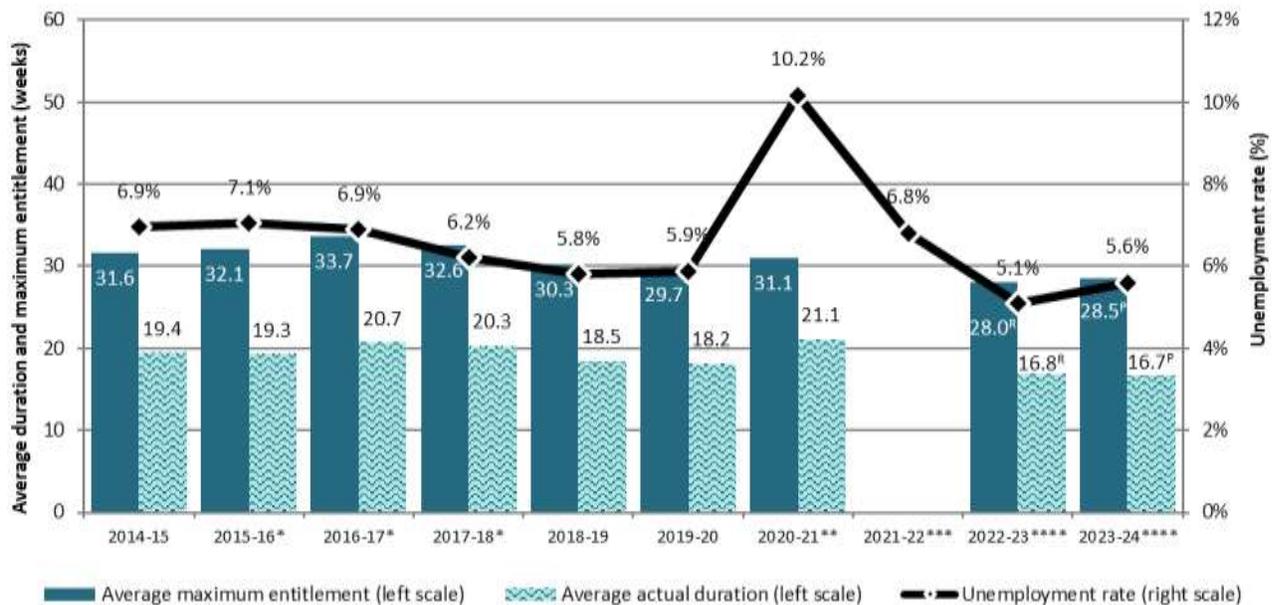
³² The number of weeks of entitlement does not change even if the claimant moves to another EI region after the benefit period begins.

³³ To continue receiving EI regular benefits, claimants must prove that they are capable of and available for work and unable to obtain suitable employment for each working day of their claim.

Duration of Employment Insurance regular benefits

As illustrated in Chart 14, the average maximum entitlement of completed EI regular claims was 28.5 weeks in 2023-24. This was similar to 28.0 weeks recorded for claims completed in 2022-23 that were established on or after September 26, 2021. These latter claims were established when the maximum entitlement returned to the pre-pandemic range of between 14 to 45 weeks. For simplicity, for the rest of the subsection, they are referred to as claims completed in 2022-23. The average actual duration, on the other hand, was 16.7 weeks for claims completed in 2023-24, virtually unchanged from 16.8 weeks for claims completed in 2022-23. Both durations in 2023-24 were lower than the ones observed before the pandemic (average maximum entitlement of 30.0 weeks and average actual duration of 18.3 weeks over the period of 2018-19 to 2019-20). This is attributable in part to the relatively low unemployment rate observed in 2023-24 compared to before the pandemic.

Chart 14 – Average maximum entitlement and actual duration of completed claims for Employment Insurance regular benefits and unemployment rate, Canada, 2014-15 to 2023-24



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

*A temporary measure extended the number of weeks of EI regular benefits for claimants in 15 EI economic regions that were hit the hardest by the downturn in commodity prices during this period.

**Includes claims established before March 15, 2020 and completed in 2020-21.

***Most claims completed in 2021-22 were entitled 50 weeks of EI regular benefits, therefore their average actual duration is not comparable with the other fiscal years.

****Includes claims established on or after September 26, 2021 and completed in 2022-23 or 2023-24.

^a Preliminary data.

^b Revised data.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2014-15 to 2020-21 and 100% of data for 2022-23 and 2023-24 (for average maximum entitlement and average actual duration). Statistics Canada, Labour Force Survey, Table 14-10-0287-01 (for data on unemployment rates).

The average proportion of EI regular benefit weeks used by completed claims in 2023-24 was 62.0%. This was lower than the proportion recorded by completed claims in 2022-23 (64.1%), as well as claims completed before the pandemic (63.7% in 2018-19 and 64.1% in 2019-20).

Declining Employment Insurance regional unemployment rates and maximum entitlement

In recent years, the EI unemployment rates in several EI economic regions in Canada have declined and reached historic lows. As a result, individuals in these regions may find it challenging to qualify for EI regular benefits due to higher entrance requirements, and when they do, they may be entitled to less weeks of regular benefits, which could lead to higher entitlement exhaustion rate.

A recent departmental study* examined the impact of declining EI regional unemployment rates and the degree to which long-standing employment patterns adapted to the changing EI entrance requirements and lower maximum entitlement. The study identified 15 EI economic regions affected by declining unemployment rates. Between September 25, 2022 and August 26, 2023 (referred to as 2022-23 in the study), these regions had an unemployment rate at least 1 percentage point (p.p.) lower than their minimum unemployment rate observed from 2015 to 2017.** When comparing non-seasonal regular claims established in 2022-23 in the affected EI regions to their counterparts established from 2015 to 2017, the unemployment rate and the maximum entitlement fell by 4.1 p.p. and 5.4 weeks on average, respectively.

After controlling for demographic factors and industries, results showed that the decline in regional unemployment rates did not cause a significant increase in the proportion EI regular benefit weeks used by claimants in the affected regions in 2022-23 (for both seasonal and non-seasonal claims). Inversely, the study found a significant increase in the likelihood of exhausting regular benefits for non-seasonal claims in the affected regions due to the decline in regional unemployment rates (but no significant impact for seasonal claims).

Although claimants were impacted by the decline in regional unemployment rates, there appeared to be little to no behavioral change in response to the regional unemployment rate decline for both seasonal and non-seasonal claims in the affected regions.

* ESDC, Declining unemployment rate in high unemployment rate regions (Ottawa: ESDC, Evaluation Directorate, 2025).

** EI economic regions where the unemployment rate declined but did not fall below 16.1%, or began below 6.1%, were not considered as affected regions.

Duration of Employment Insurance regular claims by province or territory, gender, age, claimant category and industry

The duration of EI regular claims completed in 2023-24 varied significantly across provinces and territories, reflecting differences in regional labour market and labour market characteristics in 2023-24, as outlined in Table 22. EI regular claims established in Newfoundland and Labrador and Nunavut had the highest average maximum entitlement (36.7 weeks and 37.5 weeks, respectively). These significantly higher maximum entitlements compared to the national average can be explained in part by the high unemployment rates observed in these jurisdictions (the unemployment rate was 9.8% in

Newfoundland and Labrador and 12.7% in Nunavut in 2023-24).³⁴ These 2 jurisdictions also had the highest average actual duration (26.1 weeks and 26.6 weeks, respectively) and among the highest average proportion of regular benefit weeks used (73.1% and 71.7%, respectively) (consult Table 23 for proportions of EI regular benefit weeks used). In comparison, among provinces, EI regular claims established in British Columbia, Ontario and Quebec had the lowest average maximum entitlement (from 27.3 weeks to 27.5 weeks) corresponding to the low unemployment rates generally observed in these provinces. Claims established in Quebec (14.4 weeks), Ontario (15.8 weeks) and British Columbia (16.3 weeks) also registered the lowest average actual duration among all provinces in 2023-24. This resulted in a relatively low average proportion of EI regular benefit weeks used in these provinces.

Table 22 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits, by province or territory, gender, age and claimant category, Canada, 2022-23 to 2023-24*

Province or territory	Average maximum entitlement (weeks) 2022-23	Average maximum entitlement (weeks) 2023-24 ^P	Change in average maximum entitlement (%)	Average actual duration (weeks) 2022-23 ^R	Average actual duration (weeks) 2023-24 ^P	Change in average actual duration (%)
Newfoundland and Labrador	38.0	36.7	-3.5%	26.4	26.1	-1.3%
Prince Edward Island	32.6 ^R	31.2	-4.5%	22.2	21.3	-3.8%
Nova Scotia	31.0	30.6	-1.1%	21.3	21.1	-1.0%
New Brunswick	32.5 ^R	30.9	-4.8%	21.9	21.6	-1.2%
Quebec	26.6 ^R	27.5	+3.3%	14.6	14.4	-1.3%
Ontario	26.7 ^R	27.4	+2.8%	15.7	15.8	+0.9%
Manitoba	27.8 ^R	28.6	+3.0%	17.2	17.4	+1.3%
Saskatchewan	30.6 ^R	30.6	0.0%	19.0	19.0	+0.2%
Alberta	28.9 ^R	28.9	-0.1%	17.4	16.9	-2.8%
British Columbia	25.6	27.3	+6.5%	15.4	16.3	+5.5%
Yukon	26.9 ^R	27.5	+2.3%	17.9	17.9	+0.3%
Northwest Territories	23.5 ^R	30.5	+29.6%	17.2	15.4	-10.5%
Nunavut	37.5	37.5	+0.1%	23.2	26.6	+14.9%
Gender						
Men	28.9	29.2	+1.1%	17.1	17.1	-0.2%
Women	26.6	27.3	+2.5%	16.3	16.1	-1.1%
Age category						
24 years old and under	25.9	26.8	+3.6%	14.7	15.0	+2.4%
25 to 44 years old	28.2	28.7	+2.0%	15.7	15.9	+0.8%
45 to 54 years old	29.0	29.1	+0.6%	17.0	16.7	-1.8%
55 years old and over	27.8	28.0	+0.6%	19.2	18.9	-1.7%
Claimant category						
Long-tenured workers	31.7	31.4	-0.9%	14.6	14.1	-3.5%
Occasional claimants	26.3	27.4	+4.2%	15.9	16.3	+2.7%
Frequent claimants	28.9	28.2	-2.7%	20.9	20.6	-1.7%
Canada	28.0	28.5	+1.6%	16.8	16.7	-0.6%

Note: Percentage changes are based on unrounded numbers. Includes completed claims for which at least \$1 of EI regular benefits was paid.

* Includes claims established on or after September 26, 2021 and completed in 2022-23 or 2023-24.

^P Preliminary data.

^R Revised data.

Consult [Annex 2.5](#) for more details on average actual duration.

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

³⁴ Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0292-01.

Table 23 – Proportion of Employment Insurance regular benefits' weeks used, by province or territory, gender, age and claimant category, Canada, 2022-23 to 2023-24*

Province or territory	2022-23 ^a	2023-24 ^p	Change (% points)
Newfoundland and Labrador	71.3%	73.1%	+1.8
Prince Edward Island	70.8%	71.6%	+0.8
Nova Scotia	72.0%	71.9%	-0.2
New Brunswick	70.6%	73.2%	+2.6
Quebec	60.8%	57.4%	-3.5
Ontario	62.9%	60.7%	-2.2
Manitoba	65.7%	63.4%	-2.3
Saskatchewan	65.8%	65.0%	-0.8
Alberta	64.0%	61.7%	-2.3
British Columbia	64.8%	62.8%	-2.0
Yukon	71.5%	68.9%	-2.7
Northwest Territories	78.0%	55.4%	-22.6
Nunavut	64.1%	71.7%	+7.6
Gender			
Men	64.0%	62.5%	-1.5
Women	64.2%	61.1%	-3.1
Age category			
24 years old and under	60.8%	59.7%	-1.1
25 to 44 years old	60.1%	58.5%	-1.6
45 to 54 years old	62.5%	60.2%	-2.3
55 years old and over	72.9%	70.5%	-2.4
Claimant category			
Long-tenured workers	48.6%	46.8%	-1.7
Occasional claimants	64.6%	62.6%	-2.0
Frequent claimants	76.2%	76.4%	+0.2
Canada	64.1%	62.0%	-2.1

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

* Includes claims established on or after September 26, 2021 and completed in 2022-23 or 2023-24.

^p Preliminary data.

^a Revised data.

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

The average maximum entitlement of EI regular claims completed in 2023-24 was lower for women (27.3 weeks) than men (29.2 weeks) partly because they are more likely to work in part-time jobs and to accumulate less hours of insurable employment. Women also used on average less weeks of regular benefits compared to men in 2023-24 (16.1 weeks and 17.1 weeks, respectively). In terms of proportion, women used on average a slightly lower share of their entitlement of regular benefits than men in 2023-24 (61.1% for women compared to 62.5% for men).

In terms of age groups, claimants aged 24 and under had the lowest average maximum entitlement (26.8 weeks) and the lowest average actual duration (15.0 weeks) of EI regular claims completed in 2023-24. In comparison, claimants aged 55 and over used, on average, the highest number of weeks of regular benefits (18.9 weeks) and the highest proportion of their entitlement of regular benefits (70.5%) in 2023-24.

With regard to claimant categories, long-tenured workers generally have higher maximum entitlements than occasional and frequent claimants, as they are more likely to accumulate hours of insurable employment well above the minimum requirements for EI regular benefits. This was true for completed claims in 2023-24 (31.4 weeks, 27.4 weeks and 28.2 weeks, respectively). On average, occasional and frequent claimants used more weeks of EI regular benefits than long-tenured workers. This was

reflected in their average proportion of regular benefit weeks used, as frequent (76.4%) and occasional (62.6%) claimants used proportionally more weeks of regular benefits than long-tenured workers (46.8%) in 2023-24. This discrepancy between categories of claimants can be explained by the fact that long-tenured workers generally have stronger labour market attachment, tend to have more weeks of entitlement to regular benefits, and collect fewer weeks of benefits. As such, they use a lower proportion of their benefit weeks.

In terms of industry breakdown, EI regular claims completed in 2023-24 with the highest average actual durations were from Agriculture, forestry, fishing and hunting (20.4 weeks), Finance, insurance, real estate, rental and leasing (19.6 weeks), and Wholesale and retail trade (19.3 weeks). These industries also used a higher share of their entitlement of regular benefits on average than the national level (75.4%, 69.0% and 69.4%, respectively). Conversely, claims established by claimants from the Educational services industry had the lowest average actual duration (10.6 weeks) and the lowest average proportion of regular benefit weeks used (44.1%) 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](#)).

Similar to the national level, the average actual duration of EI regular claims completed in 2023-24 stayed relatively unchanged in almost all provinces and territories, genders, age groups, claimant categories and industries compared to 2022-23. However, there were some exceptions in the Northwest Territories (-1.8 weeks or -10.5%), Nunavut (+3.4 weeks or +14.9%) and the Professional, scientific and technical services industry (+1.8 weeks or +10.0%).

Proportion of Employment Insurance regular benefit weeks used by weeks of entitlement, EI regional unemployment rate and working while on claim status

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, the EI regional unemployment rates and working while on claim.

Claimants with a greater number of hours of insurable employment and those residing in EI regions with lower unemployment rates are more likely to find employment following a job separation before they exhaust their weeks of EI benefits. Therefore, they use a lower proportion of their maximum entitlement for EI regular benefits.

As shown in Table 24, on average for EI regular claims completed in 2023-24, claimants with the lowest number of EI entitlement weeks (between 14 and 19 weeks) used 81.8% of their entitlement compared to claimants with the highest number of weeks of entitlement (45 weeks) who only used 48.5% of their entitlement.

Table 24 – Proportion of Employment Insurance (EI) regular benefits’ weeks used by weeks of entitlement, EI regional unemployment rate and working while on claim status, Canada, 2022-23 to 2023-24*

Weeks of entitlement for EI regular benefits	2022-23 ^R	2023-24 ^P	Change (% points)
Between 14 and 19 weeks	83.1%	81.8%	-1.3
Between 20 and 24 weeks	73.1%	71.1%	-2.0
Between 25 and 29 weeks	62.2%	59.5%	-2.8
Between 30 and 34 weeks	55.5%	56.1%	+0.6
Between 35 and 39 weeks	47.2%	50.3%	+3.1
Between 40 and 44 weeks	55.2%	44.9%	-10.3
45 weeks	49.4%	48.5%	-0.9
Unemployment rate in the EI economic region			
6.0% or less	59.9%	60.9%	+1.0
Between 6.1% and 8.0%	64.8%	60.0%	-4.8
Between 8.1% and 10.0%	72.7%	60.4%	-12.3
Between 10.1% and 13.0%	72.9%	74.1%	+1.1
13.1% or more	68.7%	71.2%	+2.5
Working while on claim status			
Not working while on claim	68.5%	66.3%	-2.1
Working while on claim	58.9%	56.5%	-2.5
Canada	64.1%	62.0%	-2.1

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

* Includes claims established on or after September 26, 2021 and completed in 2022-23 or 2023-24.

^P Preliminary data.

^R Revised data.

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

Conversely, higher proportions of entitlement used are generally associated with EI economic regions with higher unemployment rates. Although these EI regions typically provide higher entitlement, they are also often characterized by weaker labour market conditions. For claims completed in 2023-24, those in lower EI unemployment rate regions (6% or lower) used on average 60.9% of their entitlement, whereas claims in higher EI unemployment rate regions (13.1% and higher) used on average 71.2% of their entitlement.

Claimants working while on claim generally use 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 (on average 56.5% versus 66.3%, respectively, in 2023-24).³⁵

³⁵ Consult [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

2.2.5 Exhaustion of Employment Insurance regular benefits

This subsection examines EI regular claims that end either when all the entitled weeks of benefits are paid to the claimant, or when the end of the benefit period is reached, before all the entitled weeks have been paid. Since a claim must be completed in order to determine whether the entitlement or benefit period is exhausted or not, the analysis in this subsection focuses on EI regular claims completed during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future.

As mentioned in [subsection 2.2.4](#), entitlement to EI regular benefits, ranging between 14 to 45 weeks, is determined based on 2 factors. The first is the unemployment rate in the EI region where claimants live at the time of establishing their claim and the second is the number of hours of insurable employment accumulated in the previous 52 weeks or since the establishment of their last claim, whichever is shorter. Claims also have a benefit period during which benefits can be paid. The benefit period is generally 52 weeks but may be extended under specific circumstances.³⁶

Claimants are considered to have exhausted their entitlement to EI regular benefits when the number of weeks of regular benefits paid (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 gives an indication of the support provided by EI regular benefits to those looking for suitable employment following a job separation.

Claimants are considered to have exhausted their benefit period when their benefit period ends before all weeks of entitlement to regular benefits have been paid. When this occurs, unless the claimant has stopped filing EI biweekly reports,³⁷ the claim is considered to have exhausted its benefit period.

Example: Entitlement exhaustion versus benefit period exhaustion

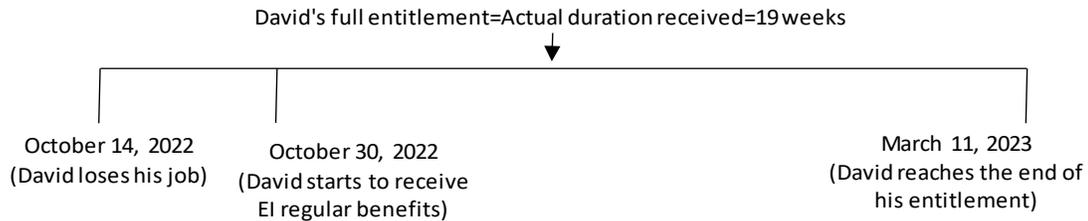
David works as a full-time chef at a restaurant in Toronto, Ontario. The restaurant closes permanently and he is laid off on October 14, 2022. Following the job separation, David applies for EI regular benefits. Service Canada determines that David is eligible for EI regular benefits and entitled to receive up to 19 weeks of EI regular benefits based on his accumulated hours of insurable employment during the qualifying period and the regional unemployment rate. Service Canada establishes David's benefit period (during which benefits may be collected) starting the week of October 23, 2022 for a length of 52 weeks. David starts receiving EI regular benefits in the week starting October 30, 2022.

³⁶ For more information, consult section 10 of the *Employment Insurance Act*.

³⁷ Claimants who do not file their biweekly reports are not entitled to receive EI benefits. This usually occurs when the claimants have found a new job.

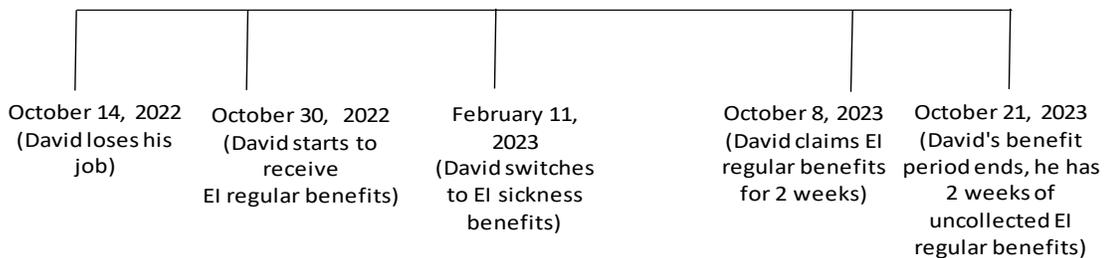
Scenario: Entitlement exhaustion

David is unable to find suitable employment for the full 19 weeks of his EI regular benefits. As of March 11, 2023, he has exhausted his regular benefit entitlement as the number of weeks of benefits received equals the entitlement available during the benefit period. This is illustrated below.



Scenario: Benefit period exhaustion

In this scenario, David starts receiving EI regular benefits in the week starting October 30, 2022 and continues for the next 15 weeks, until February 11, 2023. At that point, David becomes ill and unable to work, so transitions to EI sickness benefits. As of May 27, 2023, he has received the full 15 weeks of sickness benefits. David's health condition improves and starting on October 8, 2023 he is capable of and available for work, but unable to find suitable employment. He claims EI regular benefits for 2 weeks before reaching the end of his benefit period on October 21, 2023. Because David's benefit period ended before he could collect all 19 weeks of EI regular benefits that he was entitled to, in this case David is said to have exhausted his benefit period. This is illustrated below.

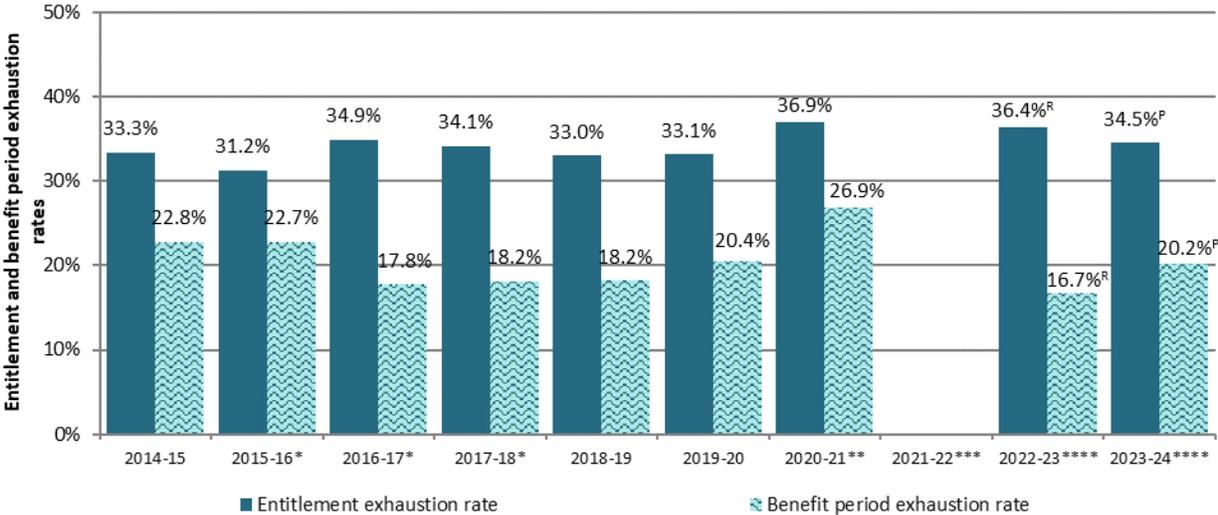


Entitlement exhaustion of Employment Insurance regular benefits

Of the total EI regular claims completed in 2023-24, 34.5% exhausted their entitlement for EI regular benefits, a 1.9 p.p. decrease compared to claims established on or after September 26, 2021 that were completed in 2022-23 (consult Chart 15). These latter claims were established when the maximum entitlement returned to the EI original rules of between 14 to 45 weeks. For simplicity, for the rest of the subsection, they are referred to as claims completed in 2022-23. The entitlement exhaustion rate in 2023-24 (34.5%) was lower than those recorded in 2020-21 (36.9%) and 2022-23 (36.4%) which were likely impacted by the economic slowdown due to the COVID-19 pandemic and the EI temporary measures introduced to facilitate access to the EI program, respectively. In comparison, it was higher than the entitlement exhaustion rates observed before the pandemic (33.1% on average over the 2018-19 and 2019-20 period). This could be explained in part by an increase in the national

unemployment rate during the reporting fiscal year—rising from 5.1% in April 2023 to 6.1% in March 2024—making it more difficult for unemployed individuals to find employment. In addition, the higher entitlement exhaustion rate could also be explained by the lower average maximum entitlement for claims completed in 2023-24 than that of claims completed before the pandemic.

Chart 15 – Employment Insurance regular benefit entitlement exhaustion rate and benefit period exhaustion rate, Canada, 2014-15 to 2023-24



Note: Includes completed claims for which at least \$1 of EI regular benefits was paid.
 *A temporary measure extended the number of weeks of EI regular benefits for claimants in 15 EI economic regions that were hit the hardest by the downturn in commodity prices during this period.
 **Includes claims established before March 15, 2020 and completed in 2020-21.
 ***Most claims completed in 2021-22 were entitled 50 weeks of EI regular benefits, therefore their exhaustion rates are not comparable with the other fiscal years.
 ****Includes claims established on or after September 26, 2021 and completed in 2022-23 or 2023-24.
^P Preliminary data.
^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2014-15 to 2020-21 and 100% of data for 2022-23 and 2023-24.

All provinces and territories registered entitlement exhaustion rates above the national level for claims completed in 2023-24, except for Quebec and Ontario. As illustrated in Table 25, despite a decrease at the national level, the entitlement exhaustion rate increased in 6 jurisdictions in 2023-24 compared to 2022-23, with the most notable rise in Nunavut (+10.5 p.p.), Newfoundland and Labrador (+6.1 p.p.) and New Brunswick (+4.4 p.p.).

Table 25 – Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, 2022-23 to 2023-24*

Province or territory	Entitlement exhaustion rate 2022-23	Entitlement exhaustion rate 2023-24 ^P	Change in entitlement exhaustion rate (% points)	Benefit period exhaustion rate 2022-23	Benefit period exhaustion rate 2023-24 ^P	Change in benefit period exhaustion rate (% points)
Newfoundland and Labrador	34.5% ^R	40.6%	+6.1	39.4% ^R	36.4%	-3.1
Prince Edward Island	40.8% ^R	43.0%	+2.2	25.6%	26.8%	+1.2
Nova Scotia	43.4% ^R	44.1%	+0.7	21.8% ^R	22.7%	+0.9
New Brunswick	37.3%	41.7%	+4.4	32.5% ^R	30.5%	-2.1
Quebec	34.1% ^R	30.0%	-4.1	18.4% ^R	23.8%	+5.4
Ontario	35.7% ^R	33.8%	-1.9	11.7% ^R	16.0%	+4.3
Manitoba	38.9%	35.4%	-3.5	12.9% ^R	19.2%	+6.2
Saskatchewan	36.5% ^R	36.8%	+0.4	15.4% ^R	19.2%	+3.7
Alberta	38.6% ^R	36.1%	-2.5	11.2% ^R	16.0%	+4.8
British Columbia	38.6% ^R	36.0%	-2.6	10.8% ^R	14.2%	+3.4
Yukon	44.5% ^R	42.8%	-1.6	13.8%	15.8%	+2.0
Northwest Territories	60.5% ^R	36.1%	-24.4	7.2% ^R	6.8%	-0.3
Nunavut	37.3% ^R	47.8%	+10.5	11.6% ^R	11.1%	-0.5
Gender						
Men	35.8% ^R	34.9%	-0.9	20.4% ^R	21.1%	+0.7
Women	37.3%	33.8%	-3.5	11.1% ^R	19.0%	+7.9
Age category						
24 years old and under	38.1% ^R	35.8%	-2.3	11.6% ^R	14.2%	+2.6
25 to 44 years old	32.8% ^R	31.4%	-1.3	14.5% ^R	18.1%	+3.6
45 to 54 years old	32.9% ^R	31.3%	-1.6	18.9% ^R	23.1%	+4.2
55 years old and over	44.2% ^R	41.9%	-2.3	20.7% ^R	24.1%	+3.4
Claimant category						
Long-tenured workers	23.8% ^R	21.8%	-2.0	13.5% ^R	20.0%	+6.5
Occasional claimants	39.4% ^R	36.7%	-2.7	11.3% ^R	16.3%	+5.0
Frequent claimants	40.0% ^R	41.8%	+1.8	32.4% ^R	30.8%	-1.6
Canada	36.4%^R	34.5%	-1.9	16.7%^R	20.2%	+3.5

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

* Includes claims established on or after September 26, 2021 and completed in 2022-23 or 2023-24.

^P Preliminary data.

^R Revised data.

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

Claims established by women tend to have a higher entitlement exhaustion rate compared to claims established by men. This may be due to the fact that, on average, women qualified for fewer weeks of entitlement to EI regular benefits than men (27.3 weeks compared to 29.2 weeks, respectively, consult Table 22 in [subsection 2.2.4](#)). A higher proportion of women work in part-time or temporary jobs than men, and thus accumulate fewer hours of insurable employment on average, resulting in lower entitlement. However, this trend was reversed for claims completed in 2023-24, as the entitlement exhaustion rate of EI regular claims established by women (33.8%) was slightly less than that by men (34.9%).

By age group, claimants aged 55 and over had the highest entitlement exhaustion rate (41.9%), followed by those aged 24 and under (35.8%). These claimants tend to exhaust their entitlement more often, which may reflect their lower entitlement on average, as well as the challenges they face in securing new employment following a job loss.

By EI claimant category, long-tenured workers had a lower entitlement exhaustion rate than occasional claimants and frequent claimants for claims completed in 2023-24. Similar to the national level, the entitlement exhaustion rate of claims established by long-tenured workers and occasional claimants decreased compared to 2022-23 but increased for claims established by frequent claimants (+1.8 p.p.).

Benefit period exhaustion of Employment Insurance regular benefits

When a claimant's benefit period ends before all weeks of entitlement to EI regular benefits have been paid, unless the claimant has stopped filing EI biweekly reports, the benefit period is considered to have been exhausted. As shown in Chart 15, the benefit period exhaustion rate is generally lower than the entitlement exhaustion rate.

In 2023-24, 20.2% of all completed EI regular claims exhausted their benefit period (consult Table 25). This rate was 3.5 p.p. higher than that observed for claims completed in 2022-23 (16.7%) and similar to those recorded in pre-pandemic fiscal years (18.2% in 2018-19 and 20.4% in 2019-20).

In general, claims established in the Atlantic provinces, by older claimants and frequent claimants have a higher benefit period exhaustion rate than the national level. This may be explained by the different factors presented below.

Entitlement exhaustion versus benefit period exhaustion

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 benefits to the claim).

Table 26 outlines different characteristics of completed EI regular claims by exhaustion type in 2023-24. For instance, EI regular claims in EI economic regions with lower unemployment rates were generally less likely to exhaust their benefit period in 2023-24 compared to claims established in EI regions with higher unemployment rates. Likewise, claims established in EI economic regions with lower unemployment rates tend to have lower entitlement exhaustion rates in 2023-24 than those established in EI regions with higher unemployment rates.

Table 26 – Completed claims for Employment Insurance regular benefits by exhaustion type and characteristics, Canada, 2023-24*

Category	Entitlement exhaustion ^P	Benefit period exhaustion ^P
Exhaustion rate – overall	34.5%	20.2%
Exhaustion rate by regional unemployment rate at the time of claim establishment		
6.0% or less	34.1%	18.3%
6.1% to 8.0%	32.7%	18.9%
8.1% to 10.0%	34.2%	20.2%
10.1% to 13.0%	41.8%	33.3%
13.1% or above	38.5%	35.4%
Other characteristics		
Proportion of exhausted claims involving at least one week worked while on claim	28.7%	69.6%
Average weeks worked while on claim**	10.9 weeks	15.2 weeks
Requalification rate for EI regular benefits***	9.0%	74.5%
Average weeks of EI regular benefits paid	24.4 weeks	16.1 weeks
Share of mixed claims (EI regular and special benefits)	9.8%	17.4%
Average proportion of regular benefits entitlement used	100.0% of weeks	52.5% of weeks

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

* Includes claims established on or after September 26, 2021 and completed in 2023-24.

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

*** 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.

^P Preliminary data.

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

Furthermore, a much greater proportion of claims that exhausted the benefit period included at least one week worked while on claim (69.6%) compared with claims that exhausted their entitlement (28.7%). This is likely due to the Working While on Claim provision that allows claimants to defer weeks of entitlement to be used later in the benefit period. Claims that had at least one week worked while on claim and exhausted their benefit period had, on average, a greater number of weeks worked while on claim (15.2 weeks) compared with claims that exhausted their entitlement (10.9 weeks).

Because a larger share of claims that exhausted their benefit period also worked while on claim, claimants who exhausted their benefit period are 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 claims who exhausted the benefit period (74.5%) requalified for a new claim within 4 weeks following the termination of the claim compared with completed claims that exhausted their entitlement (9.0%).

In addition, completed claims that exhausted their benefit period received fewer weeks of EI regular benefits on average (16.1 weeks) compared with claims that exhausted their entitlement (24.4 weeks) in 2023-24 (consult Table 26). Completed EI regular claims that exhausted their benefit period used, on average, just over half (52.5%) of their entitlement. Among completed EI claims combining regular and special benefits, the share that exhausted their benefit period was greater than the share that exhausted their entitlement in 2023-24 (17.4% and 9.8%, respectively).

2.2.6 Employment Insurance regular benefits and seasonal claimants

Seasonal claimants are EI claimants who had at least 3 regular or fishing claims in the 5 years preceding the reference (current) claim, with at least 2 of these claims having started during the same time of year as the current claim.^{38,39} The definition of seasonal claimants is not exclusive of the definitions for other EI claimant categories.⁴⁰

As outlined in the definition, claims established by seasonal claimants can include both EI regular and fishing claims. In 2023-24, a total of 409,900 claims were established by seasonal claimants. Of those, 388,100 claims (94.7%) were for EI regular benefits, which is slightly higher than the 382,000 claims recorded in the previous fiscal year. The remaining 21,800 claims (5.3%) in 2023-24 were for EI fishing benefits.⁴¹ The analysis presented in this subsection focuses only on regular claims established by seasonal claimants.⁴² For simplicity, in the rest of this subsection, these claims are referred to as seasonal regular claims.

The seasonal regular claims' share of all regular claims established in 2023-24 was 28.2%. As illustrated in Chart 16, this was comparable to the shares recorded in 2022-23 and in fiscal years before the pandemic. The lower share (23.5%) observed in 2021-22 could be due in part to the significantly high number of non-seasonal regular claims established at that time.

³⁸ The "same time of year" is defined as the 8 weeks before and the 8 weeks after the week of the current claim's establishment, for a total window of 17 weeks.

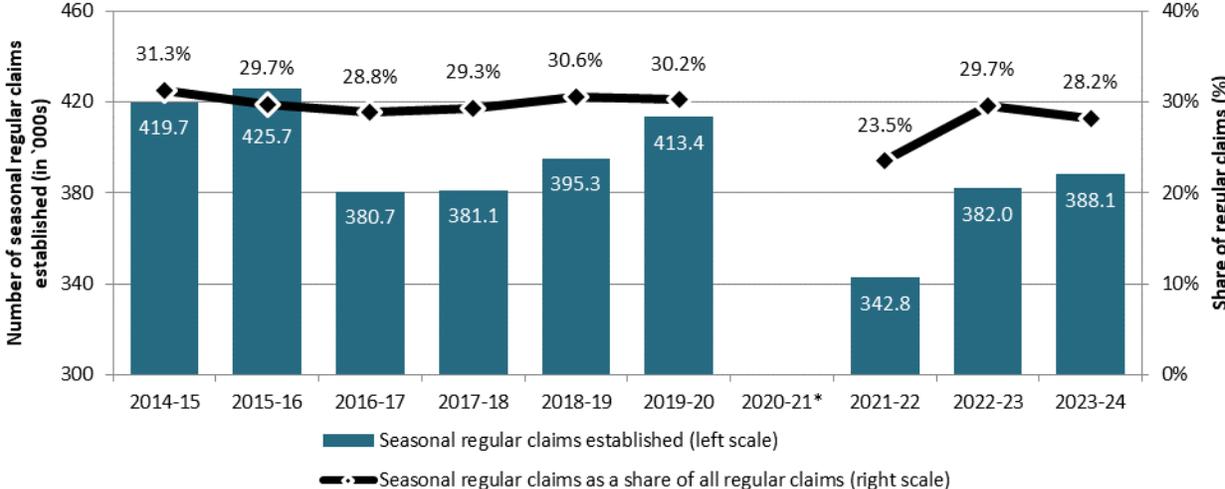
³⁹ While access to additional weeks of EI regular benefits for seasonal claimants in the 13 targeted regions discussed later in this subsection was expanded through Bill C-8 to include claimants whose seasonal claiming pattern was disrupted by the timing of the temporary COVID-19 measures, those claimants do not meet the seasonal definition and so are excluded from the data in this subsection, unless otherwise specified.

⁴⁰ 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.

⁴¹ Consult [Section 2.4](#) for more information on EI fishing benefits.

⁴² 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.

Chart 16 – Number of Employment Insurance seasonal regular claims and share among total regular claims, Canada, 2014-15 to 2023-24



Note: Includes claims for which at least \$1 of EI regular benefits was paid.
 * Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits. Consequently, results for 2020-21 are not comparable with other fiscal years.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2014-15 to 2022-23 and 100% of data for 2023-24.

Similar to the national level, the number of EI seasonal regular claims increased in all jurisdictions in 2023-24 compared to the previous fiscal year, except for Newfoundland and Labrador, Nova Scotia, New Brunswick, Manitoba and British Columbia (consult Table 27). The decrease observed in the 3 Atlantic provinces was also recorded among all EI regular claims and occurred at the same time as a decline in seasonal employment in these provinces based on the Labour Force Survey (consult the text box ‘Seasonal workers in the Labour Force Survey’ below). In comparison, the number of EI seasonal regular claims increased across genders and age groups between 2022-23 and 2023-24.

Table 27 –Employment Insurance seasonal regular claims by region, gender, age and industry, Canada, 2022-23 to 2023-24

Region	Number of seasonal regular claims 2022-23	Number of seasonal regular claims 2023-24	Seasonal regular claims as a share of total regular claims (%) 2023-24
Newfoundland and Labrador	28,460	28,008	48.6%
Prince Edward Island	6,930	7,058	47.1%
Nova Scotia	21,520	20,297	37.8%
New Brunswick	29,720	28,849	47.2%
Quebec	133,170	137,181	34.7%
Ontario	90,730	93,995	22.2%
Manitoba	12,130	12,090	27.0%
Saskatchewan	9,940	9,975	27.6%
Alberta	22,310	24,377	17.4%
British Columbia	26,490	25,601	17.8%
Territories	590	664	16.2%
Gender			
Men	240,340	245,570	29.6%
Women	141,650	142,525	26.1%
Age category			
24 years old and under	7,670	8,173	6.4%
25 to 44 years old	140,720	143,843	22.5%
45 to 54 years old	89,660	90,382	34.7%
55 years old and over	143,940	145,697	42.0%
Industry			
Goods-producing industries	173,310	177,813	34.6%
Services-producing industries	201,830	205,414	24.7%
Unclassified*	6,850	4,868	16.3%
Canada	381,990	388,095	28.2%

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

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

Consult [Annex 2.9](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

As in the past, the share of seasonal regular claims among total regular claims was higher in Atlantic provinces and Quebec, compared to Ontario, the Western provinces and the Territories. This may be attributed to the composition of industries in the Atlantic provinces and Quebec, which contain a large share of goods-producing industries. As shown in Table 27, goods-producing industries had a higher share of EI seasonal regular claims among all regular claims than service-producing industries (34.6% vs 24.7% in 2023-24). This can be due to a larger proportion of seasonal employment notably in the Agriculture, forestry, fishing and hunting industry and the Construction industry.

The share of seasonal regular claims as a proportion of all EI regular claims for women was relatively close to the share for men in 2023-24. Claimants aged 55 and above continued to have the highest share (42.0%) of EI seasonal regular claims among all regular claims across all age groups in 2023-24. In comparison, the share of seasonal regular claims established by younger claimants (aged 24 and less) remained low (6.4% of all regular claims) in 2023-24. 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 not a valid reason for job separation under the *Employment Insurance Act*. Consequently, they are disqualified from receiving EI benefits. In addition, younger claimants are less likely to have the historical claiming pattern to meet the condition to be defined as seasonal claimants.

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). According to the LFS, there were 370,900 seasonal workers in Canada* in 2023-24, up by 6.6% from the previous year. Though this figure is similar to that of EI seasonal regular claims established in 2023-24 (388,100), the 2 measures are very different. The definition of seasonal claimants used by the EI program is based on the claimant's recent history of EI regular and fishing benefits usage, while the LFS defines seasonal workers as those who identify their employment as temporary due to being seasonal in nature.

Based on the LFS, seasonal workers represented 2.1% of total employment in 2023-24, similar to the previous fiscal year. Among the total temporary employment,** seasonal workers accounted for 18.3% in 2023-24, up slightly from 2022-23. In Atlantic provinces, seasonal workers accounted for 3.7% of total employment in 2023-24, lower than the previous fiscal year (4.4%). This was attributable to a decline in seasonal employment in Newfoundland and Labrador (-12.7%), Nova Scotia (-7.9%) and New Brunswick (-25.5%) in 2023-24 compared to 2022-23. In comparison, seasonal workers accounted for 1.9% of total employment in the Western provinces and Ontario, and 2.4% in Quebec in 2023-24, slightly higher or unchanged from the previous fiscal year. Quebec had the largest increase in seasonal employment (+16.8%) in 2023-24, followed by Ontario (+12.9%) compared to 2022-23.

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 2023-24, as young workers accounted for 45.9% of total seasonal workers. Men are also over-represented in seasonal employment. In 2023-24, they accounted for 61.1% of all seasonal employment.

Seasonal employment is largely concentrated in the services-producing industries. In 2023-24, more than two thirds (70.9%) of all seasonal jobs were in the services-producing industries. The Information, culture and recreation industry (19.4% of all seasonal jobs) and the Accommodation and food services industry (11.2% of all seasonal jobs) accounted for almost a third of all seasonal jobs in Canada in 2023-24. On the other hand, the Construction industry in the goods-producing sector accounted for 14.8% of all seasonal jobs in 2023-24.

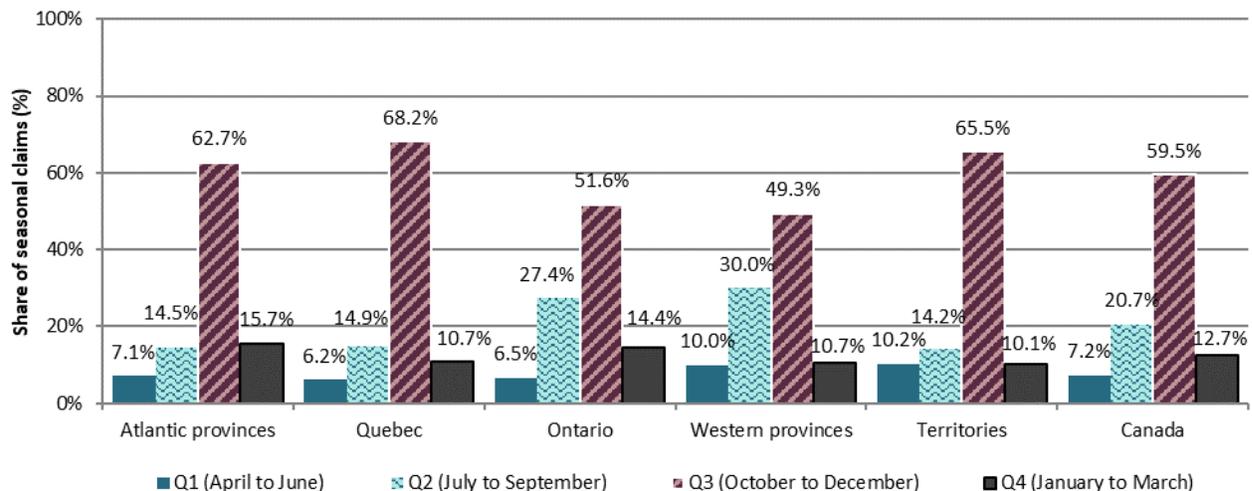
* Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

** In the Labour Force Survey questionnaire, respondents are first asked to identify if their job is permanent or not. Respondents whose employment is not permanent are asked to identify the way in which it is not permanent: 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, 59.5% of all seasonal regular claims established in 2023-24 were established in the third quarter (October to December) of the fiscal year (consult Chart 17). This can be attributed 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 parts of Canada.

Chart 17 – Distribution of Employment Insurance seasonal regular claims by quarter and region, Canada, 2023-24



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. Results are based on 100% of data.

As outlined in Table 28, seasonal regular claims were more likely to be established in the third quarter of the year by men, claimants aged below 25 years old, and claimants in the goods-producing industries. Though claimants in the services-producing industries were also more likely to establish seasonal regular claims in the third quarter of the fiscal year, 42.9% of claims within these industries were established in the first 2 quarters. This is likely due to the summer “off-season” in the Educational services industry, reflecting school closures during that period of the year.

Table 28 – Quarterly distribution of Employment Insurance seasonal regular claims by gender, age and industry, Canada, 2023-24

Gender	Share of claims established in Q1 (April to June)	Share of claims established in Q2 (July to September)	Share of claims established in Q3 (October to December)	Share of claims established in Q4 (January to March)
Men	5.0%	9.1%	70.4%	15.5%
Women	10.9%	40.5%	40.7%	7.8%
Age category				
24 years old and under	2.6%	9.3%	73.1%	15.1%
25 to 44 years old	5.7%	18.6%	62.8%	12.8%
45 to 54 years old	8.1%	26.0%	54.2%	11.6%
55 years old and over	8.3%	19.9%	58.6%	13.1%
Industry				
Goods-producing industries	3.3%	7.4%	73.7%	15.6%
Services-producing industries	10.6%	32.3%	47.0%	10.1%
Unclassified*	4.7%	11.4%	67.2%	16.8%
Canada	7.2%	20.7%	59.5%	12.7%

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

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

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

Level of Employment Insurance regular benefits for seasonal claimants

The average weekly benefit rate for seasonal regular claims established in 2023-24 was \$580 (consult [Annex 2.9.3](#)). This was higher than the average weekly benefit rate for non-seasonal regular claims (\$551) established during the same period.

Duration and exhaustion of Employment Insurance regular benefits among seasonal claimants

The average maximum entitlement of seasonal regular claims completed in 2023-24 was 28.8 weeks.⁴³ This was comparable to the average maximum entitlement recorded for claims completed in 2022-23 that were established on or after September 26, 2021 (29.7 weeks). These latter claims were established when the maximum entitlement returned to the pre-pandemic range of between 14 to 45 weeks. For simplicity, for the rest of the subsection, they are referred to as claims completed in 2022-23. In comparison, the average maximum entitlement of non-seasonal regular claims completed in 2023-24 was 28.3 weeks.

The average actual duration of seasonal regular claims completed in 2023-24 was 16.3 weeks, down from 17.5 weeks in the previous fiscal year (-1.2 weeks or -6.7%) (consult [Annex 2.9.2](#)). It was 16.9 weeks on average for non-seasonal regular claims completed in 2023-24, relatively unchanged from 2022-23 (16.5 weeks). In addition, seasonal regular claims completed in 2023-24 used on average a slightly lower share of their entitlement of regular benefits than non-seasonal regular claims (60.1% versus 62.8%, respectively).

The average maximum entitlement and the average actual duration of regular claims are usually 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. In 2023-24, the average maximum entitlement and average actual duration of seasonal regular claims were similar to those of non-seasonal claims in the same period. This was likely due to the additional weeks of EI regular benefits provided to eligible seasonal claimants in targeted EI economic regions under a temporary support measure (consult the subsection 'Temporary support measure providing additional weeks of EI regular benefits to seasonal claimants in 13 EI economic regions' below).

As mentioned in [subsection 2.2.5](#), claims may end either when the number of weeks of regular benefits paid equals the entitlement to EI regular benefits over the course of the benefit period (referred to as entitlement exhaustion) or when the benefit period ends before all regular benefit weeks of entitlement have been paid (referred to as benefit period exhaustion). When EI regular claims completed in 2023-24 are categorized by their seasonality status, claims established by seasonal claimants had a lower entitlement exhaustion rate than those established by non-seasonal claimants (26.7% and 37.6%, respectively), but this result was reversed when benefit period exhaustion is considered (32.8% and 15.1%, respectively). This means that seasonal claimants were less likely to collect all their entitled

⁴³ Results on duration and exhaustion for the reporting fiscal year are preliminary and are subject to revision in the future.

weeks of EI regular benefits than non-seasonal claimants. This is most likely due to the timing of their work seasons.⁴⁴

Alternative definitions of seasonal claimants

A recent departmental study* examined how the incidence of seasonal regular claims varied based on alternative definitions of a seasonal claim, and how the usage of EI regular benefits (in terms of entitlement, proportion of entitlement used and entitlement exhaustion) changed across the definitions.

In addition to the standard definition of seasonal claimants already used in the EI monitoring and assessment report, the study examined 2 alternative definitions:

- A strictly seasonal claimant is a claimant who established 5 or more regular or fishing claims in the 5 years preceding the reference claim, with at least 3 of these claims established within a 17-week window of the current claim's establishment date
- A mostly seasonal claimant is a claimant who established 4 or more regular or fishing claims in the 5 years preceding the reference claim, with at least 3 of these claims established within a 13-week window of the current claim's establishment date

Based on these definitions, the number of seasonal regular claims varied between about 400,000 and 210,000 annually (representing about 31% and 16% of EI regular claims) over the 2005 to 2023 period (excluding 2021 and 2022 due to the COVID-19 pandemic). The usage of EI regular benefits was similar across all 3 definitions. The average maximum entitlement was around 33 weeks for the 3 definitions of seasonal claimants over the examined period. Their proportion of entitlement used ranged from 59% to 61%, while they all had an entitlement exhaustion rate of 21% on average over the examined period.

The study also looked at the claiming pattern by quarter. Similar to results presented in the EI MAR, it found that a high proportion of seasonal regular claims were established at the end of the calendar year (mostly by men) and, to a lower extent, in the middle of the calendar year (mostly by women). Results from the study showed that seasonal regular claims established in the fourth quarter of a calendar year had relatively similar average maximum entitlement than those established in other quarters over the 2005 to 2023 period. However, they used a higher proportion of their entitlement and had a higher entitlement exhaustion rate (65% and 57%, respectively, for the standard seasonal definition) than claims established in other quarters. The higher usage of EI regular benefits by seasonal regular claims established in the fourth quarter of a calendar year was found across the 3 definitions of seasonal claimants.

* ESDC, Alternative approaches to define a seasonal claimant using Employment Insurance administrative data (Ottawa: ESDC, Evaluation Directorate, 2025).

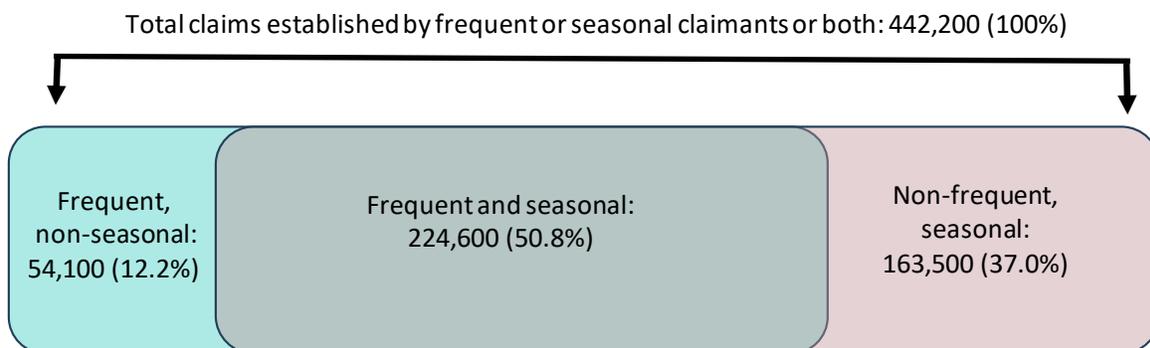
⁴⁴ Many seasonal workers are laid off temporarily and likely to find employment in the same industry the following season.

Overlapping definitions of seasonal and frequent claimants

Frequent EI claimants are defined as those who, within the past 5 years, have had 3 or more regular or fishing claims and have collected benefits for more than 60 weeks in total. Seasonal claimants are not considered frequent if they collected less than 60 weeks of EI regular or fishing benefits or both over the previous 5 years. Frequent claimants are not considered seasonal if they do not have at least 2 prior regular or fishing claims established at around the same time of year as their reference claim. However, there is a significant overlap between frequent claimants and seasonal claimants.

In 2023-24, the total number of EI regular claims established by seasonal or frequent or both claimants was 442,200. Among them, 224,600 claims were established by claimants who were both seasonal and frequent, representing 50.8% of the total regular claims established by seasonal or frequent or both claimants in 2023-24 (consult Chart 18). Seasonal claimants who were non-frequent accounted for 37.0% of the total 442,200 regular claims established by seasonal or frequent or both claimants, whereas frequent non-seasonal claimants accounted for 12.2%.

Chart 18– Distribution of Employment Insurance regular claims by frequent and seasonal status, Canada, 2023-24



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. Results are based on 100% of data.

Table 29 compares the average duration, proportion of weeks of EI regular benefits used and entitlement exhaustion rate of EI regular claims established by the 3 groups and completed in 2023-24. In general, frequent claimants use more EI support than non-frequent claimants. Among frequent claimants, non-seasonal claimants typically receive, on average, EI regular benefits for longer duration, use a greater proportion of their regular entitlement weeks and are more likely to exhaust their entitlement than seasonal claimants. This is likely due to seasonal claimants returning to their seasonal employment.

Table 29 – Characteristics of completed Employment Insurance regular claims by frequent and seasonal status, Canada, 2023-24

Claimant type	Average duration of EI regular claims (in weeks) ^P	Proportion of weeks of EI regular benefits used (%) ^P	Entitlement exhaustion rate (%) ^P
Frequent, non-seasonal	19.9	76.6%	48.4%
Frequent and seasonal	20.8	76.3%	40.1%
Non-frequent, seasonal	10.2	37.6%	8.1%

Note: Includes 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. Results are based on 100% of data.

Temporary support measure providing additional weeks of EI regular benefits to seasonal claimants in 13 EI economic regions⁴⁵

In August 2018, to better support seasonal workers, the government introduced a pilot project (Pilot Project No. 21) in 13 EI economic regions⁴⁶ of the country. This pilot project provided up to 5 additional weeks of EI 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 temporarily replicated through amendments to the *Employment Insurance Act*. Most recently, Budget 2024 extended this temporary legislated support for seasonal claimants until October 24, 2026. In addition, in 2022 a legislative fix was introduced to ensure that the timing of the temporary COVID-19 measures would not affect access to this temporary seasonal measure.⁴⁷

Moreover, to further support seasonal claimants from steep declines in unemployment rates, the government introduced Pilot Project No. 22 in the same 13 targeted EI economic regions. This pilot project provided up to 4 additional weeks, on top of the 5 additional weeks available under the existing temporary seasonal measure, to seasonal claimants who started a benefit period between September 10, 2023, and September 7, 2024, and who met the criteria of the existing seasonal measure. The maximum entitlement of 45 weeks of regular benefits remained in place.

Methodological change for reporting on the temporary support measure for seasonal claimants

In previous EI Monitoring and Assessment Reports, most results on the temporary support measure were reported cumulatively since the beginning of the measure in August 2018. Starting with this year's report, results will focus mainly on the reporting fiscal year to better reflect the labour market conditions and the usage of additional weeks of EI regular benefits occurring during the reporting period.

⁴⁵ Since a claim must be completed in order to determine if additional weeks were used, the analysis focuses on claims completed in the reporting year. Results are preliminary and are subject to revision in the future.

⁴⁶ These selected EI economic regions were: Newfoundland-Labrador (excluding St. John's), Charlottetown, Prince Edward Island (excluding Charlottetown), 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).

⁴⁷ In 2022, Bill C-8 introduced a legislative fix to ensure that the timing of COVID-19 benefits did not affect access to support provided by the temporary seasonal measure. Budget 2022, Budget 2023 and Budget 2024 maintained this fix. As a result, claimants in the 13 targeted regions who established a claim between September 26, 2021 and October 24, 2026 and did not meet the seasonal claiming condition, but previously met the criteria of Pilot Project No. 21 were eligible for additional weeks of regular benefits.

This change leads to a small difference in the number of eligible seasonal regular claims between the 2 methodologies. Consequently, results for 2023-24 are not fully comparable with previous years' results.

In the 13 targeted EI economic regions, there were about 146,800 regular claims completed in 2023-24 that were eligible for additional weeks of regular benefits under the temporary seasonal measure. Among them, 129,100 claims were established by seasonal claimants, and 17,700 claims were not eligible according to the original conditions of the seasonal measure but became eligible under the legislative fix. For simplicity, for the rest of this subsection, they are referred to as the eligible claims completed in 2023-24. Among the 146,800 eligible claims completed in 2023-24, about 66,300 (45.2%) used at least one additional week of regular benefits. This included 8,200 claims (46.2% out of the 17,700 claims) that became eligible under the legislative fix and used at least one additional week of regular benefits.

Among all eligible claims completed in 2023-24, the proportion that used at least one additional week of benefits under the temporary seasonal measure ranged from 59.9% in the EI region of Restigouche-Albert to 27.3% in Chicoutimi-Jonquiere (consult Table 30). In addition, more than half of eligible claims established by claimants aged 55 years and over used at least one additional week. A higher proportion of eligible claims established by women used at least one additional week than those established by men (50.5% and 42.8%, respectively). A smaller proportion of eligible claims established by claimants who had worked in the Construction industry used at least one additional week compared to claimants who had worked in the Accommodation and food services industry or the Agriculture, forestry, fishing and hunting industry.

Table 30 – Number and proportion of completed Employment Insurance seasonal regular claims* eligible for additional weeks of regular benefits and that used at least one additional week, by the 13 targeted EI regions, gender, age and selected industries, Canada, 2023-24

El region	Number of eligible claims ^p	Number of claims that used additional weeks ^p	Proportion of claims that used additional weeks (%) ^p
Newfoundland-Labrador (excluding St. John's)	21,951	11,890	54.2%
Charlottetown	1,241	607	48.9%
Prince Edward Island (excluding Charlottetown)	6,624	3,419	51.6%
Eastern Nova Scotia	9,531	5,654	59.3%
Western Nova Scotia	10,896	5,282	48.5%
Madawaska-Charlotte	4,313	2,089	48.4%
Restigouche-Albert	19,923	11,926	59.9%
Gaspésie-Îles-de-la-Madeleine	13,653	7,204	52.8%
Central Quebec	30,718	8,428	27.4%
North Western Quebec	6,347	2,476	39.0%
Lower Saint Lawrence and North Shore	17,419	6,171	35.4%
Chicoutimi-Jonquière	4,025	1,098	27.3%
Yukon (excluding Whitehorse)	179	79	44.1%
Gender			
Men	101,898	43,632	42.8%
Women	44,922	22,691	50.5%
Age category			
24 years old and under	3,323	1,435	43.2%
25 to 44 years old	48,457	17,365	35.8%
45 to 54 years old	31,055	12,552	40.4%
55 years old and over	63,985	34,971	54.7%
Industry			
Agriculture, forestry, fishing and hunting	17,123	11,073	64.7%
Construction	41,374	12,646	30.6%
Accommodation and food services	7,962	5,069	63.7%
13 regions	146,820	66,323	45.2%

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

* Regular claims in this table include claims that were not eligible for the temporary seasonal measure according to the original rules, but became eligible under the legislative fix introduced in 2022.

^p Preliminary data.

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

Among the 146,800 eligible claims completed in 2023-24, 138,900 were entitled up to 5 additional weeks of EI regular benefits, and 47.2% (65,500 of 138,900) used at least one additional week of regular benefits. Among these 65,500 claims, almost all were entitled to have the full 5 extra weeks, and 72.3% used the full additional 5 weeks of regular benefits. On average, eligible claims entitled up to 5 additional weeks that used at least one additional week of benefits under the temporary seasonal measure received 4.3 additional weeks of EI regular benefits. The number of additional weeks used was, on average, almost identical for men and women, across different age groups, and for claimants who had worked in services-producing industries compared to those who had worked in goods-producing industries.

Furthermore, among the 146,800 eligible claims completed in 2023-24, the remaining 8,000 were established when the Pilot Project No. 22 was in effect and were entitled to 6 to 9 additional weeks of EI regular benefits (up to 4 additional on top of the 5 additional weeks). Given the short period between the start of the Pilot Project No. 22 on September 10, 2023, and the end of the reporting period (March 31, 2024), a low number of completed claims used at least one of the 4 additional weeks provided under the Pilot Project No. 22. Statistics based on a higher volume of claims completed will be

presented in future Monitoring and Assessment Reports. Therefore, results on eligible claims completed in 2023-24 that were entitled to 6 to 9 additional weeks of regular benefits are not discussed.

As of March 31, 2024, 525,300 claims established by seasonal claimants on or after August 5, 2018 were eligible for additional weeks of regular benefits under the temporary seasonal measure (including 43,700 claims that were not eligible according to the original conditions of the seasonal measure but became eligible under the legislative fix). Among the total, 227,700 (43.4%) used at least one additional week of regular benefits (including 19,000 under the legislative fix). For claims that used one to 5 additional weeks, they received on average 4.2 additional weeks of regular benefits since the start of the temporary seasonal measure. As of March 31, 2024, \$422.2 million in additional benefits had been paid to eligible seasonal claimants who used additional weeks of EI regular benefits under either Pilot Project No. 21, the temporary legislative measure for seasonal workers, or Pilot Project No. 22 (including \$37.3 million paid under the legislative fix) since Pilot Project No. 21 was first introduced on August 5, 2018.

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

Claimants of EI regular benefits who have exhausted their entitlement weeks may go through a period without income from either employment or EI benefits before they find work or return to work at the start of the next employment season. 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.

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. While this is more common for seasonal claimants due to their work and EI claiming patterns, it can affect non-seasonal claimants as well.

Of the 1.37 million EI regular claims established in 2023-24, approximately 84,900 (6.2%) experienced a gap in income based on the gapper definition (consult Table 31). This is slightly higher than the proportions registered in 2022-23 (5.8%) and before the pandemic in 2019-20 (5.5%). The average length of the gap was 5.3 weeks in 2023-24, similar to 5.2 weeks recorded in 2022-23.

Table 31 – Number of gappers and share among all Employment Insurance regular claims by region and seasonality, Canada, 2022-23 to 2023-24

Region	Number of gappers 2022-23	Number of gappers 2023-24	Share (%) of gappers among regular claims 2022-23	Share (%) of gappers among regular claims 2023-24
Newfoundland and Labrador	3,810	4,797	6.4%	8.3%
Prince Edward Island	970	1,718	6.8%	11.5%
Nova Scotia	3,740	4,823	6.8%	9.0%
New Brunswick	4,340	5,604	6.9%	9.2%
Quebec	22,260	24,760	5.9%	6.3%
Ontario	19,540	21,124	5.2%	5.0%
Manitoba	3,080	3,343	7.1%	7.5%
Saskatchewan	2,260	2,612	6.4%	7.2%
Alberta	7,290	8,235	5.8%	5.9%
British Columbia	7,270	7,470	5.4%	5.2%
Territories	410	375	12.0%	9.2%
Seasonality				
Seasonal	27,070	38,576	7.1%	9.9%
Non-seasonal	47,900	46,285	5.3%	4.7%
Canada	74,970	84,861	5.8%	6.2%

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. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

The incidence of gappers by region shows that all provinces and territories, except Ontario, Alberta and British Columbia, registered a share of gappers above the national average in 2023-24 (6.2%) (consult Table 31). This is mostly attributable to the composition of the local labour markets.

In 2023-24, 9.9% of claims established by seasonal claimants experienced an income gap compared to 4.7% for claims established by non-seasonal claimants. Receiving additional weeks of EI regular benefits through the temporary support measure for seasonal claimants (consult the subsection above) helps reduce the length of the period without any income. As a result, among regular claims established in 2023-24, the proportion of seasonal gappers in the 13 EI economic regions participating in the temporary support measure (9.0%) was lower than the proportion of seasonal gappers in EI economic regions outside the scope of this temporary support measure (10.5%).

2.2.7 Working while on claim

In addition to providing temporary income support to eligible unemployed contributors, the 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*⁴⁸ allows claimants to earn additional employment income while on claim. The WWC provision applies to all types of EI benefits.

The WWC provision 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.⁴⁹

Under the WWC provision, 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 reduced dollar-for-dollar.⁵⁰

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 per week and earn \$350 per week.

When Sophia starts working part-time, she simply needs to declare her earnings on her bi-weekly EI report. In this 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 brings her total weekly EI regular benefits to \$155 ($\$330 - \$175 = \155).

In the end, under the Working While on Claim provision, Sophia takes home \$505* in total weekly income (\$155 in weekly EI regular benefits and \$350 from her part-time work), compared to \$330 from EI regular benefits if she does not work while on claim.

* 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).

This subsection focuses on claims where claimants 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

⁴⁸ 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.

⁴⁹ 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.

⁵⁰ This ensures that claimants do not receive more in combined employment income and EI benefits while on claim than their previous earnings used to establish the claim.

were paid in full, paid partially or reduced to 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 partial (for example, 2 days of work).

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

The use of the WWC provision is reported using 2 different but complementary approaches. The first approach is based on EI claimants who had an open regular claim during the reporting fiscal year, regardless of when their claim was established. This focuses on the WWC activities in the fiscal year under review and therefore better reflects the labour market conditions 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 2023-24, around 648,600 (37.6% of total) worked at least one week while on claim during the fiscal year (consult Table 32). This share was lower than the levels recorded before the COVID-19 pandemic (43.0% on average in 2018-19 and 2019-20) and in 2022-23 (39.9%). The decrease in the share of claimants who worked at least one week while on claim was observed in almost all industries in 2023-24. This may be attributed to the decline in job vacancies across all industries in 2023-24 compared to the previous fiscal year that indicates decrease in labour market tightness in Canada.⁵¹ In comparison, based on the second approach, 44.3% of all completed EI regular claims (close to 595,300) included at least one week worked while on claim in 2023-24 which is also lower than the previous fiscal year (47.9%) (consult [Annex 2.24.4](#)).

⁵¹ Consult [Chapter 1](#) for analysis on labour market tightness by industry in 2023-24.

Table 32 — Number and share of Employment Insurance regular benefit claimants with an open claim 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, 2023-24

Region	Number of claimants with an open claim during the fiscal year who have worked at least one week while on claim in 2023-24	Share (%) of claimants with an open claim during the fiscal year who have worked at least one week while on claim in 2023-24	Number ^P of completed claims with at least one week worked while on claim	Share ^P (%) of completed claims with at least one week worked while on claim
Newfoundland and Labrador	35,491	49.8%	32,710	54.7%
Prince Edward Island	7,348	41.1%	6,936	46.2%
Nova Scotia	28,512	42.7%	26,297	48.1%
New Brunswick	35,818	47.6%	33,172	53.0%
Quebec	217,478	45.0%	200,254	50.9%
Ontario	167,113	31.1%	153,161	37.9%
Manitoba	18,517	32.7%	16,974	39.3%
Saskatchewan	14,990	32.5%	13,690	38.7%
Alberta	57,061	31.9%	51,678	39.3%
British Columbia	64,967	35.0%	59,193	42.2%
Territories	1,349	25.4%	1,186	31.1%
Gender				
Men	370,538	35.4%	339,869	41.9%
Women	278,106	41.0%	255,382	47.9%
Age category				
24 years old and under	53,632	33.1%	50,612	40.5%
25 to 44 years old	311,989	38.8%	288,242	46.5%
45 to 54 years old	147,955	45.6%	136,805	53.1%
55 years old and over	135,068	31.1%	119,592	35.0%
Seasonality[*]				
Seasonal	n/a	n/a	209,264	53.7%
Non-seasonal	n/a	n/a	385,987	40.4%
Canada	648,644	37.6%	595,251	44.3%

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

^{*} Claimants are not categorized according to seasonality given that the seasonal status is determined at the claims level. Therefore, no results for claimants are reported.

^P Preliminary data.

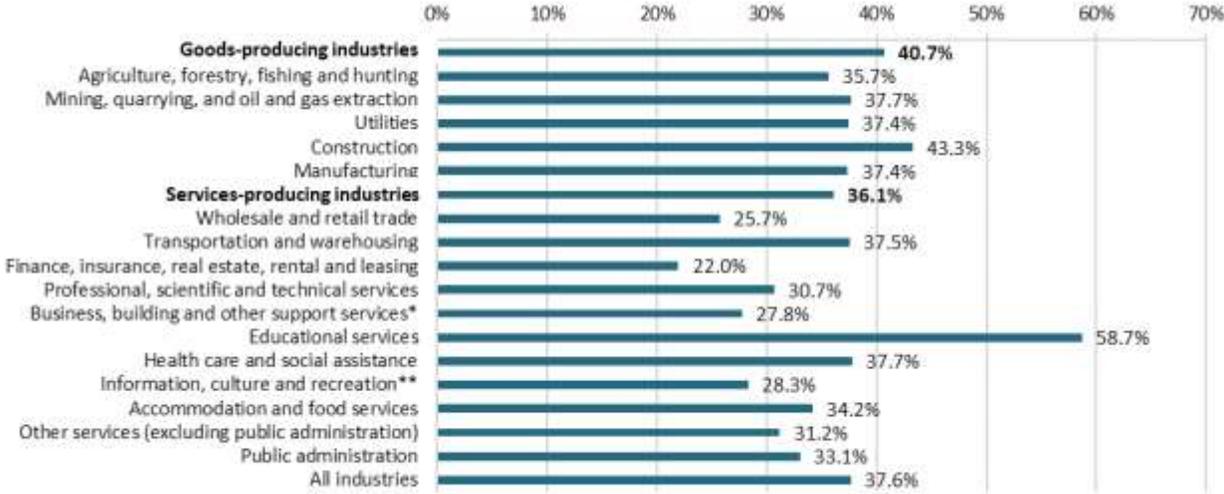
Consult [Annex 2.24](#) for more details.

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

Based on the first approach examining EI regular benefit claimants with an open claim in 2023-24 who worked at least one week while on claim, more than half (58.8%) had deferred at least one week of EI benefits. Men, claimants who were from the Atlantic provinces, and older claimants (aged 55 years and over) were more likely to defer weeks of their EI benefits.

The proportion of regular benefit claimants with an open claim who worked at least one week while on claim varies by, among other things, region and industry, which may be partly explained by local labour market conditions in the regions where the claimants resided. Generally, regions that have a higher proportion of seasonal claimants have greater shares of EI regular benefit claimants who worked at least one week while on claim. This may be due in part to seasonal claimants that tend to return to work before their benefit period is exhausted. For example, in 2023-24, the Atlantic provinces (46.4%) and Quebec (45.0%) had relatively higher share of claimants who worked at least one week while on claim (consult Table 32). In terms of industry, the Educational services industry (58.7%), as well as the Construction industry (43.3%), which had higher proportions of seasonal claimants, had the highest share of claimants who worked at least one week while on claim (consult Chart 19). Similar outcomes are found for completed claims when the second approach is examined.

Chart 19 — Share of Employment Insurance regular benefit claimants with an open claim working at least one week while on claim by industry, Canada, 2023-24



Note: Includes claimants to 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).
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

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 benefit claimants and is indicative of local labour market conditions during the reporting period. The proportion of weeks worked while on claim was 21.3% nationally in 2023-24, lower than the levels observed in the previous fiscal year (24.0%) and in fiscal years before the pandemic (23.8% on average in 2018-19 and 2019-20) (consult Table 33).

Table 33 — Proportion of weeks worked while on claim among weeks for which claimants were entitled to receive EI regular benefits, by region, gender, age and seasonality, Canada, 2022-23 to 2023-24

Region	Proportion of weeks of entitlement worked* in 2022-23	Proportion of weeks of entitlement worked* in 2023-24	Change in proportion of weeks of entitlement worked* (% points)
Newfoundland and Labrador	28.6%	27.0%	-1.5
Prince Edward Island	23.4%	22.7%	-0.8
Nova Scotia	26.2%	24.4%	-1.9
New Brunswick	30.6%	29.4%	-1.2
Quebec	33.2%	31.1%	-2.1
Ontario	17.9%	14.2%	-3.7
Manitoba	12.3%	11.2%	-1.2
Saskatchewan	13.4%	11.9%	-1.6
Alberta	14.6%	12.8%	-1.8
British Columbia	18.2%	15.2%	-3.0
Territories	7.7%	6.7%	-1.0
Gender			
Men	23.6%	21.2%	-2.4
Women	24.7%	21.3%	-3.4
Age category			
24 years old and under	20.1%	17.9%	-2.2
25 to 44 years old	25.1%	21.8%	-3.3
45 to 54 years old	30.6%	27.4%	-3.2
55 years old and over	19.3%	17.3%	-2.0
Seasonality			
Seasonal	31.1%	29.7%	-1.4
Non-seasonal	21.0%	17.6%	-3.4
Canada	24.0%	21.3%	-2.7

Note: Changes in percentage points 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

An analysis by demographic characteristics shows that the proportion of weeks worked while on claim generally varied in the same way as the proportion of claimants who worked at least one week while on claim. Seasonal claimants, 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 2023-24 (consult Table 32 and Table 33). This trend has been generally consistent with previous years.

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 2023-24, the average number of weeks worked while on claim was 10.3 weeks, down from 11.2 weeks recorded in the previous fiscal year (consult Table 34). It was also slightly lower than those observed in the fiscal years before the pandemic (consult [Annex 2.24.2](#)). The average number of weeks worked while on claim generally varied the same way across demographic characteristics than the proportion of weeks worked while on claim.

Table 34 — Average number of weeks worked while on claim for EI regular claims completed with at least one week of work, by region, gender, age and seasonality, Canada, 2022-23 to 2023-24

Region	Average number of weeks worked in 2022-23 ^R	Average number of weeks worked in 2023-24 ^P	Change in average number of weeks worked (# of weeks)
Newfoundland and Labrador	17.2	17.1	0.0
Prince Edward Island	12.2	13.4	+1.2
Nova Scotia	14.2	13.3	-0.8
New Brunswick	15.8	16.2	+0.4
Quebec	13.3	12.5	-0.8
Ontario	8.7	7.2	-1.4
Manitoba	6.4	5.6	-0.9
Saskatchewan	7.6	6.7	-0.9
Alberta	7.9	6.6	-1.3
British Columbia	8.0	7.0	-0.9
Territories	5.4	4.6	-0.7
Gender			
Men	12.0	11.4	-0.6
Women	10.2	8.7	-1.5
Age category			
24 years old and under	8.1	7.9	-0.2
25 to 44 years old	10.3	9.4	-1.0
45 to 54 years old	12.6	11.3	-1.3
55 years old and over	13.1	12.2	-0.9
Seasonality			
Seasonal	13.5	12.4	-1.1
Non-seasonal	10.3	9.1	-1.2
Canada	11.2	10.3	-0.9

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

^P Preliminary data.

^R Revised data.

Consult [Annex 2.24.2](#) for more details.

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

Weekly income associated with working while on claim

As outlined in Table 35, 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 2023-24, claimants who worked while on claim had lower average weekly EI regular benefits (\$387) for the entire claim period compared to the average weekly EI regular benefit of those who did not work while on claim (\$526). However, claimants who worked while on claim had significantly higher average weekly total income (\$775) compared to that of those who did not work while on claim (\$526). When only the weeks worked were considered, claimants who worked while on claim received an average of \$935 per week in 2023-24.

Table 35 — Average weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, 2023-24

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	\$526	\$387	Not available
Average weekly employment earnings	Not applicable	\$389	\$935
Average weekly total income (EI regular benefits and employment earnings)	\$526	\$775	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.

Consult [Annex 2.24.3](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of 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, Indigenous organization, or Service Canada, under Section 25 of the *Employment Insurance Act*. With a Section 25 referral from a designated authority, claimants continue to receive EI regular benefits while they upgrade their skills. Otherwise, the training could be considered to restrict their ability to meet program requirements on entitlement to regular benefits (that is, searching and being available for work).

Referred claimants may have their training funded through provincial and territorial Labour Market Development Agreements (LMDAs), or the training may be self-funded. In the case that the Section 25 referral is issued by a provincial or territorial government or Indigenous organization, it must be agreed that the training is a reasonable part of the claimant's return-to-work plan. Consult [Chapter 3](#) for more information on LMDAs.

Additionally, under Skills Boost, EI regular claimants who are long-tenured workers and wish to self-fund full-time training at an approved institution⁵² may directly request permission from Service Canada in order to continue receiving EI regular benefits while taking training.⁵³

Without a Section 25 referral in place from a designated authority, EI regular benefits claimants who decide on their own to take training can continue to receive EI support, provided they declare the training to Service Canada and prove they are ready, willing and capable of working each day they are on training and that they are actively looking for work during this period. These claimants must be ready to work if they receive a job offer and must be willing 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.

In 2023-24, a total of 114,200 claims established received at least \$1 of EI regular benefits while on training.

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

2.3.1 Employment Insurance support for apprentices

For many skilled trades, apprenticeship provides the skills and experience necessary for certification and full participation in the labour market. In Canada, apprenticeship is industry-driven learning that

⁵² Consult [List of designated educational institutions](#) and [List of Certified Institutions](#) for a list of approved educational institutions located in Canada.

⁵³ Skills Boost also introduced measures that were in effect between August 2018, and July 2023, which provided enhanced student financial assistance. These measures were aimed at working or unemployed Canadians looking to return to school to upgrade their skills.

combines on-the-job and technical training. Each province or territory is responsible for the system of 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 typically complete all of their technical training at a college (CEGEP) or training institution before starting their on-the-job training. In the rest of Canada, most apprentices start with on-the-job training, which is combined with technical training through various approaches. Most often, technical training takes place through in-class learning at an approved training provider, such as a public college or polytechnic, or a union training centre. This is commonly known as block-release training. Less commonly, technical training may be delivered via self-learning, distance learning, night classes, or day release programs.

In most jurisdictions and trades, prospective apprentices must be at least 16 years old and have successfully completed Grade 12 or an equivalent to enter an apprenticeship program. Generally, an apprenticeship begins when a prospective apprentice is hired by an employer who agrees, through an apprenticeship agreement, to sponsor and train them under the guidance of a qualified mentor.

To help EI contributors continue their apprenticeship and become certified journeypersons or tradespeople, the EI program provides temporary income support to those who are unemployed and attending full-time block-release technical training. To qualify, individuals must meet the eligibility requirements for EI regular benefits⁵⁴, and they must have been referred to training by their respective province, territory or Indigenous organization under Section 25 of the *Employment Insurance Act*. Furthermore, they must be referred for each block of full-time technical training that is required as part of their apprenticeship. Employers may also provide their apprentices with Supplemental Unemployment Benefit (SUB) plans to increase their weekly income during their periods of technical training, offering up to 95% of the apprentice's normal weekly earnings.⁵⁵

There are a number of existing flexibilities in the EI program to support apprentices' access to benefits. For example, they can apply for EI benefits up to 7 days before their last day of work and are only required to serve a single waiting period for the entire duration of their apprenticeship, even if it includes multiple blocks of full-time technical training over multiple years, as long as they remain in the same apprenticeship program. Apprentices can also request to be exempt from submitting bi-weekly reports to Service Canada while receiving EI and attending full-time technical training. If they choose to be exempt from submitting reports and work or have earnings, they must subsequently contact Service Canada to report the work and earnings.

To ensure that apprentices receive EI benefits without delay while attending full-time technical training, it is the responsibility of the province, territory or Indigenous organization referring them for their

⁵⁴ Individuals need to have a valid reason for job separation and sufficient hours of insurable employment during the qualifying period.

⁵⁵ A SUB plan is designed to provide employees with supplemental payments to EI benefits during periods 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.

apprenticeship training to provide them with a special reference code for each block of full-time technical training. This code facilitates faster processing and payment of their EI benefits.

Apprentices may also be entitled to receive financial support under Part II of the *Employment Insurance Act*.⁵⁶ This support is provided by the provinces and territories (under the Labour Market Development Agreements) and Indigenous organizations (under the Indigenous Skills and Employment Training Program). These benefits help cover accommodation, childcare, transportation and other costs incurred while attending technical training. Additional financial support from the Government of Canada is also available through programs such as the Canada Apprentice Loan and various apprenticeship grants.

This subsection presents detailed statistics on the number of EI claims from apprentices, their weekly benefit rate and the duration of their benefits. EI claims from apprentices are those referred under Section 25 of the *Employment Insurance Act*, and who received at least \$1 of EI regular benefits during a period of full-time apprenticeship training.

Employment Insurance claims from apprentices and amount paid

In 2023-24, there were approximately 52,400 new EI claims established by apprentices, an increase from the total reported in 2022-23 (consult Table 36). This is in line with an increase in enrollment in apprenticeship programs during the same period. Across Canada, excluding Alberta, there were close to 70,500 new registrations in apprenticeship programs in 2023, an increase of 8.0% from 2022 and higher than pre-pandemic levels reported in 2019.^{57,58} In addition, there were approximately 42,000 certifications in trades issued in 2023, an increase of 3.0% from 2022, but still below pre-pandemic levels.

⁵⁶ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. Consult [Chapter 3](#) for more information.

⁵⁷ Statistics Canada, "New registrations, certifications, and pathways indicators of registered apprentices in Canada, 2023", Ottawa: Statistics Canada, *The Daily*, December 11, 2024, Catalogue no. 11-001-X.

⁵⁸ Data for Alberta are excluded as a result of operational and administrative changes related to the training and certification of the trades in the province. In 2023, Alberta designated a number of occupations as trades and began issuing certificates. Additionally, individuals in certain trades could now be reported multiple times for their registrations and certifications across sub-trades, a practice that was not implemented prior to 2023.

Table 36 – Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, 2022-23 and 2023-24

Region	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Newfoundland and Labrador	900	963	\$7.3	\$9.0
Prince Edward Island	260	368	\$1.3	\$2.4
Nova Scotia	1,280	1,513	\$6.9	\$9.3
New Brunswick	1,330	1,554	\$7.7	\$9.8
Quebec*	110	87	\$1.0	\$0.7
Ontario	16,520	18,340	\$101.8	\$123.6
Manitoba	2,440	2,656	\$14.4	\$16.9
Saskatchewan	2,430	2,591	\$13.7	\$15.0
Alberta	11,710	13,762	\$73.9	\$90.6
British Columbia	9,590	10,375	\$53.4	\$64.3
Territories	150	223	\$0.9	\$1.4
Gender				
Men	44,100	49,372	\$264.9	\$321.1
Women	2,620	3,060	\$17.4	\$22.1
Age category				
24 years old and under	20,100	22,952	\$109.7	\$135.0
25 to 44 years old	25,150	27,802	\$162.1	\$194.9
45 years old and over	1,470	1,678	\$10.5	\$13.3
Canada	46,720	52,432	\$282.3	\$343.2

Note: Data may not add up to the total due to rounding. Includes claims from apprentices referred under Section 25 of the *Employment Insurance Act* for which at least \$1 of EI regular 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 their technical training prior to beginning on-the-job training.

Consult [Annex 2.25](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

As in previous years, the majority of these claims were established by claims from Ontario, Alberta and British Columbia, with these 3 provinces accounting for 81.0% of the total in 2023-24. Men also established the vast majority of claims by apprentices (94.2%) during this period. This is reflected by the fact that women represent a low share of the total apprenticeship registrations among major trade groups (12.2% in 2023).⁵⁹

Among age groups, claimants aged between 25 and 44 years accounted for the largest share of EI claims established by apprentices (53.0%), followed by claimants aged between 15 and 24 years (43.8%). Claimants aged 45 years and over accounted for 44.2% of all EI regular claims established, but only 3.2% of all EI apprenticeship claims in 2023-24.

The total amount of EI benefits paid to apprentices reached \$343.2 million in 2023-24. Almost all regions had an increase in the amount paid in benefits to apprentices compared to 2022-23, with the exception of Quebec.

From an industry perspective, claimants from the Construction sector established the majority of new apprentice claims (63.0%) in 2023-24, similar to previous years (consult Table 37). Among occupational

⁵⁹ Statistics Canada, Table 37-10-0219-01, Apprenticeship programs by age groups, major trade groups, sex and registration status.

groupings, the majority of EI claims established by apprentices were associated with the Technical trades and transportation officers and controllers grouping⁶⁰ (91.4%).

Table 37 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, 2022-23 and 2023-24

Sector	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Construction	28,650	33,047	\$183.1	\$227.6
Manufacturing	3,320	3,702	\$19.1	\$23.6
Wholesale and retail trade	5,600	5,989	\$28.0	\$31.8
Other services (excluding public administration)	3,490	3,733	\$17.1	\$19.9
Other sectors	5,660	5,961	\$35.0	\$40.3
Occupational grouping				
Technical trades and transportation officers and controllers	42,670	47,902	\$256.3	\$310.2
Other occupations	4,050	4,530	\$26.1	\$33.0
Canada	46,720	52,432	\$282.3	\$343.2

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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

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 access to other types of EI benefits, such as regular benefits for lack of available work or special benefits for the care of a newborn child or other life events. The apprentice may access these benefits if they meet the eligibility requirements for the relevant EI benefits. Of all claims established by apprentices in 2023-24, 28.7% (or approximately 15,100 claims) contained at least 1 week of regular benefits paid outside of periods of full-time training. Additionally, 1.4% (or approximately 740 claims) contained at least 1 week of special benefits paid outside of period of full-time training, including approximately 440 claims for sickness benefits.

Of the total \$343.2 million paid in benefits to apprentices in 2023-24, \$265.6 million (or 77.4% of all EI benefits paid to apprentices) were paid while apprentices attended full-time technical training. EI regular benefits paid outside of periods of training accounted for most of the remaining benefits (\$68.4 million, or 19.9%), while a small portion was paid as special benefits (\$9.2 million, or 2.7%).

Level and duration of Employment Insurance benefits for apprentices

The average weekly benefit rate for claims established by apprentices was \$598 in 2023-24. This was higher than the average weekly benefit rate for EI regular claims established during the same period (\$561). Apprentice claimants from the Territories and Alberta had the highest average weekly benefit rate in the country (\$619 and \$609, respectively). By gender, men received a higher average weekly benefit rate (\$600) than women (\$571), while among age groups, claimants aged between 25 and

⁶⁰ Technical trades and transportation officers and controllers comprise the following occupational subgroups: Technical trades contractors and supervisors; Technical industrial trades; Technical electrical trades; Technical construction trades; Technical maintenance trades; Technical equipment operation trades; Transportation officers and controllers; Other technical trades.

44 years received the highest average weekly benefit rate (\$611), followed closely by those aged 45 years and over (\$610) (consult [Annex 2.25.3](#)).

The average duration of EI regular claims completed in 2023-24 by claimants while on full-time technical training was 8.9 weeks. Outside of Quebec, claims established in Prince Edward Island had the highest average duration (9.5 weeks), while claims established in New Brunswick had the lowest (8.3 weeks). There were no significant differences in the average duration across genders and age groups in 2023-24 (consult [Annex 2.25.2](#)).

2.3.2 Training with permission from Service Canada to keep receiving Employment Insurance benefits

Under Skills Boost, claimants who are long-tenured workers⁶¹ 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. Without this permission, 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 help with developing return-to-work plans. Claimants must identify their preferred full-time training program before requesting permission from Service Canada to continue receiving EI regular benefits while attending training.

Employment Insurance claims under Skills Boost and amount paid

In 2023-24, Service Canada gave permission to (or “referred”) approximately 780 claimants to continue receiving EI benefits while training under Skills Boost (consult Table 38). This marks the highest total since the 2019-20 reporting year (consult [Annex 2.26.1](#)). Among all claims established under Skills Boost in 2023-24, approximately 730 (93.9%) claims contained at least 1 week of EI regular benefits paid while on training, and just under 550 (70.3%) claims contained at least 1 week of EI regular benefits paid outside of training periods.

⁶¹ EI claimants who have paid at least 30% of the maximum annual premiums in 7 of the past 10 years and, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less.

Table 38 – Employment Insurance claims during which claimants received permission from Service Canada to train, and amount paid by region, gender, age and industry, Canada, 2022-23 and 2023-24

Region	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Atlantic provinces	56	67	\$0.7	\$0.9
Quebec	140	208	\$1.6	\$2.8
Ontario	182	206	\$2.2	\$2.9
Manitoba	28	33	\$0.4	\$0.4
Saskatchewan	22	30	\$0.3	\$0.4
Alberta	115	121	\$1.5	\$1.6
British Columbia and Territories ¹	84	116	\$1.1	\$1.5
Gender				
Men	307	412	\$3.7	\$5.6
Women	320	369	\$4.1	\$5.0
Age category				
34 years old and under	247	291	\$2.8	\$3.6
35 to 44 years old	227	261	\$2.9	\$3.7
45 to 54 years old	115	183	\$1.5	\$2.6
55 years old and over	38	46	\$0.5	\$0.6
Industry				
Goods-producing industries	178	228	\$2.2	\$3.0
Agriculture, forestry, fishing, hunting, mining, quarrying, and oil and gas extraction	17	33	\$0.2	\$0.4
Construction	90	105	\$1.0	\$1.3
Manufacturing ²	71	90	\$0.9	\$1.3
Services-producing industries	428	541	\$5.3	\$7.3
Wholesale and retail trade	70	85	\$0.9	\$1.2
Transportation and warehousing	22	33	\$0.3	\$0.4
Finance, insurance, real estate, rental and leasing	31	38	\$0.4	\$0.6
Professional, scientific and technical services	37	53	\$0.5	\$0.9
Business, building, and other support services ³	48	47	\$0.6	\$0.6
Educational services	63	68	\$0.7	\$0.7
Healthcare and social assistance	48	66	\$0.6	\$0.9
Information, culture and recreation ⁴	20	39	\$0.2	\$0.6
Accommodation and food services	25	30	\$0.2	\$0.4
Other services (excluding public administration)	14	29	\$0.2	\$0.4
Public administration	50	53	\$0.6	\$0.8
Unclassified⁵	21	12	\$0.3	\$0.2
Canada	627	781	\$7.8	\$10.5

Note: Data may not add up to the total due to rounding. Includes claims for which claimants received permission from Service Canada to train.

¹ For confidentiality reasons, data for the Territories have been combined with those for British Columbia.

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

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.

Consult [Annex 2.26](#) for more details.

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

Similar to previous years, most of the training referrals by Service Canada in 2023-24 were in Quebec (26.6%), Ontario (26.4%) and Alberta (15.5%). Men accounted for slightly more than half of referrals (52.8%), compared to 60.3% of all EI regular claims established in 2023-24. In terms of age, claimants aged 44 years and under established just under three-quarters (70.7%) of all referrals in 2023-24, while accounting for 55.8% of EI regular claims during the same period.

From an industry perspective, claimants from the Construction sector accounted for the largest share of referrals (13.4%), followed by those from the Manufacturing (11.5%) and the Wholesale and retail trade (10.9%) sectors.

A total of \$10.5 million in EI regular benefits were paid to claimants under Skills Boost in 2023-24, representing the highest amount since the 2020-21 reporting period. Of this amount, \$7.0 million (66.5% of the total amount) was paid while claimants were on training, and \$3.2 million (30.0% of the total amount) were paid to claimants outside of training periods.

Level and duration of Employment Insurance benefits for Skills Boost claims

Claimants who requested and received a referral to training by Service Canada had an average weekly benefit rate of \$563 in 2023-24. This is nearly identical to the average weekly benefit rate for EI regular benefits (\$561), but lower than the one entitled to long-tenured workers (\$601) during the same period.

Claimants from Ontario received the highest average weekly benefit rate (\$582), while claimants from Manitoba received the lowest (\$488). In terms of gender, the weekly benefit rate for men was higher than for women, while among age groups, claimants aged 55 years and over received a lower average weekly benefit rate than the other age groups (consult [Annex 2.26.3](#)).

Claims with a referral to training by Service Canada that were completed in 2023-24 received, on average, 16.7 weeks of EI benefits while on training and 10.8 weeks of EI regular benefits outside of training periods (consult [Annex 2.26.2](#)).

Claimants from the Atlantic provinces received, on average, the highest number of EI weeks while on training (20.3 weeks). In terms of gender, women received more EI weeks than men during training, while that trend was reversed outside of training periods. Among age groups, claimants aged between 35 and 44 years received, on average, the highest number of EI benefits weeks during training (17.9 weeks), while claimants aged 55 years and over received the most weeks outside of training periods (14.7 weeks).

2.4 Employment Insurance fishing benefits

Employment Insurance 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. Rather, it is based on insurable earnings from self-employment in fishing in the qualifying period.⁶² In addition to fishing benefits, self-employed fishers may also be eligible to receive sickness, maternity, parental, compassionate care and family caregiver benefits.

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

- making a catch
- doing any work incidental to making or handling a catch⁶³, or
- the construction of a fishing vessel for the person’s own use or for the use of a crew of which the person is a member in making a catch

Self-employed fishers are eligible for EI fishing benefits if they do not qualify for EI regular benefits and have earned a minimum amount of insurable earnings from self-employment in fishing during their qualifying period. This amount varies between \$2,500 and \$4,200, depending on the unemployment rate in the claimant’s EI economic region.

When not engaged in fishing-related activities, fishing claimants must demonstrate that they are capable of and available for work but unable to find suitable employment for each working day of their claim.

EI fishing benefits are available for 2 fishing seasons per year: the winter fishing season and the summer fishing season. Self-employed fishers who have established a claim for EI fishing benefits are entitled to a maximum of 26 weeks of EI fishing benefits per claim, which may be received consecutively or intermittently during the benefit period. However, they are limited by the fixed start and end dates of the benefit period:

- For winter fishing claims, the benefit period spans from the week of April 1 to the week of December 15. In addition, the qualifying period cannot start earlier than the week of September 1
- For summer fishing claims, the benefit period spans from the week of October 1 to the week of June 15. In addition, the qualifying period cannot start earlier than the week of March 1.

⁶² The qualifying period for EI fishing benefits is different from other types of benefits. It is defined as either the 31 weeks preceding the establishment of a claim or since the establishment of a previous claim, whichever is shorter. For more information, consult [Employment Insurance fishing benefits](#).

⁶³ 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.

In some cases, claimants can defer earnings from one season to the other. However, there is no increase in the length of the benefit period for any reason except for the payment of special benefits.

A fisher’s weekly benefit rate is usually calculated by dividing their total insurable earnings from fishing⁶⁴ during the qualifying period by the divisor associated with the unemployment rate in the claimant’s EI economic region (consult Table 39). The result is then multiplied by the replacement rate of 55% to determine the weekly benefit rate, which cannot exceed the maximum weekly benefit rate established for each year (\$650 in 2023 and \$668 in 2024).

Table 39 – Minimum threshold of insurable earnings from self-employed fishing and earnings divisor for EI fishing benefits by regional unemployment rate

Regional unemployment rate	Required insurable earnings	Earnings divisor
6.0% or less	\$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 more	\$2,500	14

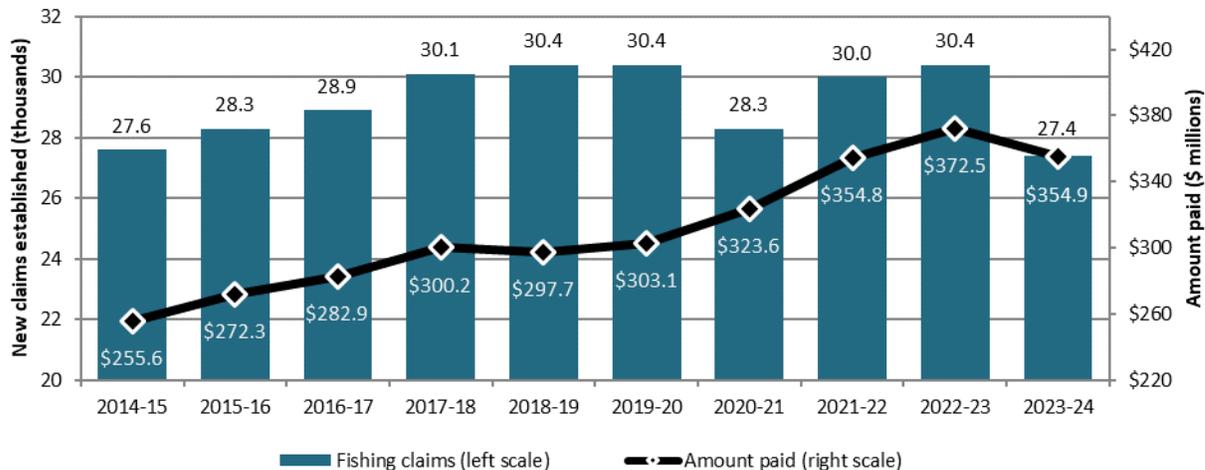
Note: The earnings divisor is applied to the insurable earnings during the qualifying period to determine the equivalent weekly earnings that will be subject to the standard 55% replacement rate.

2.4.1 Employment Insurance fishing claims and benefits paid

The total number of new EI fishing claims decreased from 30,400 in 2022-23 to 27,400 in 2023-24 (consult Chart 20). This represents the lowest number since 2014-15. Similarly, the total amount paid in EI fishing benefits went from \$372.5 million in 2022-23 to \$354.9 million in 2023-24.

⁶⁴ If the claimant had earnings from insured employment other than as a self-employed fisher during the qualifying period, only earnings from the other employment contained in the rate calculation period, defined as the most recent 26 consecutive weeks of employment in the qualifying period prior to the commencement of a fishing claim, are used to determine the total insurable earnings.

Chart 20 – Employment Insurance fishing claims established and amount paid, Canada, 2014-15 to 2023-24



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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results for claims are based on 100% of data. Results for benefits are based on a 10% sample of data for 2014-15 to 2022-23 and 100% of data for 2023-24.

In 2023-24, 96.0% of claims for EI fishing benefits were established by individuals who resided in 6 provinces (Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Quebec and British Columbia) (consult Table 40). Similarly, 96.3% of EI fishing benefits paid were to claimants in these provinces.

Table 40 – Employment Insurance fishing claims and amount paid by region, gender and age, Canada, 2022-23 and 2023-24

Region	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Newfoundland and Labrador	14,408	11,953	\$178.0	\$159.1
Prince Edward Island	3,169	3,150	\$38.0	\$40.3
Nova Scotia	5,494	5,400	\$68.1	\$68.8
New Brunswick	3,007	2,830	\$40.8	\$36.6
Quebec	1,264	1,089	\$13.2	\$14.0
British Columbia	2,006	1,920	\$21.4	\$23.2
Other provinces and territories	1,099	1,095	\$13.0	\$13.0
Gender				
Men	23,944	21,746	\$295.4	\$279.7
Women	6,503	5,691	\$77.1	\$75.2
Age category				
24 years old and under	1,629	1,410	\$20.4	\$16.2
25 to 44 years old	8,130	7,376	\$102.1	\$94.2
45 to 54 years old	7,130	6,338	\$82.7	\$82.5
55 years old and over	13,558	12,313	\$167.4	\$162.0
Canada	30,447	27,437	\$372.5	\$354.9

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

Consult [Annex 2.10](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results for claims are based on 100% of data. Results for the amount paid are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

As outlined in Table 40, the number of new fishing claims established in 2023-24 was lower than the previous fiscal year for all regions. The Atlantic provinces accounted for 85.0% of all fishing claims

established in 2023-24, as well as 85.9% of the amount paid in fishing benefits. More specifically, Newfoundland and Labrador continued to represent the largest share of fishing claims (43.6%) and benefits paid (44.8%) this fiscal year.

In terms of gender, men represented the largest shares of both claims established (79.3%) and total amount paid in fishing benefits (78.8%).

Among age groups, claimants aged 55 years and over represented the largest share of claims established (44.9%) and total benefits paid (45.7%) in 2023-24. The share of fishing claims established by older claimants increased by 6.3 percentage points (p.p.) between 2017-18 and 2023-24, with an increase reported each year. The share of fishing benefits paid to older claimants has followed a similar trend, increasing by 7.2 p.p. over the same period.

In 2023-24, the average weekly benefit rate for EI fishing benefits increased by 1.2% to \$601, up from \$594 in 2022-23 (consult Table 41). As in previous years, this rate was above the average weekly regular benefit rate for the same reporting period (\$561). Among all regions with a significant fishing industry, the average weekly benefit rate for fishing claims was the highest in Quebec (\$622), followed by the Atlantic provinces (\$609) and British Columbia (\$529). Moreover, Quebec as well as all 4 Atlantic provinces had an average weekly benefit rate for fishing claims above the national average. Among these specific regions, Quebec had the highest increase in its average weekly benefit rate for fishing claims (+\$26) from 2022-23 to 2023-24, while Newfoundland and Labrador was the only region that had a decrease (-\$2).

Table 41 – Average weekly benefit rate for EI fishing benefits and proportion of fishing claims at the maximum weekly benefit rate by region, gender and age, Canada, 2022-23 and 2023-24

Region	Average weekly benefit rate 2022-23	Average weekly benefit rate 2023-24	Proportion of claims at the maximum weekly benefit rate 2022-23	Proportion of claims at the maximum weekly benefit rate 2023-24
Newfoundland and Labrador	\$604	\$602	72.5%	62.8%
Prince Edward Island	\$614	\$625	82.3%	80.7%
Nova Scotia	\$600	\$610	74.3%	75.9%
New Brunswick	\$603	\$621	75.4%	79.0%
Quebec	\$596	\$622	69.0%	81.5%
British Columbia	\$518	\$529	39.5%	40.2%
Other provinces and territories	\$479	\$513	37.1%	42.4%
Gender				
Men	\$597	\$605	73.6%	70.8%
Women	\$579	\$582	59.5%	54.8%
Age category				
24 years old and under	\$574	\$576	60.5%	57.4%
25 to 44 years old	\$590	\$601	69.5%	69.2%
45 to 54 years old	\$602	\$611	74.6%	71.8%
55 years old and over	\$594	\$597	70.3%	65.3%
Canada	\$594	\$601	70.5%	67.4%

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

Consult [Annex 2.10](#) for more details.

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

In terms of gender, men had a higher average weekly benefit rate for fishing claims (\$605) than women (\$582) in 2023-24, while among age groups, claimants who were aged between 45 and 54 years had the highest average weekly benefit rate for fishing claims (\$611).

The proportion of fishing claims that received the maximum weekly benefit rate was 67.4% in 2023-24, compared to 70.5% in 2022-23. Quebec had both the highest proportion of claims receiving the maximum weekly benefit rate (81.5%), and the largest increase of this proportion from the previous fiscal year, with 12.5 percentage points (p.p.). Conversely, Newfoundland and Labrador had the largest decrease of this proportion from the previous fiscal year (-9.7 p.p.). Similar to previous years, men had a higher proportion of fishing claims that received the maximum rate compared to women. Among age groups, claimants aged between 45 and 54 years had the largest proportion of claims at the maximum weekly benefit rate (consult Table 41).

2.4.2 Seasonal component of Employment Insurance fishing benefits

EI fishing benefits are available for 2 fishing seasons each year, winter and summer, allowing eligible claimants to establish multiple claims in a year.⁶⁵ In 2023-24, approximately 19,700 fishers established at least 1 EI fishing claim, a decrease from the approximately 20,900 fishers reported in 2022-23 (consult Table 42). Of these 19,700 fishers, 12,000 (60.9%) established a claim in only 1 season, while 7,700 (39.1%) established claims in both seasons. Among fishers who established a fishing claim in only 1 season, 3,300 established a winter claim, while 8,700 established a summer claim. The share of fishers who established a claim in only 1 season increased in 2023-24, driven by an increase in the fishers who only established a summer fishing claim, while the share of those establishing claims in both seasons decreased.

Table 42 – Number of fishers by season of establishment of claim, Canada, 2019-20 to 2023-24

Season of establishment	2019-20	2020-21	2021-22	2022-23	2023-24
1 season	12,054	11,663	11,408	11,431	12,021
Winter	3,192	2,624	3,030	3,472	3,309
Summer	8,862	9,039	8,378	7,959	8,712
Both seasons	9,162	8,307	9,252	9,506	7,706
Canada	21,216	19,970	20,660	20,937	19,727

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

In 2023-24, fishers who established 1 fishing claim received an average of \$13,191 in EI fishing benefits, similar to the amount reported in 2022-23. Those who established 2 fishing claims received, on average, \$12,670 for their first claim and \$11,426 for their second claim, adding up to a total average of \$24,096 received in EI fishing benefits in 2023-24. This represents a decrease from the amount reported in 2022-23.

2.4.3 Duration of Employment Insurance fishing benefits

The maximum entitlement of a claim established for EI fishing benefits is 26 weeks, regardless of the labour market conditions in the claimant's region of residence.

The average duration of fishing claims decreased from 22.1 weeks in 2022-23 to 21.2 weeks in 2023-24. Among regions with a significant fishing industry, British Columbia had the highest average duration of fishing benefits in 2023-24, with 22.8 weeks. At the other end, claims established in Quebec had the

⁶⁵ In rare cases, fishers may establish more than 2 fishing claims in a single fiscal year. Due to the low frequency of these instances, the results on benefits paid and the average duration for claims beyond the second claim are not presented.

lowest average duration (20.5 weeks), while those established in the Atlantic Provinces had an average duration of 21.0 weeks.

The lower average duration of claims in the Atlantic Provinces and Quebec compared to British Columbia may be attributable, in part, to a higher proportion of fishers in the Atlantic provinces and Quebec who establish 2 claims for fishing benefits per year compared to British Columbia. Over the past 5 years, on average, 49.2% of fishers in the Atlantic Provinces and 62.2% of fishers in Quebec established 2 claims per year, compared to 2.4% for British Columbia.

Table 43 outlines the average duration of fishing benefits. In 2023-24, fishers who established a single fishing claim received benefits for an average of 23.2 weeks, a duration nearly unchanged from 2022-23. Fishers who established multiple claims received benefits for an average of 20.6 weeks for their first claim and 18.5 weeks for their second claim, totaling an average of 39.1 weeks for the entire 2023-24 fiscal year. These durations decreased from the previous fiscal year: down 1.5 weeks (-6.7%) for the first claim, 2.1 weeks (-10.3%) for the second claim, and 3.6 weeks (-8.4%) overall.

Table 43 – Average duration of Employment Insurance fishing benefits by number of claims established per fiscal year, Canada, 2022-23 and 2023-24

Number of claims established during the fiscal year	2022-23	2023-24	Change (%) 2022-23 to 2023-24
1 claim	23.3	23.2	-0.4%
2 claims	42.7	39.1	-8.4%
First claim	22.1	20.6	-6.7%
Second claim	20.7	18.5	-10.3%

Note: Percentage change is based on unrounded numbers.

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

2.5 Employment Insurance Work-Sharing benefits

The EI Work-Sharing program is designed to help avoid layoffs of all or a number of a firm's employees when there is a temporary decrease in the normal level of the business activities whether due to an economic downturn, a disaster event, or another shock that is beyond the control of the employer.

Layoffs are avoided by offering EI Work-Sharing benefits to eligible workers who accept to work a temporarily reduced workweek while their employer recovers. The goal of the program is for all participating employees to return to normal working hours by the end of the Work-Sharing agreement. The employer and the employees must agree to participate in a Work-Sharing agreement.

By participating in the Work-Sharing program, employers are able to retain skilled employees, thus avoiding the costly process of recruiting and training new employees once the business activities return to normal level. At the same time, participating workers can maintain their employment and skills by supplementing the reduced wages with EI Work-Sharing benefits for the days they are not working. Also, within a Work-Sharing period the employers are required to maintain all existing employee benefits. The receipt of EI Work-Sharing benefits has no impact on future eligibility for EI regular or EI special benefits. The program can also generate savings for the EI operating account by reducing the time and extent to which participating employees collect EI regular benefits.

Work-Sharing agreements must include a reduction in work activity ranging between 10% and 60% of participating employees' regular weekly hours of work over the life of the agreement. In any given week, the work reduction can vary depending on available work. The proposed reduction in work hours corresponds to the number of anticipated temporary layoffs.

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 2-day week) for all 100 workers. This would allow all 100 workers to stay connected to the labour market and their employer, and thus retain their employee benefits, while avoiding skill erosion.

To be eligible for a Work-Sharing agreement, an employer must meet the following criteria:

- have been in business in Canada year-round for at least 2 years
- be a publicly-held company, private business or a certain type of not-for-profit organization
- be experiencing a decrease in overall work activities of at least 10% in the last 6 months, where the reduction in business activity is caused by factors beyond its control (reductions due to cyclical shortages of work and recurring slowdowns are ineligible)
- employ at least 2 eligible employees in the affected work unit, and
- undertake recovery measures that will return employees to normal levels of employment upon the completion of the Work-Sharing agreement

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 regular benefits, that is have worked the required minimum number of hours of insurable employment in the previous 52 weeks or since the establishment of their last EI claim, whichever is shorter, and
- agree to a reduction of their normal working hours and to share equally the available work among all members of their Work-Sharing unit over a specified period of time

An initial Work-Sharing agreement can last between a minimum of 6 and a maximum of 26 consecutive weeks. If needed, an extension may be requested of up to 12 weeks, bringing the initial agreement to a maximum total of 38 weeks. There is a mandatory cooling-off period between successive agreements equal to the number of weeks of the first Work-Sharing agreement (up to a maximum period of 38 weeks).

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.

Training can take place during the non-working hours for which the participating employees are in receipt of EI Work-Sharing benefits. The salary costs of employees taking part in training activities during normally-scheduled working hours cannot be compensated through the Work-Sharing agreement.

The program is not meant to provide full coverage of hours of insurable employment or insurable earnings. As a result, the data reported on Work-Sharing claims are not directly comparable to other types of EI benefits. This is particularly true of the weekly benefit rates paid to claimants, which are meant to only cover 10% to 60% of a regular work week for affected employees in a work unit subject to a Work-Sharing agreement, depending on the agreed upon decrease in work levels. Because of this, the weekly Work-Sharing benefit rates are lower on average than for other types of EI benefits. Because the weekly Work-Sharing benefit rate is determined by employees' wage and the degree of reductions in the hours worked (between 10% and 60%), significant variability is also observed across industries in the reported weekly benefit rates.

The Canada Employment Insurance Commission (CEIC) may introduce temporary special measures to provide additional support for affected employers and employees during a period of economic downturn, natural disaster, or emergency. Typically, temporary special measures have involved easing eligibility requirements for employers, extending the maximum duration of Work-Sharing and removing the requirement to serve a mandatory cooling-off period between successive applications.

Work-Sharing temporary special measures in effect during the reporting period

To support businesses affected by the 2023 wildfires that occurred in multiple regions across Canada, the Government of Canada put in place Work-Sharing temporary special measures. Employers that experienced a decline in business activity attributable to the wildfires could be eligible to Work-Sharing temporary special measures if they were located in the affected areas or had major customers or suppliers located in the affected areas.

Effective June 25, 2023 to November 4, 2023, these temporary special measures provided a duration between 6 weeks and 26 weeks, with a 12-week extension if required, to a maximum total duration of 38 weeks in communities across Canada.

For the purpose of this section, EI Work-Sharing claims refers to any claims for which at least \$1 of EI Work-Sharing benefits was paid.

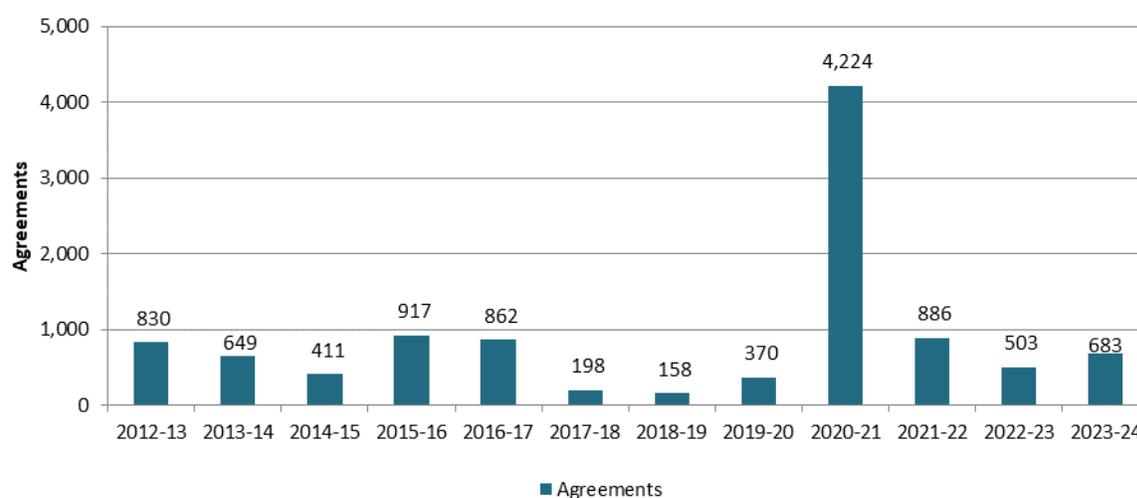
2.5.1. Employment Insurance Work-Sharing agreements

The number of Work-Sharing agreements established in a given fiscal year increases during periods of economic shocks and uncertainty and decreases during periods of economic growth and stability. This countercyclical pattern can be observed by looking at the number of Work-Sharing agreements established in Canada over the past few years, notably the high demand for the Work-Sharing program in 2020-21 during the economic downturn due to the COVID-19 pandemic.

The participation in the Work-Sharing program increased to 683 agreements in 2023-24, compared to 503 in 2022-23 (consult Chart 21). This increase is explained by the Canadian economy experiencing a slowdown in its growth. As a result of Work-Sharing agreements, an estimated minimum of 8,894 layoffs were averted in 2023-24.⁶⁶

⁶⁶ Based on information provided to Service Canada by the employer at the time of the application.

Chart 21 – Total count of Work-Sharing agreements, Canada, 2012-13 to 2023-24



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

Across the country, in absolute terms, Ontario, Quebec, British Columbia and Manitoba had the most agreements in 2023-24 (consult Table 44). The number of agreements increased in all provinces, except for Saskatchewan and Alberta. In addition, there was no Work-Sharing agreement for the third consecutive year in the Territories. In 2023-24, almost 75% of Work-Sharing agreements were in goods-producing industries, compared to just under 25% of agreements in the services-producing industries. The share of Work-Sharing agreements in the goods-producing industries continued its increase from previous fiscal years and returned to pre-pandemic level. The Manufacturing industry (68.5%) continued to account for the largest share of the agreements in 2023-24.

Table 44 – Number of Work-Sharing agreements by region and industry, 2022-23 to 2023-24

Region	2022-23	2023-24
Atlantic provinces	11	14
Quebec	190	318
Ontario	200	226
Manitoba	14	29
Saskatchewan	8	7
Alberta	34	18
British Columbia	46	71
Territories	0	0
Industry		
Goods-producing industries	336	504
Construction	26	29
Manufacturing	302	468
Rest of goods-producing industries	8	7
Services-producing industries	137	169
Wholesale and retail trade	23	51
Professional, scientific and technical services	45	49
Rest of services-producing industries	69	69
Unclassified industries	30	10
Canada	503	683

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

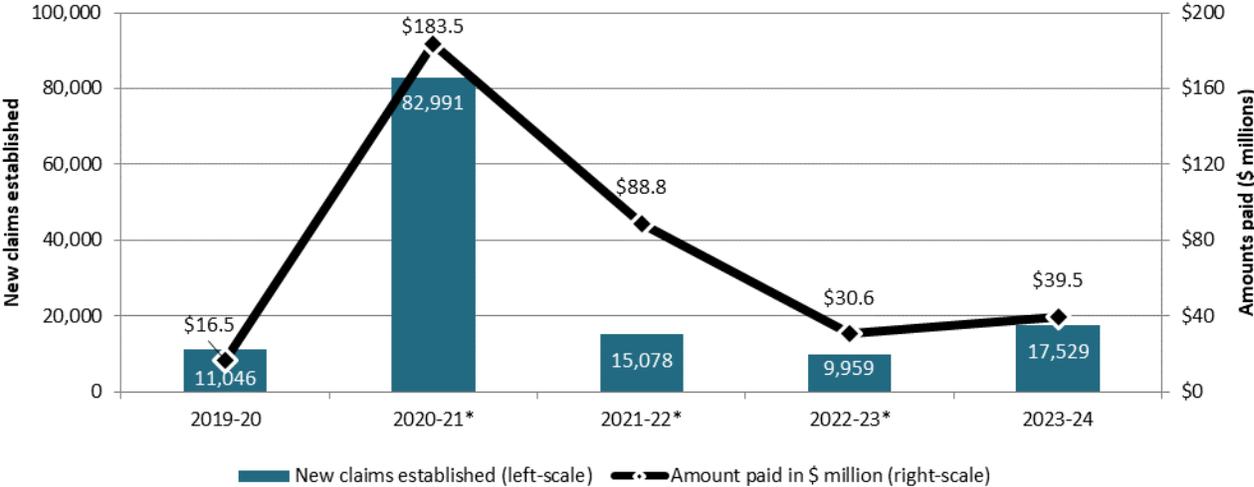
When assessed by firm size, small-sized enterprises (with fewer than 50 employees) comprised 72.6% of all Work-Sharing agreements in the fiscal year examined, down from 78.1% reported in the previous fiscal year. Small-to-medium sized enterprises (50 to 99 employees) represented 14.3% of all Work-Sharing agreements in 2023-24. Combined, small and medium-sized enterprises (SMEs) with fewer than 500 employees accounted for almost all Work-Sharing agreements in 2023-24 and in previous fiscal years. This high representation of small and medium-sized businesses in the Work-Sharing program has been a consistent feature of the program since 2008-09, as Work-Sharing agreements have been primarily initiated to assist SMEs in recovering from economic shocks to their normal levels of business activity.

2.5.2 Employment Insurance Work-Sharing claims and amount paid

As with the number of Work-Sharing agreements, the total number of Work-Sharing claims established and the total amount paid in Work-Sharing benefits also follow a countercyclical pattern: they increase during labour market contraction and economic uncertainties, and decrease during periods of economic expansion.

In 2023-24, the number of claims for Work-Sharing benefits increased. There were 17,500 claims for Work-Sharing benefits established in 2023-24, compared to approximately 10,000 claims established in the previous fiscal year (consult Chart 22). The amount of Work-Sharing benefits paid increased from \$30.6 million in 2022-23 to \$39.5 million in 2023-24.

Chart 22 – Employment Insurance Work-Sharing claims and benefits paid, Canada, 2019-20 to 2023-24



Note: Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.
 * The eligibility criteria for EI regular benefits varied over the fiscal years depending on when claims were established. Therefore, comparison between fiscal years should be done with caution.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry

As outlined in Table 45, compared to 2022-23, the most notable increase in the number of Work-Sharing claims in 2023-24 was in Quebec (+4,849 claims), followed by Ontario (+1,856 claims). The number of claims established only decreased in 2 provinces: Alberta (-26 claims) and Manitoba (-2 claims). Claimants from Quebec established the largest share of total new claims (48.6%), followed by claimants from Ontario (32.8%) in 2023-24. The same trend can be observed in terms of amount paid, claims established in Quebec received the largest share of total amount paid with 48.2%, followed by claims established in Ontario (34.4%) in 2023-24. There were no claims established in the Territories during the reporting period.

Table 45 – Number of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, 2022-23 to 2023-24

Region	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ thousands) 2022-23	Amount paid (\$ thousands) 2023-24
Newfoundland and Labrador	15	60 ^c	\$64.8	\$37.0
Prince Edward Island	40		\$34.6	\$139.5
Nova Scotia	39 ^c	89	\$245.4	\$324.7
New Brunswick		64	\$73.5	\$35.8
Quebec	3,666	8,515	\$8,662.7	\$19,045.6
Ontario	3,900	5,756	\$14,985.7	\$13,583.1
Manitoba	1,354	1,352	\$1,376.5	\$1,933.6
Saskatchewan	39	107	\$631.5	\$234.8
Alberta	334	308	\$1,407.3	\$831.0
British Columbia	572	1,278	\$3,142.1	\$3,371.9
Territories	0	0	\$2.1	\$0.0
Gender				
Men	6,532	11,397	\$20,306.6	\$26,105.4
Women	3,427	6,132	\$10,319.7	\$13,431.6
Age category				
24 years old and under	731	1,025	\$1,529.5	\$1,798.1
25 to 44 years old	3,519	6,694	\$10,036.8	\$13,824.6
45 to 54 years old	2,439	4,240	\$8,060.2	\$9,999.6
55 years old and over	3,270	5,570	\$10,999.7	\$13,914.7
Industry				
Goods-producing industries	8,658	15,871	\$23,254.3	\$34,650.5
Manufacturing	8,410	15,522	\$22,519.2	\$33,488.9
Rest of goods-producing industries	248	349	\$735.1	\$1,161.5
Services-producing industries	1,192	1,623	\$7,041.0	\$4,776.8
Wholesale and retail trade	445	768	\$2,064.5	\$1,917.2
Professional, scientific and technical services	294	338	\$1,197.4	\$1,303.4
Rest of services-producing industries	453	517	\$3,779.1	\$1,556.2
Unclassified industries*	109	35	\$331.0	\$109.7
Canada	9,959	17,529	\$30,626.3	\$39,537.0

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

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

^c For confidentiality purposes, data for some provinces have been combined.

Consult [Annex 2.21](#) for more details.

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

Men continued to be more likely to make use of the Work-Sharing program—a trend that has been persistent over the years. In 2023-24, men accounted for 65.0% of new Work-Sharing claims and 66.0% of total benefits paid, relatively similar to 2022-23 (65.6% and 66.3%, respectively). The age distribution of claimants in 2023-24 remained relatively unchanged compared to the previous year, with the

exception of a slight increase in the proportion of new claims established by individuals aged 25 to 44 years old (from 35.3% to 38.2%). Youth remained under-represented among newly established Work-Sharing claims (5.8%), relative to their share of national employment (13.3% in 2023-24).⁶⁷

From an industry perspective, the Work-Sharing program was most frequently used by workers in the Manufacturing industry, which is consistent with historical patterns. They accounted for the largest share of new EI Work-Sharing claims (88.6%) established in 2023-24, up from 84.4% in the previous fiscal year. These workers received the largest share of the total EI Work-Sharing benefits paid (84.7%), up from 73.5% in 2022-23.

Among the services-producing industries, workers in the Wholesale and retail trade and in the Professional, scientific and technical services industries accounted for 4.4% and 1.9% of Work-Sharing claims, respectively, in 2023-24. In terms of amount paid, workers in the Wholesale and retail trade industry received 4.8% of total Work-Sharing benefits paid in 2023-24, followed by workers in the Professional, scientific and technical services industry, who accounted for 3.3% of total Work-Sharing benefits paid.

2.5.3 Level and duration of Employment Insurance Work-Sharing benefits

The national average weekly Work-Sharing benefit rate increased by 6.2% to \$138 in 2023-24, up from the average weekly benefit rate of \$130 in the previous fiscal year (consult Table 46).⁶⁸ It increased in all regions, except the Atlantic provinces and Alberta. Similar to the previous years, a high degree of variability can be observed among the average weekly benefit paid in each region. For example, in 2023-24, the highest average weekly benefit rate was in British Columbia (\$153), followed by Saskatchewan (\$152), while the lowest was in Alberta (\$111). The average weekly Work-Sharing benefit rate for men increased by 8.0% to \$145, while the rate for women increased by 2.7% to \$126 in 2023-24. The average weekly benefit rate for all age groups increased; the highest average rate was observed for workers aged 25 to 54 years (\$140).

⁶⁷ Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted.

⁶⁸ The Work-Sharing program provides partial income to offset reductions in regular hours. The reduction in work-hours can fluctuate over the duration of the agreement, resulting in fluctuations in the weekly benefit rates for claimants. As a result, the level of benefits reported on Work-Sharing claims are not directly comparable to other types of EI benefits.

Table 46 – Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, 2021-22 to 2023-24

Region	2021-22*	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Atlantic provinces	\$127	\$152	\$126	-17.3%
Quebec	\$146	\$139	\$139	-0.1%
Ontario	\$138	\$137	\$142	+4.0%
Manitoba	\$142	\$77	\$116	+50.6%
Saskatchewan	\$190	\$142	\$152	+6.7%
Alberta	\$174	\$138	\$111	-19.8%
British Columbia	\$160	\$152	\$153	+0.4%
Territories	n/a	n/a	n/a	n/a
Gender				
Men	\$151	\$134	\$145	+8.0%
Women	\$132	\$123	\$126	+2.7%
Age category				
24 years old and under	\$142	\$119	\$131	+9.8%
25 to 44 years old	\$147	\$132	\$140	+5.7%
45 to 54 years old	\$143	\$129	\$140	+8.8%
55 years old and over	\$145	\$132	\$137	+3.7%
Industry				
Goods-producing industries	\$145	\$127	\$137	+7.8%
Services-producing industries	\$141	\$153	\$155	+1.4%
Canada	\$145	\$130	\$138	+6.2%

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

* EI temporary measures affecting the weekly benefit rate were in effect in 2021-22. Therefore, the results in 2021-22 are not fully comparable to those in 2022-23 and 2023-24.

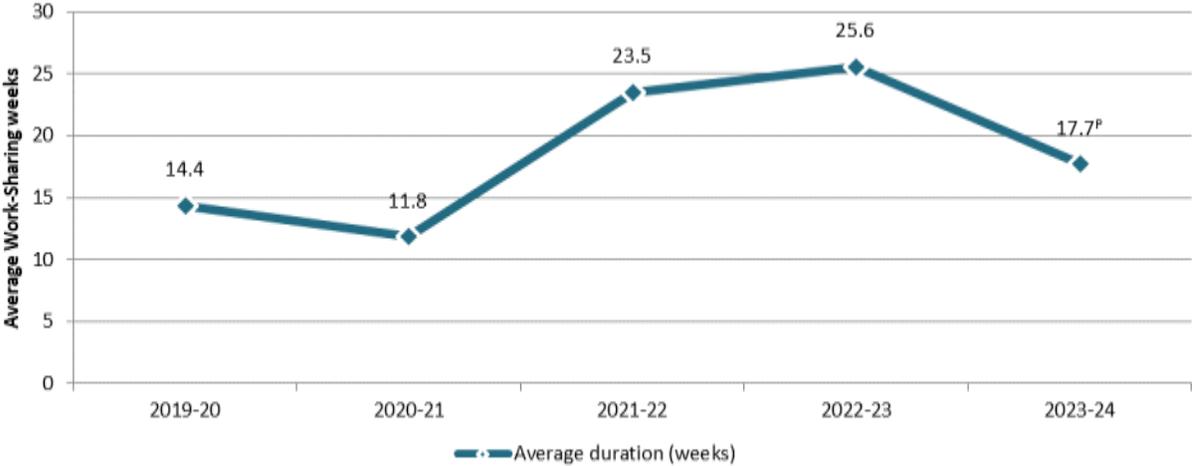
Consult [Annex 2.21](#) for more details.

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

As in previous fiscal years, the average weekly Work-Sharing benefit rate varied across industries in 2023-24. The average weekly benefit rate in services-producing industries increased by 1.4% to \$155 in 2023-24. The average weekly Work-Sharing benefit rate increased by 7.8% to \$137 in goods-producing industries. Consult [Annex 2.21.3](#) for detailed information on average Work-Sharing weekly benefit rate by industry.

The average duration of Work-Sharing claims completed in 2023-24 was 17.7 weeks (consult Chart 23), reversing the upward trend from the previous fiscal years. This may be a result of the end of the Work-Sharing special measures related to the COVID-19 pandemic that were in effect from March 15, 2020 to September 24, 2022. These temporary measures extended the maximum duration of agreements up to 76 weeks instead of 38 weeks.

Chart 23 – Average duration of completed Employment Insurance Work-Sharing claims, 2019-20 to 2023-24



Note: Includes completed claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.
^P Preliminary data.
 Consult [Annex 2.21](#) for more details.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

2.5.4 Employment Insurance Work-Sharing agreements termination status

The share of Work-Sharing agreements in which firms returned to their normal level of employment remained relatively unchanged compared to the previous fiscal year (69.0% in 2022-23 to 68.2% in 2023-24).

A Work-Sharing agreement may also end before the anticipated end date—this is referred to as early termination. In this case, a firm returns to normal levels of business activity ahead of recovery plan timelines, or withdraws from the Work-Sharing agreement for other reasons (for example, the firm is shutting down or deciding to go ahead with layoffs).⁶⁹ In 2023-24, 41.1% of agreements were terminated earlier than their scheduled end date compared to 50.5% in 2022-23.

⁶⁹ 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.

Effectiveness of the Work-Sharing program over the years

A recent departmental evaluation* examined the usage of the Work-Sharing program and estimated the number of layoffs averted** by the program, and the number of shutdowns by employers who participated in the program.

The study found that, among Work-Sharing claimants between 2013 and 2019, 7% were laid-off and received EI regular benefits within 3 months, 11% within 6 months and 15% within 12 months after the end of the Work-Sharing claim. Employees with a higher reduction in work hours, older individuals, singles, those residing in the Atlantic region and those working in Primary industries were more likely to be laid off within 3 to 6 months after the end of their Work-Sharing claims.

When Work-Sharing claimants between 2015 and 2017 are compared to EI regular benefit claimants having similar characteristics but who did not participate in the Work-sharing program***, the former used on average less weeks of benefits, had a higher probability of returning to work after the claim, and were less likely to use EI regular benefits again in the 2 following years than the latter.

The evaluation also examined the likelihood of firms closures after participation in the Work-Sharing program. Between 2013 and 2019, 11% of them closed within 1 year, while 38% closed within 4 years following the agreement. Firms that laid-off employees during the agreement, with less than 20 employees and from the Prairies were more likely to close within 4 years following the agreement. Between 2013 and 2019, 10% of firms re-used the program within 1 year of their original Work-Sharing agreement, and 23% did it within 4 years.

* ESDC, Evaluation of the Work-Sharing Program: 2013 to 2020 (Ottawa: ESDC, Evaluation Directorate, 2025).

** The methodology used to estimate the number of layoffs averted assumes a perfect substitution between 1 hour of work reduction with the Work-Sharing program and 1 hour of work reduction through the layoff alternative (a conversion rate of 1.0). The number of layoffs that occurred subsequent to the program was subtracted from the estimated number of layoffs averted to calculate the net layoffs averted.

*** The methodology used controls for differences in industry, region and size between firms participating in the Work-Sharing program and firms who employed the EI regular benefit claimants who did not participate in the Work-Sharing program. It also controls for differences between both types of claimants. EI regular benefit claimants who did not participate in the Work-Sharing program are non-seasonal claimants who were laid-off and did not participate in a Work-Sharing agreement in the previous 52 weeks.

2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to employees, self-employed persons participating in the program, and fishers who are eligible and unable to work due to specific life circumstances. These include 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, employees must have accumulated a minimum of 600 hours of insurable employment during their qualifying period. They must also meet the eligibility criteria for the special benefits claimed, and have their normal weekly earnings reduced by more than 40%.

Self-employed persons may qualify if they opted into the EI program and paid EI premiums at least one full year prior to claiming benefits. They also had to have self-employment income that met the minimum self-employment eligibility threshold⁷⁰ in the calendar year preceding their claim, and met other eligibility criteria specific to the special benefits being claimed.

As mentioned in [Section 2.1](#), 2 different sets of EI temporary measures were introduced over the past few years as the Canadian economy and job market recovered from the disruptions due to the COVID-19 pandemic. For example, claims established by employees in the first half of 2022-23 required a minimum of 420 hours of insurable employment during the qualifying period to qualify for EI special benefits. These temporary measures ended on September 24, 2022. New claims established after this date were under the original EI rules.

Subsection 2.6.1 provides a summary overview of special benefits, including the number of new claims established, amount paid and the level of benefits. The following subsections examine the EI special benefits by type. Subsection 2.6.2 discusses maternity benefits and subsection 2.6.3 parental benefits. Sickness benefits are introduced in subsection 2.6.4. Subsections 2.6.5, 2.6.6 and 2.6.7 examine compassionate care benefits, the family caregiver benefits for adults and the family caregiver benefits for children, respectively. Finally, subsection 2.6.8 looks at the use of special benefits by self-employed persons who have opted into the EI program. For the purpose of the following section, EI special benefit claims refer to EI claims for which at least \$1 of special benefits was paid. The EI administrative data used in this report underwent a revision in 2023-24 and duplicates in the data were identified and removed. Compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children were more affected than other EI benefit types. Consult the methodology box in [Section 2.1](#) for details.

It is important to note 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

⁷⁰ To be eligible for EI special benefits between January 1, 2024 and December 31, 2024 self-employed workers (other than fishers) who have opted into EI special benefits must have made at least \$8,492 in net self-employed earnings in 2023. This threshold was \$8,255 in net self-employed earnings in 2022 to be eligible for benefits between January 1, 2023 and December 31, 2023. Self-employed fishers could also qualify for special benefits with fishing earnings, consult [Section 2.4](#) for details.

Parental Insurance Plan (QPIP) has provided eligible salaried workers and self-employed persons with comparable benefits since January 1, 2006.

2.6.1. Employment Insurance special benefit claims overview

The number of new EI special benefit claims increased from 657,800 in 2022-23 to 675,800 in 2023-24 (consult Table 47). Claims established for sickness benefits increased the most (+11,318), followed by claims for parental benefits (+7,865) and claims for maternity benefits (+2,661).

Table 47 – Employment Insurance special benefit claims and amount paid according to benefit type, Canada, 2022-23 to 2023-24

Benefit type	Number of claims 2022-23	Number of claims 2023-24	Amount paid (\$ million) 2022-23	Amount paid (\$ million) 2023-24
Maternity	170,530	173,191	\$1,356.3	\$1,413.0
Parental	236,140	244,005	\$3,499.6	\$3,488.7
Sickness	418,480	429,798	\$2,003.4	\$2,725.3
Compassionate care*	6,619	6,417	\$42.4	\$39.9
Family caregiver for adults*	13,272	14,135	\$74.7	\$77.8
Family caregiver for children*	5,855	4,422	\$41.2	\$33.6
Canada	657,820	675,757	\$7,017.5	\$7,778.3

Note: Data may not add up to the 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.

* Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

Consult [Annex 2.11](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results on maternity, parental and sickness benefits are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24, whereas results on compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children are based on 100% of data.

Similar to previous years, sickness benefits continued to represent almost two-thirds (63.6%) of special benefit claims established in 2023-24. During the same period, 36.1% and 25.6% of special benefit claims included parental and maternity benefits, respectively. Approximately 2.1% of all special benefit claims included family caregiver benefits for adults, 0.9% had compassionate care benefits, and 0.7% included family caregiver benefits for children.⁷¹

The total amount paid out in special benefits increased from \$7.0 billion in 2022-23 to \$7.8 billion in 2023-24, largely driven by the increase in the average number of weeks of sickness benefits used. Amounts paid also increased for maternity benefits, while it slightly decreased for parental benefits.

In 2023-24, women established a larger share (60.7%) of special benefit claims compared to men (39.3%). This breakdown of claims by gender is consistent with previous fiscal years. Women also continued to receive a greater share of the amounts paid in special benefits than men during 2023-24 (77.4% for women versus 22.6% for men). This is mainly because only women can receive maternity benefits, a higher share of women than men receive parental benefits, and on average, women receive a higher number of weeks of parental benefits than men.

⁷¹ 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.

By age, claimants under 45 years continued to account for two-thirds (66.2%) of new special benefit claims and receive the largest share of the total amount paid in special benefits (79.6%) in 2023-24.

Excluding extended parental benefits, which are paid at a lower benefit rate than other types of special benefits (consult [subsection 2.6.3](#)), the average weekly benefit rate for special benefit claims established during 2023-24 was \$549, representing a 4.5% increase compared to 2022-23. [Annex 2.11.2](#) presents the detailed breakdown of the average weekly benefit rate.

For all types of special benefits combined, the proportion of claims established in 2023-24 receiving the maximum weekly benefit rate was 47.1%. By gender, 58.6% of claims established by men received the maximum weekly benefit rate in 2023-24, compared to only 39.6% of claims established by women.

Employment Insurance special benefits and firms

According to 2022 tax data, which is the most recent data available at the time this report was produced, there were approximately 222,900 firms (16.9% of all firms in 2022) which were associated with the establishment of an EI special benefit claim as the claimant’s current or most recent employer (consult Table 48).

Table 48 – Firms, employment and Employment Insurance special benefit claimants by firm size*, Canada, 2022

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	1,193,372	130,804	21.0%	18.7%	20.8%
Small-medium	101,110	71,865	19.4%	20.7%	25.6%
Medium-large	17,434	16,747	16.2%	18.2%	20.8%
Large	3,472	3,455	43.4%	42.4%	32.8%
Canada	1,315,388	222,871	100.0%	100.0%	100.0%

Note: Data may not add up due to rounding.

* Small-sized firms are defined as those that employ 1 to 19 employees. The category also includes tax records for which the firm’s size could not be determined. 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 2022.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of EI administrative data. Canada Revenue Agency, CRA administrative data. Results are based on 100% of CRA data.

The distribution of the workforce and of EI special benefit claimants is roughly similar by firm size, unlike EI regular benefits, where larger firms are typically under-represented (consult [Section 2.2](#)). For special benefits, the largest difference between employee and claimant distributions was observed in small-sized firms. These firms accounted for 21.0% of the total workforce, while they represented 18.7% of the claimants for EI special benefits in 2022. 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. They accounted for 43.4% of the total workforce, while they represented 32.8% of the claimants for EI sickness benefits in 2022. This difference can be largely explained 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 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. Subsection 2.6.3 discusses coverage and accessibility of EI maternity benefits.

Employment Insurance maternity claims, amount paid and level of benefits

The total number of new maternity claims established was just under 173,200 in 2023-24, similar to the previous fiscal year. The breakdown of claims by province showed that Ontario continued to account for half of all maternity claims (consult Table 49).

Table 49 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, 2022-23 to 2023-24

Province or territory	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Newfoundland and Labrador	2,160	2,175	\$16.7	\$17.6
Prince Edward Island	1,020	1,005	\$8.1	\$7.9
Nova Scotia	5,070	5,225	\$38.0	\$41.9
New Brunswick	4,080	4,112	\$33.2	\$31.4
Quebec	n/a	n/a	n/a	n/a
Ontario	86,700	88,966	\$697.3	\$737.8
Manitoba	7,960	8,134	\$60.6	\$62.6
Saskatchewan	7,300	7,261	\$56.0	\$57.9
Alberta	28,390	28,518	\$222.7	\$227.2
British Columbia	26,980	27,029	\$216.2	\$221.8
Yukon	280	290	\$2.5	\$2.6
Northwest Territories	330	279	\$2.8	\$2.6
Nunavut	260	197	\$2.2	\$1.7
Age category				
24 years old and under	11,740	10,444	\$71.2	\$67.7
25 to 39 years old	150,850	154,696	\$1,219.0	\$1,277.8
40 years old and over	7,940	8,051	\$66.1	\$67.5
Canada	170,530	173,191	\$1,356.3	\$1,413.0

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.

Consult [Annex 2.14](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

In 2023-24, the majority of new maternity claims (89.3%) were established by women between 25 and 39 years old. The distribution of claims across age groups is similar to the one observed in past years.

The total amount paid in maternity benefits reached \$1.4 billion in 2023-24 (consult Table 49). Consistent with the number of claims, Ontario accounted for 52.2% of the total amount paid and mothers aged 25 to 39 years received 90.4% of maternity benefit payments over the reporting period.

In 2023-24, the average weekly maternity benefit rate was \$563, representing a 4.2% increase from the previous fiscal year (consult [Annex 2.14.3](#)). Overall, the average weekly maternity benefit rate continued to be higher for claims established in the Territories and by mothers aged 40 years and over. Of all claims established over the period, 54.5% received the maximum weekly benefit rate, compared to 51.3% in the previous fiscal year.

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental (98.5%) and sickness (14.7%) benefits; 98.4% of all EI maternity claims completed during 2023-24 included another type of EI benefit (consult [subsection 2.1.2](#)).

Duration of Employment Insurance maternity benefits

As observed during previous fiscal years, mothers typically use almost all of the EI maternity weeks to which they are entitled. In 2023-24, 92.8% of mothers received maternity benefits during the entire 15 weeks available to them. During the reporting period, the average duration of completed maternity claims was 14.7 weeks, similar to the previous fiscal year. The breakdown of the average duration by province and age also remained relatively unchanged compared to 2022-23.

2.6.3 Employment Insurance parental benefits

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 5 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 \$650 in 2023 and \$668 in 2024.

Extended parental benefits provide up to 69 weeks of benefits paid over a maximum of 18 months (this includes the additional 8 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 \$390 in 2023 and \$401 in 2024.

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 placement for the purpose of adoption. When parental benefits are shared, only one parent needs to serve the 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 parent, they cannot change their option but may change how they share the weeks of benefits.

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 2023 EICS,⁷² 75.6% of parents with a child aged 18 months or younger living outside Quebec had insurable employment in 2023. Among these new parents with insurable employment, 91.3% reported having received maternity or parental benefits, which is similar to the previous year (92.4% in 2022).

According to EICS data, the proportion of spouses or partners living outside Quebec who received or intended to claim EI parental benefits increased from 31.3% in 2022 to 39.3% in 2023. This proportion continues to increase as it was only 11.9% in 2017 and 19.5% in 2020. The additional weeks of EI benefits that have been available to new parents sharing parental benefits since March 2019 may have contributed to this increase.

As in previous years, 2023 EICS data continue to show that the share of new parents with insurable employment in Quebec who received maternity or parental benefits under QPIP (95.0%) is greater than that of parents having received EI maternity or parental benefits in the rest of Canada (91.3%), despite having decreased from 99.3% in 2022. The higher share in Quebec can be explained by several factors, most notably the lower eligibility requirement based on earnings under QPIP (\$2,000). In addition, despite a decrease of 12.7 percentage points (p.p.) compared to 2022, a larger share of spouses or partners in Quebec received parental benefits or intended to receive them (80.2%), compared to the rest of Canada (39.3%). Historically, this proportion has remained higher for Quebec, however, the gap has narrowed in recent years.

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 2023 EICS data, the share of parents with a child aged 18 months or younger living outside Quebec who received top-ups to their EI benefits from their employer (50.2%) increased compared to previous years (41.5% and 43.9% in 2021 and 2022, respectively).

Employment Insurance parental claims, amount paid and level of benefits

The total number of new parental claims established was 244,000 in 2023-24, higher than the number established in 2022-23 (consult Table 50). Extended parental benefits accounted for 17.9% of all parental claims established in 2023-24, relatively unchanged compared to previous fiscal years.

⁷² 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 onwards are not fully comparable with those of previous years.

Table 50 – Employment Insurance parental claims and amount paid by benefit type, province or territory, gender and age, Canada, 2022-23 to 2023-24

Type of parental benefit	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Standard	193,400	200,350	\$2,793.6	\$2,840.5
Extended	42,740	43,655	\$706.0	\$648.2
Province or territory				
Newfoundland and Labrador	2,880	2,748	\$44.1	\$43.7
Prince Edward Island	1,350	1,355	\$21.7	\$18.7
Nova Scotia	7,500	7,662	\$108.2	\$102.7
New Brunswick	5,720	5,797	\$85.5	\$79.7
Quebec	n/a	n/a	n/a	n/a
Ontario	121,910	126,387	\$1,779.7	\$1,806.9
Manitoba	11,170	11,669	\$166.4	\$157.9
Saskatchewan	9,090	9,786	\$148.1	\$143.6
Alberta	37,420	38,471	\$569.7	\$562.4
British Columbia	37,840	39,017	\$555.5	\$556.1
Yukon	490	432	\$7.4	\$6.6
Northwest Territories	410	400	\$8.1	\$5.8
Nunavut	360	281	\$5.3	\$4.5
Gender				
Men	69,270	74,540	\$441.8	\$464.7
Women	166,870	169,465	\$3,057.8	\$3,024.0
Age category				
24 years old and under	12,920	11,781	\$170.9	\$159.4
25 to 39 years old	205,150	212,967	\$3,103.7	\$3,096.9
40 years old and over	18,070	19,257	\$225.0	\$232.4
Canada	236,140	244,005	\$3,499.6	\$3,488.7

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.

Consult [Annex 2.15](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

Among those parental claims, some were established by adoptive parents. These claims continued to account for less than 1.0% (about 1,200) of all parental claims. In 2023-24, 15.7% of parental claims established by adoptive parents were for extended parental benefits. A lower share of parental claims were established by women among adoptive parents (56.0%) compared to all parental claims (69.5%) in 2023-24. However, a higher share of parental claims were established by claimants 40 years old and over by adoptive parents (41.2%) compared to all parental claims (7.9%) in 2023-24.

The breakdown of parental claims by province and territory remained relatively stable in 2023-24 compared to 2022-23. Over the entire reporting period, the majority of new parental claims were established by women (69.5%). However, the share of claims established by men continued to increase and reached 30.5% in 2023-24, compared to 29.3% in the previous fiscal year. This share has almost doubled since 2017-18. The additional weeks of benefits available to parents of a child born or adopted on or after March 17, 2019 who share parental benefits may have contributed to the continued increase in claims by men. Chart 24 illustrates the share of men among parental claimants over the past 10 years.

Chart 24 – Share of EI parental claims established by men, by parental benefit option*, Canada, 2014-15 to 2023-24



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

* There are no results for extended parental benefits before 2017-18 because these benefits started to be available on December 3, 2017.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2014-15 to 2022-23 and 100% of data for 2023-24.

In 2023-24, the majority of new parental claims (87.3%) were established by claimants aged 25 to 39 years. The breakdown of parental claims by age remained similar to the previous year.

The amount paid in parental benefits totalled \$3.5 billion in 2023-24, similar to 2022-23 (consult Table 50). The slight difference in the total parental benefits paid can be explained by the lower amount paid in extended parental benefits in 2023-24 compared to the previous fiscal year. Extended parental benefits paid represented 18.6% of total parental benefits paid in 2023-24, which is similar to the proportion (17.9%) of these claims among all parental claims.

All provinces and territories recorded decreases in parental benefits paid compared to 2022-23, except for British Columbia and Ontario. The amount paid to men accounted for 13.3% of the total amount paid in parental benefits in 2023-24, while claims established by men accounted for 30.5% of new parental claims 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 2023-24 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 2023-24, the average weekly standard parental benefit rate was \$582, a 3.9% increase from the previous fiscal year (consult [Annex 2.15.5](#)). On average, the weekly benefit rate was higher for standard parental claims established in the Northwest Territories, by men and by claimants aged 40 years and

over. Over the fiscal year, 62.1% of claimants received the maximum weekly standard parental benefit rate. By gender, 77.3% of claims established by men received the maximum weekly benefit rate in 2023-24, compared to 55.2% of claims established by women.

In 2023-24, the average weekly extended parental benefit rate was \$353, a 4.1% increase from the previous fiscal year (consult [Annex 2.15.9](#)). Overall, the average weekly benefit rate was higher for extended parental claims established in the territories, by men and by claimants aged 40 and over. Over the fiscal year, 62.9% of claimants received the maximum weekly extended parental benefit rate. By gender, 86.2% of claims established by men received the maximum weekly benefit rate in 2023-24, compared to 53.8% of claims established by women.

Duration and sharing of Employment Insurance parental benefits

Standard parental benefits

Among claims for standard parental benefits completed in 2023-24, 39.8% had shared weeks of benefits. The proportion of parents sharing parental benefits increased compared to the previous fiscal year where 37.1% of claims were shared.

When weeks of benefits were shared, women and men received, on average, 31.7 and 8.3 weeks of standard parental benefits in 2023-24, respectively, compared to 30.6 and 7.2 weeks in 2022-23 (consult Table 51). The combined number of weeks of parental benefits used by families was, on average, 38.0 weeks for standard parental claims in 2023-24.

Table 51 – Average number of weeks of Employment Insurance parental benefits for completed claims, Canada, 2022-23 to 2023-24

Category	Duration of claims not shared 2022-23 ^R	Duration of claims not shared 2023-24 ^P	Duration of shared claims 2022-23 ^R	Duration of shared claims 2023-24 ^P
Standard parental				
Men	17.9	17.5	7.2	8.3
Women	32.9	32.9	30.6	31.7
Family	n/a	n/a	37.8	38.0
Extended parental				
Men	35.1	34.0	11.4	Not available [*]
Women	57.6	57.9	53.0	Not available [*]
Family	n/a	n/a	64.3	Not available [*]

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

^{*} Since extended parental benefits can be paid over a maximum of 18 months, the average duration of shared extended parental benefits is reported with a one-year lag to ensure that both parents have completed their claim.

^P Preliminary data.

^R Revised data.

Consult [Annex 2.15](#) for more details.

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

In 2023-24, of all families sharing standard parental benefits, 89.3% used at least one of the extra 5 weeks available to them, and 57.4% used all 40 weeks of parental benefits to which they were entitled. Of the claims completed by men in 2023-24, 41.8% received 5 weeks of benefits and 36.0% received more than 5 weeks. In almost all families, parents used some weeks of maternity or parental benefits at the same time. On average, in 2023-24, there were 5.4 weeks of overlap between parents for families receiving standard parental benefits.

For parental claims completed in 2023-24 for which benefit weeks were not shared, the average duration of standard parental benefits was 32.9 weeks for women and 17.5 weeks for men, compared to 32.9 and 17.9 weeks, respectively, in 2022-23 (consult Table 51). Among non-shared claims for standard parental benefits, 71.2% used the maximum 35 weeks of benefits available to them.

Extended parental benefits

Since extended parental benefits can be paid over a maximum of 18 months, starting with this year's report, the duration of shared extended parental benefits is reported with a one-year lag to ensure that both parents have completed their claim. This methodological change allows for more accurate results. Therefore, results on duration of shared extended parental benefits for 2023-24 will be presented in next year's report.

For extended parental benefits for which benefit weeks were not shared, the average duration was 57.9 weeks for women and 34.0 weeks for men in 2023-24, versus 57.6 and 35.1 weeks, respectively, in 2022-23 (consult Table 51). Among non-shared claims for extended parental benefits, 72.7% used all 61 weeks of benefits to which they were entitled.

2.6.4 Employment Insurance sickness benefits

Employment Insurance (EI) sickness benefits provide financial support to eligible people who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. As of December 18, 2022, the maximum number of weeks available for sickness benefit claimants increased from 15 to 26 weeks. Consequently, 2023-24 marks the first full year since the extension to 26 weeks. The maximum duration of benefits to which a sickness claimant is entitled per claim depends on the recommendations provided by their physician or another approved medical practitioner. Additionally, with job protection through the *Canada Labour Code* and the provincial and territorial statutes under labour law, EI sickness benefits enable claimants to focus on recovery while maintaining their attachment to the labour market.

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 Service Canada to obtain a lower EI premium rate than the regular employer rate through the Premium Reduction Program (PRP).

More information on the effect on premiums and the number of firms affected can be found in [Section 2.7](#).

Employment Insurance sickness claims, amount paid and level of benefits

In 2023-24, almost 429,800 new sickness claims were established (consult Table 52). This number is higher than the previous fiscal year, where almost 418,500 new sickness claims were established, and also exceeds pre-pandemic levels at least partially due to population growth.

Table 52 – Employment Insurance sickness claims and amount paid by province or territory, gender and age, Canada, 2022-23 to 2023-24

Province or territory	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ millions) 2022-23	Amount paid (\$ millions) 2023-24
Newfoundland and Labrador	12,680	12,710	\$57.0	\$82.0
Prince Edward Island	5,330	5,438	\$21.9	\$27.0
Nova Scotia	19,170	20,042	\$81.9	\$112.5
New Brunswick	26,650	26,205	\$110.7	\$140.0
Quebec	130,250	133,653	\$602.8	\$790.7
Ontario	116,800	118,531	\$584.1	\$808.1
Manitoba	11,300	12,478	\$52.7	\$78.5
Saskatchewan	8,320	8,326	\$41.3	\$53.7
Alberta	33,880	37,376	\$169.3	\$250.6
British Columbia	53,270	54,136	\$276.8	\$374.7
Yukon	370	416	\$2.0	\$3.3
Northwest Territories	270	311	\$1.9	\$2.7
Nunavut	190	176	\$1.0	\$1.5
Gender				
Male	177,150	185,017	\$914.8	\$1,240.8
Female	241,330	244,781	\$1,088.6	\$1,484.4
Age category				
24 years old and under	31,290	29,972	\$115.6	\$141.4
25 to 34 years old	91,830	95,804	\$403.6	\$543.2
35 to 44 years old	86,500	89,729	\$422.3	\$579.3
45 to 54 years old	85,250	85,993	\$441.8	\$589.2
55 to 64 years old	95,440	97,376	\$485.2	\$667.4
65 years old and over	28,170	30,924	\$134.9	\$204.7
Canada	418,480	429,798	\$2,003.4	\$2,725.3

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

Consult [Annex 2.16](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24.

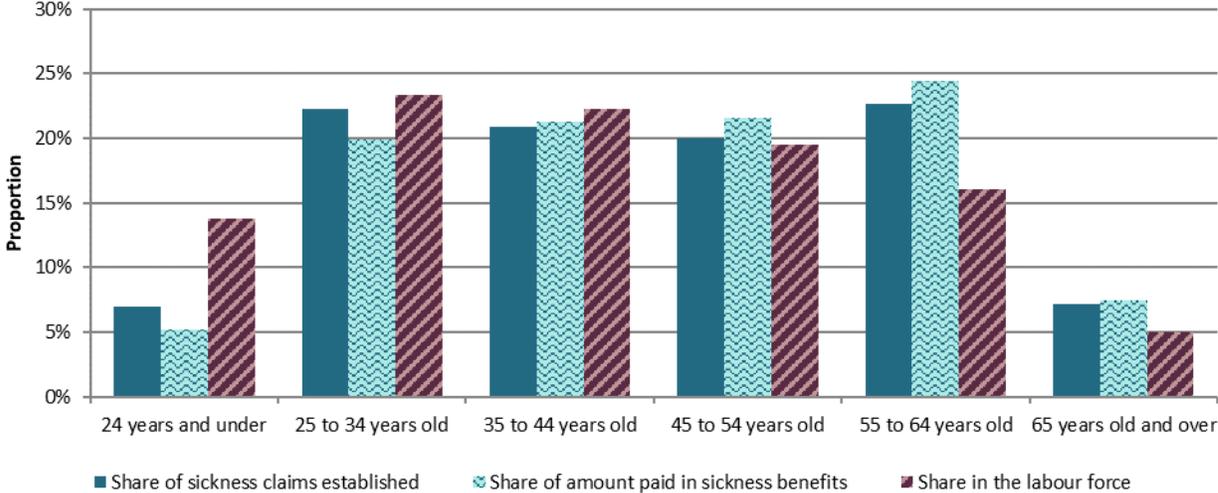
In 2023-24, almost every province and territory recorded an increase in the number of sickness claims compared to the previous fiscal year, except for New Brunswick and Nunavut.

Consistent with previous fiscal years, a larger share of new EI sickness claims were established by women (57.0%) than men (43.0%). Claimants aged 55 to 64 years established the largest share of new sickness claims during the fiscal year (22.7%).

Relative to their representation in the labour force, claimants aged 24 years and under, as well as those aged 35 to 44 years were the most under-represented in terms of sickness claims and amounts paid, while claimants aged 55 to 64 years were the most over-represented during the fiscal year (consult Chart 25).⁷³

⁷³ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

Chart 25 – Proportion of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, 2023-24



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. Results are based on 100% of data. Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The total amount paid in sickness benefits was \$2.7 billion in 2023-24, compared to \$2.0 billion in 2022-23 (consult Table 52). This increase is mainly due to the increase in the average duration of sickness claims established on or after December 18, 2022. The breakdown of total sickness benefits paid by province and territory remained fairly consistent with previous fiscal years.

As with new claims, women received a slightly larger share of the total amount paid in sickness benefits than men, at 54.5% and 45.5%, respectively. Claimants aged 45 and over 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 45 received a smaller share (consult Chart 25).

By industry, the goods-producing industries continued to be overrepresented among EI sickness claims and total benefits paid. This sector accounted for 25.9% of new EI sickness claims in 2023-24, despite representing only 20.4% of the workforce (consult Table 53).

Table 53 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, 2023-24

Industry	Number of claims (thousands) (% share)	Amount paid (\$ millions) (% share)	Employment (thousands) (% share)
Goods-producing industries	111.5 (25.9%)	\$721.7 (26.5%)	4,195.6 (20.5%)
Agriculture, forestry, fishing and hunting	11.3 (2.6%)	\$56.6 (2.1%)	305.4 (1.5%)
Mining, quarrying, and oil and gas extraction	4.0 (0.9%)	\$30.7 (1.1%)	280.6 (1.4%)
Utilities	0.6 (0.1%)	\$4.5 (0.2%)	159.3 (0.8%)
Construction	44.0 (10.2%)	\$299.2 (11.0%)	1,602.4 (7.8%)
Manufacturing	51.6 (12.0%)	\$330.7 (12.1%)	1,848.0 (9.0%)
Services-producing industries	310.1 (72.1%)	\$1,958.4 (71.9%)	16,250.5 (79.5%)
Wholesale and retail trade	67.7 (15.7%)	\$392.5 (14.4%)	2,987.1 (14.6%)
Transportation and warehousing	23.2 (5.4%)	\$167.8 (6.2%)	1,058.9 (5.2%)
Finance, insurance, real estate, rental and leasing	11.6 (2.7%)	\$81.7 (3.0%)	1,388.7 (6.8%)
Professional, scientific, and technical services	14.3 (3.3%)	\$92.3 (3.4%)	1,917.2 (9.4%)
Business, building, and other support services*	29.1 (6.8%)	\$192.0 (7.0%)	690.6 (3.4%)
Educational services	14.4 (3.3%)	\$79.6 (2.9%)	1,533.8 (7.5%)
Healthcare and social assistance	64.4 (15.0%)	\$420.0 (15.4%)	2,718.8 (13.3%)
Information, culture, and recreation**	8.1 (1.9%)	\$47.2 (1.7%)	848.6 (4.2%)
Accommodation and food services	27.1 (6.3%)	\$140.5 (5.2%)	1,127.6 (5.5%)
Other services (excluding public administration)	18.0 (4.2%)	\$110.6 (4.1%)	781.5 (3.8%)
Public administration	32.2 (7.5%)	\$234.3 (8.6%)	1,197.8 (5.9%)
Unclassified industries***	8.2 (1.9%)	\$45.2 (1.7%)	n/a
Canada	429.8 (100.0%)	\$2,725.3 (100.0%)	20,446.1 (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.

* 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.

Consult [Annex 2.17](#) for more details.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data. Statistics Canada, Labour Force Survey, Table 14-10-0022-01 (for employment data).

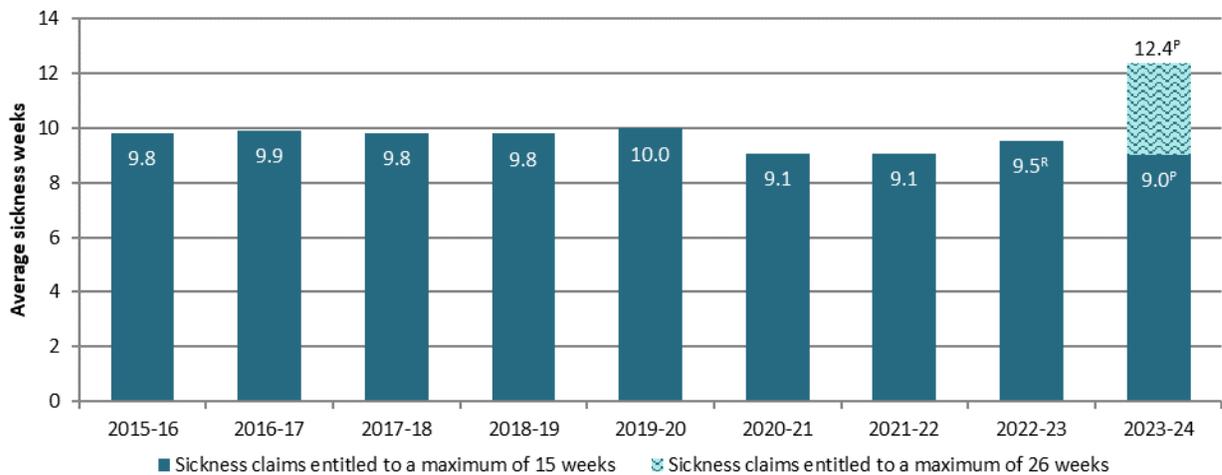
In 2023-24, the average weekly sickness benefit rate was \$531, an increase of 4.9% over last fiscal year. On average, the highest weekly sickness benefit rate was paid for claims established in the Nunavut, by men, and by claimants aged 35 to 44 years (consult [Annex 2.15.3](#)). Consistent with previous fiscal years, a little more than a third (37.6%) of all sickness claimants received the maximum weekly benefit rate (consult [subsection 2.1.1](#) for more details).

Duration of Employment Insurance sickness benefits

For sickness claims completed in 2023-24, claims established prior to December 18, 2022 were entitled to a maximum of 15 weeks of benefits, while those established on or after December 18, 2022 were entitled to a maximum of 26 weeks of benefits. The number of weeks of benefits to which a claimant is entitled depends on the claimant’s medical practitioner’s assessment.

As illustrated in Chart 26, sickness claims completed in 2023-24 that were entitled to a maximum of 15 weeks of benefits used on average 9.0 weeks, which is consistent with the average duration in previous fiscal years. In comparison, sickness claims that were entitled to a maximum of 26 weeks of benefits used significantly more weeks on average, reaching 12.4 weeks in 2023-24.

Chart 26 – Average number of weeks of Employment Insurance sickness benefits for completed claims, Canada, 2015-16 to 2023-24



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

^P Preliminary data.

^R Revised data.

Consult [Annex 2.16](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2015-16 to 2021-22 and 100% of data for 2022-23 and 2023-24.

For completed sickness claims entitled to a maximum of 26 weeks of benefits, men and women used on average 12.0 and 12.7 weeks in 2023-24, respectively. Sickness claims that were entitled to a maximum of 15 weeks of benefits showed a similar pattern, with men using on average a lower number of weeks than women in 2023-24 (consult [Annex 2.16.2](#)).

As in previous years, the average number of weeks of sickness benefits paid increased with the age of claimants. Among completed sickness claims that were entitled to a maximum of 26 weeks of benefits, claimants aged 24 years and under experienced, on average, the shortest duration (10.2 weeks), while those aged 55 years and over registered the longest duration (13.8 weeks) (consult [Annex 2.16.2](#)).

Over one-quarter (27.4%) of all sickness claims completed in 2023-24 that were established before December 18, 2022, used the maximum of 15 weeks of benefits, which is lower than previous fiscal years (consult Table 54). Meanwhile, nearly one-sixth (16.0%) of all sickness claims completed in

2023-24 that were established on or after December 18, 2022, used the maximum of 26 weeks of benefits.

Table 54 – Share of completed Employment Insurance sickness claims that used the maximum number of weeks of sickness benefits by age, Canada, 2019-20 to 2023-24

Age category	2019-20	2020-21	2021-22	Claim established before December 18, 2022 and completed in 2022-23 ^R	Claim established before December 18, 2022 and completed in 2023-24 ^P	Claim established on or after December 18, 2022 and completed in 2023-24 ^P
24 years old and under	29.6%	24.8%	26.2%	26.9%	22.4%	9.3%
25 to 44 years old	33.0%	28.9%	31.9%	31.5%	25.6%	13.2%
45 to 54 years old	39.9%	35.4%	39.2%	38.2%	31.0%	17.0%
55 years old and over	42.5%	41.3%	43.1%	40.4%	29.7%	20.7%
Canada	37.0%	33.4%	35.7%	35.0%	27.4%	16.0%

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

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

For completed sickness claims that were entitled up to 26 weeks of benefits, women (16.5%) were slightly more likely than men (15.2%) to use the maximum 26 weeks of benefits in 2023-24. Completed sickness claims entitled up to 15 weeks of benefits showed similar results across genders in 2023-24. By age, the use of all 15 or 26 weeks of sickness benefits generally increases with the age of claimants (consult Table 54).

Among completed sickness claims in 2023-24 that were entitled up to a maximum of 26 weeks of benefits, 61.4% used less than 15 weeks, while 6.3% used exactly 15 weeks. A further 16.4% used more than 15 weeks but less than the maximum 26 weeks. The remaining 16.0% used the maximum 26 weeks of benefits (consult Table 55).

Table 55 – Share of completed Employment Insurance sickness claims by weeks of sickness benefits used, Canada, 2019-20 to 2023-24

Weeks of sickness benefits used	2019-20	2020-21	2021-22	2022-23 ^R	Claim established before December 18, 2022 and completed in 2023-24 ^P	Claim established on or after December 18, 2022 and completed in 2023-24 ^P
1 to 14 weeks	63.0%	66.6%	64.3%	65.0%	72.6%	61.4%
15 weeks	37.0%	33.4%	35.7%	35.0%	27.4%	6.3%
16 to 25 weeks	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	16.4%
26 weeks	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	16.0%

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

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

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 registered with the Premium Reduction Program (PRP)) to their employees between 2016 and 2019 in Canada. It found that around 2% of all employers on average had plans registered with the PRP 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 registered with the PRP 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 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) was covered than younger employees (24 years old and under) and older employees (55 years and over).

The analysis also compared the characteristics of 2 groups of EI sickness claimants – those who had coverage from a plan registered with the PRP and used the benefits before applying for EI sickness benefits, as required by EI regulations, and those who were not covered by a registered plan and 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 receiving a premium reduction through the PRP 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 is possible 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.

2.6.5 Employment Insurance compassionate care benefits

EI compassionate care benefits offer temporary income support to any eligible person who needs to take temporary leave from work to provide end-of-life care to family members⁷⁴ with a serious medical condition that poses a significant risk of death within 26 weeks. The benefits may be received for up to 26 weeks and may be paid to a single caregiver or shared among multiple caregivers, and only 1 of them

⁷⁴ 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. Consult [Service Canada's website](#) for more information on the term "family members" in relation to individuals who are gravely ill.

needs to serve the waiting period. Claimants must provide Service Canada with a medical certificate issued by the family member’s doctor or nurse practitioner confirming certain details surrounding the individual’s medical condition.

Employment Insurance compassionate care claims, amount paid and level of benefits

In 2023-24, there were just over 6,400 new claims established for compassionate care benefits (consult Table 56). The breakdown of the number of claims by region remained relatively stable in 2023-24 compared to previous fiscal years. Quebec and Ontario continued to represent more than half (59.3%) of claims established for compassionate care benefits in 2023-24.

Table 56 – Employment Insurance compassionate care claims and amount paid, by region, gender and age group, Canada, 2022-23 and 2023-24*

Region	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ thousands) 2022-23	Amount paid (\$ thousands) 2023-24
Newfoundland and Labrador	79	83	\$462.5	\$461.7
Prince Edward Island	44	44	\$220.6	\$300.1
Nova Scotia	210	227	\$1,384.0	\$1,488.1
New Brunswick	141	125	\$1,022.4	\$711.2
Quebec	1,131	1,039	\$6,035.5	\$5,360.6
Ontario	2,820	2,766	\$18,781.0	\$17,265.0
Manitoba	264	267	\$1,482.9	\$1,552.6
Saskatchewan	151	153	\$872.7	\$938.9
Alberta	732	723	\$5,082.6	\$5,241.6
British Columbia	1,034	976	\$6,994.6	\$6,514.6
Territories	13	14	\$75.5	\$112.3
Gender				
Men	2,025	2,011	\$14,442.6	\$14,450.0
Women	4,594	4,406	\$27,971.8	\$25,496.8
Age group				
24 years old and under	120	125	\$637.3	\$699.4
25 to 44 years old	2,153	2,210	\$13,424.4	\$13,446.5
45 to 54 years old	2,044	1,847	\$13,156.0	\$11,386.5
55 years old and over	2,302	2,235	\$15,196.6	\$14,414.3
Canada	6,619	6,417	\$42,414.4	\$39,946.8

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.

* Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

Consult [Annex 2.18](#) for more details.

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

In terms of gender, women continued to represent a larger share of compassionate care benefit claims than men, with just over two-thirds (68.7%) of claims established. Among age groups, the number of claims established was relatively similar for claimants in the 3 older age groups (25 to 44 years, 45 to 54 years, and 55 years and over). However, while claimants aged 45 years and over represented 63.6% of claims for compassionate care benefits, they only represented 40.8% of the Canadian labour force.⁷⁵

The total amount paid in compassionate care benefits was \$39.9 million in 2023-24. Women received 63.8% of this amount, a decrease of 2.1 percentage points (p.p.) compared to the previous fiscal year. In terms of age groups, claimants aged 55 years and over received 36.1% of the total amount paid in compassionate care benefits in 2023-24, despite only accounting for 21.3% of the Canadian labour force.

⁷⁵ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

Conversely, claimants aged 24 years and under accounted for 1.8% of compassionate benefits paid in 2023-24, compared to a representation of 14.1% in the labour force.

In 2023-24, the average weekly benefit rate for compassionate care benefits increased by 3.4%, going from \$546 to \$564. On average, the highest average weekly benefit rate was for claims established in the territories, by men and by claimants aged between 25 and 44 years (consult [Annex 2.18.3](#)). Nearly half of all claims established in 2023-24 (49.9%) received the maximum weekly benefit rate for compassionate care benefits, an increase of 2.1 p.p. from the previous fiscal year.

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate claims completed in 2023-24 was 11.0 weeks, compared to 11.5 weeks in 2022-23 (consult Table 57). A small proportion of claims completed in 2023-24 had weeks of benefits that were shared among multiple caregivers (6.5%). This proportion was slightly higher than the one reported in 2022-23 (5.6%).

Table 57 – Average duration and share of completed Employment Insurance compassionate care claims that used all 26 weeks of benefits, Canada, 2019-20 to 2023-24

	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P
Average duration (weeks)	11.1	11.8	11.6	11.5	11.0
Share (%) of completed compassionate care claims using all 26 weeks of benefits	16.7%	21.5%	19.3%	19.1%	16.8%

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

^P Preliminary data.

^R Revised data.

Consult [Annex 2.18](#) for more details.

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

In 2023-24, the average duration of claims for compassionate care benefits was higher for men (11.8 weeks) than for women (10.7 weeks). Over the same period, claimants aged 55 years and over had the highest duration (11.7 weeks) among all age groups (consult [Annex 2.18.2](#)).

In total, 16.8% of completed claims for compassionate care benefits received the maximum number of 26 weeks of benefits in 2023-24 (consult Table 57). This share was lower than the one reported in recent years, but similar to the one reported pre-pandemic. Among all completed claims in 2023-24, a higher proportion of men used all 26 weeks of benefits (19.1%) compared to women (15.7%), although both shares were down from the previous fiscal year. Claimants aged 24 years and under (20.1%) and those aged 55 years and over (19.7%) were more likely to use all 26 weeks of compassionate care benefits compared to claimants aged 25 to 54 years (15.1%).

2.6.6 Employment Insurance family caregiver benefits for adults

The EI family caregiver benefits for adults took effect on December 3, 2017. It offers temporary income support to any eligible person who needs to take temporary leave from work to provide care or support for a person aged 18 years or over who is critically ill or injured. Family caregivers can receive these benefits for up to 15 weeks, which may be received consecutively or in separate periods. They can also be paid to a single caregiver or shared among eligible family members and other eligible individuals 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 critically ill or injured family member. To be considered critically ill or injured, a person must have experienced a significant change in their baseline state of health because of illness or injury, placing the person's life at risk and necessitating the care or support of at least 1 caregiver. Caregivers are not eligible for benefits if the person is already living with a chronic medical condition, unless the person experiences a significant health change due to a new and acute life-threatening event.

Employment Insurance claims for the family caregiver benefits for adults, amount paid and level of benefits

In 2023-24, approximately 14,100 claims were established for the family caregiver benefits for adults (consult Table 58). Compared to the previous fiscal year, the distribution of claims by region remained relatively stable, with Ontario accounting for nearly half (49.3%) of claims established.

Table 58 – Employment Insurance claims for the family caregiver benefits for adults and amount paid by region, gender and age group, Canada, 2022-23 and 2023-24*

Region**	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ thousands) 2022-23	Amount paid (\$ thousands) 2023-24
Newfound and Labrador	188	178	\$1,125.2	\$1,054.6
Prince Edward Island	81	96	\$419.6	\$543.0
Nova Scotia	356	381	\$1,925.5	\$2,071.2
New Brunswick	265	286	\$1,477.7	\$1,629.3
Quebec	2,137	2,088	\$12,128.7	\$11,643.5
Ontario	6,542	6,970	\$36,280.1	\$37,190.4
Manitoba	487	482	\$2,553.4	\$2,785.9
Saskatchewan	323	355	\$1,857.1	\$2,031.1
Alberta	1,286	1,478	\$7,463.0	\$8,511.2
British Columbia	1,568	1,778	\$9,191.3	\$10,048.0
Territories	39	43	\$276.4	\$278.4
Gender				
Men	4,520	4,978	\$27,221.9	\$29,630.1
Women	8,752	9,157	\$47,476.2	\$48,156.4
Age group				
24 years old and under	276	356	\$1,177.6	\$1,654.0
25 to 34 years old	1,764	1,995	\$9,395.7	\$10,578.9
35 to 44 years old	2,592	2,790	\$14,245.6	\$14,893.3
45 to 54 years old	3,728	3,843	\$21,025.2	\$21,627.0
55 to 64 years old	4,102	4,230	\$24,119.8	\$23,941.9
65 years old and over	810	921	\$4,734.1	\$5,091.4
Canada	13,272	14,135	\$74,698.0	\$77,786.5

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

* Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

** Claims for which the region was unknown have been combined with Ontario for confidentiality purposes.

Consult [Annex 2.19](#) for more details.

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

In terms of gender, women continued to account for the majority of claims, representing 64.8% of the total. By age group, claimants aged 55 to 64 years continued to represent the largest share (29.9%) of claims established this fiscal year.

The total amount paid out for the family caregiver benefits for adults was \$77.8 million in 2023-24.

Women continued to receive a larger share of the total benefits paid (61.9%) in 2023-24. However, the share of benefits paid to men has gradually increased over the past few years, going from 33.2% in

2021-22 to 38.1% in 2023-24. In terms of age groups, claimants aged 55 to 64 years continued to receive the highest proportion of benefits paid out in 2023-24, followed by claimants aged 45 to 54 years.

In 2023-24, the average weekly benefit rate for the family caregiver benefits for adults was \$554. On average, claimants from the Territories had the highest average weekly benefit rate (\$582). In terms of gender, men had a higher average rate than women (\$588 compared to \$535), while claimants aged 25 to 34 years had the highest average rate among all age groups (\$572), followed by claimants aged 35 to 44 years (\$571) (consult [Annex 2.19.3](#)).

Duration of Employment Insurance family caregiver benefits for adults

Under the family caregiver benefits for adults, claimants are eligible for up to 15 weeks of benefits, which can be shared among eligible caregivers and divided into segments within the 52-week benefit period.

The average duration of completed claims for the EI family caregiver benefits for adults in 2023-24 was 10.1 weeks. This was similar to 2022-23 (10.5 weeks). Claimants from Prince Edward Island had the highest average duration (11.2 weeks), while claimants from Ontario had the lowest (9.8 weeks). Men and women had similar average durations (10.1 weeks and 10.2 weeks, respectively). Across age groups, claimants aged 65 years and over had the highest average duration (11.6 weeks), compared to the other age groups, which ranged from 9.5 to 10.6 weeks (consult [Annex 2.19.2](#)).

2.6.7 Employment Insurance family caregiver benefits for children

The EI family caregiver benefits for children offers temporary income support to any eligible person who needs to take temporary leave from work to provide care or support for a child under 18 years of age who is critically ill or injured. Family caregivers can receive these benefits for up to 35 weeks, which may be received consecutively or in separate periods. They can also be paid to a single caregiver or shared among eligible family members and other individuals who are considered to be members of the family.

Claimants must provide Service Canada with a medical certificate issued by the medical doctor or nurse practitioner of the critically ill or injured child. To be considered critically ill, a child must have experienced a significant change in their baseline state of health because of illness or injury, placing the child's life at risk and necessitating the care or support of at least 1 caregiver. Caregivers are not eligible for benefits if the child is already living with a chronic medical condition, unless the child experiences a significant health change due to a new and acute life-threatening event.

Employment Insurance claims for the family caregiver benefits for children, amount paid and level of benefits

There were approximately 4,400 claims for the family caregiver benefits for children established in 2023-24 (consult Table 59). Ontario and Quebec continued to account for the majority of claims established, representing 61.0% of the total. More claims for the family caregiver benefits for children were established by women (72.8%) than men (27.2%), and claimants aged 25 to 44 years established the majority of claims (80.8%) during the reporting period.

Table 59 – Employment Insurance claims for the family caregiver benefits for children and amount paid by region, gender and age group, Canada, 2022-23 and 2023-24*

Region**	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ thousands) 2022-23	Amount paid (\$ thousands) 2023-24
Newfound and Labrador	47	48	\$394.2	\$341.4
Prince Edward Island	30	23	\$197.9	\$147.0
Nova Scotia	108	115	\$823.0	\$958.5
New Brunswick	132	79	\$906.9	\$659.8
Quebec	1,119	1,068	\$7,512.1	\$7,699.9
Ontario	2,332	1,630	\$17,279.2	\$12,460.3
Manitoba	209	158	\$1,537.6	\$1,280.2
Saskatchewan	233	143	\$1,506.6	\$1,248.1
Alberta	889	611	\$5,771.6	\$4,771.4
British Columbia	734	533	\$5,006.7	\$3,908.8
Territories	22	14	\$226.0	\$125.6
Gender				
Men	1,445	1,203	\$10,317.4	\$8,991.6
Women	4,410	3,219	\$30,844.4	\$24,609.2
Age group***				
24 years old and under	181	151	\$963.9	\$844.8
25 to 44 years old	5,010	3,573	\$33,844.9	\$26,661.4
45 to 54 years old	581	617	\$5,749.2	\$5,345.4
55 years old and over	83	81	\$603.7	\$749.3
Canada	5,855	4,422	\$41,161.7	\$33,600.8

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

* Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

** For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

*** For confidentiality purposes, claims for which the age group was unknown have been combined with the 25 to 44 years old category.

Consult [Annex 2.20](#) for more details.

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

The total amount paid for the family caregiver benefits for children was \$33.6 million in 2023-24. As in previous years, women and claimants aged 25 to 44 years continued to receive the majority of benefits paid in 2023-24 (73.2% and 79.3% respectively).

The average weekly benefit rate for family caregivers for children was \$558 for claims established in 2023-24. On average, the highest weekly benefit rates were paid for claims established by men (\$598) and by claimants aged between 25 and 44 years (\$564) (consult [Annex 2.20.3](#)).

Duration of Employment Insurance family caregiver benefits for children

Under the family caregiver benefits for children, claimants are eligible for up to 35 weeks of benefits, which can be shared among eligible caregivers and divided into segments within the 52-week benefit period.

In 2023-24, the average duration of completed claims for the EI family caregiver benefits for children was 15.2 weeks. On average, women used more weeks of benefits than men, with 16.3 weeks and 13.1 weeks respectively. Claimants aged 45 to 54 years and those aged 55 years and over used the highest average number of weeks of benefits, with each group having an average duration of 17.1 weeks (consult [Annex 2.20.2](#)).

2.6.8 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 and enter into an agreement with the Canada EI Commission
- 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 benefits⁷⁶
- have reduced the amount of time devoted to their business by more than 40% for at least one week and
- meet the eligibility criteria specific to the special benefits being claimed⁷⁷

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 based on both self-employment and paid employment income, whereas for the latter, only earnings from paid employment would be taken into account. The choice between EI special benefits as self-employed persons or as insured claimants (including fishers) is final and binding.

In 2023-24, the number of participating self-employed persons who entered into a voluntary agreement with Service Canada increased by close to 4,700, bringing the total number of participating self-employed persons just under 57,400 (consult Table 60). Despite this increase, the number of annual enrolments has been trending downwards since 2020-21, with numbers reaching below pre-pandemic levels.

Table 60 – Number of self-employed persons registered in the Employment Insurance program, Canada, 2019-20 to 2023-24

Enrolment	2019-20	2020-21	2021-22	2022-23	2023-24
Net enrolments	6,572	12,778	5,268	4,792	4,676
New participants to the program (opted in)	7,775	17,932	6,747	6,007	5,985
Registrants who cancelled or terminated participation (opted out)	-1,203	-5,154	-1,479	-1,215	-1,309
Cumulative total, at the end of the fiscal year	29,858	42,636	47,904	52,696	57,372

Source: Employment and Social Development Canada, Service Canada administrative data. Results are based on a 100% sample of data.

⁷⁶ To be eligible for benefits between January 1, 2024 and December 31, 2024, you need to have made at least \$8,492 in net self-employed earnings in 2023. This threshold was temporarily set to \$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.

⁷⁷ More information is available on the [EI benefits for self-employed people website](#).

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

In 2023-24, a total of just under 1,300 special benefit claims were established by self-employed persons, which is slightly higher than the previous fiscal year (consult Table 61). The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits.

Table 61 – Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, 2022-23 to 2023-24

Benefit type	New claims established 2022-23	New claims established 2023-24	Amount paid (\$ thousands) 2022-23	Amount paid (\$ thousands) 2023-24
Maternity	738	774	\$4,208.2	\$4,578.0
Parental	839	925	\$9,675.6	\$10,813.3
Other special benefits	363	399	\$922.9	\$1,466.5
Region				
Atlantic	69	107	\$748.9	\$1,084.8
Quebec	49	77	\$136.2	\$284.2
Ontario	457	513	\$5,931.9	\$6,692.8
Prairies	256	256	\$3,118.8	\$3,454.7
British Columbia and the Territories	339	319	\$4,870.8	\$5,341.2
Gender				
Men	101	123	\$372.6	\$541.3
Women	1,069	1,149	\$14,434.1	\$16,316.4
Age category				
29 years old and under	175	164	\$2,127.7	\$2,342.5
30 to 39 years old	767	843	\$11,319.5	\$12,441.0
40 to 54 years old	162	195	\$1,168.1	\$1,759.3
55 years old and over	66	63	\$191.4	\$314.9
Canada	1,170	1,272	\$14,806.7	\$16,857.7

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

Consult [Annex 2.11](#) for more details.

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

In 2023-24, Ontario is the region that established the largest number of claims for self-employed persons, with a share of 40.3% of total claims, while Quebec had the lowest number of claims. Quebec continued to be under-represented in 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 [subsections 2.6.2 and 2.6.3](#)). The Atlantic region had the biggest increase in the number of claims established compared to the previous fiscal year (consult Table 61).

Consistent with past trends, women made up the vast majority (90.3%) 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 (66.3%). This is mainly 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 (5.0%).

The total amount paid in EI special benefits to self-employed persons was \$16.9 million for the reporting period, compared to \$14.8 million in the previous fiscal year. Similar to the breakdown of claims by region, the largest proportion of special benefits was paid to Ontario (39.7%), while the smallest

proportion was paid to Quebec (1.7%). This proportion of benefits paid to Quebec was lower than the share of claims established in the province over the fiscal year (6.1%).

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons in 2023-24 (96.8%). In terms of age group, claimants aged between 30 and 39 years old also continued to receive the largest share of special benefits paid to self-employed persons (73.8%).

In 2023-24, the average weekly benefit rate for self-employed persons was \$400.⁷⁸ On average, during the whole fiscal year, the highest weekly benefit rate was for claims established in British Columbia and the Territories (\$446), by women (\$405) and by those between the ages of 30 and 39 (\$415).

⁷⁸ 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.⁷⁹ 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) and then credited to the EI Operating Account (the Account).⁸⁰ 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. According to the *Employment Insurance Act*, the premium 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 expenditures are 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 per year.⁸¹ 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.⁸² Employers pay EI premiums that are 1.4 times the employee rate.

The 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 2024, the MIE was \$63,200, increasing by \$1,700 (+2.8%) from the previous year's MIE of \$61,500.

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

⁷⁹ 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 reflects changes in economic conditions.

⁸⁰ 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.

⁸¹ 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.

⁸² Although the EI premium rate is set according to the 7-year forecast break-even rate, the 5-cent limit on annual changes may prevent the EI premium rate from being set equal to the break-even rate. For example, the 2023 EI premium rate increased by 5 cents to \$1.63 per \$100 of insurable earnings but was less than the forecast 7-year break-even rate of \$1.74.

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 the QPIP.

In 2024, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was \$1.66 per \$100 of insurable earnings. This was an increase of 3 cents from \$1.63 per \$100 of insurable earnings in 2023, less than the maximum 5 cents allowed under the *Employment Insurance Act*.⁸³ As a result, the maximum annual EI premiums paid by employees in 2024 was \$1,049.12.

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 employees. This means that, in 2024, employers paid \$2.32 (\$2.324 unrounded) for every \$100 of insurable earnings for each of their employees, up to a maximum of \$1,468.77.

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.⁸⁴ In 2024, the premium reduction to Quebec residents was 34 cents, resulting in an EI premium rate of \$1.32 per \$100 of insurable earnings for employees in Quebec, while employers paid \$1.85 (\$1.848 unrounded) per \$100 of insurable earnings for each of their employees. Table 62 summarizes this information for the past 6 years.

Table 62 – Employment Insurance maximum insurable earnings, premium rates* and annual maximum contributions for employees and employers in Canada, 2019 to 2024

Category	Contributor	2019	2020	2021	2022	2023	2024
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.620	\$1.580	\$1.580	\$1.580	\$1.630	\$1.660
	Employers	\$2.268	\$2.212	\$2.212	\$2.212	\$2.282	\$2.324
Premium rates for residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.250	\$1.200	\$1.180	\$1.200	\$1.270	\$1.320
	Employers	\$1.750	\$1.680	\$1.652	\$1.680	\$1.778	\$1.848
Maximum insurable earnings	Employees	\$53,100	\$54,200	\$56,300	\$60,300	\$61,500	\$63,200
Annual maximum contribution	Employees	\$860.22	\$856.36	\$889.54	\$952.74	\$1,002.45	\$1,049.12
	Employers	\$1,204.31	\$1,198.90	\$1,245.36	\$1,333.84	\$1,403.43	\$1,468.77

* Per \$100 of insurable earnings.

Source: Employment Insurance Premium Rate for employees and employers: [Summary of the 2025 Actuarial Report on the Employment Insurance Premium Rate](#)

⁸³ As a response to the economic impact of the COVID-19 pandemic, the Government of Canada froze the EI premium rate for 2021 and 2022 at 2020 level.

⁸⁴ 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 \$8,492 (2023 earnings) for claims established in 2024. It was temporarily set to \$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.

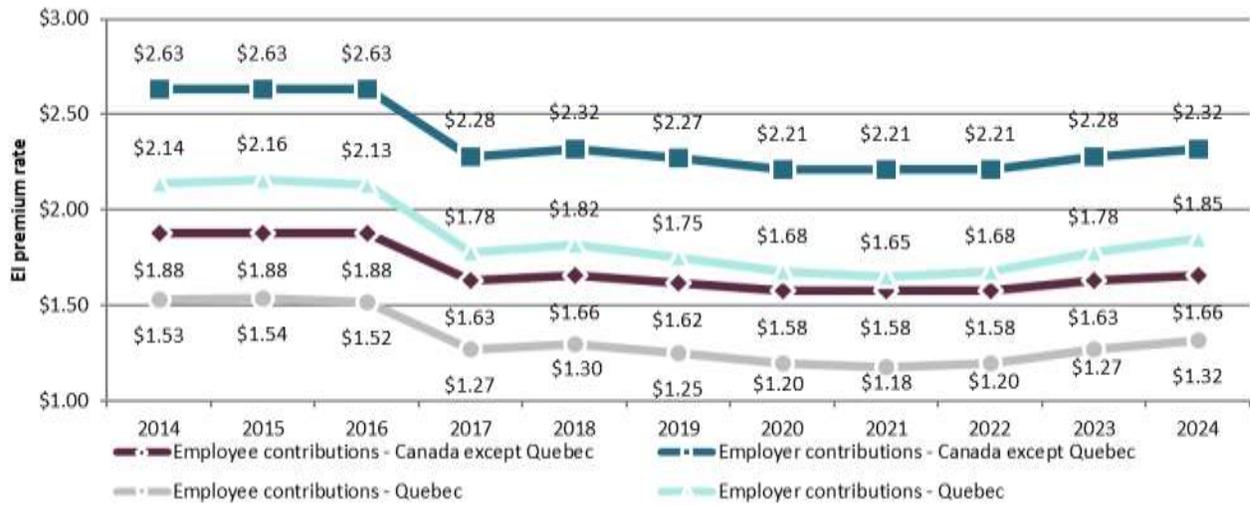
Based on Olivia's income level and assuming she remained employed throughout the year; her annual contribution to the EI program in 2024 would be \$747.00 at the premium rate of \$1.66 for every \$100 of insurable earnings. Her employer would contribute \$1,045.80 in EI premiums on her insurable earnings, for a combined total of \$1,792.80 in contributions made to the Account in 2024.

However, if Olivia was working and living in Quebec, her annual EI contribution in 2024 would be reduced to \$594.00, and her employer would have contributed \$831.60 in EI premiums on her earnings, for a combined total of \$1,425.60 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 2024, 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 27 illustrates the EI premium rates for employees and employers over the past 10 years in Quebec and the rest of Canada.⁸⁵ The Government froze the 2014 premium rate for employees at the 2013 level of \$1.88 per \$100 of insurable earnings and legislated the 2015 and 2016 rates at that amount. The 2021 and 2022 rates were 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.

⁸⁵ 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 27 – Employment Insurance premium rates (rounded) per \$100 of insurable earnings, Canada, 2014 to 2024



Source: [EI premium rates and maximums – Calculate payroll deductions and contributions](#)

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. However, employers do not receive a corresponding refund.

According to Canada Revenue Agency (CRA) data on T4 slips from employers, there were 837,181 individuals in 2022 (the most recent taxation year for which data is available) that were eligible to receive full EI premium refunds under the Premium Refund Provision, representing 4.3% of those with insurable earnings.⁸⁶ Of these individuals who were eligible to receive full refunds on their EI premiums, 73.3% (613,663 individuals) had filed income taxes and 65.8% of those who were eligible (531,274 individuals) received a full premium refund based on CRA T1 tax filer data. A total of \$7.8 million in premiums were refunded to the eligible individuals in 2022. On average, each eligible individual received \$14.20 in EI premiums refunded.

⁸⁶ 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.

Employment Insurance premium refund provision

A department study* used administrative income tax data (T1 and T4 tax records) from 2006 to 2021 to examine how the number and profile of individuals who received the EI premium refund has changed over the period. Furthermore, it analyzed the characteristics of individuals who would have received the premium refund if the threshold was indexed based on inflation or the minimum wage to account for wage increases over time. Finally, the study investigated the probability of low-income earners to be eligible for the EI premium refund if the threshold was indexed based on inflation or the minimum wage.

The study found that the total number of individuals with employment income has increased while the number of individuals eligible for the EI premium refund has decreased over the studied period. The share of workers eligible for the EI premium refund dropped from 4.2% in 2006 to 3.1% in 2021 and the average refund amount decreased from \$18 in 2006 to \$15 in 2021 due to a decrease in the EI premium rate.

The study also showed that the average age of individuals eligible for the EI premium refund has increased since 2006. This is in part explained by an increasing share of older workers, around the age of 65, who earned less than \$2,000 and became eligible for the refund. The study found that younger low-income earners would have benefited the most from the threshold indexation. In addition, a higher share of low total income individuals as well as those with a spouse with low total income would have received the EI premium refund under a threshold indexation scenario.

Lastly, the study found that low-income earners under 20 years old, those paying union dues, those working in regions with higher unemployment as well as students were more likely to benefit from the threshold indexation (inflation and minimum wage) compared to the group under the current threshold.

* ESDC, EI Premium Refunds (Ottawa: ESDC, Evaluation Directorate, 2024).

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 2 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.⁸⁷ 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.

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 1 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 2024, the rates of reduction were 0.23%, 0.37%, 0.37% and 0.41% of insurable earnings for categories 1 through 4, respectively.⁸⁸ Premiums were reduced by an estimated \$1,195.3 million due to wage-loss plans in 2022 (the most recent taxation year for which data is available), compared to \$1,135.2 million in 2021 and \$1,023.0 million in 2020.⁸⁹

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.⁹⁰ 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

⁸⁷ 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. Since December 18, 2022, the maximum number of weeks of EI sickness benefits has increased from 15 to 26. However, the basic requirements to be qualified for the EI premium reduction program remain unchanged. For specific requirements unique to cumulative sick leave plans and weekly indemnity plans, consult the EI Premium Reduction guide Annex 1: [EI Premium reduction guide - Annex 1: Requirements for short-term disability plans](#)

⁸⁸ Source: Office of the Chief Actuary, 2025 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2024). Consult Table 12.

⁸⁹ Source: Office of the Chief Actuary, 2025 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2024). Consult Table 33.

⁹⁰ 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.

year. According to the Public Accounts of Canada, EI revenues were \$30.3 billion in 2023-24, up from \$27.5 billion (+10.2%) from the previous year. Over the same period, EI expenditures increased from \$24.2 billion in 2022-23 to \$26.3 billion in 2023-24 (\$2.1 billion or 8.7%) (consult Table 63).

EI expenditures in 2023-24 have returned at their pre-pandemic levels. The Account had an annual surplus of \$3.7 billion by the end of 2023-24 (consult Table 63).

Table 63 – Employment Insurance Operating Account revenues and expenditures, Canada, 2019-20 to 2023-24 (\$ million)

Operating Account	2019-20	2020-21	2021-22	2022-23	2023-24
Revenues*	\$22,713.7	\$22,896.5	\$24,333.7	\$27,472.9	\$30,273.1
Premiums	99.7%	99.9%	99.9%	99.8%	99.6%
Interest and penalties	0.3%	0.1%	0.1%	0.2%	0.4%
Expenditures**	\$23,724.8	\$61,838.3	\$41,504.9	\$24,194.9	\$26,307.2
Employment Insurance benefits (Part I)	74.8%	51.0%	89.1%	81.3%	80.9%
Employment benefits and support measures (Part II)	10.4%	4.0%	6.1%	10.3%	9.6%
Benefit repayments	-1.0%	-0.4%	-1.2%	-1.1%	-1.1%
Employment Insurance Emergency Response Benefit***	7.4%	39.9%	0.0%	-0.3%	-1.5%
Administration costs	8.0%	4.1%	6.4%	11.2%	11.0%
Bad debts	0.3%	1.5%	-0.1%	-1.4%	1.1%
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit****	n/a	27,331.4	(94.7)	(483.4)	(225.8)
Annual surplus (deficit)	(\$1,011.1)	(\$11,610.3)	(\$17,265.9)	\$2,794.7	\$3,740.0

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.

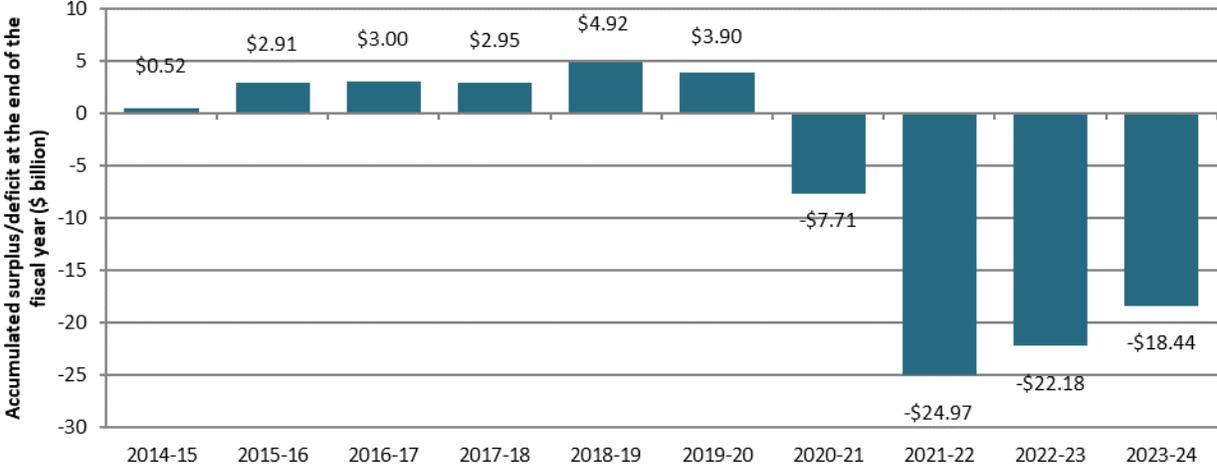
*** The Employment Insurance Emergency Response Benefit is the portion of the Canada Emergency Response Benefit that was administered by Employment and Social Development Canada. Expenses related to the EI Emergency Response Benefit were paid from the EI Operating Account and are included in this financial 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 2024, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2024) and past year versions of the Public Accounts Report.

Chart 28 shows the financial position of the Account at the end of the fiscal year for the past 10 years. On March 31, 2024, the accumulated deficit was \$18.4 billion, down from the \$22.2 billion at the end of the previous fiscal year. The reduction in the accumulated deficit this year compared to last year is mainly attributable to the growth in revenues, due to the increased premium rate and MIE, in relation to the expenses paid out.

Chart 28 – Employment Insurance Operating Account financial position at the end of the fiscal year, Canada, 2014-15 to 2023-24



Source: Government of Canada, Public Accounts of Canada 2024, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2024) and past year versions of the Public Accounts Report.



CHAPTER III

Impact and effectiveness of Employment Benefits and Support Measures to workers and employers (Part II of the *Employment Insurance Act*)

3 Introduction – Chapter 3

Activities conducted under Part II of the *Employment Insurance Act (EI Act)* help individuals in Canada prepare for, find, and maintain employment. These activities are conducted through the Labour Market Development Agreements (LMDAs), and the Government of Canada’s pan-Canadian programming:

- LMDAs are bilateral agreements between the Government of Canada (GC) and each province and territory (PT). Each year, under the LMDAs, at least \$2.1 billion is provided for individuals and employers to receive training and employment supports in the form of Employment Benefits and Support Measures (EBSMs).¹ Part II of the *EI Act* sets out the framework for the LMDAs, including information such as who is eligible for employment supports and the categories of programs and supports that can be delivered by PTs.
- Part II of the *EI Act* also includes the framework for the Government of Canada’s pan-Canadian programming. Pan-Canadian programming includes the National Employment Service and serves to respond to labour market challenges that surpass local and regional labour markets. In 2023-24, pan-Canadian programming saw over \$184 million in investment across three streams.²

This chapter presents results achieved under Part II of the *EI Act* during the fiscal year beginning on April 1st, 2023, and ending on March 31st, 2024 (2023-24):

Sections of this chapter

Section 3.1 provides economic and labour market context for EI Part II and a national overview of EBSM programs delivered through the LMDAs and pan-Canadian programming. This year’s aggregated outcomes, funding and client distributions, and key program delivery results are also highlighted.

Section 3.2: reviews employment programming activities carried out by each PT under their respective LMDAs, including an analysis of regional approaches, key outcomes, client demographics, and the different types of services offered.

¹ Provinces and territories design and administer the programs that deliver the EBSMs. The Government of Canada establishes their core criteria and requirements through the *EI Act*.

² Pan-Canadian Funding Streams: (1) Improving Access to Skills Training and Employment Supports in a Changing Labour Market, (2) Providing workers and employers with the information and support they need to succeed, and (3) Identifying new opportunities to Improve Labour Market Participation Outcomes.

Section 3.3 reviews results presented in the 2022 LMDA evaluation report. Participants are compared to similar non-participants to measure the effectiveness of the interventions on labour market attachment and dependence on government income supports.

Section 3.4 details the pan-Canadian activities and initiatives responding to issues of national and strategic importance and challenges extending beyond local or regional labour markets.

Notes to readers

- **Data Collection/Sources:** Data for EBSM activities presented in the document were collected from PTs and Indigenous Skills and Employment Training (ISET) agreement holders (i.e., pan-Canadian Activities) and produced using the ESDC LMDA and pan-Canadian accountability datasets, following a standardized Performance Measurement Framework.
- **Data Quality:** The Government of Canada (GC) and PT governments strive to ensure data accuracy, reliability, and consistency. However, operational or system improvements may impact the comparability of data from year to year.
- **Scope and Limitations:** The data presented are subject to limitations based on data collection methods and timing. While all efforts were made to ensure accuracy, small discrepancies may arise due to variations in data sources and reporting standards.
- **Performance Measurement Strategy (PMS):** The PMS was collaboratively developed by Canada and PT governments through the Forum of Labour Market Ministers and implemented as part of the 2019 Labour Market Development Agreements (LMDA).
- **Financial Data:** Financial totals included in Chapter 3 and Annex 3 are based on PT-provided reports. Where final data was not available at the time of publication, expenditures are based on draft figures or previous year data.

3.1 National Overview

3.1.1 Economic and Labour Market Context

Canada's workforce is among the most highly educated in the world, yet challenges related to skill shortages, job mismatches, and underemployment continue to shape the country's labour market. As industries evolve due to technological advancements, demographic shifts, and economic pressures, the ability of Canadian workers to meet changing demands is more critical than ever. Despite a strong foundation in tertiary education, gaps remain in aligning skills with labour market needs, particularly in sectors where vocational and technical training play a crucial role.

A need for vocational training and technical education

One of Canada's most significant strengths is its high level of post-secondary attainment. In 2023, 63.3% of adults aged 25 to 64 held a post-secondary certificate or degree, placing Canada well above the OECD average of 41.0%.³ This puts the country ahead of nations such as the United States, the United Kingdom, and Germany, reaffirming Canada's commitment to education as a driver of economic growth. However, while university and college education rates remain high, fewer Canadians pursue vocational training or technical education compared to other OECD countries.

In countries like Germany and Switzerland, strong apprenticeship systems support middle-skill occupations, ensuring that graduates are equipped with practical skills that align with industry needs. In Canada, only 30.0% of adults have completed upper secondary or post-secondary non-tertiary education, compared to the OECD average of 40.2%.⁴ This reflects a tendency to prioritize academic pathways over skilled trades and applied technical fields—an imbalance that has led to skill shortages in key sectors.

Encouragingly, 2023 saw a rise in apprenticeship certifications, signaling renewed momentum in vocational education. The number of certificates granted to registered apprentices and trade qualifiers increased 7.1% to 1.6 million, reversing a small decline in 2022.⁵ Trades such as Heavy duty mechanics (+41.2%), Automotive service (+28.1%), and Food service (+18.9%) experienced the most significant growth in certifications, suggesting that demand for skilled trades workers remains strong.⁶

Apprenticeship certifications in construction-related trades saw a modest 1.6% increase in 2023, driven largely by a significant 14.2% surge among plumbers, pipefitters, and steamfitters. However, when excluding this group, certifications in the sector actually declined by 1.8%, highlighting uneven growth across the trades.

The growth in Red Seal certifications, which ensure national mobility for trades professionals, is another positive indicator of a strengthening workforce pipeline. However, despite these gains, persistent

³ Organisation for Economic Co-operation and Development. (n.d.). [Education attainment and labor force status by age group and gender](#). OECD. Retrieved March 5, 2025

⁴ OECD, Education attainment and labor force status, 2023.

⁵ Statistics Canada. (2024). [Number of certificates granted to registered apprentices and trade qualifiers](#) (Table 37-10-0089-01). Accessed: 5 March 2025

⁶ Statistics Canada (2024), Table 37-10-0089-01.

shortages remain in many trade professions, particularly in construction and manufacturing, where aging workers and low apprenticeship completion rates present ongoing challenges. In response, Canada's Labour Market Development Agreements (LMDAs) play a critical role in addressing these shortages, providing funding for skills training targeted at unemployed and underemployed Canadians. These agreements help workers gain the credentials and experience necessary to enter high-demand fields, such as skilled trades, where shortages are most severe.

Skill-job mismatches & sector-specific shortages

Skill-job mismatches continue to be a pressing concern for businesses across Canada. Many industries report difficulties in finding qualified workers, with recruitment challenges particularly acute in construction, healthcare, and information technology. According to results from the most recent Canadian Survey on Business Conditions conducted in early 2025, larger businesses, those with 100 or more employees, reported the greatest difficulty in hiring, with 47.6% citing recruitment of skilled employees as a major challenge. Meanwhile, retention has become a concern, as businesses compete for talent in an increasingly mobile and flexible job market.

Sector-specific skill shortages highlight deep-rooted structural challenges in Canada's labour market. In the construction industry, 36.5%⁷ of employers report difficulty recruiting skilled workers, with high demand for electricians, carpenters, and other trades professionals. This shortage is further exacerbated by an aging workforce and a slower-than-expected uptake of apprenticeships. Similarly, the healthcare sector is struggling with severe staffing shortages, particularly among nurses and medical technicians, with 30.6%⁸ of the sector reporting difficulty recruiting skilled employees.

In contrast, the professional, scientific, and technical services sector—which includes industries like information technology, legal services, and scientific research—faced the least difficulty in recruiting skilled workers, with just 17.3%⁹ citing it as a challenge. Retaining talent was even less of a concern, with only 11.8%¹⁰ reporting it as an obstacle, highlighting the sector's relative stability in workforce management.

The LMDAs serve as a critical tool to help address these skill shortages. By funding targeted skills training, the LMDAs support workers transitioning into sectors experiencing high demand. Programs under the LMDAs have proven effective in increasing employment rates and earnings, with participants gaining an average \$10,000 increase in income within four years after completing their training.¹¹ Such initiatives help fill labour gaps in key industries while ensuring that Canadian workers remain competitive in a rapidly evolving job market.

⁷ Statistics Canada. (2025). [Business or organization obstacles over the next three months, first quarter of 2025](#) (Table 33-10-0917-01). Accessed: 5 March 2025

⁸ Statistics Canada. (2025), Table 33-10-0917-01).

⁹ Statistics Canada. (2025), Table 33-10-0917-01).

¹⁰ Statistics Canada. (2025), Table 33-10-0917-01).

¹¹ Government of Canada. (n.d.). [Labour Market Agreements](#). Employment and Social Development Canada. Accessed: 5 March 2025.

The problem of underemployment

Underemployment remains a significant challenge for the Canadian economy, particularly for younger workers. According to Statistics Canada, the underemployment rate averaged 7.6% during the 2023-24 fiscal year, marking a 60-basis-point increase from the previous year.¹² While men experienced a rate in line with the general population, women faced a higher underemployment rate of 8.6%.¹³ The issue is most severe among young workers aged 15-24, with underemployment reaching 16.1% for men and 15.5% overall.¹⁴ Many struggle to find full-time roles that match their qualifications, often resorting to part-time or temporary positions despite holding post-secondary credentials. Alarming, underemployment among this cohort has continued to climb in the first 10 months of the 2024-25 fiscal year, averaging 17.9%—outpacing the rise in unemployment itself.¹⁵

In contrast, underemployment among core working-age individuals (25-54) remained significantly lower at 6.4%, indicating greater stability within this group.¹⁶ The gender gap was also minimal, with rates of 6.3% for men and 6.5% for women.¹⁷ However, similar to youth, underemployment in this demographic is rising, underscoring the shifting dynamics of the economic landscape.

To address underemployment, the LMDAs provide critical employment assistance services, including career counselling, résumé writing workshops, and job search support. These programs help individuals—particularly youth, Indigenous peoples, persons with disabilities, and racialized Canadians—overcome barriers to full-time employment and secure jobs that match their skills and experience.

Challenges for employers

The labour market challenges facing Canadian businesses are not uniform. While large firms struggle with recruitment and retention, small and medium-sized enterprises (SMEs) often experience additional difficulties in maintaining an adequate workforce due to budget constraints and competition from larger corporations offering higher wages and benefits. SMEs in sectors such as retail, hospitality, and manufacturing face some of the highest turnover rates, leading to operational instability. The challenge of workforce availability is compounded by regional disparities, with certain provinces experiencing more acute shortages in key industries due to demographic and economic factors.

Challenges to participants

For labour market participants, challenges manifest in different ways depending on age, experience, and industry. As indicated, many young workers struggle with underemployment, unable to secure stable, full-time jobs that match their qualifications, while older workers often face barriers to re-entering the workforce after periods of unemployment. Meanwhile, workers in high-demand industries may

¹² Statistics Canada. (2025). [Supplementary unemployment rates, monthly, unadjusted for seasonality](#) (Table 14-10-0077-01). Accessed: 5 March 2025

¹³ Statistics Canada. (2025), Table 14-10-0077-01.

¹⁴ Statistics Canada. (2025), Table 14-10-0077-01.

¹⁵ Statistics Canada. (2025), Table 14-10-0077-01.

¹⁶ Statistics Canada. (2025), Table 14-10-0077-01.

¹⁷ Statistics Canada. (2025), Table 14-10-0077-01.

experience frequent job turnover, either due to better opportunities elsewhere or burnout caused by workforce shortages—a trend particularly visible in healthcare¹⁸ and skilled trades.¹⁹

To address these challenges, the LMDAs play an essential role in bridging gaps between employers' needs and workers' skills. These agreements provide skills development programs, wage subsidies, and employment assistance services that help job seekers transition into stable, high-demand careers. Programs funded through LMDAs also support career mobility, ensuring underemployed or unemployed Canadians have the necessary resources to reskill, upskill, or enter emerging sectors.

3.1.2 Main results

LMDA evaluation results and year-over-year reporting reveal that participation in Employment Benefits and Support Measures (EBSMs) improves labour market attachment and reduces dependence on government income supports, compared to results for similar non-participants.

In 2023-24, LMDAs continued to support individuals and employers across Canada in obtaining skills training and employment support services.²⁰ The results of that support is evidenced through the program's key performance indicators (KPIs).

Key performance indicators

ESDC monitors and tracks the results of EBSM programming delivered by PTs through three (3) key performance indicators (KPIs). These measure the performance of the LMDAs' basic goal of assisting EI claimants in regaining employment and thereby providing savings to the EI Part I system. Respectively, they are:

1. Number of active claimant clients served: This KPI is the foundational indicator, providing insight on the extent to which the LMDAs served its principal client-type.
2. Number of EI-insured clients²¹ who return to employment: Assisting clients in returning to employment is the primary goal of the LMDAs. This indicator measures the LMDAs' success in doing so.
3. Amount of unpaid EI Part I benefits resulting from returns to employment. By assisting EI claimants to return to employment before their benefits period is completed, the LMDAs help save funding for the EI Part I program. This indicator measures the savings achieved.

¹⁸ Singh, J., Poon, D. E., Alvarez, E., Anderson, L., Verschoor, C. P., Sutton, A., Zendo, Z., Piggott, T., Apatu, E., Churipuy, D., Culbert, I., & Hopkins, J. P. (2024). [Burnout among public health workers in Canada: a cross-sectional study](#). *BMC public health*, 24(1), 48.

¹⁹ Chattu, V. K., Bani-Fatemi, A., Howe, A., & Nowrouzi-Kia, B. (2023). [Exploring the Impact of Labour Mobility on the Mental Health and Wellbeing of Skilled Trades Workers in Ontario, Canada](#). *European Journal of Investigation in Health, Psychology and Education*, 13(8), 1441-1451.

²⁰ Between 2010 and 2012, evaluation findings found that participation in LMDA-funded programs and services led to measurable improvements in labour market attachment. For example, participants in Skills Development who were collecting EI benefits experienced a 4.0 percentage point increase in the probability of being employed compared to non-participants. Similarly, reliance on government income supports decreased, with EAS active claimants showing a 2.1 percentage point reduction in dependency compared to non-participants. Additionally, cost-benefit analyses consistently demonstrated that the social benefits of LMDA-funded programs outweighed the initial investments within a timeframe ranging from less than one year to 18.5 years.

²¹ "EI-insured" refers to active claimant clients, former claimant clients, and Premium Paid Eligible (PPE) clients, as opposed to "Non-insured," which may include some PPE clients.

Note: Each province and territory (PT) have their own targets for these indicators.

Results achieved

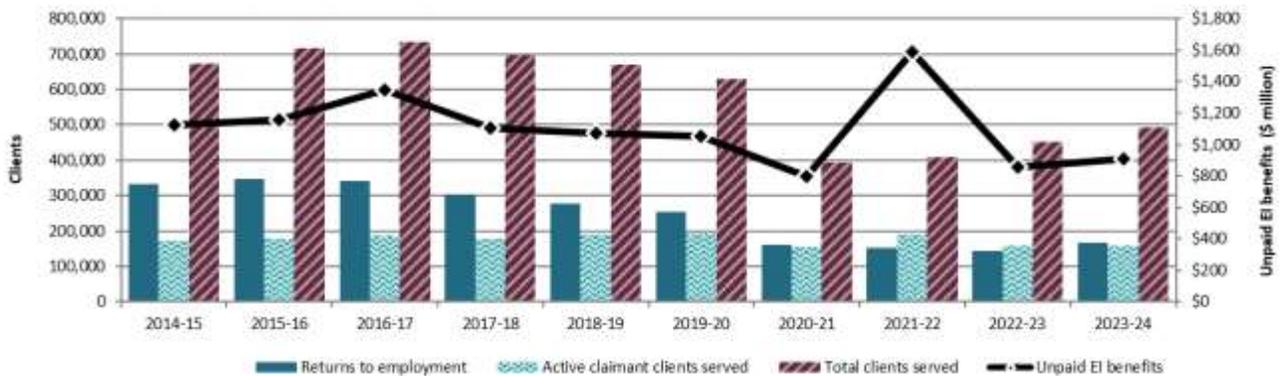
1. Number of active claimant clients served: Amid evolving labour market and economic conditions in FY 2023-24 across Canada, the number of active EI claimants served increased by 15.4% year-over-year, **reaching 167,534**.
2. Number of EI-insured clients who return to employment: Returns to work slightly decreased by 0.3% year-over-year, with a total of **157,398 clients** securing employment within 6 months of completing their services.
3. Amount of unpaid EI Part I benefits resulting from returns to employment: Due to the rise in active EI claimants returning to work, unpaid EI Part I benefits totalled **\$909 million**, increasing by 6.2% compared to the previous year's \$856 million.

Note: The average proportion of active claimants who received services within the first 12 weeks of their benefit period was 64.6%. Similarly, 53.8% of EI Part I benefit entitlements were saved because of clients returning to employment before exhausting their benefits.

Historical view:

The chart below compares results for each of the three KPIs outlined above from 2014-15 through to 2023-24, providing a snapshot comparison of this fiscal year's KPI results against those of the last nine fiscal years:

Chart 3.1.2.1 – Canada, 2014-15 to 2023-24, key performance indicators^{1,2,3,4,5}



Notes:

- ¹ This chart excludes Indigenous pan-Canadian client data.
- ² LMDA data for YT and NU are excluded due to insufficient client type information.
- ³ Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.
- ⁴ "Total Clients Served" refers to the count of EI-insured clients served, including active claimant clients, former claimant clients, and PPE clients, specifically within the subset of those who returned to employment. This measure excludes non-insured clients (or possibly PPE clients) who also successfully returned to employment, which results in an understated view of the program's overall success.
- ⁵ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients)

Comparing LMDA and Pan-Canadian programming

In 2023-24, a combined 871,769 pan-Canadian and non-pan-Canadian training and employment support services were provided under Part II of the *EI Act*, for a net increase of 8.4% from the previous year. However, the Indigenous Skills and Employment Training (ISET) program under pan-Canadian programming saw a slight decrease, with participation dropping by 2.3% to 51,740 in 2023-24:

Table 3.1.2.1 – Canada, 2022-23 and 2023-24, year-over-year change in services delivered, by service type^{1,2}

National level data	2022-23	2023-24	Year-over-year change
Total Employment Benefits Services	188,144	192,365	+2.2%
Total Support Measures: Employment Assistance Services	562,987	627,664	+11.5%
Total EBSM	751,131	820,029	+9.2%
Indigenous pan-Canadian	52,973	51,740	-2.3%
Total EBSM and Indigenous pan-Canadian services delivered	804,104	871,769	+8.4%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures; YT data for 2023-24 are estimates based on last year's estimated figures.

Pan-Canadian changes:

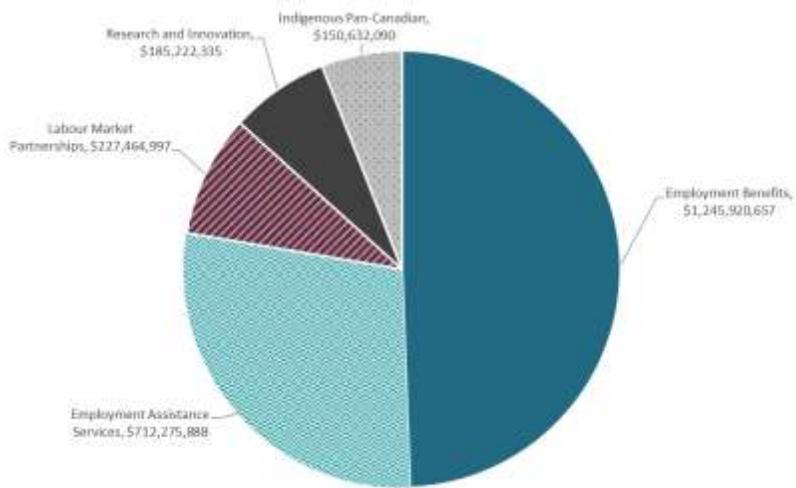
Along with participation, Key performance indicators for the EI-funded portion of the ISET program declined slightly compared to 2022-23 as well. The program served 26,275 clients (active EI claimants, former EI claimants, and Premiums Paid Eligible clients) which was 4.1% fewer than in the previous year. A total of 13,243 EI-funded ISET clients secured employment during 2023-24 within six months of their participation – 6.8% fewer than the previous year. The amount of EI Part I money saved as a result of active EI claimant ISET clients returning to work before exhausting their EI Part I benefits was \$20,399,924 – 15.6% less than in 2022-23.

Summary of spending

Total expenditures under Part II of the *EI Act* were \$2.5 billion in 2023-24, which included EBSM programming and pan-Canadian activities. This represented an increase of 1.3% compared to the previous year.

Under the LMDAs, Employment Benefits remained the largest investment at \$1.3 billion, representing the majority of expenditures by PTs. Compared to 2022-23, spending on Employment Benefits increased by \$1.2 billion (-0.7%). Employment Assistance Services expenditures increased as well, up 5.8%, to a total of \$645.9 million. Other key areas of investment included \$227.5 million for Labour Market Partnerships, \$185.2 million for Research and Innovation, and \$150.6 million for Indigenous pan-Canadian programming.

Chart 3.1.2.2 – Canada, 2023-24, total EBSM expenditures, by service type^{1,2,3}



Sources: Provincial/Territorial Audited Statements.

Notes:

¹ Figures expressed in thousands of dollars by service.

² Totals may not add due to rounding.

³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT, NT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or the previous-year financial statements.

Spending by province and territory

A breakdown of spending by each high-level service type (Employment Benefits, Support Measures, Indigenous Pan-Canadian) as well as associated total administrative costs are presented in the table below:

Table 3.1.2.2 – Canada, 2023-24, final EBSM expenditures, by province or territory^{1,2,3,4,5,6,7}

Province/Territory	Employment Benefits	Support Measures	Over-contributions	Indigenous Pan-Canadian	Adjustments ⁵	Subtotal	Administrative costs ⁶	Total
Newfoundland and Labrador	\$80,511	\$56,904	\$0	\$2,615	\$1,267	\$141,297	\$8,937	\$150,234
Prince Edward Island	\$19,449	\$6,650	\$0	\$281	-\$1	\$26,379	\$2,695	\$29,074
Nova Scotia	\$41,598	\$49,081	\$0	\$2,324	\$3,173	\$96,175	\$10,149	\$106,324
New Brunswick	\$58,498	\$43,116	\$0	\$1,712	-\$4	\$103,321	\$8,922	\$112,243
Quebec	\$414,175	\$226,515	\$0	\$12,356	\$1,183	\$654,229	\$58,920	\$713,149
Ontario	\$211,388	\$523,084	\$0	\$26,221	\$12,939	\$773,632	\$57,277	\$830,909
Manitoba	\$34,633	\$21,324	\$54	\$18,521	\$73	\$74,605	\$7,259	\$81,864
Saskatchewan	\$27,440	\$21,903	\$0	\$15,380	\$1,204	\$65,927	\$6,022	\$71,949
Alberta	\$123,201	\$81,925	\$0	\$16,633	\$2,798	\$224,557	\$9,594	\$234,151
British Columbia	\$229,537	\$89,435	\$2,882	\$17,921	\$4,040	\$343,815	\$20,263	\$364,078
Yukon	\$1,824	\$2,510	\$0	\$1,180	-\$2	\$5,511	\$389	\$5,900
Northwest Territories	\$2,072	\$1,110	\$0	\$3,568	-\$402	\$6,348	\$1,450	\$7,798
Nunavut	\$1,595	\$1,408	\$0	\$4,255	-\$136	\$7,122	\$787	\$7,909
NHQ ⁷	n/a	\$0	\$0	\$27,665	-\$27,665	\$0	n/a	n/a
Totals by category	\$1,245,921	\$1,124,965	\$2,936	\$150,632	-\$1,533	\$2,522,919	\$192,664	\$2,715,582

Notes:

¹ Figures expressed in thousands of dollars by service.

² Totals may not add due to rounding.

³ For NL, NB, MB and NU, where spending exceeded federal allocated funding, proration was done for the expenses in each category.

⁴ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT, NT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

⁵ This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

⁶ Net Administrative costs include salary and non-salary to administer LMDAs and \$11 million for rent.

⁷ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

3.1.3 Types of services funded by the LMDAs

A variety of service types or Employment Benefit and Support Measures (EBSMs) are supported under the LMDAs. This subsection describes the various service types, the patterns and trends seen in 2023-24, and breaks down related expenditures. Also presented are supplemental performance indicators, which help demonstrate the impact of these services.

Types of services

Under the LMDAs, PTs deliver programs and services that are reported according to the Employment Benefit and Support Measures (EBSM) categories established under Part II of the *EI Act*. The eight EBSM categories first break down into either Employment Benefits (EBs), of which there are five intervention types, and then Support Measures (SMs), of which there are three intervention types:

The eight Employment Benefit and Support Measure (EBSM) categories:

Employment Benefits (EB): Employment Benefits are longer-term training and employment support, providing individuals with the skills or work experience required to regain employment. Through the LMDAs, PTs provide Employment Benefits consistent with the 5 benefits categories outlined in the *EI Act*:

1. **Targeted Wage Subsidies (TWS)** – Assists participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants.
2. **Targeted Earnings Supplements (TES)²²**– Encourages unemployed persons to accept employment through financial incentives.
3. **Self-Employment (SE)** – Provides financial assistance and business planning advice to eligible participants to help Canadians start their own business.
4. **Job Creation Partnerships (JCP)** – Provides participants with opportunities to gain work experience that will lead to ongoing employment.
5. **Skills Development – Regular (SD-R)** – Helps participants obtain employment skills by giving direct financial assistance that enables them to select, arrange for, and pay for training.
Skills Development – Apprentices (SD-A) – 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* if approved by their PT government. 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.

Support Measures (SM): Support Measures fall into the subcategories of either (a) Employment Assistance Services (EASs) or (b) Other Support Measures (EASs):

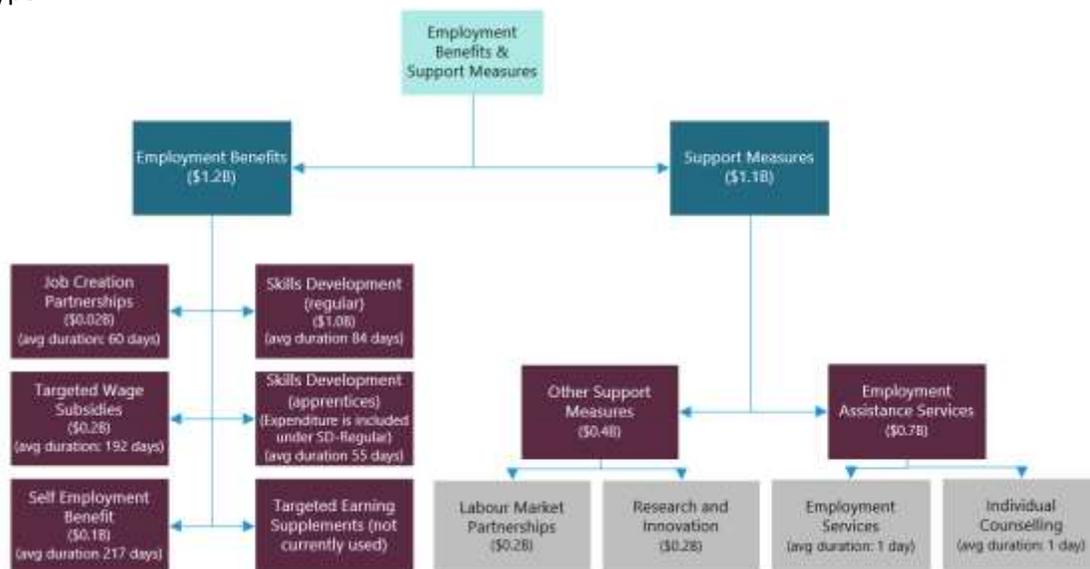
²² TES is not currently being used.

6. **Employment Assistance Services (EAS)** – Provides individual counselling that provides one-on-one job seeking support; action planning; job search skills; job-finding clubs; job placement services; and more.
7. **Labour Market Partnerships (LMP)** – Helps employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments.
8. **Research and Innovation (R&I)** – Supports activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force.

Expenditures by service type

Necessarily, spending on services and choices over whether to deploy more or fewer of one kind of service versus another will vary from one province or territory (PT) to the next. Accordingly, the National, aggregated picture will reflect this variation. See below a visual breakdown of the different intervention types deployed in 2023-24, their average duration, and the overall amount spent on each type:

Chart 3.1.3.1 – Canada, 2023-24, Labour Market Development Agreements at-a-glance, by service type^{1,2,3,4}



Notes:

- ¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.
- ² LMDA data for NU and YT are excluded due to lack of information on start and end dates of services provided.
- ³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT, NT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.
- ⁴ Expenditure totals may not add due to rounding.

2023-24 service trends and patterns

There was a 9.2% increase to total Employment Benefit and Support Measures (EBSM), resulting in 820,029 services provided to Canadians (excluding pan-Canadian services provided to Indigenous

people). In 2019-20, there were 968,632 services, as compared to 641,656 in 2020-21. However, participation increased in each subsequent year, reaching 751,131 in 2022-23. This signals a strong recovery and growing demand for EBSMs. In 2023-24, 519,184 clients benefited from EBSMs, marking an increase of 8.4% from the 478,744 clients served in 2022-23.

- **Employment Benefits (EBs)** services were provided to 192,365 Canadians in 2023-24 for a 2.2% increase from 188,144 in 2022-23. EBs are typically more expensive, more involved, and have more stringent eligibility criteria, but can deliver a deeper and longer-lasting result for clients. In 2023-24, EBs made up 28% of total intervention services provided.
- **Employment Assistance Services (EAS)**, classed as Support Measures (SMs), consistently make up the majority of EBSM services provided. In 2023-24, 72% of total EBSM services were EASs. A client will first receive an EAS to determine what other benefits and/or services would be beneficial for labour market reattachment. In 2023-24, this intervention type saw a substantial increase, rising by 11.5% to reach 627,664 participants, compared to 562,987 the previous year.

The distribution of EAS to EBs (72% to 28%) highlights the broader deployment of accessible assistance services as clients seek pathways to employment and stability, as well as higher costs associated with delivering Employment Benefits, which are tailored to direct job placement and skills development.

Table 3.1.3.1 – Canada, 2023-24, services delivered, by service type^{1,2,3}

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Total Employment Benefits	192,365	+2.2%	22.1%	-1.3
Total Support Measures: Employment Assistance Services	627,664	+11.5%	72.0%	+2.0
Total EBSM	820,029	+9.2%	94.1%	+0.7
Indigenous pan-Canadian	51,740	-2.3%	5.9%	-0.7
Total EBSM and Indigenous pan-Canadian services delivered	871,769	8.4%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures.

³ LMDA YT data for 2023-24 are estimates, based on last year's estimated figures.

A more detailed view of delivery of each intervention type in fiscal year 2023-24 follows below:

Delivery of Employment Benefits (EBs) services in 2023-24:

In 2023-24, Employment Benefits training and employment supports totaled 192,365, reflecting a 2.2% year-over-year increase. Total expenditures for Employment Benefits amounted to \$1.25 billion, a 0.7% decrease from the previous year.

Skills Development (SD) programs continued to provide the skills needed for the demanding Canadian workforce, accounting for 79.9% of all Employment Benefits delivered, with total SD expenditures reaching \$995.3 million, a 3.2% decline from the previous year. Skills Development – Regular (SD-R) services (includes services such as occupational skills training and programs focused on literacy, essential skills and language training) grew by 3.0% to reach 99,806 services. This represented 51.9% of all Employment Benefits. Skill Development – Apprentices (SD-A) services saw a 5.6% rise to 77,857, and

accounted for 40.5% of the total Employment Benefits, reflecting a sustained emphasis on equipping workers with specialized skills to meet labour market demands.

In contrast, Targeted Wage Subsidies (TWS) which represents a 5.7% of total Employment Benefits, experienced a sharp 15.4% decline, dropping to 11,037 services. This reduction suggests a reduced focus on wage subsidies, potentially due to stronger labour market conditions, changes in employer hiring strategies, or a resource reallocation favoring skill-based training programs. However, expenditures on TWS grew by 16.5%, reaching \$179.2 million. Similarly, Self-Employment (SE) supports which makes up of 1.1% of all Employment Benefits, totaling 2,141 services also fell by 27.2%, which may indicate a decline in demand for Self-Employment (SE) assistance among participants. Despite this decline, expenditures increased by 7.3% to \$56.2 million.

Job Creation Partnerships (JCPs) experienced a slight decline of 3.8%, totalling 1,524 and accounting for 0.8% of the Employment Benefits. Despite this reduction, Job Creation Partnerships (JCPs) remains a valuable resource for providing work experience, even though they represent a relatively small portion of the overall services. However, JCP expenditures declined by 28.7% to \$15.2 million.

Table 3.1.3.2 – Canada, 2023-24, Employment Benefits key facts, by service type^{1,2,3}

Employment Benefits	Services	Year-over-year change	Share of employment benefits total	Expenditures	Year-over-year change
Targeted Wage Subsidies	11,037	-15.4%	5.7%	\$179,241,672	+16.5%
Self-Employment	2,141	-27.2%	1.1%	\$56,190,017	+7.3%
Job Creation Partnerships	1,524	-3.8%	0.8%	\$15,226,998	-28.7%
Skills Development-Regular	99,806	+3.0%	51.9%	\$955,262,971	-3.2%
Skills Development-Apprentices	77,857	+5.6%	40.5%	Included above	Included above
Targeted Earning Supplements	0	0.0%	0.0%	n/a	n/a
Totals	192,365	2.2%	100.0%	\$1,245,920,657	-0.7%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures.

³ LMDA YT data for 2023-24 are estimates, based on prior year's estimated figures.

Delivery of Employment Assistance Services (EASs) in 2023-24:

Employment Assistance Services (EAS), as part of the Support Measure service type, are the first service an individual receives to determine what further training and employment supports would be beneficial for labour market reattachment. EAS is essential in providing support to individuals who have been disconnected from the labour market for an extended period or who have low job attachment. These services, which range from Employment Services (ES) to Individual Counselling, aim to help clients regain stable employment through various supports and personalized strategies.

In 2023-24, 627,664 EAS were provided to Canadians, marking an increase of 11.5% year-over-year. General ES, which includes services such as job search assistance, remained the most frequent accessed support, totalled 425,656 services, accounting for 67.8% of all EAS services. This represents an 11.3% year-over-year increase, highlighting the ongoing focus on engaging clients early through needs

assessments and personalized employment strategies. In 2023-24, EAS expenditures amounted to \$712.3 million, increased by 7.9% year-over-year.

There was a notable increase in individual counselling, rising 11.8% to reach 202,008 services, accounting for 32.2% of all EAS delivered. This growth highlights a continued emphasis on providing tailored, in-depth support to address barriers and facilitate a successful return to work, meeting the evolving needs of job seekers in a dynamic labour market.

Delivery of Other Support Measures in 2023-24:

Other Support Measures include Labour Market Partnerships (LMP) and Research & Innovation (R&I), both of which play a critical role in strengthening the labour market and supporting workforce development.

The Labour Market Partnerships (LMP) offer crucial support to employers, assisting them in managing workforce adjustments and addressing human resources needs and challenges. These supports are also extended to employee and employer associations, community organizations, and local communities, enabling them to develop and implement strategic workforce solutions. In 2023-24, LMP expenditures amounted to \$227.5 million, decreased by 26.0% year-over-year.

Research & Innovation (R&I) initiatives seek to identify better ways of helping people prepare for, return to, or keep employment, and be productive participants in the labour force. In 2023-24, R&I expenditures amounted to \$185.2 million, compared to \$268.8 million in the previous year. The outcomes of R&I projects are reviewed through evaluations, where applicable, and impactful approaches are shared as best practices to inform and enhance other employment programs.

Table 3.1.3.3 – Canada, 2023-24, Support Measures key facts, by service type^{1,2,3,4}

Support Measures	Services	Year-over-year change	Share of support measures total	Expenditures	Year-over-year change
Employment Assistance Services (EAS)	425,656	11.3%	67.8%	\$712,275,888	+7.9%
Individual Counselling (IC)	202,008	11.8%	32.2%	Included above	Included above
Labour Market Partnerships (LMP)	n/a	n/a	n/a	\$227,464,997	-26.0%
Research & Innovation (R&I)	n/a	n/a	n/a	\$185,222,335	-31.1%
Totals	627,664	11.5%	100.0%	\$1,124,963,220	-9.0%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures.

³ LMDA YT data for 2023-24 are estimates, based on prior year's estimated figures.

⁴ LMP and R&I data is unavailable. only expenditure amounts are provided by Chief Financial Officer Branch.

Supplemental performance indicators

Terminology guide

Unpaid EI benefits: is a success indicator that refers to the amount of EI Part I benefits not paid to EI claimants, based on the difference between their maximum entitlement to regular income benefits and the actual payout of such benefits to them.

To determine these unpaid benefits, the EI Part I data of all LMDA Clients who were actively receiving EI Part I funds when they began an Action Plan under the LMDA program are examined. For the subset who became employed between April 1, 2023 and March 31, 2024 (determined by a premature and consistent cessation of requesting EI funds), the amount of EI money they were entitled to, but did not claim, is their Unpaid Benefits amount.

In 2023-24, there was a total of \$909,578,874 in Unpaid Benefits as a result of LMDA programs and services.

The table in this section highlights additional EI performance metrics across Canadian PTs, showcasing significant regional variations. For the percentage of active claimant clients who started action plans within 12 weeks of their benefit period commencement, Alberta leads with 73.8%, followed by Manitoba at 71.2% and British Columbia at 69.2%, reflecting efficient processes in these provinces.

The returns-to-work metric, measured as a proportion of the total size of the PTs labour force, remains generally low across most regions, with values under 1.0%. However, PEI is an outlier with a significantly higher rate of 5.7%. This can be attributed, at least in part, to the province serving a higher proportion of its labour force participants — their EI-insured client served count is 4.9% of their labour force count, compared to 1.5% at national level.

For the proportion of unpaid EI benefits due to active claimants returning to work before exhausting their EI benefits, the Northwest Territories leads with 66.5%, followed by Saskatchewan at 65.2%, and Alberta at 64.2%, reflecting a strong trend of claimants resuming employment early.

At the national level, 64.6% of claimants start action plans within 12 weeks, 0.7% returns to work as a percentage of Canada's total labour force population, and 53.8% of the EI benefits amount remains unpaid due to early return to work. These findings underscore regional disparities in EI program performance and claimant behaviour.

Table 3.1.3.3.44 – Canada, 2023-24, supplemental indicators, by province or territory^{1,2,3,4}

Province/Territory	% of active claimant clients whose action plan started within 12 weeks of their benefit period commencement	Returns to work/total PTs labour force ⁴	Unpaid EI benefits due to active claimant clients having returned to work as a proportion of the total benefits they would have received had they not returned to work.
Newfoundland and Labrador	47.9%	0.7%	49.7%
Prince Edward Island	59.6%	5.7%	30.9%
Nova Scotia	69.0%	0.5%	47.8%
New Brunswick	61.9%	1.1%	42.7%
Quebec	64.7%	0.7%	39.4%
Ontario	57.0%	0.7%	56.9%
Manitoba	71.2%	0.8%	61.6%
Saskatchewan	65.3%	0.8%	65.2%
Alberta	73.8%	0.9%	64.2%
British Columbia	69.2%	0.6%	59.0%
Yukon	n/a	n/a	n/a
Northwest Territories	52.0%	0.6%	66.5%
Nunavut	n/a	n/a	n/a
Canada	64.6%	0.7%	53.8%

Notes:

¹ This table excludes Indigenous pan-Canadian client data.

² LMDA data for YT and NU are unavailable.

³ Return to work/total labour force represents the percentage of Active claimant clients, Former claimant clients and PPE clients who successfully re-entered employment between April 1, 2023 and March 31, 2024, after participating in a LMDA service, measured against the total labour force.

⁴ These indicators reflect outcomes influenced by multiple factors beyond the scope of the LMDAs and should not be solely attributed to LMDA services.

3.1.4 Clients served by the LMDAs

Under the LMDAs, EBSMs continue to support individuals in acquiring skills and work experience through various services. These services benefit active and former EI claimant clients, as well as individuals who have contributed EI premiums in at least 5 of the last 10 years.

This section identifies the various types of client served by the LMDAs. Included too are socio-demographic breakdowns of client types as well as a breakdown of client types by PT.

Terminology guide
<p>A client is a person who has received at least one training and employment support that started in fiscal year 2023-24 and was funded by the LMDAs or by Indigenous organizations. As per the KPI measuring the number of active claimant clients served, there are multiple client types.</p>
<p>A Training and/or employment support or service is a discrete program or service in which a client participates. Each service is attributed to the fiscal year in which it started.</p>
<p>Any reference to participants is the number of unique training and employment supports provided, where information on designated groups is collected at the training and employment supports level. Participant counts can be higher than client counts, as 1 client can receive multiple supports or benefits.</p>

Types of client

Broadly, LMDA client types are as follows:

- 1. Active claimant clients** are those who were receiving EI Part I regular benefits when they requested labour market supports. Typically, they have stronger and more recent job attachment. They tend to return to work more quickly than those with weaker ties to employment.
- 2. Former claimant clients** are those who received EI benefits in the previous 5 years.
- 3. Premiums Paid Eligible (PPE)** are unemployed individuals who have made EI premium contributions on \$2,000 or more in earnings in at least 5 of the last 10 years. This particularly benefits individuals with weaker labour force attachment.
- 4. Non-insured clients** are those who are not eligible for Employment Benefits under EI Part II, but access Employment Assistance Services. This includes new labour force participants and individuals who were formally self-employed without paid employment earnings.

2023-24 client trends and patterns

In 2023-24, the percentage of active claimant clients (including Indigenous pan-Canadian clients) as a proportion of overall clients served rose to 34.0% from 31.9% in 2022-23 (+2.1 percentage points). This growth suggests that more current EI recipients are seeking LMDA services, possibly due to economic shifts, including a recent rise in the national unemployment rate following historically low levels between late 2022 and early 2023.

The percentage of former claimant clients served (including Indigenous pan-Canadian clients) as a share of total clients decreased to 22.4% from 23.7% (-1.3 percentage points). This reduction continues a shift back toward pre-pandemic norms, given the proportion of former claimant clients served was considerably lower in the years prior to the pandemic.

Since former claimant clients are individuals who completed an EI claim within the past five years, the elevated levels stemming from pandemic-related job loss are expected to influence this category for up to five years. As these claimants gradually transition out of the system, a return to historical trends—that more closely resembles a pre-pandemic distribution of client groups—is expected.

The greater representation of active claimant clients compared to former claimant clients confirms that services are able to quickly support individuals who recently started an EI claim. While the proportion of former claimant clients has remained stable across fiscal years, the growth in active claimant clients highlights increased demand for employment support services. The proportion of Premiums Paid Eligible (PPE) individuals, who are not currently on EI but have paid EI premium contributions in the past, decreased from 10.5% to 9.6% (-0.9 percentage points). This decline highlights the ongoing challenge of engaging individuals with weaker labour market ties. Meanwhile, the share of non-insured clients, showed a slight increase from 33.9% to 34.0% (+0.1 percentage points).

Table 3.1.4.1 – Canada, 2022-23 and 2023-24, year-over-year change in client volumes, by client type^{1,2}

National level data	2022-23	2023-24	Year-over-year change (p.p.)
Active claimant clients (including Indigenous pan-Canadian clients)	31.9%	34.0%	+2.1
Former claimant clients (including Indigenous pan-Canadian clients)	23.7%	22.4%	-1.3
Premiums-paid eligible (PPE) individuals (including Indigenous pan-Canadian clients)	10.5%	9.6%	-0.9
Non-insured	33.9%	34.0%	+0.1

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are excluded due to insufficient client type information.

The distribution of clients remains similar when excluding Indigenous pan-Canadian clients: active claimant clients made up 34.1% of total clients (167,534 individuals), former claimant clients accounted for 21.0% (103,144 individuals), PPE clients represented 9.1% (44,656 individuals), and non-insured clients were the largest segment at 35.8% (175,945 individuals).

Indigenous pan-Canadian clients represented 5.1% of total clients, totalling 26,275 individuals, with a breakdown of 8,634 active claimants, 12,854 former claimants, and 4,787 PPE clients.

In total, LMDA programs served 517,554 clients across Canada in 2023-24, excluding data from Yukon and Nunavut where access to client-type information is limited.

Table 3.1.4.2 – Canada, 2023-24, clients served and relative share, by client type^{1,2}

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served under the LMDAs (excluding Indigenous pan-Canadian clients)	167,534	103,144	44,656	175,945	491,279
Indigenous pan-Canadian clients	8,634	12,854	4,787	n/a	26,275
Total	176,168	115,998	49,443	175,945	517,554
Share of total (including Indigenous pan-Canadian clients)	34.0%	22.4%	9.6%	34.0%	100.0%
Share of total (excluding Indigenous pan-Canadian clients)	34.1%	21.0%	9.1%	35.8%	100.0%

Notes:

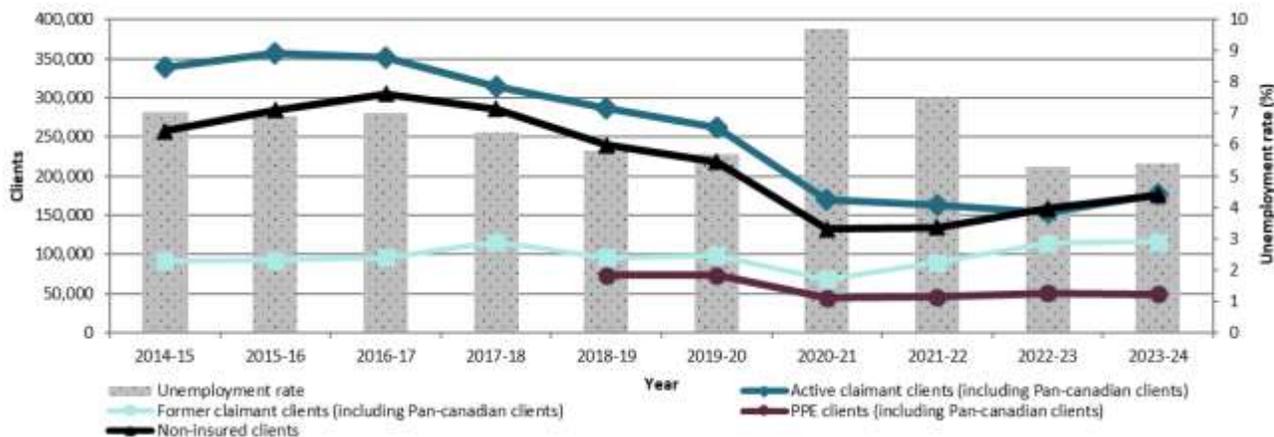
¹ This table reflects clients served between April 1, 2023, and March 31, 2024.

² LMDA data for YT and NU are excluded due to insufficient client type information. Total clients served, including YT and NU estimates is 519,184.

Since 2016-17, the number of active claimant clients (including Indigenous pan-Canadian clients) served under the LMDAs has been on a downward trend. This is largely attributed to improved labour market conditions. The decline accelerated in 2020, when COVID-19 public health protections were in place, leading to an even greater decrease in claimant numbers from 2020-21 to 2022-23. This trend reversed in 2023-24, with active claimant clients (including Indigenous pan-Canadian clients) rising from 153,909 in 2022-23 to 176,168. This is thought to have been influenced by rising unemployment rates. Similarly, former claimant clients (including Indigenous pan-Canadian clients) also saw an increase from 114,468 to 115,998 in 2023-24, reinforcing the ongoing role of LMDAs in supporting individuals who are no longer receiving EI benefits but still need employment assistance.

The number of non-insured clients—individuals not linked to the EI system—increased to 175,945 in 2023-24, up from 158,321 the previous year. This rise reflects the number of non-insured individuals needing assistance, underscoring the broad reach of LMDAs in supporting employment needs beyond those with EI connections. In contrast, PPE clients (including Indigenous pan-Canadian clients) saw a slight decrease from 50,653 in 2022-23 to 49,443 in 2023-24, highlighting the continued challenge of providing assistance to people who have neither received EI in the preceding 5 years nor the current year.

Chart 3.1.4.1– Canada, 2014-15 to 2023-24, clients served, by client type^{1,2,3,4}



Notes:

- ¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.
- ² 2022-24 LMDA data for YT and NU are excluded due to insufficient client type information.
- ³ Indigenous pan-Canadian clients are included.
- ⁴ Historical data has been adjusted to enhance accuracy.

among active and former claimant clients, as well as non-insured individuals. The overall growth in client volumes highlights the responsiveness of LMDAs in adapting to changing economic conditions and their continuing relevance in helping a wide range of individuals re-enter or remain in the workforce. The slight decline in PPE clients, while small, suggests a need to further explore how to better engage this group in future labour market programs.

Clients by socio-demographic group

Breakdowns and details of clients by (1) age distribution, (2) designated and/or under-represented groups, and (3) official languages are provided below:

Age distribution:

The age distribution of clients under the LMDAs showed slight shifts in 2023-24, compared to the previous year. The percentage of youth clients (15-24 years old) decreased from 22.1% to 20.9%, (-1.2 percentage points). On the other hand, the percentage of core age clients (25-54 years old) who form most clients, increased from 65.3% in 2022-23 to 66.1% in 2023-24, (+0.8 percentage points).

Additionally, the proportion of clients aged 55 and older increased slightly from 12.3% to 12.6% (+ 0.3 percentage points). See further details in the tables below:

Table 3.1.4.3 – Canada, 2023-24, clients served, by client age^{1,2}

Age group	Number	Share of total
15 to 19	28,503	5.5%
20 to 24	79,381	15.4%
25 to 29	80,919	15.7%
30 to 34	75,227	14.6%
35 to 39	61,958	12.0%
40 to 44	50,716	9.8%
45 to 49	39,024	7.6%
50 to 54	32,768	6.4%
55 and older	65,213	12.6%
Unknown	1,824	0.4%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are excluded due to their data not being broken down by age groups

Table 3.1.4.4 – Canada, 2023-24, relative client share, by client age^{1,2,3,4}

Youth (15–24)	Core age workers (25–54)	Clients aged 55 or older	Unknown
20.9%	66.1%	12.6%	0.4%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures.

³ LMDA YT data for 2023-24 are estimates, based on last year's estimated figures.

⁴ This table includes Indigenous pan-Canadian clients.

Table 3.1.4.55 – Canada, 2022-23 and 2023-24, year-over-year change in clients served, by client age^{1,2,3,4,5}

National level data	2022-23	2023-24	Year-over-year change (p.p.)
Youth clients (15-24 years old)	22.1%	20.9%	-1.2
Core age clients (25-54 years old)	65.3%	66.1%	+0.8
Workers aged 55+	12.3%	12.6%	+0.3
Unknown Age	0.3%	0.4%	+0.1%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² Reported counts may be lower than actual numbers due to reliance on self-identification PPE-categorized data.

³ LMDA data for YT and NU are estimated figures.

⁴ LMDA YT data for 2023-24 are estimates, based on last year's estimated figures.

⁵ Indigenous pan-Canadian clients are included.

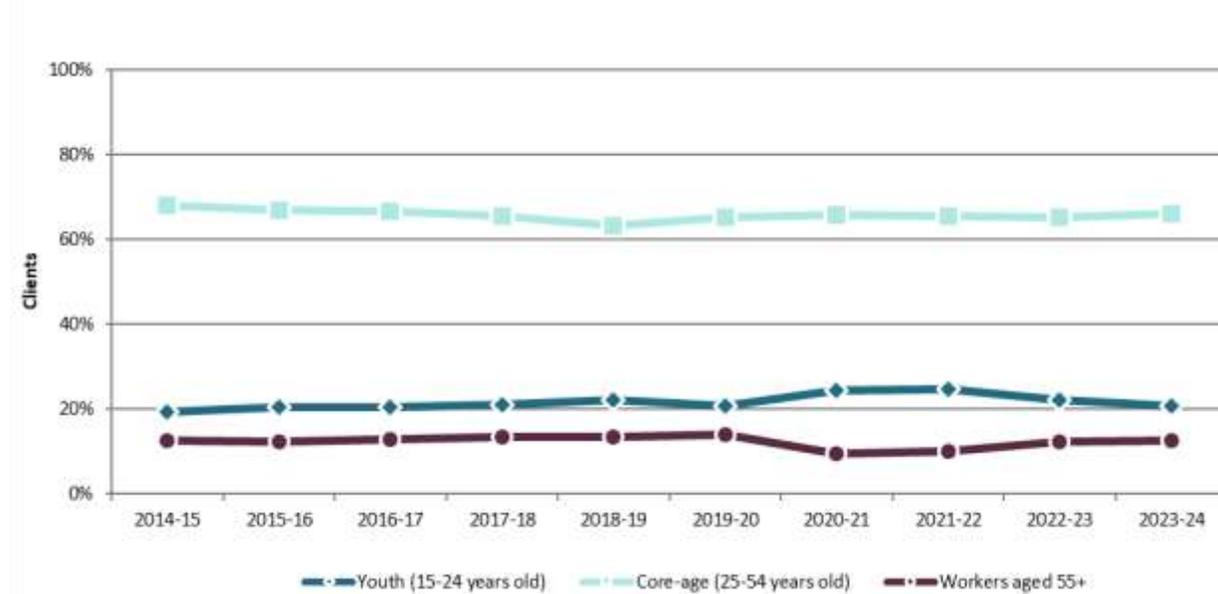
The data from 2014-15 to 2023-24 indicates consistent engagement from core-age clients (25-54 years old), who make up the majority of LMDA clients. Over the years, participation rates for core-age clients have fluctuated slightly, starting at 68.1% in 2014-15 before dipping to 63.1% in 2018-19, and gradually climbing back to 66.1% in 2023-24.

Youth client participation saw a notable increase, rising from 19.4% in 2014-15 to a peak of 24.6% in 2021-22. This spike reflects the economic impact of the ongoing pandemic, which reduced the LMDA services among older age cohorts, while driving higher reliance among youth, whose unemployment rate peaked at 24.5% in 2020-21. Since then, the proportion of youth clients has declined to 20.9%. These figures suggest that, while LMDA services remain a vital resource for young people, demand is stabilizing among other age groups.

Finally, the increasing participation of workers aged 55+ over time underscores the growing importance of LMDA programs for older Canadians. Their engagement rose from 12.5% in 2014-15 to 13.9% in 2019-

20, before a notable dip to 9.5% in 2020-21. However, recovery has occurred, with participation increasing to 12.6% in 2023-24.

Chart 3.1.4.2 – Canada, 2014-15 to 2023-24, clients served, by client age^{1,2,3,4,5}



Notes:

- ¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.
- ² Reported counts may be lower than actual numbers due to reliance on self-identification PPE-categorized data. As a result, totals may not precisely add to 100%.
- ³ LMDA data for YT and NU are estimated figures.
- ⁴ LMDA YT data for 2023-24 are estimates, based on last year's estimated figures.
- ⁵ Indigenous pan-Canadian clients are included.

Designated and/or under-represented groups:

The table in this section shows year-over-year changes in representation for various designated and/or under-represented groups from 2022-23 to 2023-24. Notably, persons with disabilities saw an increase in representation from 16.6% to 17.7% (+1.1 percentage points), possibly reflecting progress in inclusivity efforts for this group.²³ Racialized People experienced a more substantial increase, with representation rising from 16.6% to 20.2% (+3.6 percentage points). This increase in representation for services corresponded to an increase in representation among the broader labour force for racialized people within the same fiscal period (an approximate 1.5 percentage points increase from 28.5% in 2022-23 to 2023-24).²⁴

In contrast, the proportion of clients who identified as Indigenous peoples declined, with representation dropping from 15.8% to 14.1% (-1.7 percentage points). In the broader labour force, by contrast, the representation of Indigenous workers remained stable (3.9% in 2022-23 to 3.8% in 2023-24).²⁵ The proportion of youth (15-24 years old) declined slightly, dropping from 21.6% to 20.3% (-1.3 percentage

²³ A direct comparison with other equity groups was not feasible, as the Canadian Survey on Disability is released every five years, and relevant Labour Force Survey data was not publicly available for the specified time frames.

²⁴ [Labour force characteristics by visible minority group, three-month moving averages, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

²⁵ [Labour force characteristics by detailed Indigenous group, three-month moving averages, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

points). The representation of youth in the labour market at large remained constant between the two years (14.1%).²⁶

Older Workers (aged 55 and older) had stable representation as clients (increasing from 11.8% to 12.0%) and within the broader labour force (decreasing from 21.5% to 21.3%).²⁷

The proportion of women that received supports declined slightly from 44.9% to 43.5% (-1.4 percentage points), where there was little change in the broader labour force (decreasing from 47.6% to 47.4%).²⁸

Table 3.1.4.6 – Canada, 2022-23 and 2023-24, year-over-year change in total services provided, by client’s designated group^{1,2,3,4,5}

Designated and/or under-represented groups	2022-23 Service provided	2022-23 Representation (%) of total services	2023-24 Service provided	2023-24 Representation (%) of total services	Year-over-year (p.p.)
Persons with Disabilities	133,102	16.6%	154,570	17.7%	+1.1
Racialized people	133,394	16.6%	176,262	20.2%	+3.6
Indigenous Peoples	126,968	15.8%	122,930	14.1%	-1.7
Youth (15-24 years old)	173,779	21.6%	176,583	20.3%	-1.3
Older workers (aged 55+)	95,253	11.8%	104,248	12.0%	+0.2
Women	361,072	44.9%	379,027	43.5%	-1.4

Notes:

¹ This table reflects services provided between April 1, 2023 and March 31, 2024.

² Reported counts to designated groups may be lower than actual numbers due to reliance on voluntary self-identification.

³ LMDA data for YT and NU are estimated figures.

⁴ Indigenous pan-Canadian clients are included in all rows except Racialized people, which is an identity that these clients are not asked about.

⁵ Data for 2022-23 has been adjusted to enhance accuracy.

The table below highlights the distribution of services accessed by different demographic groups among LMDA clients, illustrating the levels of engagement in Employment Benefits versus Support Measures. Notably, Indigenous pan-Canadian programs do not separate services into these categories, instead providing a more integrated approach. Overall, for all LMDA clients, 192,365 services (23.5%) fell under Employment Benefits, while 627,664 services (76.5%) were Support Measures (i.e. EAS).

Some differences emerge for designated groups in accessing Employment Benefits compared to the general benchmark of 23.5%. While all groups accessed more Support Measures, youth accessed a higher proportion of Employment Benefits services, 27.9% (73,504 services), than any other designated group. Support Measures accounted for 72.1% (190,233 services) of services accessed by youth. This higher engagement in Employment Benefits may reflect fewer eligibility constraints or greater openness to training and wage subsidy programs compared to other groups. Older Workers, in contrast, may be less inclined to participate in training programs that require a “return to school” later in life, while Youth are more willing to take advantage of these opportunities.

²⁶ [Labour force characteristics by educational attainment, monthly, unadjusted for seasonality](#) & [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#)

²⁷ [Labour force characteristics by educational attainment, monthly, unadjusted for seasonality](#) & [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#)

²⁸ [Labour force characteristics by educational attainment, monthly, unadjusted for seasonality](#) & [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#)

One contributing factor may be eligibility requirements, as only active claimant clients, former claimant clients or PPE clients are eligible to receive Employment Benefits under LMDA. These eligibility criteria can limit Employment Benefits access for certain groups. Additionally, preferences and life stage considerations may play a role, particularly for older workers and women, who may prioritize Support Measures over training-based Employment Benefits.

Persons with disabilities accessed 26,554 Employment Benefits services (17.9%) and 122,141 Support Measures services (82.1%), while racialized people accessed 26,379 Employment Benefits services (15.0%) compared to 149,883 Support Measures services (85.0%). Similarly, older workers accessed 25,349 Employment Benefits services (16.7%) and 126,166 Support Measures services (83.3%), and women accessed 62,853 Employment Benefits services (17.8%) alongside 290,790 Support Measures services (82.2%). Indigenous peoples received 15,149 Employment Benefits services (21.3%) and 56,041 Support Measures services (78.7%), aligning more closely with the benchmark but still demonstrating a higher use of Support Measures.

Table 3.1.4.7 – Canada, 2023-24, service delivered, by client’s designated group^{1,2,3,4}

Designated and/or under-represented groups	Employment Benefit (EB) services	Employment Benefit % of the total services	Support Measures (SM) (i.e. EAS)	Support Measures % of the total services
All LMDA clients (for reference)	192,365	23.5%	627,664	76.5%
Persons with Disabilities	26,554	17.9%	122,141	82.1%
Racialized people	26,379	15.0%	149,883	85.0%
Indigenous Peoples	15,149	21.3%	56,041	78.7%
Youth (15-24 years old)	73,504	27.9%	190,233	72.1%
Older workers (aged 55+)	25,349	16.7%	126,166	83.3%
Women	62,853	17.8%	290,790	82.2%

Notes:

¹ This table reflects services provided between April 1, 2023 and March 31, 2024.

² This table excludes Indigenous pan-Canadian data because their services do not align with the Employment Benefits / Support Measures categorisation.

³ Reported counts to designated groups may be lower than actual numbers due to reliance on voluntary self-identification.

⁴ LMDA data for YT and NU are estimated figures.

Official languages:

To foster full recognition and use of English and French in Canadian society, and to help ensure that labour market programs and services are delivered in both official languages, all LMDAs contain commitments by PTs to have programs and services delivered in both official languages where there is significant demand.

The tables below provide a breakdown of clients’ official language preferences and the language in which services were delivered outside of Quebec during the 2023-24 fiscal year, where data was available. Clients with French-language preferences received 15,307 services, representing 1.9% of the national total of services (including Quebec’s), and 2.4% of services of known client language outside of Quebec. Most of these services were provided in provinces with significant francophone populations such as Ontario, New Brunswick, Manitoba and Alberta. Their numbers of services provided to francophones compared to their numbers of services provided in French indicate that most francophones were served in their official language in these four provinces. Clients with English language preferences received 586,685 services, representing 71.5% of the national total, and 92.0% of

services of known client language outside of Quebec. Here 605,486 services were provided in English, indicating that anglophones outside of Quebec are well served in their official language.

Bilingual (English and French speaking) clients received 6,607 services, representing less than 1% of the national total and 1.0% of the services provided outside of Quebec. Clients of unknown language received 182,529 services (22.3% of the national total), 168,725 of which were provided in Quebec.

Clients using a non-official language received 28,900 services, making up 3.5% of the national total, and 4.5% of services provided to clients of known language outside of Quebec. In comparison, only 11,046 services were delivered in non-official languages, 8,841 of which were provided in Ontario and 2,090 in Alberta.

Table 3.1.4.8 – Canada, 2023-24, official language (OL) preference for service interaction, by province and territory^{1,2,3,4,5,6}

Province/Territory	French	English	Bilingual (English and French)	Non-Official language ⁵	Unknown	Total number of services
Newfoundland and Labrador	47	18,022	24	9	159	18,261
Prince Edward Island	5	10,255	1,010	548	6	11,824
Nova Scotia	27	19,749	n/a	n/a	1,584	21,360
New Brunswick	3,131	18,458	5,372	45	19	27,025
Quebec ⁴	n/a	n/a	n/a	n/a	168,725	168,725
Ontario	5,569	201,032	n/a	62	324	206,987
Manitoba	3,482	100,162	n/a	7,300	73	111,017
Saskatchewan	17	11,538	48	198	6,636	18,437
Alberta	2,534	95,883	n/a	2,171	1,373	101,961
British Columbia	494	111,061	153	18,561	184	130,453
Yukon	n/a	n/a	n/a	n/a	749	749
Northwest Territories	1	521	n/a	4	11	537
Nunavut	n/a	4	n/a	2	2,686	2,692
Totals by language	15,307	586,685	6,607	28,900	182,529	820,028

Notes:

¹ This table reflects services provided between April 1, 2023 and March 31, 2024.

² This table excludes Indigenous pan-Canadian data.

³ This table reflect the official language of choice or the language in which participants interacted with service providers, which may differ from the language of service delivery.

⁴ Quebec does not provide information on client language or language of service. Consequently, counts for French represent services provided to clients outside Quebec.

⁵ Refers to languages other than English and French, which are the official languages of the Government of Canada.

⁶ LMDA data for YT and NU are estimated figures.

Table 3.1.4.9 – Canada, 2023-24, official Language (OL) of service delivered, by province and territory^{1,2,3,4,5,6}

Province/Territory	French	English	Non-Official language ⁵	Unknown	Total number of services
Newfoundland and Labrador	6	17,071	n/a	1,184	18,261
Prince Edward Island	9	11,671	114	30	11,824
Nova Scotia	639	18,915	n/a	1,806	21,360
New Brunswick	6,058	20,853	1	113	27,025
Quebec ⁴	n/a	n/a	n/a	168,725	168,725
Ontario	5,858	187,441	8,841	4,847	206,987
Manitoba	3,670	106,489	n/a	858	111,017
Saskatchewan	n/a	17,751	n/a	686	18,437
Alberta	2,180	95,346	2,090	2,345	101,961
British Columbia	n/a	129,454	n/a	999	130,453
Yukon	n/a	n/a	n/a	749	749
Northwest Territories	n/a	494	n/a	43	537
Nunavut	n/a	1	n/a	2,691	2,692
Totals by Language	18,420	605,486	11,046	185,076	820,028

Notes:

¹ This table reflects services provided between April 1, 2023 and March 31, 2024.

² This table excludes Indigenous pan-Canadian data.

³ This table reflect the language in which the service was actually delivered, regardless of the client's preferred official language (OL).

⁴ Quebec does not provide information on client language or language of service. Consequently, counts for French represent services provided to clients outside Quebec.

⁵ Refers to languages other than English and French, which are the official languages of the Government of Canada.

⁶ LMDA data for YT and NU are estimated figures.

Targeting clients with the Targeting Referral and Feedback (TRF) system

The Targeting, Referral and Feedback (TRF) system is a federal tool that provides PTs with the client-level data to identify and provide outreach to EI applicants in a timely manner for a quicker return to the workforce. Each PT can set selection criteria to identify EI applicants who are likely candidates for jobs in demand or for programs available based on their labour market characteristics. These criteria are varied and can be revised, activated, or removed at any time in the TRF to match changes in the labour market, program offerings, and available capacity.

In 2018, the LMDAs introduced a mandatory requirement for PTs to implement the TRF. All PTs have implemented the TRF as of 2021; increasing the utilization of the TRF is ongoing. ESDC tracks the number of referrals that are being sent daily to PTs for administrative purposes.

In 2023-24, more than 1.5 million applicants were processed across Canada, with 648,000 referrals made, representing an overall referral share of 42.9%. This marks a significant increase compared to the previous fiscal year, where the referral share was 36.8%. Notably, the Northwest Territories led the country in referral activity, referring 85.3% of applicants, a sharp increase from 48.5% the year prior. Newfoundland and Labrador (67.3%), Ontario (56.8%), with Nova Scotia (52.1%) and Quebec (49.9%) also saw around half of their applicants referred through the system.

Table 3.1.4.4.1010 – Canada, 2023-24, Targeting, Referral, and Feedback (TRF), by province and territory

Provinces/Territories	% referrals from EI applicants, 2022-23	% referrals from EI applicants, 2023-24	Number of referrals, 2023-24
Newfoundland and Labrador	67.3%	67.3%	48,293
Prince Edward Island	0.0%	0.0%	n/a
Nova Scotia	10.6%	52.1%	32,424
New Brunswick	0.2%	0.0%	n/a
Quebec	49.4%	49.9%	199,861
Ontario	32.7%	56.8%	266,098
Manitoba	52.5%	12.3%	5,954
Saskatchewan	42.6%	19.0%	7,816
Alberta	25.0%	23.1%	38,556
British Columbia	38.5%	29.3%	47,619
Yukon	0.0%	0.0%	n/a
Northwest Territories	48.5%	85.3%	2,116
Nunavut	0.0%	0.0%	n/a
Canada	36.8%	42.9%	648,737

Sources: Targeting, Referral, and Feedback Dataset

Clients by province and territory (PT)

Table 3.1.4.11 – Canada, 2023-24, clients served, by client type and province or territory^{1,2,3,4,5}

Client type	Active claimants target ⁴	Active claimants served	Former claimants served	PPE clients served	Total insured clients served	Non-insured clients served	Total clients served
Newfoundland and Labrador	5,000	3,775	2,082	219	6,076	1,126	7,202
Prince Edward Island	3,730	3,316	1,186	275	4,777	1,301	6,078
Nova Scotia	5,500	4,402	2,203	744	7,349	3,755	11,104
New Brunswick	9,700	4,581	2,654	802	8,037	5,719	13,756
Quebec ⁴	70,200	63,751	24,851	10,026	98,628	42,607	141,235
Ontario	27,784	33,812	39,929	17,948	91,689	62,048	153,737
Manitoba	5,000	5,822	4,138	2,905	12,865	12,687	25,552
Saskatchewan	33,000	5,299	4,969	3,788	14,056	718	14,774
Alberta	24,000	21,697	10,501	3,674	35,872	20,539	56,411
British Columbia	30,000	20,977	10,505	4,179	35,661	25,422	61,083
Yukon	200	212	0	0	212	0	450⁵
Northwest Territories	275	102	126	96	324	23	347
Nunavut	100	12	1	0	13	0	1,180⁵
Total EBSM	214,489	167,758	103,145	44,656	315,559	175,945	492,909
Indigenous Pan-Canadian clients	0	8,634	12,854	4,787	26,275	n/a	26,275
Totals	214,489	176,392	115,999	49,443	341,834	175,945	519,184⁵

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures.

³ QC includes both active and former claimants in the "Active claimants target" column, whereas other jurisdictions only include active EI claimants served.

⁴ "0" indicates data was not provided, while "n/a" indicates data is not available.

⁵ Row sums for YT and NU do not match the totals column, as they include 'Unknown' client types not displayed in this table.

3.2 Provincial and Territorial activities

In 2023-24, Canada's LMDAs continued to be an essential tool for PTs, enabling them to design and deliver tailored employment programs that address their specific labour market needs. These agreements provide PTs the flexibility to implement tailored solutions that support local workers and employers. Under the LMDAs, PTs deliver programs and services that are similar to the EBSMs established under Part II of the *EI Act*.

The distinct needs and challenges of each PT are central to the LMDA framework. Each year, PTs carry out consultations with a diverse range of stakeholders—including employers, industry associations, labour unions, community groups, Indigenous organizations, post-secondary institutions, and representatives of Official Language Minority Communities. These dialogues ensure that programs and services remain relevant to local labour market conditions, connecting job seekers to meaningful opportunities and providing businesses with access to skilled talent.

The approaches used for these consultations are as varied as the regions themselves. For example:

- The Government of Quebec uses a formal mechanism (Commission des partenaires du marché du travail) to engage all stakeholders on all Quebec programs at once
- New Brunswick implements Regional Labour Market Partnership Forums in 12 regions across the province
- Northwest Territories tailors its consultation process to each region of the territory via Regional Training Committees
- Alberta meets with stakeholders through ad hoc roundtables, national advisory committees, and labour market information sessions

These targeted approaches allow PTs to gather crucial feedback and insights that directly inform their LMDA programming, ensuring a responsive and adaptable approach to evolving labour demands. By focusing on increasing labour market participation among underrepresented groups and enhancing employer access to a skilled workforce, PTs contribute to the inclusivity and resilience of Canada's economy.

Through the LMDA, each PT not only addresses local labour market challenges but also contributes to national economic goals by building a workforce that is skilled, diverse, and ready for the future. The 2023-24 LMDA allocations reflect this commitment, as PTs work to bridge skills gaps, support workforce transitions, and create employment pathways that benefit both individuals and communities.

Below are the 2023-24 LMDA allocations.

Table 3.2 – Canada, 2023-24, Final LMDA allocation, by province and territory

Province/Territory	Base funding	Budget 2023 additional funding ¹	Administrative funding	Total funding
Newfoundland and Labrador	\$123,243,234	\$14,172,161	\$8,937,456	\$146,352,851
Prince Edward Island	\$22,445,126	\$3,653,405	\$2,695,332	\$28,793,863
Nova Scotia	\$74,859,795	\$15,818,382	\$10,148,601	\$100,826,778
New Brunswick	\$85,863,182	\$15,750,478	\$8,922,000	\$110,535,660
Quebec	\$539,963,982	\$100,726,245	\$58,920,000	\$699,610,227
Ontario	\$581,168,091	\$153,304,008	\$57,277,082	\$791,749,181
Manitoba	\$44,163,193	\$13,026,956	\$6,079,000	\$63,269,149
Saskatchewan	\$38,175,033	\$11,168,343	\$6,022,000	\$55,365,376
Alberta	\$155,484,268	\$49,641,471	\$9,594,000	\$214,719,739
British Columbia	\$275,380,128	\$46,474,213	\$20,535,000	\$342,389,341
Yukon	\$3,901,819	\$431,829	\$389,000	\$4,722,648
Northwest Territories	\$2,761,162	\$420,352	\$1,450,000	\$4,631,514
Nunavut	\$2,590,987	\$412,157	\$787,000	\$3,790,144
Totals	\$1,950,000,000	\$425,000,000	\$191,756,471	\$2,566,756,471

Notes:

¹ Announced in Budget 2023.

3.2.1 Newfoundland and Labrador

EBSM key facts

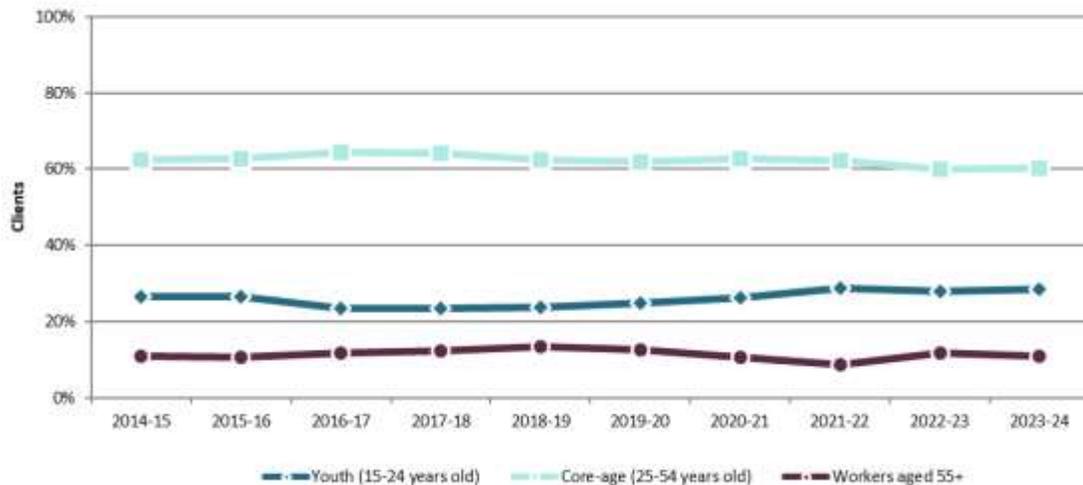
Table 3.2.1.1 – Newfoundland and Labrador, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	3,775	2,082	219	1,126	7,202
Share of total	52.4%	28.9%	3.0%	15.6%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024

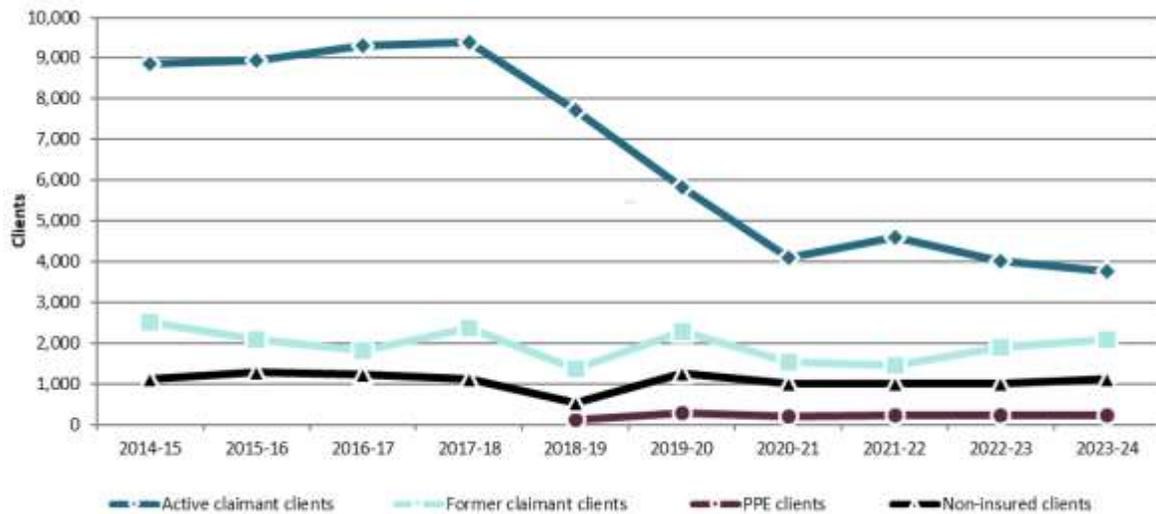
Chart 3.2.1.1 – Newfoundland and Labrador, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.1.2 – Newfoundland and Labrador, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.1.2 – Newfoundland and Labrador, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	6,167	+5.1%	33.8%	-3.5
Employment Assistance Services	12,094	+22.8%	66.2%	+3.5
Total services	18,261	+16.2%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.1.3 – Newfoundland and Labrador, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	696	-10.7%	\$9,606,094	-5.6%
Self-Employment	171	-20.8%	\$5,604,508	-7.9%
Job Creation Partnerships	797	-20.1%	\$7,777,980	-12.8%
Skills Development-Regular	3,283	+19.0%	\$57,522,000	-3.6%
Skills Development-Apprentices	1,220	+9.2%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	6,167	+5.1%	\$80,510,919	-52.6%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

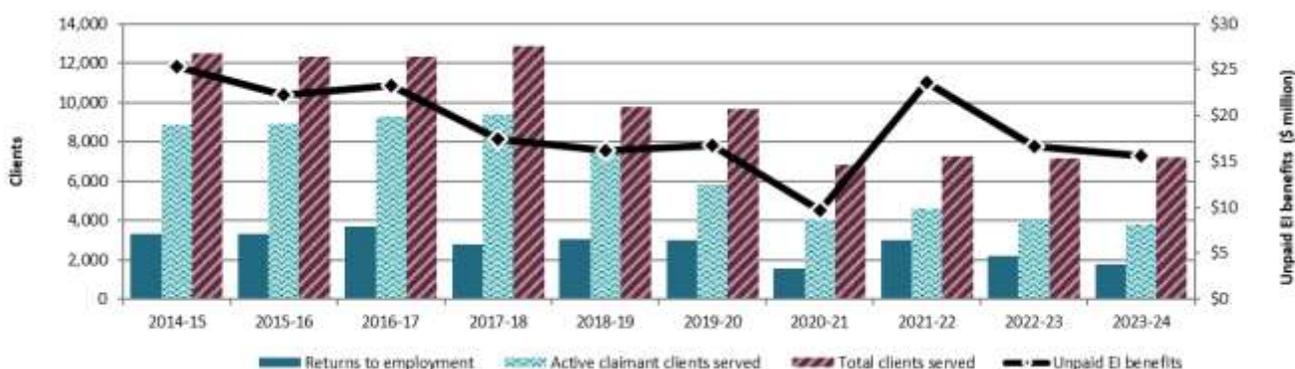
Table 3.2.1.4 – Newfoundland and Labrador, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	5,972	+16.6%	\$12,315,876	-30.6%
Individual Counselling	6,122	+29.5%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$19,394,347	-64.3%
Research & Innovation	n/a	n/a	\$25,194,253	+284.2%
Totals	12,094	+22.8%	\$56,904,476	-27.6%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.1.3 – Newfoundland and Labrador, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Newfoundland and Labrador continued to face a tight labour market, with historically low levels of unemployment and ongoing human resources challenges. Significant labour shortages contributed to a strong demand for training and employment supports to help both employers and employees adapt to evolving needs. Key sectors such as retail, food service, accommodations, and healthcare continued to experience high labour demands.

The unemployment rate for individuals aged 15 and over declined to 10.0% in 2023, compared to 11.3% in 2022.²⁹ In contrast, Canada’s national unemployment rate was 5.4% in 2023 and 5.3% in 2022.³⁰

Despite these improvements, the province’s labour market remained characterized by skills mismatches and an aging population, both of which created an ongoing challenge for employers.

As of March 2024, the province had nearly 3,500 job vacancies³¹ compared to 27,400 individuals who were unemployed, had searched for work in the last four weeks, and were available for employment.³²

In response to these challenges, there remained a strong need for training supports, particularly in emerging sectors and industries. Stakeholders continue to emphasize the importance of enhanced collaboration, better access to labour market information, and addressing skills gaps through targeted development and experiential learning opportunities. Efforts to attract and retain talent, including the recognition of foreign credentials and increase in immigrations, remain crucial to supporting the province’s labour market needs.

²⁹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

³⁰ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

³¹ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

³² [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

Canada-Newfoundland and Labrador Labour Market Development Agreement

In 2023-24, Newfoundland and Labrador received approximately \$146 million through the LMDA, supporting programs and services that addresses the province's labour market challenges. Approximately 7,200 clients were served (about half of the previous year), and within six months of receiving training and employment supports, approximately 39% of active claimant clients had secured employment (down from 48.5%), resulting in an estimated \$15.6 million in unpaid EI benefits.

The LMDA continued to play a pivotal role in addressing the province's labour market challenges. By offering a variety of programs and services, the LMDA has consistently demonstrated positive outcomes for diverse groups of clients, employers, and communities. These investments supported economic growth, educational advancement, job creation and overall economic development in Newfoundland and Labrador.

In 2023-24, the LMDA funded the delivery of the following programs:

- Wage subsidies
- Job creation partnerships
- Self-employment assistance
- Skills development
- Employment assistance services
- Labour market partnerships, and
- Research and innovation.

The Skills Development program, a key program under the LMDA, provided financial assistance to EI-insured participants, helping them gain the skills needed for employment. By covering training costs beyond tuition fees, the program ensured greater accessibility and affordability for participants, removing financial barriers for participants.

In 2023-24, an investment of \$49,799,370 was allocated to the Skills Development program, which included providing 1,907 clients with access to post-secondary training. This strategic funding not only enhanced participant's skills, but also improved their employability in a competitive labour market.

Additionally, Newfoundland and Labrador in collaboration with community organizations, delivered the Supported Employment program to develop employment opportunities for individuals with intellectual disabilities. This program provides tailored support to allow eligible individuals to participate to engage in integrated community employment. Services range from job orientation and analysis to full-time assistance from job trainers, providing participants with the support they need to meet job requirements and succeed in their roles.

In 2023-24, an investment of \$2,249,520 provided essential job support for individuals with intellectual disabilities. As a result, 1,324 individuals participated in the program, with 150 successfully securing

employment, showcasing the program's impact in promoting workforce inclusion and empowering individuals with intellectual disabilities to thrive in the job market.

Designated and/or under-represented groups

Newfoundland and Labrador continued its commitment to addressing labour market challenges by focusing on supporting designated and under-represented groups, including persons with disabilities, youth, Indigenous peoples, and women. In 2023-24, LMDA funding was allocated towards initiatives aimed at reducing barriers to employment and providing tailored training and work opportunities tailored for these groups.

For example, in 2023-24, Supported Employment Corporations received \$92,104 in funding to enhance opportunities for individuals with autism spectrum disorder. These corporations focused on helping participants develop action plans and employment strategies, while building personal, social and communications skills essential for workplace success. As a result, this initiative supported 44 individuals, helping them overcome barriers and achieve meaningful employment.

Additionally, the Office for Indigenous and Northern Skilled Trades (OINST), delivered by Trades Newfoundland and Labrador, received \$1,787,265 in funding for 2023-24 to advance efforts. The program expanded its reach with offices in St. John's, Corner Brook, and Happy Valley-Goose Bay, promoting skilled trades as a viable career path for Indigenous people. In total, OINST engaged 816 participants during the year, with 147 successfully securing employment in skilled trades industries.

Stakeholder consultations

In 2023-24, Newfoundland and Labrador maintained its commitment to engaging industry, labour, community, and education stakeholders to ensure programs and services remained effective, relevant, and responsive to evolving labour market needs.

The Workforce Innovation Centre (WIC) played a pivotal role in these efforts by hosting engagement sessions with underrepresented groups such as Indigenous peoples, persons with disabilities, youth, older workers, women, and newcomers. These sessions provided a platform to explore labour market challenges and opportunities, with findings directly informing program and policy development.

Key themes emerging from these consultations highlighting the importance of fostering collaboration and partnerships, improving access to labour market information, and addressing skills gaps through development and mentorship opportunities. Stakeholders also emphasized the need to prioritize key sectors such as healthcare, construction, and renewable energy, while preparing the workforce for the adoption of emerging technologies, including automation and artificial intelligence. Additionally, consultations highlighted the necessity of promoting diverse and inclusive workplaces, particularly for newcomers, and enhancing accessibility to programs and services to ensure equitable opportunity for all.

Grieg Seafood Newfoundland (GSN)

Grieg Seafood Newfoundland (GSN), located in Marystown, Newfoundland and Labrador, faced a significant challenge in finding qualified local workers to operate its land-based and marine-based aquaculture facilities. To address this, GSN received funding through the Labour Market Partnership Program to support industry adjustment and deliver Technician Skills training to 22 individuals from the local community. This initiative prioritized those experiencing long-term workforce needs through micro-learning, attraction, and retention; the development of hydrogen-focused post-secondary curriculum and courses; the creating of greater awareness of job opportunities and requirements in clean growth; and the promotion of clean energy innovation in Newfoundland and Labrador.

Participants also engaged in hands-on work placements at GSN, equipping participants with the skills needed for success in the aquaculture industry. Of the 20 participants who completed the program, 18 secured employment with GSN, demonstrating the initiative's effectiveness in bridging the gap between unemployment and meaningful employment. Funded over a 30-week period at a total cost of \$132,063, the project highlights the transformative impact of targeted skills training in addressing local labour market needs and fostering local economic development in the region.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Skills Development

Program: Skills Development
Expenditures: \$49,799,370 (36.9%)
Description: Assists EI-insured participants in need of financial assistance to obtain the skills needed for employment, ranging from basic to advanced skills through direct assistance to individuals. Funding covers costs paid to publicly funded training institutions beyond tuition recovery.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 1,907 clients received funding for post-secondary training
Program: Adult Basic Education (ABE) Supports
Expenditures: \$1,537,763 (1.1%)

Description: Provides support for EI- eligible clients to participate in ABE or General Educational Development (GED) preparation. Program targets EI-eligible clients. Tuition for some clients was paid directly by the Department of Education to ABE service providers, and individual supports were paid under the Skills Development Employment Benefit.

Target Client Groups: EI Insured participants

Benefits and Expected Results: 598 clients received benefits enabling participation and progress towards post- secondary training.

Program: Apprenticeship Supports

Expenditures: \$6,746,275 (\$1,402,153 for individual supports and \$5,344,122 for tuition costs) (5.0%)

Description: Provides financial assistance to apprentices, directed by Newfoundland and Labrador to attend full-time, in-school apprenticeship training, Assistance includes living allowance, dependent care, and travel costs.

Tuition costs were issued directly to training institutions by the Apprenticeship and Trades Certification Division.

Target Client Groups: EI Insured participants

Benefits and Expected Results: 1,286 apprentices benefitted, progressing toward journey person certification.

Program: Educational Assessments
Expenditures: \$40,000 (0.1%)
Description: An educational assessment helps identify strengths and areas for improvement in academic and cognitive functioning. It can reveal learning disabilities, intellectual disabilities, or giftedness. This type of assessment is particularly valuable for individuals facing academic or workplace learning challenges, as it provides a deeper understanding of the underlying causes and supports effective employment planning.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 17 clients received funding for educational assessments.

Program: Job Creation Partnerships Program (JCP)
Expenditures: \$7,777,980 (5.8%)
Description: Provides EI-insured participants with meaningful work experience to improve their employment prospects. While project activities offer benefits to both the participant and the community, the primary focus is on helping insured participants gain the work experience needed to secure lasting employment. Through JCP, participants will maintain or enhance their employability skills in a practical setting. EI-Eligible participating may receive a living allowance and sponsors may qualify for assistance with project overhead cost.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 867 individual clients received funding to participate in 198 JCP projects.

Wage Subsidies

Program: Supported Employment program
Expenditures: \$2,249,520 (1.7%)
Description: Delivered in partnership with community organizations, this program creates meaningful employment opportunities for individuals with intellectual disability. It offers tailored support to allow eligible individuals to participate in meaningful, integrated employment within the community. The program provides a range of supports, from orientation and job analysis to full-time assistance from a job trainer, ensuring that the participants successfully meet workplace exceptions and employer satisfaction.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 1,324 individuals participated; 150 successful gained meaningful employment.

Program: Wage Subsidy Community Coordinator
Expenditures: \$597,082 (0.4%)
Description: Receives contribution to encourage employers to hire female apprentices by offering wage subsidies to provide work experience that supports progression towards journey person status. The program targets EI-eligible women apprentices.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 34 placements were secured for clients by the Office to Advance Women Apprentices, supporting women apprentices in non-traditional occupations.

Program: Jobs NL Wage Subsidy
Expenditures: \$3,373,952 (2.5%)
<p>Description: Connects employers and employees together by providing wage subsidies for sustainable long-term employment or seasonal employment.</p> <p>Two streams were offered:</p> <ul style="list-style-type: none"> • Jobs NL- 42: Provides a wage subsidy over 28 weeks within 42-week period of employment period: <ul style="list-style-type: none"> ○ First 14 weeks: 60% subsidy, up to \$12/ hour. ○ Second 14 weeks: no subsidy. ○ Third 14 weeks: 80% subsidy, up to \$12/hour. • Jobs NL- 28: Provides a wage subsidy for a period of 10 to 28 weeks; supporting seasonal or short-term employment with a 60% subsidy, up to \$12/hour.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 507 clients work experience.

Program: Apprentice Wage Subsidy (AWS) Program
Expenditures: \$3,253,762 (2.4%)
<p>Description: Assists apprentices in gaining work experience in a skilled trade and progress towards journeyman certification. Employers hiring apprentices receive a 75% wage subsidy, up to \$14/hour, which is paid directly to the employer.</p>
Target Client Groups: EI Insured participants
Benefits and Expected Results: 362 apprentices acquired work experience towards journeyman certification.

Program: Opening Doors Program
Expenditures: \$39,303 (0.1%)
Description: Provides a wage subsidy to hire EI-eligible clients with disabilities for full-time, permanent positions within Provincial Government departments for a maximum of 52 weeks. These roles are specifically designated for persons with disabilities. It also provides resources and support to public service leaders, including information, advice, and training, on disability related employment issues. Additionally, career support services provide practical job search and career counselling assistance to persons with disabilities registered with the Office's Client Registry.
Target Client Groups: EI Insured participants
Benefits and Expected Results: One client obtained work experience and career support services to support the transition into employment.

Program: Employment Enhancement Program
Expenditures: \$92,475 (0.1%)
Description: Support employers in secondary processing sectors (forestry, aquaculture, agriculture, and fishing) by providing funding to create sustainable, long-term employment or seasonal employment opportunities and training allowance for new employees.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 27 individuals gained work experience across eight participating employers.

Self-Employment Assistance

Program: Community Coordinator
Expenditures: \$2,494,716 (18.5%)
Description: Provides funding to organizations to assist eligible unemployed clients with starting entrepreneurial training, general information sessions, and business plan development.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 17 organizations were provided with funding under this activity.

Labour Market Partnerships

Program: Labour Market Integration for Newcomers
Expenditures: \$3,089,688 (2.3%)
Description: Provides funding to organizations for pilot initiatives aimed at helping unemployed newcomers integrate into the workforce. These initiatives enable service providing organizations, groups and communities to develop and/or deliver programs that expedites newcomers' entry into the labour market, support advancement in their professional fields, and promote career progression.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 22 projects were supported with five different organizations.

Program: Labour Market Partnerships
Expenditures: \$16,304,660 (12.0%)
Description: Support employers, employer or employee associations, community groups and communities in develop and implement labour market strategies and activities to address labour force adjustments and meet human resource requirements. These partnerships focus on identifying labour market challenges, helping employed individuals at risk of job loss and fostering a positive outcome through collaborative initiatives. These initiatives address the employment needs of persons with disabilities, newcomers, Indigenous peoples, and needs of specific labour market sector such as: agriculture, petroleum, healthcare, skilled trades, early childhood education, environment, fisheries and aquaculture, tourism and hospitality, and information technology.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 50 projects received support under this program activity.

Employment Assistance Services

Program: Employment Assistance Services (EAS) Program
Expenditures: \$12,315,876 (9.1%)
Description: Provides funding to organizations to offer employment assistance services (EAS) to unemployed or underemployed individuals in individual or in a group setting. Key services include self-serve employment resources, needs assessments, development of employment plans, case management, employment counselling, and workshops on topics such as job search, resume writing, and transitional employment support.
Target Client Groups: EI Insured participants
Benefits and Expected Results: 48 agreements were funded, resulting in over 18,261 services provided to clients

Research and Innovation

Program: Research and Innovation
Expenditures: \$25,194,253 (18.7%)
Description: Provides funding support for research and innovative projects that explore and identify better ways of helping individuals prepare for and attach to the labour market as productive employees.
Target Client Groups: Research institutions
Benefits and Expected Results: One key outcome of the Research and Innovation program is the micro-credential pilot, which helps individuals gain industry-recognized skills while working. This initiative addresses labour market gaps, supports under-represented groups, and create pathways to higher-paying, sustainable employment.

3.2.2 Prince Edward Island

EBSM key facts

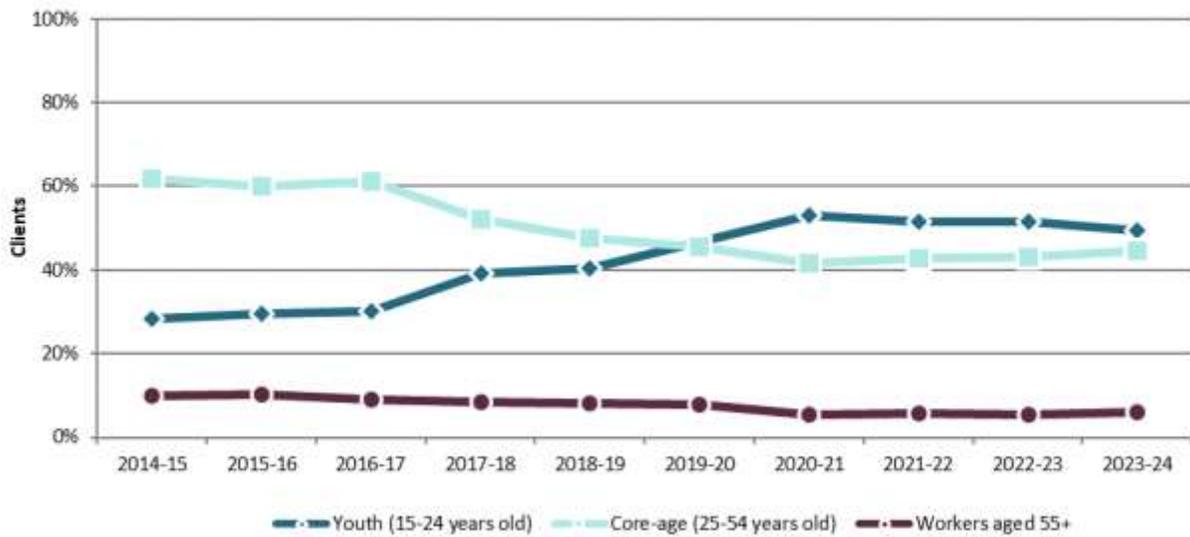
Table 3.2.2.1 – Prince Edward Island, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	3,316	1,186	275	1,301	6,078
Share of total	54.6%	19.5%	4.5%	21.4%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

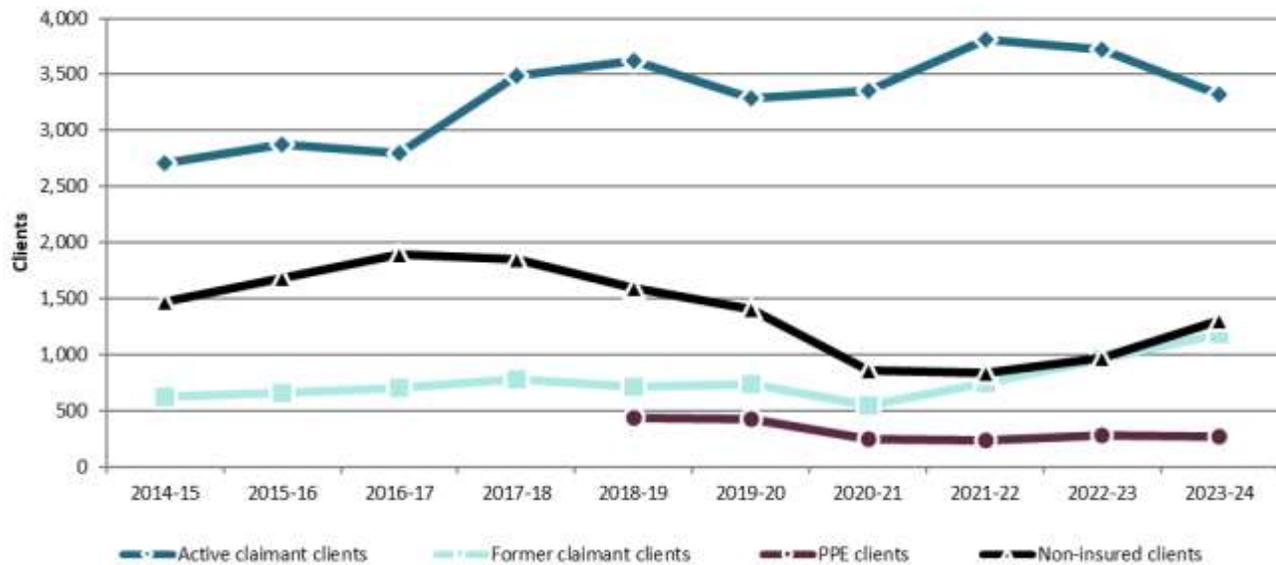
Chart 3.2.2.1 – Prince Edward Island, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.2.2 – Prince Edward Island, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.2.2 – Prince Edward Island, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	3,566	-9.4%	30.2%	-4.0
Employment Assistance Services	8,258	+9.0%	69.8%	+4.0
Total services	11,824	+2.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.2.3 – Prince Edward Island, 2023-24, Employment Benefits key facts, by service type^{1,2}

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	365	-11.4%	\$3,339,000	-13.9%
Self-Employment	104	+6.1%	\$1,488,501	-2.7%
Job Creation Partnerships	16	0.0%	\$233,684	-5.5%
Skills Development-Regular	2,578	-13.6%	\$14,388,000	+10.7%
Skills Development-Apprentices	503	+18.1%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	3,566	-9.4%	\$19,448,629	+4.3%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² 2022-23 EI MAR Revision: PE targeted wage subsidies should have been \$3,877,113 and skills development should have been \$12,993,142.

Table 3.2.2.4 – Prince Edward Island, 2023-24, Support Measures key facts, by service type^{1,2}

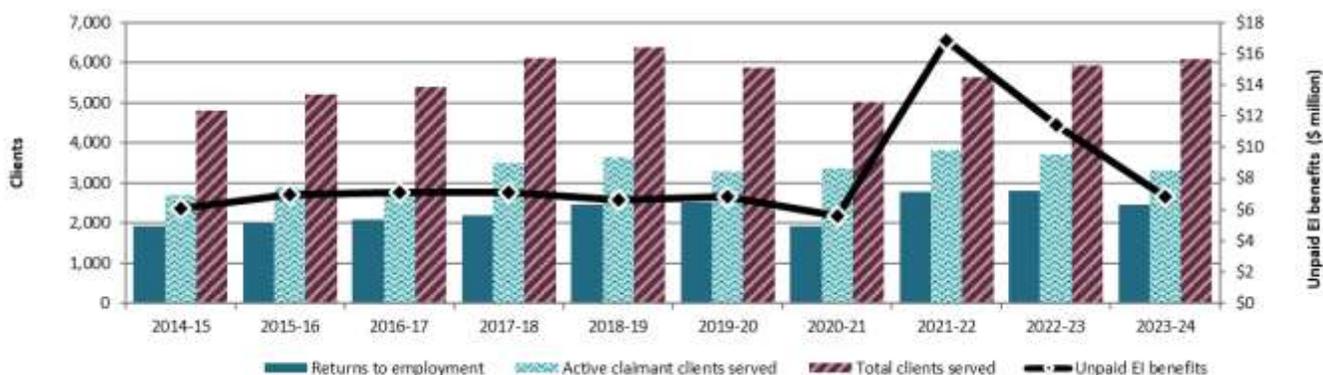
Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	6,774	+4.7%	\$5,052,517	-6.5%
Individual Counselling	1,484	+34.1%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$1,597,385	-10.9%
Research & Innovation	n/a	n/a	n/a	n/a
Totals	8,258	+9.0%	\$6,649,902	-7.6%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² Individual counselling is an intervention and expenditures are reflected within the employment services support measure.

Chart 3.2.2.3 – Prince Edward Island, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Prince Edward Island’s economy showed continued resilience, building on the recovery momentum from previous years. The province’s employment outlook remained positive, supported by widespread employment gains, notably in healthcare and social assistance, accommodation and food services and agriculture. Despite external challenges, the province’s economic performance remained steady, marked by a declining unemployment rate and a strengthening job market.

The unemployment rate for those aged 15 and over in Prince Edward Island was 7.3% in 2023, an improvement from 7.6% in the previous year.³³ In comparison, Canada’s unemployment rate in 2023 was 5.4%, slightly higher than 5.3% in 2022.³⁴

Similar to other provinces, Prince Edward Island population continues to age. However, since 2016, the province has been experienced higher levels of population growth, with the median age declining since 2017 due to the large number of immigrants and non-permanent residents under the age of 40 entering the province.

³³ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

³⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

Canada-Prince Edward Island Labour Market Development Agreement

In 2023-24, Prince Edward Island received approximately \$28.8 million³⁵ through the LMDA. The funding served approximately 6,100 clients, including 3,300 being active claimant clients. Within six months of receiving training and employment supports, 48.5% of active claimant clients were employed, contributing to an estimated \$6.8 million in savings from unpaid EI benefits.

The Canada-Prince Edward Island LMDA supports the following provincial priorities:

- Developing a skilled workforce
- Preparing the future workforce
- Enhancing services for job seekers

Programs delivered under the Canada-Prince Edward Island LMDA in 2023-24 include:

- Employment assistance services
- Labour market partnerships
- Skills development
- Employer supported programs
- Work experience
- Entrepreneurship
- Skills development and employment supports – Accessibility supports

For example, the province delivered the Skills Development program focused on adult education, post-secondary, apprenticeship, group-based training, and industry-specific initiatives. Individuals were referred by employment counsellors to develop marketable and occupational skills they need to find work in Prince Edward Island through training at public or private institutions. In 2023-24, 4,500 individuals participated in these training programs, enhancing their employment prospects.

In Prince Edward Island, Employer Supported Programs (which includes Employ PEI & Graduate Mentorship Program) help employers hire unemployed individuals and recent graduates. These programs provided participants with valuable mentorship and with on-the-job work experience. In 2023-24, 539 individuals participated in the program.

Designated and/or under-represented groups

Prince Edward Island actively considers the needs of designated and underrepresented groups, particularly individuals with disabilities, in its program planning and development. Through ongoing engagement with stakeholders, like the Supported Employment Network and the Access Ability Supports Advisory Council, the province ensures that programs are responsive to the unique challenges while promoting inclusivity. Initiatives include flexible funding for pilot programs, employer support for

³⁵ Includes \$2.695M in administration funding.

accommodating individuals with disabilities, and increasing awareness of the benefits of an inclusive workforce.

In 2023-24, there was a 25.8% increase in clients identifying as a person with a disability and a 29.0% increase in clients identifying as visible minority compared to the prior fiscal year. Approximately 65.0% of clients served in 2023-24 were 30 years or younger, reflecting continued efforts to support youth in the workforce.

Stakeholder consultations

Prince Edward Island engages with stakeholders annually to determine provincial priorities and align program with workforce needs. This consultation process includes input from a broad range of stakeholders, including employers, educational institutions, industry associations, and equity-deserving groups.

A key initiative in 2023 was Workforce Day: 2023 Investing in People, which brought together over 150 participants to address labour market challenges, share best practices, and explore innovative solutions. Discussions emphasized aligning training with industry needs, fostering inclusive workplaces, and increasing access to experiential learning opportunities.

Key themes that emerged from the consultations included the need for training that aligns with technological advancements, such as automation and artificial intelligence, and supports the growing demand for digital skills. There was also a strong focus on maximizing workforce participation by ensuring all Islanders, including underrepresented groups, have access to skills development opportunities.

Career Bridges

Career Bridges is a 12-week employment skills program designed to help unemployed and underemployed clients re-enter the workforce. The program includes vocational assessment, career exploration, planning and decision making through six weeks of classroom training, followed by six weeks of on-the-job training and work placements, providing participants with practical skills and experience. The program targets the four employability dimensions including career/occupational decision making, skills enhancement, job search skills and employment maintenance. Career Bridges offers participants insight into various careers available in Prince Edward Island, helping them set realistic and obtainable goals for sustainable employment.

The 12-week program consists of three phases:

1. Diagnostic/Self-Assessment
2. Job Search Skills and Employability Skills
3. Work Exposure

Career Bridges operates from four locations across Prince Edward Island, with offices in Charlottetown, Summerside, O'Leary and Montague.

Client testimonial "Career Bridges changed my life. This program taught me how to believe in myself and challenge my goals. I gained intel on what options were available, and more importantly the confidence to reach my goals. I highly recommend it to others seeking an opportunity to not only re-enter the workforce, but give you the tools and the confidence to pursue your dreams."

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Employment Assistance Services (EAS)
Expenditures: \$5,052,517 (19.3%)
Description: Employment Assistance Service Centers offer an integrated bundle of employment services to help participants understand, prepare for, and meet the needs of the provincial labour market. EAS centers also support job seekers with services such as job search, job matching, and career counselling.
<p>Target Client Groups: The Department of Workforce, Advanced Learning and Population funds 11 Employment Assistance Services providers across the province to assist Islanders in preparing for, obtaining and maintaining employment. The Employment Assistance Services program provides individuals access to various services, including employment counseling, career planning, personal and professional development and job search training with labour connections.</p> <p>EAS providers offer services for unemployed and underemployed Islanders at 26 locations across the province. The network of 11 service providers are part of a service delivery approach that provides a full range of responsive, accessible and client centered labour market programming. Approximately 70 case managers work for the network across the province providing employment services.</p> <p>The case managers are responsible for developing the action plan with clients and are responsible for monitoring and reporting through the performance measurement framework. All participants accessing public funding must develop a plan and be monitored through the national performance measurement framework.</p>
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • To equip Islanders to prepare for employment, to obtain employment, and to maintain employment; • Expand access to client services across the province; • Evolve delivery model to include access to services via digital and non-standard work week; • Standardized monitoring and reporting for all participants.

<p>Program: Labour Market Partnership – Workforce Development Projects for Labour Force Adjustments</p>
<p>Expenditures: \$1,597,385 (6.1%)</p>
<p>Description: Short term funding to encourage groups to work in partnership to develop activities or strategies that assist individuals or employers who are impacted by labour market challenges in a community or an industry.</p>
<p>Target Client Groups: Unemployed and underemployed individuals and underrepresented groups.</p>
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • To support industry sectors with planning and strategies to address labour market priorities; • To provide human resource support to small businesses that need HR expertise; • The continued focus will be on sector councils and partnerships to address labour market trends, providing human resource expertise to small business owners to support workforce development growth and further identification of industry training needs. • Upskilling and reskilling workers to address industry training needs/gaps, build business competitiveness, and to ensure labour market participants have the required skills and credentials to fill labour market gaps/opportunities.

Program: Skills Development
Expenditures: \$14,387,535 (55.1%)
Description: The department funds skills development programs such as adult education, postsecondary, apprenticeship, group-based training and industry-specific initiatives to assist unemployed, employed and underemployed individuals, and access to skills training to meet emerging requirements to succeed in the workforce now and into the future.
Target Client Groups: Adult students, unemployed and underemployed individuals, employed workers, apprentices and underrepresented groups.
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • To provide case-managed individuals with access to appropriate training and educational opportunities related to current and emerging employment opportunities; • To increase the number of individuals who find sustainable employment as result of receiving financial assistance in support of a training intervention; • To invest in short-term group-based training initiatives enhancing job readiness skills, essential skills and provide a valuable work experience to assist unemployed individuals make a successful transition to the labour market; • To collaborate with industry partners to identify possible solutions to address current and emerging skills shortages in priority areas such as apprenticeship, healthcare and early childhood education to ensure future sustainability; • To support labour force development by providing financial assistance to employers to train employed and underemployed workers to meet workforce needs and increase skill levels to meet job-specific and incremental industry requirements.

Program: Employer Supported Programs (EmployPEI & Graduate Mentorship Program)
Expenditures: \$3,338,909 (12.8%)
Description: Employment programs to assist Island employers to hire unemployed individuals and recent graduates and provide them with an on-the-job work experience and mentorship to enhance the individual's skills and employability ideally leading to a full-time job. Focus will be on experiential learning opportunities that align with field of study.
Target Client Groups: Job seekers - Unemployed and underemployed individuals including unemployed recent graduates.
Benefits and Expected Results: <ul style="list-style-type: none"> • To link recent post-secondary graduates with a valuable work experience in their field of study through a mentored work experience; • To connect employers to a skilled and job ready workforce to meet their needs; • To create experiential learning and mentorship opportunities to retain newcomers and create employment pathways for youth and underrepresented groups.

Program: Work Experience– Labour Force Development
Expenditures: \$233,684 (0.9%)
Description: An employment program that provides financial support to non-profit organizations for short-term projects while providing insured individuals with a work experience to enhance their employability skills.
Target Client Groups: Unemployed and underemployed individuals and underrepresented groups.
Benefits and Expected Results: <ul style="list-style-type: none"> • To provide an individual with upskilling or reskilling so they have a viable skillset that meets labour market needs, resulting in the potential for long-term employment; • To create linkages between businesses and unemployed/under-represented populations by establishing work experiences; • To support non-profit organizations to cover the wages of an unemployed Islander to assist with a community project.

Program: Self Employ – Entrepreneurship
Expenditures: \$1,488,501 (5.7%)
Description: The Self Employ program provides unemployed individuals with financial and entrepreneurial assistance to launch a business.
Target Client Groups: Unemployed individuals
Benefits and Expected Results: <ul style="list-style-type: none"> • To support economic growth on Prince Edward Island; • Increase labour market participation by supporting individuals with self-employed job creation; • To create further employment opportunities through the development of new enterprises.

3.2.3 Nova Scotia

EBSM key facts

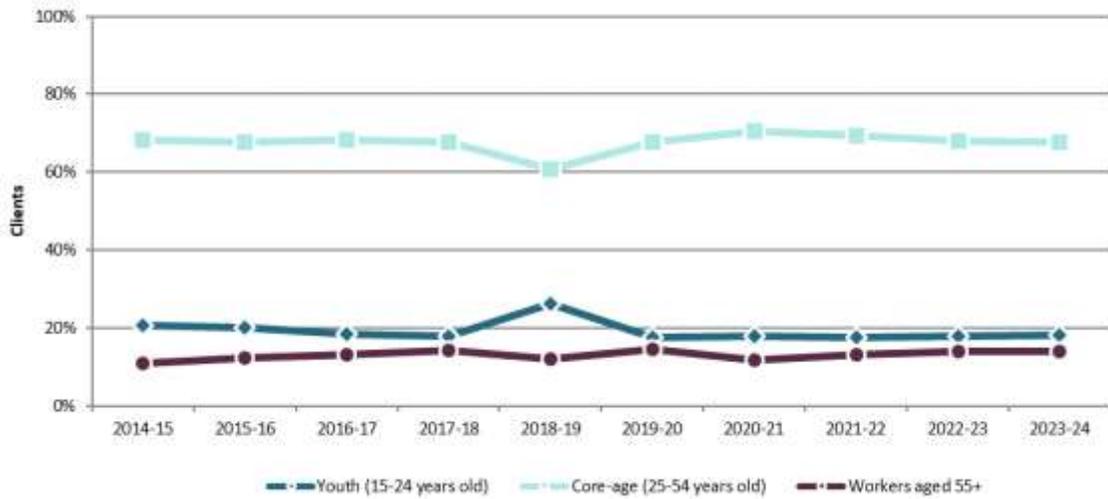
Table 3.2.3.1 – Nova Scotia, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	4,402	2,203	744	3,755	11,104
Share of total	39.6%	19.8%	6.7%	33.8%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

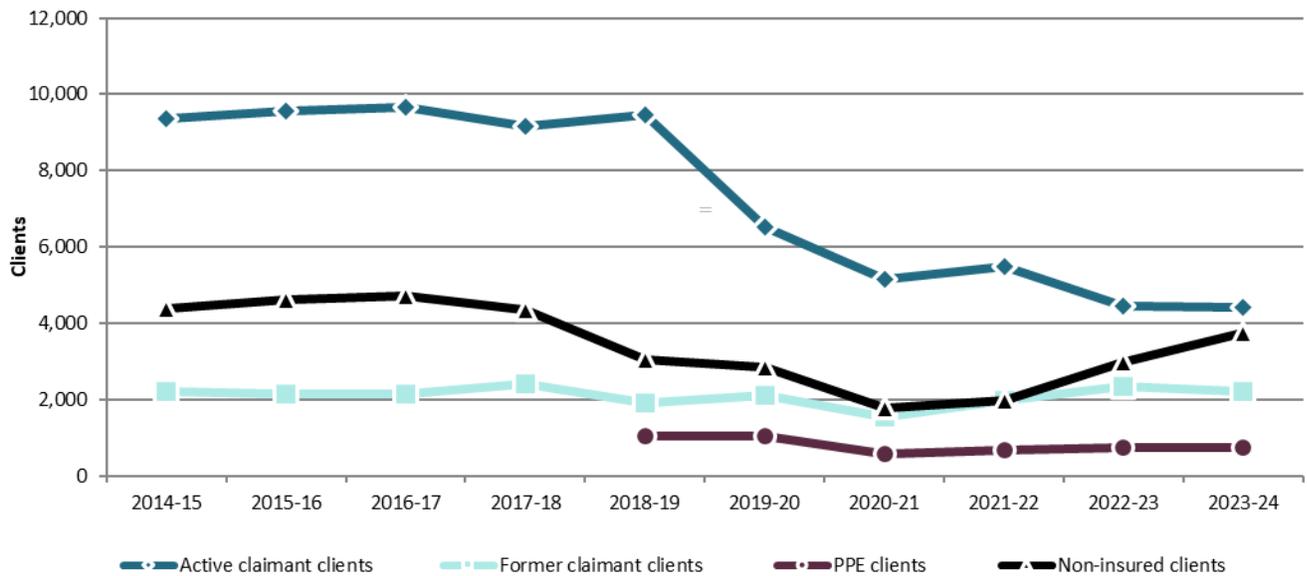
Chart 3.2.3.1 – Nova Scotia, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.3.2 – Nova Scotia, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.3.2 – Nova Scotia, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	3,703	+5.9%	17.3%	-0.2
Employment Assistance Services	17,655	+6.9%	82.7%	+0.2
Total services	21,358	+6.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.3.3 – Nova Scotia, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	274	-45.0%	\$2,062,950	-44.9%
Self-Employment	122	-60.1%	\$3,469,881	-50.0%
Job Creation Partnerships	31	-53.0%	\$519,136	-55.0%
Skills Development-Regular	1,472	+38.2%	\$35,546,354	+6.5%
Skills Development-Apprentices	1,804	+15.4%	included above	included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	3,703	+5.9%	\$41,598,321	-8.0%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

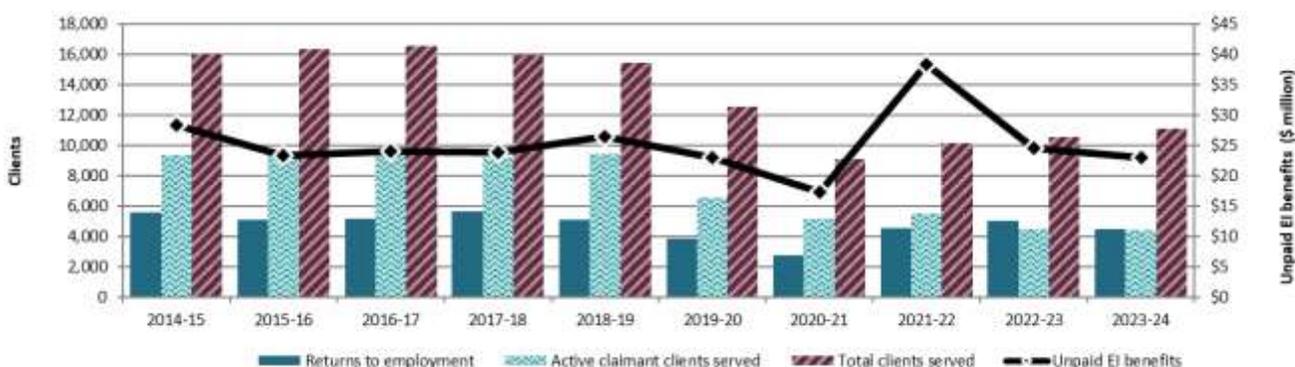
Table 3.2.3.4 – Nova Scotia, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	16,729	+8.3%	\$39,553,543	+6.6%
Individual Counselling	926	-13.1%	included above	included above
Labour Market Partnerships	n/a	n/a	\$6,576,500	+64.4%
Research & Innovation	n/a	n/a	\$2,949,813	125.8%
Totals	17,655	+6.9%	\$49,079,856	+15.7%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.3.3 – Nova Scotia, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Nova Scotia experienced low unemployment rates and an increase in job vacancies. To attract workers, employers raised average hourly wages, however, the labour market continued to have many long-term vacancies. Nova Scotia also experienced strong population growth in 2023 (+3.2%) due to significant immigration and interprovincial migration. Despite this growth, the aging population remained a challenge, with many baby-boomers retiring and exiting the labour force in large numbers, affecting both labour supply and economic growth.

The unemployment rate for those aged 15 and over decreased slightly to 6.3% in 2023, a slight decrease from 6.5% in 2022 reflecting a modest recovery in the province’s labour market.³⁶ In comparison, Canada’s unemployment rate in 2023 was 5.4% and in 2022 was 5.3%.³⁷

By March 2024, Nova Scotia had about 15,300 job vacancies³⁸, while approximately 29,000 people were unemployed, had recently looked for work in the past four weeks, and were available for work.³⁹

Nova Scotia remains focused on population in-migration to offset population declines and maintain a healthy demographic profile, growth employment, and meet labour market needs.

Canada-Nova Scotia Labour Market Development Agreement

In 2023–24, Nova Scotia received approximately \$101 million through the LMDA. Approximately 19,000 clients were served. Within six months of receiving training and employment supports, approximately

³⁶ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

³⁷ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

³⁸ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

³⁹ [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

61% of active claimant clients were employed which contributed to an overall savings of approximately \$23 million in unpaid EI benefits.

Nova Scotia offered a number of Employment Benefits and Support Measures (EBSM) through the LMDA. In 2023-24, the province offered the following programs and services:

- Employment Assistance Services
- Skills Development
- Nova Scotia School of Adult Learning
- Labour Market Partnership
- START – Nova Scotia’s version of the Targeted Wage Subsidy
- Job Creation Partnership program
- Self-Employment Assistance
- Research and Innovation
- Work Activity Centre

For example, in 2023-24, the Employment Assistance Services (EAS) program supported approximately 13,000 Nova Scotians. This program is provided through 16 external service providers across 50 locations throughout the province. All Nova Scotians can access EAS’s Nova Scotia Works (NSW) self-directed resources. Additionally, unemployed Nova Scotians who are Canadian citizens or permanent residents are eligible for additional services, including individualized case management. These services may include employment needs assessment, career planning, employment counselling, job placement services, and follow-up support.

In 2023-24, almost 2,400 participants benefited from Skills Development (SD) training programs including SD-Regular, SD-Fast Forward, and SD-Apprenticeship.

- The SD (Regular) program is an employment program that provides financial assistance to LMDA-eligible participants to help them obtain the skills training they need to find employment. It is designed for those who need to learn additional basic-to-advanced skills to help them find sustainable employment. Eligible participants are those who are unable to find and secure employment with their existing skills and who lack marketable skills but who are otherwise job-ready. Participants attend training full-time, and training may be provided through public or private providers.
- SD Fast Forward is Nova Scotia’s version of the Feepayer Program. This program provides an opportunity for individuals who are in receipt of regular Employment Insurance (EI) benefits to attend approved training, at their own expense, to improve their skills and enhance their employability for the duration of their claim.
- SD Apprenticeship—This program provides wrap-around support, using LMDA funding, to help apprentices cover costs such as travel, childcare, accommodations, assistive technology, and books.

Designated and/or under-represented groups

As Nova Scotia is facing an aging population, the focus was on increasing the labour market participation rate of all available workers, including those from under-represented groups such as:

- Indigenous peoples
- Racialized people
- Persons with disabilities
- Women
- Youth
- Older workers

Having a diverse and inclusive workforce is essential to the province's economic development and prosperity. The province introduced policies that help address labour market challenges to improve the equity, diversity and inclusion of its workforce. In recent years, Nova Scotia had a rise in the participation rates of older workers and women.

For example, in 2023-24, Employment Development Specialists (EDSs) engaged with community representatives and representative from community-serving organizations within First Nations, African Nova Scotian, Africadian (people of African Canadian descent), Acadian, and newcomer communities to discuss how Employment Nova Scotia (ENS) might collaborate to address labour market challenges in these communities, comprising of connection with existing provincial programs and services, including engagement in specialized programs (Work For You and Job Creation Partnership, as well as special initiatives such as training opportunities to support those underrepresented in the Nova Scotia Labour Market. In 2023-24, EDSs built on previously established relationship to engage in deeper discussion regarding the unique barriers faced when entering the labour market and how ENS might adapt to become more inclusive to those who have traditionally faced greater barriers entering the labour market.

Stakeholder consultations

In 2023-24, Nova Scotia conducted consultations with a wide range of stakeholders, including employers, service providers, program administrators, program participants, sector councils, and other organizations representing LMDA and WDA stakeholders. These consultations, both formal and informal were integral to program planning and evaluation.

For example, Nova Scotia met regularly with the Nova Scotia School of Adult Learning (NSAAL), which is responsible for providing adult education services across the province. NSAAL works closely with service providers, educators and community organizations to ensure the needs of adult learners are met. In 2023-24, NSAAL facilitated four regional planning meetings per region and collaborated with a diverse group of stakeholders, including NS Works, the Black Educator's Association, and Deaf Literacy NS, to enhance learning opportunities and address emerging needs.

Microcredentials Initiative Innovation Fund (MIIF)

In 2023-24, through funding from the Canada-Nova Scotia LMDA, the Microcredentials Initiative Innovation Fund (MIIF) was launched to support the Nova Scotia Microcredentials Framework (2023). The purpose of this fund is to provide initial financial support and oversight to industry organizations, training providers, and post-secondary institutions to co-develop and deliver 24 unique Microcredentials. This initiative is supported by Microcredentials Initiative Community of Practice (CoP) aimed at fostering collaborations between eligible organizations and government to establish a coordinated Microcredentials ecosystem across the province. The learning gained from these projects will inform recommendations for quality standards for the development, delivery, and recognition of Microcredentials in Nova Scotia. The MIIF projects will enhance workforce inclusion, improve job accessibility, and foster career advancement. They align with key government priorities, including affordable housing, net-zero targets, workforce retention, digital adoption, healthcare, and youth employment. Between April 2024 and June 2025, the Microcredentials Innovation projects will collaborate with 59 organizations, benefiting approximately 571 learners.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Work Activity Centre (WAC)
Expenditures: \$2,780,000 (3.5%)
Description: The WAC program is an employment initiative that, through partner organizations, provides support to Nova Scotians with employment barriers to engage in entry level work or education and skills training. Administered by Department of Community Services (DCS). Even though WAC is funded by both LMDA and WDA (along with provincial funds), it was not possible to break the table down into counts per section due to data limitations.
Target Client Groups: EI Insured participants
Benefits and Expected Results: EI Insured participants

Program: Employment Assistance Services – NS Works Centres and more
Expenditures: \$33,773,543 (42.9%)
Description: The EAS consists of 16 external service providers in over fifty (50) province-wide locations. All Nova Scotians can access EAS via Nova Scotia Works (NSW) by accessing virtual services through the digital service channel and self-directed resources, and all unemployed Nova Scotians who are Canadian citizens or permanent residents can access additional services, including individualized case management. These services may also include employment needs assessment, career planning, employment counselling, job placement services, and follow-up support.
Target Client Groups: EI Insured participants
Benefits and Expected Results: # Clients employed within six months of finishing the program, where known: 5,401/12,103 (45.0%)

Program: Skills Development – Regular
Expenditures: \$13,887,842 (17.7%)
Description: The SD (Regular) program is an employment program that provides financial assistance to LMDA-eligible participants to help them obtain the skills training they need to find employment. It is designed for those who need to learn additional basic-to-advanced skills to help them find sustainable employment. Eligible participants are those who are unable to find and secure employment with their existing skills and who lack marketable skills but who are otherwise job-ready. Participants attend training full-time, and training may be provided through public or private providers.
Target Client Groups: EI Insured participants
Benefits and Expected Results: # Clients employed within six months of finishing the program, where known: 383/506 (76%)

Program: Self-Employment (including SETA)
Expenditures: \$3,469,881 (4.4%)
Description: The Self-Employment program provides entrepreneurial support and financial assistance to eligible, unemployed participants starting their own business. Entrepreneurial support may include information sessions, orientation sessions, workshops, coaching, mentoring, and access to specific business implementation training to enable participants to develop and implement their business plans.
Target Client Groups: EI Insured participants
Benefits and Expected Results: # Clients employed within six months of finishing the program, where known: 198/210 (94%)

Program: Nova Scotia School of Adult Learning (NSSAL)
Expenditures: \$7,500,000 (9.5%)
Description: The NSSAL program offers tuition-free programming to help individuals improve their essential skills in reading, math, and digital, as well the behavioural (interpersonal) skills needed to achieve their goals. Through NSSAL, individuals can also take classes to obtain a Nova Scotia High School Graduation Diploma for Adults, upgrade high school credits to qualify for post-secondary education, or prepare for the high school equivalency certificate. These programs are offered in English and French through partner organizations – community learning organizations, adult high schools, Nova Scotia Community College (NSCC), and Université Sainte-Anne – across the province.
Target Client Groups: EI Insured participants
Benefits and Expected Results: # clients who obtained credentials (educational or technical), or certificates of completion: 333

Program: Labour Market Partnerships (Sector Councils)
Expenditures: \$6,576,500 (8.4%)
Description: This program supports an industry-led approach to human resource planning and development that is tailored to meet the labour market needs of a range of industry sectors. Its focus is on ensuring that small- and medium-sized businesses have increased access to expertise, resources, and support in the area of human resource planning.
Target Client Groups: EI Insured participants
<p>Benefits and Expected Results:</p> <p>The Labour Market Partnership program, for example, enabled key workforce initiatives that strengthened employer-employee connections, supported workforce retention, and enhanced skills development across Nova Scotia.</p> <p>In 2023-24, this included the efforts of the Association of Industry Sector Councils (AISC) and its members, who organized career fairs reaching nearly 18,000 participants, provided training for 12,000 individuals, developed strategic workforce planning tools for employers, and supported immigration strategies to address labour market needs. These initiatives contributed to a more resilient and adaptable workforce, benefiting both job seekers and employers.</p>

Program: START Program
Expenditures: \$2,062,950 (2.6%)
Description: The START program is Nova Scotia's version of the Targeted Wage Subsidy, and it encourages employers to target unemployed Nova Scotians requiring work experience, resulting in good jobs for Nova Scotians and good employees for employers. The program is intended to benefit small and medium-sized businesses but is available to all businesses and organizations (Not-For-Profit and Social Enterprises) that have a physical location in the province.
Target Client Groups: EI Insured participants
Benefits and Expected Results: # Clients employed within six months of finishing the program, where known: 139/159 (87%)

Program: Skills Development – Apprenticeship
Expenditures: \$5,133,359 (6.5%)
Description: In addition to Employment Nova Scotia (ENS) undertaking the administrative process with Service Canada to authorize registered apprentices to access Employment Insurance while attending apprenticeship technical training, ENS also provides wrap-around support, using LMDA funding, to help apprentices cover costs such as travel, childcare, accommodations, assistive technology, and books.
Target Client Groups: EI Insured participants
Benefits and Expected Results: The employment outcome counts are low because this indicator is not tracked, and most apprentices take time off from their work to attend this training and then return to their previous employment. However, this is not reflected in the numbers.

Program: Research & Innovation
Expenditures: \$2,949,813 (3.7%)
<p>Description: Research and Innovation (R&I) funding supports projects that will identify better ways of helping persons prepare for return to or keep employment and to be productive participants in the labour force.</p> <p>Includes:</p> <p>Employment Services Design Project</p> <p>Pier Labs will partner with the Department of Labour, Skills, and Immigration (LSI), Employment Nova Scotia (ENS) and Workplace Initiatives (WI) to complete a 12-month service design project. Through this partnership Pier Labs will provide expertise in project management, change management, service design, behavioral science, and research and evaluation. Throughout the 12-month project Pier Labs will provide support to LSI in implementing both continuous improvement and development of new programs and services.</p> <p>SETA: GO-3D</p> <p>Self Employment Training and Assistance Program (SETA) (WDA and LMDA): SETA provides entrepreneurial support and financial assistance to eligible persons interested in self employment as a career option. It offers a flexible pathway towards self employment with wrap-around supports and funding to address unique barriers to employment. Participants are engaged in a variety of activities, to enable them to implement their business plan. These include orientation, business development, business operations, mentorship, and coaching. The current Project being funded through this program is called the GO-3D Program (which stands for Growth Opportunities Determination </p>

Drive | Disability). TEAM Work Cooperative Ltd, in conjunction with various project partners, developed, tested, and will evaluate the feasibility of the self employment program focused on persons with disabilities (GO-3D). Self employment activities focus on business start-ups by new and existing entrepreneurs who are needing support and coaching to remain viable. The program is rural and urban: TEAM Work Cooperative in the Halifax Regional Municipality (HRM) and Career Connections in the New Glasgow area.

AspireAtlantic

AspireAtlantic is a sectoral workforce development program that aims to move job seekers into middle skill jobs with advancement opportunities. Participants are people with essential skills gaps. The Future Skills Centre provided the core funding. This AspireAtlantic model is new and being tested under this project. The scope of this funding agreement is to support resourcing for one Advancement Coach position, with project activity, monitoring, results, and evaluation falling under the responsibility of Future Skills Centre and Pier Labs. The program focuses on three sectors: construction, home building/renovation and manufacturing. Employers benefit from the increase in quality candidates trained for available jobs as well as higher retention of employees.

Microcredentials Initiative Innovation Fund (MIIF) Programs

The Microcredentials Initiative Innovation Fund (MIIF) is dedicated to supporting the development and delivery of the training programs. These are specialized, focused training programs designed to provide individuals with specific skills and knowledge tailored to particular job roles or industries. They aim to enhance employability, support career progression, and foster inclusive participation in the labour market by offering targeted learning experiences that align with current workforce needs. These credentials help individuals access job opportunities, maintain employment, and build meaningful career pathways by equipping them with relevant, practical skills. Additionally, the MIIF invests in the establishment of a Microcredentials Community of Practice (CoP), bringing together stakeholders such as post-secondary institutions, industry representatives, training providers, and government entities. This collaborative network aims to strengthen the microcredentials ecosystem, reduce redundancy, and promote effective training practices and opportunities throughout Nova Scotia.

Target Client Groups: Research institutions

Program: Job Creation Partnerships
Expenditures: \$519,136 (0.7%)
Description: The JCP program supports projects that provide LMDA-eligible individuals with work experience that will benefit them by improving their employment prospects. Although funded projects are intended to benefit the individual and the community, the program's focus is aiding participants with work that will strengthen their long-term and full-time employment prospects.
Target Client Groups: EI Insured participants
Benefits and Expected Results: # Clients employed within six months of finishing the program, where known: 21/37 (57%)

3.2.4 New Brunswick

EBSM key facts

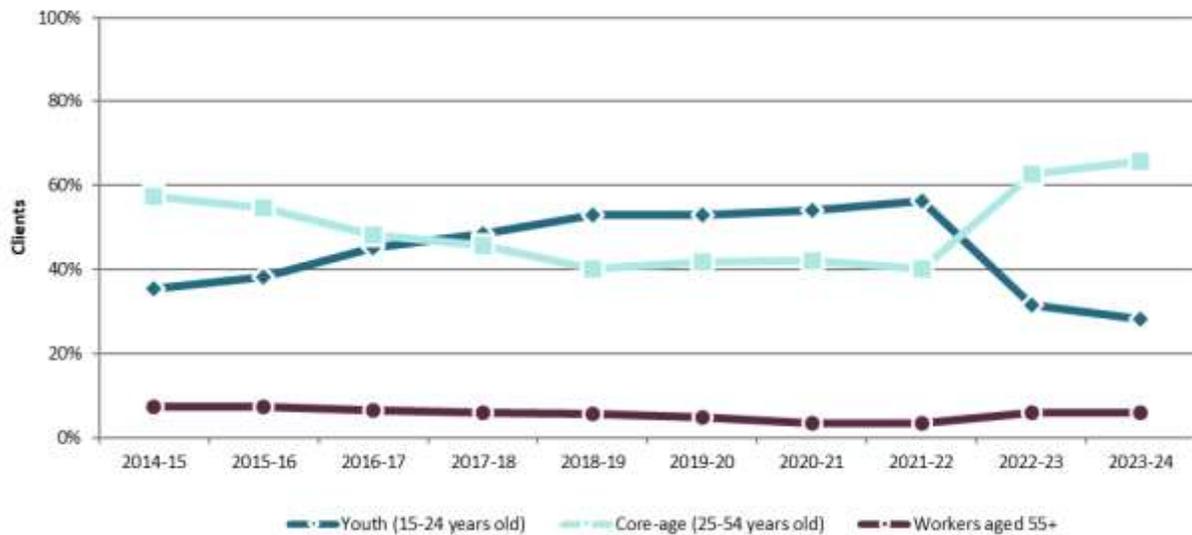
Table 3.2.4.1 – New Brunswick, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	4,581	2,654	802	5,719	13,756
Share of total	33.3%	19.3%	5.8%	41.6%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

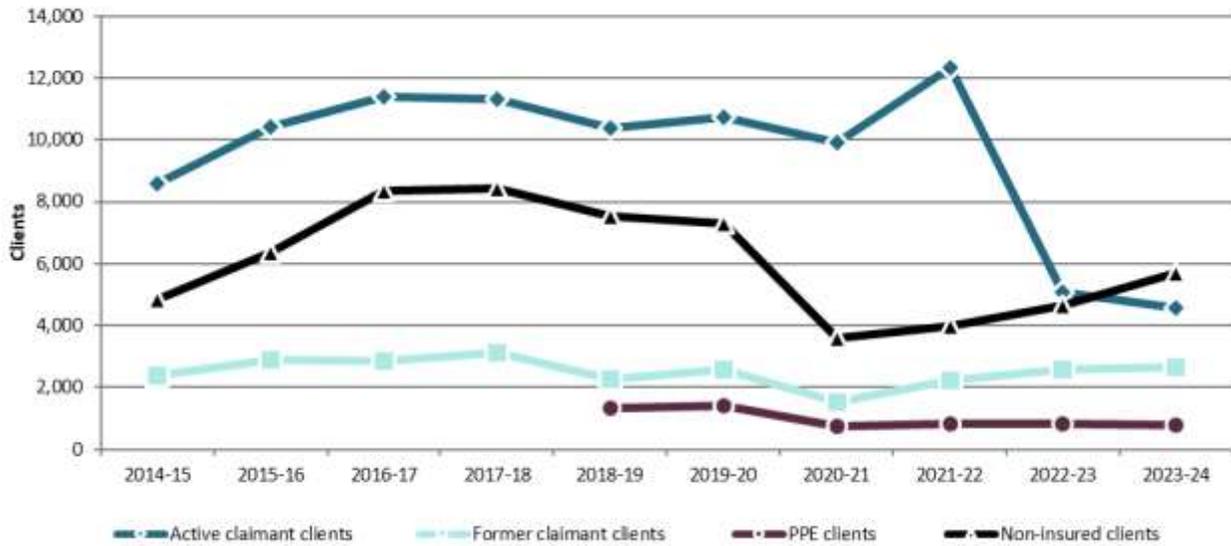
Chart 3.2.4.1 – New Brunswick, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.4.2 – New Brunswick, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.4.2 – New Brunswick, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	5,924	-7.9%	21.9%	-2.6
Employment Assistance Services	21,103	+6.8%	78.1%	+2.6
Total services	27,027	+3.2%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.4.3 – New Brunswick, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	427	-17.2%	\$0	+100%
Self-Employment	203	-6.0%	\$3,933,910	-18.3%
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	3,103	-14.6%	\$54,564,401	-15.4%
Skills Development-Apprentices	2,191	+6.0%	included above	n/a
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	5,924	-7.9%	\$58,498,312	-15.6%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

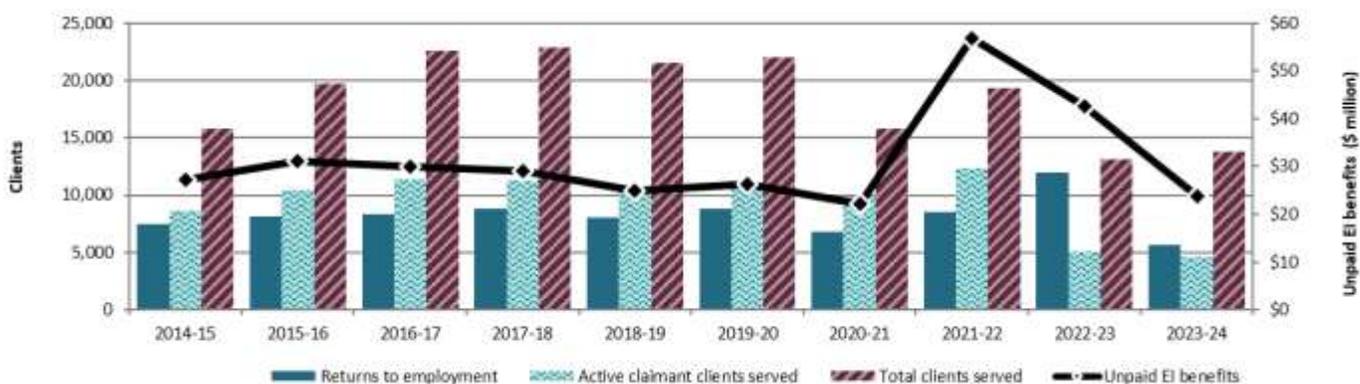
Table 3.2.4.4 – New Brunswick, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	4,866	+6.2%	\$7,788,054	+10.8%
Individual Counselling	16,237	+7.0%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$35,317,653	-17.6%
Research & Innovation	n/a	n/a	\$9,639	-97.6%
Totals	21,103	+6.8%	\$43,115,346	-14.3%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.4.3 – New Brunswick, 2014-15 to 2023-24, key performance indicators^{1,2,3,4}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients

³ The large increase in clients served in 2021–2022, with many reported as clients employed in 2022–2023 due to the natural lag between being served and finding employment.

⁴ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, New Brunswick continued to face significant labour shortages, especially in critical sectors such as healthcare, education, construction, trucking, and manufacturing. Additionally, the province’s aging population, which accounted for 23.0% of the total in 2023, further contributed to a declining workforce, as fewer workers to replace retirees. These factors increased hiring challenges and placed additional pressure on the labour force.⁴⁰

The unemployment rate for those aged 15 and over in New Brunswick was 6.6% in 2023, down from 7.2% in previous year.⁴¹ In comparison, Canada’s unemployment rate in 2023 was 5.4%, slightly higher than 5.3% in 2022.⁴²

In March 2024, New Brunswick reported nearly 10,000 job vacancies⁴³ compared to 33,000 persons who were unemployed, actively seeking employment within the last four weeks, and available for work.⁴⁴

Moving forward, the province’s focus remains on supporting employers in maximize the recruitment and retention of employees, particularly from designated and/or under-represented groups, including newcomers. The province will need to address ongoing labour shortages and skills mismatches, while also responding to the pressures of an aging population and rising housing costs.

⁴⁰ [Economic Scan - New Brunswick: 2024 \(Job Bank\)](#)

⁴¹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁴² [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁴³ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

⁴⁴ [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

Canada-New Brunswick Labour Market Development Agreement

In 2023-24, New Brunswick received approximately \$110.5 million through the LMDA, which served approximately 13,800 clients. Within six months of receiving training and employment supports, approximately 71% of active claimant clients were employed, resulting in an overall savings of approximately \$23.8 million in unpaid EI benefits.

Programs and services under the LMDA are continuously reviewed by the province to ensure they effectively address evolving labour market opportunities and challenges.

An example of such program is the Human Resources Support Services (HRSS), which helps employers in New Brunswick address workforce needs through ongoing consultations with WorkingNB. The program offers recruitment support, including financial assistance for work placements, job postings, and job fairs, as well as training funding for employees and supervisors. HRSS also provides expertise in human resources management, such as human resource planning, policy development, and succession planning. In 2023-24, the program invested approximately \$42M and served 2,084 clients, enhancing employers' capacity and address labour market challenges.

Designated and/or under-represented groups

In 2023-24, the Government of New Brunswick, through the WorkingNB division provided targeted programs and services to support employers with the recruitment and retention of newcomers. These programs and services also offered employment counseling and fostered a strong collaboration with organizations who supported newcomers in the province.

WorkingNB provided services such as:

- **Language services:** Partnering with community organizations, settlement agencies, and educational institutions to deliver language training programs, ensuring they are integrated into the services offered to newcomers.
- **Experiential learning and work experiences:** Providing short-term job placements, workshops and one-on-one coaching, mentorship opportunities to help under-represented groups gain hands-on experience.
- **Job maintenance support:** Providing job maintenance support to assist both employers and employees in ensuring individuals from under-represented groups retain their jobs. This support may involve troubleshooting workplace challenges or offering conflict resolution services to help individuals retain their jobs.
- **Work culture competencies:** Providing assistance to help newcomers understand the work culture in New Brunswick. This can include training on workplace expectations, etiquette, communication and team dynamics.
- **Foreign credential recognition support:** WorkingNB provides foreign credential recognition support to help newcomers, with professional qualifications from other countries, navigate the process of having their qualifications recognized in New Brunswick. This may involve connecting individuals with organizations that assess foreign credentials or providing guidance on how to

apply for equivalency assessments. The development of a new virtual employment counselling services unit in 2024 has built additional FQR capacity and expertise within WorkingNB. The team specializes in supporting FQR clients in navigating credential recognition processes, while providing them with employment counselling services.

Stakeholder consultations

New Brunswick actively engages a diverse range of stakeholders, including employers, employees, communities (including official language communities) and organizations to develop effective and responsive workforce programs. Each year, WorkingNB collaborates with key sectors, such as, health care and social assistance, education, construction, manufacturing, IT, agriculture, forestry, fisheries and tourism. These partnerships address labour market challenges and support employers in implementing workforce strategies tailored to their needs.

Specific Examples of Stakeholder Consultations/Collaboration:

- **The Restigouche Regional Labour Market Partnership Forum:** This forum collaborated with various stakeholders, including education institutions (school and postsecondary institutions), community partners, economic development agencies, employers, and municipalities to develop a 5-year attraction and retention strategy for the region. Three strategic pillars were identified, and a comprehensive action plan developed to guide the necessary actions.
- **Belledune Port authority (BPA):** WorkingNBs supported BPA in establishing Community and Workforce Development Committee. This committee engages local stakeholders and community members to make recommendations that support a clean-energy based industrial transition for northern New Brunswick. The community provides a forum for information sharing and feedback, enabling collaborative efforts to pursue opportunities in community education, workforce development, training and recruitment. It also fosters broader stakeholder engagement on goals and opportunities at the Port. Focusing on projects and development opportunities identified by the BPA, the committee is tasked with identifying economic impacts and opportunities for the region while planning for jobs, training and community outreach initiatives.

Regional Service Commissions (RSCs) in New Brunswick plays a crucial role in driving economic development across the province. They foster collaboration between municipalities, local governments, and stakeholders to address economic challenges and promote growth.

Following are examples of RSC contributions to economic development:

- **Promoting Regional Economic Cooperation:** Encouraging collaboration between communities to tackle shared economic issues, attract investments, and leverage regional strengths for coordinated growth.
- **Attracting Investment and Supporting Business Growth:** Identifying regional economic opportunities and align resources to create attractive environments for investors and entrepreneurs, supporting business development and expansion.

- **Optimizing Service Delivery for Growth:** Streamlining services and coordinating regional efforts, RSCs improve the efficiency of service delivery, contributing to a more competitive and sustainable economy.

Through these efforts, RSCs enhances regional competitiveness, support infrastructure development, and help create a thriving, resilient economy for businesses and communities in New Brunswick.

Building Innovative Pathways to support Immigration into the Construction Workforce in New Brunswick

In New Brunswick, approximately 8.5% of construction jobs are currently unfilled, with an estimated 10,000 vacancies expected by 2027. To address this, a Labour Force Adjustment Committee was formed, bringing together key stakeholders and government representatives to identify and overcome barriers contributing to the labour shortage in the construction sector. The committee's goal is to develop solutions that support both individuals and employers in the industry.

The project focuses on increasing immigration to New Brunswick's construction sector. While immigrants make up 20.0% of the national construction workforce, they represent only 3.2% in New Brunswick. Addressing this disparity is critical to meeting infrastructure goals and addressing the housing crisis.

Success will be measured by the development of initiatives and simplified immigration into the construction sector. These efforts will emphasize increased collaboration between provincial and federal governments to ensure effective implementation and sustainable workforce growth.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration, associated funding, and additional supports provided to participants. The intent is to demonstrate how programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Human Resources Support Services (HRSS)
Project Expenditures: \$18,800,000 (Base) / \$4,128,000 (temporary additional funding) (19.8%)
<p>Description: Human Resources Support Services (HRSS) is a service delivery approach for employers. Through HRSS, workforce consultants in regional WorkingNB offices have ongoing dialogues with employers. Through these dialogues Workforce Consultants help employers identify their Human Resource needs and together identify and recommend flexible and innovative interventions to address those needs. Ongoing support is provided to employers during their participation in interventions in the areas of recruitment, training, and other areas of Human Resource management.</p> <ul style="list-style-type: none"> • Recruitment Supports: Provides financial support for work placements, assisting with job postings, organizing local, provincial, and national job fairs, referring to partnering departments to address international recruitment needs, and experiential education (FutureNB). Some of the supports offered are funded through Adjustment Services • Training Supports: Provide funding for various types of training for both employees and supervisors or managers, customized training programs for employees, as well as cultural/diversity awareness training. Training interventions may be funded through other appropriate programs, including the Labour Force Training (LFT) program and Workplace Essential Skills (WES) training • Human Resource Management Supports: Provides funding to employers for external Human Resource expertise in areas such as Human Resource (HR) planning, the development of policies and procedures for various Human Resource practices, job analysis, compensation and benefits planning, succession planning, coaching on cultural diversity and workplace culture, etc. Many of these supports are funded through Adjustment
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • New Brunswick employers • Associations • Non-profit organizations
<p>Benefits and Expected Results: More strategic investments in ensuring employers' Human Resource needs are met through Working NB supports; reducing the number of unemployed persons and unfilled job vacancies.</p>

Program: Employment Services Program
Project Expenditures: \$26,000,000 (Base) / \$5,500,000 (temporary additional funding) (27.1%)
<p>Description: The Employment Services Program has four components:</p> <p>Adjustment Services (AS) encourage, support and facilitate human resource management and labour market adjustments, which are in the public interest. The approach used to deliver AS is focused on two distinct types of activities: Labour Force Adjustment (LFA) and Labour Market Research and Analysis (LMRA). The objective of Adjustment services is to help employers, employees, associations, community groups, communities, or other agencies to improve their capacity for dealing with human resource requirements and to address their labour force adjustment needs.</p> <p>Labour Force Adjustment (LFA) assists threatened businesses and industries to address significant changes impacting human resources at the workplace. The program’s objective is to support the steps necessary for labour and management to adjust to identified labour force changes in the workplace by investing time, energy, and/or resources to work in a concerted manner.</p> <p>Labour Market Research and Analysis (LMRA) improves the capacity to deal with human resource requirements (i.e., labour force imbalances) through means such as, human resource planning and research. LMRA typically aids associations representing sectors or a group of companies who are involved in the analysis of human resource supply and demand, the identification of trends and emerging issues, and the identification of skills gaps and barriers to hiring and retaining appropriate human resources within a given sector or group of companies. The program’s objective is to identify new and better tools and approaches that are designed to help individuals prepare for, return to, or keep employment and become productive participants in the labour force.</p> <p>Labour Force Training (LFT) funds eligible businesses and organizations to train individuals who are being considered for an available job in their company and/or to improve the skills and job situation or prospects of their new or existing employees.</p> <p>Employment Assistance Service (EAS) provides a variety of employment services to targeted clients. EAS is typically delivered through external contracts in partnership with non-profit, private and/or public organizations, where direct measurable employment results (placements) are achieved. The program’s objective is to provide specialized employment services to assist individuals experiencing barriers in making the transition to employment.</p>
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • New Brunswick employers • Associations • Non-profit organizations • Individuals seeking employment and or upskilling

Benefits and Expected Results: More strategic investments in ensuring employers Human Resource needs are met through WorkingNB supports; reducing the number of unemployed persons and unfilled job vacancies.

Program: Training and Skills Development (TSD)

Project Expenditures: \$33,000,000 (Base) / \$7,000,000 (temporary additional funding) (34.5%)

Description: This program provides financial assistance to case-managed clients, whose employment action plan identifies skills development as being necessary to prepare them for employment opportunities, to access appropriate training and education programs so they can return to work. The focus of the program is to help clients receive training or educational programs which will allow them to quickly return to work.

The program has two objectives:

- To provide case-managed individuals with access to appropriate training and educational opportunities related to current and emerging employment opportunities;
- To increase the number of individuals who find sustainable employment as a result of receiving financial assistance in support of a training intervention.

For the 2023-24 year, this will consist of two programs: literacy upgrading and support for post-secondary training interventions.

Target Client Groups: An unemployed individual who has identified skills training, through a developed Employment Action Plan, as being necessary to access long-term employment opportunities.

Benefits and Expected Results:

- Percentage of clients employed after the completion of an intervention – 83%
- Percentage of clients who obtained employment in a related field of study – 94%

Program: Future NB Co-op Program and Future NB Program
Project Expenditures: \$7,000,000 (Base) / \$1,300,000 (temporary additional funding) (7.2%)
<p>Description: The Co-op placement component (Future NB Co-op) encourages placements in the private or not-for-profit sector for students who are enrolled in a recognized college or university co-operative education program. These programs formally integrate a student's academic studies with work experience. The usual plan is for the student to alternate periods of experience in a field related to their program of study. Co-op placements occur throughout the fiscal year through three intakes (one in the summer, one in the fall and one in the winter).</p> <p>Future NB provides information and resources to students at the high school and post-secondary levels to prepare them for the workforce through information and experiential learning opportunities.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To provide students with meaningful, experiential learning opportunities/work experience related to their skills and education.
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • NB University and College students attending publicly funded institutions. • Maximum number of placements/year= 86
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • Ensuring students are better prepared to attain employment in NB post-graduation. • Creating connections between students/employers earlier on • Fostering these connections and ensuring labour market demands are addressed through placements/training of NB students. • Encouraging connections with students/employers to encourage retention of NB graduates for available NB jobs.

Program: Community Adult Learning (CAL) Training
Project Expenditures: \$2,624,000 (Base) / \$576,000 (temporary additional funding) (2.8%)
<p>Description: Through a partnership of funding for service delivery of the Adult Learning Services (Community Adult Learning Program - CALP) between government and communities, New Brunswick adults have access to learning services in, or near, their communities. Two options are available for them: the Academic and the Digital Literacy (DL) services, each designed to meet adult learners' need to improve their skills, whether for personal, employment, or further training reasons.</p> <p>Academic Services</p> <p>Academic Services offers free academic training in both official languages throughout the province.</p> <p>Adults who wish to attend academic training could access academic upgrading up to the General Educational Diploma (GED) or Canadian Adult Education Credential (CAEC) Preparation level. The schedules are flexible to meet the needs of adults who may attend full or part-time training.</p> <p>Academic training offers quality teaching and guidance to each participating learner.</p> <p>Digital Literacy Services</p> <p>The rapid development and adoption of digital technologies has changed the way we work, learn, and communicate. From social networking, to commerce, to the workplace, digital skills have become increasingly important in today's society.</p> <p>In response to these realities, WorkingNB established Digital Literacy Services which focus on teaching basic digital skills needed to thrive in today's digital-rich society.</p> <p>These services are designed to provide, throughout New Brunswick, an adult-friendly learning environment, and encourage learners to be actively involved in the planning of their Individualized Learning Plan and in setting and reaching their goals. An adult education approach is used to maximize the success of adult learners, considering their maturity, encouraging them to become self-directed learners, guiding them in their learning objectives, and valuing prior learning and experiences.</p>
Target Client Groups: Adults without a high school diploma
<p>Benefits and Expected Results: Serve approximately 1500 learners.</p> <ul style="list-style-type: none"> • Skill gain in learners • Successfully gaining GED certification • Increase in employment (or employment retention) after training.

Program: Workplace Connections (WPC)
Project Expenditures: \$4,500,000 (Base) / \$990,000 (temporary additional funding) (4.7%)
<p>Description: Workplace Connections is a service available through WorkingNB for individuals who require a work experience as identified through their employment action plan (EAP).</p> <p>The objective of the WPC initiative is to increase the labour market attachment of individuals by providing them with workplace opportunities to address employment barriers or acquire experience and/or skills required for an occupation.</p> <p>The WPC initiative includes a variety of initiatives that are available to individuals, as well as indirectly benefiting employers who host an individual for a funded placement at their business/organization.</p> <p>The WPC stream will be determined based on the individual’s needs and goals as identified by their Employment Action Plan (EAP) developed either through WorkingNB, Social Development or another authorized referral agent (i.e., Indigenous organization, Employment Assistance Services).</p> <ul style="list-style-type: none"> • Barriers to Employment - for individuals who have a barrier(s) that needs to be overcome to be able to contribute successfully to the workplace (e.g., gaps in employment). Includes career choice/career exploration subcomponent. • Skills Development - for individuals who need to acquire and/or develop skills that will enable them to contribute to their successful performance in a specific position/job (e.g., lack of experience in a field). • Group-Based Initiatives - provides individuals with an experiential placement that is part of a group-based initiative aimed at meeting the needs of individuals and the labour market. This stream is for regional and provincial initiatives combining WPC with another intervention (e.g., WES).
Target Client Groups: Unemployed or underemployed New Brunswick residents (18 years of age and over) who are legally entitled to work in Canada.
Benefits and Expected Results: The service increases the labour market attachment of individuals by providing them with workplace opportunities to address employment barriers or acquire experience/skills required for an occupation.

Program: Self-Employment Benefit (SEB) Program
Project Expenditures: \$3,800,000 (Base) / \$830,000 (temporary additional funding) (4.0%)
<p>Description: Self-Employment Benefit (SEB) helps unemployed individuals create a job for themselves by starting a new business. SEB provides various types of support during the initial development phase of the business including financial assistance, coaching and ongoing technical advice. Coaching is tailored to meet individual needs and can include subjects such as, business plan development, accounting, and marketing.</p> <p>Objectives of SEB:</p> <ul style="list-style-type: none"> • To assist unemployed individuals in securing sustainable self-employment • To stimulate the creation of long-term employment opportunities in the private sector
Target Client Groups: Unemployed individuals seeking self-employment opportunities who need assistance with various elements to be successful.
Benefits and Expected Results: To continue to exceed targets for requests for information about the program to serve over 900 individuals with the program.

3.2.5 Quebec

EBSM key facts

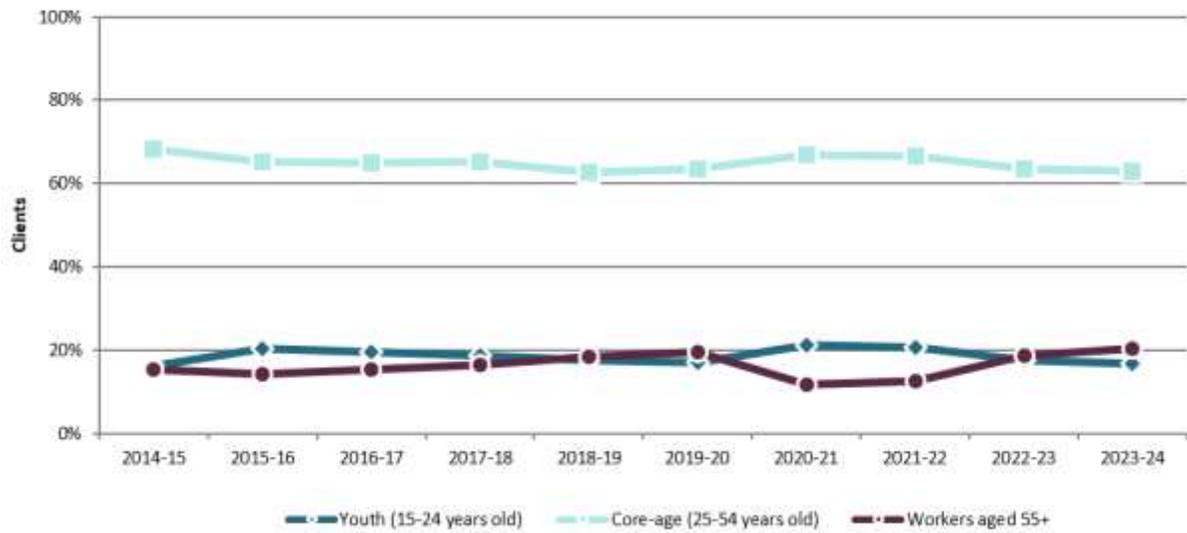
Table 3.2.5.1 – Quebec, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	63,751	24,851	10,026	42,607	141,235
Share of total	45.1%	17.6%	7.1%	30.2%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

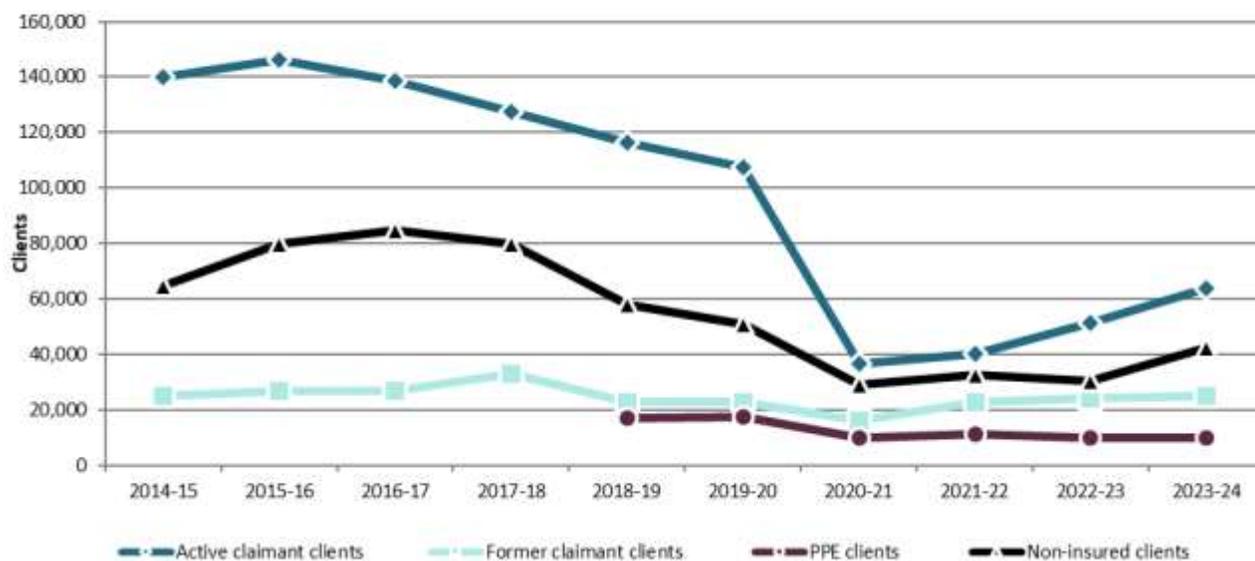
Chart 3.2.5.1 – Quebec, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.5.2 – Quebec, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects all new services started between April 1, 2014 and March 31, 2024.

Table 3.2.5.2 – Quebec, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	16,794	-39.1%	10.0%	-9.4
Employment Assistance Services	151,931	+32.4%	90.0%	+9.4
Total services	168,725	+18.6%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.5.3– Quebec, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	4,905	-26.0%	\$122,278,000	+30.8%
Self-Employment	501	-56.9%	\$15,598,000	-6.6%
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	11,388	-42.5%	\$276,299,000	-10.8%
Skills Development-Apprentices	0	n/a	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	16,794	-39.1%	\$414,175,000	-1.4%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

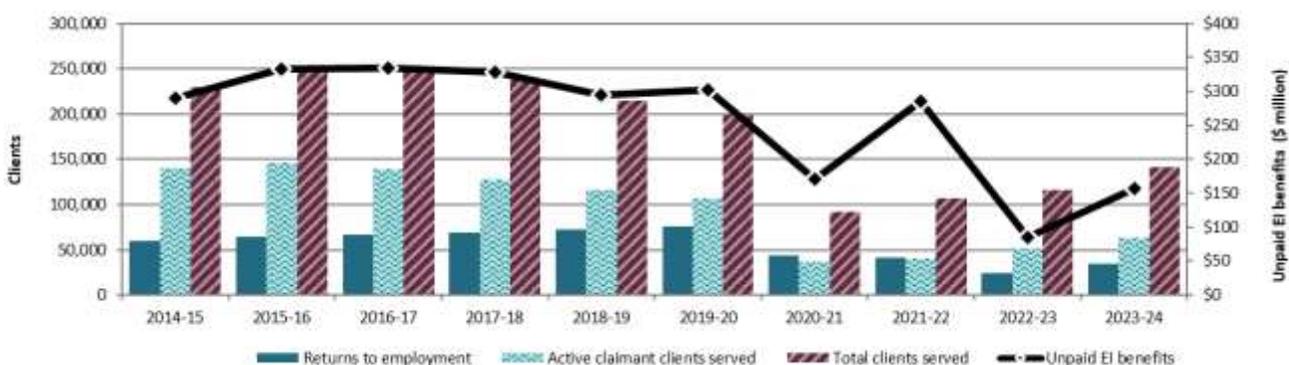
Table 3.2.5.4– Quebec, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	150,469	+32.9%	\$146,398,000	+29.8%
Individual Counselling	1,462	-0.7%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$73,352,000	-32.5%
Research & Innovation	n/a	n/a	\$6,765,000	+27.7%
Totals	151,931	+ 32.4%	\$226,515,000	-0.1%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.5.3 – Quebec, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, the labour market in Quebec was marked by an ongoing labour shortage, which was mainly due to the ageing of the population and baby boomers leaving the labour market. Despite an economic recovery, companies struggled to fill certain job vacancies with a high employment rate and historically low unemployment. At the same time, the economic transformation, which was influenced by automation and artificial intelligence, prompted companies to modernize their infrastructure and adapt to workers’ new expectations. It put more pressure on companies to maintain their ability to compete.

In 2023, both the employment rate of people aged 15 to 64 (78.4%) and women aged 25 to 54 with young children (81.8%) increased from the previous year. The employment rate of people aged 15 to 64 was the highest it has been since 1976 while the employment rate of women aged 25 to 54 with young children was a record high. The employment rate of Quebec-born individuals (79.2%) was higher than the national average (75.8%). However, the employment rate of new immigrants to Quebec (69.1%) was below the national average (73.1%).⁴⁵

In March 2024, there were 133,000 job vacancies⁴⁶ for 235,900 unemployed individuals⁴⁷ who had been looking for a job within the last four weeks and were available to work.

Quebec’s ageing population is contributing significantly to the labour shortage. Baby boomers (born between 1946 and 1965) are continuing to leave the labour market, and the number of working-age people (15-64 years of age) should continue to decrease until 2060.

⁴⁵ Statistics Canada, Labour Force Survey, special compilation from the ministère de l’Emploi et de la Solidarité sociale.

⁴⁶ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

⁴⁷ [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

Canada-Quebec Labour Market Development Agreement

In 2023–24, Quebec received approximately \$700 million through the LMDA which served approximately 141,200 clients. Within six months of receiving training and employment support, approximately 40%⁴⁸ of active claimant clients were employed, which contributed to savings of approximately \$156.4M in unpaid EI benefits to active claimants.

For example, since 2021, the ministère de l'Emploi et de la Solidarité sociale (MESS) has coordinated Opération main d'œuvre, which aims to provide solutions to address the labour shortage in certain priority areas. Specifically, the MESS increased income support for unemployed individuals who are taking qualifying training that leads to a trade or profession. A total of 8,792 people received an allowance of \$475 per week in 2023-24. The MESS also relied on the work-study program model with the Programme de formations de courte durée, which focuses on internships in occupations that are prioritized by the Commission des partenaires du marché du travail to support companies that are having difficulty recruiting workers.

Designated and/or under-represented groups

In Quebec, nearly 57,000 people from under-represented groups in the labour market were employed three months after having participated in a public employment services measure, including persons with disability, experienced workers aged 55 and over, immigrants who arrived in Canada less than five years ago, people with criminal records, First Nations and Inuit people, women, young people (aged 24 and under), English-speaking Quebecers and people with a criminal records.

In addition, as part of the Plan d'action pour le secteur de la construction and Operation Workforce, Quebec has promoted the use of salary subsidies that are aimed at entry into employment for those in under-represented groups in the labour market. Among others, 242 women received these subsidies, which facilitated their entry into employment in the construction sector.

Stakeholder consultations

The Government of Quebec collaborates with the Commission des partenaires du marché du travail (CPMT) to adapt its public employment services to the needs of the labour market. Created in 1997 under the Act respecting the Ministère de l'Emploi et de la Solidarité sociale and the Commission des partenaires du marché du travail and the Act to promote workforce skills development and recognition (Loi sur les compétences or 1% Law), the CPMT brings together representatives of employers, workers, the educational community, organizations that specialize in employability and economic and social departments and organizations.

Mandated to ensure that there is a match between the provision of training, workforce skills and market needs, the CPMT relies on a network of partners, which includes advisory committees on under-

⁴⁸ This percentage is influenced by multiple factors, including the availability of jobs, which can vary across provinces and territories. The figures also depend on the type of intervention offered, such as resume assistance or skills development programs. The outcomes may differ depending on the scope and nature of the intervention provided.

represented groups (immigrants, women, young people, workers aged 45 and over, First Nations and Inuit people, persons with disabilities, English-speaking Quebecers and people with criminal records).

It also contributes to the development of the Plan d'action annuel des services publics d'emploi and supports initiatives, such as the Programme d'aide à la relance par l'augmentation de la formation (PARAF), which fosters skills development among the unemployed.

Opération main d'oeuvre

Quebec continued its efforts to meet the labour shortage challenge. The Operation Workforce (Opération main d'oeuvre) government initiative prioritizes assistance for companies in certain sectors (health, education, childcare services, information technology, engineering and construction) and companies in the industrial, scientific and life sciences sectors. In 2023-24, 44.5% of the companies that had received assistance from public employment services were in sectors that were prioritized by the government.

Moreover, in support of the campaign launched in the fall of 2023 to train 4,000 to 5,000 people in the construction sector, the Government of Quebec pays, through the ministère de l'Emploi et de la Solidarité sociale, \$750 in weekly financial support, which the ministère de l'Éducation provides to eligible learners while they train.

In addition to overseeing this government action to meet labour market needs in certain economic sectors, Quebec acted to support the labour market. Therefore, it supported skills development among workers, particularly to increase productivity. Through activities aimed at adapting human resources management practices, it also helped companies support the professional integration and job retention of a diverse workforce.

Program delivery and participant supports

This section provides an overview of the specific programs offered through the LMDA. *Please note that, due to the province's information gathering process, some additional details regarding the programs and services (e.g., details on the programs and initiatives, their duration, the associated funding as well as the additional supports provided to participants are not available:

- Contrat d'intégration au travail
- Formation de la main-d'œuvre Individus
- Financement MESS
- Projet préparation à l'emploi
- Recherche et innovation
- Recherche et innovation – jeunes en mouvement vers l'emploi
- Recherche et innovation – personnes handicapées vers l'emploi
- Services d'aide à l'emploi
- Subvention aux entreprises adaptées

- Soutien au travail autonome
- Subventions salariales
- Boni au maintien en emploi
- Initiatives ciblés travailleurs expérimentés
- Microcrédit
- Activités et services
- Concertation pour l'emploi
- Formations de la main-d'œuvre Entreprises

3.2.6 Ontario

EBSM key facts

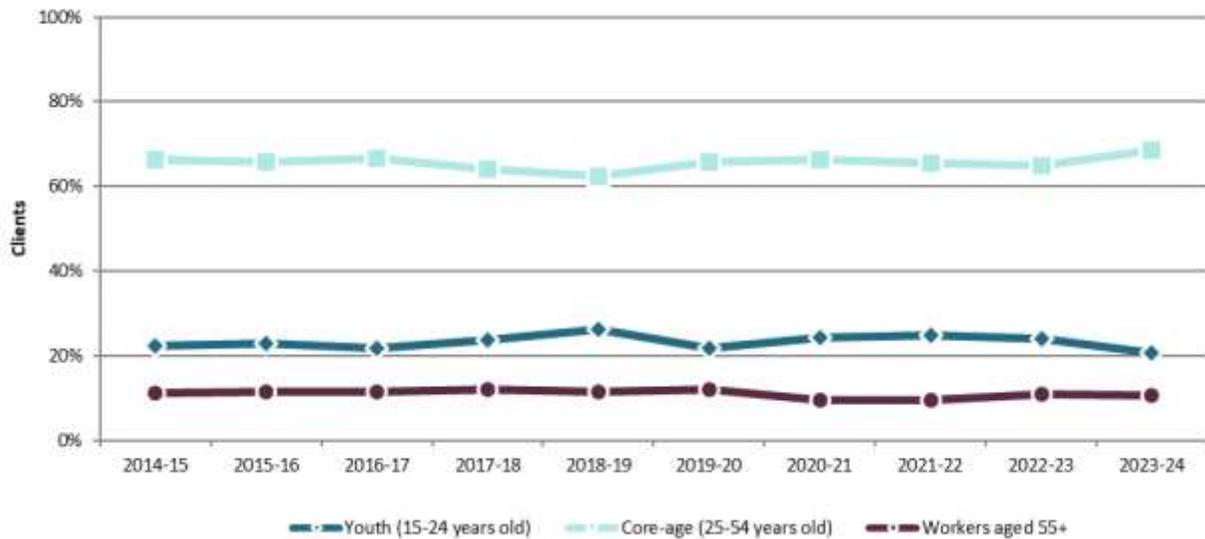
Table 3.2.6.1 – Ontario, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	33,812	39,929	17,948	62,048	153,737
Share of total	22.0%	26.0%	11.7%	40.4%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024

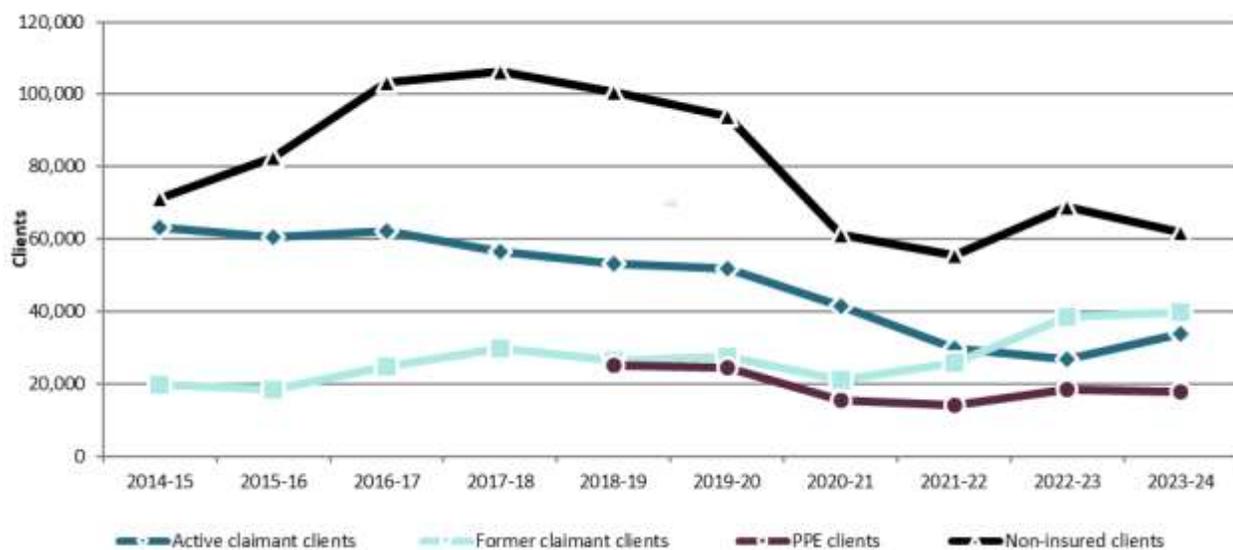
Chart 3.2.6.1 – Ontario, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.6.2 – Ontario, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.6.2 – Ontario, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	40,061	+2.1%	19.4%	+0.3
Employment Assistance Services	166,926	+0.4%	80.6%	-0.3
Total services	206,987	+0.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.6.3 – Ontario, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	0	n/a	\$0	n/a
Self-Employment	0	n/a	\$0	n/a
Job Creation Partnerships	75	+31.6%	\$1,267,018	-6.6%
Skills Development-Regular	7,949	+5.3%	\$210,120,656	+5.8%
Skills Development-Apprentices	32,037	+1.3%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	40,061	+2.1%	\$211,387,674	+5.7%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

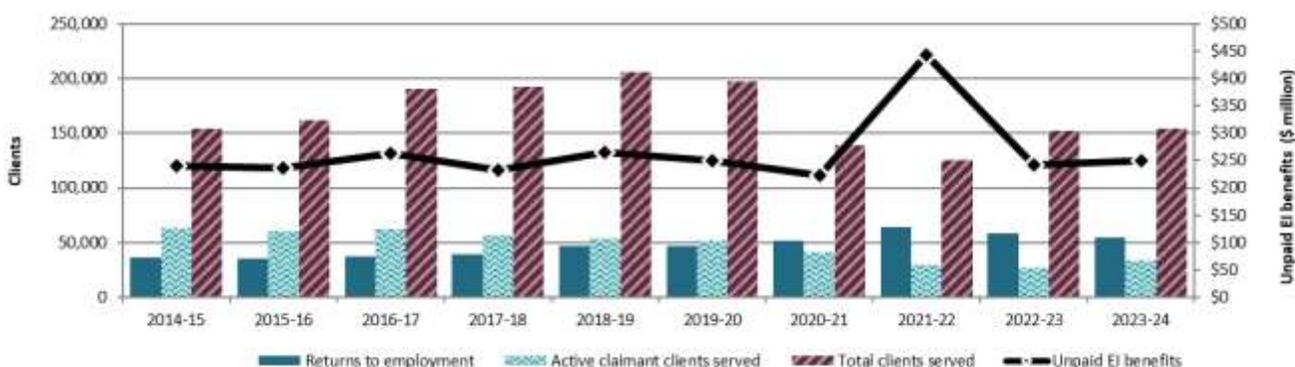
Table 3.2.6.4 – Ontario, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	160,604	-2.3%	\$352,402,839	+2.6%
Individual Counselling	6,322	+251.4%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$48,348,198	-7.1%
Research & Innovation	n/a	n/a	\$122,333,388	-11.0%
Totals	166,926	+0.4%	\$523,084,425	-1.8%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.6.3 – Ontario, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Ontario continues to experience relatively tight labour market conditions, meaning low unemployment rate, elevated wage growth and a high number of unfilled jobs. Some employers in key sectors such as healthcare, skilled trades, and technology faced challenges in recruiting and retaining workers with the skills needed to meet current demands. Demographic shifts, such as the aging Baby Boomer population and declining fertility rates, are shaping the labour market and will have long-term implications.

Ontario’s unemployment rate for those aged 15 and over was 5.7% in 2023, a slightly increase from 5.6% in 2022.⁴⁹ In comparison, the unemployment rate for some groups such as Indigenous people, very recent immigrants and youth was much higher than the provincial average. For example, in 2023 the unemployment rate for Indigenous people aged 15 and over in Ontario was 8.3%⁵⁰ and the rate for youth aged 15-24 was 12.6%. Canada's unemployment rate was 5.4% in 2023 and 5.3% in 2022.⁵¹

In March 2024, the province had approximately 213,000 job vacancies⁵² compared to approximately 576,000 persons who were unemployed, actively seeking employment within the last four weeks, and available for work.⁵³

To address these challenges, Ontario is taking steps to bolster its workforce, including plans to optimize the selection of skilled workers under Ontario Immigrant Nominee Program in 2025 and beyond to fill critical gaps in industries such as manufacturing, healthcare, and the skilled trades. With projected job openings of more than 500,000 in skilled trades related occupations alone by 2033, targeted

⁴⁹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁵⁰ Statistics Canada. Table 14-10-0364-01 Labour force characteristics by province, region and Indigenous group

⁵¹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁵² [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality](#)

⁵³ [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

employment and training supports funded through LMDA and WDA resources will play a crucial role in equipping workers with the skills necessary to thrive in the evolving economy.

Canada-Ontario Labour Market Development Agreement

In 2023-24, Ontario received approximately \$792 million through the LMDA, which served approximately 153,700 clients. Within six months of receiving training and employment supports, approximately 74% of active claimant clients were employed,⁵⁴ resulting in an overall savings of approximately \$250 million in unpaid EI benefits.

In 2023-24, Ontario used funding from the LMDA to:

- provide better training through the Skills Development Fund and other programs that target specific populations, including designated and/or under-represented groups
- help transition people from social assistance programs to meaningful jobs
- grow the skilled trades to modernize the skilled trades and apprenticeship system

For example, the In-Class Enhancement Fund (IEF) supported apprenticeship training by funding Ontario-approved Training Delivery Agents, including colleges and non-colleges such as union-affiliated or employer-sponsored training providers. By subsidizing in-class training costs, the IEF ensures apprentices receive high-quality instruction, facilitating their progression and completion. In 2023-24, with support from LMDA, the program served over 31,000 apprentices.

Furthermore, the Integrated Employment Services, delivered by Service System Managers, offers clients a range of employment and training supports and services to find and keep employment, and match employers to workers with the right skills. Examples of services offered include employment counselling, employment-related skills workshops and activities, work with employers and communities to build the highly skilled and educated workforce Ontario needs to be competitive; and providing training resources and information services, including local labour market information for self-directed clients.

The Integrated Employment Services System is designated to support a diverse client base, including persons with disabilities, newcomers and racialized individuals. These clients received supports that had a real effect on their employment outcomes 73% of those who completed an exit survey upon completion of their program reported being employed.

Designated and/or under-represented groups

Ontario's LMDA programming served a diverse client base, committing to prioritizing inclusive training and employment initiatives to increase the labour market participation rate of under-represented groups address tight labour market conditions and elevated job vacancies in key sectors.

The Integrated Employment Services (IES) program continued to support the creation of a more efficient employment and assistance system that is responsive to local conditions. This program enhances

⁵⁴ This metric relates to active claimant clients. When factoring in all EI claimant types, the number drops to 36%.

accessibility and delivers better outcomes for job seekers, including individuals on social assistance and people with disabilities. In 2023-24, with supports from LMDA, the program served over 72,000 clients, which included:

- 45% women
- 49% newcomers
- 33% persons with disabilities
- 50% racialized people
- 4% Indigenous peoples
- 17% youth (15-24)
- 12% older workers (55+)

Stakeholder consultations

Ontario engaged with several stakeholders and partners in 2023-24, including official language minority community stakeholders, organizations representing employers, organizations representing employees, persons with disabilities stakeholders and Indigenous community organizations.

In late 2023 and early 2024, Ontario held consultations in preparation for the Ontario Budget. Key themes emerged that included:

- continuing investments in training more healthcare workers, strengthening residential construction workforce, and supporting the settlement and economic success of increasing numbers of immigrants and asylum seekers
- challenges in attracting and retaining staff, especially in the skilled trades, health, farming and manufacturing sectors
- acute labour shortages and the need to invest in training new and current employees
- addressing labour challenges for under-represented groups
- providing equitable access to employment and training programs and incentivizing employers' participation in upskilling and reskilling programs

Additionally, Ontario continued to engage with urban Indigenous partners through the Urban Indigenous Engagement Table (UIET) in 2023-24. Representatives from Tungasuvvingat Inuit, Métis Nation of Ontario, Ontario Native Women's Association, and Ontario Federation of Indigenous Friendship Centres were part of the table. The table provided input and recommendations to improve employment outcomes for urban Indigenous clients within the Integrated Employment Services model.

Ontario also continued to engage First Nations through a partnership with the Chiefs of Ontario to identify an approach to engagement and co-develop a First Nations model for employment services delivery. The Employment Table Working Group (ETWG), a First Nations-led working group established through this partnership with the Chiefs of Ontario, provided the province with recommendations on a path forward.

Better Jobs Ontario program

The Better Jobs Ontario (formerly Second Career) program is an application-based program that provides unemployed individuals with vocational skills training. BJO financial support can be used for training programs which take 52 weeks or less to complete and is available to unemployed individuals for which skills training is the most appropriate intervention to transition them into high-skill, in-demand occupations. This program is available to unemployed individuals, who have been laid-off, and also those who are from a low-income household experiencing challenges attaching to the labour market. In 2023-24, with supports of LMDA, Better Jobs Ontario served over 2,400 participants. Underrepresented groups are also being assisted by this program, as 35% of 2023-24 participants self-identified as newcomers, 37% are women, 26% self-identified as visible minority.

Program delivery and participant supports

This section provides an overview of the specific programs offered through the LMDA. *Please note that, due to the province's information gathering process, some additional details regarding the programs and services (e.g., details on the programs and initiatives, their duration, the associated funding as well as the additional supports provided to participants are not available:

In 2023-24, Ontario invested over \$1 billion in employment and training, apprenticeship, adult education programs, which offered approximately 822,000 supports to Ontarians.

Employment Ontario Network

The province's employment and training programs and services are primarily delivered through the Employment Ontario (EO) network, composed of Ontario's community-based network including employment service providers, literacy providers, public colleges, direct delivery apprenticeship offices, and training delivery agents. EO helps people prepare for, find and keep full-time jobs. It connects employers, communities, incumbent workers and job seekers to meet the demands of evolving economic changes, addressing local labour market needs.

Ontario is undertaking a multi-year effort to improve its employment and training service delivery by integrating elements of its social assistance and employment and training programming. This will result in Ontario's service delivery being more responsive to local conditions, be easier for clients to navigate, and foster more inclusive outcomes for job seekers, including those on social assistance and persons with disabilities.

Financial Supports for Individuals and Employers

Unemployed individuals in Ontario can apply for financial support that covers their skills training and living expenses. Financial support is also provided to employers to purchase skills training for new hires and current employees or when apprentices meet specific training and certification milestones.

Job placement and retention supports and funding for basic work-related costs are provided to Ontarians with disabilities to help them transition to employment, find and keep employment and increase employment earnings.

In addition to LMDA and WDA funded programs and services, Ontario provided additional funding to support employers for retention and capacity building, to enhance employment pathways for workers and job seekers facing higher employment barriers, to encourage partnerships across the economy and support training solutions, and encourage people with disabilities to find and maintain employment.

Research and Innovation Programs Offset through Labour Market Development Agreement in 2023-24⁵⁵

The following programs and initiatives are also supported by the provincial funding and by the Workforce Development Agreement. The program expenditures and results included in the table below only reflect the portion of program activities supported by Labour Market Development Agreement in 2023-24. For the LMDA funded portion, the targeted client group is EI Insured participants, while provincial funding and Workforce Development Agreement targeted client groups are broader.

Project Title: Skills Development Fund
Expenditures: \$68,563,254 (56.0%)
Description: 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. The SDF seeks to address the challenges of the pandemic and provides flexibility to support innovative proposals that are aligned with Ontario’s workforce development objectives and its Skilled Trades Strategy.
Benefits and Expected Results: It is estimated that more than 38,300 individuals participated in SDF projects. ⁵⁶

Project Title: Pre-Apprenticeship Training Program
Expenditures: \$29,486,683 (24.1%)
Description: Provides people with technical and employability training needed to enter an apprenticeship program. The program is designed to support potential apprentices who may need job readiness skills and trade readiness experience to gain employment as apprentices.
Benefits and Expected Results: The program intended to serve approximately 1,700 participants.

⁵⁵ The programs included in the table are multiple-year programs/initiatives and continue to be active in 2023-24.

⁵⁶ Data are based on SDF projects whose activities occurred in 2023-24.

Project Title: Achievement Incentive Program
Expenditures: \$22,324,760 (18.3%)
Description: Supports employers, including those in group sponsor arrangements, by providing a financial incentive when apprentices meet specific training and certification milestones. It is a systems-based grant program that helps employers (in all trades prescribed under the <i>Ontario College of Trades and Apprenticeship Act, 2019</i>) train apprentices by reducing some of the cost associated to training.
Benefits and Expected Results: More than 2,600 sponsors received funding supports for over 13,300 eligible clients.

Project Title: Skills Ontario
Expenditures: \$1,958,691 (1.6%)
Description: Works with schools, colleges, industry, and governments to provide opportunities for youth to explore and develop skills for successful careers in the skilled trades and technologies. Funded activities include in-school presentations, Canada’s largest skills competition, summer camps for skills development and in-school competitions.
Benefits and Expected Results: Over 47,000 people, including more than 2,800 competitors, attended the 2024 Skills Ontario Competition.

3.2.7 Manitoba

EBSM key facts

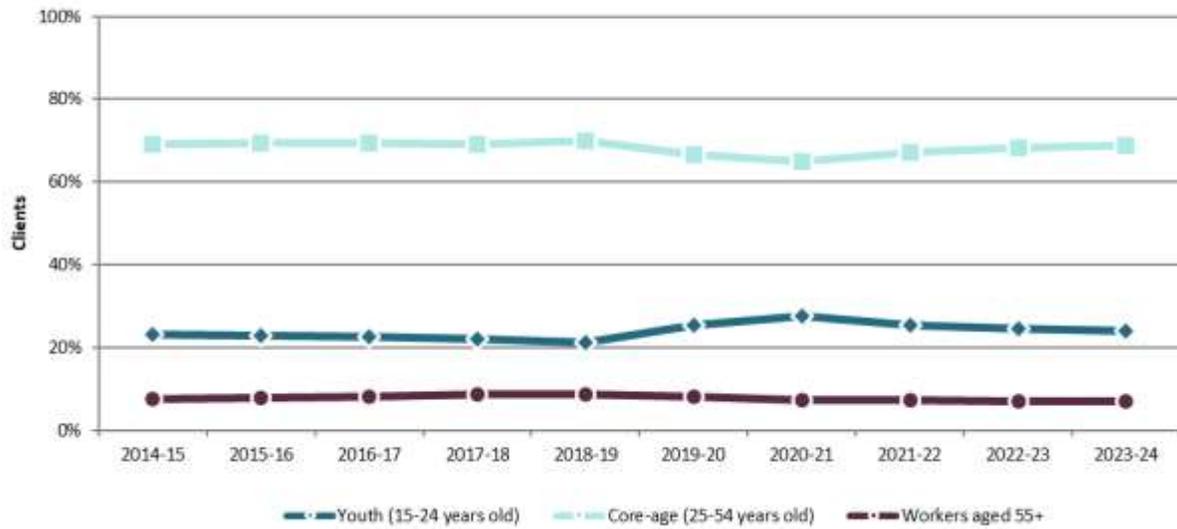
Table 3.2.7.1 – Manitoba, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	5,822	4,138	2,905	12,687	25,552
Share of total	22.8%	16.2%	11.4%	49.7%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

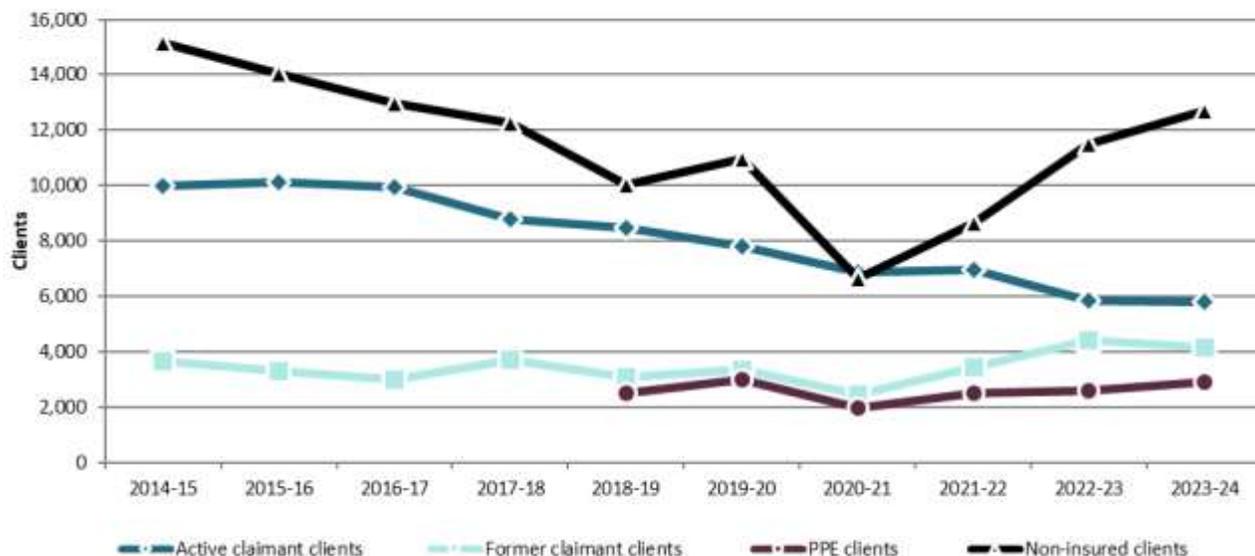
Chart 3.2.7.1 – Manitoba, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.7.2 – Manitoba, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.7.2 – Manitoba, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	23,654	+29.9%	21.3%	+2.9
Employment Assistance Services	87,363	+8.4%	78.7%	-2.9
Total services	111,017	+12.4%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.7.3– Manitoba, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	89	+12.7%	\$87,028	-7.6%
Self-Employment	37	-58.9%	\$280,131	-35.8%
Job Creation Partnerships	589	+49.1%	\$3,522,819	-46.4%
Skills Development-Regular	19,695	+35.8%	\$30,742,626	+5.2%
Skills Development-Apprentices	3,244	+3.0%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	23,654	+29.9%	\$34,632,604	-4.7%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

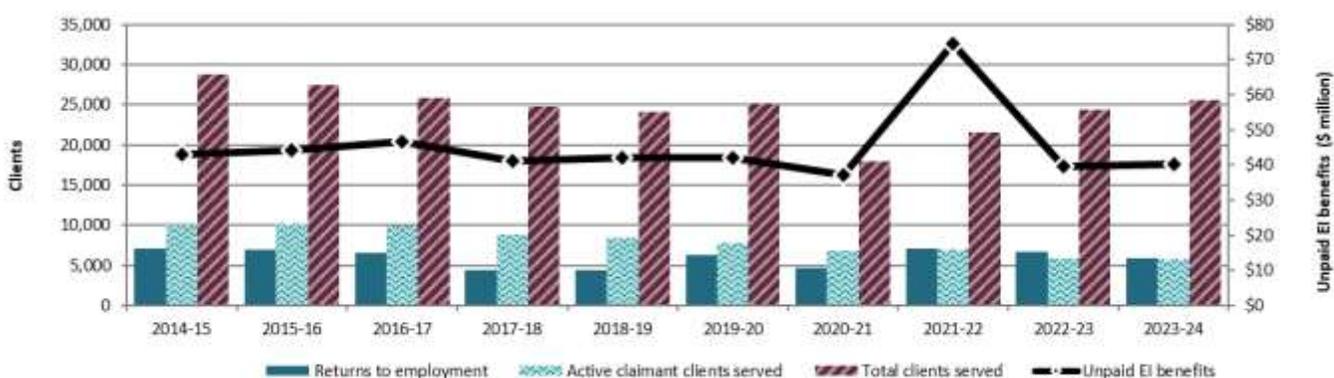
Table 3.2.7.4– Manitoba, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	31,492	+9.1%	\$12,878,841	+19.2%
Individual Counselling	55,871	+8.0%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$8,266,182	-20.4%
Research & Innovation	n/a	n/a	\$179,000	-81.7%
Totals	87,363	+8.4%	\$21,324,023	-3.8%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.7.3 – Manitoba, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

Manitoba continues to be vulnerable to labour shortages that threaten the health and growth of its economy. Over the next five years, Manitoba’s labour market is expected to remain tight in terms of the number of workers available compared to the number of job openings. However, this projection only considers the total number of workers that will be available – and does not adequately represent the challenge that occupational labour shortages and skills mismatches will present to most sectors.

The unemployment rate for those aged 15 and over in Manitoba was 4.8% in 2023, slightly higher than the unemployment rate of 4.6% in 2022.⁵⁷ In comparison, Canada’s unemployment rate in 2023 was 5.4% and in 2022 was 5.3%.⁵⁸

The unemployment rate for youth (15-24) in Manitoba was 9.6% in 2023, up from 8.6% in 2022, but remained below the national average of 10.8%. The unemployment rate for core working age (25-54) Manitobans was 4.0% in 2023, up from 3.6% in 2022, but below the 2023 national average of 4.5%. The unemployment rate in Manitoba for those aged 55 and over decreased from 4.3% in 2022 to 3.6% in 2023. This is below the 2023 national average which had an unemployment rate of 4.5% for those aged 55 and over.

In March 2024, the province had close to 25,000 job vacancies⁵⁹ compared to approximately 36,700 persons who were without work, looked for work in the last four weeks, and were available for work.⁶⁰

Despite this apparent surplus of job seekers, significant labour shortages and skills mismatched continues to restrict economic growth in key sectors. Manitoba is targeting these issues through several initiatives. This includes programming aimed at supporting unemployed and underemployed workers

⁵⁷ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁵⁸ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁵⁹ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

⁶⁰ [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

living in rural areas of the province to enter Manitoba's growing IT sector. Programming to address shortages in critical sectors, such as the trucking industry and healthcare is another focus for Manitoba.

Canada-Manitoba Labour Market Development Agreement

In 2023-24, Manitoba received approximately \$63.2 million through the LMDA. Some 25,552 clients were served. Within six months of receiving training and employment supports, approximately 62% of active claimant clients were already employed which contributed to an overall savings of approximately \$40.3 million in unpaid EI benefits.

Manitoba's LMDA programming provides Manitobans with a range of supports including skills development, training, and work experience, in addition to helping employers attract skilled workers. In 2023-24, the LMDA programming included:

- Employment Assistance Services
- Labour Market Partnership
- Skills Development
- Targeted Wage Subsidies
- Self-Employment
- Job Creation Partnerships
- Targeted Earnings Supplements

For example, the Labour Market Partnership program supports private, public, and community organizations with funding to address workforce development needs. The program aims to improve human resource management, create new jobs, and foster economic growth, particularly for small to medium-sized enterprises. In 2023-24, the program served 417 employers.

Additionally, the Skills Development program offers financial support for individuals seeking employment-related training, including skills development, academic upgrading, and apprenticeship programs. Targeting unemployed or low-skilled workers, it provides assistance with tuition, childcare, transportation, and other costs. In 2023-24, the program served 7,085 clients.

Designated and/or under-represented groups

To address labour shortages and improve workforce inclusion and diversity, Manitoba is focusing on increasing participation from designated and/or under-represented groups, particularly its large Indigenous population, which makes up 15% of the province's population. Initiatives include:

- Targeting immigration using a multifaceted approach aligned to occupation, industry and regional needs;
- Investing in skills development and demand-led training programs for under-represented groups;
- Streamlining credential recognition for newcomers; and
- Improving participation rates of under-represented groups, particularly Indigenous peoples.

Manitoba has engaged with stakeholders to better understand barriers to labour market entry and develop solutions to improve workforce participation. One insight from stakeholders was the need for more culturally-appropriate training and education resources that would support longer-term employment for Indigenous peoples, especially those in rural and remote areas.

Stakeholder consultations

Manitoba regularly meets with stakeholders to identify emerging issues and inform government strategies, initiatives, and program priorities. Stakeholders include apprentices, employers and service providers, businesses and industry, post-secondary institutions, Indigenous organizations, sector councils, employment and training organizations, and settlement organizations.

In 2023-24, Manitoba held a combination of formal and informal consultations with key stakeholders. Manitoba also maintains a close working relationship with hundreds of contracted third-party service providers and consults with these organizations throughout the year.

Key stakeholder observations from the forums included:

- Broader access to program information through social media platforms is essential to marketing and outreach efforts to raise awareness and promote new and existing programs.
- Greater relationship building with Indigenous groups and communities, service delivery partners and industries is critical to the coordination of effective and appropriate employment and training program delivery to meet current labour market demands and Indigenous economic reconciliation.
- Improving training delivery methods using digital media platforms to overcome geographical and systemic barriers will help increase the participation of various clients, including youth who rely heavily on innovative digital media platforms for learning and outreach supports.
- Co-locating service delivery partners in rural and northern areas will improve training accessibility for remotely located citizens, including persons with disabilities, and reduce barriers to accessing employment and training services.
- Working in partnership with stakeholders to develop simple and strong data collection models will help strengthen the evaluation of program outcomes.
- Labour shortages are a challenge across all sectors, and employers are seeing skill mismatches between the current workforce/job seekers and available jobs. There is also significant out-migration of youth to other provinces.

Eastside Industrial Coatings and Composites Ltd (EICC)

A family-owned business established in 1997, has been successfully serving original equipment manufacturers across North America with manufacturing solutions.

Through LMDA and WDA funding, EICC provided on-the-job and classroom training for 55 new and 155 existing employees. This support enabled EICC to achieve significant outcomes, such as:

- Increased payroll employment by \$1.5M for 55 new hires.
- Increased staff retention by 30% through the implementation of continuous improvement training.
- Commercial export sales up 100% with new client acquisitions.

EICC is benefitting from a lower attrition rate with a more organized, structured onboarding experience, and improved training for new employees has resulted in them becoming productive more quickly. Employees benefit by learning advanced manufacturing skills and techniques, which are taught to empower staff to improve processes with a more in-depth understanding of the process, the flow of the facility, and the equipment they use. EICC aims to pay higher than market wages in exchange for high performance. This is achieved through training and providing staff with the right tools to meet those goals.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. These programs and expenditures reflect projections based on base and a temporary additional LMDA funding allocated for 2023-24. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: LMDA - Employment Assistance Services
Project Expenditures: \$7,570,000 (13.2.%)
Description: Community organizations offer a variety of short-term employment-related services to help individuals conduct a successful job search, find and keep a job, and improve their employability. Areas of Focus: Employment preparation
Target Client Groups: <ul style="list-style-type: none"> • Individuals with a current or previous EI claim • Individuals who paid employee’s premiums in at least five of the previous 10 calendar years • Unemployed individuals • Job loss threatened individuals • Employed individuals working less than an average of 20 hours per week
Benefits and expected results: <ul style="list-style-type: none"> • Activities and services include employment plan development and counselling, assessment, labour market and education information provision, resume assistance and job referral/placement. • Expected results include improvement in participants’ general employability, reduced unemployment (increased employment), and direct savings to the Employment Insurance account through reduced dependency on government funded income support programs.

Program: LMDA - Employment Partnerships
Project Expenditures: \$3,012,188 (5.3%)
<p>Description: Assists communities, sector associations, and employers to address labour force development needs while assisting eligible individuals to gain sustainable employment.</p> <p>Areas of focus: Employment preparation, training, employment partnerships</p>
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Individuals with a current or previous EI claim • Individuals who paid employee’s premiums in at least five of the previous 10 calendar years • Unemployed individuals • Low skilled existing workers • Job loss threatened individuals
<p>Benefits and expected results:</p> <ul style="list-style-type: none"> • Activities and services include pre-employment preparation, job-specific skills training, and on-site hands-on training. • Expected results include an increase in individuals’ employability skills, reduced unemployment (increased employment), and direct savings to the Employment Insurance account through reduced dependency on government funded income support programs.

Program: LMDA - Labour Market Partnerships
Projected Expenditures: \$8,313,500 (14.0%)
<p>Description: Provides private, public, and community sector organizations with financial support to undertake activities that address labour market development, labour force development, and workforce adjustment issues. Supports companies that are locating to or expanding within Manitoba with funding to train new and existing employees, develop training curriculum/learning materials, and lease or purchase equipment/materials required for training. Assists companies to assess human resource management needs and develop/implement human resource and workforce training and development plans.</p> <p>Areas of focus: Training, supports, employment partnerships</p>
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Communities, sectoral associations, and individual employers • Private, for-profit companies with a Canadian business number licensed to carry on business in Manitoba and are locating new operations in Manitoba or expanding existing Manitoba operations • Small and medium-sized enterprises • Large companies, particularly those operating in highly competitive markets
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • Activities and services include workforce development and adjustment activities to assist employers, employee associations, and workers to deal with workforce changes, improve their capacity to implement workforce expansion, identify and create employment opportunities to address labour market supply and demand needs and support labour force development activities that help identify and address human resource and training needs in specific sectors. • Assistance to companies with little or no capacity to develop HR management plans to maximize the contribution of their workforce to achieve business goals. • Assistance to companies to develop and implement workforce training and development to achieve business goals. • Assistance may include direct service delivery and brokering relevant internal/external resources. • Expected results include an increase in companies' investments in their employees' skill level, new hires, and creation of net new jobs, and the economic benefit to Manitoba resulting from these employment opportunities.

Program: LMDA – Research and Innovation
Project Expenditures: \$1,025,535 (1.8%)
<p>Description: Provides financial support to organizations who research and/or design practical projects that identify innovative ways of helping individuals prepare for, find, return to, or maintain sustainable employment and/or strengthen and promote province-wide or regional labour force development.</p> <p>Areas of focus: Building knowledge</p>
Target Client Groups: Research institutions
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • Activities and services include research studies, information and/or data development, program/project evaluations and demonstration projects. • Expected results include products that address the objectives and priorities of the R&I program, such as addressing policy and program issues, research and/or design projects that are practical and help identify innovative ways of helping individuals prepare for, find, return to or maintain sustainable employment, and strengthen and promote province-wide or regional labour market development.

Program: LMDA – Self Employment
Projected Expenditures: \$472,000 (0.8%)
Description: Contracts with local service providers to assist eligible individuals to create jobs for themselves by starting a business. Areas of focus: employment preparation, supports, training
Target Client Groups: <ul style="list-style-type: none"> • Individuals with a current or previous EI claim • Individuals who paid employee’s premiums in at least five of the previous 10 calendar years • Employed individuals who are low skilled • Employment and Income Assistance recipients • Unemployed individuals • Job loss threatened individuals
Benefits and expected results: <ul style="list-style-type: none"> • Activities and services include training and supports to develop business plans and entrepreneurial skills, and individual coaching/consulting on implementing plans. • Expected results include reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government funded income support programs, and reduced EIA costs.

Program: LMDA – Skills Development
Projected Expenditures: \$36,509,423 (64.0%)
<p>Description: Assists eligible individuals who need training to find employment, including occupational and/or skills training, academic upgrading, literacy and/or English as an Additional Language training required for skills training or employment, apprenticeship training, and co-operative education programs.</p> <p>Areas of focus: Training, supports</p>
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Individuals with a current or previous EI claim • Individuals who paid employee’s premiums in at least five of the previous 10 calendar years • Unemployed individuals • Employed individuals who are low skilled • Employment and Income Assistance recipients • Job loss threatened individuals
<p>Benefits and expected results:</p> <ul style="list-style-type: none"> • Activities and services include direct financial assistance to attend employment related skills training including tuition, certification/licensing allowance, daycare costs, lodging and transportation. • Expected results include increased employability skills, reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government funded income support programs, and reduced EIA costs.

Program: LMDA – Skills Development Apprenticeship
Projected Expenditures: \$9,223,000 (16.0%)
<p>Description: A vocational-based post-secondary training program that leads to a certificate of qualification in a skilled trade. Trade programs combine paid-on-the-job training with technical training in the classroom.</p> <p>Areas of focus: training, supports, employment partnerships</p>
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Individuals with a current or previous EI claim • Individuals who paid employee’s premiums in at least five of the previous 10 calendar years • Individuals approved to attend apprenticeship training
<p>Benefits and expected results:</p> <ul style="list-style-type: none"> • Activities and services include financial support for tuition, living allowance, transportation, and childcare costs. • Expected results include increased employability skills, reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government-funded income support programs, and reduced EIA costs.

Program: LMDA – Wage Subsidy
Projected expenditures: \$50,000 (0.08%)
Brief description of program - Areas of focus: Partners with employers to offset the cost of hiring and training new workers to assist eligible individuals in gaining full time employment. Areas of focus: Training, employment partnerships
Target Client Groups: <ul style="list-style-type: none"> • Individuals with a current or previous EI claim • Individuals who paid employee’s premiums in at least five of the previous 10 calendar years • Employment and Income Assistance recipients • Unemployed or underemployed individuals • Job loss threatened individuals
Benefits and expected results: <ul style="list-style-type: none"> • Activities and services include work experience and/or job specific skills development. • Expected results include increased employability skills, reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government funded income support programs, and reduced EIA costs.

Program: LMDA – Industry Expansion
Projected expenditures: \$238,003 (0.4%)
Description: This funding will be used to expand the number of companies that can access funding through the Industry Expansion program, which is aimed at supporting companies that are locating new operations to Manitoba or expanding existing Manitoba operations. The program assists companies by contributing to their investment in skills training for net new and existing employees.
Target Client Groups: Unemployed/under-employed individuals. Existing workers who require upskilling.
Benefits and expected results: <ul style="list-style-type: none"> • 80 net new positions will be filled. • 175 existing workers will be upskilled. • Company-specific key performance indicators will be achieved.

3.2.8 Saskatchewan

EBSM key facts

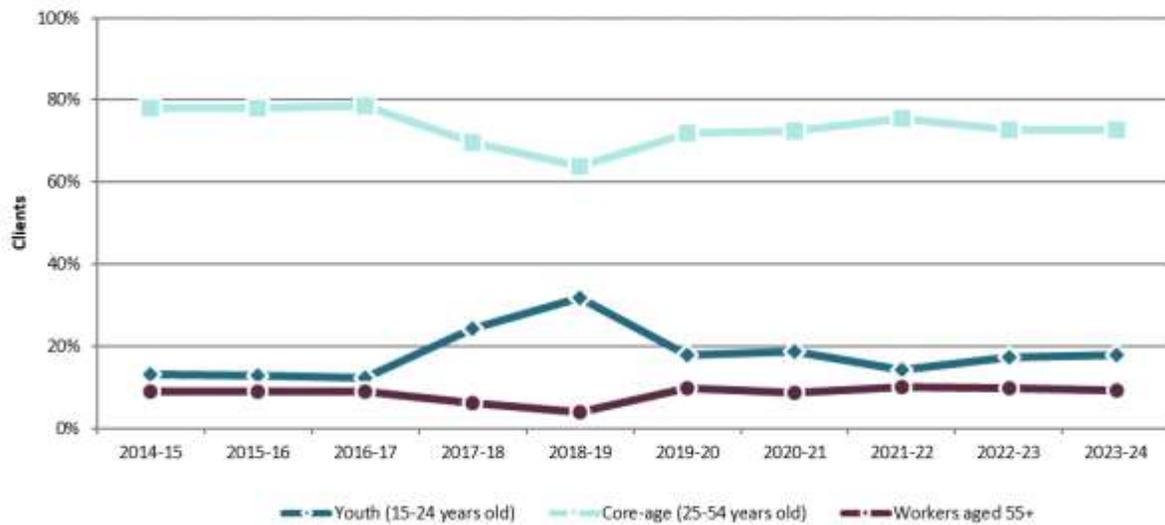
Table 3.2.8.1 – Saskatchewan, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	5,299	4,969	3,788	718	14,774
Share of total	35.9%	33.6%	25.6%	4.9%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

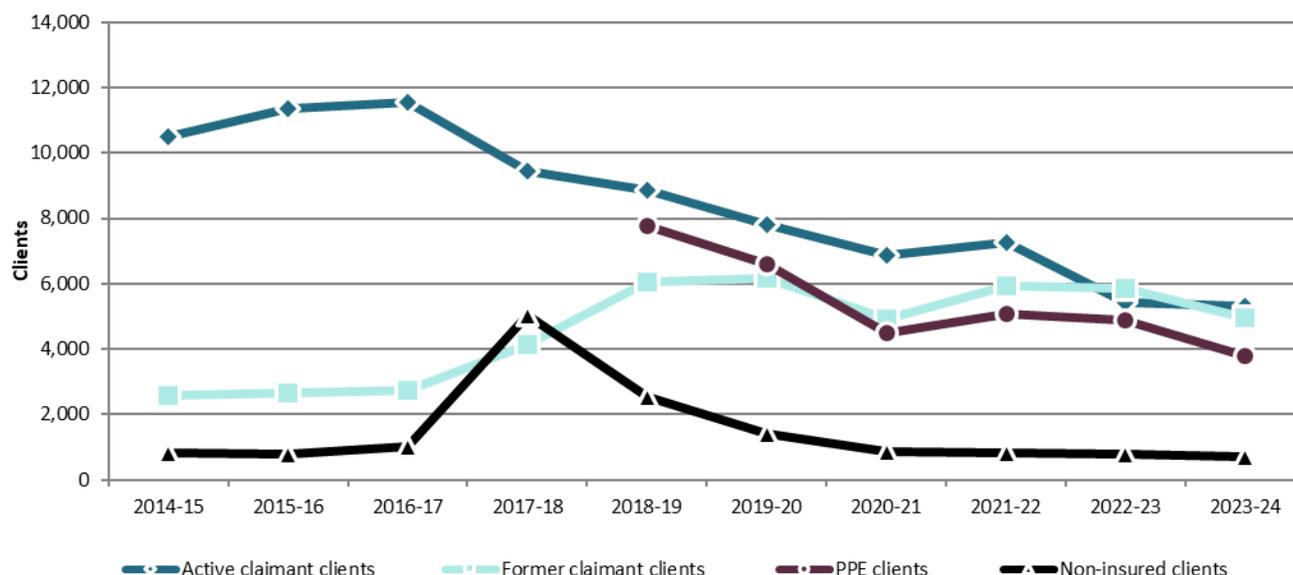
Chart 3.2.8.1 – Saskatchewan, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.8.2 – Saskatchewan, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.8.2 – Saskatchewan, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	10,638	-25.0%	57.7%	-3.3
Employment Assistance Services	7,799	-13.9%	42.3%	+3.3
Total services	18,437	-20.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.8.3 – Saskatchewan, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	0	n/a	n/a	n/a
Self-Employment	34	-5.6%	\$412,836	+7.3%
Job Creation Partnerships	0	n/a	n/a	n/a
Skills Development-Regular	6,766	-35.2%	\$27,027,292	+7.5%
Skills Development-Apprentices	3,838	+3.4	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	10,638	-25.0%	\$27,440,128	+7.5%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

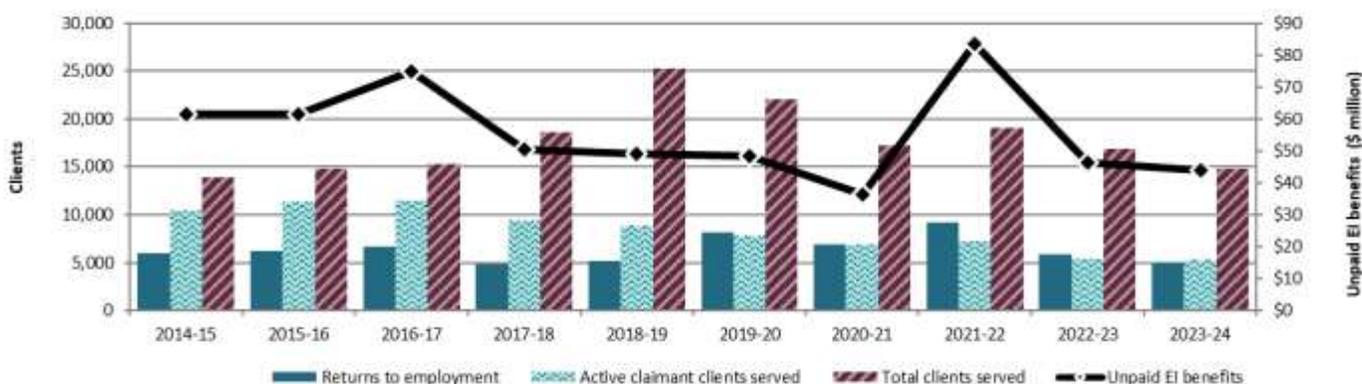
Table 3.2.8.4 – Saskatchewan, 2022-23, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	1,325	-21.6%	\$12,062,330	-17.9%
Individual Counselling	6,474	-12.2%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$9,778,316	+6.4%
Research & Innovation	n/a	n/a	\$62,602	-38.6%
Totals	7,799	-13.9%	\$21,903,248	-8.7%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.8.3 – Saskatchewan, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Saskatchewan’s economy and labour market demonstrated strong growth, supported by one of the most engaged labour forces in Canada. The province recorded one of the highest employment rates and labour force participation rates among provinces. At the same time, shifts in the labour market, including challenges finding workers, posed significant risks to business expansion and economic growth. Labour demand was strong in Saskatchewan in 2023-24. The province had one of the highest average job vacancy rates at 4.4%. The province also had one of the tightest labour markets in the country, with a ratio of 1.4 unemployed persons for every vacant job, on average each month. As a result, many sectors were challenged with low/dwindling supplies of available workers.

The unemployment rate for those aged 15 and over in Saskatchewan was 5.5% in 2024, slightly higher than the unemployment rate of 4.8% in 2023.⁶¹ In comparison, Canada’s unemployment rate in 2024 was 6.4 percent and in 2023 was 5.4 percent.⁶²

Given the persistent labour shortages affecting many sectors, it is critical for Saskatchewan to ensure residents have access to training and workforce development supports to capitalize on current and future job opportunities. Labour market programming remains focused on addressing these shortages by delivering a broad suite of upskilling and training initiatives and career and employment services.

Canada-Saskatchewan Labour Market Development Agreement

In 2023-24, Saskatchewan received approximately \$55.3 million through the LMDA and approximately 14,800 unique clients were served. Within six months of receiving training and employment supports,

⁶¹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁶² [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

about 63% of active claimant clients were already employed which contributed to an overall savings of approximately \$44 million in unpaid EI benefits.

Saskatchewan's LMDA programming helps individuals prepare for, obtain, and maintain employment and assists employers to recruit, train, and retain skilled workers. LMDA funding supports the development, delivery, and evaluation of programs and services designed to meet labour market needs in the province.

In 2023-24, Saskatchewan provided career and employment services through offices across the province and through partnerships with third-party service providers. Services target specialized needs such as career counseling, vocational assessments, employment supports, and work placement opportunities. Additionally, Saskatchewan provided financial and program support to training institutions, agencies, and industries that deliver skills development services throughout the province.

Saskatchewan also continued to deliver Essential Skills (ES) programming to help adults build foundational skills such as literacy, numeracy, and employability skills. Key components of ES programming include Adult Basic Education (ABE) and Essential Skills for the Workplace (ESWP), and GED testing). These programs support adults in entering or re-entering the workforce, pursuing further training, or advancing in their careers. In 2023-24, 6,600 individuals benefited from ES programming.

The province also delivered Skills Training (ST) programs to address the training needs of businesses and industries in areas of high demand. These programs included accredited and certificate diploma programs, as well as short-term and entry-level training through the Trades and Skills Centres, and targeted supports for Northern Saskatchewan residents through the Northern Skills Training program. In 2023-24, approximately 3,600 individuals benefited from the ST programs.

In 2023-24, the province continued to support apprenticeship training to address the demand for skilled tradespeople in Saskatchewan. Apprenticeship and trade certification are important in fostering economic growth, developing a skilled workforce, and ensuring the ongoing competitiveness of the labour market. The demand for apprentices and skilled tradespeople is on the rise. In 2023-24, approximately 4,304 apprentices received training.

Saskatchewan continued to expand experiential and work-integrated training opportunities for job seekers through Workforce Development programming, which included Self-Employment, Career Employment Services, Enhanced Career Bridging, Targeted Initiative for Older Workers, and Training Voucher Program. Under this programming, clients received numerous services such as vocational assessments, career counselling, job readiness, life skills, entry-level skills, digital literacy skills, job development, basic skills training, job coaching, and individualized employment-related supports. These services target unemployed and under-employed Saskatchewan residents, including Indigenous persons, youth, newcomers, persons with disabilities, and older workers. Consideration is also given to persons in seasonal and resource-based sectors impacted by market factors or international trade disputes. In 2023-24, 15,605 clients participated in the programming.

Designated and/or under-represented groups

Funding targeted for under-represented groups assisted: Indigenous peoples, persons with disabilities, racialized people, women, and underemployed or unemployed individuals. The Saskatchewan Labour Market Strategy, launched in March 2024, focuses on training, upskilling, and prioritizing engagement of under-represented groups in the labour. For example, in 2023-24 the province:

- Continued to offer the Northern Skills Training program to address academic and skills barriers for residents living in Northern Saskatchewan
- Supported establishment of an additional cohort of the Mental Health and Wellness diploma program at the Saskatchewan Indian Institute of Technologies to meet demand in this occupation. The skills learned in the program enable newly graduated frontline workers to provide care to Indigenous individuals.
- Provided funding to the Saskatchewan Apprenticeship and Trade Certification Commission's Indigenous Apprenticeship Initiative to increase the recruitment of Indigenous peoples into apprenticeship and skilled trades careers. Projects include apprenticeship and pre-employment trades training with First Nation and Métis communities. In 2023-24, 17.1% of registered apprentices self-declared as Indigenous peoples.
- Partnered with industry representatives to deliver projects to increase Indigenous representation and address the critical labour shortage in potash mining and mining construction.
- Continued to provide the Workforce Development – Enhanced Career Bridging program to support job seekers facing barriers to employment. This program provides in-class training and helps to develop essential skills followed by a work placement. In 2023-24, 332 job seekers participated in the program, with 57% gaining employment or entering further training at the time of their completion.
- Partnered with third-party service providers to deliver the Newcomer Employability Supports program which assists newcomers with reaching a level of employment readiness that allows them to obtain and maintain employment. In 2023-24, more than 6,200 newcomers participated in the program. Of those who completed the program, 45% gained employment or pursued further education. Saskatchewan saw a 38% increase in participation numbers in comparison to 2022-23.
- Continued to deliver the Targeted Initiative for Older Workers program to increase the employability of older workers (aged 55 to 64) through a combination of in-class training and work placement. In 2023-24, 272 job seekers participated in the program, with 62% gaining employment or entering further training at the time of their completion.

In addition, aiming to enhance Francophone participation in the labour force, Saskatchewan continued to partner with Francophone community-based organizations, which includes Assemblée Communautaire Fransaskoise (ACF) and Conseil économique et coopératif de la Saskatchewan (CÉCS). In 2023-24, ACF reported 202 newcomer clients needing settlement services which doubled compared to

the previous year, CECS reported 118 placements for newcomer clients requesting employment services representing a 40% increase compared to 2022-23.

Stakeholder consultations

In 2023-24, Saskatchewan engaged and consulted with a broad range of stakeholder organizations including business and industry associations, individual employers, community leaders, community-based organizations, organizations providing employment services for people from under-represented groups, Francophone organizations, post-secondary education and training institutions, labour groups and ICT partner ministries, agencies, and commissions. Stakeholder engagement offers the opportunity to discuss and receive advice on the array of programs and services delivered through the LMDAs. Stakeholder engagements are often held in the form of consultations, information sessions, employer outreach, conference calls, presentations and meetings. Through these engagements, key themes were raised by stakeholders that align with Saskatchewan's labour market goals:

- Employers across various sectors are challenged with finding suitable candidates for vacant positions. This is due to several factors, including a tight labour force, lack of in-demand skills and competition for skilled talent domestically and internationally.
- A shortage of skilled tradespersons to support public and private infrastructure investments/projects is a key challenge for economic growth. With a significant number of projects underway to support the Government of Saskatchewan's capital investment plan, the demand for skilled trades has increased exponentially.
- There is a significant need for pre-trades training programs to establish a pipeline of talent in construction-related occupations.
- There is increased demand for healthcare workers such as continuing care aides, psychiatric nurses, paramedics, laboratory technicians, medical radiation technologists, diagnostic sonography, among others. Attraction of healthcare workers to rural areas remains a priority.
- Enhanced partnerships with industry, Indigenous-led businesses, and communities are needed to identify pathways and build capacity to increase Indigenous participation in the labour market.
- There is a need to continue enhancing employment and economic opportunities for Indigenous communities in northern Saskatchewan, specifically transitions into post-secondary education with subsequent transitions into the labour market.
- Due to the growing Saskatchewan economy, there is an increased demand for specialized talent in regulated occupations. Specific sectors, including healthcare, trades and technology are facing shortages that require strategies to recruit and assess international qualifications and competencies.
- Similar to other jurisdictions, skilled workers may have difficulty getting their foreign credentials recognized in order to work in Saskatchewan. Licensure processes can be lengthy, costly and require individuals to meet stringent requirements for registration.

- Employment barriers exist for newcomers including education not aligned with Canadian curriculum, low language proficiency, or employers not recognizing international work experience.
- There is a need to improve awareness, access, and effectiveness of career supports to help job seekers become employed.
- There is a great need to support retention and integration of newcomers in Saskatchewan through various settlement supports, including pre-arrival services.
- Specialized training and supervised work experience placements are needed to help internationally trained individuals develop the competencies required for working in regulated occupations.
- Francophone organizations voiced a need to support Francophone participation in Saskatchewan’s workforce by delivering more services in French.

The Regina Work Preparation Centre Incorporated

The Government of Saskatchewan has partnered with the Regina Work Preparation Centre Incorporated (RWPC) for over 20 years to deliver specialized services that support jobseekers to become strong employees with the skills and capacities needed for workplace success.

Through the Employment Pathways Program, clients are supported to:

- develop action plans which help them move forward in their employment and training goals.
- enhance their job search skills, with job matching, interview preparation, and exploration of labour market opportunities; and
- connect with additional employment services, training, or other vocational assessment supports.

In 2023-24 over 250 individuals participated in the program with over 50 per cent finding employment, or enrolling in further education or training, and an additional 21 per cent being job ready.

The partnership with the RWPC has also led to the addition of new initiatives including digital literacy training for job seekers and exploration of in-demand careers using Virtual Reality (VR) technology. VR technology provides innovative career exploration for job seekers, assisting them to determine the skills they have and identify skills pathways for upskilling that can expand career opportunities with in-demand industries in Saskatchewan. The made-in Saskatchewan simulations are managed by RWPC and accessible on the CareerLabsVR platform. These simulations are used by over 25 Saskatchewan service providers to encourage job seekers to pursue in-demand careers.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated

funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration. Saskatchewan’s labour market programs are funded through a combination of funding sources such as LMDA, WDA and provincial budget. In 2023-24, Saskatchewan spent a total of \$130.6 million on labour market programming. The table below includes information about the LMDA portion of funding for the labour market programming in 2023-24.

Program: Essential Skills (ES)
Expenditure: \$4,442,000 (9.0%)
Description: Through ES programming, participants acquire the knowledge, skills and attitudes needed to enter or re-enter the labour force, move on to further training or advance in a chosen career. ES programming helps adults improve their literacy level and develop essential and employability skills. Learners who successfully complete Level 3 (also known as Adult 10) receive a certificate of completion and those who complete Level 4 (or Adult 12) achieve a Grade 12 standing. The ES program includes Adult Basic Education (ABE) and the Essential Skills for the Workplace (ESWP) and the GED testing.
Target Client Groups: ES programs are available to all adults at least 18 years of age and out of school for at least one year; who wish to enter or re-enter the labour force; who need further training; or who wish to advance in a chosen career.
Benefits and Expected Results: Over 6,600 learners participated in ES funded programs in 2023-24. Learners develop the skills and competencies needed to acquire and/or retain employment, resulting in increased earnings, decreased use of social support(s), and improved learner wellness and well-being <ul style="list-style-type: none"> • Completion rate – 66% • Total Employment – 18% • Further Education – 54%

Program: Skills Training Allocation (STA) & Northern Skills Training (NST)
Project Expenditure: \$6,200,000 (12.5%)
<p>Description: The STA program is designated to address the training needs of Saskatchewan businesses and industry in the areas of greatest labour market demand and promote equity participation in training delivery. Credit training programs for occupations in demand are delivered through publicly funded post-secondary training institutions.</p> <p>The NST program addresses unique academic and skills barriers that adults in the north face when seeking employment. Successful program participants acquire the occupational skills that address employer needs and that help transition participants to employment. Learners acquire occupational/technical skills and consequently increase their employability. As well, funding allows training institutions to deliver accredited programs that meet employer needs. In 2023-24, program offerings included: Early Childhood Education, Indigenous Practical Nursing, Heavy Equipment Operator, Mineral Exploration Techniques, Radiation and Environmental Monitoring, Mental Health and Wellness, and Harvester Training and Scaffolding.</p>
<p>STA Target Client Groups: The STA programs are open to all adults seeking opportunities to improve skills development. The STA program has a strong emphasis on improving the employability of under-represented groups (e.g., Indigenous people, social assistance recipients, persons with disabilities, women in under-represented occupations, immigrants, racialized people and youth) leading to long-term sustainable employment.</p> <p>NST Target Client Groups: The NST focuses on learners in Northern Saskatchewan communities. 10 NST programs were offered in Air Ronge, Buffalo Narrows, Creighton, and Stony Rapids.</p>
<p>STA Benefits and Expected Results:</p> <ul style="list-style-type: none"> • Over 3,100 learners participated in STA funded programs in 2023-24. • Completion Rate – 82 per cent • Employment Rate – 60 per cent • Further Education Rate – 32 per cent <p>NST Benefits and Expected Results:</p> <p>43 learners participated in NST programs with a completion rate of 95%, of those who completed their program, the employment rate was 49%.</p>

Program: Trades and Skills Centres (TSCs)
Project Expenditure: \$519,000 (1.1%)
Description: The TSCs deliver trades and skills programs that lead to entry-level jobs in industries where workers are in high demand. They deliver training in many different occupations such as plumbing, health care, culinary arts, commercial construction, scaffolding, painting, roofing, electrical and more. The TSCs serve low skilled adults and youth in Regina and Saskatoon. Trainees are engaged in work experience training that mimics an employment experience while receiving wage-based income support.
Target Client Groups: Low-skilled and under-employed adults, who want to enter one of the designated skilled trades while in a training system.
Benefits and Expected Results: Over 400 learners participated in 33 programs in 2023-24. <ul style="list-style-type: none"> • Completion Rate – 83% • Employment Rate (of those who completed programming) – 84%

Program: Workforce Development (WFD)
Project Expenditure: \$12,101,000 (24.5%)
Description: WFD programs help people prepare for, find, and maintain employment. Saskatchewan contracts third-party service providers to deliver programs and services based on client and industry needs, that target specific under-represented groups as well as more generalized supports for a wide range of job seekers to address employment barriers, such as low literacy (reading, numeracy, and computer skills), little or no work experience, disability, social barriers, addictions, etc. Programs and services include but are not limited to vocational assessments, career counselling, job readiness, life skills, entry level skills, digital literacy skills, work experience, job development, basic skills training, job coaching, job search assistance, occupational skills training, interview preparation and individualized training and employment related supports.
Target Client Groups: Unemployed and under-employed Saskatchewan residents who face barriers to employment including specific demographic groups such as Indigenous persons, youth, women, newcomers and persons with disabilities, and older workers. Consideration is also given for persons in resource-based or in-demand workforce sectors. Programming was also available to support individuals pursuing self employment.
<p>Benefits and Expected Results:</p> <p>In 2023-24, 15,605 job seekers participated in WFD programming with 47% of participants finding employment and 9% going on to further education/training.</p> <p>Findings from the 2023-24 three-month and 12-month client follow-up surveys indicate that program participants saw an increase in employment from 41% pre-program up to 49% three months post-program and up to 54% 12 months post-program.</p> <p>Employers are supported in hiring persons from under-represented groups. According to the results of the above-mentioned survey, 53% of respondents were Indigenous, 37% were recent immigrants and 14% were persons with disabilities.</p>

Program: Saskatchewan Apprenticeship and Trade Certification Commission
Project Expenditure: \$13,319,000 (26.9%)
Description: The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) arranges apprenticeship training to meet the direct needs of employers in Saskatchewan’s labour market. The SATCC is also responsible for the certification of qualified tradespeople who have developed the necessary skills and obtained the necessary work experience in non-compulsory trades.
Target Client Groups: Adults wanting to enter one of the designated skilled trades while in a training system combining on-the-job experiential learning with time spent in a classroom setting.
Benefits and Expected Results: The 2023-24 Apprenticeship Training Programs results: <ul style="list-style-type: none"> • Apprentices in Technical Training & Upgrading - 4,094 • New Registered Apprentices - 2,331 • SATCC Trade Clients served - 10,765 • Indigenous Apprentices at Year-End - 1,152 • Share of Indigenous Apprentices - 17.1% • Youth Apprentices Registered - 3,045 • Women Apprentices Active - 667 (9.9%) • Journeyman Certificates Issued - 983

Program: Apprenticeship Training Allowance (ATA)
Project Expenditure: \$2,359,000 (4.8%)
Description: The ATA is available to eligible apprentices while they attend technical training. The funding helps apprentices maintain a second residence while attending technical training.
Target Client Groups: Employment Insurance (EI) eligible apprentices attending apprenticeship technical training.
Benefits and Expected Results: In 2023-24, 1,645 apprentices received the ATA to participate in apprenticeship technical training.

Program: Canada-Saskatchewan Job Grant (CSJG)
Project Expenditure: \$9,778,000 (19.8%)
Description: The SJG supported local employers by providing funding to train and develop a competent workforce, ensuring employees are equipped with the necessary skills to be successful in new jobs or be promoted to better jobs. As an employer-driven program, businesses chose the training, training provider and trainees that met their labour market needs.
Target Client Groups: Employers in the private and not-for-profit sector operating in the province.
Benefits and Expected Results: In 2023-24, employers submitted 1,825 applications, which is a slight decrease of 1% when compared to 2022-23. Saskatchewan approved 1,190 job grants which supported close to 990 unique employers with funding to train 1,912 employees.

Program: Newcomer and Settlement
Project Expenditure: \$763,000 (1.5%)
Description: Settlement funding provides a comprehensive range of programs and services delivered by third-party organizations for newcomers aimed at community settlement, integration and employment services, and skills training to help newcomers attach to the labour market. Settlement programs and services include orientation and planning, English language training, employment supports, credential recognition services and referrals to community services.
Target Client Groups: Newcomers to Saskatchewan including temporary workers, permanent residents and refugees, and international students seeking supports to address barriers to settlement and employability.
<p>Benefits and Expected Results: The Ministry has 16 agreements with third-party service providers for Newcomer and Settlement supports to provide specialized services for newcomers experiencing cultural, language or other barriers to employment.</p> <p>In 2023-24, there were 6,215 participants, which is a 38% increase from 4,498 participants in 2022-23.</p> <p>Approximately 45% of newcomers completing their program find employment or go on to further training. The number of employed newcomers as a result of completing the program increased from 909 to 1,576, and the number of newcomers taking further training increased from 347 to 367. This represents a year-to-year increase of almost 55% for newcomers gaining employment or going on to further training from 2022-23 to 2023-24.</p> <p>According to the 2023-24 three-month and 12-month client follow-up surveys, newcomer and settlement program participants saw an increase in employment from 47 per cent pre-program to 68% 12 months post-program.</p>

3.2.9 Alberta

EBSM key facts

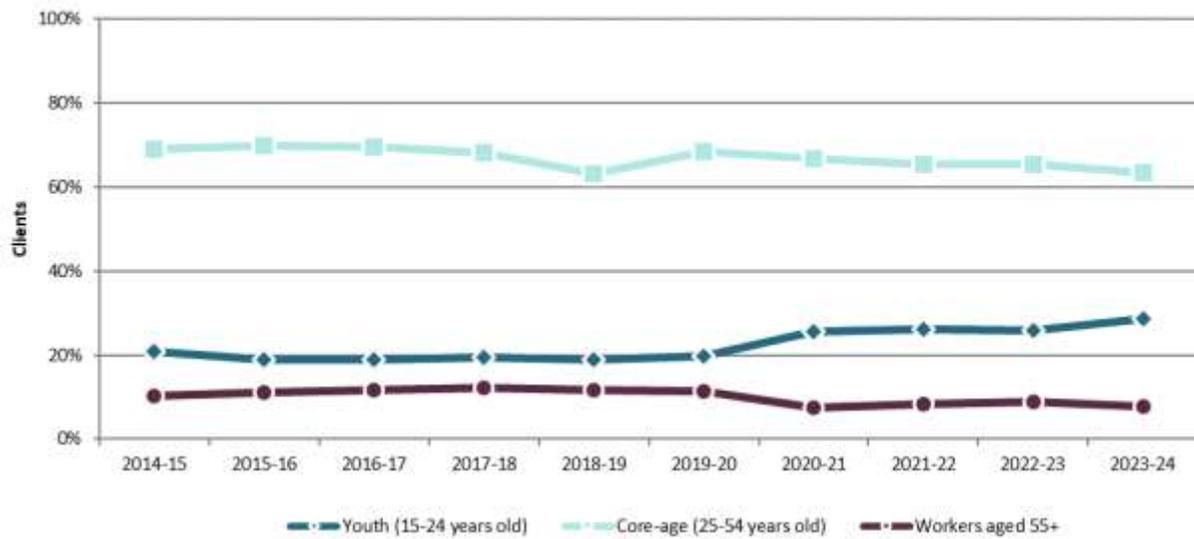
Table 3.2.9.1 – Alberta, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	21,697	10,501	3,674	20,539	56,411
Share of total	38.5%	18.6%	6.5%	36.4%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

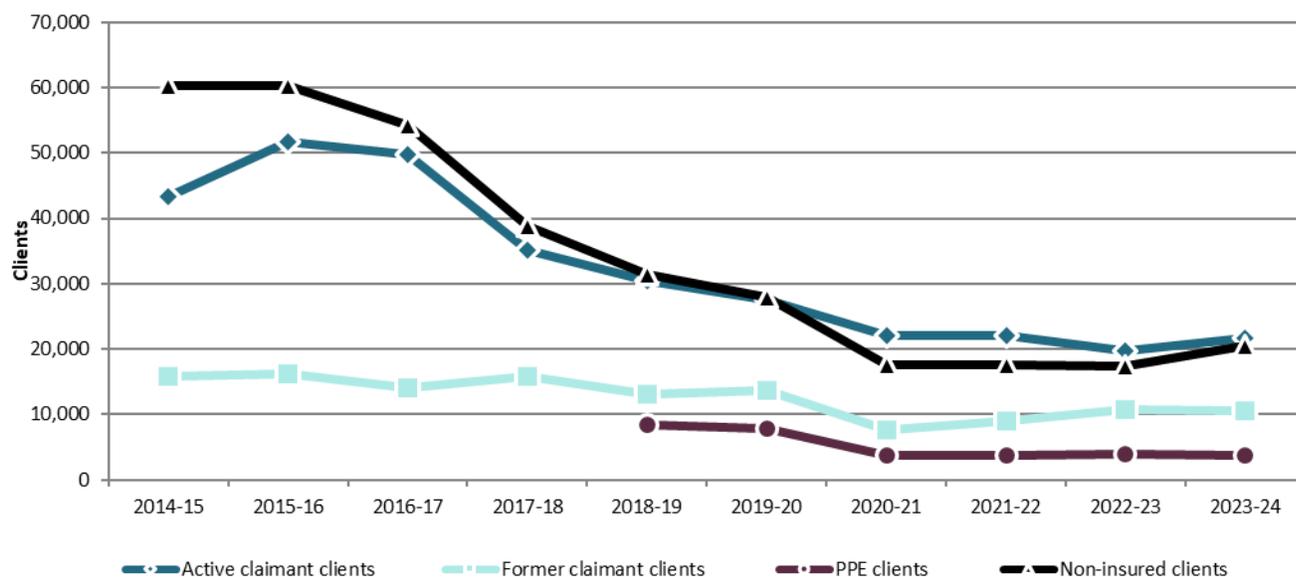
Chart 3.2.9.1 – Alberta, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.9.2 – Alberta, 2014-15 to 2023-24, clients served, by client type¹



Notes

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.9.2 – Alberta, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	21,956	+9.2%	21.5%	+0.6
Employment Assistance Services	80,006	+5.3%	78.5%	-0.6
Total services	101,962	+6.1%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.9.3 – Alberta, 2023-24, Employment Benefits key facts, by service type^{1,2}

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	136	-6.8%	\$1,216,000	+15.7%
Self-Employment	218	+6.9%	\$1,570,442	-12.4%
Job Creation Partnerships	0	n/a	\$0	0%
Skills Development-Regular	2,732	-16.4%	\$120,414,000	-35.2%
Skills Development-Apprentices	18,870	+14.5%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	21,956	+9.2%	\$123,200,679	-25.0%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² 2022-23 EI MAR Revision: AB skills development should have been \$104,088,000 and job creation partnerships should have been \$0.

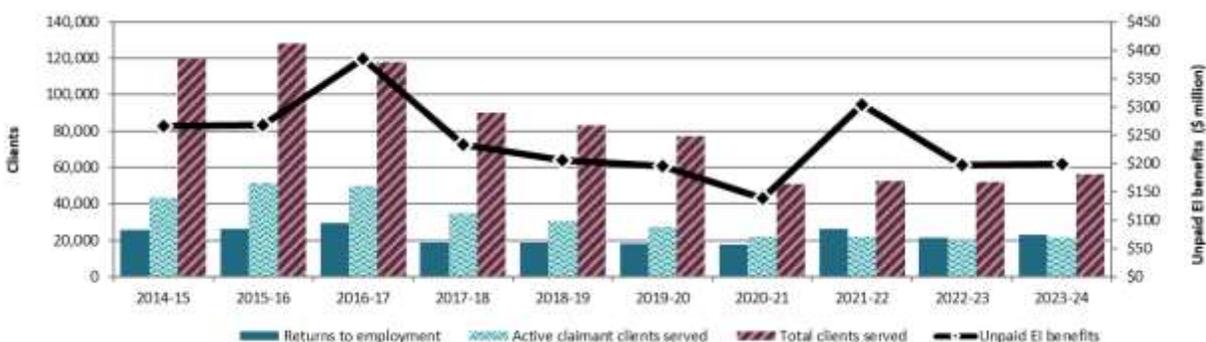
Table 3.2.9.4 – Alberta, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	11,811	+2.7%	\$71,272,275	+47.7%
Individual Counselling	68,195	+5.8%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$10,652,786	+68.2%
Research & Innovation	n/a	n/a	n/a	n/a
Totals	80,006	+5.3%	\$81,925,061	+31.6%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.9.3 – Alberta, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

- ¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.
- ² This table excludes Indigenous pan-Canadian clients.
- ³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Alberta focused on addressing market instability and economic challenges following a period of economic downturn. While job vacancies have been declining over the past year, they remain high compared to pre-pandemic levels. Despite robust population growth, Alberta's labour market continues to face sector-specific labour supply challenges, particularly in healthcare and skilled trades. Upskilling remains a priority to adapt to a rapid changing labour environment driven by automation and digitization.

The unemployment rate for those aged 15 and over in Alberta was 5.9% in 2023, slightly higher than 5.8% in 2022.⁶³ By comparison, Canada's unemployment rate in 2023 was 5.4% up from 5.3% in 2022.⁶⁴

In March 2024, the province reported over 76,200 job vacancies⁶⁵ compared to approximately 169,100 individuals who were unemployed, actively looking for work within the last four weeks, and available for work.⁶⁶

Similar to other provinces, Alberta faces challenges associated with an aging population. While population growth remains robust, the province is experiencing challenges with the integration of this rapid growth into its labour market, contributing to elevated unemployment rates.

Employers have identified two major challenges in the current labour market: fewer applicants and a mismatch in skills. In response, Alberta is focusing on increasing labour market participation rates among youth and under-represented groups, as well as leveraging immigration to fill job vacancies.

⁶³ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁶⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁶⁵ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

⁶⁶ [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

Canada-Alberta Labour Market Development Agreement

In 2023-24, Alberta received approximately \$214.7 million through the LMDA, which served approximately 56,400 clients. Within six months of receiving training and employment supports, approximately 71% of active claimant clients were employed, resulting in an estimated \$199 million in savings from unpaid EI benefits.

The LMDA funding supported initiatives to connect employers with job seekers and provide training for jobs in growth sectors such as energy, agriculture/forestry, tourism, culture, technology, aviation and aerospace, logistics, and finance.

For example, in 2023-24, Alberta provided a technical training program for apprentices, covering the cost of training delivered by approved training providers to individuals registered in an apprenticeship program in Alberta. In 2023-24, the program served 18,870 clients.

Furthermore, the Driving Back to Work Grant program received funding through the LMDA to address the commercial truck driver shortage by subsidizing up to 90% of training and testing costs for unemployed individuals seeking a Class 1 drivers license. In 2023-24, the program served 155 clients with a completion rate of 91.4%.

Designated and/or under-represented groups

Alberta's LMDA programming serves a diverse client base, with a continued focus on supporting designated and/or under-represented groups, including Indigenous peoples, older workers, newcomers, persons with disabilities, women and youth. 2023-24 funding helped address labour shortages, unemployment, and removing barriers to employment for under-represented groups, through skills training, improved access to education, and employment support.

The Employment Partnerships program focused on labour market participation and fostering inclusion for Indigenous Albertans. In 2023-24, it served approximately 1,730 clients. Additionally, Alberta collaborated with Indigenous communities through the Career and Employment Information Services (CEIS), which delivers workshops on and off reserves to help clients secure and maintain employment while building career service capacity in these communities.

Stakeholder consultations

In 2023-24, Alberta maintained regularly engagement with stakeholders through formal meetings and informal interactions. These efforts focused on understanding the current labour market context and targeting in-demand sectors and jobs. Insights gathered from these consultations helped Alberta plan for programming, future workforce demands and skills training initiatives. Stakeholders included community stakeholders, training providers, employers, industry groups, and other government organizations.

For example, Alberta met with industry stakeholders through roundtables, national advisory committee meetings, and labour market information sessions to discuss labour market partnerships and attraction and retention partnerships.

At the regional level, Alberta worked closely with stakeholders to identify and address region-specific workforce needs across the province. Employers and industry stakeholders were consulted in developing regional training programs and services, and hire clients who complete these programs. This process ensured that industry and employers are involved and are interested in having these programs in their community.

Furthermore, Alberta engages stakeholders annually in budget planning processes to ensure that LMDA-funded programs and services remain efficient, viable and align with Alberta's labour market priorities.

Red Deer Employment Services

Employment Placement and Supports Services (EPSS) provide several employment support services to Albertans. Between April 1, 2023 to March 31, 2024 the program served:

- Resource Centre: 473
- Job Placement: 191
- Career consulting: 186
- Exposure Courses: 15

An EI-eligible client with a diverse background and education sought guidance on her employment. She was referred to EPSS for employment supports, where staff helped her revamp her resume and prepare for interviews through workshop focused on behavioural questions and responses. She also participated in exposure courses.

The client started her job search and secured her first interview with a local community service organization, where she was offered a position as a Youth and Family Counsellor. This client also advanced to the second stage of the interview process for a federal government position as a Judicial Clerk. Given the lengthy nature of the federal government process, the client opted to accept the position with the local community service organization in the meantime. EPSS continues to provide her with employment support and follow up services as she progresses in her career journey.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration, associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Job Search Assistance
Description: <ul style="list-style-type: none"> • Transition to Employment Services: Customized work-directed services to help individuals acquire workplace and occupational skills to facilitate their rapid (re-) attachment to the labour market. • Job Search Assistance (exposure course): Provides job ready individuals with skills needed to quickly obtain employment. • Job Placement: Connects individuals seeking work with employers seeking to fill job openings.
Target Client Groups: EI Insured participants

Program: Counselling / Case Management
Project Expenditures: \$19,800,000 (9.7%)
Description: <ul style="list-style-type: none"> • Career & Employment Assistance Services: Services include career counselling, career planning and job search, job placement and employment support services. • Case Management: Provides support to individuals during the implementation and progression through their individual Service Plan. • WORP Post intervention Survey (Evaluation and Analysis): A component of case management to support an individual's progression through their service plan and includes follow-up to confirm completion of the plan and obtain outcome information.
Target Client Groups: All individuals

Program: Unassisted Services

Project Expenditures: \$29,500,000 (14.4%)

Description:

- **Resource Centre:** Access to informational resources, tools and technical equipment on topics such as career planning, education, job search and labour market information.
- **Career and Job Fair:** Fairs showcase a variety of career and employment options, employer options, industry information, postsecondary choices and labour market facilitation.
- **Group Information Sessions (e.g. workshops):** Address a variety of career and employment needs.
- **CEIS Grants:** Employment related events such as job/career fairs, employer connections, conferences, and speaking events
- **Workplace and Career Planning (ALIS Website):** Career planning, job search and labour market information available through print and online services.
- **Labour Market Information Product (Evaluation and Analysis):** Development of Labour Market information (wage and salary) to assist job seekers, career planners, etc. to support informed evidence-based decisions.

Target Client Groups: All individuals

Program: Short-Term Training
Project Expenditures: \$500,000 (0.2%)
Description: <ul style="list-style-type: none"> • Integrated Training Program Costs: Skills-based training that combines academic and general employability skills with occupation-related. • Integrated Foundational Pathways Program Costs: A unique blend of essential skills, academics and applied skills development designed to build upon foundational skills. • Integrated Training Program Costs: Skills-based training that combines academic and general employability skills with occupation-related skills. • Training for Work (Integrated, Immigrant Bridging and Self-Employment) Financial Assistance Costs: Needs-based financial assistance for eligible participants attending full-time approved training. • Pre-Apprenticeship Training Program Costs: Skills-based training that combines academic and general employability skills with occupation-related skills. • Short-Term Training Financial Assistance Costs: Needs-based financial assistance for eligible participants attending full-time approved Integrated Skills Training, Pre-Apprenticeship Training, and Integrated foundational pathways. • Immigrant Bridging Program Costs: Integrated training programs that focus on training skilled immigrants with prior education and/or experience in a specific occupation, so that they can bridge gaps in knowledge skills in order to gain employment in that occupation or a related occupation.
Target Client Groups: EI Insured participants

Program: Occupational Skills Training
Project Expenditures: \$26,900,000 (13.1%)
Target Client Groups: EI-Insured participants

Program: Literacy, Essential Skills, Language Training and Adult Basic Education
Project Expenditures: \$22,900,000 (11.2%)
Description: <ul style="list-style-type: none"> • Foundational Learning (Academic upgrading and Adult Basic Education) Program Costs: Training in literacy and numeracy ranging from basic skills to adult academic subjects needed to meet post-secondary entry requirements. • Foundational Learning (English as an Additional Language) Program Costs: Training to improve English language competencies for individuals whose first language is other than English. • Financial Assistance Costs - Foundational Learning: Needs-based financial assistance for eligible participants attending full-time approved Academic upgrading, Adult Basic Education and English as an Additional Language.
Target Client Groups: EI Insured participants

Program: Apprenticeship
Project Expenditures: \$65,700,000 (32.0%)
Description: <p>Apprentice Training Program Costs: Technical training, delivered by an Alberta approved training provider, to individuals registered in the Alberta apprenticeship program.</p>
Target Client Groups: EI Insured participants

Program: Targeted Wage Subsidies
Project Expenditures: \$1,000,000 (0.5%)
Description: <p>Workplace Training Program Costs: Individually-focused worksite training provided by an employer. The employer receives a subsidy to offer on-the-job training, or a short term paid work experience to individuals with barriers to employment.</p>
Target Client Groups: EI Insured participants

Program: Self-Employment Assistance
Project Expenditures: \$1,700,000 (0.8%)
Description: Self Employment Program Costs: Training on business plan development, business counselling, coaching and guidance to facilitate entry into self-employment for participants who have a viable business idea.
Target Client Groups: EI Insured participants

Program: Labour Market Partnerships
Project Expenditures: \$15,900,000 (7.8%)
Description: <ul style="list-style-type: none"> • Labour Market Partnerships: Identify, develop and support projects with industry, organizations and community groups to enhance human resource development and labour market adjustment strategies. • Agriculture, Forestry and Rural Economic Development Project: Identify, develop and support projects with industry, organizations and community groups to enhance human resource development and labour market adjustment strategies. • Employment Partnership Program: Identify, develop and support projects with industry, organizations and community groups to enhance human resource development and labour market adjustment strategies. • Employer Sponsored Training: Training for workers to help them upgrade or acquire new skills to maintain employment.
Target Client Groups: EI Insured participants

3.2.10 British Columbia

EBSM key facts

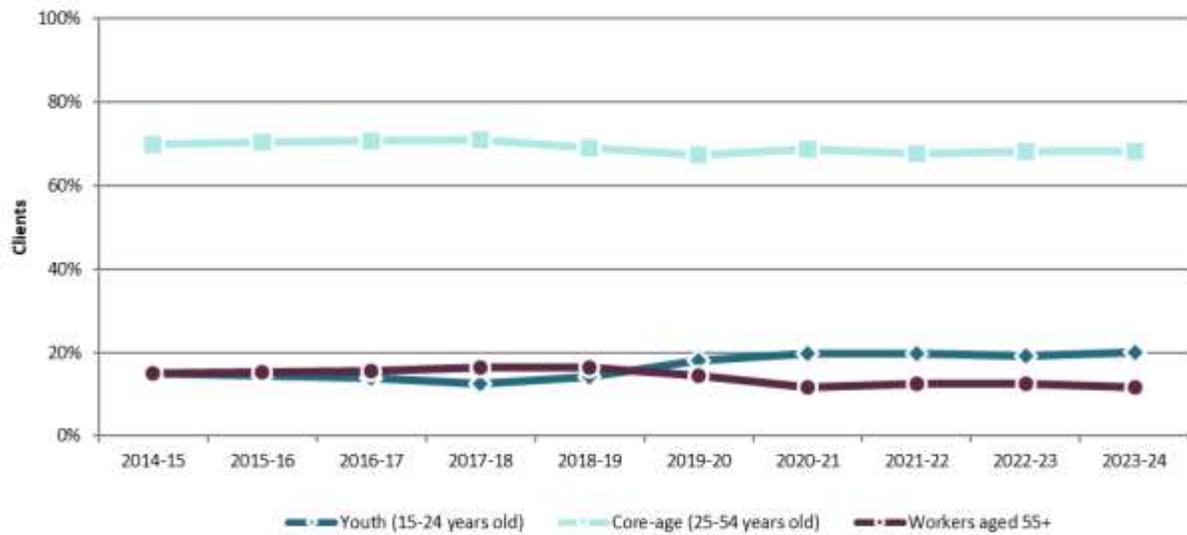
Table 3.2.10.1 – British Columbia, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	20,977	10,505	4,179	25,422	61,083
Share of total	34.3%	17.2%	6.8%	41.6%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

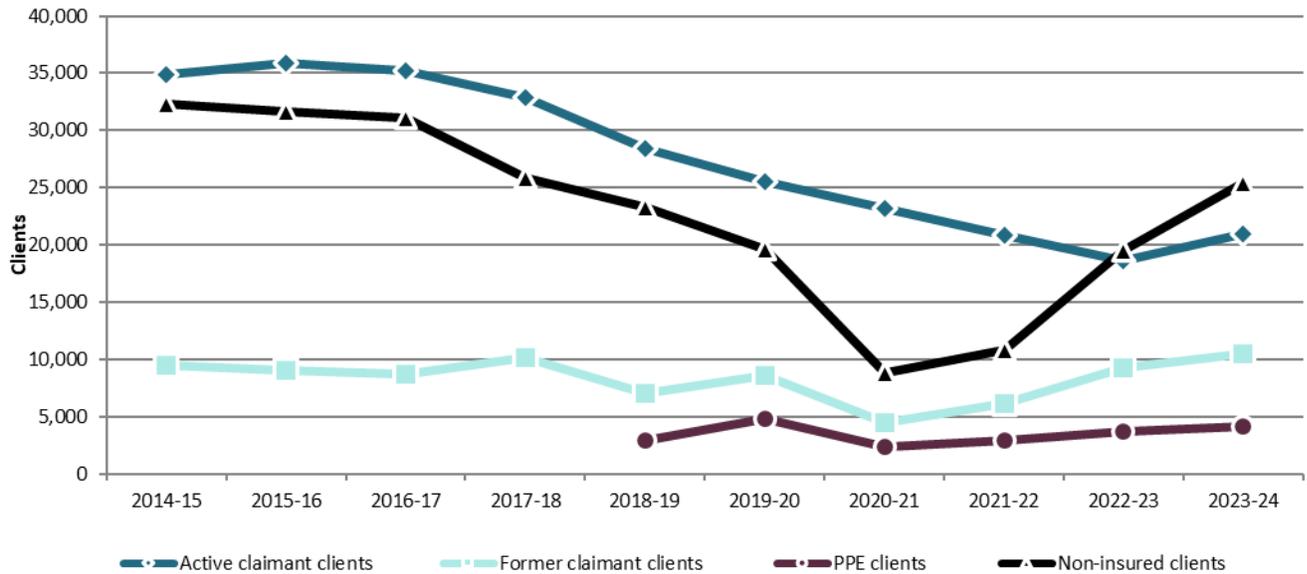
Chart 3.2.10.1 – British Columbia, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.10.2 – British Columbia, 2014-15 to 2023-24, clients served, by client type¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Table 3.2.10.2 – British Columbia, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	57,879	+21.9%	44.4%	+0.4
Employment Assistance Services	72,574	+19.9%	55.6%	-0.4
Total services	130,453	+20.8%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.10.3– British Columbia, 2023-24, Employment Benefits key facts, by service type¹

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	4,089	+3.7%	\$39,008,868	-12.6%
Self-Employment	738	+23.0%	\$23,481,748	+73.8%
Job Creation Partnerships	16	-70.4%	\$1,906,361	-38.8%
Skills Development-Regular	39,208	+32.1%	\$165,139,855	+7.4%
Skills Development-Apprentices	13,828	+4.8%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	57,879	+21.9%	\$229,536,832	+6.8%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

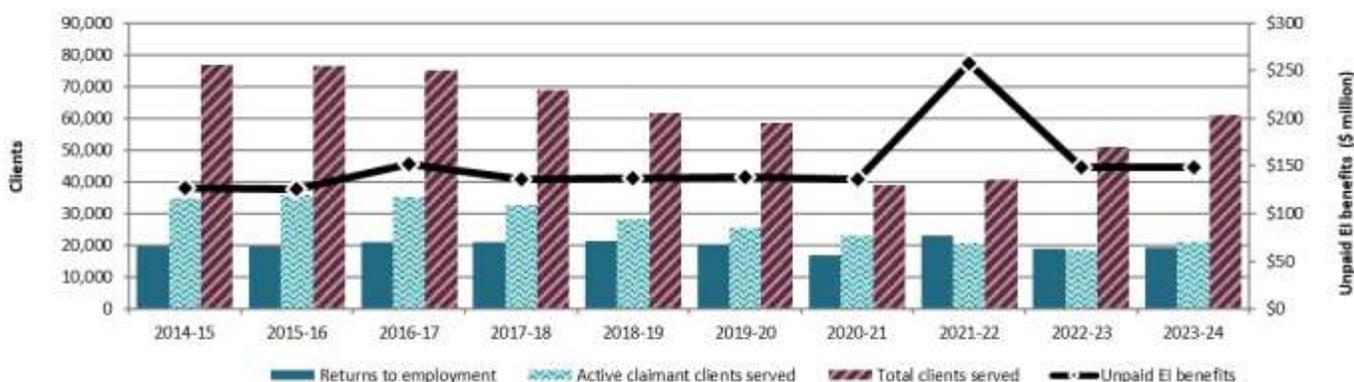
Table 3.2.10.4 – British Columbia, 2023-24, Support Measures key facts, by service type¹

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	34,060	+16.1%	\$49,338,797	+10.6%
Individual Counselling	38,514	+23.4%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$12,688,281	-1.6%
Research & Innovation	n/a	n/a	\$27,408,057	-76.2%
Totals	72,574	+19.9%	\$89,435,135	-48.2%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Chart 3.2.10.3 – British Columbia, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This chart excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

Between 2022-23 and 2023-24, British Columbia’s labour market has eased, moving from the extremely tight conditions in 2020-21 and 2021-22 to a more balanced labour market. This has largely been attributed to a significant increase of immigrants and temporary residents. However, the easing of labour market conditions has not have been felt uniformly across all sectors and regions.

British Columbia’s unemployment rate rose to an average of 5.2% in 2023 from 4.6% in 2022.⁶⁷ Job vacancies continued to decline, with the job vacancy rate dropping to 3.9% in March 2024, down from its peak of 7.2% in December 2021 and down from the average of 5.8% in 2022-23.⁶⁸ In March 2024, there were approximately 97,185 job vacancies in the province,⁶⁹ compared to approximately 167,200⁷⁰ persons who were without work, looked for work in the last four weeks, and were available for work.

Despite an overall decline in job vacancies, British Columbia still faces significant challenges in recruiting workers, especially in sectors such as health care and social assistance, construction, professional, scientific and technical services, and educational services. Regions outside of the Lower Mainland-Southwest also encounter greater difficulties in finding workers. In these sectors and regions, job vacancies remained above 2019 levels.

British Columbia’s economic and labour market priorities in 2023-24 focused on addressing the challenges of an aging workforce and managing the impacts of high interest rates and inflation. Immigration played a vital role in supporting labour force growth, particularly among those high demand

⁶⁷ [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁶⁸ [Add/Remove data - Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality](#)

⁶⁹ [Add/Remove data - Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality](#)

⁷⁰ [Labour force characteristics by province, monthly, seasonally adjusted](#)

sectors and regions. Ensuring a skilled workforce capable of meeting the needs of both emerging and established industries remained a central priority.

Canada-British Columbia Labour Market Development Agreement

In 2023-24, British Columbia received over \$342 million through the LMDA, serving approximately 61,100 clients. Within six months of receiving training and employment supports, approximately 65% of active claimant clients had secured employment, resulting in approximately \$149 million in savings from unpaid EI benefits.

The LMDA funding in British Columbia contributed to addressing the following priorities:

- Ensuring job seekers have access to high quality services and supports they need to find and keep meaningful employment.
- Supporting programs, services and initiatives that promote equity for underrepresented groups in the labour market, with program and policy design aligned with the *Declaration on the Rights of Indigenous Peoples Act*.
- Building an efficient labour market that support all communities.
- Evolving employment and labour market services to meet the needs of a modern and inclusive economy.

For example, in 2023-24, over 35,200 Active, Former, and Premium-Paid EI claimants, along with nearly 25,200 non-insured individuals, accessed services through WorkBC. After years of declining participation due to British Columbia's strong economy, client numbers began to rise again in 2022-23, as labour market began to recover. This trend continued into 2023-24, driven by increasing number of individuals facing complex barriers to stable employment, higher immigration rates, and youth unemployment—groups that typically have lower eligibility for EI benefits.

Among WorkBC clients in 2023-24, over 54.0% of Active EI, Former EI, and Premium-Paid clients secured employment. In total, nearly 27,000 clients, including non-insured individuals, achieved employment through WorkBC services.

Designated and/or under-represented groups

British Columbia prioritizes an inclusive labour market that values diversity and enables employers to draw from a wide talent pool and benefit from a variety of skills, perspectives, and experiences. In 2023-24, recent immigration made up 42.0% of WorkBC's case-managed, the largest group served by inclusion-focused programming. With recent immigrants expected to play a key role in meeting future labour market needs, WorkBC achieved positive outcomes for 52.0% of its recent immigrant clients, who secured employment after receiving case management services.

WorkBC also supported nearly 14,000 clients with disabilities in 2023-24, with 37.0% of them securing employment or a community attachment (volunteer opportunity) after receiving case management.

Recognizing reconciliation as an ongoing commitment, British Columbia continues to work with partners in ways that honor Indigenous rights and advance reconciliation efforts. In 2023-24, British Columbia engaged with over 6,950 Indigenous clients through WorkBC services. Additionally, the province invested over \$6.9 million through Community and Employer Partnerships to support 16 Indigenous-focused projects, creating opportunities for up to 317 participants across the province.

Stakeholder consultations

In British Columbia, partnerships and collaboration with community organizations play a critical role in the successful development of employment programming. The province continuously engages stakeholders across various areas, including sectors and employers, communities, Indigenous communities and organizations, employees, provincial ministries, persons with disabilities, inclusive employers, community-based service providers, and Francophone service providers. British Columbia works closely with the Fédération des Francophones de la Colombie-Britannique (FFCB) to address the needs of Francophone job seekers and communities in the province. The collaboration supports the planning and integrated implementation of the Official Language Minority Community Employment Assistance Services network, funded by the Government of Canada, ensuring Francophone communities receive tailored employment assistance.

Dental Assistant Program Empowers Immigrants with Career Success

The Dental Assistant program, developed through Community and Employer Partnership funding, provided 55 newcomer participants with specialized training in the high-demand dental field.

During the 31-weeks program, participants gained essential skills as chairside dental assistants, including knowledge of dental procedures, radiography, sterilization, and patient management. Nearly 85.0% of participants successfully completed the program and training and earned their Dental Assistant certificate.

Participant Testimonials:

“The part I enjoyed most about the program was hands-on experience, the supportive learning environment, and the relationships with classmates and instructors,” says Polly, a program participant who secured employment after completing the training and is now pursuing further education as a Dental Assistant.

Another successful program participant, Lesly stated, “I enjoyed being in a real clinic [as it] made me more confident I loved learning about CDA [Chairside Dental Assistance], radiography, and [working as a] receptionist. I learned what my career path is and that if you work hard for what you want you are going to succeed.”

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

<p>Program: WorkBC Employment Services – General Employment Support</p>
<p>Expenditures: In 2023-24, over \$145.6 million of LMDA funding was attributed to skills-training programs for unemployed and underemployed British Columbians, providing about 24,500 skills training services to clients.</p> <p>An additional \$39.0 million was invested to support British Columbians gain paid work experience to improve their search for employment.</p> <p>To help prepare for an expected shortfall of skilled trades people, British Columbia. invested an additional \$19.5 million in programs supporting apprentices, an increase of 55% compared to 2022-23.</p>
<p>Description: To achieve sustainable and meaningful employment, British Columbia’s programs provide customized services to help clients find good, stable jobs in key in-demand sectors like construction, social services, technology, tourism, natural resources, and healthcare.</p>
<p>Target Client Groups: EI Insured participants funded via the LMDA. WDA and provincial funding support equitable access to the suite of case managed services.</p>
<p>Benefits and Expected Results: In 2023-24, almost 94,000 clients actively receiving services, with 75,600 case managed.</p> <p>Of these clients close to 34,300 were supported through their first year of employment. In 2023-24, the WorkBC employment outcome rate was 49%. The outcome rate was higher for Active EI, Former EI, and past premium contributing clients who received WorkBC services, with over 54% achieving employment.</p> <p>For those participating in skills training programs, 51% achieved employment.</p> <p>Notably, among individuals who completed Occupational Skills Training, 79% secured employment.</p> <p>For those participating in Wage Subsidy, 78% achieved employment.</p> <p>This year, over 15,800 apprentices have participated in the WorkBC Apprentice Services program, with 11,700 completing a level of apprentice training this year.</p>

In 2016, B.C. launched the Targeting, Referral and Feedback (TRF) initiative to assist EI applicants return to employment more quickly by identifying and connecting these individuals with their local WorkBC Centre. In 2023-24, while conducting behavioural insights trials, over 47,000 EI applicants were referred and about 3,000 began working with a WorkBC Case Manager.

LMDA funding helps British Columbians seeking employment adapt to changing labour market conditions and to meet the needs of employers seeking a skilled workforce. Close to 13,000 employers ranging from small businesses to multi-national corporations hired over 19,000 current and former EI recipients through WorkBC in 2023-24. The top occupations and employers of over 16,000 of these jobs were reported to WorkBC employment counsellors.

Program: WorkBC Employment Services – Inclusive Employment Support

Description: A diverse and inclusive labour market creates a wider pool for employers to draw on. Providing a broader choice of job applicants and bringing into workplaces a wealth of diverse skills, knowledge, and fresh viewpoints. WorkBC provides individualized services and support to all case-managed clients to support them in achieving their employment goals.

Target Client Groups: EI Insured participants funded by the LMMA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.

Benefits and Expected Results: In 2023-24, 42% of WorkBC Case Managed clients identified as an immigrant. Immigrants represent the largest inclusion group and one of the groups expected to help meet future labour market demands.

52% of WorkBC immigrant clients achieved an employment outcome after receiving case management services.

WorkBC also served almost 14,000 people with disabilities in 2023-24.

- Of these, 37% achieved an employment outcome or secured community attachment (volunteer opportunity) after receiving case management services.
- Additionally, BC provides secretariat support to the Presidents' Advisory Committee and supports ongoing collaboration to promote awareness of, and the business case for, recruitment and retention of persons with disabilities.

<p>Program: WorkBC Employment Services, Community and Employer Partnership: Project Based Labour Market Training.</p>
<p>Expenditures: In 2023-24, over 6,950 clients who identify as Indigenous participated in WorkBC services.</p> <p>BC also provided over \$6million from Community and Employer Partnerships to support 16 Indigenous-focused projects for up to 317 participants across the province.</p>
<p>Description: BC recognizes that reconciliation is an ongoing commitment and will continue to engage with partners in ways that respect the rights of Indigenous Peoples and advance reconciliation.</p>
<p>Target Client Groups: EI Insured participants funded by the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.</p>
<p>Benefits and Expected Results: Project Based Labour Market Training, a key employment project, supported 66 participants in 8 communities with essential and employability skills training, as well as work experience to prepare them for employment in construction, transportation, general labour, and security.</p>

<p>Program: Single Parent Employment Initiative</p>
<p>Description: In 2015, BC introduced the Single Parent Employment Initiative to support single parents on income and disability assistance who want to pursue employment and move towards financial independence.</p>
<p>Target Client Groups: EI Insured participants funded through the LMDA. Provincial funding supports single parents receiving income assistance who have not established EI eligibility.</p>
<p>Benefits and Expected Results: As of March 2024, 2,667 single parents have participated in the Single Parent Employment Initiative through WorkBC. Of those, 1,875 have found employment.</p>

Program: WorkBC Employment Services - Francophone Client Support
Description: The volume of new WorkBC clients who self-identified as Francophone grew 20% year-over-year in 2023-24.
Target Client Groups: EI Insured participants funded via the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.
<p>Benefits and Expected Results: Over 2,000 Francophone clients were provided employment services or supported through the first year of employment. Of these clients, about 37% also identified as immigrants, this ratio has increased steadily over the last two fiscal years. Francophone clients participated in over 3,000 WorkBC services.</p> <p>In March of 2022, B.C. introduced automated surveys to collect WorkBC clients' feedback on their overall satisfaction with the services they received. In 2023-24 close to 470 Francophone clients completed the surveys with an average satisfaction score of 73 and expects increased satisfaction as program improves over time.</p>

Program: Community and Employer Partnership (CEP) Program
Expenditures: B.C. invested \$34.6 million in 82 projects across the province including \$11.6 million in individual participant supports and \$23.0 million for project costs.
Description: B.C.'s investments in innovative CEP projects offer unique skills training and work experience opportunities to support people into good jobs. CEP projects support innovative initiatives to help to make life better for people and their families. BC continued to leverage funding from the Community and Employer Partnerships fund to learn about and address unique local labour market issues, as well as help support communities and contribute to economic growth.
Target Client Groups: EI Insured participants funded via the LMDA.
<p>Benefits and Expected Results: In 2023-24, B.C. focused on labour market recovery and prioritized funding CEP projects that:</p> <ul style="list-style-type: none"> • Supported people to ensure they have all the employment supports needed to be able to participate fully in the labour market and gain the skills needed for good, in-demand jobs. • Provided individual and community tailored training and work experience opportunities with industry recognized certifications in priority sectors. • Had the greatest and most immediate impact on employment outcomes. • Ensured that funding was accessible and equitably distributed across the province.

Program: Project Based Labour Market Training projects

Description: B.C. also supported 64 Project Based Labour Market Training projects, such as:

- Chairside Dental Assistant with Indigenous Content provided participants with employability, essential skills and occupational skills training and on-the-job work experience with local employers to prepare participants for employment as Dental Assistants.
- Construction Electrical Trades Training prepared participants for employment in the construction electrical trades. Training included hands-on workshops related to this as well as work experience, in which participants obtained Construction Electrician Trades Certificate upon completion.
- Teacher Certificate Program with Indigenous Inclusion provided participants with employability, essential skills, occupational skills training, and on the job work experience opportunities with local employers to prepare for employment as Teacher Assistants.

Target Client Groups: EI Insured participants funded via the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.

Program: Job Creation Partnership projects

Description: B.C. invested in 11 Job Creation Partnership projects, including:

- The Regenerative Agriculture Project provided participants with work experience and skill enhancement in the agriculture sector. Training included general farm practices, composting skills, regenerative agriculture, and food security techniques. The project enhanced the participants' employment prospects as harvesting labourers or general farm workers, as well as knowledge of regenerative agriculture that gave participants' advantage in the labour market.

Target Client Groups: EI Insured participants

Program: Labour Market Partnership projects

Description: B.C. invested in three Labour Market Partnership projects, for example:

- Light The Way Youth Homelessness Conference that coordinated a two-day Provincial Youth Homelessness Conference in Vancouver, BC to bring together youth, government and community partners from the BC Coalition to End Youth Homelessness to present youth-led and youth-informed solutions to issues surrounding homelessness in British Columbia which includes employment as a key milestone in housing sustainability.

Program: Research and Innovation projects – Youth Employment Support

Description: B.C. also supported four Research and Innovation projects, including:

- Improving Outcomes for Youth Experiencing Multiple Barriers to Employment Through Supportive Employment Project that built upon existing practice to further understand how to support homeless youth experiencing barriers to employment and to implement supportive employment practices in the tourism industry.

Target Client Groups: Research institutions and project-based research approaches that test new and innovative service delivery approaches to inform, and continue to enhance services, including informing future services.

Program: Research and Innovation projects – Inclusive Employment Supports

Description: In 2023-24, BC. invested in projects that continue to build on investments made in previous years to support initiatives focusing on employment supports and programming for youth, Indigenous Peoples, people with disabilities, and underrepresented populations. Projects included:

- Foundry Work and Education program which provides integrated and personal wraparound assistance to youth ages 15 to 24, including health, mentoring, education, skills development, and job-placement services.
- Victoria L.E.A.P. (Life Skills, Employment Skills, and Awareness Program) which supports the development of pre-employment training and employment readiness for people who have formerly experienced homelessness and who are contemplating employment.

Target Client Groups: EI Insured participants. Research institutions and project-based research approaches that test new and innovative service delivery approaches to inform and continue to enhance services, including informing future services

Program: Research and Innovation projects – Care Economy

Description: The care economy encompasses the full life cycle of human services. The care economy includes direct (e.g., nurturing, nurses, social worker,) and indirect (e.g., housecleaning, security) work. The common theme is carework contributes to current and future population well-being. Public sector and not-for-profit employers across British Columbia are struggling to recruit and retain the thousands of workers needed in the care economy to maintain important education, elder care, mental health, and social services.

In 2023-24, B.C. invested in six care economy focused projects, two of which used federal LMDA funding:

- Online Training for Newcomers in the Care Economy, jointly funded with B.C., provides online training to support newcomers entering the human services sector. This will improve newcomer employment outcomes and retention rates and remove barriers by providing training free of cost to participants.
- Supervisor Training in the Community Social Services Sector provides supervisory training and education for leaders in the social service sector, improving outcomes and retention rates for supervisors and their staff.

Target Client Groups: Research institutions and project-based research approaches that test new and innovative service delivery approaches to inform and continue to enhance services, including informing future services

Program: Community and Employer Partnerships
<p>Expenditures: In 2023-24, B.C. Community and Employer Partnerships program invested almost \$23.0 million in 82 projects across the province for up to 2,049 participants.</p> <p>An additional \$11.6 million in centralized funding was provided as client financial supports to project participants making a combined LMDA investment of \$34.6 million.</p> <p>Temporary additional funding provided B.C. flexibility to create responsive programming and invest in innovative initiatives through the Community and Employer Partnerships fund to address the changing labour market including shifts, emerging opportunities, and responsive strategies to meet the needs of workers, sectors, employers, and communities.</p>
<p>Target Client Groups: EI Insured participants funded via the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.</p>
<p>Benefits and Expected Results: These investments are demonstrating strong results - 63% of individuals who participated in diverse Project Based Labour Market Training projects obtained employment in in-demand occupations including construction and related trades, health, social sector, childcare and education and supply chain. 50% of individuals who participated in a Job Creation Partnership project obtained employment in-demand occupations including construction, scientific and administrative occupations.</p>

Program: Employer—Driven Wage Subsidies
<p>Expenditures: Temporary additional funding through the LMDA allowed this program to provide over \$12M to employers supporting the affordability of bringing on new employees at a time of rising inflationary costs for small businesses and supporting job seekers with paid training placements with employers to secure good jobs.</p>
<p>Target Client Groups: EI Insured participants funded via the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.</p>
<p>Benefits and Expected Results: In 2023-24, employer-driven wage subsidies supported about 1,290 employers and over 2,500 job seekers.</p>

3.2.11 Yukon

EBSM key facts

Table 3.2.11.1 – Yukon, 2023-24, clients served and relative share, by client type^{1,2,3}

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	212	n/a	n/a	n/a	450 ²
Share of total	47.1%	n/a	n/a	n/a	100.0%

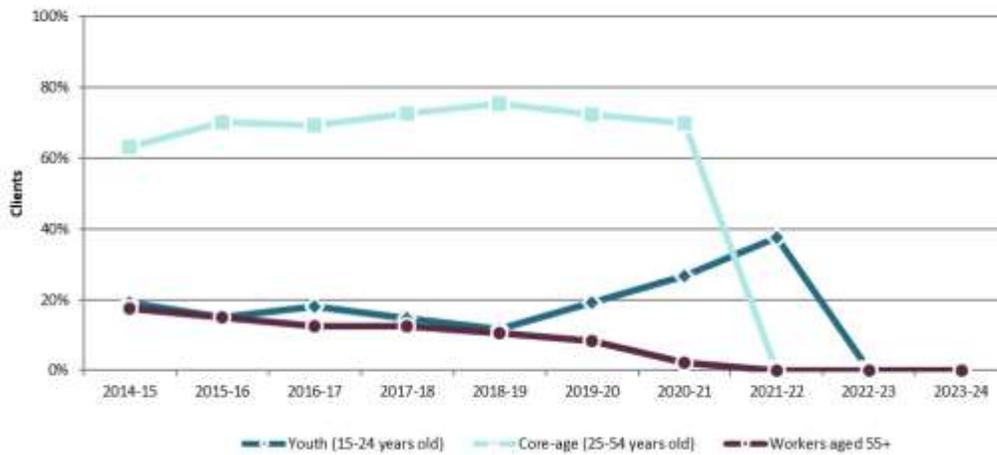
Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA YT data for 2023-24 are estimates, based on last year's estimated figures.

³ Row sums for YT do not match the totals column, as they include 'Unknown' client types not displayed in this table.

Chart 3.2.11.1 – Yukon, 2014-15 to 2023-24, relative client share, by client age^{1,2,3}



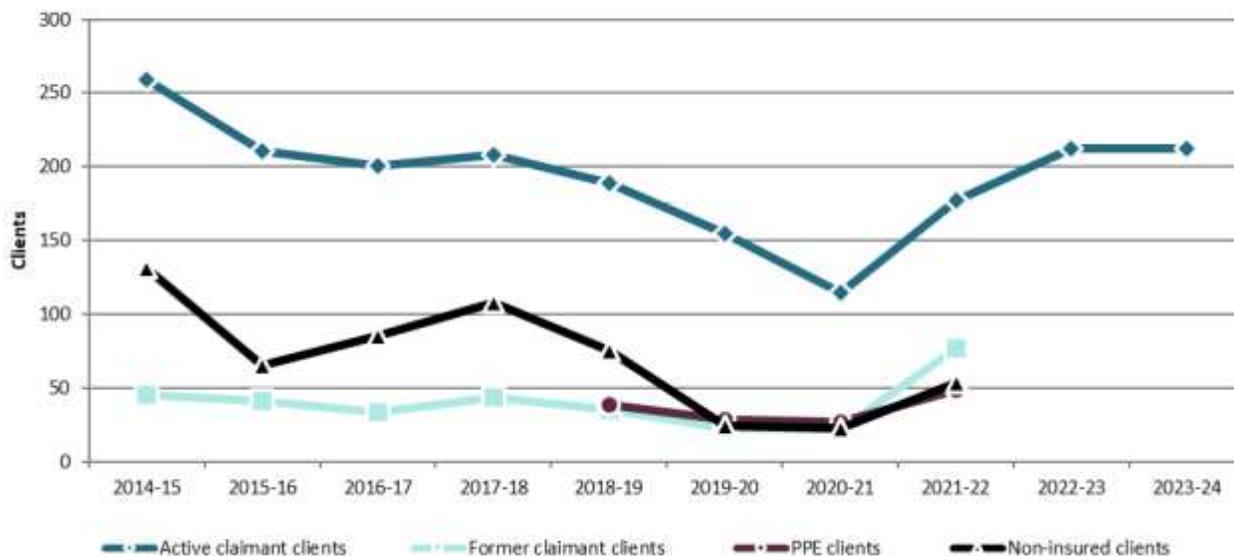
Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

² Some LMDA data for YT are unavailable 2021-22.

³ LMDA data for YT is unavailable for 2022-24.

Chart 3.2.11.2 – Yukon, 2014-15 to 2023-24, clients served, by client type^{1,2,3,4}



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

² Some LMDA data for YT are unavailable for 2022-24.

³ YT LMDA data for 2023-24 are estimated based on last year's figures.

⁴ YT did not provide the breakdown of the client types and therefore 'Unknown' client types are not displayed in this chart.

Table 3.2.11.2 – Yukon, 2023-24, services delivered key facts, by service type^{1,2,3}

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	324	n/a	43.3%	n/a
Employment Assistance Services	425	n/a	56.7%	n/a
Total services	749	n/a	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA YT data for 2023-24 are estimated based on last year's figures.

³ Year over year change is not included as data availability was not consistent between years.

Table 3.2.11.3 – Yukon, 2023-24, Employment Benefits key facts, by service type^{1,2,3,4}

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	0	n/a	\$97,231	-13.3%
Self-Employment	4	n/a	n/a	n/a
Job Creation Partnerships	0	n/a	n/a	n/a
Skills Development-Regular	108	n/a	\$1,727,210	-12.1%
Skills Development-Apprentices	212	n/a	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	324	n/a	\$1,824,441	-12.2%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA YT data for 2023-24 are estimated based on last year's figures.

³ Year over year change is not included as data availability was not consistent between years.

⁴ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, YT final audited financial statements for 2023-24 had not yet been received. As such, expenditures for YT is based on a draft report or the previous-year financial statements.

Table 3.2.11.4 – Yukon, 2023-24, Support Measures key facts, by service type^{1,2,3,4}

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	338	n/a	\$2,188,625	-16.0%
Individual Counselling	87	n/a	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$0	-100%
Research & Innovation	n/a	n/a	\$320,583	+51.7%
Totals	425	n/a	\$2,509,208	-14.6%

Notes:

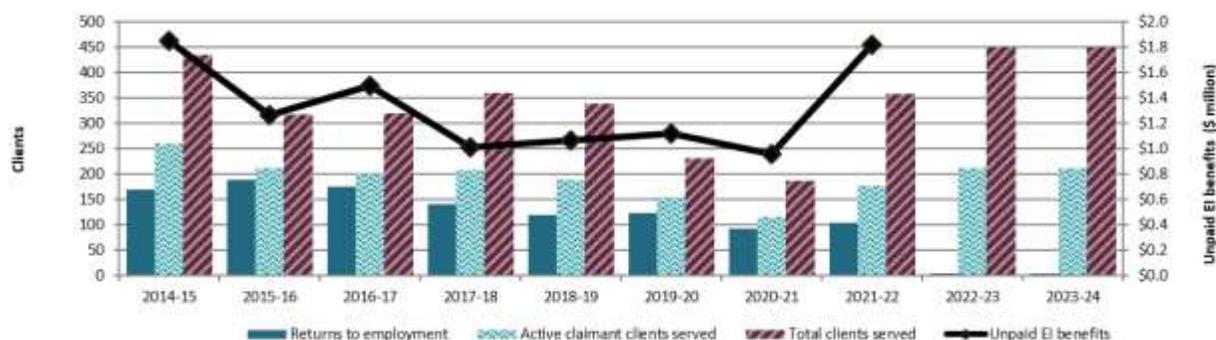
¹ This chart reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA YT data for 2023-24 are estimated based on last year's figures.

³ Year over year change is excluded due to inconsistent data availability across years.

⁴ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, YT final audited financial statements for 2023-24 had not yet been received. As such, expenditures for YT is based on a draft report or the previous-year financial statements.

Chart 3.2.11.3 – Yukon, 2014-15 to 2023-24, key performance indicators^{1,2,3,4,5,6}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ Some of LMDA data for YT are unavailable for 2022-24.

⁴ LMDA YT data for 2023-24 are estimated based on last year's figures.

⁵ YT did not provide the breakdown of the client types and therefore 'Unknown' client types are not displayed in this chart.

⁶ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Yukon experienced both opportunities and challenges within its labour market. The territory's unemployment rate remained relatively low compared to the national average, highlighting a generally strong labour market. However, many posted jobs remained unfilled, as a significant portion of working-age Yukoners were not actively participating in the labour force.⁷¹

The unemployment rate for those aged 15 and over in Yukon was 4.9%⁷² in January 2024, slightly higher than 4.5% in 2022.⁷³ By comparison, Canada's unemployment rate was 5.4% in 2023 and 5.3% in 2022.⁷⁴

In March 2024, the territory had approximately 1,210 job vacancies⁷⁵, while in 2023, there were, on average, around 900 unemployed individuals.⁷⁶

⁷¹ [Government of Yukon begins engagement on Yukon Labour Market Development Strategy | Government of Yukon](#)

⁷² [Government of Yukon begins engagement on Yukon Labour Market Development Strategy | Government of Yukon](#)

⁷³ [fin-yukon-employment-annual-review-2022.pdf](#)

⁷⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁷⁵ [J Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

⁷⁶ [fin-yukon-employment-annual-review-2023.pdf](#)

Yukon's growth prospects remained positive, driven by sectors such as tourism, non-residential investment projects, and an expected population increase. However, there are concerns about a slowdown in the mining sector. To address these challenges, Yukon is focusing on the evolving demographic shifts and ensuring a skilled and inclusive workforce to support future growth.⁷⁷

Canada-Yukon Labour Market Development Agreement

In 2023-24, Yukon received approximately \$4.7 million through the LMDA, which served approximately 450 clients.

In 2023-24, LMDA funding was directed towards the following priorities:

- Establishing meaningful, government-to-government labour market engagement with Yukon First Nations to support the Truth and Reconciliation Calls to Action #7 under the Education theme.
- Improving engagement with employers and employer organizations to drive positive change in recruitment and employer-driven workforce development.
- Leveraging the current labour market situation and recent work in Skills for Success to develop stronger solutions reengaging working-age Yukoners in the labour market.
- Determining the most effective means to support the shift from demand-driven to supply-driven thinking and maintaining flexibility as the labour market continues to evolve.

In 2023-24, Yukon funded the Staffing UP – Employer Funding Support program, which helped employers hire, retain, and train employees while enhancing workplace supports for employees and employers human resource knowledge and practice. This program served 30 employers, out of which, 7 funded through LMDA and 23 employers funded through WDA.

Designated and/or under-represented groups

Yukon continued to regularly engage several under-represented stakeholders, including:

- First Nations
- Official language minority communities
- Persons with disabilities.
- Youth
- Newcomers to Canada
- Older Workers
- Women in Trades and Technology

For example, in 2023-24, Yukon collaborated with stakeholders to improve labour market outcomes for persons with disabilities by developing consistent job coaching and work placement opportunities.

⁷⁷ [Conference Board of Canada forecasts a strong labour market and Yukon economy in two recent reports | Government of Yukon](#)

Labour market participants from under-represented groups can assist Yukon in helping to fill the job vacancies.

In 2023-24, the territory funded the Building Up – Organizational Funding Support program. Below is a summary of the individuals serviced:

- 16 organizations reported 16,450 units of service, representing tracked interactions with Yukon job seekers and employers.
 - These interactions include repeat use by unique individuals for many services, such as accessing labour market information, using computers for job searches, receiving assistance job applications, and resume support. Historically, a unique individual is estimated to access these services four times a year, translating into 4,000 unique individuals were served in 2023-24. Among these:
 - 11 funded organizations/institutions provided support to 350 Yukon First Nation citizens;
 - 313 individuals received training support through Community Training Funds; and
 - 194 individuals received ongoing case-management support to return to or gain employment.

This program helped to strengthen the labour market by providing support to individuals and/or employers, coordinating community and sector training funds, and helping to connect employers with job seekers. It specifically targets members of under-represented groups, such as:

- Yukon First Nation citizens
- Youth
- Older workers
- Persons with disabilities
- Women in trades and technology
- Newcomers in professional sectors

Stakeholder consultations

Yukon actively engage several stakeholders, including one-on-one engagement. In 2023-24, stakeholders included:

- First Nations
- Official language minority communities
- Organizations representing employers
- Organizations representing workers
- Persons with disabilities
- Government of Yukon departments

Supporting Yukon Entrepreneurs

In 2023-24, Champagne and Aishihik First Nations(CAFN) arranged for consultants to provide business mentoring and support for the development of business plan for 19 entrepreneurs/businesses to enhance their business capacity.

- The participants gained tools and knowledge to assess the feasibility of their business concept, preparing comprehensive business plans, and understand financial documents and explore financial supports options.
- The participants achieved outcomes, including: a complete feasibility assessment on their business concept, a comprehensive business plan with three years of financial projections to support their career in self-employment.

The project supported capacity building for CAFN entrepreneurs, enabling them to participate in CAFN and Yukon Procurement. It aligns with Yukon First Nation Procurement Policy, ensuring CAFN citizens benefit from Government of Yukon procurement activity.

By making these businesses eligible for inclusion in the Yukon First Nations Business Registry, the project opens up further funding and business opportunities for CAFN entrepreneurs. These efforts are expected to lead to increased employment opportunities for CAFN citizens and enhance the business capacity of entrepreneurs and small businesses within the Haines Junction community.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMMA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Building UP – Organizational Funding Support
Expenditures: \$2,164,820.19 (78.7%)
<p>Description: Funding support for organizations that strengthen the labour market by providing:</p> <ul style="list-style-type: none"> • Support to individuals • Support to employers • Projects that connect employers to job seekers • Coordination of community and sector training funds <p>Programs:</p> <ul style="list-style-type: none"> • Employment Assistance Services (EAS) (Building UP) • Labour Market Partnerships (LMP) (Building UP) • Skills For Success Projects (Building UP – participants are ‘insured participants’) • Research & Innovation (R&I) (Building UP – Projects)
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Organizations providing services and supports to employers and individuals • Organizations providing information and expertise to strengthen the labour market
<p>Benefits and Expected Results: Maintain services and supports provided to employers and individuals to attain benefits and expected results for equity-seeking groups in the Yukon’s labour market (for example: Yukon First Nations people, youth, older workers, people with disabilities, women in trades and technology and newcomers in professional sectors)</p>

Program: Staffing UP – Employer Funding Support
Expenditures: \$78,477.95 (2.9%)
<p>Description: Strengthening the labour market with funding for employers to:</p> <ul style="list-style-type: none"> • Find, hire, and keep workers that are a good fit for employers • Train new or existing workers to meet the employers’ needs • Develop workplace supports to accommodate staff • Enhance employer human resource knowledge and practice • Get and effectively use labour market information • Connect with other employers to find and keep workers <p>Programs:</p> <ul style="list-style-type: none"> • Targeted Wage Subsidies (TWS) (Staffing UP) • Employer Sponsored Training (Staffing UP – trainees are ‘insured participants’)
<p>Target Client Groups:Yukon employers, and employers who are training, hiring and retaining individuals, with particular incentives for those employers targeting equity-seeking groups in the Yukon.</p> <p>Priority sectors: Health services, food production, construction trades and tourism.</p>
<p>Benefits and Expected Results:</p> <ul style="list-style-type: none"> • Increased employer engagement in training, hiring and retaining employees • Increased or sustained employment in the food production, tourism and hospitality sectors, and a demonstrable strengthening of participant workplace skills

Program: Working UP – Individual Funding Support (delivered by the Department of Education)
Expenditures: \$506,500.75 (18.4%)
<p>Description: Funding for individuals to help them:</p> <ul style="list-style-type: none"> • Take the next steps toward their work or learning goals • Improve literacy and essential skills • Increase participants’ workplace skills and experience, including apprenticeship • Get workplace or learning support • Explore options for self-employment <p>Programs:</p> <ul style="list-style-type: none"> • Skills Development Regular (SD-R) • Skills Development Apprentice (SD-A)
Target Client Groups: Individuals who require assistance and support in moving towards their labour market goals
Benefits and Expected Results: Increase in foundational and vocational skills, and demonstrable movement of individuals towards their labour market goals

3.2.12 Northwest Territories

EBSM key facts

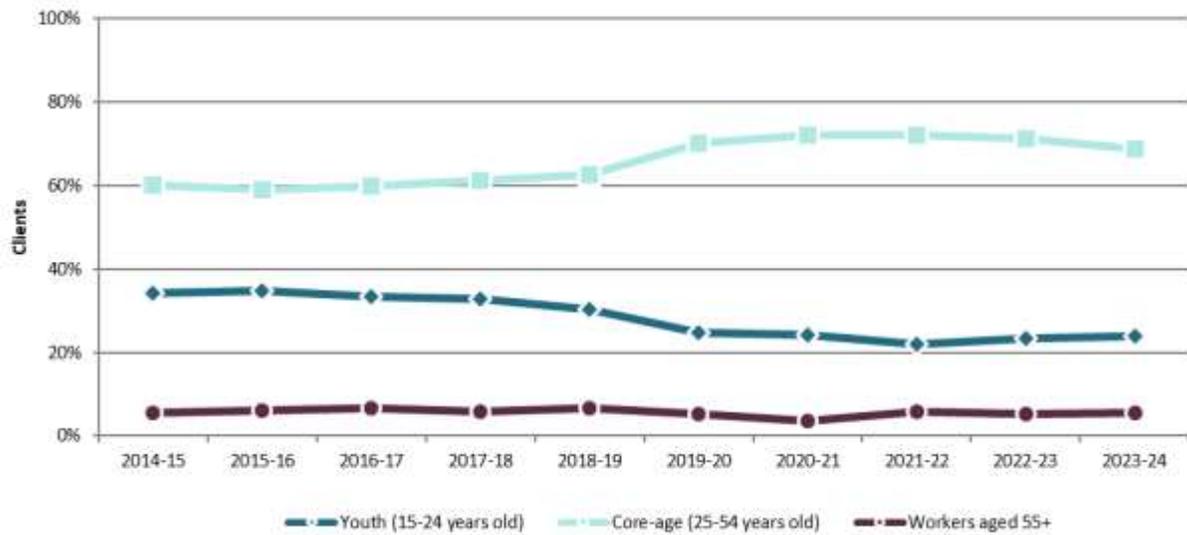
Table 3.2.12.1 – Northwest Territories, 2023-24, clients served and relative share, by client type¹

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	102	126	96	23	347
Share of total	29.4%	36.3%	27.7%	6.6%	100.0%

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

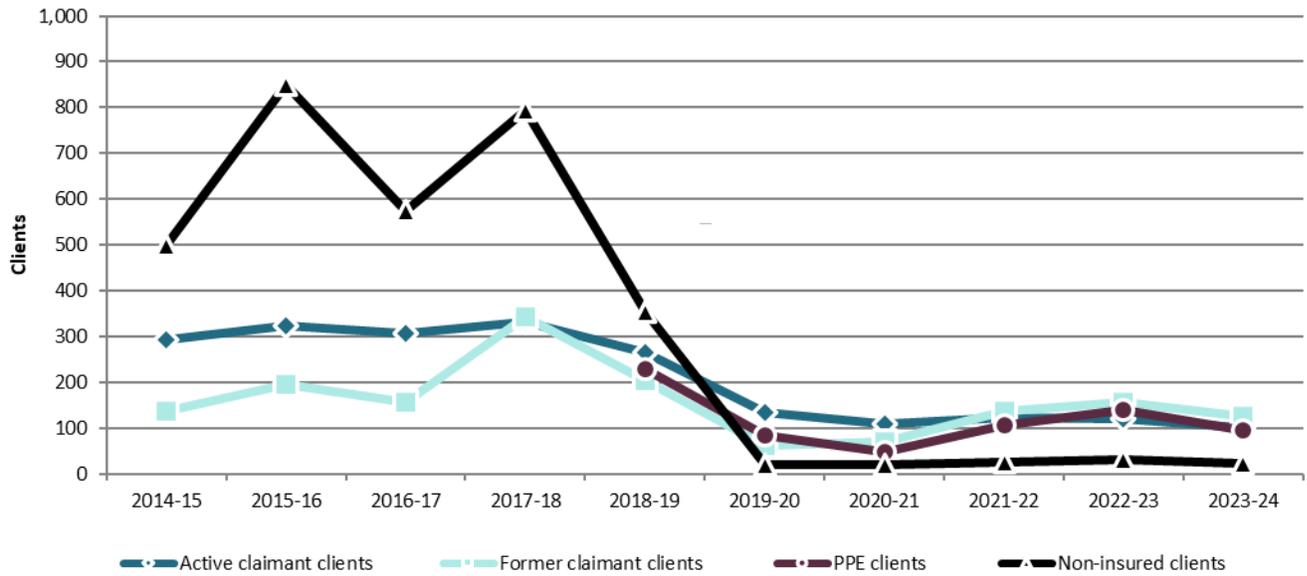
Chart 3.2.12.1 – Northwest Territories, 2014-15 to 2023-24, relative client share, by client age¹



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

Chart 3.2.12.2 – Northwest Territories, 2014-15 to 2023-24, clients served, by client type^{1,2}



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

² The steep decline in non-insured clients from 2017-18 to 2019-20 can be explained mainly by the introduction of the Workforce Development Agreements in 2017.

Table 3.2.12.2 – Northwest Territories, 2023-24, services delivered key facts, by service type¹

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	221	-14.7%	41.2%	+4.4
Employment Assistance Services	316	-29.1%	58.8%	-4.4
Total services	537	-23.8%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

Table 3.2.12.3 – Northwest Territories, 2023-24, Employment Benefits key facts, by service type^{1,2}

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	28	+16.7%	\$1,273,970	-7.2%
Self-Employment	9	+28.6%	\$350,059	-7.2%
Job Creation Partnerships	0	n/a	n/a	n/a
Skills Development-Regular	90	-28.0%	\$448,172	-7.2%
Skills Development-Apprentices	94	-8.7%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	221	-14.7%	\$2,072,201	-7.2%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, NT final audited financial statements for 2023-24 had not yet been received. As such, expenditures for NT is based on a draft report or the previous-year financial statements.

Table 3.2.12.4 – Northwest Territories, 2023-24, Support Measures key facts, by service type^{1,2}

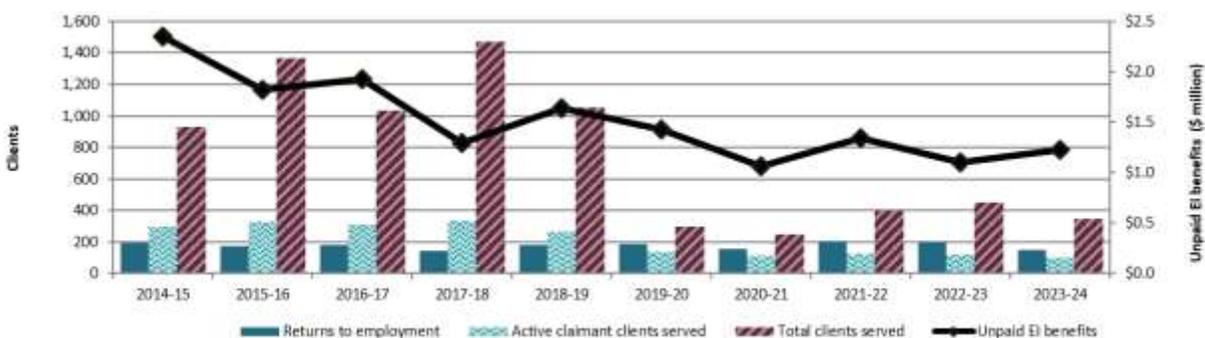
Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	2	-50.0%	\$895,697	-7.2%
Individual Counselling	314	-29.0%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$213,616	-7.2%
Research & Innovation	n/a	n/a	n/a	n/a
Totals	316	-29.1%	\$1,109,313	-7.2%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, NT final audited financial statements for 2023-24 had not yet been received. As such, expenditures for NT is based on a draft report or the previous-year financial statements.

Chart 3.2.12.3 – Northwest Territories, 2014-15 to 2023-24, key performance indicators^{1,2,3}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This chart excludes Indigenous pan-Canadian clients.

³ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, the Northwest Territories faced a significant challenge with a tight labour market and noticeable regional disparities. While Yellowknife and the capital region experienced low unemployment due to higher employment levels, smaller communities struggled with higher unemployment rates, driven by limited local employment opportunities. Employment decreased most significantly in

industries such as construction, trade, forestry, fishing, mining, and oil & gas,⁷⁸ highlighting the need for workforce development and targeted recruitment strategies.

The unemployment rate for those aged 15 and over in the Northwest Territories was 5.9% in 2023, compared to 5.0% in 2022.⁷⁹ By comparison, Canada's unemployment rate in was 5.4% in 2023 and in 5.3% in 2022.⁸⁰ In 2024 the territory had, on average, approximately 720 unemployed individuals.⁸¹

The labour market needs in the Northwest Territories range from essential skills to advanced technical and trades skills development. Many job seekers face significant barriers to employment, such as the lack of high school diplomas or equivalency credentials. Projections shows that over the next 20 years, a large majority of jobs will require some kind of post-secondary education. To address these challenges, the Northwest Territories is leveraging LMDA funding to deliver targeted programs and services aimed at increasing labour force participation, particularly among individuals not currently in the workforce or those considering re-entry.

Canada-Northwest Territories Labour Market Development Agreement

In 2023-24, Northwest Territories received approximately \$4.6 million through the LMDA, serving approximately 350 clients. Within six months of receiving training and employment supports, approximately 83% of active claimant clients secured employment, resulting in approximately \$1.2 million savings in unpaid EI benefits.

For example, the territory funded the Skills Development Program, which provided training opportunities to update skills, acquire knowledge and/or develop essential employability skills. Eligible activities included education and training programs that led towards labour market attachment. Approximately 110 clients benefited from this program in 2023-24.

Designated and/or under-represented groups

The Northwest Territories delivered LMDA programming designed to encourage greater employer involvement in training, ensuring that skills were better aligned with job opportunities. These programs and services specifically target under-represented groups. For example, Employment Assistance Services funding supported the Conseil de développement économique des Territoires du Nord-Ouest (CDÉTNO) in operating the Northwest Territories Career Centre. This center provides career and employment assistance targeted to local needs, includes designated and/or under-represented groups across the territory.

Stakeholder consultations

In 2023-24, the Northwest Territories continued to engage stakeholders through its Regional Service Centres. Engagement sessions on LMDA-supported labour market programs and included stakeholders

⁷⁸ https://www.statsnwt.ca/labour-income/labour-force-activity/Monthly/Mar2024_NewStats%20LFS.pdf

⁷⁹ [Economic Scan - Yukon, Northwest Territories and Nunavut - Job Bank \(Statistics Canada\)](#)

⁸⁰ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁸¹ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

such as other government departments, local employers, community and non-governmental organizations, and Indigenous Governments and Organizations.

Consultations processes were tailored to address the unique circumstances of each region. Key themes that emerged from consultations include:

- Focusing on regional projects and local training needs
- Forecasting of labour training
- Highlighting other funding programs available to individuals, employers, and communities
- Addressing challenges faced by individuals in the community needing to travel far from home for training and skills development
- Providing targeted supports, such as financial assistance
- Increasing the availability of experienced journeypersons to supervise apprentices

Self Employment Program

In 2023-24, an individual in Yellowknife completed a trade qualification as an Automotive Service Technician and applied to the Self-Employment Program funding with the Department of Education, Culture, and Employment, to launch his own business, Auto Diagnostic Solutions. Supported by LMDA the program provided him weekly financial support and access to a business expert at Akaitcho Business Development Corporation in Yellowknife.

The client described the support as very helpful, especially during the overwhelming initial stages of starting a business. Through the LMDA-supported Self-Employment Program, he attended seminars organized by business experts on topics such as finance, creating websites and workplace safety, which the client found very informative.

With the help of his Business Expert, the client successfully established a mobile service business that provides automotive repair services to smaller, local communities. He is currently building a website and exploring new opportunities, such as securing contracts with local businesses and the Government of the Northwest Territories.

The client is grateful for the Self-Employment Program support that helped provide a cushion and peace of mind to be able to concentrate on his work.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Skills Development Program
Expenditures: \$799,521 (24.5%)
<p>Description: The Skills Development Program (SDP) provides support for eligible individuals to participate in short-term training opportunities for up to 52 weeks, which upgrade or develop essential employability skills.</p> <p>Eligible activities include education and training programs that lead to labour market attachment. This may include academic upgrading, life skills, employment readiness programs, pre-employment training courses, skill-specific training programs and post-secondary programs.</p> <p>SDP interventions may be supported under the LMDA or WDA.</p> <ul style="list-style-type: none"> • Dehcho: Apprenticeship technical training, Mining, Mackenzie Highway development, Pre-trades training, Upgrading, Driver's Training • North Slave: Apprentice technical training (including Schools North Apprenticeship Program (SNAP)), Driver training (Classes 1 and 3), Tourism (land/water-based) • South Slave: Apprenticeship technical training; business administration, heavy equipment operator (HEO) training, Health Support workers, Driver's Training • Beaufort Delta: Apprenticeship technical training, Driver's Training, Infrastructure, pre-apprenticeship training, academic upgrading, northern journalism, post-secondary studies • Sahtu: Apprenticeship technical training, safety training, financial literacy, business administration, remediation, HEO, health support workers, general community services skills, indigenous arts.
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Dehcho: Apprentices, EI Eligible, PPE, Active Claim, Unemployed, Persons with Disabilities • North Slave: Apprentices, individuals in need of skill development or academic upgrading, driver training; tourism and high school students entering SNAP • South Slave: Apprentices, EI Eligible, Active Claim, Unemployed, Persons with Disabilities • Beaufort Delta: Active apprentices, post-secondary students; youth and school graduates, Income Assistance (IA) clients, Person with disabilities • Sahtu: Apprentices who are eligible for technical levels training, references from: Economic Development Officers, Community Employment Officers, ISETS and Sahtu Secretariat incorporated (SSI)

Program: Self-Employment Program
Expenditures: \$301,516 (9.2%)
<p>Description: The Self-Employment Program (SEP) provides support to individuals who are starting or taking over a small business.</p> <p>This program provides supports for clients in assessing their business idea, their personal suitability, family issues, financial risks, and the resources available or required to be successful.</p> <p>SEP interventions are administered by the Career Development Officers in the Regional ECE Service Centres.</p> <p>SEP interventions may be supported under the LMDA or WDA.</p> <ul style="list-style-type: none"> • Dehcho: Journeyperson starting new business; craft business start-ups; tourism • North Slave: Journeypersons starting a new business • South Slave: Contractors (Trades), childcare, food businesses, delivery services, esthetics, lawn care • Beaufort Delta: Childcare, Small engine repair, construction, arts & crafts, food businesses, journeypersons starting a new business, Retail • Sahtu: food services, small business start-up assistance (in cooperation with the Department of Industry, Tourism and Investment (ITI), references from Community Employment Officers, ISETS and Sahtu Secretariat incorporated (SSI))
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Unemployed • EI Eligible, PPE, Active Claim, self-employed • Post-secondary graduates

Program: Wage Subsidy Program
Expenditures: \$756,831 (23.2%)
<p>Description: The Wage Subsidy Program (WSP) provides funding to employers to hire NWT residents with minimal work experience and education by offsetting the cost of hiring and training.</p> <p>This program is intended to provide work experience and training that will better enable clients to obtain meaningful long-term employment. WSP projects may be supported under the LMDA or WDA.</p> <ul style="list-style-type: none"> • Dehcho: Construction, tourism, mining, Mackenzie Highway construction, bookkeeping/accounting, pre-trades, SNAP • North Slave: Small employers, industry, tourism, construction, non-profits, newer businesses • South Slave: Trades Industry, Small Business Start ups, Day Cares, Office Administrators • Beaufort Delta: Community government, Indigenous organizations, small business', retail business', Industry, non-profits • Sahtu: local employers, Indigenous governments, and land-claim organizations (indigenous and non-indigenous) with focus on employers that are willing to take time to train their employees to grow into the new role.
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Small employers, communications industry, tourism industry, construction, accounting • Existing & new entrants of labour force • EI Eligible, PPE, Active Claim, self-employed • Indigenous employers, NGOs, Municipal governments

Program: Employee Training Program

Expenditures: \$301,516 (9.2%)

Description: The Employee Training Program (ETP) helps employers offset the cost of training employees.

The ETP can assist employers who require employee up-skilling due to economic, technological and/or organizational change, and may be used to support individuals who are under-employed or employed and in need of training to maintain their current job and/or advance, progress or move to a different and/or better job.

The ETP may also be used in conjunction with the Wage Subsidy Program (WSP) to offset the costs of training employees.

Requests for ETP are primarily supported under the WDA. If used in conjunction with the WSP, then support may also be provided under LMDA.

- **Dehcho:** Construction, pre-trades, tourism, mining Mackenzie Highway construction, bookkeeping/accounting, driver's training
- **North Slave:** Newer Employers needing certified and/or qualified individuals in positions. Non-profits and industry.
- **South Slave:** Band offices, First Nations, small employers, fishing & mining industry
- **Beaufort Delta:** Community government, Indigenous organizations, small business', retail business', Industry, non-profits
- **Sahtu:** Band offices, First Nations, small employers, communication industry, tourism industry; Construction, pre-trades, tourism, mining, Mackenzie Highway construction, bookkeeping/accounting Designated community authorities, ISETS

Target Client Groups:

- Small employers, communications industry, tourism industry, construction, accounting
- Existing & new entrants of labour force
- EI Eligible, PPE, Active Claim, self-employed
- Indigenous employers, NGO's, Municipal governments

Program: Employee Assistance Services
Expenditures: \$844,180 (25.9%)
<p>Description: Employment Assistance Services (EAS) enables Regional ECE Service Centres to provide career and employment assistance targeted to particular local needs and to extend the delivery of services throughout their region. EAS is used to fill gaps in service and is intended to help individuals prepare for the workforce, find work and/or to maintain work through third party organizations.</p> <p>EAS may be supported under the LMDA or WDA.</p> <ul style="list-style-type: none"> • Dehcho: Career Development representatives in employment offices/band offices to assist with resumes, job applications, completing funding applications, etc. • North Slave: Non-profit organizations and small businesses with an employment focus/training • South Slave: Community Employment Coordinators, Hay River Community for Persons with Disabilities, French Employment Services • Beaufort Delta: Indigenous governments, municipal governments, Non-Profit organizations • Sahtu: Community Employment Officers
<p>Target Client Groups:</p> <ul style="list-style-type: none"> • Unemployed • Existing & new entrants of labour force • EI Eligible, PPE, Active Claim, self-employed

Program: Strategic Workforce Initiatives

Expenditures: \$258,943 (7.9%)

Description: Strategic Workforce Initiatives (SWI) supports community partners in undertaking labour market activities that promote labour force development, workforce adjustments and effective human resources planning. Activities must address a community labour market need, and may include identifying economic trends, creating strategies, and initiating projects to develop a responsive local labour force. SWI projects may be supported under the LMDA or WDA.

Providing financial support to assist DCAs with the development of Community Labour Market Development Plans, Indigenous Governments and Organizations with labour market research, and supporting other regional workforce initiatives, including the North Slave Regional Training Partnership and Hub, and supports to the NWT Mine Training Society.

Target Client Groups:

- **Dehcho:** DCAs
- **North Slave:** DCAs and NWT Mine Training Society
- **South Slave:** Aurora College, band offices, non-government organizations, municipalities, hamlets
- **Beaufort Delta:** Regional Training Partnerships, Indigenous Governments and Organizations, DCAs
- **Sahtu:** DCAs

3.2.13 Nunavut

EBSM key facts

Table 3.2.13.1 – Nunavut, 2023-24, clients served and relative share, by client type^{1,2,3,4}

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Number served	12	1	n/a	n/a	1,180
Share of total	1.0%	0.1%	n/a	n/a	100.00%

Notes:

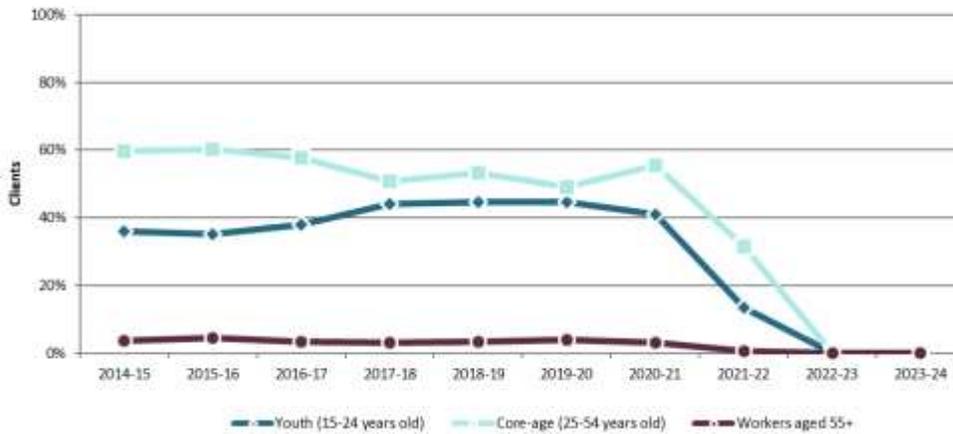
¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for NU is estimated.

³ Some LMDA data breakdowns for NU are unavailable.

⁴ Row sums for NU do not match the totals column, as they include 'Unknown' client types not displayed in this table.

Chart 3.2.13.1 – Nunavut, 2014-15 to 2023-24, relative client share, by client age^{1,2}

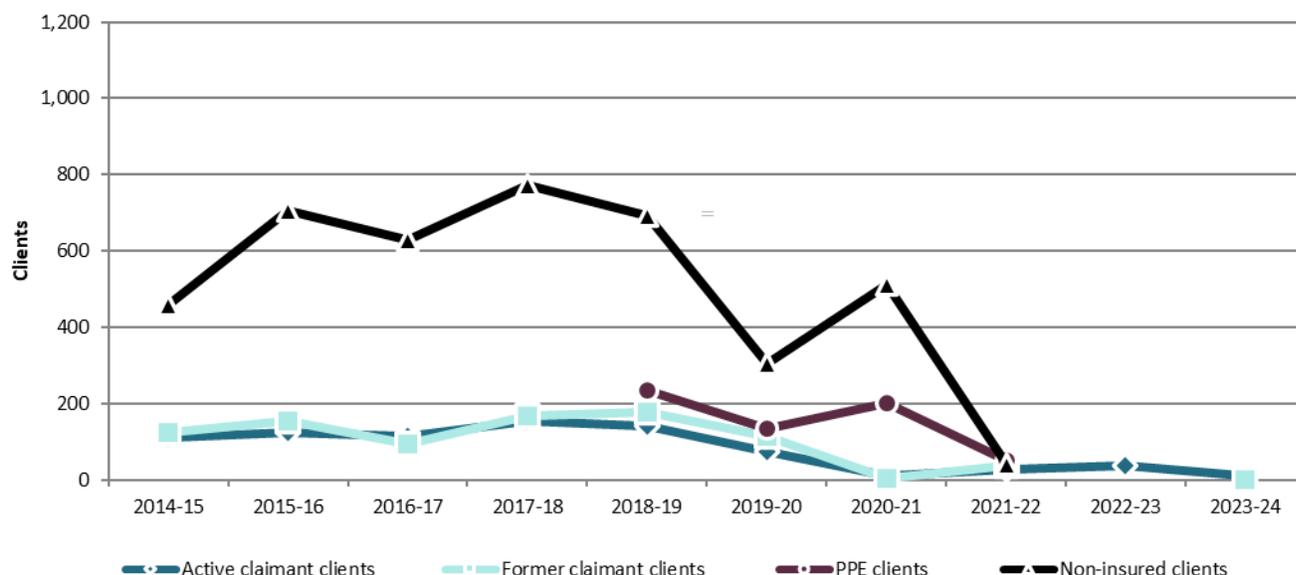


Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

² LMDA data for NU is unavailable for 2022-24.

Chart 3.2.13.2 – Nunavut, 2014-15 to 2023-24, clients served, by client type^{1,2,3,4}



Notes:

¹ This chart reflects clients served between April 1, 2014 and March 31, 2024.

² LMDA data for NU is estimated for 2022-24.

³ Some LMDA data for NU are unavailable.

⁴ NU did not provide the breakdown of the client types and therefore 'Unknown' client types are not displayed in this chart.

Table 3.2.13.2 – Nunavut, 2023-24, services delivered key facts, by service type^{1,2}

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	1,478	+42.7%	54.9%	+11.5
Employment Assistance Services	1,214	-10.1%	45.1%	-11.5
Total services	2,692	+12.8%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for NU is estimated.

Table 3.2.13.3 – Nunavut, 2023-24, Employment Benefits key facts, by service type^{1,2,3}

Employment Benefits	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	28	0.0%	\$272,333	-37.5%
Self-Employment	0	n/a	n/a	n/a
Job Creation Partnerships	0	n/a	n/a	n/a
Skills Development-Regular	1,422	+46.4%	\$1,322,586	-20.3%
Skills Development-Apprentices	28	-24.3%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals	1,478	+42.7%	\$1,594,918	-23.9%

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for NU is estimated.

³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, NU final audited financial statements for 2023-24 had not yet been received. As such, expenditures for NU is based on a draft report or the previous-year financial statements.

Table 3.2.13.4 – Nunavut, 2023-24, Support Measures key facts, by service type^{1,2,3}

Support Measures	Services	Year-over-year change	Expenditures	Year-over-year change
Employment Services	1,214	-10.1%	\$128,493	-73.1%
Individual Counselling	0	n/a	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$1,279,732	n/a
Research & Innovation	n/a	n/a	n/a	n/a
Totals	1,214	-10.1%	\$1,408,225	-32.7%

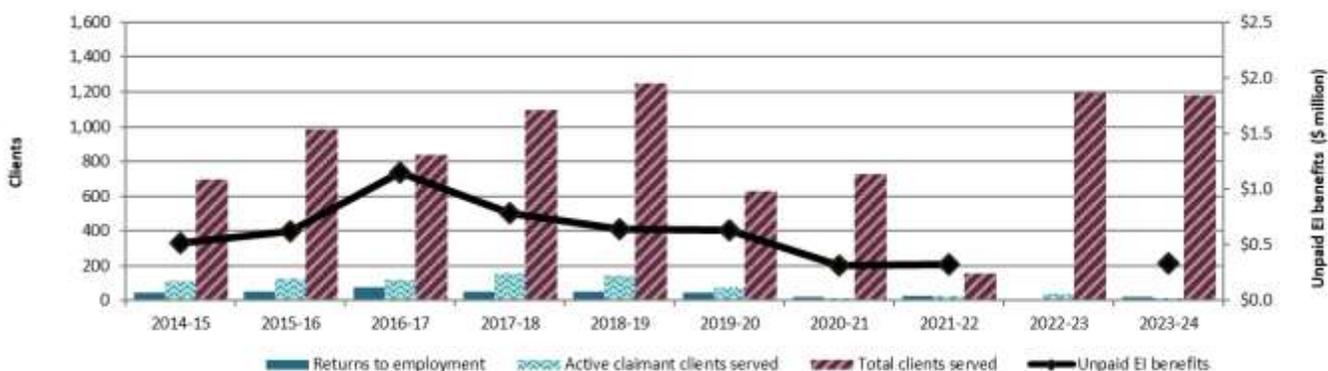
Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for NU is estimated.

³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, NU final audited financial statements for 2023-24 had not yet been received. As such, expenditures for NU is based on a draft report or the previous-year financial statements.

Chart 3.2.13.3 – Nunavut, 2014-15 to 2023-24, key performance indicators^{1,2,3,4,5,6}



Notes:

¹ Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

² This table excludes Indigenous pan-Canadian clients.

³ Some LMDA data for Nunavut are unavailable for 2022-24.

⁴ LMDA NU data for 2023-24 are estimates.

⁵ NU did not provide the breakdown of the client types and therefore 'Unknown' client types are not displayed in this chart.

⁶ The employment returns reported apply specifically to EI-insured clients (active claimants, former claimants, and PPE clients).

Labour market context

In 2023-24, Nunavut's unemployment rate remained one of the highest in Canada, recorded at 12.6%,⁸² maintaining the same level as the previous year.⁸³ Although significantly higher than the national average of 5.4%,⁸⁴ this stability could indicate the beginning of a more stabilized labour market.

In December 2023, Nunavut reported approximately 510 job vacancies,⁸⁵ indicating a tight labour market where demand for workers in various sectors, particularly in construction, mining, and public services, outpaces available supply. This demand highlights the ongoing challenges of filling positions despite the high unemployment rate.

Through the Canada-Nunavut LMDA, the territory has enhanced its training and employment programs for job seekers and employers, focusing on increasing labour force participation and addressing skills

⁸² [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted, last 5 months \(Statistics Canada\)](#)

⁸³ [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted, last 5 months \(Statistics Canada\)](#)

⁸⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

⁸⁵ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

gaps. These initiatives aim to better align the local workforce with industry needs and contribute to better employment outcomes in the coming years.

Nunavut's labour market outlook is expected to improve further, supported by increased funding from all levels of government for infrastructure projects and other economic development initiatives, which will help create more jobs for residents.⁸⁶

Canada-Nunavut Labour Market Development Agreement

In 2023-24, Nunavut received approximately \$3.8 million through the LMDA, serving approximately 1,200 clients.⁸⁷ Within six months of receiving training and employment supports, approximately 1.0% of active claimant clients secured employment, resulting in approximately \$338K in savings from unpaid EI benefits.

In 2023-24, LMDA funding supported the delivery of programs and services, including:

- Training
- Upskilling
- Employment supports
- Career counselling
- Job search assistance

For example, the Training Assistance Program (TAP) provided work experience, training, and skills development to job seekers. TAP offered wage subsidies to employers, covering up to 50.0% of the hourly wage (maximum \$15/hour) for eligible participants in the public, private, and not-for-profit sectors, helping them secure potential permanent employment. For persons with disabilities, TAP subsidies covered 65.0% of the wage, up to 40 hours per week. In total, 88 clients benefited from this program, receiving job training, mentorship, and hands-on experience to enhance their employability.

Designated and/or under-represented groups

Nunavut's continued to deliver LMDA-programming aimed at supporting under-represented groups in 2023-24. The Targeted Labour Market Programs provided funding to employers, institutions, training providers, community organizations and Inuit organizations to offer training for in-demand occupations and skills. The program served 88 clients, with priority given to Nunavut based organizations that target under-represented groups such as:

- Persons with disabilities
- At risk youth
- Persons who face multiple barriers to employment
- Persons who are unemployed, underemployed or persistently unemployed

⁸⁶ [Economic Scan - Yukon, Northwest Territories and Nunavut \(Job Bank\)](#)

⁸⁷ LMDA data for Nunavut is estimated. Some LMDA data breakdown for Nunavut are unavailable.

Additionally, in 2023-24, Nunavut supported youth aged 18-30 through Hamlets Employing Youth (HEY) program, which offered valuable work experience, job training, and mentoring over a six-month period. The program targeted youth who were out of school, not planning to return, and either unemployed or underemployed. Youth participants in the HEY program earned a livable wage while receiving job training and mentorship. In 2023-24, six clients benefited from this program.

The program subsidized 75.0% of wages for up to 40 hours per week, with increased subsidies of up to 90.0% for persons with disabilities. It also aimed to secure full-time employment for youth at the end of the six-month period, ensuring meaningful job opportunities for participants.

Stakeholder consultations

In 2022-23, Nunavut conducted a series of consultations with a wide range of stakeholders, including industry representatives, employers, journeypersons, apprentices, Inuit organizations, economic development officers, hamlets, Nunavut Arctic College officials, and Nunavut Housing Corporation officials.

During these community consultations, discussions focused on several key topics, such as:

- Programming and community needs assessments
- Nunavut Housing 3000 initiatives
- Trades and occupations certification options
- Technical training and tutoring supports
- Trades Entrance Exam
- Pay rates for apprentices
- On-the-job training and support
- Employer engagement and inclusive hiring practices
- Compulsory certification and governance of the apprenticeship system
- High school involvement in trade programs

Nunavut Apprenticeship

There are currently 99 active registered apprentices and 18 trade qualifiers in Nunavut. Registration levels have remained consistent over the past six years and indicate industry's continued support for apprenticeship. Career Development provides wage subsidies to employers during the on-the-job training components and financial support to apprentices for technical training courses.

In 2023-24, 14 employers received on-the-job wage subsidies, and 37 apprentices received subsidies to attend technical training courses. The United for Literacy program, supported by the department, providing tutoring to clients advance in their apprenticeship journey. These services included preparation for the Trades Entrance Exam, Level Exams, Nunavut Arctic College programs, and literacy and essential skills. In addition, 30 clients received tutoring services to move forward in their apprenticeship.

The new *Apprenticeship Act* provides more options for trades and occupational certification, increases the quality and flexibility of assessment of on-the-job training, creates the framework for compulsory certification trades, and places more responsibility into the hands of the stakeholders. The department is continuing to make improvements to the apprenticeship program identified during the review of Nunavut's apprenticeship system, to support and encourage more Nunavummiut to enter the trades.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program: Adult Learning and Training Supports (ALTS)
Expenditures: \$2,612,731 (35.0%) (LMDA and WDA contribution: \$2M)
Description: Adult Learning and Training Supports (ALTS) provides funding to individuals to participate in skills development training necessary to obtain employment. ALTS provides students with financial supports to attend training or upgrading that is under one year in duration. Depending on eligibility, funding may cover the cost of tuition, books, special equipment, tutoring, training allowance, disability assistance, childcare, airfare and accommodations.
Target Client Groups: EI Insured participants
Benefits and Expected Results: The ALTS program reduces the financial barriers faced by Nunavut clients seeking training opportunities. Training funded under this program contributes to positive employment outcomes.

Program: Grant for Nunavut Employers (GNE)
Expenditures: \$87,079 (1.2%)
Description: Formerly Nunavut Employers Grant, this program is designed for small employers (50 or fewer employees) and designated Crown Corporations and Inuit Organizations who wish to target training initiatives for trainees from small remote communities. This program provides eligible employers with a maximum grant of \$10,000.00 to support their employees in training that will increase their job opportunities.
Target Client Groups: EI Insured participants
Benefits and Expected Results: To support the training of Nunavummiut for new and available jobs and to encourage greater employer involvement in employee training so that skill development is better aligned to job opportunities.

Program: Training Assistance Program (TAP)
Expenditures: \$756,348 (10.1%) (LMDA and WDA Contribution: \$600,000)
Description: Formerly Training on the Job (TOJ), this program provides wage subsidies to employers who wish to invest in an individual by providing on-the-job training, thereby strengthening the participant’s employability skills. Upon completion of the subsidy, employers are expected to offer the participant a job, which has a reasonable chance to become a permanent position. TAP is intended to subsidize training during full-time, part time or seasonal employment. TAP offers subsidies of up to \$15.00/hour (or to a maximum of 50 per cent of the hourly wage, whichever is less) to cover the wage costs of eligible participants.
Target Client Groups: EI Insured participants
Benefits and Expected Results: Employers hire Nunavummiut who require additional experience, skill building and workplace training. This makes them better qualified for existing positions and allows them to pursue other positions. Wage subsidies for employing apprentices (Apprenticeship Training on the Job – ATOJ) are also under this program.

Program: Employment Assistance Services (EAS)
Expenditures: \$1,211,806.87 (16.2%)
<p>Description: The EAS Program provides individuals with a variety of employment services with the overall goal of increasing their labour market participation. Career Development delivers EAS through both Career Development Officers (CDOs), as well as through community organizations who deliver EAS on behalf of Family Services.</p> <p>Employment Assistance Services include: job interview preparation, resume writing assistance, labour market information, computer and internet access and training program referrals.</p>
Target Client Groups: EI Insured participants
<p>Benefits and Expected Results: Employment preparation services are offered to increase labour market participation for unemployed or underemployed Nunavummiut and for persons with disabilities.</p> <p>In addition to Government of Nunavut staff, EAS services were provided by Nunavummi Disabilities Makinnasuaqtiit Society (NDMS) and Carrefour Nunavut.</p> <p>NDMS delivered: a formalized programming for 31 clients, 51 drop-in clients, 42 employer engagement sessions, and training for 6 Government of Nunavut staff. Formalized programming includes workshops on specific skill development (cooking, nutrition, finance, conflict management, and stress management).</p> <p>Carrefour Nunavut delivered its Employability Skills and Employment Readiness Services throughout the fiscal year in Iqaluit and across Nunavut. They also provided employment assistance in French targeting unemployed young adults aged 15 to 30 who experienced barriers to employment. These individuals included persons with disabilities, youth at risk, persons who face multiple barriers to employment and unemployed and underemployed persons. 1041 clients were served, and 77 clients indicated they were employed due to the intervention.</p>

Program: Targeted Labour Market Programs (TLMP)
Expenditures: Total under LMDA and WDA: \$2,140,135.97 (28.7%)
Description: TLMP supports the development and delivery of training and pre-employment programs for persons with disabilities and unemployed Nunavummiut who experience multiple barriers to employment. Third- party service providers are funded by the DFS Career Development division to provide these training opportunities.
Target Client Groups: EI Insured participants
<p>Benefits and Expected Results: In 2023-24 several training programs for person with disabilities, unemployed, underemployed and people who face multiple barriers to employment, were delivered through the Targeted Labour Market Program. These programs included the following:</p> <p>Nunavut Literacy Council delivered its Miqqut program in Pond Inlet and Kugaaruk during the fiscal year. Miqqut is a non-formal embedded literacy program delivered through culturally based sewing that supported women to improve their Inuktitut, literacy, and essential skills and reconnect them to their heritage and identity. A total of 30 women participated in the two offerings of the program.</p> <p>Pinnguaq Association worked with 13 communities to establish local programs and facilities to support STEM learning. 49 training programs were delivered with 414 participants. 32% of participants identified as having a disability and 95% identified as Inuit.</p> <p>Nunavut Fisheries and Marine Training Consortium delivered its Kisarvik marine industry training program for youth in Iqaluit. 10 young people from across Nunavut participated in the program earning Transport Canada certifications and other transferrable skills.</p> <p>United for Literacy provided trades tutoring (both in-person and remotely) in 6 Nunavut Communities. A total of 22 clients (including 3 women). This tutoring prepared clients to take the Trades Entrance Exam which is a prerequisite to becoming an apprentice.</p> <p>Nunavummi Disabilities Makinnasuaqtiit Society - NDMS offered full-time in-class pre-employment program in Iqaluit to develop employability skills. Participants were expected to participate in one-on-one sessions with the course instructor and classroom-based coursework with other participants. Where applicable, participants were connected with co-op-based opportunities. NDMS offered drop-in support to participants not enrolled in the pre-employment program on an as needed basis. In an effort to support as much outreach as possible, NDMS hosted four information booths to share information about the program in an attempt to enlist new participants. NDMS offered three employer engagement events across the territory. Employer engagement events brought employers together to discuss inclusive hiring practices, the duty to accommodate, and the business case for hiring people with disabilities.</p> <p>Skills Canada Nunavut Objectives of Skills Canada Nunavut are to promote and increase exposure of the Skilled Trades and Technology sector through Skills Canada Nunavut Programs to students across</p>

Nunavut as first choice career options; Identify and select current trades and technologies to ensure Skills Canada Nunavut programs reflect the Nunavut territory and promote women in skilled trades. In addition to promoting the skilled trades and technology, students who participate in SCN activities are encouraged first and foremost to stay in school.

Skills Canada Nunavut's programming includes the Territorial Skills Competitions, Skills Canada National Competitions, Skills Clubs, and Career Fairs. A total of 596 youth participated in the program.

Program: Piqataugitsi

Expenditures: \$657,825.97 (8.8%) (this amount is included in targeted Labour Market Programming)

Description: Employment for Nunavummiut with Disabilities is a Government of Nunavut priority. This program assists individuals with disabilities to obtain and maintain employment by offering funding supports. The programs also assist with job coaching and training employers how to be more inclusive.

Target Client Groups: EI Insured participants

Benefits and Expected Results:

- Promoted equity, access, and inclusion in the workplace.
- Provided greater supports to persons with disabilities to increase their labour market participation.
- **NDMS delivered:** a formalized programming for 31 clients, 51 drop-in clients, 42 employer engagement sessions, and training for 6 Government of Nunavut staff. Formalized programming includes workshops on specific skill development (cooking, nutrition, finance, conflict management, and stress management).
- NDMS also administers the Supporting Employment and Training (SET) program on behalf of the Department of Family Services. This program provides persons with disabilities with adaptive devices and pay for training and employment expenses related to an individual's disabilities. In 2023-24, 18 clients were provided support.

3.3 Evaluation of Employment Benefits and Support Measures (EBSMs)

The Evaluation Directorate of ESDC completed the third LMDA evaluation cycle (Cycle III) of the LMDAs between 2018 and 2023. Studies conducted as part of the second and third evaluation cycles examined all programs and services funded under the LMDAs.

Evaluation of the impact and effectiveness of Employment Benefits and Support Measures (EBSM) is required under the LMDAs. This evaluation builds on findings of previous LMDA evaluation cycles to address knowledge gaps and assess the effectiveness, efficiency, as well as design and delivery, of LMDA-funded employment benefits and support measures across Canada.

Evaluation terminology

Participants vs. non-participants: The impact that the participation of EI claimants in a LMDA-funded program could have on their chances to be employed is measured by comparing their employment rate to the employment rate of EI claimants who did not participate to any LMDA-funded program. The difference between these two employment rates informs the impact that participation in LMDA-funded programs could have on employment and the same comparison is done for other indicators such as, employment earnings or reliance on Government supports.

Outcome analysis measures the changes experienced by participants before and after program participation. An outcome analysis alone does not allow an assessment of the extent to which those changes can be attributed to program participation.

Incremental impacts aim to assess the impact and effectiveness of a program. Incremental impacts are estimated by comparing participants' outcomes to that of similar non-participants. Incremental impacts represent the proportion of the observed outcomes that can be attributed to program participation.

The Horizontal Evaluation of the Labour Market Development Agreements was approved for publication by the Federal-Provincial-Territorial Evaluation Steering Committee and the Deputy Minister in 2022.⁸⁸ Additionally, twelve provincial and territorial-level LMDA evaluation reports were approved through bilateral joint evaluation committees, and received Deputy Minister approval for publication in 2023.⁸⁹ Both the national and provincial/territorial-level evaluation reports are available at [Evaluation Reports](#). The evaluation findings are drawn from nine separate evaluation studies,⁹⁰ which employed a combination of qualitative and quantitative methodologies, including:

- **Incremental impact analysis:** Assessed program effectiveness by comparing the labour market experiences of 2010 participants to those of 2012 participants, before, during, and after their

⁸⁸ Findings from the Horizontal Evaluation of the Labour Market Development Agreements were included in the 2021-22 EI MAR.

⁸⁹ As stipulated in the Canada-Quebec LMDA, Quebec is responsible for undertaking its own evaluation.

⁹⁰ In some jurisdictions, statistically significant incremental impact and cost-benefit analyses could not be produced for some or all intervention types due to small participant samples or since the models used to estimate the incremental impacts did not balance. When statistically significant incremental impacts could not be produced, cost-benefit analysis could not be completed.

participation in LMDA-supported programming post participation with that of similar non-participants.

- **Outcome analysis:** Assessed program participants' labour market outcomes by comparing the pre- and post-participation labour market outcomes of 2010 participants against those of 2012 participants in LMDA-supported programming (outcomes were tracked up to 2017).
- **Cost-benefit analysis:** Assessed program efficiency by comparing the participants' cost of participating and the government's cost of delivering the program against the benefits associated with the program.
- **Key informant interviews:** Gathered insights on challenges and lessons learned from 287 provincial/territorial representatives, service providers, agreement holders, and key stakeholders.
- **Provincial/territorial questionnaires:** Collected PT-specific challenges and factors contributing to programs successes.
- **A national survey:** Examined the contribution of the program to the success of self-employment businesses by surveying 2,023 participants in LMDA-funded self-employment assistance services.
- **Document and literature reviews:** Identified challenges, lessons learned, and best practices associated with the design and delivery of EBSMs.

Summary of findings

The evaluation revealed that participation in LMDA-funded programs and services improves participants' labour market attachment and reduces their dependence on government income supports, compared to similar non-participants. These benefits were observed across PTs, with some regional variation. For example, the following findings each represent changes in labour market outcomes from before to after participation for a group of participants in a specific intervention relative to similar non-participants.

- **Skills Development:** Participants collecting EI benefits saw their employment rate increase by 4.0 percentage points.
- **Targeted Wage Subsidies:** Participants who had previously collected EI benefits experienced a 6.2 percentage point rise in employment.
- **Employment Assistance Services:** Participants collecting EI benefits saw their employment rate improve by 4.8 percentage points.

These results align with those of the second LMDA evaluation cycle (between 2012 and 2017).

The impact of participation in LMDA-funded programs was assessed by intervention type, jurisdiction, and participant subgroup. Relative to similar non-participants, participants (including those from designated and/or under-represented groups) experienced the greatest benefits from Skills Development, Targeted Wage Subsidies, and Employment Assistance Services. For example:

- **Skills Development:** Participants collecting EI benefits, including older workers, saw their employment rate increase by 11.8 percentage points, while Indigenous participants experienced a 7.4 percentage points rise.
- **Targeted Wage Subsidies:** Participants who had collected EI benefits before their participation, as well as persons with disabilities, saw their employment rate increase by 11.5 percentage points, while young workers experienced 5.1 percentage points increase.
- **Employment Assistance Services:** Participants collecting EI benefits and recent immigrants experienced a 4.7 percentage point increase in employment, while women saw a 1.4 percentage point increase.

In all PTs where cost-benefit analyses were conducted, the social benefits of participating in LMDA-funded programs and services exceeded the initial investment made in these programs. For example:

- **Skills Development:** Social benefits surpassed the cost of participation after 8.3 years.
- **Targeted Wage Subsidies:** Social benefits exceeded the cost in less than 1 year for participants who had collected EI benefits before their participation.
- **Employment Assistance Services:** Social benefits outweighed the cost after 7.7 years.

3.4 Pan-Canadian Activities and the National Employment Service

Through pan-Canadian activities under the LMDAs, the Government of Canada plays a leadership role in addressing challenges that extend beyond local and regional labour markets. These activities are guided by four primary objectives:

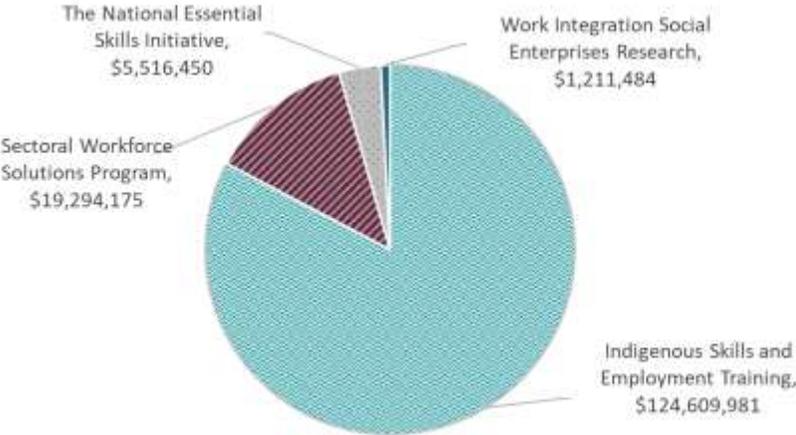
- promote an efficient and integrated national labour market
- preserve and enhance Canadian economic unity
- help address common labour market challenges and priorities of national and/or international scope that surpass provincial and territorial borders
- promote equality of opportunity for all Canadians, with a focus on helping designated and/or underrepresented groups reach their full potential in the Canadian labour market

In 2023-24, approximately \$184 million of EI part II funding, including just over \$150 million in program funding (Chart 3.4.1), was invested in pan-Canadian activities to support these objectives through three funding streams:

- Improving Access to Skills Training and Employment Supports in a Changing Labour Market
 - Indigenous Skills and Employment Training Program
 - Skilled Trades and Apprenticeship and Red Seal Program
- Giving Canadian Workers and Employers the information they need to Succeed
 - Sectoral Workforce Solutions Program
- Education and Labour Market Longitudinal Linkage Platform⁹¹
 - Labour Market Information
- Exploring New Opportunities to Improve Labour Market Participation and Outcomes
 - National Essential Skills Initiative
 - Work Integration Social Enterprises research

⁹¹ This platform provides access to more information about past cohorts of postsecondary students and registered apprentices, to better understand how their education and training affected their career prospects.

Chart 3.4 – Canada, 2023-24, EI Part II Program Expenditures for the Pan-Canadian Activities, by program



3.4.1 Indigenous programming⁹²

The pan-Canadian funding delivered through the Indigenous Skills and Employment Training (ISET) program aims to enhance the skills of Indigenous people and support their participation in the Canadian labour market. The program ensures that First Nations, Inuit, Métis and Urban/Non-affiliated Indigenous people have access to skills development training and employment supports to help them achieve their long-term career goals and secure employment.

In 2023-24, the ISET program received approximately \$125 million from EI Part II funds to support training and related services for Indigenous clients. This funding supports a network of over 115 Indigenous contribution recipients operating through more than 650 service points across Canada. ISET Program results for 2023-24 were funded through EI Part II and the Consolidated Revenue Fund (CRF). Additionally, \$23,744,883 in ISET program funds were transferred to Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) for self-governing Indigenous governments, delivered through their Fiscal Financing Agreements or related self-governing grants.

The ISET program aims to reduce the skills and employment gaps between Indigenous and non-Indigenous people. Co-developed with Indigenous partners, the program includes four distinct labour market strategies, each with its own funding envelope for: First Nations, Inuit, Métis, Urban and Non-affiliated Indigenous peoples.

Offering new investments and long-term, flexible agreements to Indigenous service delivery organizations supports Canada’s efforts to advance reconciliation and promote self-determination. Systemic inequities between Indigenous and non-Indigenous people in Canada are addressed by

⁹² Program results for ISET 2022-23 are funded under EI Part II and the CRF.

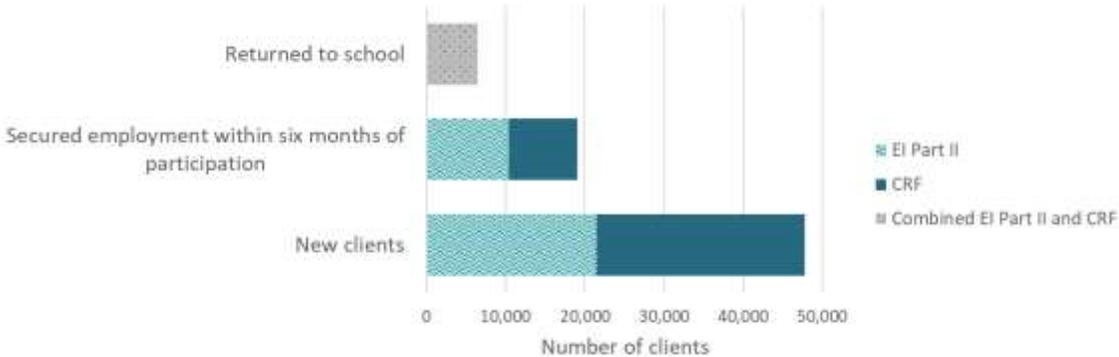
creating more job training opportunities for Indigenous people. This approach aligns with the United Nations Declaration on the Rights of Indigenous Peoples and Canada’s Action Plan.

The program offers a broad range of labour market activities tailored to each group’s unique needs. Indigenous service delivery organizations design and deliver locally-relevant programs, including:

- employment-related and career development assistance
- wrap-around supports such as living expenses
- financial assistance to support individuals in obtaining skills for employment
- tuition support
- business coaching and mentorship
- disability-related support

Indigenous service delivery organizations receive funding from both the CRF 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 2023-24, the ISET program served over 54,000 Indigenous clients, including both new and ongoing participants (see Chart 3.4.2). Of these, more than 47,750 were new clients, with over 21,500 funded through EI Part II. Out of the total 54,000 indigenous clients, more than 19,000 secured employment within six months of participating in training and employment programs, including over 10,400 EI funded clients. Additionally, over 6,500 clients returned to school for further training.

Chart 3.4.1.1 – Canada, 2023-24, Clients served by the Indigenous Skills and Employment Training program and performance indicator^{1,2}



Notes:

¹ EI Part II and CRF combined, representing the total number of clients served under the Indigenous Skills and Employment Training program.

² The number of clients returned to school is available only for the combined EI Part II and CRF total.

3.4.2 Investments in workplace skills

The Skilled Trades and Apprenticeship and Red Seal Programs

The Red Seal Program develops common interprovincial standards and examinations for the designated Red Seal trades, based on which tradespeople can be trained and assessed. These standards and examinations are used to harmonize apprenticeship training among PTs, provide the public with updated descriptions of trades, and serve as the foundation for skills assessment.

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 across jurisdictions. Experienced tradespeople and apprentices who completed their training can take the interprovincial Red Seal examination. Those who passed received a Red Seal endorsement on their provincial or territorial certificate of qualification, indicating they have met both the provincial/territorial requirements and have demonstrated the knowledge required for the national standard in that trade.

In most PTs, the Red Seal examination serves as the final examination for certification for Red Seal trades. The collaboration process of developing interprovincial Red Seal standards and examinations also results in cost-savings for governments.

The Canadian Council of Directors of Apprenticeship (CCDA) oversees the Red Seal Program. The Government of Canada and all PTs – each responsible for apprenticeship training and trade certification in their jurisdictions – are members of the CCDA. ESDC sponsors a Red Seal Secretariat, which 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, accounting for: 76% of registered apprentices, 84% of new registrations, and 83% of completing apprentices.

The top 5 Red Seal trades by number of endorsements issued in 2023 are:

- construction electrician
- automotive service technician
- plumber
- industrial mechanic (millwright)
- truck and transport mechanic

Red Seal Program Highlights (2023-24):

- In 2023, 45,013 Red Seal examinations were written, resulting in 23,317 Red Seals endorsement being issued
- Six new Red Seal Occupational Standards were completed
- 69 examinations were published for 18 trades

The Red Seal Program regularly updates its products to reflect the evolving needs of the labour market. In 2023-24, the Red Seal Occupational Standard for Refrigeration and Air Conditioning Mechanic was revised to include additional content addressing the growing demand for heat pump installation and maintenance. Furthermore, for trade-specific technical content, every Red Seal trade's occupational standard now features an overarching section emphasizing the importance of the skilled trades in building a sustainable future.

The Government of Canada remains committed to working with provinces, territories, and industries to reduce barriers to certification in the skilled trades and expand opportunities for apprentices across the country. The CCDA continues to lead the efforts to harmonize apprenticeship training requirements in Red Seal trades. Harmonization promotes greater labour mobility across Canada and supports apprentices in completing their training when relocating to another jurisdiction during their apprenticeship.

The Registered Apprenticeship Information System (RAIS)

The Registered Apprenticeship Information System (RAIS) is an annual administrative database produced by Statistics Canada. The database compiles data from PTs on the number of registered apprentices participating in in-class and on-the-job training in trades that are either Red Seal or non-Red Seal. It also compiles data on the number of certificates granted to apprentices or trade qualifiers (challengers).

RAIS is part of the Education and Labour Market Longitudinal Platform, announced in Budget 2018 with an investment of \$5.5 million per year ongoing starting in 2018-19. The Platform provides Canadians

with up-to-date labour market information to help them make informed career decisions. It integrates data from foundational systems, including the RAIS, the Post-Secondary Information System, and Canada Revenue Agency's T1 Family File. Annually published RAIS longitudinal indicators provide insights on a number of key topics, including apprenticeship pathways, labour market outcomes, and interprovincial mobility.

The latest 2021 RAIS results revealed that there were over 330,000 continuing apprentices, with 76% enrolled in Red Seal trades. Additionally, more than 72,000 new registrations were recorded, 82% of which were in Red Seal trades. Furthermore, over 35,000 apprentices received certification, with 84% earning their certification in Red Seal trades.

Sectoral Workforce Solutions Program (SWSP)

In 2023-24, ESDC continued to implement the Sectoral Workforce Solutions Program (SWSP) announced in Budget 2021. The SWSP builds upon and expands the activities previously supported by the Sectoral Initiatives Program (SIP). It operates using two funding sources: \$19.4 million in EI Part II funds and \$353.2 million from the Consolidated Revenue Fund (CRF).

The SWSP offers a broad range of support for training workers and helping employers address workforce needs. It assists sectors and employers in tackling 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.

A key focus of the program is supporting equity-seeking groups by fostering a diverse and inclusive workforce. This approach helps employers find skilled workers while enabling Canadians to access the training needed to secure good jobs in essential sectors.

Although the program benefits both workers and employers, EI Part II funding is primarily directed toward helping employers, particularly small and medium-sized businesses, attract and retain skilled workers. Key stakeholders include primarily partnership-based organizations engaged in skills and workforce development in their respective economic sectors or employment groups across Canada. Eligible organizations include not-for-profit organizations, for-profit organizations, municipal governments, Indigenous organizations, as well as provincial and territorial governments, institutions, agencies, and Crown Corporations.

In 2023-24, the SWSP invested \$0.6 million⁹³ in EI Part II funding and \$8.4 million in CRF funding to support three legacy projects originally launched under the Sectoral Initiatives Program (SIP). Additionally, \$18.9 million in EI Part II funding and \$16.7 million in CRF funding was allocated to supporting 21 tourism projects and nine projects targeting persons with disabilities.⁹⁴ Furthermore, the program invested \$325.9 million in CRF funding to support 21 additional SWSP projects,⁹⁵ expanding its reach and impact across various sectors.

⁹³ Listed SWSP funding figures may not add up due to rounding.

⁹⁴ The tourism and persons with disabilities projects were launched through a 2020 CFP.

⁹⁵ No EI Part II funding was invested in the 21 SWSP projects through the 2022 CFP in 2023-24.

Specifically, \$19.4 million in EI Part II funding supported 16 projects in 2023-24, including:

- \$0.6 million for one of the three SIP legacy projects focused on developing labour market information and workforce tools in construction, health and natural resources and environment sectors.
- \$6.2 million for six of the 21 tourism projects, aimed at helping one of the sectors hardest hit by the pandemic by developing labour market information and workforce tools, attracting and retaining skilled workers, conducting training activities, and reducing barriers for designated and/or equity-seeking groups.
- \$12.6 million for all nine projects targeting persons with disabilities, with a focus on removing barriers to labour market participation, providing training tools, and supporting employment and career-building opportunities across multiple sectors, including information and communications technology and transportation.

Overall, in 2023-24, the SWSP supported 54 projects (16 projects funded through EI Part II and 38 projects funded through the (CRF), resulting in:

- 89,546 individual participants engaged in training activities.
- 430 labour market intelligence reports and forecasting systems developed.
- 174 national occupational standards created.
- 29 certification and accreditation systems established.
- 1,382 onboarding and retention tools developed.
- 14,986 employers and end users accessing these solutions and tools.

SWSP Supported Projects

Below are the SWSP projects that were funded through EI Part II. \$19.4 million was allocated to 16 projects.

Persons with Disabilities Projects

- Abilities to Work Employment Support – Employability Health Support Services Project
- Canadian Association for Supported Employment – Case Innovations Lab Initiative
- Canadian Cultural Society of the Deaf – Building Capacity for Sign Languages Employment
- Canadian National Institute of the Blind – Apprenticeship Training for New Guide Dog Trainers and Guide Dog Mobility Instructors
- Disabled Workers Foundation of Canada – Towards Excellence in Return to Work
- Gateway Association for Community Living – GEDI-Hub
- Realwheels Society – Customized Actor Training for Persons with Disabilities
- Rick Hansen Foundation – Building National Capacity for Accessibility Training and Credentials
- The Canadian Council on Rehabilitation and Work – Accessibility First West Coast

Tourism Projects

- Cape Breton University – Cape Breton Island’s Tourism Training Network
- Conseil de la Nation Huronne-Wendat – Tous ensemble pour notre avenir
- Gros Morne Institute for Sustainable Tourism Inc. – Leadership and Innovation for the Future of Tourism in Atlantic Canada
- Refiner’s House of Prayer – Placement Aid and Skills Development Project
- The Further Education Society of Alberta – Pathways Creating Opportunities for Indigenous Youth Employment in Tourism and Government
- Wheatland Express Inc. – East-Central Saskatchewan Tourism and Learning Centre

SIP Legacy Project

Carleton University – Energy Efficiency Career Hub

3.4.3 Labour market information

Labour Market Information (LMI) is an integral component of the Government of Canada's economic agenda, providing Canadians with employment-related information to make informed decisions regarding the labour market. LMI includes both qualitative and quantitative information, offering insights into job supply and demand, job location, and required qualifications. It also includes information on wages and other forms of compensation, as well as skills needs and gaps at both detailed and aggregate levels.

ESDC invests in a number of foundational LMI frameworks and programs to streamline data collection and measurement of occupational and competency-based information across Canada. These foundational frameworks – such as classifications, taxonomies, and information systems – create a common lens and terminology to improve the capture and interpretation of LMI data. This information is made publicly available through the Job Bank platform.

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 job titles, functions, tasks and duties, employment requirements, responsibilities, and qualifications.

The current version of the NOC organizes information for over 40,000 job titles classified into 516 unit grouping – occupations with similar duties and employment requirements. These groups are classified into broad occupational categories within the labour market.

Labour market surveys, research, analysis, and reports commonly rely on the NOC. It also supports employment-based programming, such as EI, the Temporary Foreign Worker Program, and initiatives supporting the integration of injured workers and persons with disabilities. NOC-based information is used for policy development, program design, and service delivery.

ESDC, in collaboration with Statistics Canada, revises the NOC every five years to maintain its accuracy and relevance. These revisions are informed by research and stakeholders feedback gathered through extensive consultations.

On September 21, 2021, ESDC and Statistics Canada released the NOC 2021 V1.0 redesigned classification. This version replaced the former NOC "Skill Level" categories with a Training, Education, Experience and Responsibilities (TEER) categorization system. The TEER system offers a clearer distinction between occupations based on formal training and education requirements, while also capturing work experience, managerial duties, and significant safety responsibilities.

Since the release of the NOC 2021 V1.0, ESDC has moved to an ongoing consultation process to provide stakeholders more opportunities to offer feedback. Research for the NOC 2026 revision is already underway and is expected to be finalized in early 2025.

The Skills and Competency Taxonomy (SCT), and the Occupational and Skills Information System (OASIS)

As a natural extension to the NOC, ESDC has developed and maintains 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 over 300 descriptors and definitions designed to standardize terminology across skills, competencies, and occupational domains. This streamlined terminology improves the comparability of skills and competencies taxonomy across sectors and over time.⁹⁶ The SCT serves as the foundation for the development of a Canadian system similar to the American O*NET system, which is recognized as an effective model for providing detailed skill information for all occupations. Using the SCT and the NOC, ESDC launched a new system called Occupational and Skills Information System (OASIS). The OASIS 2023 V1.0 maps skills and competency requirements for 900 occupational profiles, allowing users to understand how skills, competencies, and occupational work activities from the SCT apply to specific occupations. It also enables users to compare occupations based on skills, abilities, and personal attributes, while exploring career options that share similar skill sets.

In today's economic context, including digitalization of jobs, more granular information about skills is needed to support Canadians navigate labour market transitions. Comprehensive and well-structured skills information is important as job searches, match processes, and training advice are increasingly delivered online through modern digital formats.

Canada is adopting common international practices and leading development of algorithms tailored to Canadian labour markets. These algorithms leverage from artificial intelligence (AI), natural language processing and text mining technologies.

Labour market information products and services

ESDC also delivers the National Employment Service on behalf of the Canada Employment Insurance Commission (CEIC), supported by regional and labour market analysts. These analysts produce regular LMI products based on the NOC and other LMI classifications. These products and services include data on wages, wage analyses, job market snapshots, employment outlooks, and economic forecasts, all of which are accessible to Canadians via the Job Bank website. LMI products help to match current and future job seekers, including students and immigrants, with available and potential job opportunities. They also facilitate exploration of educational and training options, helping Canadians make informed career decisions.

Job Bank is a free, and bilingual platform co-delivered with PTs governments, offering a comprehensive listing of job opportunities across Canada. Employers use Job Bank to post their job vacancies and

⁹⁶ LMI Insights Report no. 16, Bridging the Gap between Skills and Occupations: A Concept Note to Identify the Skills Associated with NOC — [LMIC-CIMT](#)

connect with qualified candidates. Job Bank supports other ESDC employment programs, as well, and collaborates with private job boards to enhance the diversity of jobs opportunities available and offered.

In 2023-24, Job Bank introduced several online service enhancements aimed at supporting Canadians in succeeding in the labour market, with a focus on sustainable employment and addressing skill mismatches.

- **Support for Employment Groups:** Job Bank enhanced its platform to help employers highlight how they create a more inclusive workplace, displaying this information on job posting and can employer’s business profile. As part of the Inclusive Workplaces’ campaign (January 15th to March 31, 2024), additional interactive information targeting persons with disabilities were integrated into the employer pages to further support inclusivity efforts.
- **Recognition of Red Seal Occupations:** job profiles now identify occupations and professions recognized by the Red Seal program, with information available at both the national and provincial/territorial levels.
- **Job Transition Tool:** Job seekers can explore career changes using the new Job Transition Tool, which recommends occupations based on their qualifications. The tool also provides an estimated timeline for the transition from their current occupation to a new career path.
- **Green Jobs Pages:** Job Bank introduced dedicated pages for green jobs, offering advice and resources for job seekers looking to work in the green economy. Employers aiming to create a positive environmental impact can access resources to advertise green jobs and establish eco-friendly workplace.

Key highlights of 2023-24 – Job Seekers

- 1.99 million job seekers created a user account on Job Bank, up from 1.71 million in 2022-23
- Job alerts users enrolled via AppliWeb accounted for 87% of the new Job Alerts users
- Top occupations of Job Alerts users included construction, elementary and secondary teacher assistants, carpenters, and truck drivers, which remained largely consistent with previous year.

Website content enhancements

Job Bank launched a dedicated content page for employers about green jobs, titled Hire for a Green Future. This page encourages employers to participate in the green economy by offering tips on how to “greenify” their businesses and providing information about various funding opportunities.

In 2023-24, Job Bank launched the Career Planning advice page. This page provides users guidance on key steps for planning their future careers, featuring actionable advice, links, tools, and to assist with career decisions. Additionally, the Job Bank support page was revamped to enhance user experience and improve accessibility.

The Job Bank mobile application underwent several updates in 2023-24 to align with website changes. A satisfaction survey was launched to gather user feedback and guide future application development. Additionally, back-end changes were made to maintain the application's performance and provide job seekers with a seamless experience.

Job Bank also continued to expand its job listings by integrating job feeds from 17 "external" contributors, including provinces, private job boards, and federal government agencies or departments. In 2023-24, these contributors added a total of 841,294 jobs to the Job Bank's platform.

Increased Integrity, Efficiency and Interoperability

Job Bank continued to enhance interoperability and collaboration with stakeholders within ESDC to improve its services and functionality.

- For the sixth consecutive year, Job Bank leverages its job posting capabilities to publish Canada Summer Jobs opportunities on its website and Mobile App.
- Interoperability with stakeholders was further improved with the introduction of a new connection to the Occupational and Skills Information System (OaSIS) API, enhancing quality of the information available to users consulting Job Bank's job profiles.
- Job Bank implemented changes that improved operational efficiency, including an increase in auto-approval rates for job postings in 2023-24.

Job Bank updated its registration options to include the gender-neutral titled “Mx.”, allowing users who identify outside of the gender binary to select a suitable prefix. This change ensures more inclusive communication in all interactions with Job Bank.

Key highlights of 2023-24 – Web Analytics and Job Postings

- The Job Bank website received 96.7 million visits up from 79.7 million in previous year, averaging 265,000 site sessions and 1.8 million page views per day.
- 57% of visitors viewed job postings, up from 53%, resulting in over 176 million job posting views, compared to 153 million views in the previous fiscal year.
- The Trend Analysis sections (LMI) received approximately 33,000 site visits per day, up from 25,000, generating over 66,000 job profiles daily, up from 55,000 last year.
- The Career Planning section attracted nearly 1.9 million site visits during the year.
- The Mobile App recorded over 2.5 million sessions, an increase from 1.8 million, resulting in over 5.8 million job posting views, up from 4.0 million in the previous year.
- Over 1.3 million job postings were available on Job Bank from all sources in 2023-24, an increase from 1.2 million last year.
- Over 101,520 employers posted 425,000 job postings, up from 86,000 employers and 364,000 job postings in the previous fiscal year. These postings represented over 937,000 job vacancies, slightly down from 947,000 the year before.
- Approximately 79,000 job postings directly advertised on Job Bank were associated with the TFW Program up from 51,000 last year.
- TFW job postings account for 19% of all direct employer postings, an increase from 14% in the previous fiscal year, and 6% of postings displayed across all sources, reflecting a 2 percentage point increase from the prior year.
- Over 60,000 job postings (covering 90,000 distinct vacancies) were available on the Canada Summer Jobs feature, down from 75,000 job postings (124,500 vacancies) in the previous fiscal year. These postings were received by 26,446 employers, compared to 31,049 employers in the prior year.
- Close to 50 percent of the employers who completed Job Bank's Employer Survey in 2023-24 indicated that they filled a job vacancy as a result of posting on Job Bank.

3.4.4 The National Essential Skills Initiative

The National Essential Skills Initiative (NESI), funded through EI Part II, is one of two Grants and Contributions programs under the Skills for Success (SFS) program; the other is the Adult Learning, Literacy and Essential Skills Program, funded through the CRF. The SFS program supports Canadians improve their foundational and transferable skills, enabling them to prepare for, secure, and retain jobs while adapting and succeeding in the workforce. This aligns with the Government of Canada's commitment to helping Canadians develop the skills necessary for good quality jobs.

Past evaluations of the SFS Program's predecessor, including NESI funded activities, have shown positive results. The 2016-21 evaluation report, detailed in the [2022 Literacy and Essential Skills Program Evaluation](#), highlights the effectiveness of these initiatives in addressing skills gaps.

NESI focusses on research projects that anticipate and help predict emerging foundational and transferable skills needs, particularly for designated and/or under-represented groups in the labour market. In line with departmental priorities, 30% of NESI funding supports research projects for persons with disabilities (10%) and racialized Canadians (20%). These research projects allow the SFS program to:

- Understand evolving foundational and transferable skills gaps across Canada, with a focus on changing labour market and informed by an intersectional lens.
- Target future project intake processes to anticipate and respond to emerging priorities and labour market trends.

In 2023-24, NESI funded nine projects, focussing on enhancing foundational and transferable skills for persons with disabilities, workers in the non-profit sector, early career workers, and Indigenous apprentices. However, delays in the project intake process led to fewer funded projects than anticipated. Most of these projects are set to conclude in 2024–25, with outcomes reported next year.

As an example, NESI project in 2023-24 is the Canadian Apprenticeship Forum's, "Holistic Skills for Success Models in the Trades" project. This initiative collaborated with over a dozen partners to research and document promising practices that integrate Skills for Success and well-being in holistic training models. It identified measures of success that reflect Indigenous lived experiences, improved employment preparation, and addressed apprenticeship labour market challenges that affected equity group retention. The project engaged more than 100 individuals through a webinar, conducted nearly 70 virtual interviews, and co-developed its research model and framework with Indigenous partners.

3.4.5 Sustainable Jobs

The Government of Canada is committed to reducing greenhouse gas emissions to fight climate change, while strengthening the economy by fostering the creation of sustainable jobs. Transitioning to a low-carbon economy creates opportunities across both existing and emerging sectors, requiring the transformation of Canadian industries and the Canadian labour market. Ensuring Canada has a plan to advance a low-carbon economy and a workforce that can thrive in the low-carbon economy is fundamental to achieving our climate targets.

On February 17, 2023, the Government released its Interim Sustainable Jobs Plan (2023-25), a framework for the Sustainable Jobs Action Plans that will be released every five years, starting in 2025. These plans are designed to guide and coordinate efforts to support workers as they transition to the economy of the future. This interim Plan outlines federal measures across ten key action areas:

1. Establish the Sustainable Jobs Secretariat
2. Create a Sustainable Jobs Partnership Council
3. Develop economic strategies through the Regional Energy and Resource Tables
4. Introduce a sustainable jobs stream under the Union Training and Innovation Program
5. Advance funding for skills development towards sustainable jobs
6. Promote Indigenous-led solutions and a National Benefits-Sharing Framework
7. Improve labour market data collection, tracking and analysis
8. Motivate investors and draw in industry leadership to support workers
9. Collaborate and lead on the global stage
10. Establish legislation that ensures ongoing engagement and accountability

These actions are informed by over two years of consultations and conversations with PTs, Indigenous peoples, workers, unions, industries, environmental and civil society organizations, and interested Canadians.

Alongside the release of the interim Sustainable Action Plan, ESDC implemented several key investments in 2023-24, partially funded through EI Part II, to drive progress towards sustainable jobs and support Canada's transition to a low-carbon economy. Key areas of investment include:

- **Labour Market Development Agreements (LMDAs):** Each year, the Government provides funding through the bilateral LMDAs with PTs to support training and employment initiatives for individuals and employers. Many of these programs contribute directly to the net-zero transition. While the Government of Canada provides funding, LMDAs require PTs to consult annually with labour market stakeholders within their jurisdictions to ensure the programming is tailored to address regional priorities and meet the specific needs of local labour market.
- **Indigenous Skills and Employment Training (ISET):** First Nations, Inuit, Métis, and Urban/Non-affiliated organizations have the autonomy to design and prioritize training and employment supports that are specifically tailored to the unique needs of their people and communities. These efforts include initiatives that support Indigenous participation in net-zero transition.

- **Red Seal Program:** National occupational standards are being updated to include ‘green learning’ objectives and address key topics such as reducing emissions and pollution, integrating emerging technologies that support net-zero climate goals, and reducing the trades’ environmental footprint. For example, in 2023-24, the Red Seal Occupational Standard for Refrigeration and Air Conditioning Mechanic was revised to incorporate content that address the increasing demand for heat pump installation and maintenance, directly supporting Canada’s net-zero and carbon-neutral commitments.
- **Community Workforce Development Program (CWDP):** Provide project-based funding to support workforce planning and skills training, enabling worker transitions from declining to growing industries to meet local economic development needs. This funding assists communities and workers affected by mass layoffs, offering additional support to help workers successfully transition into new job opportunities.
- **Union Training and Innovation Program (UTIP):** Through the Sustainable Jobs Stream of the program, new funding is supporting a series of projects aiming at developing and delivering green training for journeypersons and apprentices in Red Seal trades, focussing on key areas to reducing Canada's emissions.
- **Labour Market Information (LMI):** Investments in developing and disseminating labour market information through tools, such as surveys, enhance understanding of the labour demands in a net-zero future. These efforts support informed decision-making regarding career, education, training, and hiring.
- **Job Bank Green Jobs Features:** Investments in the Job Bank green jobs features connect Canadian job seekers with employers contributing to positive environmental outcomes, supporting green economy sectors, and fostering the development of workers with specialized environmental skills and expertise.

The Government will remains committed to creating sustainable jobs by leveraging existing programming and collaborating with stakeholders to identify the skill sets needed for a low-carbon economy and to ensure that Canada’s workforce is equipped to succeed in a net-zero future.

3.4.6 Work Integration Social Enterprises Research

The Work Integration Social Enterprises (WISE) research program is designed to provide evidence that support the achievement of the Government of Canada's and ESDC's objective of creating a skilled, adaptable, and inclusive workforce while fostering an efficient labour market. The findings of this research will inform policy and program funding decisions, ensuring federal investments align with labour market needs. This objective emphasize collaboration with the not-for-profit sector and private business in implementing innovative ideas, social partnerships, and social finance approaches. The research program itself is an example of this collaboration approach.

This strategy aligns well with the Government's Social Innovation and Social Finance Strategy and supports long standing initiatives by various governments to recognize social enterprise as a key business model. WISEs serves as a primary examples of community organizations developing solutions for society's most challenging problems. They consistently look for innovative financing and new revenue sources to enhance their sustainability and achieve greater impact.

WISEs have the capacity to (re)integrate vulnerable populations into existing labour markets, creating long-term new jobs, and increase the overall employability of disadvantaged populations. However, a lack of empirical data on the direct labour market and broader relevant social outcomes of WISEs for different vulnerable populations in Canada remain a significant barrier to evidence-based policy and program development.

WISE Phase I

ESDC launched the WISE Research program in 2017, as a five-year longitudinal study composed of six main projects. The goal was to measure the impact of social enterprises on labour market outcomes for vulnerable populations including persons with disabilities, youth, recent immigrants, homeless or those at risk of homelessness, and Indigenous peoples. Funding was strictly for research purposes and did not cover the WISE organizations on their interventions directly.

These six longitudinal research projects included one project based on a quasi-experimental design and five projects based on multi-site extended case studies, with projects located in Ontario (4), Quebec (1), and British Columbia (1).

The six research teams completed their projects in 2022, marking the completion of the WISE Phase I Research Program. Each team publicly published a final report highlighting the key results from their research.

The results demonstrated that WISE interventions generally lead to improvements in employment and financial outcomes for participants, including enhanced ability to secure and maintain employment and achieve higher income levels. Notably, one project provided evidence that funding WISE programs can have a positive return on investment.

Further details on WISE Phase I Research Program can be found in the Synthesis report: [Work Integration Social Enterprises \(WISE\) Research Program – Synthesis – 2017 to 2022](#).

WISE Phase II

Building on WISE Phase I Research Program, ESDC launched a Phase II in 2023 as a multi-project longitudinal study spanning over five fiscal years, from 2022-23 to 2026-27. Phase II focused on the role of the broader social enterprises sector in supporting the work and social integration of Black and racialized groups in Canada.

The research aims to address key questions:

- What are the characteristics of social enterprises serving Black and racialized groups?
- What are the characteristics of the clients of these social enterprises?
- How and to what extent do these social enterprises help promote the social and labour market integration of Black and racialized persons in Canada (e.g., improvement in employment, mental health, wellbeing, and other socio-economic outcomes)?

This research program aligns with the Canada's goal of fostering equality, equity, and fairness as well as the Research & Innovation (R&I) objectives of EI Part II. It responds directly to the growing need to improve labour market outcomes for equity-deserving groups and racialized workers.

In 2023-24, the WISE Phase II Research Program funded 11 projects that are set to conclude in 2026-27. Achievements for the current exercise include:

- **Formation of Research Teams:** Research teams were formed and formally introduced to ESDC through Individual bilateral meetings (March to July 2023).
- **Kickoff Workshop:** In October 2023, each team presented their projects overviews at a virtual Kickoff Workshop.
- **Finalization of Methodologies:** All research methodologies and study design were finalized, marking the beginning of participants and social enterprises recruitment.
- **Progress Report:** A progress report on the research program was produced and is scheduled for public release in 2024-25.

ESDC is organizing the second workshop, scheduled for February 2025. This hybrid event and will bring together the eleven research teams and a selected ESDC stakeholders to discuss the progress of the research projects.



CHAPTER IV

Program administration

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 the four digits of the first calendar year and the last two digits of the second calendar year to indicate the fiscal year reporting period. For instance, "2023–24" refers to the period starting on April 1, 2023, and ending on March 31, 2024.

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.

Overview

Chapter 4 of this Monitoring and Assessment Report examines Service Canada's administration of the EI program during the 2023–24 fiscal year. It presents key data on service delivery, client experience, application intake, claims processing, accuracy reviews, appeals, and recourse, alongside updates on modernization and outreach efforts.

In 2023–24, Service Canada made significant strides in improving its services and ongoing efforts to streamline operations. The department enhanced call centre efficiency, leveraged new technologies such as Robotics Processing Automation and AI tools, and focused on reducing claims processing

times. Initiatives such as cross-training staff to manage peaks in workload further supported the goal of timely and accurate service delivery.

This year also saw Service Canada prioritize outreach to marginalized and underserved populations, ensuring greater access to EI benefits through tailored support services and multilingual resources. Over 3.1 million EI applications were processed, with eligible claimants receiving their first payment, on average, within 18 days of filing.

Amid rising fraudulent application attempts, Service Canada balanced client access with program integrity by deploying advanced data analytics and fraud detection measures. At the same time, the department continued to focus on client satisfaction by incorporating findings from its annual Client Experience Survey, ensuring the EI program remains accessible, secure, and responsive to workers' needs.

4.1 Service Standards at a glance

4.1.1 Outreach Support Centre

- **Standard:** To answer calls within 5 minutes
- **Target:** ESDC aims to meet this standard 90% of the time
- **Performance in 2023–24:** The Service Canada Outreach Support Centre met this target by answering 97% of calls within 5 minutes, compared to 98% last year
- For more on the Outreach Support Centre consult [section 4.3.1](#)

4.1.2 Employment Insurance Call Centre

- **Standard:** To answer EI calls within 10 minutes (once a caller is in the queue to speak to a representative)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2023–24:** The EI Call Centre answered 84.5% of calls within 10 minutes, compared to 39.8% last year
- For more on the EI Call Centre consult [section 4.3.2](#)

4.1.3 Employer Contact Centre

- **Standard:** To answer Employer Contact Centre (ECC) calls within 10 minutes (once a caller is in the queue to speak to a representative)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2023–24:** The ECC answered 85.6% of calls within 10 minutes, compared to 79% last year
- For more on the Employer Contact Centre consult [section 4.3.2](#)

4.1.4 Payment of Employment Insurance

- **Standard:** To issue EI benefit payments or non-benefit notifications within 28 calendar days of filing an application for benefits

- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2023–24:** ESDC met this standard 86.4% of the time, compared to 76.2% last fiscal year
- For more on EI claims processing and 2023–24 results, consult [section 4.4.2](#)

4.1.5 Employment Insurance requests for reconsideration

- **Standard:** To finalize EI requests for reconsideration decisions within 30 days of the request being received
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2023–24:** ESDC met this standard 53.1% of the time, compared to 33.8% last fiscal year
- For more on EI requests for reconsideration and 2023–24 results, consult [section 4.6.1](#)

4.1.6 Social Security Tribunal

Employment Insurance General Division

From the date that the appeal is filed

- **Standard:** To make decisions within 45 days
- **Target:** The Social Security Tribunal (SST) aims to meet this standard 80% of the time
- **Performance in 2023–24:** SST met this standard 14.1% of the time (compared to 7.4 in 2022–23), with an average processing time of 108 days (compared to 113.1 in 2022–23)
 - When including group appeals, the SST met this goal 13.6% of the time, with an average processing time of 118.9 days

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 2023–24:** SST met this goal 66.6% of the time (up from 61.2% in 2022–23), averaging 17.9 days to issue a decision after the hearing compared with 17.7 days in 2022–23
 - When including group appeals, the SST met this goal 64.4% of the time, averaging 19.2 days to issue a decision after the hearing
- For more information, consult [section 4.6.2](#)

Employment Insurance 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 2023–24:** SST met this goal 23.5% of the time, which is down from 64.3% in 2022–23, with an average processing time of 67.2 days (up from 41.3 days in 2022–23)

- Including group appeals, the SST met this goal 29.2% of the time, with an average processing time of 65 days.

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 2023–24:** the SST met this goal 81.1% of the time (up from 80.8% in 2022–23), with an average processing time of 113.3 days (up from 105.0 days in 2022–23)
 - Including group appeals, the SST met this goal 42.6% of the time, with an average processing time of 149.4 days
- For more information consult [section 4.6.2](#)

4.2 Transformations to improve the future of EI service delivery

4.2.1 Service transformation and the Benefits Delivery Modernization programme

A key element of service transformation is the Benefits Delivery Modernization (BDM) programme, ESDC’s multi-year approach to improve client service experience and address aging IT infrastructure. The BDM programme will transform service delivery by modernizing business practices, workforce and workload management, knowledge management practices, and the underlying technology.

In 2023–24, the BDM programme initiated the planning phase for onboarding the EI program to the new technology platform. This phase involves planning for and designing EI products and developing proofs of concept, based on insights from user and client research.

4.2.2 Call Centre improvement strategy

In 2023–24, the following initiatives were taken to improve and modernize the call centres:

- Released 6 Robotics Processing Automation (RPA) bots on the new Automation Anywhere platform to help representatives with tasks they would normally do manually while on a call (such as copying and pasting information, completing checklists, and adding documentation to EI claim files)¹
- Built, tested, and developed a roll-out plan for Virtual Hold (VH) and Post Call Survey (PCS) for use in the EI Call Centre
 - VH is a feature designed to enhance the client experience and provides callers the option to receive an automated callback from the system instead of waiting on the phone to speak with an officer
 - PCS will present the caller with a voluntary option to complete a survey at the end of their call

¹ RPA is an industry standard tool that replicates actions of a human user interacting with applications. These bots simplify work processes while improving efficiency.

- Implemented a new teletypewriter (TTY) solution which allows for real-time responses
 - This solution will be deployed in the EI Call Centre in 2024–25
- Continued to reallocate EI Call Centre employees to offline processing work during periods of lower call volumes
 - The increased capacity to address processing inventory volumes allows for more alignment between employees with specific training and knowledge to areas of demand

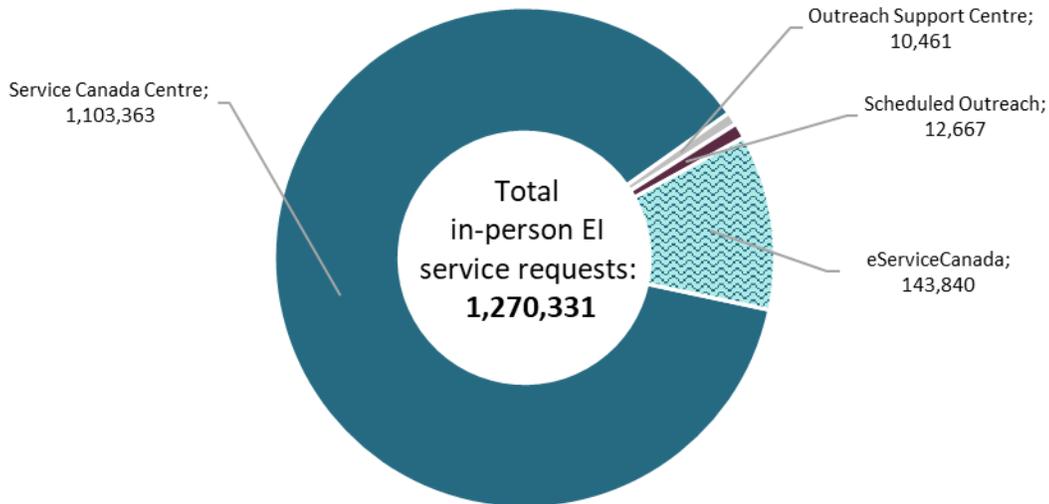
4.3 EI service delivery and the client experience

4.3.1 In person

The employees of the in-person channel provide services to EI clients through the Citizen Service Network which includes Service Canada Centres, eServiceCanada, the Outreach Support Centre, Scheduled Outreach Sites and the Community Outreach and Liaison Service.

In 2023–24, Service Canada in-person staff completed over 1,270,000 EI-related service requests out of a total of over 11.1 million requests across all programs (consult Chart 1). In addition, there were over 300,000 cases where EI Clients self-served using Citizen Access Workstation Services located in SCCs.

Chart 1 – EI service requests via different in-person service channels in 2023–24*



* Data in chart 1, above, represent number of service requests and does not represent the number of clients. A client can have more than one service request.

Enhancing the client experience

In 2023–24, improvements to various employee procedures were introduced to streamline steps and refine guidance needed for employees assisting clients in person. Improving these procedures made it easier for employees to interpret information and resulted in more efficient client interactions.

Foundational training modules were enhanced for SCC employees to allow them to better assist clients and resolve more cases upon a client's first contact with Service Canada.

As part of these improvements:

- client issues are resolved immediately, resulting in a quicker receipt of payments, often within just a few days.
- the services provided via eServiceCanada more efficiently direct EI clients to the channel best suited to their needs.

Service Canada Centres

Service Canada Centres (SCCs) are focused on providing clients with a positive experience when they visit an in-person office. Although SCC employees do not process EI claims, they can support EI claimants by helping them to complete their applications.

The SCCs are open up to 5 days a week, are managed and staffed by Service Canada employees, and offer general information and transactional services. SCCs may be stand-alone, consolidated with passport services, or co-located with other organizations.

SCC employees provide general program information and intake support to clients, including:

- authenticating identity
- validating supporting documents
- verifying information for completeness
- non-complex transactions: change of address, direct deposit (consult [annex 4.3.1a](#))
- temporary access code issuance, change of tax code, and extension of sickness benefits
- assisting with completing claimant reports
- assisting with completing EI applications
- assisting with converting an EI claim from regular to sickness benefits (or vice versa)

As of March 31, 2024, services were available at 600 in-person points of service across the country (consult [annex 4.3.1b](#) for a regional breakdown of the points of service delivering the EI program).

These were comprised of:

- 317 SCCs
- 15 Service Delivery Partner sites
- 249 Service Canada Scheduled outreach sites
- 19 Service Canada Centre Passport Services sites that do not provide EI program delivery

Service Canada provides services in English and French in its 138 bilingual SCCs. French and English service is also available through the Telephone Interpretation Service (TIS) in designated unilingual SCCs. In addition, the TIS allows employees to serve clients in approximately 100 other languages in all SCCs and outreach locations across the country.

Table 1 – Breakdown of the types of EI service requests provided to clients in SCCs (excluding Scheduled Outreach)

Type of EI service offering	Number of service requests	% of total*
Follow-up	590,054	53%
Information	379,224	34%
Application	63,176	6%
Other (including first point of contact, processing support, and T4E inquiries)	70,909	6%
Total EI service requests	1,103,363	100%

*+/- due to rounding %

For more on the volume of EI service requests at SCCs, Scheduled Outreach Sites, and Citizen Access Workstation Services, consult [annex 4.3.1c](#).

Scheduled outreach sites

Scheduled outreach sites provide services in host sites within communities on a scheduled basis. To accomplish this, staff travel to pre-determined locations, typically in rural or remote areas, and conduct business using space within the community. These points of service offer the same services as SCCs and act as an extension to the physical in-person SCC network.²

Following their closure during the COVID-19 pandemic, scheduled outreach sites were reactivated in a phased approach.³ By March 31, 2024, all 249 were reopened and available.

In 2023–24, scheduled outreach sites completed a total of 224,032 service requests, 12,667 of which were related to the EI Program.

Table 2 – Types of EI service requests provided to clients in scheduled outreach sites

Type of EI service offering	Number of service requests	% of total*
Follow-up	6,860	54%
Information	3,301	26%
Application	2,038	16%
Other (including first point of contact, processing support, and T4E inquiries)	468	4%
Total EI service requests	12,667	100%

*+/- due to rounding %

eServiceCanada

[eServiceCanada](#) is an online portal that provides the same services that are available to clients who usually come into SCCs.

Using eServiceCanada, clients can access personalized services and virtual support by requesting a call back. Staff are available to answer questions, help with applications, and provide individualized support to EI clients. Clients who require accessibility support can request to be contacted via Relay Service, Video Relay Service, or specify the type of accommodation needed to ensure accessibility in

² Scheduled outreach sites can be found on Find a Service Canada Office

³ A phased approach means opening sites with the fewest barriers to opening first and when health and safety permitted.

their request. These requests are routed to staff who contact the client within 2 business days. In 2023–24, 94% of requesters received their first callback within this timeframe.

In 2023–24, almost 144,000 EI requests were completed via eServiceCanada requests (representing 32% of all eServiceCanada requests made). Consult [annex 4.3.1d](#) for more on EI requests and eServiceCanada.

Table 3 – Number of times each EI service request reason was selected in the eServiceCanada portal in 2023–24

EI service request selections*	Number of times selected	% of total**
Update direct deposit/address	67,128	28%
Help applying for EI	60,209	25%
General EI information	50,348	21%
Submit additional information and/or supporting documents (medical notes, records of employment)	26,367	11%
Help with claimant reports	18,150	8%
Record of employment Web - Primary officer identity validation	13,679	6%
Obtain overpayment information on the Canada Emergency Response Benefit initial \$2,000 payment	6,021	2%
Total	241,902	100%

*Clients can identify multiple reasons for one single eService request

** +/- due to rounding

Reaching at-risk and remote populations

In 2023–24, the Department continued to help Canadians and implement strategies that assist marginalized, underrepresented, and at-risk clients. These are clients who can sometimes face difficulties and barriers in accessing and obtaining services.

Service Canada is pursuing innovative projects to reach and better meet the needs of people who face barriers to accessing government programs and services, including EI. Service Canada does this through services such as:

- Community Outreach and Liaison Service
- Outreach Support Centre
- the Service Referral Initiative
- Video Remote Interpretation services

To ensure equal access to government services and benefits, Service Canada also offers specialized assistance to those who need it through TIS and VOCALLS, a service that provides TTY services to callers.

Community Outreach and Liaison Service

The Community Outreach and Liaison Service (COLS) offers direct support to at-risk populations, Indigenous communities, those impacted by hazardous weather events, and employers and employees facing labour market challenges. This is accomplished by collaborating with organizations

and communities in order to deliver tailored support and information on programs, services, and benefits, including EI. This service expands Service Canada’s reach by building relationships with communities, organizations, and employers. The goal is to facilitate the delivery of services to populations who otherwise may face barriers to accessing services.

The COLS program supports:

- northern, remote, and on-reserve Indigenous communities and urban Indigenous populations
- underserved populations—those who generally have more barriers to accessing government programs and services
- employers and workers facing labour market adjustments
- communities experiencing emergency situations

Outreach staff gather information about labour market events and the affected employers to establish points of contact to start developing a plan to provide services to all impacted workers. Through collaboration with provincial and territorial governments, COLS staff deliver information sessions and application assistance to support workers through the different steps and stages of applying for federal programs, including EI.

Workers receive immediate access to essential programs and information enabling them to make informed decisions about their next steps, such as EI, job search support (Job Bank), and pension information.

Employers are offered information on layoff mitigation options, including work-sharing and the workforce reduction program. They are also provided with support to host EI information sessions and application clinics for their employees.

In 2023–24, 1,011 EI-related information sessions were conducted through COLS, to over 16,500 participants.

Table 4 – EI-related COLS activities delivered to various client groups in 2023–24

Client group	Number of EI information/application sessions	Number of mass layoff sessions	Number of work-sharing sessions	Number of attendees
Citizens	250	199	195	13,834
Employers	51	14	143	1,276
Other stakeholders	141	6	12	1,390

For more on COLS information sessions in 2023–24, consult [annexes 4.3.1e–h](#).

Service Canada Outreach Support Centre

The Outreach Support Centre (OSC) is a toll-free service to assist Indigenous, underserved, and at-risk populations to access Service Canada programs and services, including EI. Launched during the COVID-19 pandemic as a stopgap measure, it is now a permanent service delivery option.

In 2023–24, the OSC expanded Service Canada’s reach in communities by partnering with various national and community organizations who can transfer clients to the OSC for assistance with Service Canada programs and services, including EI.

In 2023–24, the OSC received 20,825 calls and completed 25,515 service requests.

Of these service requests:

- 1,727 were for EI information
- 8,734 were for EI related service requests

For the breakdown of the OSC EI requests by regions, consult [annex 4.3.1i](#).

In 2023–24, the OSC met its service standard (90% of calls answered within 5 minutes), with 97% of calls answered within 5 minutes, compared with 98% last fiscal year.

As of March 31, 2024, 310 unique Indigenous communities received services through the OSC. From these communities, 2,386 callers were assisted with 2,479 EI service requests, which include:

- 275 Information requests
- 394 Application assistance
- 1,810 Follow up / First Point of Contact Resolution

Service Referral Initiative

Service Canada relies on community organizations to help identify at-risk Canadians that may be eligible for federal services and benefits, including EI benefits. Launched in 2021, the [Service Referral Initiative](#) supports underserved and marginalized populations by partnering with community organizations across Canada to help reach individuals who face barriers to accessing services.

Partnering organizations identify clients who face barriers to accessing services through other channels and refer them directly to Service Canada. During 2023–24, Service Canada received 1,159 referrals from its partners, of which 114 were related to EI.

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 from where in the country the calls originate.

EI Call Centre representatives respond to questions about the application process for EI, eligibility for EI benefits, and enquiries specific to claimants' EI files. Representatives 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 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)

EI Call Centre staffing levels remained fairly stable in 2023–24, starting the year with 2,334 full time representatives and increasing slightly to an annual average of 2,373. The EI Call Centre experienced staff turnover of 21%, with approximately 60% of these individuals leaving permanently (including resignations and retirements).

Call volume

Image 1 – EI Call Centre call volumes



The EI Call Centre received 15 million calls in 2023–24, down from 17.8 million the previous year. This decline was due to improvements in how EI claims were processed, resulting in fewer claimants calling back for updates. Shorter wait times also helped reduce the number of calls because clients had their calls answered in a timely manner instead of hanging up and trying again later.

Interactive Voice Response system

The EI Call Centre is equipped with an Interactive Voice Response (IVR) system. This system allows clients to self-serve by:

- authenticating themselves
- updating their access code
- checking their application status
- getting details about their file
- completing their biweekly claimant's reports

In 2023–24, 57.3% of calls (8.6 million) were resolved⁴ in the IVR system without the need to speak to a representative. This is an increase in the percentage of calls resolved in the IVR, compared to 56% in 2022–23 (consult [annex 4.3.2a](#)).

Representatives are available to guide clients through issues not resolved by self-service. For 2023–24, the top 5 reasons clients requested representative-assisted services were regarding:

1. Questions about the status of a claim/decision (27%)
2. Support to complete an electronic claimant's report started through a self-service option (7%)
3. Support to complete a claimant report (6%)
4. Questions about the status of an expected payment (5%)
5. Help on how to file their application (5%)

Calls answered

In 2023–24 calls answered by a call centre representative decreased to 6 million calls, from 6.2 million in 2022–23 (consult [annex 4.3.2b](#)).

In 2023–24, the average call length was about 2 minutes shorter than in 2022–23, at approximately 17 minutes. Call length is affected by the nature and complexity of the calls received. Call length is also affected by the proportion of new staff, who generally have longer calls than more experienced representatives. In 2023–24, the number of call centre representatives who had at least a year of experience increased to 86.7% (from 54.2% in 2022–23), surpassing the level in 2019–20 when 68.9% had at least 1 year of experience.

Representative availability and caller wait times are two important performance indicators for call centres:

- Representative availability represents the percentage of call attempts⁵ that are successfully placed in queue to wait to speak to a representative
- Caller wait times represent the amount of time a caller is in queue waiting to speak to a call centre representative

In 2023–24 representative availability increased to 100% compared to 2022–23 when representative availability was 99.7%. Also in 2023–24, the average annual wait time to reach a representative was 4 minutes, which was 14 minutes shorter than in 2022–23. For information on the rate of callers who chose to hang-up, rather than wait to speak to a representative, consult [annex 4.3.2c](#).

The changes and improvements to representative availability and caller wait times is directly related to the following initiatives:

⁴ 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 a representative afterward.

⁵ A single client may represent multiple call attempts to call centres.

- the 2019–20 migration to the modernized call centre platform, the Hosted Contact Centre Solution (HCCS)
- upgrades to queue capacity
- maintaining a higher staffing level

Factors affecting Call Centre performance

The number of calls received throughout the year from clients waiting for EI claim decisions remained high in 2023–24. Claim status enquiries are directly correlated with the volume of EI claims submitted or referred but not yet processed.

Calls resolved at first point of contact

Once a client connects to a call centre representative, most of their telephone enquiries are resolved at that initial point of contact. However, there are occasionally cases where the call centre environment is not well suited to handle a request. When this occurs, the call centre representative 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. A call is considered resolved if the representative can address the client's enquiry during the telephone interaction.

During 2023–24, the percentage of calls that were resolved by a call centre representative with no additional follow-up required increased by 3.1% to 90.9 % (consult [annex 4.3.2d](#)). This increase is due to a higher ratio of experienced call centre staff. Having more experienced staff means that call centre representatives can make decisions in more cases, have better access to advisors during complex calls, and submit fewer callback requests. Call Centres also implemented initiatives for the upskilling of staff, which included new procedures allowing them additional authorities and refresher training to clarify and solidify knowledge for more complex activities that are part of existing work. Additionally, more easily-resolved calls—such as completing a claimant report or questions about the status of a payment—were received in 2023–24, contributing to the increased resolution rate.

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 72 full-time representatives.

Employers contact the ECC to get information and help on a variety of service offerings, which may or may not be related to EI (including Temporary Foreign Worker Program, Work Sharing, and Grants and Contributions Online Services).

Call volume

Clients made 560,070 calls to the ECC in 2023–24. This volume includes:

- calls answered by ECC representatives
- calls for which the self-serve option resolved the clients' needs

- calls for which the caller chose to abandon while waiting to speak to a representative
- calls prevented from accessing a representative

In 2023–24, 34% of calls (191,264) were resolved⁶ in the IVR system without the need to speak to a representative. This is similar to 2022–23 with 33% resolved in the IVR.

Calls answered

The ECC answered 349,017 calls in 2023–24, which is 45,707 additional calls compared to 2022–23.

In 2023–24, 99.9% of clients who opted to speak to an ECC representative were placed in queue to speak to a representative compared to 99.7% the previous year.

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 answered 85.6% of calls within 10 minutes, which is an increase of 6.6% compared to the previous fiscal year. The average length of time clients had to wait to speak to a representative decreased to 3.7 minutes from 5.4 minutes in 2022–23. The number of clients who chose to hang up after being placed in queue to speak to a representative decreased to 19,002 from 24,058 calls the previous year.

In 2023–24, the top service offering shifted. For the first time, the Temporary Foreign Worker Program (TFWP) became the ECC's main service offering, while record of employment on the Web (ROE Web) moved to second place. This shift was driven by a significant increase in TFWP-related calls due to multiple initiatives implemented during the year, along with a decrease in ROE Web inquiries. While overall call volume for TFWP increased, inquiries were spread across multiple sub-topics, with no single TFWP sub-topic surpassing the top ROE sub-topics in volume. However, when combined, all TFWP-related calls made it the highest-volume service offering, exceeding the total volume of ROE sub-topics. Meanwhile, ROE-related calls remained concentrated on ROE Web registration and login, making it the top individual call driver. Note that the number of ROEs issued⁷ decreased to 11,909,683 from 12,022,227 in the 2022–23 fiscal year.

The following are the top 5 individual reasons employers called the ECC to speak to a representative for assistance:

1. To enquire about record of employment (ROE) Web registration and login (14%)
2. To order paper ROE forms (consult [section 4.4.1](#)) (11%)
3. To request changes or updates to their Labour Market Impact Assessment (LMIA) application (11%)
4. To enquire about the status of an application for an LMIA through the TFWP (9%)
5. To receive help about block specific information on ROEs (7%)

⁶ 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 a representative afterward. It does not measure client satisfaction and is an internal organizational performance indicator.

⁷ Issued ROEs issued include Web, SAT, Paper, and Interim ROEs.

To identify the specific reasons for which employers contact ECC, each main service offering is divided into call topic categories. As shown above, the two call topics that drove most calls to ECC were related to ROEs: ROE Web registration and login, and ordering paper ROE forms. Nonetheless, in fiscal year 2023–24 calls related to TFWP enquiries increased significantly while ROE enquiries remained stable or slightly decreased.

Training for call centre representatives

The EI Call Centre and the ECC are committed to ensuring that clients receive consistent high-quality service. Representatives 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 representatives varies by program. EI Call Centre representatives receive a minimum of 10 weeks of onboarding training, whereas ECC representatives 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 representatives are supported as they begin to answer calls. Even once representatives begin to work more independently, ongoing support is available through a dedicated help desk. Call centre representatives receive additional training as required when there are changes to programs or systems.

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 a one-time training course relating to dealing with crisis in a call centre environment. To date, since its launch in early 2021, the overall participant satisfaction rate with this training is 93%.

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 to support the call centre representative

In addition, 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. Two full-day training

sessions are offered to employees each fiscal year. Training content reinforces the technical, interpersonal, and self-care skills that 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 call centre employees through training, Service Canada ensures the delivery of high-quality service to clients. The Department does this through its Service, Excellence, Accuracy, and Quality (SEAQ) Program. The SEAQ Program replaced the National Quality and Coaching Program (NQCP) on April 1, 2023.

The SEAQ Program is a streamlined approach to quality assurance. Through the Program, calls are monitored on an ongoing basis. Representatives receive regular constructive and reinforcing feedback to ensure that they provide accurate, complete information and high-quality client service. Supplemental support 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, evaluators must be certified. Evaluators must maintain their certification through ongoing national calibration sessions to ensure that the same monitoring criteria is applied across all call centres.

Call centre interactions are evaluated using the 10 elements that make up the SEAQ Program, which are categorized into 4 sections: Analysis, Accuracy, Security, and Excellence. Each element is attributed a result of Yes, Observation, or No by the evaluator, based on whether the actions and behaviours observed throughout the interaction satisfy the definition of each of the elements. Interactions are considered Satisfactory when all applicable elements have been attributed a result of Yes or Observation, meaning that they are free of impactful errors.

In 2023–24, 82% of the reviewed calls to the EI Call Centre were Satisfactory. The specific element "Information Provided" is a key indicator of the result achieved for the client. For this element, 94% of reviewed EI calls adequately fulfilled the essential criteria.

For the ECC, 90% of calls monitored were Satisfactory, and 97% of reviewed ECC calls adequately fulfilled the essential criteria for the element "Information Provided."

In addition to the Department's formal quality assurance program, clients may provide feedback about their service delivery experience, either directly to a call centre representative or to the Office of Client Satisfaction. Call centre representatives have an ID number assigned to them. Clients can request this number during any call and reference it when providing feedback.

4.3.3 Online *Canada.ca*

In 2023–24, clients continued to be able to visit the [main website of the Government of Canada](#) to find detailed information on the EI program.

There was a slight increase (+0.14%) in the number of visitors seeking EI information and services in 2023–24 compared to 2022–23. There were 39 million visits across all EI web pages, which represented a negligible difference from 2022–23, indicating that demand for EI information and services on Canada.ca has remained steady year over year.

In 2023–24, the following EI pages were the most popular ESDC web pages visited in both official languages:

- [EI reporting](#)
- [EI benefits](#)
- [EI regular benefits: Apply](#)
- [Access record of employment on the Web \(ROE Web\)](#)
- [EI contact information - Individuals](#)

[EI regular benefits pages](#)

EI regular benefits pages had 7.4 million visits in 2023–24. There were 3% more visits than in 2022–23. 41% of those visits went on to start applications using AppliWeb, similar to the 39% in 2022–23.

[Maternity and parental benefits pages](#)

When applying for maternity and parental benefits, claimants can access the [estimator tool](#), which provides an interactive calculator that potential claimants can use to estimate how much they could receive.

In 2023–24, the data shows that:

- 401,386 clients used the estimator tool, generating 836,525 estimates
- there were 2.6 million visits to the EI maternity and parental benefits information pages, a 4% decrease from 2022–23
- 16% of visitors to the maternity and parental benefits pages went on to start applications for benefits

[EI sickness benefits pages](#)

EI sickness benefits pages had 2.4 million visits in 2023–24, which is the same as in the previous year. About 7% of those visits went on to start applications.

[Reaching out to Canadians](#)

In a continued effort to connect with and engage Canadians, Service Canada is using alternate online channels, like social media, to reach EI clients faster. In 2023–24 the Department enhanced its social media management system's analytical and reporting functionalities. Leveraging these tools led to a 15% increase in EI clients using social media to find EI pages on Canada.ca.

[Online tools and services](#)

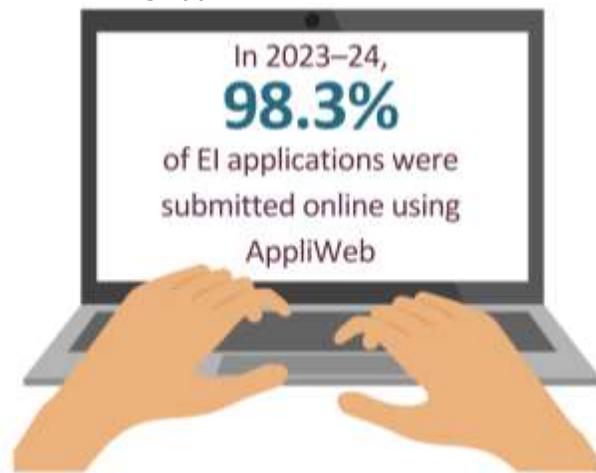
Clients use ESDC's secure web applications to access information and make transactions. EI online tools are fundamental to the delivery of services.

AppliWeb

AppliWeb is the online tool EI claimants can use at any time to submit applications. Claimants can access AppliWeb from anywhere offering internet access, including in SCCs. Information shared by claimants is automatically transferred to their EI files and used to support claim processing automation.

In 2023–24, 98.3% of EI applications were submitted online using AppliWeb.

Image 2 – Applications submitted using AppliWeb



For more on AppliWeb, consult [annex 4.3.3a](#).

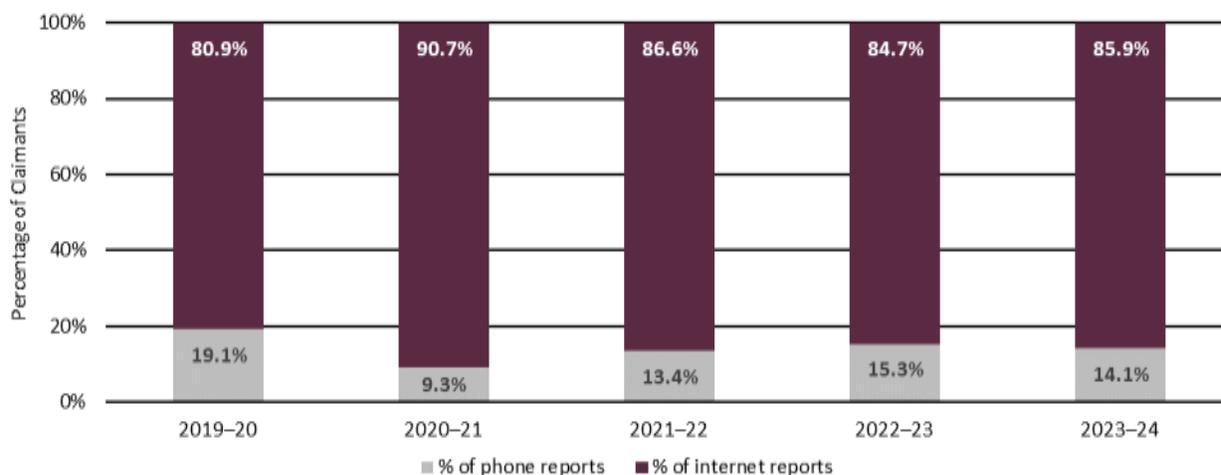
Electronic reporting

Every 2 weeks, claimants must complete EI reports and provide responses to a series of questions. Their answers confirm their ongoing entitlement to benefits.

Electronic reports can be completed using the telephone reporting service or the internet reporting service. 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 online reports. The information is instantly transferred to their EI file and may result in faster payment processing for claimants.

In 2023–24, the internet reporting service remained the preferred reporting method for EI at 85.9%. The remaining 14.1% of reports were completed by telephone.

Chart 2 – Preferred methods for completing EI reports



My Service Canada Account

My Service Canada Account (MSCA) is a secure online portal that can be accessed through Canada.ca and is available 24 hours a day, 7 days a week. This portal contributes to Service Canada’s ability to deliver accessible, accurate, and timely services. MSCA allows users to view and update their information for EI as well as for other government programs.

Using MSCA, EI claimants can:

- check the status of their claims and transactions, including payment information
- receive information from Service Canada about their EI claim
- view previous EI claim information
- view and print their T4E tax slip and their electronic records of employment
- upload supporting documents for their EI claim and also view and print their uploaded documents
- view and print an electronic copy of many of the EI decision letters sent to them by mail

Table 5 – Number of EI decision letters viewed by claimants

Fiscal year	Number of accessible EI decision letters viewed by claimants through MSCA ¹
2022-23	55,310 ²
2023-24	159,953

¹ Claimants cannot view or print letters sent before May 13, 2022. The total number of letters viewed indicated in the table may not represent individual claimants. One claimant may view the same letter multiple times. Each of those views is counted separately.

² *Erratum:* Last year’s report incorrectly stated that 69,267 EI decision letters were viewed by claimants in MSCA.

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 MSCA, consult annexes 4.3.3b-c.

Enhancement of document upload for EI claimants

Every year, the EI program receives millions of paper documents, by mail or in person, at Service Canada Centres. Staff must manually sort and enter these documents into EI files.

Since 2021, claimants can electronically submit supporting documents directly to their EI files using AppliWeb or MSCA. The document upload tool:

- is a simpler and faster alternative for claimants
- allows documents to be immediately viewable in the file without manual intervention from staff

Since its implementation, the use of the document upload tool has been consistently increasing.

Image 3 – Documents accepted for electronic submission



Documents accepted electronically for EI

- Medical documentation
- Proof of employment
- Proof of authorization to work in Canada
- Proof of identity
- Documentation related to pregnancy, parental leave, and preventive withdrawal
- Teaching and self-employment documentation
- Third-party authorization

Table 6 – Volume of documents uploaded

Fiscal Year	2021–22	2022–23	2023–24
Number of claimants who have used Document Upload	424,589	555,443	668,267
Number of documents uploaded	717,816	1,046,367	1,322,047

Online security

After its launch in 2020–21, multi-factor authentication was made mandatory for all MSCA users in 2021–22. This security measure remains in place in 2023–24 and continues to help to protect user’s personal information and prevent unauthorized access to MSCA.

Online accessibility

In 2023–24, ESDC continues to provide online standards using the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) for Web accessibility, this includes:

- [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

- publishing voice-ready content onto Canada.ca
- search engine optimization for voice content

4.3.4 Client Experience Survey 2023–24

ESDC strives to meet Canadians’ expectations with respect to service delivery. The Department takes the pulse of clients via the annual Client Experience (CX) Survey. The CX Survey tracks satisfaction among Service Canada clients who have received an initial decision; measures change in use and satisfaction of service channels; and assesses the ease, effectiveness and emotion by service channel and program. CX Survey findings are used to monitor the service delivery performance of Service Canada, the impact of service delivery changes, and to generate insights into action.

The 2023–24 Survey results for EI clients reflect the service experience of claimants who received an initial decision between January 1 and March 31, 2024, inclusively. This is the seventh wave of the annual Service Canada CX survey and was preceded by the EI Service Quality Review Survey in 2017.

EI client sample

For the current survey, ESDC selected a random sample of recent clients, organized by province and territory, from the EI administrative databases. The sample included new and repeat clients, whether granted or denied benefits, including all benefit types. Clients living in remote areas and from Indigenous communities were sampled in sufficient numbers for analysis of service delivery issues across all ESDC programs.

Highlights of EI Client Experience Survey findings

Overall

Results from the Service Canada CX Survey 2023–24 found that 77% of EI clients were satisfied with their overall service experience. This is comparable to the 78% of EI clients who were satisfied in 2022–23.

Drivers of overall satisfaction for EI clients

Improving the following service attributes would have the greatest positive impact on overall satisfaction for EI clients in 2023–24:

- Reasonable timeliness of the client journey
 - 68% of EI clients found the time it took to go through the client journey reasonable, a slight increase compared to the 66% of EI clients that felt this way in 2022–23
- Helpfulness of EI specialized call centre representatives
 - 82% of EI clients found EI specialized call centre representatives helpful, stable compared to the 81% of EI clients who found the representatives helpful in 2022–23
- Understanding information about the program
 - 68% of EI clients found it easy to understand the information about the EI program, compared with 73% of EI clients in 2022–23

Service channel satisfaction

EI client satisfaction across various service channels changed as follows (consult [annex 4.3.4a](#)):

- In-person channel satisfaction increase to 80% in 2023–24, compared to 73% in 2022–23
- Specialized call centre satisfaction increased to 75% in 2023–24, compared to 63% in 2022–23
- Online channel satisfaction decreased to 70% in 2023–24, compared to 72% in 2022–23
 - 86% of EI clients found that completing steps online made the process easier for them, a decrease compared to the 89% who found that doing steps online it made easier in 2022–23

Service channel usage

- 37% of EI clients reported only using self-service tools (without assistance by phone or in person) to complete their client journey, stable compared to 36% in 2022–23, but a decrease compared to 43% in 2021–22
- 25% of EI clients reported having used the in-person service channel at some point in the client journey, stable compared to 25% in 2022–23 and an increase compared to 18% who did in 2021–22
- EI clients reported they were more likely to have used the in-person service channel at the application and follow-up stage of their client journey
- EI clients were slightly more likely to have used assisted self-service (self-service channels and telephone) at the awareness or application stages
- Telephone usage remains the preferred channel at the follow-up stage

More than half of EI clients who use the online channel first in the follow up stage of their application continue to follow up by switching to phone channels. EI clients who are using MSCA to check status updates are the ones who are most likely to make this switch from the online portal to the phone.

Client groups

- Overall satisfaction was higher among the following EI client groups:
 - Seniors (aged 60 and over), 87% of whom were satisfied
 - EI clients residing in the Atlantic region, 87% of whom were satisfied
 - Newcomers, 90% of whom were satisfied
 - Clients living in official language minority communities, 86% of whom were satisfied
- Satisfaction for Indigenous clients (78%) and for e-vulnerable clients that rarely or never use online services (83%) was similar to the satisfaction rate for all EI clientele
- Satisfaction was lower than the average rate among clients with disabilities (69%) and clients who experienced restrictions accessing services (66%)

Service accessibility

43% of the surveyed EI clients responded that they encountered a barrier to access services, compared to 40% in 2022–23. The access barriers varied from not having access to internet (9%) or a device (8%) to not being able to visit a Service Canada office during business hours (20% of EI clients).

4.4 Application intake and claim processing

4.4.1 Employer intake

Records of employment

Records of employment (ROEs) 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 ROEs to:

- determine eligibility for 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. To avoid delays in the payment of EI benefits, employers must complete ROEs in a timely and correct manner.

Missing, late, or incorrect ROEs require officers to take additional steps to obtain employment information through other means and to process claims. As a result, this can affect payments to eligible claimants.

Impact of delivery of records of employment on claim processing

A recent departmental study* investigated delays in the submission of records of employment (ROEs) by employers between 2017 and 2024. The study examined compliance with regulatory requirements¹ and the impact of non-compliance on the administration of the EI program.

The results showed that employers complied with prescribed submission deadlines, with 62.11% of ROEs submitted on time. Service Canada's service standard² is to provide EI applicants with a decision within 28 calendar days of their application for benefits. If a required ROE is missing, the claimant is informed after this 28-day period that the EI claim cannot be established. The study noted that most ROEs were submitted before they caused significant complications in claims processing or difficulties for EI claimants because they were submitted within the 28-day period.

The study found that 2.38% of ROEs used on claims were late enough to significantly affect the regular claim process. Many existing EI procedures, such as the creation of an interim ROE when claimants can provide evidence of insurable hours and earnings, mitigated the consequences of the delay on claimants. On average, there were 68,500 cases per year requiring a Service Canada officer's intervention relating to a missing or late ROE. Of these, 7.67% were escalated to the Integrity Services Branch (ISB) for further attention.

One of the main factors contributing to the late submission of ROEs was the circumstances surrounding the employee's termination, particularly when these circumstances were unclear to the employer. Among the reasons for separation that had an impact on the timeliness of ROE

submission, strike or lockout, leave of absence, illness or injury, and voluntary leaving had the most significant influence.

The study also revealed that small firms were more likely to submit ROEs on time than large firms, with a compliance rate of 92.25%. In addition, industries where work is seasonal, such as agriculture, forestry, fishing and hunting, were also more likely to submit ROEs on time, meeting regulatory requirements at 97.76%.

*ESDC, Impact of Delivery of Records of Employment on Claim Processing (Ottawa: ESDC, Integrated Workload Workforce Management Branch, Integrated Services Strategy and Operations [ISSO], 2025).

¹ For employers who pay their employees weekly, biweekly, or semi-monthly, the deadline for submitting an ROE electronically is 5 calendar days after the end of the pay period. For those with monthly pay periods or pay periods occurring every 4 weeks, the deadline is the earlier of: either 5 calendar days after the end of the pay period or 15 calendar days after the first day of an interruption of earnings. For more information, consult [Employers: How to complete the record of employment \(ROE\) form - Canada.ca](#).

² Consult [section 4.1.4](#).

In 2023–24, employers issued nearly 12 million records of employment. Of these, 98.1% were issued electronically (on par with the 98% issued electronically in 2022–23).

For more on electronic versus paper ROE distribution, consult [annex 4.4.1a](#).

Electronic records of employment

Service Canada encourages employers to issue electronic records of employment (eROEs) through the [ROE Web application](#) as it offers many advantages, including:

- no need for employers to order, fill, and send paper ROEs
- no need for employees to provide their paper ROEs to Service Canada
- instant transfer of information to EI files
- reduction of errors from the manual input of paper ROEs

In 2023–24, 42,559 employers registered for ROE Web, compared with 42,939 in 2022–23. At the end of 2023–24 there were a total of 577,532 employers registered for ROE Web.

For more on eROEs, consult [annexes 4.4.1b–c](#).

Artificial intelligence to review records of employment

When issuing ROEs for their employees, many employers include text comments to provide additional information. When screening the ROEs, the claim automation process stops when these added comments are detected. Staff must then review and process the comments manually.

In 2020, Service Canada started using an AI model to process employer comments on ROEs. The AI model reduces the need for human intervention and supports claim processing automation.

Table 7 – Percent of ROE comments processed by artificial intelligence

Fiscal Year	2020–21	2021–22	2022–23	2023–24
Number of ROEs with comments issued (rounded to the nearest ten thousand)	1,250,000	1,300,000	910,000	670,000
% processed by AI	47.9%	34.5%	33.7%	48.9%

4.4.2 Claimant application intake and processing

A national network of officers processes EI claims.⁸ They sort, review, and make decisions on EI applications with support from EI processing systems. These systems automate the processing of claims and the management of the workload.

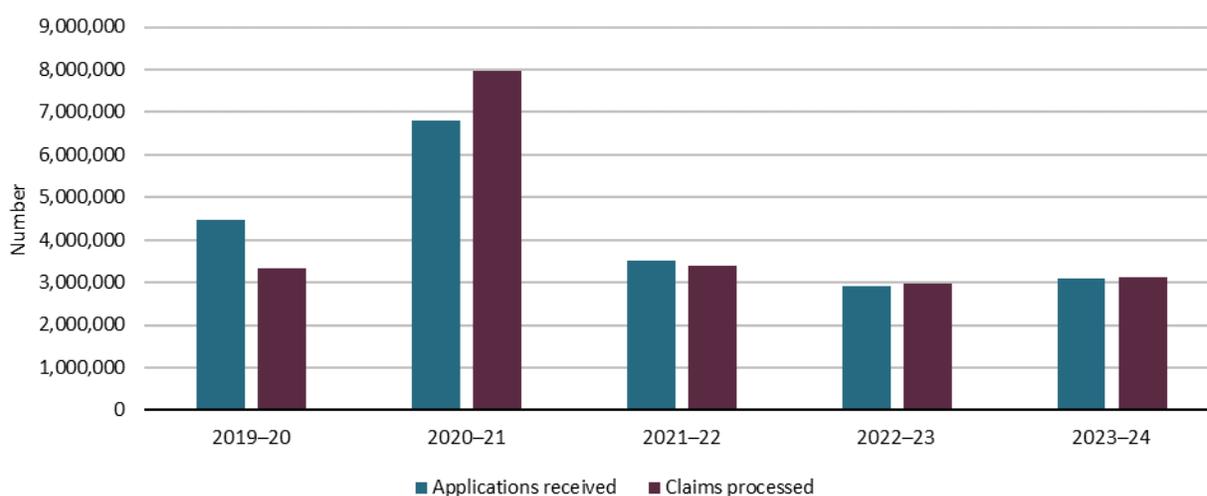
EI applications received

In 2023–24, 3,098,520 EI applications were received, compared to 2,904,173 in 2022–23, an increase of 7%.

Claims processed

In 2023–24, the Department processed 3,134,638 EI claims,⁹ compared to 2,975,644 in 2022–23. The average time for eligible claimants to receive a first payment was 18 days from filing an application, compared to 24 days in 2022–23.

Chart 3 – Applications received and claims processed



ESDC aims to issue EI benefits payments or non-benefit notifications within 28 calendar days of filing an application for benefits 80% of the time.

During the COVID-19 pandemic, amendments to the *Employment Insurance Act* and simplified temporary measures increased claim automation, resulting in faster processing times. In 2022–23,

⁸ An EI application is a request submitted for EI benefits, while a claim processed is an application for which a decision has been made as to whether the claimant is entitled to EI benefits.

⁹ Among these processed claims, some applications were received in 2022–23.

after the simplified temporary measures ended, the automation of claims processing was reduced, and claim inventories increased. As a result, processing officers had to focus on workload strategies that supported inventory reduction. This effort to reduce inventories in 2022–23 allowed 2023–24 to get off to a good start. Thus, the percentage of claims processed within 28 days increased by 10%, going from 76.2% in 2022–23 to 86.4% in 2023–24. Progress was also made on the overall inventory levels throughout the year.

Table 8 – Percentage of claims processed within a given number of days

Fiscal year	28 days	29 to 35 days	36 to 42 days	43 to 49 days	50+ days
2021–22	85.4%	4.8%	2.7%	2.0%	5.1%
2022–23	76.2%	5.0%	3.5%	3.2%	12.0%
2023–24	86.4%	5.7%	2.8%	1.9%	3.2%

For more on claims processed, speed of payment and claims automated, consult [annexes 4.4.2a–c](#).

Improvement strategies

Claims inventory

Service Canada regularly receives new information regarding EI claims that have already been processed. Officers then review the information and determine if the claims require any changes. Due to increased claim volumes during the COVID-19 pandemic, the Department focused on processing new claims to ensure claimants were receiving timely benefits. As a result, fewer officers had been assigned to the processing of claims pending review, significantly increasing inventories in 2021–22 and 2022–23.

Managing claims pending review is challenging. These claims are more complex to process, require fully trained and highly experienced staff, and offer few possibilities for automation.

In 2022–23, the Department implemented a multi-year strategy to reduce the inventory of claims pending review to a sustainable level and to improve its capacity to meet service standards. In 2023–24, this strategy led to a reduction of inventory levels by half through strategic workload management initiatives.

Table 9 – Overview of results: Multiyear inventory reduction strategy

Year and key priority	Strategies	Results
Year 1 (2022–23): Rebuilding the workforce	<ul style="list-style-type: none"> Hiring More extensive training of existing staff Integrating the workforce to better manage workload peaks 	Increased productive capacity of the workforce
Year 2 (2023–24): Improving inventory levels	<ul style="list-style-type: none"> More precise workload management ensuring work is assigned to the appropriate officers Innovative workload triage and strategies for prioritizing work more efficiently 	The inventory of claims pending review reduced by half between March 31, 2023, and March 31, 2024

Going forward the focus will be on workload and workforce stabilization. Strategies and results on EI processing operations will be reported upon in future Reports.

Hiring and training

In 2023–24, the Department hired and trained 70 additional officers for EI processing, compared to 640 in 2022–23, and the turnover rate has decreased.

Chart 4 – Number of processing officers and EI experience



The training program for EI processing officers is comprised of multiple modules staggered over time. The format is designed to:

- manage efficient onboarding and training of officers
- remain flexible in the face of legislative changes
- support managers’ plans for future hiring needs

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. On March 31, 2023, 681 officers were trained and able to process claims pending review. As a result of focused training efforts started in 2022–23, this number reached 1,260 by March 31, 2024.

Integrated Workload and Workforce

In 2022–23, the Department implemented the Integrated Workload and Workforce (IWW) strategy. This strategy combines call centre and processing officers to better manage workload peaks.

Within the IWW strategy, staff is assigned where they are needed most: answering the phone during busy periods or processing EI claims. While on the phone with claimants, IWW officers can also process cases that would otherwise be sent to the processing centre, increasing first point of contact resolution. By extending the services offered over the phone, the IWW strategy leads to more efficient service for claimants.

In 2023–24, the IWW objectives intended to build on the foundations and concepts previously established.

Table 10 – IWW results in 2023–24

Expansion of IWW	On March 31, 2023, the IWW workforce included 157 officers. By March 31, 2024, this number had increased to 419 officers.
Improved workload and workforce management	An integrated approach for optimizing the alignment of IWW officers to workload was taken to ensure efficiency and responsiveness to workload fluctuations. IWW officers took calls during peak days and times and completed priority work items* during processing time. This enabled IWW officers to answer 189,709 calls** and complete 209,745 work items in 2023–24.
Implementation of reporting and evaluation tools	A data collection tool to better isolate IWW officer performance by program and channel was created.
Introduction of business expertise support and training	Training, guidelines, and processes were applied to support officers working in an integrated environment.

*A work item is a task to be completed by an EI officer on a claim. There may be several work items associated with a single EI claim.

** *Erratum:* In the IWW section of the 2022–23 EI Monitoring and Assessment Report, the statistic on the percentage of calls resolved with no outstanding issues was inaccurate (87%). It was based on reporting methods that were not adapted to the IWW evolution. No statistics on resolution percentage will be provided this year, as reporting methods still need to be improved before reliable statistics can be available.

IWW’s growth in 2023–24 supported officer upskilling and cross-training, increasing their ability to offer an enhanced service to claimants. As ESDC moves towards more innovative and modernized approaches, its integrated workload and workforce strategies, combined with new tools, will provide the flexibility and agility to address workload pressures in real time, optimizing service delivery.

4.5 Service quality and integrity

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 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. 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

Given their preventative nature, these activities influence the number of errors identified in the quality control programs that occur after claims are processed.

ESDC manages two quality control programs that ensure EI claimants receive benefits to which they are entitled. These programs are:

- the EI Payment Accuracy Review (PAAR) program
- the EI Processing Excellence, Accuracy and Quality (PEAQ) program

4.5.1 Employment Insurance Payment Accuracy Program

The EI PAAR program aims to assess the payment accuracy of EI benefits by conducting quality reviews on statistically valid random samples of EI accounts. Through this process, the department provides estimates of annualized monetary errors and payment accuracy rates in the EI program.

EI Payment Accuracy Review sample

For the 2023–24 fiscal year, the EI PAAR sample consisted of files selected monthly using a stratified Simple Random Sampling (SRS) method. Estimates were produced using results combined over 12 months based on a total of 504 reviewed files.

EI Payment Accuracy Review results

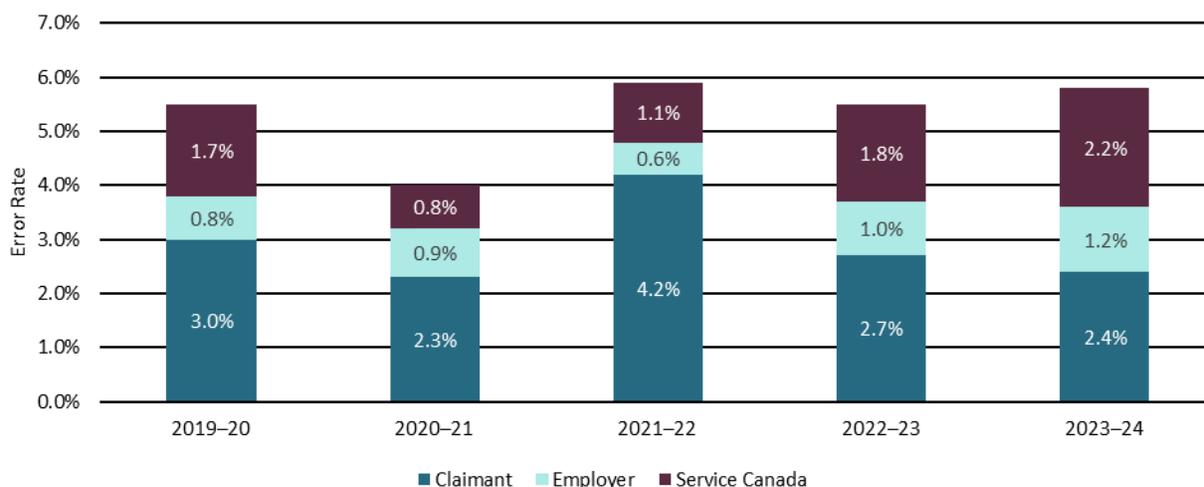
The ESDC payment accuracy service standard for EI is set at 95%. Errors identified in the EI PAAR program are categorized by source and includes errors made by claimants, employers, and Service Canada. As was the case last fiscal year, the EI PAAR accuracy rate for 2023–24 is slightly below target and stands at 94.23%.¹⁰

Table 11 – EI payment accuracy rate

Fiscal year	2019–20	2020–21	2021–22	2022–23	2023–24
Total EI benefit payout	17.9 B	31.0 B	37.8 B	20.0 B	21.4 B
EI payment accuracy rate	94.5%	96.1%	94%	94.5%	94.2%

Error rates

Chart 5 – Error rates (Claimant, Employer, Service Canada)



Note: PAAR sampling methodology has undergone changes: in 2021–22, the sampling methodology was combination of Monetary Unit Sampling (MUS) and SRS due to a transitional period. However, in 2022–23, sampling methodology has been completely transitioned and used SRS throughout the whole fiscal year. Therefore, strong caution is advised against trend analysis or other analysis involving year over year comparisons, or changes, or the broken-down figures themselves such as error-source, or sub-benefit-type. This is due to sampling methodology and sample size changes.

¹⁰ Note: The EI PAAR results provided cover the period from April 1, 2023, to March 31, 2024, with counts updated as of September 2024. This is because the year-end results may include potential errors that, once resolved, could affect the accuracy rate.

Table 12 – Estimated financial impact of errors and estimated error rate, by sources (based on PAAR sample)

Errors by sources	Estimated financial impact (\$M) 2022–23	Estimated error rate 2022–23	Estimated financial impact (\$M) 2023–24	Estimated error rate 2023–24
Claimant	\$538.2	2.7%	\$512.3	2.4%
Employer	\$199.5	1.0%	\$259.9	1.2%
ESDC	\$357.5	1.8%	\$463.9	2.2%
Total	\$1.09 B	5.5%	\$1.24 B	5.8%

Claimant error rate

This year, the claimant error was 2.4%. While a small number of the errors identified were based on information available to the Department when the claim was initially established, most claimant errors were identified through additional fact finding completed by the quality services team and occurred while the claimant was in receipt of benefits.

Errors of this nature include clients incorrectly reporting earnings while in receipt of benefits, and failing to declare the refusal of a job, quitting a job, or being dismissed from a job. Service Canada remains actively engaged in exploring strategies to identify solutions that would allow for a reduction in the frequency of these issues.

Employer error rate

Errors attributed to employers accounted for 1.2% of the issues identified in the EI PAAR program this fiscal year. These errors are the result of erroneous information reported by the employer on the ROE such as the number of hours worked, insured earnings, or dates of employment. Such errors can result in the incorrect determination of the claim start date, or the inaccurate calculation of the entitlement weeks and/or the benefit rate.

To identify employer errors, PAAR reviewers validate all ROEs used to establish the claims of files included in the EI PAAR sample with the employers. Electronic ROEs reduce the occurrence of errors and represent approximately 98% of the ROEs validated through the PAAR process. The Department continues to analyze employer errors to understand why these mistakes occur and determine possible ways to avoid them, as well as their associated cost.

Service Canada error rate

Errors attributed to Service Canada processing staff account for 2.2% of the errors identified in 2023–24. While Service Canada errors vary annually, two consistently recurring errors have been identified in the EI PAAR:

- Failing to obtain additional information from the employer or the client when the information provided is missing or unclear
- Errors in data entry when manual inputs are required

The EI Quality Council is actively engaged with its EI partners, working to implement solutions that improve policies, procedures, and tools, with the goal of effectively mitigating the error rate.

4.5.2 Processing Excellence, Accuracy and Quality program

The EI PEAQ program was launched in May 2022. Through PEAQ, ESDC provides meaningful feedback to employees and their management on the employee's ability to accurately apply legislation, policies, and procedures in the processing of core program files. PEAQ was created by merging the Individual Quality Feedback (IQF) program and the Processing Accuracy Review (PRAR) program. This consolidation aimed to improve efficiency and cost-effectiveness of quality monitoring activities while contributing to ongoing commitment to refining processes and maintaining high standards in program file processing.

PEAQ results are shared quarterly with management and the new Quality Council committee. Aggregate program data provides the EI Quality Council with valuable business intelligence on issues that affect payment and processing accuracy and supports the organization in its cycle of continuous improvement.

PEAQ review sample

PEAQ reviews for EI were initiated in May 2022. The files chosen for reviews are selected through a random sampling method. During the 2023–24 fiscal year, the organisation committed to reviewing a certain number of assigned files per person for all processing staff. This resulted in a total of 37,865 files reviewed for the year. The PEAQ results provide metrics on both files containing errors that affect client outcomes (payment, entitlement, or eligibility) as well as metrics for issues that do not comply with operational processes, but which do not affect the client directly.

PEAQ review Results

The processing accuracy target for Service Canada's PEAQ program (set at 80% as an industry standard target) was met in 2023–24 with a result of 81%. Specifically, as PEAQ reporting on errors includes both confirmed and potential errors, a minimum of 80% of the files reviewed did not contain any issues that would affect client outcomes. PEAQ Quality Services collaborates closely with business experts to ensure consistency and accuracy. Additionally, PEAQ provides valuable insights into processing issues that, while not directly affecting clients, enable Service Canada to identify areas for improvement and enhance overall effectiveness and efficiency.

4.5.3 Compliance reviews

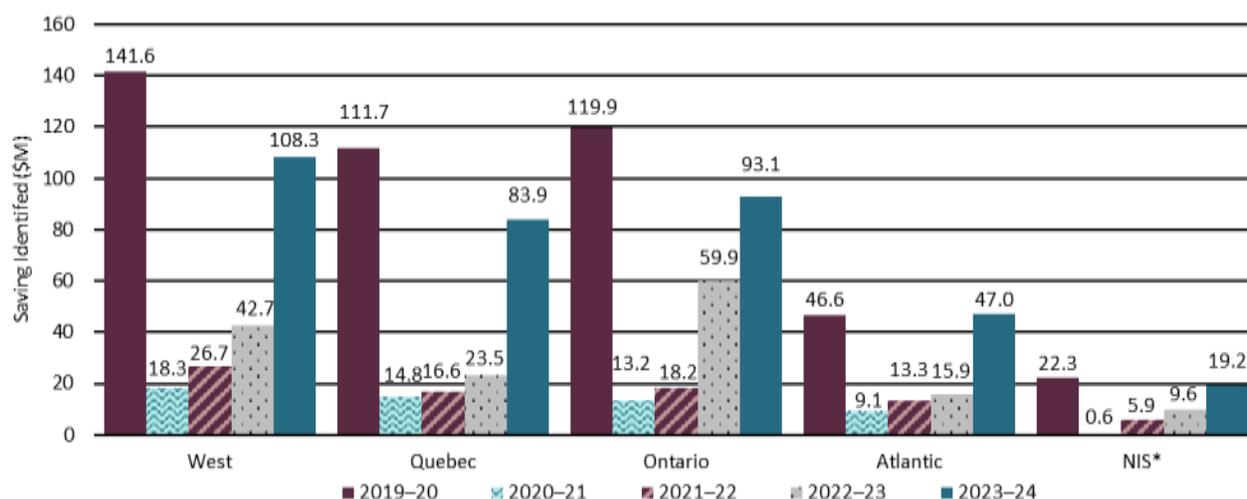
Integrity activities at ESDC focus primarily on detection, with the most significant of these activities being directed towards compliance reviews. These are intended to confirm whether claimants meet eligibility requirements and to recover overpayments from ineligible claimants. The Department uses a variety of tools and processes to help identify and address instances of error, abuse, and fraud. During 2023–24 ESDC conducted over 174,000 compliance reviews relating to the EI program. This is a slight increase compared to the 162,000 reviews conducted in 2022–23. Typically, compliance reviews uncover instances of intentional 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 accurately declare the reason for separation
- fails to report absences from Canada
- obtained sickness benefits without having the required medical certificate

Compliance reviews generate significant savings for the EI Operating Account. In 2023–24, savings of \$351.4 million were generated (consult chart 6, below).

Chart 6 – 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 and penalties. 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, including:

- 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
- tax offsets¹¹

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.

Employment Insurance Emergency Response Benefit

During the COVID-19 pandemic, the Government of Canada pivoted quickly to provide access to income support to millions of individuals using an attestation-based approach to the EI Emergency Response Benefit (EI ERB). The attestation approach was balanced by a risk-based integrity framework focused on fraud detection, prevention measures, and post-payment verification of claimant's eligibility.

In 2023–24, EI ERB post-payment verifications and reconciliation activities continued as per the Department's multi-year operational plan. As a result of these initiatives, approximately 79,000 post-payment verifications were completed and approximately \$240 million in savings were identified.

In addition, ESDC undertook reconciliation activities to recover the advance payment of \$2,000 issued to EI ERB recipients immediately upon the establishment of their claim. Overpayments arose as a result of recipients becoming ineligible for EI ERB after establishing their claim but before their payments could be stopped or reconciled. In 2023–24, ESDC was able to recover \$519 million.

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

¹¹ Offsetting involves proactively applying tax refunds and benefit payments (such as the GST/HST credit) to government debts.

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

Detecting and addressing potential fraud

External identity theft and fraudulent attempts to access EI benefits remain an ever-present threat. The Department leverages advanced data analytics and intelligence capabilities and develops detection and assessment tools to manage potential vulnerabilities.

New controls are put into place quickly and efficiently when patterns of potential fraud are detected to prevent payments from being issued to fraudsters, which reduces the risk of legitimate claimants losing payments or not getting their benefits on time.

In situations involving potential fraud, ESDC has a specialized team in place to deter, detect, prevent, and investigate cases. Enforcement investigations are conducted when fraud is suspected, and based on the evidence collected, the Department may choose to prosecute the bad actors to deter illegal behaviour.

ESDC has well-established links with the Canadian Anti Fraud Centre, law enforcement and financial institutions to help address instances of fraud. Law enforcement is engaged as required, such as in cases involving possible organized crime or where the Department's legal authorities do not cover the scope of the alleged unlawful activity.

Identity management

The accuracy of the data in the Social Insurance Register (SIR) is fundamental to all programs and services that use the Social Insurance Number (SIN) to pull the proper SIN records for validation purposes. The EI program relies on the accuracy of SIR outputs to ensure program integrity. The SIN program maintains accuracy of data in the SIR by following strict identity and quality management practices. These include aligning program procedures with the updated ESDC Identity Management Policy Suite. These practices are designed to ensure that clients applying for a SIN (or updating their SIN records) are properly authenticated and that their SIN record data is accurate. The SIN program electronically validates the applicant's identity information with the issuing source when processing 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 amounted to approximately 28 million validations in 2023–24. These efforts ensure, not only an efficient application process, but also that the individual requesting benefits is the correct SIN holder.

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 the 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 outcome.¹²

Since November 2021, Service Canada has been receiving significantly more requests for reconsideration than in previous years. This increase is largely due to claimants who requested reconsideration of overpayments resulting from the EI Emergency Response Benefit (EI ERB).¹³ In 2023–24, Service Canada received approximately 70,000 requests, compared with approximately 110,000 requests in 2022–23.¹⁴ The number has decreased but remains higher than the pre-pandemic average of approximately 50,000 per year. On March 31, 2024, of the nearly 89,300 requests for reconsideration still awaiting a decision, over 76,500 were related to the EI ERB advance payment, representing 86% of pending requests.

Although the Department was not able to meet its service standard to finalize requests for reconsideration within 30 days of the request being received 80% of the time, results have improved in 2023–24. The standard was met for 53.1% of the requests, compared to 33.8% in 2022–23. However, the average time to complete a request for reconsideration increased from 49 to 61 days between 2022–23 and 2023–24.

The number of officers processing requests for reconsideration remained roughly the same in 2022–23 and 2023–24. However, in 2023–24, officers were able to work almost exclusively on requests for reconsideration, while in 2022–23 they also contributed to the processing of EI claims.

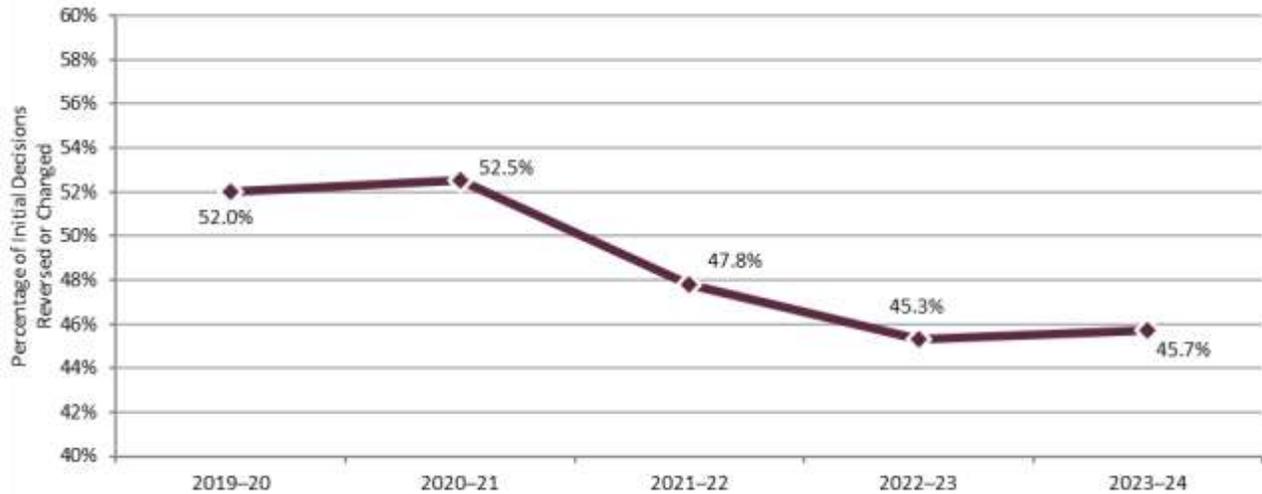
¹² For more explanation on requests for reconsideration, consult [EI Reconsideration - Canada.ca](#).

¹³ Starting in November 2021, Service Canada issued [1.9 million notices of debts to clients who had received the EI ERB advance payment](#). The high volume of notices resulted in an increase in the number of requests for reconsideration from clients in 2022–23 and 2023–24.

¹⁴ Requests for reconsideration numbers are approximate and have been rounded, because they are evergreen and can change.

In 2023–24, the percentage of reversed or changed decisions as a result of reconsideration was similar to 2022–23.

Chart 7 – Percentage of initial decisions reversed or changed following reconsideration



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 government benefits and programs, including EI. Members appointed by the Governor in Council decide these appeals.

The SST is separate and independent from the CEIC and ESDC. The SST’s activities are funded by the EI Operating Account, the CPP Operating Account, and the Consolidated Revenue Fund for OAS cases.

The SST is divided into:

- the General Division, Employment Insurance Section
- the General Division, Income Security Section
- the Appeal Division

Image 4 – SST divisions



The SST's mandate is to provide the Canadian public with a user-centred appeal process that is simple, quick, and fair. As part of its efforts to continually improve its recourse process and access to justice, in 2023–24 the SST:

- adopted a stronger accommodation and accessibility policy to address any gaps in its former policy
 - Consultation took place with the Employment Insurance Appeals Consultative Committee (EIACC) and other stakeholders
- updated its application and appeal forms to include a section where appellants and representatives can identify their pronouns
- developed a robust equity, diversity, and inclusion (EDI) framework
- worked to better understand the people who use its services, and how they use these services, by consulting with the EIACC and gathering socio-demographic data on SST claimants
- continued to improve its website by adding an accessibility widget and starting to develop a video to show what happens at a hearing
- evaluated the navigator service at the Appeal Division to identify improvements and remain accountable
- improved transparency by developing and updating policies on reimbursement and allowances, three member panels, and process for making complaints about members

At the beginning of 2023–24 the SST was still dealing with the effects of backlogs resulting from too few members to handle the volume of appeals. Over the course of the year, the SST continued to increase member capacity and streamline processes for EI appeals. Due to these efforts, the SST was able to significantly reduce the inventory of EI files and make steady gains in meeting its service standards.

The SST's Annual Report for the 2023 to 2024 fiscal year: Empowering people to participate fully includes more information on some of these initiatives, as well as statistics on the SST's performance and service standards in the 2023–24 fiscal year.

SST – General Division, EI Section

After the CEIC makes a reconsideration decision, a claimant has 30 calendar days to appeal the decision to the SST’s General Division, EI Section.

On behalf of the CEIC, Service Canada provides the SST with the reconsideration file. The file includes all documents used in making the initial and reconsideration decisions. When requested, the CEIC will answer requests for more information from the SST. As a party to the appeal, the CEIC may attend appeal hearings.

Regular and group appeals

The SST manages and tracks EI appeals in 2 categories:

- Group appeals
 - Group appeals usually arise from a single employment situation that affects many people.
 - Group appeals are more complex and require more time to complete than regular appeals.
- Regular appeals
 - An appeal that is not a part of a group is considered a regular appeal.

Volume of appeals

In 2023–24, the General Division, EI section received 3,859 appeals (including 13 files that were part of group appeals) and concluded 4,732 (including 91 files that were part of group appeals). This resulted in a decrease in inventory from 1,836 active appeals (including 212 files that were part of group appeals) in March 2023, to 963 (including 134 files that were part of group appeals) in March 2024. For more information, consult [annex 4.6.2a](#).

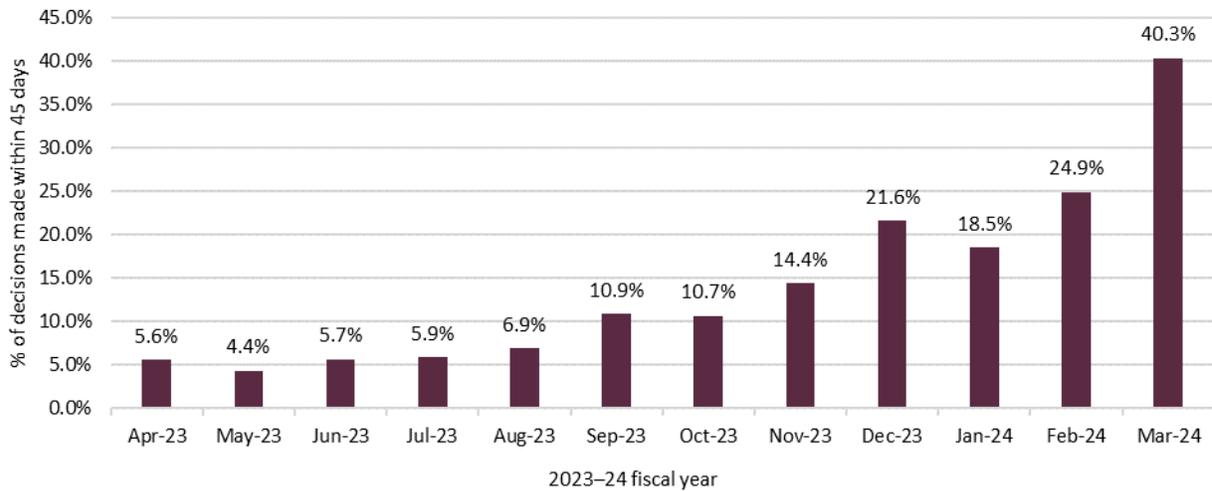
Service standards, performance, and appellant satisfaction.

Surveys indicate that in 2023–24 overall satisfaction for EI appellants remained at 96%, unchanged from 2022–23.

The General Division, EI section has the following service standards:

- **Decisions are made within 45 days from when an appeal is filed with the SST, 80% of the time**
 - For 2023–24, the SST met this goal 14.1% of the time (up from 7.4% in 2022–23), with an average processing time of 108.0 days (down from 113.1 in 2022–23)
 - When including group appeals, the SST met this goal 13.6% of the time, with an average processing time of 118.9 days
 - Through 2023–24, the SST steadily improved this standard from 5.6% in April 2023 to 40.3% in March 2024 (excluding group appeals)

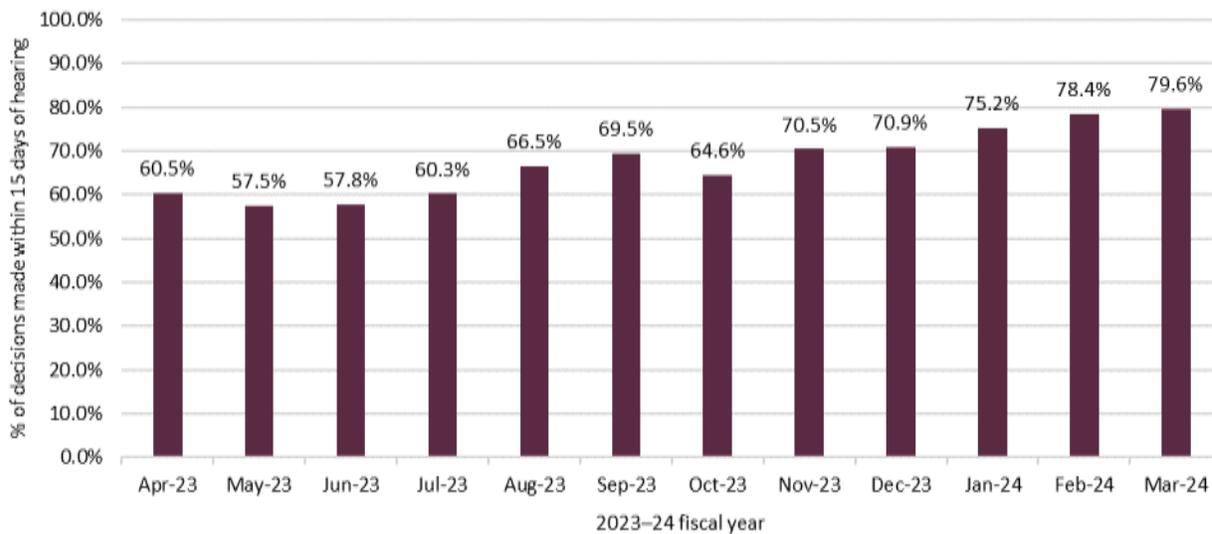
Chart 8 – 2023–24 adherence to the 45-day service standard for decisions following an appeal at the General Division, EI section (excluding groups)



For more information on decisions issued 45-days following an appeal, consult [annex 4.6.2b](#).

- **Decisions are made within 15 days of the hearing, 80% of the time**
 - For 2023–24, the SST met this goal 66.6% of the time (up from 61.2% in 2022–23), averaging 17.9 days to issue a decision after the hearing compared with 17.7 days in 2022–23
 - When including group appeals, the SST met this goal 64.4% of the time, averaging 19.2 days to issue a decision after the hearing
 - Through 2023–24, the SST steadily improved this standard from 60.5% in April 2023 to 79.6% in March 2024 (excluding group appeals)

Chart 9 – 2023–24 adherence to the 15-day service standard for decisions following a hearing at the General Division, EI section (excluding groups)

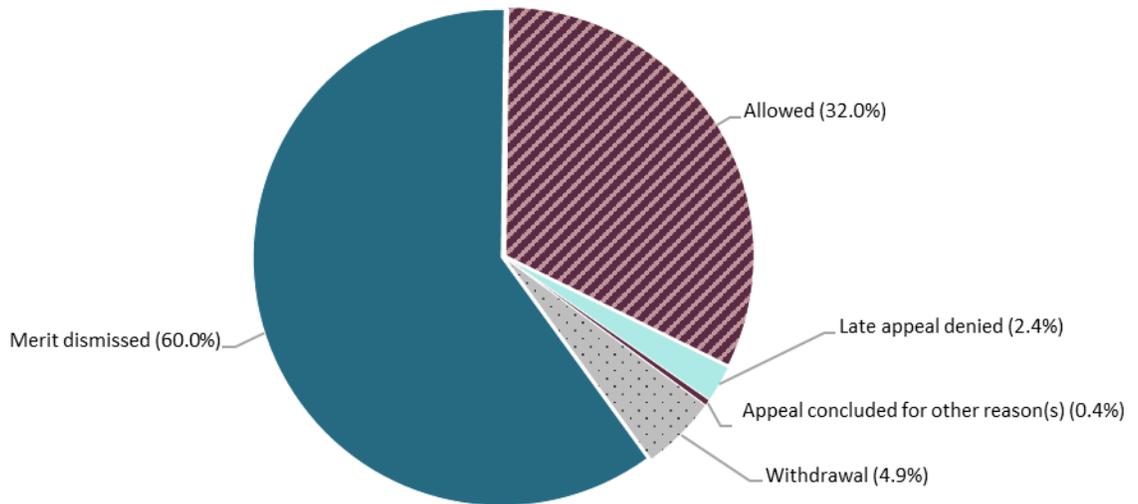


For more information on decisions issued within 15 days of a hearing, consult [annex 4.6.2c–d](#).

Outcomes at the General Division, EI Section

In 2023–24, 32.0% of cases were allowed, 60.3% were dismissed, 4.9% were withdrawn, 2.4% were denied late appeals, and 0.4% were concluded for other reasons.

Chart 10 – 2023-24 outcomes of appeals to the General Division, EI section



Note:

Merit dismissed – decision not in the claimant’s favour

Allowed – decision is in the claimant’s favour

Withdrawal – claimant either withdraws or abandons the appeal

Late appeal denied – the Tribunal refuses the appeal filed beyond the 30-day deadline

Appeal concluded for other reason(s) – administrative closure

SST – Appeal Division, EI section

When a party to an appeal disagrees with a General Division decision, they can challenge it at the Appeal Division. The first step at the Appeal Division is to file an application for leave (permission) to appeal. The Appeal Division will grant permission to appeal if there is an arguable case. If leave to appeal is granted, the Appeal Division will then ask parties for their written arguments, hold a hearing, and decide whether the appeal should be allowed or dismissed. The grounds for appeal to the Appeal Division are limited to certain errors of fact, law, jurisdiction, or procedural fairness.

In 2023–24, the Appeal Division received 806 appeals and concluded 850. This resulted in a decrease of inventory from 231 active appeals in March 2023, to 187 in March 2024. For more information, consult [annex 4.6.2e](#).

There were 110 files that were part of group appeals received, 74 of which were concluded in 2023–24.

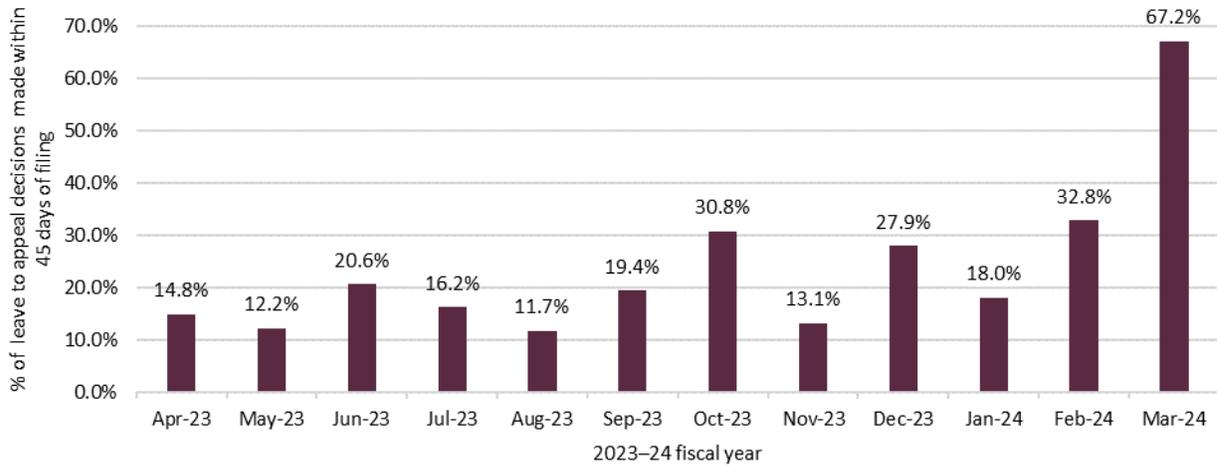
Service standards and performance

The Appeal Division has the following service standards for EI files:

- **Leave to appeal decisions are made within 45 days of filing, 80% of the time**
 - For 2023–24, the SST met this goal 23.5% of the time, which is down from 64.3% in 2022–23, with an average processing time of 67.2 days (up from 41.3 days in 2022–23)
 - Including group appeals, the SST met this goal 29.2% of the time, with an average processing time of 65 days
 - Through 2023–24, the SST improved this standard from 14.8% in April 2023 to 67.2% in March 2024. This is excluding group appeals

The inability to meet this service standard is primarily linked to a backlog of cases accumulated in the previous fiscal year when intake at the Appeal Division had doubled. Due to this backlog, new files were often assigned to a member after the service standard for leave decisions had passed. As the year progressed, additional members joined the Appeal Division, the inventory decreased, files were assigned earlier, and processing times improved.

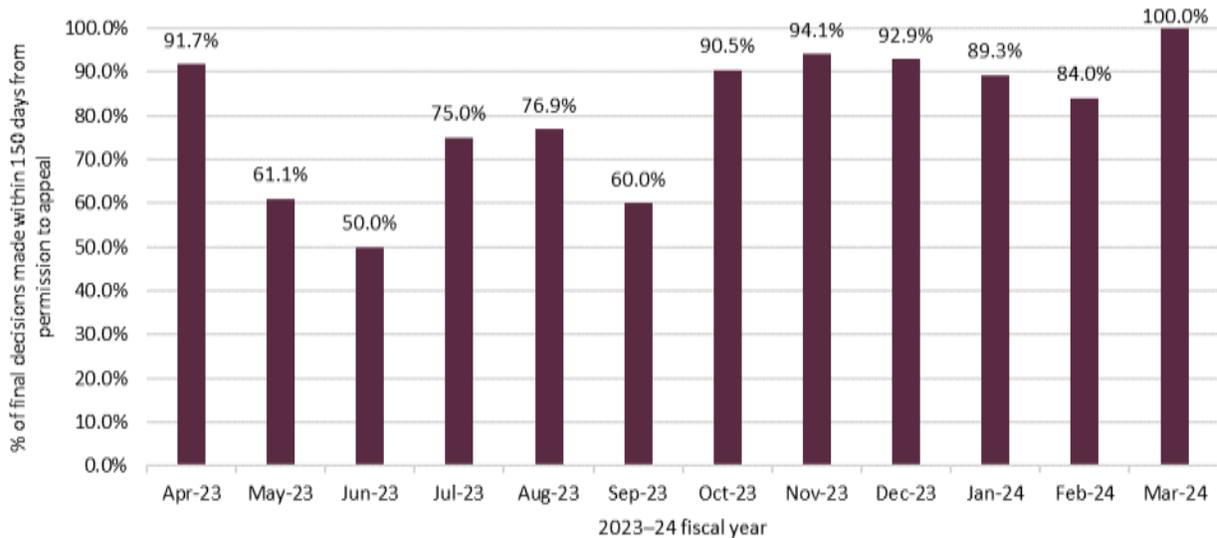
Chart 11 – 2023–24 adherence to the 45-day service standard for leave to appeal decisions at the Appeal Division, EI section (excluding groups)



For more information on leave to appeal decisions within 45 days of filing, consult [annex 4.6.2f](#).

- **Final decisions are made within 150 days from the date that permission to appeal was given, 80% of the time**
 - For 2023–24, the SST met this goal 81.1% of the time (up from 80.8% in 2022–23), with an average processing time of 113.3 days (up from 105.0 days in 2022–23)
 - Including group appeals, the SST met this goal 42.6% of the time, with an average processing time of 149.4 days

Chart 12 – 2023–24 adherence to the 150-day service standard for final decisions following permission to appeal at the Appeal Division, EI section (excluding groups)



For more information on final decisions within 150 days of permission to appeal, consult [annex 4.6.2g](#).

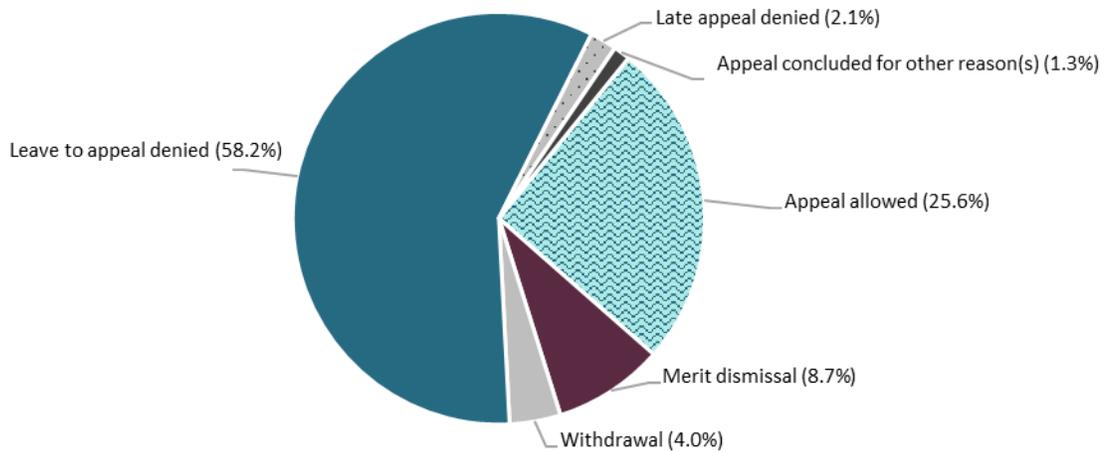
Alternative dispute resolution at the Appeal Division

The Appeal Division may bring 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 2023–24, 5% (40) of concluded Appeal Division EI cases went through the ADR process. Of these cases, 68% (27) were resolved by ADR.

Outcomes at the Appeal Division

In 2023–24, 25.6% of EI cases were allowed, 8.7% were dismissed, 4.0% were withdrawn, 58.2% were denied leave to appeal, 2.1% were denied late appeals, and 1.3% were concluded for other reasons.

Chart 13 – 2023-24 outcomes of Appeal Division, EI section



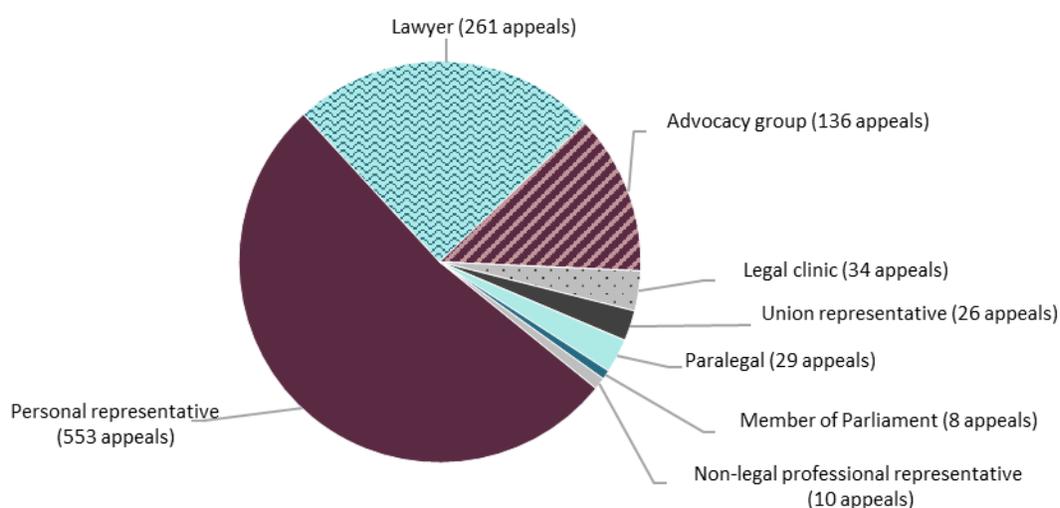
Note:
Merit dismissal – decision unfavourable to the appellant
Leave to appeal denied – the Appeal Division denies permission to appeal
Appeal allowed – decision is in the appellant’s favour
Withdrawal – appellant withdraws the appeal
Late appeal denied – the Appeal Division refuses the appeal filed beyond the 30-day deadline
Appeal concluded for other reason(s) – administrative closure

Representation at the SST

At each level of appeal, appellants can choose either to represent themselves or to have a representative assist them during the appeal process. A representative can be a friend, a family member, a lawyer, or another professional. 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 EI files that were concluded in 2023–24, 18.99% (1,057 of 5,582) of appeals had a representative at the time of closing.

Chart 14 – 2023–24 distribution of appellant representation types, as identified by the representatives



Keeping the SST 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:

- 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. In 2023–24, fall and spring stakeholder meetings were held for the Employment Insurance Appeals Consultative Committee to discuss changes in policy and organizational updates.

4.7 Conclusion

Learning from challenges and building on recent improvements, Service Canada continues to improve the administration of the EI program to meet the needs of workers. In 2023–24, advancements such as enhanced training, cross-functional staffing, and the introduction of innovative tools like Robotics Processing Automation and AI have streamlined operations and improved service delivery. Outreach to underserved populations and a commitment to client satisfaction have further strengthened the program’s accessibility and responsiveness.

Looking ahead, Service Canada remains focused on timely service delivery, ensuring accuracy, and maintaining the integrity of the EI program. These efforts will ensure the program remains robust, adaptable, and ready to meet the evolving needs of Canadians.



ANNEX I

Key labour market statistics

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Annex 1.1 – Key labour market statistics: Concepts and definitions

Chapter I and Annex 1 provide information on the labour force, employment, unemployment, participation rate, employment rate, unemployment rate, job vacancies and job vacancy rate. These concepts are defined below.

Concept	Definition
Labour force	<p>The labour force is comprised of those members of the civilian non-institutional population 15 years of age and over who were employed or unemployed during the Statistics Canada's Labour Force Survey reference week.</p> <p>Persons who are not in the labour force include those who were either unable to work or unavailable for work during the Statistics Canada's Labour Force Survey reference period. They also include persons who were without work and who had neither actively looked for work in the past 4 weeks nor had a job to start within 4 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 4 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 4 weeks but had a job to start within 4 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 recruiting 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>
Job vacancy rate	<p>The number of job vacancies expressed as a percentage of total labour demand, e.g., the sum of filled and vacant jobs.</p>

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, 2023.

Annex 1.2 – Key labour market statistics¹

Labour market characteristics (levels in thousands)				
Statistics	2021-22^R	2022-23^R	2023-24	Change (%) 2022-23 to 2023-24
Population ²	31,424.7 ^R	31,988.7 ^R	32,945.2	+3.0
Labour force	20,599.0 ^R	20,973.3 ^R	21,660.1	+3.3
Employment	19,196.5 ^R	19,906.2 ^R	20,451.0	+2.7
Unemployment	1,402.6 ^R	1,067.1 ^R	1,209.1	+13.3
Labour market characteristics (rates in %)				
Statistics	2021-22^R	2022-23^R	2023-24	Change (% points) 2022-23 to 2023-24
Unemployment rate	6.8	5.1	5.6	+9.7
Participation rate	65.6 ^R	65.6 ^R	65.7	0.0
Employment rate	61.1 ^R	62.2	62.1	-0.2

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	2021-22 ^R	2022-23 ^R	2023-24	Change (%) 2022-23 to 2023-24
Province or territory				
Newfoundland and Labrador	227.0 ^R	236.3 ^R	240.8	+1.9
Prince Edward Island	81.4 ^R	84.6 ^R	90.9	+7.3
Nova Scotia	478.2 ^R	497.0 ^R	510.6	+2.7
New Brunswick	366.0 ^R	380.2 ^R	390.8	+2.8
Quebec	4,308.1 ^R	4,431.9 ^R	4,535.6	+2.3
Ontario	7,517.9 ^R	7,829.9 ^R	8,044.0	+2.7
Manitoba	673.8 ^R	690.7 ^R	710.9	+2.9
Saskatchewan	564.2 ^R	580.1 ^R	590.4	+1.8
Alberta	2,275.5 ^R	2,381.2 ^R	2,466.8	+3.6
British Columbia	2,704.4 ^R	2,794.3 ^R	2,870.3	+2.7
Yukon ²	23.3 ^R	23.9 ^R	25.2	+5.4
Northwest Territories ²	23.6 ^R	24.2 ^R	23.5	-2.9
Nunavut ²	14.0 ^R	14.3 ^R	14.0	-2.0
Gender				
Men	10,112.3 ^R	10,447.2 ^R	10,774.7	+3.1
Women	9,084.1 ^R	9,459.0 ^R	9,676.3	+2.3
Age category				
15 to 24 years	2,504.8 ^R	2,633.9 ^R	2,664.0	+1.1
25 to 54 years	12,530.4 ^R	13,010.0 ^R	13,423.7	+3.2
55 years and older	4,161.3 ^R	4,262.3 ^R	4,363.3	+2.4
Educational attainment				
Less than high school ³	1,404.2 ^R	1,476.4 ^R	1,450.0	-1.8
High school diploma ⁴	4,389.7 ^R	4,540.8 ^R	4,572.8	+0.7
Post-secondary certificate or diploma ⁵	6,719.0 ^R	6,932.2 ^R	7,121.2	+2.7
University degree ⁶	6,675.7 ^R	6,954.6 ^R	7,302.1	+5.0
Industry				
Goods-producing industries	3,972.1^R	4,126.7^R	4,195.7	+1.7
Agriculture	257.5 ^R	264.0 ^R	249.8	-5.4
Forestry, fishing, mining, quarrying, and oil and gas extraction	329.4 ^R	327.4 ^R	336.7	+2.8
Utilities	142.0 ^R	154.1 ^R	159.1	+3.3
Construction	1,477.5 ^R	1,574.9 ^R	1,602.1	+1.7
Manufacturing	1,765.8 ^R	1,806.4 ^R	1,848.0	+2.3
Services-producing industries	15,224.4^R	15,779.5^R	16,255.3	+3.0
Wholesale and retail trade	2,930.1 ^R	2,982.2 ^R	2,987.2	+0.2
Transportation and warehousing	992.6 ^R	988.2 ^R	1,061.5	+7.4
Finance, insurance, real estate, rental and leasing	1,333.5 ^R	1,371.1 ^R	1,389.1	+1.3
Professional, scientific and technical services	1,727.7 ^R	1,844.8 ^R	1,916.3	+3.9
Business, building and other support services ⁷	685.0 ^R	695.9 ^R	691.3	-0.7
Educational services	1,461.6 ^R	1,484.6 ^R	1,533.3	+3.3
Health care and social assistance	2,556.9 ^R	2,633.4 ^R	2,721.7	+3.4
Information, culture and recreation ⁸	746.8 ^R	820.6 ^R	846.2	+3.1
Accommodation and food services	982.4 ^R	1,075.4 ^R	1,129.0	+5.0
Other services (except public administration)	714.2 ^R	722.9 ^R	781.9	+8.2
Public administration	1,093.7 ^R	1,160.4 ^R	1,197.8	+3.2
Employment type				
Full-time employment ⁹	15,677.0 ^R	16,327.0 ^R	16,784.2	+2.8
Part-time employment ¹⁰	3,519.5 ^R	3,579.2 ^R	3,666.8	+2.4
Class of worker				
Employees	16,547.0^R	17,266.5^R	17,791.8	+3.0
Public sector employees	4,077.9	4,233.4 ^R	4,347.6	+2.7
Private sector employees	12,469.2	13,033.1 ^R	13,444.3	+3.2
Self-employed	2,641.6	2,637.4	2,654.3	0.6
Job permanency				
Employees	16,547.0^R	17,266.5^R	17,791.8	+3.0
Permanent employees ¹¹	14,561.4 ^R	15,237.6 ^R	15,751.5	+3.4

Temporary employees ¹²	1,985.6 ^R	2,028.9 ^R	2,040.3	+0.6
Canada	19,196.5^R	19,906.2^R	20,451.0	+2.7

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 3-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes 0 to 8 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 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.

⁸ 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.

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); 14-10-0355-01, seasonally adjusted (for data by industry); 14-10-0026-01, unadjusted (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	2021-23 ^R	2022-23 ^R	2023-24	Change (%) 2022-23 to 2023-24
Province or territory				
Newfoundland and Labrador	33.8 ^R	27.6 ^R	26.0	-5.9
Prince Edward Island	9.1 ^R	6.8 ^R	7.2	+6.0
Nova Scotia	41.8 ^R	34.7 ^R	36.1	+4.1
New Brunswick	35.3 ^R	28.0 ^R	28.7	+2.4
Quebec	247.9 ^R	203.2 ^R	217.4	+7.0
Ontario	598.1 ^R	465.6 ^R	508.3	+9.2
Manitoba	41.0 ^R	34.3 ^R	36.7	+6.8
Saskatchewan	35.7 ^R	28.4 ^R	30.3	+6.8
Alberta	189.1 ^R	147.5 ^R	156.4	+6.1
British Columbia	170.6 ^R	146.8 ^R	162.1	+10.4
Yukon ²	1.4 ^R	1.0	1.0	-4.9
Northwest Territories ²	1.4 ^R	1.4	1.5	+8.5
Nunavut ²	1.9	2.1	2.0	-3.2
Gender				
Men	760.6 ^R	578.3 ^R	657.5	+13.7
Women	641.9 ^R	488.8 ^R	551.6	+12.9
Age category				
15 to 24 years	338.9 ^R	286.1 ^R	334.2	+16.8
25 to 54 years	741.9 ^R	575.8 ^R	667.5	+15.9
55 years and older	321.8 ^R	205.2 ^R	207.4	+1.1
Educational attainment				
Less than high school ³	208.3 ^R	175.0 ^R	195.5	+11.7
High school diploma ⁴	430.6 ^R	319.5 ^R	353.7	+10.6
Post-secondary certificate or diploma ⁵	435.9 ^R	299.9 ^R	331.8	+10.7
University degree ⁶	329.0 ^R	273.7 ^R	331.7	+21.2
Industry⁷				
Goods-producing industries	193.8^R	170.9^R	192.3	+12.5
Agriculture	13.4 ^R	10.5 ^R	8.3	-20.6
Forestry, fishing, mining, quarrying, and oil and gas extraction	22.5 ^R	20.7 ^R	25.9	+25.3
Utilities	2.9 ^R	3.0	2.1	-29.2
Construction	84.4 ^R	79.8 ^R	90.1	+12.8
Manufacturing	71.4 ^R	57.4 ^R	66.3	+15.5
Services-producing industries	542.2^R	455.9^R	557.1	+22.2
Wholesale and retail trade	114.5 ^R	100.4	115.4	+14.9
Transportation and warehousing	40.1 ^R	26.5	36.0	+35.8
Finance, insurance, real estate, rental and leasing	20.3 ^R	20.1 ^R	27.8	+38.8
Professional, scientific and technical services	37.2 ^R	42.7 ^R	63.7	+49.2
Business, building and other support services ⁸	43.8 ^R	37.1 ^R	46.2	+24.6
Educational services	59.5 ^R	53.0 ^R	50.3	-4.8
Health care and social assistance	47.6	42.2 ^R	48.2	+13.2
Information, culture and recreation ⁹	54.3 ^R	42.1 ^R	54.1	+28.3
Accommodation and food services	73.5 ^R	55.7 ^R	71.0	+27.4
Other services (except public administration)	28.6	17.8	26.3	+47.3
Public administration	22.8	18.4 ^R	18.1	-1.4
Unclassified industries¹⁰	667.8^R	441.3^R	462.9	+5.1
Reasons for unemployment				
People who have left their job	176.2 ^R	208.1 ^R	228.5	+9.3
People who have lost their job	559.8 ^R	418.7 ^R	520.9	+24.4
People who have not worked in the last year or who have never worked	667.8 ^R	441.3 ^R	292.8	-33.6
Duration of unemployment¹¹				
1 to 4 weeks	449.6 ^R	393.3 ^R	423.5	+7.7
5 to 13 weeks	326.9 ^R	290.4 ^R	341.4	+17.6
14 to 26 weeks	198.6 ^R	151.1 ^R	195.7	+29.5

27 weeks or more	360.8 ^R	173.0 ^R	191.7	+10.8
52 weeks or more	223.6 ^R	101.8 ^R	96.5	-5.1
Duration unknown ¹²	66.6 ^R	59.2 ^R	55.9	-3.9
Canada	1,402.6^R	1,067.1^R	1,209.1	+13.3

Note: 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 3-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes 0 to 8 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 12 months.

⁸ 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.

⁹ 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.

¹⁰ People who last worked more than 1 year ago or who have never worked before 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 4 weeks under the Labour Force Survey.

^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); 14-10-0342-01, 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	2021-22 ^R	2022-23 ^R	2023-24	Change (% points) 2022-23 to 2023-24
Province or territory				
Newfoundland and Labrador	13.0	10.5	9.7	-0.7
Prince Edward Island	10.0	7.1 ^R	7.4	+0.3
Nova Scotia	8.0 ^R	6.3 ^R	6.6	+0.3
New Brunswick	8.8	6.9	6.8	0.0
Quebec	5.4 ^R	4.2	4.6	+0.4
Ontario	7.4	5.3 ^R	5.9	+0.6
Manitoba	5.7	4.5	4.9	+0.4
Saskatchewan	6.0	4.5	4.9	+0.4
Alberta	7.7	5.6	6.0	+0.3
British Columbia	5.9	4.6 ^R	5.3	+0.8
Yukon ²	5.5	4.1	3.7	-0.4
Northwest Territories ²	5.6	5.4 ^R	6.0	+0.6
Nunavut ²	12.1 ^R	12.8 ^R	12.7	-0.1
Gender				
Men	7.0	5.2	5.8	+0.5
Women	6.6	4.9	5.4	+0.5
Age category				
15 to 24 years	11.9	9.8	11.1	+1.3
25 to 54 years	5.6	4.2	4.7	+0.5
55 years and older	7.2	4.6	4.5	-0.1
Educational attainment				
Less than high school ³	12.9	10.6	11.9	+1.3
High school diploma ⁴	8.9	6.6	7.2	+0.6
Post-secondary certificate or diploma ⁵	6.1	4.1	4.5	+0.3
University degree ⁶	4.7	3.8	4.3	+0.6
Industry				
Goods-producing industries				
Agriculture	4.7	4.0	4.4	+0.4
Forestry, fishing, mining, quarrying, and oil and gas extraction	4.9	3.8	3.2	-0.6
Utilities	6.4 ^R	6.0 ^R	7.2	+1.2
Construction	2.0	1.9	1.3	-0.6
Manufacturing	5.4	4.8	5.3	+0.5
Services-producing industries				
Wholesale and retail trade	3.9	3.1	3.5	+0.4
Transportation and warehousing	3.4	2.8	3.3	+0.5
Finance, insurance, real estate, rental and leasing	3.8	3.3	3.7	+0.5
Professional, scientific and technical services	3.9	2.6	3.3	+0.7
Business, building and other support services ⁷	1.5	1.4	2.0	+0.5
Educational services	2.1	2.3	3.2	+1.0
Health care and social assistance	6.0	5.1 ^R	6.3	+1.2
Information, culture and recreation ⁸	3.9	3.4 ^R	3.2	-0.3
Accommodation and food services	1.8	1.6	1.7	+0.2
Other services (except public administration)	6.8	4.9	6.0	+1.1
Public administration	7.0	4.9	5.9	+1.0
Canada	3.9 ^R	2.4	3.3	+0.9
Canada	2.0	1.6	1.5	-0.1
Canada	6.8	5.3 ^R	5.6	+0.3

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 3-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes 0 to 8 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 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.

⁸ 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.

⁸ Revised data.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, unadjusted (for data by industry); 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 (weeks)^{1,2} by province, gender and age

Characteristics ³	2021-22 ^R	2022-23 ^R	2023-24	Change (%) 2022-23 to 2023-24
Province				
Newfoundland and Labrador	18.5 ^R	21.6 ^R	18.8	-13.1
Prince Edward Island	15.0 ^R	17.2	19.0	+10.9
Nova Scotia	19.7 ^R	21.9 ^R	19.8	-9.3
New Brunswick	16.1 ^R	19.0 ^R	16.9	-11.1
Quebec	14.8	19.0	18.0	-18.5
Ontario	17.5	23.0	18.8	-18.0
Manitoba	15.4	20.5	18.2	-11.2
Saskatchewan	18.2	23.1	20.3	-12.3
Alberta	20.2	27.7	20.3	-26.6
British Columbia	20.2	17.0 ^R	17.7	+3.8
Gender				
Men	23.2	19.3 ^R	17.9	-7.7
Women	21.3 ^R	17.7 ^R	17.3	-2.2
Age category				
15 to 24 years old	12.9	10.0	11.6	+15.8
25 to 54 years old	23.5	19.6 ^R	18.5	-5.9
55 years old and over	29.4	27.8 ^R	24.6	-11.4
Canada	22.3	18.5^R	17.5	-5.5

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 2 quarters of 2021-22 ^R	Last 2 quarters of 2022-23 ^R	Last 2 quarters of 2023-24	Change (%) Last 2 quarters of 2022-23 to 2023-24
Province or territory				
Newfoundland and Labrador	7,143 ^R	6,786 ^R	6,403	-5.6
Prince Edward Island	3,552 ^R	3,533 ^R	2,473	-30.0
Nova Scotia	20,207 ^R	20,312 ^R	15,312	-24.6
New Brunswick	14,697 ^R	13,793 ^R	11,250	-18.4
Quebec	240,381 ^R	210,082 ^R	151,876	-27.7
Ontario	351,349 ^R	310,365 ^R	225,397	-27.4
Manitoba	26,569 ^R	26,863 ^R	23,250	-13.5
Saskatchewan	21,773 ^R	24,584 ^R	21,269	-13.5
Alberta	92,072 ^R	95,661 ^R	80,346	-16.0
British Columbia	158,008 ^R	135,528 ^R	109,981	-18.9
Yukon	1,296 ^R	1,403 ^R	1,026	-26.9
Northwest Territories	1,300 ^R	1,558 ^R	1,289	-17.2
Nunavut	553 ^R	630 ^R	683	+8.5
Industry				
Goods-producing industries	186,595^R	164,223^R	116,953	-28.8
Agriculture, forestry, fishing and hunting	15,065 ^R	12,615 ^R	9,775	-22.5
Mining and quarrying, and oil and gas extraction	8,515 ^R	8,650 ^R	6,463	-25.3
Utilities	2,623 ^R	2,990 ^R	3,030	+1.3
Construction	75,395 ^R	71,918 ^R	54,838	-23.7
Manufacturing	84,998 ^R	68,050 ^R	42,848	-37.0
Services-producing industries	757,565^R	694,465^R	540,773	-22.1
Wholesale and retail trade	141,780 ^R	125,605 ^R	86,813	-30.9
Transportation and warehousing	45,375 ^R	44,535 ^R	37,883	-14.9
Finance, insurance, real estate, rental and leasing	45,460 ^R	45,148 ^R	29,915	-33.7
Professional, scientific and technical services	68,035 ^R	54,820 ^R	42,663	-22.0
Business, building and other support services ¹	66,908 ^R	53,205 ^R	39,513	-25.7
Educational services	22,195 ^R	25,103 ^R	23,638	-5.8
Health care and social assistance	133,503 ^R	146,240 ^R	137,005	-6.3
Information, culture and recreation ²	35,373 ^R	30,078 ^R	18,998	-36.8
Accommodation and food services	144,375 ^R	116,888 ^R	79,010	-32.4
Other services (except public administration)	39,795 ^R	37,575 ^R	30,805	-18.0
Public administration	14,768 ^R	15,270 ^R	14,533	-4.8
Job vacancy type				
Full-time positions ³	702,048 ^R	640,223 ^R	513,888	-19.7
Part-time positions ⁴	242,105 ^R	218,470 ^R	177,640	-18.7
Job permanency				
Permanent positions ⁵	791,440 ^R	717,393 ^R	535,278	-25.4
Temporary positions ⁶	152,713 ^R	141,300 ^R	122,445	-13.3
Job vacancy duration				
Less than 15 days	154,385 ^R	141,573 ^R	136,313	-3.7
15 to 29 days	151,055 ^R	132,510 ^R	103,933	-21.6
30 to 59 days	167,755 ^R	140,808 ^R	106,285	-24.5
60 to 89 days	97,880 ^R	90,070 ^R	57,393	-36.3
90 days or more	332,115 ^R	313,650 ^R	220,138	-29.8
Canada	938,950^R	851,105^R	650,512	-23.6

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 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 pre-determined termination date.

⁶ A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

⁷ A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

Sources: Statistics Canada, Job vacancies, payroll employees, and job vacancy rate, Table 14-10-0432-01, seasonally adjusted (for data by province or territory); 14-10-0400-01, seasonally adjusted (for data by industry); 14-10-0399-01, seasonally adjusted (for data by job vacancy occupation, type of work and position); and 14-10-0443-01, unadjusted (for data by job vacancy duration).

Annex 1.8 – Job vacancy rates by province or territory and industry (%)

Characteristics	Last 2 quarters of 2021-22 ^R	Last 2 quarters of 2022-23 ^R	Last 2 quarters of 2023-24	Change (% points) Last 2 quarters of 2022-23 to 2023-24
Province or territory				
Newfoundland and Labrador	3.7 ^R	3.3 ^R	3.1	-0.2
Prince Edward Island	5.2 ^R	4.9 ^R	3.4	-1.5
Nova Scotia	4.6 ^R	4.5 ^R	3.3	-1.1
New Brunswick	4.5 ^R	4.1 ^R	3.4	-0.8
Quebec	6.1 ^R	5.2 ^R	3.8	-1.4
Ontario	5.3 ^R	4.5 ^R	3.3	-1.2
Manitoba	4.4 ^R	4.3 ^R	3.7	-0.6
Saskatchewan	4.4 ^R	4.8 ^R	4.1	-0.7
Alberta	4.6 ^R	4.6 ^R	3.8	-0.8
British Columbia	6.5 ^R	5.4 ^R	4.4	-1.0
Yukon	6.6 ^R	6.9 ^R	5.1	-1.8
Northwest Territories	5.8 ^R	6.5 ^R	5.6	-0.9
Nunavut	3.6 ^R	3.9 ^R	4.1	+0.3
Industry				
Goods-producing industries	4.8^R	4.2^R	3.2	-1.0
Agriculture, forestry, fishing and hunting	5.9 ^R	5.0 ^R	3.9	-1.1
Mining and quarrying, and oil and gas extraction	4.2 ^R	4.0 ^R	3.0	-1.0
Utilities	2.0 ^R	2.3 ^R	2.2	0.0
Construction	6.5 ^R	5.9 ^R	4.5	-1.4
Manufacturing	5.3 ^R	4.2 ^R	2.7	-1.5
Services-producing industries	6.1^R	5.2^R	4.0	-1.3
Wholesale and retail trade	4.8 ^R	4.2 ^R	3.0	-1.3
Transportation and warehousing	5.5 ^R	5.1 ^R	4.3	-0.8
Finance, insurance, real estate, rental and leasing	4.1 ^R	3.9 ^R	2.6	-1.3
Professional, scientific and technical services	5.9 ^R	4.4 ^R	3.4	-1.0
Business, building and other support services ¹	10.9 ^R	8.9 ^R	6.7	-2.3
Educational services	1.6 ^R	1.8 ^R	1.7	-0.1
Health care and social assistance	5.8 ^R	6.1 ^R	5.6	-0.6
Information, culture and recreation ²	3.3 ^R	2.6 ^R	1.6	-1.0
Accommodation and food services	11.1 ^R	8.3 ^R	5.7	-2.6
Other services (except public administration)	7.1 ^R	6.4 ^R	5.1	-1.3
Public administration	2.8 ^R	2.8 ^R	2.5	-0.3
Canada	5.5^R	4.8^R	3.7	-1.1

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.

Source: Statistics Canada, Job vacancies, payroll employees, and job vacancy rate, Tables 14-10-0432-01, seasonally adjusted (for data by province or territory); and 14-10-0400-01, seasonally adjusted (for data by industry).

Annex 1.9 – Average hourly wage rate^{1,2,3} by province, gender, age and industry (current dollars)

Characteristics	2021-22 ^R	2022-23 ^R	2023-24	Change (%) 2022-23 to 2023-24
Province				
Newfoundland and Labrador	28.5 ^R	32.4 ^R	34.0	+5.0
Prince Edward Island	25.7 ^R	29.8 ^R	31.4	+5.3
Nova Scotia	26.3 ^R	27.2 ^R	28.2	+3.7
New Brunswick	26.0 ^R	27.8 ^R	29.3	+5.1
Quebec	29.5 ^R	27.7 ^R	29.2	+5.3
Ontario	31.9 ^R	31.4 ^R	32.7	+4.0
Manitoba	27.2 ^R	33.4 ^R	35.1	+5.3
Saskatchewan	29.9 ^R	28.5 ^R	29.6	+4.0
Alberta	33.2 ^R	30.7 ^R	31.8	+3.6
British Columbia	31.6 ^R	33.9 ^R	35.3	+4.2
Gender				
Men	33.0 ^R	34.6 ^R	36.2	+4.6
Women	28.7 ^R	30.0 ^R	31.6	+5.4
Age				
15 to 24 years	18.4 ^R	19.4 ^R	20.4	+4.8
25 to 54 years	33.3 ^R	35.0 ^R	36.7	+4.9
55 years and older	32.3 ^R	33.4 ^R	35.0	+4.8
Industry				
Goods-producing industries	32.3^R	33.9^R	35.9	+5.7
Agriculture	21.2 ^R	22.0 ^R	23.9	+8.7
Forestry, fishing, mining, quarrying, and oil and gas extraction	44.5 ^R	45.0 ^R	47.4	+5.3
Utilities	47.1 ^R	48.3 ^R	49.8	+3.0
Construction	32.4 ^R	34.2 ^R	35.9	+5.1
Manufacturing	29.8 ^R	31.5 ^R	33.5	+6.2
Services-producing industries	30.6^R	32.0^R	33.5	+4.8
Wholesale and retail trade	23.7 ^R	25.0 ^R	26.3	+5.1
Transportation and warehousing	30.1 ^R	30.8 ^R	32.4	+5.3
Finance, insurance, real estate, rental and leasing	37.5 ^R	39.3 ^R	41.5	+5.7
Professional, scientific and technical services	39.0 ^R	42.5 ^R	44.9	+5.7
Business, building and other support services ⁴	23.8 ^R	25.2 ^R	26.2	+4.0
Educational services	36.9 ^R	37.9 ^R	39.0	+2.8
Health care and social assistance	29.6 ^R	31.0 ^R	32.4	+4.5
Information, culture and recreation ⁵	31.6 ^R	31.1 ^R	31.4	0.9
Accommodation and food services	17.5 ^R	18.9 ^R	20.0	+6.2
Other services (except public administration)	26.9 ^R	27.7 ^R	29.2	+5.5
Public administration	40.1 ^R	41.1 ^R	43.1	+5.0
Canada	30.9^R	32.4^R	34.0	+5.0

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 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.

⁵ 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.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0063-01, unadjusted data.



ANNEX 2

Employment Insurance benefits data tables

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Annex 2.1 – Employment Insurance benefits – Concepts and definitions

Chapter II and Annex 2 provide information on the numbers of new claims established, the average actual duration, the average weekly benefit rate, the amount paid in benefits, employment insurance claimant categories (long-tenured workers, occasional claimants, frequent claimants), seasonal regular claimants and claim status (active, open, completed, terminated, dormant and combined). These concepts are defined below.

Concept	Definition
<p>New claims established</p>	<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 2023 (in 2023-24) and for which benefits paid to an Employment Insurance claimant began in December 2023 (in 2023-24) and ended in June 2024 (in 2024-25) is included in the 2023-24 statistics, but is not counted in the 2024-25 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>
<p>Average actual duration</p>	<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> <p>For claims associated with most benefits types, the average actual duration is calculated by dividing the sum of the number of weeks of</p>

	<p>benefits during which at least one dollar was paid per claim by the number of claims that were completed based on the variable assessed (that is, the average actual duration for Ontario is equal to the sum of the number of weeks of benefits paid in Ontario for all claims completed during a fiscal year divided by the number of claims that were completed in Ontario during the same period.</p> <p>Average actual duration for claims for Employment Insurance fishing benefits and family caregiver benefits for adults and children are calculated using claims established during the reference period rather than claims completed during the reference period.</p> <p>The average actual duration is a different concept than the average maximum entitlement: 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</p>

	<p>other words, it is the value of Employment Insurance benefits that were paid to Employment Insurance claimants.</p> <p>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 2023 (in 2023-24) and received payment starting in December 2023 (in 2023-24) and ending in June 2024 (in 2024-25) are included in the fiscal year statistics for 2023-24 and 2024-25. If this claimant received \$200 per week for 17 weeks between December 2023 and March 2024, and \$200 per week for 12 weeks between April and June 2024, an amount of \$3,400 will be allocated to 2023-24 and \$2,400 will be allocated to 2024-25.</p>
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	<p>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.</p> <p>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.</p>
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.
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 9 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 benefits for adults, family caregiver benefits 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 2 separate claims in cases where information on regular benefits or maternity benefits is reported separately (as in the case of Annexes 2.5 and 2.14, which report data on the 2 types of benefits separately; in this example, each of the 2 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 – 2023-24

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

Source: Employment Insurance Act, Schedule I.

Annex 2.3.1 – Employment Insurance benefits: New claims established¹

Province or territory	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador	81,790	100,110	85,720	82,880	79,013
Prince Edward Island	21,770	25,190	24,040	22,730	22,757
Nova Scotia	82,540	103,060	91,660	78,430	77,989
New Brunswick	89,380	110,670	97,090	83,600	81,299
Quebec	475,220	749,310	538,340	476,480	498,005
Ontario	585,670	1,067,890	680,230	610,670	663,134
Manitoba	64,780	102,110	71,470	67,350	70,247
Saskatchewan	57,280	77,500	57,850	53,270	54,582
Alberta	200,450	364,420	210,600	196,200	215,429
British Columbia	210,060	340,390	237,110	223,610	234,916
Yukon	2,300	3,210	2,620	2,280	2,398
Northwest Territories	2,030	2,860	2,290	1,860	2,418
Nunavut	1,210	1,970	1,580	1,360	1,373
Gender					
Men	1,018,710	1,605,540	1,104,940	1,006,590	1,087,830
Women	855,770	1,443,150	995,660	894,130	915,730
Age category					
24 years old and under	171,760	440,960	238,000	174,870	182,520
25 to 44 years old	914,700	1,382,320	1,033,500	956,370	1,027,472
45 to 54 years old	352,040	524,550	358,210	327,820	339,581
55 years old and over	435,980	700,860	470,890	441,660	453,987
Canada	1,874,840	3,048,690	2,100,600	1,900,720	2,003,560

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

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, 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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.3.2 – Employment Insurance benefits: Average weekly benefit rate^{1,2} (\$)

Province or territory	2019-20	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	477	525	546	+4.1
Prince Edward Island	455	502	534	+6.5
Nova Scotia	453	501	529	+5.6
New Brunswick	454	515	540	+4.8
Quebec	471	535	558	+4.4
Ontario	486	539	564	+4.5
Manitoba	463	501	529	+5.5
Saskatchewan	487	527	551	+4.5
Alberta	508	549	572	+4.1
British Columbia	486	544	574	+5.4
Yukon	526	603	615	+2.0
Northwest Territories	527	590	601	+1.8
Nunavut	542	561	603	+7.5
Gender				
Men	506	565	587	+4.0
Women	448	500	526	+5.2
Age category				
24 years old and under	434	476	510	+7.1
25 to 44 years old	493	551	576	+4.4
45 to 54 years old	488	544	567	+4.2
55 years old and over	466	515	539	+4.5
Canada	480	535	560	+4.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

¹ Excludes extended parental benefits which are paid at a lower benefit rate. 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2022-23 family caregiver benefits for adults and children are included, which could affect comparisons with previous years. Results for 2020-21 and 2021-22 are not reported because EI temporary measures affecting the weekly benefit rate were in effect during this period.

² Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.3.3 – Employment Insurance benefits: Amount paid^{1,2} (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	992.5	1,274.8	1,552.8	1,141.1	1,089.0
Prince Edward Island	226.0	293.8	361.2	279.7	272.9
Nova Scotia	851.3	1,187.6	1,542.7	933.0	904.1
New Brunswick	925.1	1,248.4	1,542.6	1,054.6	981.6
Quebec	3,210.3	6,547.8	7,249.5	3,653.0	3,926.4
Ontario	5,680.5	11,347.0	13,143.7	6,554.1	7,233.1
Manitoba	631.2	1,082.2	1,257.5	725.5	739.5
Saskatchewan	639.3	952.5	1,101.4	654.9	650.4
Alberta	2,266.4	4,304.4	4,562.1	2,334.7	2,491.4
British Columbia	2,004.3	3,734.2	4,300.3	2,308.5	2,601.7
Yukon	26.0	39.5	50.1	28.7	30.7
Northwest Territories	29.7	37.0	49.4	28.9	29.5
Nunavut	20.0	25.7	38.7	22.5	22.5
Gender					
Men	8,833.7	16,252.2	17,838.7	9,581.6	10,483.4
Women	8,669.0	15,822.8	18,913.2	10,137.6	10,489.3
Age category					
24 years old and under	1,302.6	3,601.1	4,297.4	1,521.9	1,488.7
25 to 44 years old	9,554.9	15,819.2	17,803.7	10,929.3	11,829.6
45 to 54 years old	2,915.8	5,272.4	5,893.0	2,969.3	3,164.0
55 years old and over	3,729.3	7,382.4	8,757.8	4,298.6	4,490.4
Canada	17,502.7	32,075.0	36,751.9	19,719.2	20,972.7

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

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, data on family caregiver benefits for adults and children are included.

² Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.4.1 – Employment Insurance benefits (by Employment Insurance economic region): New claims established¹

El economic region	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador					
St. John's	14,470	24,230	16,510	15,400	14,866
Newfoundland - Labrador	67,320	75,880	69,210	67,480	64,147
Prince Edward Island					
Charlottetown	4,850	8,600	7,220	5,860	5,709
Prince Edward Island (excluding Charlottetown)	16,920	16,590	16,820	16,870	17,048
Nova Scotia					
Eastern Nova Scotia	28,710	30,220	29,690	27,450	26,200
Western Nova Scotia	34,130	40,970	36,360	31,470	31,769
Halifax	19,700	31,870	25,610	19,510	20,020
New Brunswick					
Fredericton-Moncton-Saint-John	27,810	41,760	33,480	27,970	27,581
Madawaska-Charlotte	14,580	17,270	15,030	12,610	11,937
Restigouche-Albert	46,990	51,640	48,580	43,020	41,781
Quebec					
Gaspésie-Îles-de-la-Madeleine	26,450	26,720	25,710	24,610	23,273
Quebec	37,940	67,730	45,900	38,350	39,793
Trois-Rivières	10,320	15,930	11,490	9,370	9,739
South Central Quebec	10,430	16,220	11,920	11,860	12,451
Sherbrooke	10,080	17,290	12,680	10,610	11,349
Montréal	33,540	55,830	38,840	36,570	38,574
Montréal	172,740	324,500	201,960	174,000	189,601
Central Quebec	85,120	109,250	94,470	86,410	89,217
North Western Quebec	19,950	24,660	21,640	19,360	19,432
Lower Saint Lawrence and North Shore	45,370	54,330	46,450	40,810	39,882
Hull	12,270	21,440	15,210	12,880	13,540
Chicoutimi-Jonquière	11,010	15,410	12,070	11,650	11,154
Ontario					
Ottawa	33,950	65,530	43,110	38,610	42,432
Eastern Ontario	23,600	32,720	27,750	24,570	25,343
Kingston	6,580	11,050	7,450	7,260	7,260
Central Ontario	61,510	99,240	69,080	60,270	64,238
Oshawa	18,300	31,480	21,910	19,340	21,605
Toronto	213,050	455,220	249,730	227,530	257,523
Hamilton	31,550	58,950	37,280	34,210	35,154
St. Catharines	21,490	44,760	27,590	21,440	23,465
London	22,040	40,500	26,870	24,340	25,549
Niagara	18,570	23,750	17,660	16,350	17,105
Windsor	20,970	35,230	25,520	20,840	18,098
Kitchener	23,130	40,540	27,410	24,220	28,172
Huron	19,220	25,470	19,300	18,500	20,156
South Central Ontario	23,430	37,800	27,290	27,650	30,063
Sudbury	8,250	14,340	11,200	8,220	8,739
Thunder Bay	6,240	10,160	6,640	6,280	6,419
Northern Ontario	33,790	41,150	34,440	31,040	31,813
Manitoba					
Winnipeg	35,910	66,440	41,450	39,370	39,788
Southern Manitoba	17,860	24,070	18,880	17,890	20,081
Northern Manitoba	11,010	11,600	11,140	10,090	10,378
Saskatchewan					
Regina	10,580	17,050	10,860	10,660	10,471
Saskatoon	15,840	21,860	15,800	13,870	14,548
Southern Saskatchewan	14,320	17,920	14,690	12,860	13,487
Northern Saskatchewan	16,540	20,670	16,500	15,880	16,076
Alberta					

Calgary	61,950	124,830	67,590	63,350	69,938
Edmonton	71,530	126,950	75,220	69,410	77,112
Northern Alberta	16,690	24,080	15,730	15,230	16,572
Southern Alberta	50,280	88,560	52,060	48,210	51,807
British Columbia					
Southern Interior British Columbia	42,500	60,500	45,530	43,300	44,110
Abbotsford	10,390	14,550	12,080	10,880	11,397
Vancouver	88,030	168,240	106,150	101,900	110,046
Victoria	13,150	22,140	15,710	13,590	14,371
Southern Coastal British Columbia	31,710	45,400	34,010	31,390	32,755
Northern British Columbia	24,280	29,560	23,630	22,550	22,237
Territories					
Whitehorse	1,480	2,140	1,760	1,550	1,661
Yukon (excluding Whitehorse)	820	1,070	860	730	737
Yellowknife	750	1,050	880	710	1,076
Northwest Territories (excluding Yellowknife)	1,280	1,810	1,410	1,150	1,342
Iqaluit	290	350	330	260	259
Nunavut (excluding Iqaluit)	920	1,620	1,250	1,100	1,114
Canada	1,874,480	3,048,690	2,100,600	1,900,720	2,003,560

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

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, 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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.4.2 – Employment Insurance benefits (by Employment Insurance economic region): Average weekly benefit rate^{1,2} (\$)

El economic region	2019-20	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador				
St. John's	475	514	544	+5.8
Newfoundland - Labrador	477	527	547	+3.7
Prince Edward Island				
Charlottetown	427	452	511	+13.0
Prince Edward Island (excluding Charlottetown)	463	519	542	+4.5
Nova Scotia				
Eastern Nova Scotia	467	514	542	+5.4
Western Nova Scotia	441	486	515	+6.0
Halifax	454	505	533	+5.6
New Brunswick				
Fredericton-Moncton-Saint-John	443	509	534	+5.0
Madawaska-Charlotte	436	490	524	+7.1
Restigouche-Albert	465	526	548	+4.1
Quebec				
Gaspésie-Îles-de-la-Madeleine	478	535	558	+4.3
Quebec	482	547	570	+4.2
Trois-Rivières	467	524	548	+4.4
South Central Quebec	478	541	566	+4.6
Sherbrooke	474	536	557	+3.9
Montérégie	467	538	560	+4.1
Montréal	470	534	557	+4.4
Central Quebec	466	532	556	+4.6
North Western Quebec	473	530	559	+5.6
Lower Saint Lawrence and North Shore	470	531	553	+4.1
Hull	478	544	563	+3.5
Chicoutimi-Jonquière	465	538	561	+4.2
Ontario				
Ottawa	491	550	575	+4.6
Eastern Ontario	473	522	553	+5.8
Kingston	468	520	549	+5.6
Central Ontario	477	528	554	+4.9
Oshawa	492	551	574	+4.0
Toronto	491	545	569	+4.5
Hamilton	489	545	567	+4.1
St. Catharines	465	513	541	+5.4
London	484	530	551	+3.9
Niagara	484	534	555	+4.0
Windsor	500	543	550	+1.3
Kitchener	493	544	568	+4.3
Huron	478	536	561	+4.6
South Central Ontario	491	544	568	+4.4
Sudbury	497	546	573	+4.9
Thunder Bay	503	560	575	+2.6
Northern Ontario	482	530	554	+4.5
Manitoba				
Winnipeg	469	506	534	+5.5
Southern Manitoba	463	492	529	+7.5
Northern Manitoba	446	498	509	+2.1
Saskatchewan				
Regina	498	543	560	+3.0
Saskatoon	490	522	552	+5.7
Southern Saskatchewan	489	518	549	+6.0
Northern Saskatchewan	477	528	546	+3.4
Alberta				
Calgary	504	545	569	+4.3
Edmonton	515	555	577	+3.9

Northern Alberta	514	564	586	+3.9
Southern Alberta	502	540	563	+4.2
British Columbia				
Southern Interior British Columbia	480	540	570	+5.7
Abbotsford	449	507	540	+6.4
Vancouver	489	549	576	+5.0
Victoria	494	546	579	+6.1
Southern Coastal British Columbia	482	543	571	+5.2
Northern British Columbia	499	554	584	+5.4
Territories				
Whitehorse	527	612	615	+0.5
Yukon (excluding Whitehorse)	525	586	617	+5.2
Yellowknife	532	591	601	+1.6
Northwest Territories (excluding Yellowknife)	524	589	601	+2.0
Iqaluit	560	610	641	+5.2
Nunavut (excluding Iqaluit)	537	552	595	+7.8
Canada	480	535	560	+4.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

¹ Excludes extended parental benefits which are paid at a lower benefit rate. 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2022-23 family caregiver benefits for adults and children are included, which could affect comparisons with previous years. Results for 2020-21 and 2021-22 are not reported because EI temporary measures affecting the weekly benefit rate were in effect during this period.

² Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.4.3 – Employment Insurance benefits (by Employment Insurance economic region): Amount paid¹ (\$ million)

El economic region	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador					
St. John's	148.6	246.8	311.8	162.2	163.7
Newfoundland - Labrador	843.9	1,028.1	1,241.0	979.0	925.3
Prince Edward Island					
Charlottetown	44.8	79.5	115.6	59.7	56.7
Prince Edward Island (excluding Charlottetown)	181.2	214.4	245.6	220.0	216.2
Nova Scotia					
Eastern Nova Scotia	352.0	402.6	514.8	379.2	349.3
Western Nova Scotia	307.1	445.7	588.4	346.1	339.0
Halifax	192.2	339.4	439.5	207.6	215.8
New Brunswick					
Fredericton-Moncton-Saint-John	259.8	421.1	525.3	302.6	286.8
Madawaska-Charlotte	130.6	171.8	223.0	136.3	124.0
Restigouche-Albert	534.8	655.5	794.2	615.8	570.7
Quebec					
Gaspésie-Îles-de-la-Madeleine	293.4	339.3	401.4	317.8	293.1
Quebec	229.4	537.5	555.3	250.5	280.0
Trois-Rivières	65.4	132.4	143.9 ^R	70.6	71.6
South Central Quebec	54.6	113.6	127.0	67.4	79.8
Sherbrooke	59.8	126.5	142.6	70.3	78.6
Montérégie	197.6	433.6	478.9	249.7	282.2
Montréal	1,132.9	2,891.9	3,099.8	1,306.9	1,464.6
Central Quebec	542.0	938.4	1,066.9	626.1	682.0
North Western Quebec	151.0	220.6	292.8	167.9	167.8
Lower Saint Lawrence and North Shore	331.9	497.6	576.1	340.0	334.0
Hull	80.9	192.4	220.2	98.4	105.6
Chicoutimi-Jonquière	71.3	123.9	144.5	87.4	87.0
Ontario					
Ottawa	346.7	687.7	827.9	422.3	487.2
Eastern Ontario	220.9	333.3	418.6	238.8	252.4
Kingston	59.3	112.8	138.3	70.4	74.9
Central Ontario	538.4	991.7	1,188.5	613.3	649.6
Oshawa	171.5	346.2	409.9	216.8	240.2
Toronto	2,261.3	5,115.9	5,677.4	2,608.5	2,978.5
Hamilton	297.9	594.0	695.7	358.8	384.2
St. Catharines	176.5	460.5	519.2	209.3	228.3
London	190.7	377.8	483.9	246.7	262.1
Niagara	168.0	248.0	283.9	164.5	173.6
Windsor	162.2	356.1	433.0	214.8	195.9
Kitchener	222.2	410.8	471.2	255.9	297.1
Huron	156.8	249.0	296.4	182.0	202.6
South Central Ontario	209.0	358.8	431.2	268.5	311.6
Sudbury	78.3	136.8	187.0	87.3	91.0
Thunder Bay	54.6	101.1	114.9	61.3	66.0
Northern Ontario	366.1	466.4	566.7	334.8	337.6
Manitoba					
Winnipeg	335.8	674.4	755.4	401.0	403.8
Southern Manitoba	164.6	249.5	288.0	177.1	194.5
Northern Manitoba	130.8	158.3	214.1	147.5	141.2
Saskatchewan					
Regina	110.8	198.3	222.2	121.9	119.9
Saskatoon	165.9	259.2	284.7	158.8	159.1
Southern Saskatchewan	154.3	221.1	253.9	152.3	151.2
Northern Saskatchewan	208.3	273.9	340.5	221.9	220.2
Alberta					
Calgary	725.1	1,470.8	1,573.1	771.7	824.8
Edmonton	791.7	1,512.8	1,588.3	817.1	880.2
Northern Alberta	212.9	313.3	331.6	205.3	211.7

Southern Alberta	536.7	1,007.5	1,069.1	540.5	574.7
British Columbia					
Southern Interior British Columbia	383.6	624.7	742.5	414.0	447.8
Abbotsford	89.8	152.4	188.7	110.8	119.8
Vancouver	873.5	1,899.7	2,120.6	1,093.3	1,290.3
Victoria	124.4	233.0	271.2	142.8	153.8
Southern Coastal British Columbia	285.4	484.5	570.6	306.6	332.9
Northern British Columbia	247.6	339.9	406.8	240.9	257.0
Territories					
Whitehorse	17.3	25.3	32.7	20.2	20.6
Yukon (excluding Whitehorse)	8.6	14.2	17.3	8.5	10.1
Yellowknife	10.2	12.9	17.9	12.2	11.6
Northwest Territories (excluding Yellowknife)	19.5	24.2	31.5	16.7	18.0
Iqaluit	4.4	5.3	6.5	4.7	4.0
Nunavut (excluding Iqaluit)	15.7	20.4	32.2	17.7	18.5
Canada	17,502.7	32,075.0	36,751.8	19,719.2	20,972.7

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

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, data on family caregiver benefits for adults and children are included.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.5.1 – Regular benefits: New claims established

Province or territory	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24
Newfoundland and Labrador	62,980	81,400	63,620	59,630	57,643
Prince Edward Island	14,860	18,820	16,470	14,340	14,985
Nova Scotia	62,100	81,630	66,670	55,050	53,649
New Brunswick	68,720	91,520	72,500	63,210	61,104
Quebec	400,460	653,980	431,360	376,680	395,053
Ontario	393,950	848,920	436,290	377,100	423,113
Manitoba	42,900	76,120	46,700	43,200	44,835
Saskatchewan	40,800	60,370	39,390	35,360	36,188
Alberta	140,540	296,840	138,620	125,980	140,200
British Columbia	135,800	257,310	141,910	134,280	143,956
Yukon	1,680	2,440	1,670	1,450	1,553
Northwest Territories	1,520	2,200	1,600	1,190	1,720
Nunavut	770	1,310	950	770	814
Gender					
Men	830,770	1,371,140	846,940	759,990	829,115
Women	536,310	1,101,720	610,810	528,250	545,698
Age category					
24 years old and under	122,860	381,160	174,040	117,230	127,012
25 to 44 years old	603,290	1,042,340	638,470	581,850	640,386
45 to 54 years old	286,640	445,220	275,570	249,830	260,187
55 years old and over	354,290	604,140	369,670	339,330	347,228
EI claimant category					
Long-tenured workers	340,900	671,790	341,630	278,840	312,990
Occasional claimants	738,600	1,511,990	839,210	729,900	783,196
Frequent claimants	287,580	289,080	276,910	279,500	278,627
Canada	1,367,080	2,472,860	1,457,750	1,288,240	1,374,813

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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.5.2 – Regular benefits: Average actual duration (number of weeks)

Province or territory	2019-20	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{1,R}	Claims established on or after September 26, 2021 and completed in 2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Newfoundland and Labrador	27.1	30.0	7.6	33.7	9.7	37.8	26.4 ^R	26.1	-1.3
Prince Edward Island	22.2	24.6	8.9	28.2	11.4	27.9	22.2 ^R	21.3	-3.8
Nova Scotia	22.1	24.8	9.5	31.2	11.2	37.2	21.3 ^R	21.1	-1.0
New Brunswick	21.3	24.0	8.8	29.8	9.9	28.7	21.9 ^R	21.6	-1.2
Quebec	15.8	18.1	7.4 ^R	26.7	8.9	30.3	14.6 ^R	14.4	-1.3
Ontario	17.0	20.2	9.0	31.1	8.5	33.5 ^R	15.7 ^R	15.8	+0.9
Manitoba	18.8	21.6	9.4	30.4	11.1	32.8 ^R	17.2 ^R	17.4	+1.3
Saskatchewan	20.5	23.6	10.3	31.6	11.2	36.5	19.0 ^R	19.0	+0.2
Alberta	19.6	23.5	9.4 ^R	31.7	10.3	34.7	17.4 ^R	16.9	-2.8
British Columbia	17.2	20.4	9.4	31.8	10.4	30.9	15.4 ^R	16.3	+5.5
Yukon	19.6	20.6	9.3	32.8	15.5	40.0	17.9 ^R	17.9	+0.3
Northwest Territories	22.9	26.7	11.6	36.8	13.2	40.6	17.2 ^R	15.4	-10.5
Nunavut	28.0	33.6	8.1	36.9	6.2	41.4	23.2 ^R	26.6	+14.9
Gender									
Men	18.6	21.2	8.7	29.7	9.3	34.5	17.1 ^R	17.1	-0.2
Women	17.5	20.9	8.6	30.7	9.2	31.1	16.3 ^R	16.1	-1.1
Age									
24 years old and under	16.3	18.9	8.1	26.7	8.3	29.7	14.7 ^R	15.0	+2.4
25 to 44 years old	17.3	20.3 ^R	8.7	28.9	8.6	31.7	15.7 ^R	15.9	+0.8
45 to 54 years old	18.5	21.4	8.8	30.4	9.3	32.1 ^R	17.0 ^R	16.7	-1.8
55 years old and over	20.1	22.8	8.8	34.1	11.4	36.3 ^R	19.2 ^R	18.9	-1.7
EI claimant category									
Long-tenured workers	16.8	19.7	8.1	29.0	6.8	30.0 ^R	14.6 ^R	14.1	-3.5
Occasional claimants	17.6	20.6	8.8	30.9	9.2	33.5	15.9 ^R	16.3	+2.7
Frequent claimants	20.9	23.7	11.2	29.0	13.9	36.5	20.9 ^R	20.6	-1.7
Canada	18.2	21.1	8.6	30.2	9.3	32.7	16.8^R	16.7	-0.6

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI regular benefits was paid.

¹ El temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.5.3 – Regular benefits: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	468	536	535	496	493	510	537	+5.4
Prince Edward Island	446	528	530	488	488	499	524	+4.9
Nova Scotia	447	530	530	492	473	491	519	+5.9
New Brunswick	459	531	528	496	494	517 ^R	540	+4.6
Quebec	478	534	546	490	511	544	567	+4.3
Ontario	489	532	552	497	509	538	563	+4.6
Manitoba	462	529	535	495	495	500	525	+4.9
Saskatchewan	490	540	542	520	532	525	550	+4.7
Alberta	512	542	554	533	549	551	577	+4.8
British Columbia	488	535	552	506	523	543	576	+6.1
Yukon	528	549	565	558	530	597	615	+3.0
Northwest Territories	527	557	568	555	575	583	598	+2.6
Nunavut	550	550	557	543	567	579	603	+4.3
Gender								
Men	507	544	555	524	540	564	588	+4.2
Women	444	522	541	459	453	494	522	+5.6
Age category								
24 years old and under	445	514	519	454	443	484 ^R	515	+6.6
25 to 44 years old	495	539	553	512	527	552	577	+4.6
45 to 54 years old	490	541	555	514	530	546	570	+4.4
55 years old and over	468	534	548	493	498	517	542	+4.9
EI claimant category								
Long-tenured workers	515	547	566	543	564	583	601	+3.1
Occasional claimants	464	526	538	475	483	512	543	+6.0
Frequent claimants	491	547	550	516	530	547	567	+3.7
Canada	483	534	547	500	511	535	561	+4.9

Note: Percentage change is based on unrounded numbers. 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.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.5.4 – Regular benefits: Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	759.2	1,029.1	1,258.3	843.7	784.9
Prince Edward Island	155.5	211.6	270.0	189.1	177.9
Nova Scotia	588.6	905.1	1,213.5	632.5	573.7
New Brunswick	680.0	989.9	1,251.4	782.1	691.1
Quebec	2,622.2	5,906.0	6,464.9	3,000.0	3,075.7
Ontario	3,011.1	8,352.1	9,766.4	3,412.9	3,808.1
Manitoba	370.7	785.2	920.0	430.1	424.4
Saskatchewan	405.9	700.7	819.1	403.0	389.7
Alberta	1,354.1	3,304.1	3,477.9	1,354.7	1,433.5
British Columbia	1,068.7	2,675.9	3,081.6	1,216.1	1,403.7
Yukon	17.0	27.6	35.7	16.5	18.0
Northwest Territories	19.5	26.4	36.3	16.0	18.1
Nunavut	12.2	16.4	27.0	13.2	13.4
Gender					
Men	7,348.8	14,578.4	15,982.2	7,860.1	8,421.9
Women	3,715.6	10,351.7	12,639.8	4,449.9	4,390.2
Age category					
24 years old and under	939.3	3,157.6	3,759.0	1,139.3	1,099.4
25 to 44 years old	4,783.1	10,578.0	11,843.5	5,358.9	5,910.0
45 to 54 years old	2,342.4	4,660.7	5,191.2	2,358.9	2,406.5
55 years old and over	2,999.6	6,533.9	7,828.3	3,452.9	3,396.2
EI claimant category					
Long-tenured workers	2,518.1	6,533.0	6,885.5	2,551.1	2,627.1
Occasional claimants	5,746.6	14,933.4	17,856.2	6,650.0	7,044.7
Frequent claimants	2,799.7	3,463.6	3,880.4	3,108.9	3,140.3
Canada	11,064.4	24,930.1	28,622.1	12,310.0	12,812.1

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.

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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.6.1 – Regular benefits (by industry): New claims established

Industry	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24
Goods-producing industries	523,350	667,470	500,780	474,160	513,992
Agriculture, forestry, fishing and hunting	51,240	59,370	55,550	51,410	48,672
Mining, quarrying, and oil and gas extraction	24,130	33,730	21,730	20,260	23,064
Utilities	4,870	3,980	4,250	3,690	3,467
Construction	289,330	350,210	285,790	279,670	306,784
Manufacturing	153,780	220,180	133,460	119,130	132,005
Services-producing industries	801,070	1,671,510	912,730	774,430	831,039
Wholesale and retail trade	117,770	369,350	127,280	97,250	108,873
Transportation and warehousing	64,460	114,250	69,100	63,330	67,084
Finance and insurance, real estate, rental and leasing	31,280	62,070	31,000	26,920	32,958
Professional, scientific and technical services	55,220	87,120	58,260	65,120	74,932
Business, building and other support services ³	85,720	170,190	95,540	84,470	97,566
Educational services	170,300	120,670	191,150	193,530	185,799
Health care and social assistance	50,050	105,120	62,290	49,980	49,827
Information, culture and recreation ⁴	39,900	110,510	50,820	37,330	49,278
Accommodation and food services	72,130	317,070	105,100	55,430	62,020
Other services (excluding public administration)	45,450	116,740	45,530	36,800	37,219
Public administration	68,790	98,420	76,660	64,270	65,483
Unclassified industries⁵	42,660	133,880	44,240	39,650	29,782
Canada	1,367,080	2,472,860	1,457,750	1,288,240	1,374,813

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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.6.2 – Regular benefits (by industry): Average actual duration (number of weeks)

Industry	2019-20	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{1,R}	Claims established on or after September 26, 2021 and completed in 2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Goods-producing industries	18.1	20.4	8.1	26.6	9.1	31.9^R	16.7^R	16.5	-1.4
Agriculture, forestry, fishing and hunting	20.8	23.5	10.6	30.1	13.8	34.3	21.1 ^R	20.4	-3.1
Mining, quarrying and oil and gas extraction	20.6	23.9	9.6	29.6	9.9	34.0	18.3 ^R	18.3	0.0
Utilities	15.5	21.1	6.7	23.2	5.6	29.9	13.9 ^R	14.4	+3.3
Construction	17.4	19.8	7.7	24.8	8.8	32.7	15.7 ^R	15.5	-1.2
Manufacturing	18.0	19.9	7.9	27.9	7.7	30.2 ^R	17.1 ^R	17.0	-0.3
Services-producing industries	18.2	21.5	8.9	31.4	9.4	32.7	16.8^R	16.8	-0.1
Wholesale and retail trade	21.5	23.0	7.5	32.6	10.1	37.5	19.1	19.3	+1.5
Transportation and warehousing	18.3	21.5	9.1	31.0	9.9	34.8	17.4 ^R	17.0	-2.0
Finance, insurance, real estate, rental and leasing	21.4	24.6	9.7	35.1	9.9	39.9	19.1	19.6	+2.5
Professional, scientific and technical services	19.4	23.4	9.8	30.5	10.1	36.1	17.5 ^R	19.2	+10.0
Business, building and other support services ²	20.0	22.1	9.6	33.6	10.8	38.0	17.9 ^R	18.4	+2.6
Educational services	11.1 ^R	14.8	8.7	19.1	7.6	20.5	11.3	10.6	-6.7
Health care and social assistance	19.5	21.4	7.9	32.2	9.4	33.6	17.9 ^R	17.8	-0.1
Information, culture and recreation ³	19.5	22.1	10.3	32.7	9.2	35.0	17.2 ^R	18.0	+4.1
Accommodation and food services	21.4	23.0	10.0	35.8	7.5	38.5	18.1 ^R	19.0	+4.8

Other services (excluding public administration)	20.2	22.2	8.4	32.6	9.7	36.0	18.2 ^R	18.7	+2.5
Public administration	19.8 ^R	23.3	9.5	29.7	11.5	37.4	19.3 ^R	19.2	-0.8
Unclassified industries⁴	20.1	23.2	9.1	34.5	9.7	40.1	19.2^R	19.7	+2.8
Canada	18.2	21.1	8.6	30.2	9.3	32.7	16.8^R	16.7	-0.6

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI regular benefits was paid.

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

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.

^R Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.6.3 – Regular benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	2019-20	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Goods-producing industries	519	555	564	539	562	580	601	+3.7
Agriculture, forestry, fishing and hunting	479	542	555	522	505	524	556	+6.0
Mining, quarrying, and oil and gas extraction	554	571	588	579	597	622	641	+3.0
Utilities	552	567	585	567	596	620	633	+2.1
Construction	536	562	571	552	575	601	621	+3.3
Manufacturing	494	545	557	519	533	546	565	+3.5
Services-producing industries	461^R	526	544	482	470	509	537	+5.4
Wholesale trade and retail trade	441	522	531	464	457	485	513	+5.8
Transportation and warehousing	449	537	541	511	463	476	514	+8.1
Finance, insurance, real estate, rental and leasing	492	537	556	490	507	540	574	+6.4
Professional, scientific and technical services	515	549	563	534	553	577	606	+5.1
Business, building and other support services ³	463	531	537	473	489	513	539	+5.1
Educational services	488	533	552	499	515	529	549	+3.8
Health care and social assistance	440	524	539	458	460	487	517	+6.1
Information, culture and recreation ⁴	439	525	540	425	457	500	547	+9.5
Accommodation and food services	390	513	518	423	395	428	461	+7.7
Other services (excluding public administration)	450	525	536	481	456	490	521	+6.2
Public administration	479	537	545	518	506	533	560	+5.2
Unclassified industries⁵	457	527	538	487	482	518	537	+3.8
Canada	483	534	547	500	511	535	561	+4.9

Note: Percentage change is based on unrounded numbers. 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.

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 data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.6.4 – Regular benefits (by industry): Amount paid¹ (\$ million)

Industry	2019-20	2020-21	2021-22	2022-23	2023-24
Goods-producing industries	4,590.7	7,138.4	7,965.0	4,858.9	5,189.5
Agriculture, forestry, fishing and hunting	525.8	689.3	940.2	615.6	573.3
Mining, quarrying, and oil and gas extraction	270.0	430.8	417.2	251.5	274.9
Utilities	42.2	46.8	46.7	35.9	34.0
Construction	2,592.1	3,691.3	4,012.0	2,762.5	3,056.9
Manufacturing	1,160.7	2,280.1	2,549.0	1,193.4	1,250.4
Services-producing industries	6,151.8	16,428.9	19,915.0	7,080.3	7,331.2
Wholesale and retail trade	1,035.3	3,343.2	3,950.6	1,073.3	1,078.2
Transportation and warehousing	499.1	1,131.8	1,410.9	571.7	570.1
Finance and insurance, real estate, rental and leasing	323.6	704.4	810.2	320.6	360.8
Professional, scientific and technical services	516.5	996.0	1,140.4	647.2	901.3
Business, building and other support services ²	768.0	1,845.5	2,275.7	872.9	964.8
Educational services	823.5	793.5	1,823.9	1,059.3	963.3
Health care and social assistance	359.2	978.2	1,383.4	530.4	438.2
Information, culture and recreation ³	317.1	1,156.8	1,116.3	343.9	472.5
Accommodation and food services	489.4	3,383.5	3,300.9	526.7	531.9
Other services (excluding public administration)	376.7	1,126.7	1,315.9	385.5	366.9
Public administration	643.4	969.2	1,386.8	748.8	683.2
Unclassified industries⁴	321.8	1,362.9	742.0	370.7	291.4
Canada	11,064.4	24,930.1	28,622.1	12,310.0	12,812.1

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.

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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.7.1 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): New claims established²

Category	2019-20	2022-23	2023-24
Regional unemployment rate: 6.0% and under	685,050	835,500	846,289
Regional unemployment rate: 6.1% to 7.0%	284,170	227,280	288,333
Regional unemployment rate: 7.1% to 8.0%	134,670	43,960	44,994
Regional unemployment rate: 8.1% to 9.0%	34,970	13,810	38,974
Regional unemployment rate: 9.1% to 10.0%	9,600	18,280	39,313
Regional unemployment rate: 10.1% to 11.0%	28,700	43,630	34,502
Regional unemployment rate: 11.1% to 12.0%	34,790	25,350	16,581
Regional unemployment rate: 12.1% to 13.0%	23,840	6,850	13,085
Regional unemployment rate: 13.1% to 14.0%	47,370	3,630	31,405
Regional unemployment rate: 14.1% to 15.0%	9,010	50,970	10,328
Regional unemployment rate: 15.1% to 16.0%	14,470	4,260	2,510
Regional unemployment rate: 16.1% or greater	60,440	14,720	8,499
Hours of insurable employment from previous employment: 420 to 559	17,250	47,400	8,986
Hours of insurable employment from previous employment: 560 to 699	35,380	54,600	27,081
Hours of insurable employment from previous employment: 700 to 839	102,240	104,470	113,886
Hours of insurable employment from previous employment: 840 to 979	111,140	104,920	111,762
Hours of insurable employment from previous employment: 980 to 1,119	118,120	107,400	117,351
Hours of insurable employment from previous employment: 1,120 to 1,259	125,460	114,030	126,027
Hours of insurable employment from previous employment: 1,260 to 1,399	119,750	110,560	118,079
Hours of insurable employment from previous employment: 1,400 to 1,539	134,370	130,010	136,667
Hours of insurable employment from previous employment: 1,540 to 1,679	113,360	105,530	116,687
Hours of insurable employment from previous employment: 1,680 to 1,819	118,180	106,350	120,187
Hours of insurable employment from previous employment: 1,820 or more	371,830	302,970	378,100
Canada	1,367,080	1,288,240	1,374,813

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

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 2022-23 and 100% of data for 2023-24.

Annex 2.7.2 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Average actual duration² (number of weeks)

Category	2019-20	Claims established on or after September 26, 2021 and completed in 2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Regional unemployment rate: 6.0% and under	15.1	13.3 ^R	15.4	+15.5
Regional unemployment rate: 6.1% to 7.0%	17.8	15.7 ^R	15.8	+0.1
Regional unemployment rate: 7.1% to 8.0%	18.4	18.2 ^R	18.1	-0.1
Regional unemployment rate: 8.1% to 9.0%	19.9	21.5 ^R	15.6	-27.1
Regional unemployment rate: 9.1% to 10.0%	20.7	21.9 ^R	20.9	-4.5
Regional unemployment rate: 10.1% to 11.0%	22.6	18.2 ^R	24.1	+32.3
Regional unemployment rate: 11.1% to 12.0%	23.0	21.4 ^R	25.5	+18.8
Regional unemployment rate: 12.1% to 13.0%	20.0	26.8	25.1	-6.5
Regional unemployment rate: 13.1% to 14.0%	21.2	25.5 ^R	19.8	-22.4
Regional unemployment rate: 14.1% to 15.0%	25.9	21.1 ^R	28.3	+34.2
Regional unemployment rate: 15.1% to 16.0%	26.9	29.0 ^R	27.9	-3.8
Regional unemployment rate: 16.1% or greater	27.9	28.5 ^R	26.5	-6.9
Hours of insurable employment from previous employment: 420 to 559	26.6	16.5 ^R	22.4	+35.3
Hours of insurable employment from previous employment: 560 to 699	22.0	16.7	20.9	+25.0
Hours of insurable employment from previous employment: 700 to 839	16.8	16.8 ^R	15.6	-6.9
Hours of insurable employment from previous employment: 840 to 979	17.9	17.5 ^R	16.7	-4.9
Hours of insurable employment from previous employment: 980 to 1,119	18.2	18.0 ^R	17.0	-5.4
Hours of insurable employment from previous employment: 1,120 to 1,259	17.6	17.8 ^R	16.9	-5.3
Hours of insurable employment from previous employment: 1,260 to 1,399	17.3	17.2 ^R	16.3	-5.2
Hours of insurable employment from previous employment: 1,400 to 1,539	15.7	15.4 ^R	14.7	-4.3
Hours of insurable employment from previous employment: 1,540 to 1,679	17.1	15.8 ^R	15.7	-0.7
Hours of insurable employment from previous employment: 1,680 to 1,819	18.3	15.7 ^R	16.2	+3.4
Hours of insurable employment from previous employment: 1,820 or more	19.6	16.9 ^R	17.7	+4.6
Canada	18.2	16.8^R	16.7	-0.6

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI regular benefits was paid.

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 100% of data for 2022-23 and 2023-24.

Annex 2.7.3 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Average weekly benefit rate^{2,3} (\$)

Category	2019-20	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Regional unemployment rate: 6.0% and under	482	540	563	+4.2
Regional unemployment rate: 6.1% to 7.0%	483	530	565	+6.6
Regional unemployment rate: 7.1% to 8.0%	501	521	564	+8.2
Regional unemployment rate: 8.1% to 9.0%	470	558	570	+2.1
Regional unemployment rate: 9.1% to 10.0%	486	526	548	+4.2
Regional unemployment rate: 10.1% to 11.0%	500	533	552	+3.5
Regional unemployment rate: 11.1% to 12.0%	478	525	533	+1.5
Regional unemployment rate: 12.1% to 13.0%	468	497	531	+6.8
Regional unemployment rate: 13.1% to 14.0%	468	480	552	+14.9
Regional unemployment rate: 14.1% to 15.0%	480	517	536	+3.7
Regional unemployment rate: 15.1% to 16.0%	462	497	535	+7.7
Regional unemployment rate: 16.1% or greater	466	494	507	+2.8
Hours of insurable employment from previous employment: 420 to 559	357	328	391	+19.5
Hours of insurable employment from previous employment: 560 to 699	396	394	442	+12.3
Hours of insurable employment from previous employment: 700 to 839	396	439	454	+3.4
Hours of insurable employment from previous employment: 840 to 979	425	482	493	+2.3
Hours of insurable employment from previous employment: 980 to 1,119	448	504	518	+2.7
Hours of insurable employment from previous employment: 1,120 to 1,259	465	525	538	+2.5
Hours of insurable employment from previous employment: 1,260 to 1,399	487	549	561	+2.2
Hours of insurable employment from previous employment: 1,400 to 1,539	504	570	582	+2.0
Hours of insurable employment from previous employment: 1,540 to 1,679	504	579	590	+1.8
Hours of insurable employment from previous employment: 1,680 to 1,819	512	589	599	+1.8
Hours of insurable employment from previous employment: 1,820 or more	529	606	620	+2.4
Canada	483	535	561	+4.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Takes into account Family Supplement top-ups paid to claimants with regular benefits.

³ Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 2022-23 and 100% of data for 2023-24.

Annex 2.7.4 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Amount paid^{2,3} (\$ million)

Category	2019-20	2022-23	2023-24
Regional unemployment rate: 6.0% and under	4,285.2	5,513.6	7,670.4
Regional unemployment rate: 6.1% to 7.0%	2,707.0	2,267.1	2,371.8
Regional unemployment rate: 7.1% to 8.0%	1,181.7	1,240.1	322.2
Regional unemployment rate: 8.1% to 9.0%	270.0	644.1	351.9
Regional unemployment rate: 9.1% to 10.0%	129.8	364.0	377.1
Regional unemployment rate: 10.1% to 11.0%	307.8	341.1	557.4
Regional unemployment rate: 11.1% to 12.0%	412.7	277.8	230.6
Regional unemployment rate: 12.1% to 13.0%	202.5	229.2	126.8
Regional unemployment rate: 13.1% to 14.0%	394.0	343.6	195.7
Regional unemployment rate: 14.1% to 15.0%	111.3	449.1	422.4
Regional unemployment rate: 15.1% to 16.0%	262.3	46.3	66.2
Regional unemployment rate: 16.1% or greater	800.1	594.0	119.5
Hours of insurable employment from previous employment: 420 to 559	169.0	447.7	102.9
Hours of insurable employment from previous employment: 560 to 699	328.5	528.2	267.3
Hours of insurable employment from previous employment: 700 to 839	686.6	837.5	810.2
Hours of insurable employment from previous employment: 840 to 979	841.4	932.6	908.8
Hours of insurable employment from previous employment: 980 to 1,119	929.9	990.7	1,015.9
Hours of insurable employment from previous employment: 1,120 to 1,259	960.9	1,049.9	1,094.2
Hours of insurable employment from previous employment: 1,260 to 1,399	923.1	1,005.6	1,043.3
Hours of insurable employment from previous employment: 1,400 to 1,539	973.1	1,101.8	1,143.1
Hours of insurable employment from previous employment: 1,540 to 1,679	877.8	938.5	1,066.8
Hours of insurable employment from previous employment: 1,680 to 1,819	971.6	982.0	1,161.5
Hours of insurable employment from previous employment: 1,820 or more	3,402.6	3,495.7	4,198.1
Canada	11,064.4	12,310.0	12,812.1

Note: Data may not add up to the total due to rounding. Totals include amounts paid for claims where data on hours of insurable employment are missing. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² 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*.

³ Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 2022-23 and 100% of data for 2023-24.

Annex 2.8.1 – Regular benefits (by Employment Insurance economic region): New claims established

EI economic region	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24
Newfoundland and Labrador					
St. John's	11,070	20,320	11,900	10,470	10,146
Newfoundland-Labrador	51,910	61,080	51,720	49,160	47,497
Prince Edward Island					
Charlottetown	3,410	6,670	4,870	3,230	3,594
Prince Edward Island (excluding Charlottetown)	11,450	12,150	11,600	11,110	11,391
Nova Scotia					
Eastern Nova Scotia	22,610	24,760	23,290	21,040	19,719
Western Nova Scotia	26,000	32,160	26,640	22,410	22,233
Halifax	13,490	24,710	16,740	11,600	11,697
New Brunswick					
Fredericton-Moncton-Saint-John	19,540	33,220	22,890	18,480	18,304
Madawaska-Charlotte	11,060	14,090	10,750	9,340	8,636
Restigouche-Albert	38,120	44,210	38,860	35,390	34,164
Quebec					
Gaspésie-Îles-de-la Madeleine	23,740	23,980	22,640	21,720	20,352
Québec	31,440	58,860	36,270	29,440	30,670
Trois-Rivières	8,560	13,820	8,650	7,110	7,454
South Central Quebec	8,560	13,190	9,140	8,940	9,507
Sherbrooke	8,290	14,730	9,400	8,230	8,836
Montréal	27,820	47,530	30,160	28,470	29,774
Montreal	145,090	285,330	162,640	136,750	151,285
Central Quebec	71,350	94,470	74,840	68,230	70,344
North Western Quebec	17,150	21,950	17,330	15,710	15,672
Lower Saint Lawrence and North Shore	39,520	47,950	39,170	33,560	32,506
Hull	9,710	18,950	11,880	9,720	10,189
Chicoutimi-Jonquière	9,230	13,220	9,240	8,800	8,464
Ontario					
Ottawa	19,290	50,390	25,020	21,730	24,079
Eastern Ontario	16,420	24,930	18,470	15,690	16,558
Kingston	4,280	8,690	4,880	4,440	4,507
Central Ontario	43,440	78,060	45,750	38,320	42,144
Oshawa	12,460	24,710	13,460	11,100	13,080
Toronto	139,560	368,300	157,100	138,950	166,014
Hamilton	19,990	45,520	23,190	20,050	21,208
St. Catharines	15,560	37,690	19,880	13,840	15,721
London	14,680	32,370	16,840	15,180	16,039
Niagara	12,850	18,040	11,260	10,150	10,614
Windsor	16,550	29,740	19,110	14,560	12,258
Kitchener	14,710	30,750	16,600	13,920	16,943
Huron	13,380	19,730	12,480	12,410	13,883
South Central Ontario	14,840	27,280	15,990	15,510	17,619
Sudbury	5,710	11,060	7,430	5,120	5,576
Thunder Bay	4,240	8,270	4,360	3,990	4,121
Northern Ontario	25,990	33,390	24,470	22,140	22,749
Manitoba					
Winnipeg	23,040	50,200	26,560	24,460	24,763
Southern Manitoba	11,390	16,420	11,550	10,860	12,102
Northern Manitoba	8,470	9,500	8,590	7,880	7,970

Saskatchewan					
Regina	6,570	12,710	6,610	6,220	6,035
Saskatoon	10,760	16,530	9,990	8,310	8,936
Southern Saskatchewan	10,210	14,030	10,120	8,590	9,082
Northern Saskatchewan	13,260	17,100	12,670	12,240	12,135
Alberta					
Calgary	42,350	101,330	42,990	39,570	43,826
Edmonton	51,080	103,540	50,890	45,220	51,057
Northern Alberta	12,590	20,300	11,090	10,570	11,926
Southern Alberta	34,520	71,670	33,650	30,620	33,391
British Columbia					
Southern Interior British Columbia	31,230	48,000	31,440	29,190	30,375
Abbotsford	6,290	9,950	6,900	6,300	6,349
Vancouver	51,220	125,580	58,310	57,460	63,899
Victoria	7,390	15,900	7,980	7,120	7,565
Southern Coastal British Columbia	21,490	34,170	21,050	18,410	20,041
Northern British Columbia	18,180	23,710	16,230	15,800	15,727
Territories					
Whitehorse	930	1,470	970	800	944
Yukon (excluding Whitehorse)	750	970	700	650	609
Yellowknife	470	720	510	400	683
Northwest Territories (excluding Yellowknife)	1,050	1,480	1,090	790	1,037
Iqaluit	140	170	170	70	93
Nunavut (excluding Iqaluit)	630	1,140	780	700	721
Canada	1,367,080	2,472,860	1,457,750	1,288,240	1,374,813

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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.8.2 – Regular benefits (by Employment Insurance economic region): Average actual duration (number of weeks)

El economic region	2019-20	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{1,R}	Claims established on or after September 26, 2021 and completed in 2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Newfoundland and Labrador									
St. John's	20.4	21.7	7.4	31.2	11.1	34.7	17.2 ^R	17.5	+1.4
Newfoundland-Labrador	28.5	31.4	7.9 ^R	34.6	7.8	38.6	28.6 ^R	27.9	-2.5
Prince Edward Island									
Charlottetown	18.3	21.0	8.0	26.8	12.0	26.8	17.3 ^R	17.2	-0.8
Prince Edward Island (excluding Charlottetown)	23.4 ^R	25.5	9.8	28.9	10.7	29.0	23.7	22.6	-4.5
Nova Scotia									
Eastern Nova Scotia	26.7	28.5	9.9	32.5	11.1	37.5	25.7 ^R	24.8	-3.7
Western Nova Scotia	19.6	22.9	9.2	30.8	12.2	37.5	20.0 ^R	19.7	-1.6
Halifax	18.6	20.9	9.6	30.3	10.0	36.3	16.3 ^R	17.0	+4.5
New Brunswick									
Fredericton-Moncton-Saint-John	17.9	20.7	8.5	29.7	9.5	27.7	17.0 ^R	17.2	+1.0
Madawaska-Charlotte	20.0	21.8	8.9	28.4	13.5	25.5	19.6 ^R	19.5	-0.5
Restigouche-Albert	23.4	26.1	9.4	30.3	7.2	30.3	25.1 ^R	24.3	-3.2
Quebec									
Gaspésie-Îles-de-la-Madeleine	24.5	27.0	8.0	30.0	10.6	34.8	24.3 ^R	22.9	-5.9
Québec	13.5	16.4	7.6	23.4	7.9	27.7	12.3 ^R	12.3	+0.1
Trois-Rivières	14.7	17.1	7.1	26.7	8.9	28.6	13.8	13.8	-0.3
South Central Quebec	12.5	13.9	6.4	21.1	8.2	25.5	11.3 ^R	11.6	+3.1
Sherbrooke	13.1	15.9	6.6	22.6	7.7	29.4	12.3 ^R	12.6	+2.4
Montréal	14.0	16.2	6.8	24.9	9.0	27.0 ^R	13.1 ^R	13.3	+1.2
Montreal	15.6	18.2	7.7	28.7	8.5	30.6 ^R	14.2 ^R	14.2	0.0
Central Quebec	15.1	17.0	7.3	25.1	9.5	29.8	14.1 ^R	14.1	-0.2
North Western Quebec	16.6	18.3	7.0	27.0	10.2	31.9	16.5 ^R	15.5	-6.5
Lower Saint Lawrence and North Shore	16.6	18.4	7.2	24.9	10.6	31.7	15.4 ^R	14.9	-3.0
Hull	14.9	17.5	8.8	27.8	8.5	30.8	14.1 ^R	14.0	-1.2

Chicoutimi-Jonquière	15.1	17.0	7.1	25.0	8.8	32.4	14.3 ^R	14.0	-2.0
Ontario									
Ottawa	15.5	19.6	9.0	30.1	9.2	35.2	14.6 ^R	15.2	+4.0
Eastern Ontario	16.3	18.6	8.3	29.2	9.3	32.8 ^R	15.4 ^R	15.2	-1.3
Kingston	16.2	20.9	8.2	30.9	10.1	36.3	16.0 ^R	15.6	-2.3
Central Ontario	16.4	19.7	8.4 ^R	29.3	9.5	32.3 ^R	15.3 ^R	15.1	-1.1
Oshawa	15.6	21.1	8.7	31.0	7.8	32.3 ^R	14.9 ^R	14.9	+0.1
Toronto	17.8	20.9	9.5	33.2	7.8	34.4 ^R	16.2	16.7	+3.0
Hamilton	16.2	19.5	9.0	29.3	8.5	33.2	14.6 ^R	14.6	+0.3
St. Catharines	16.4	19.8	9.1	32.0	8.0	35.2	15.2 ^R	15.3	+0.4
London	16.0	18.1	8.2	28.8	7.9	32.2	15.4 ^R	15.4	0.0
Niagara	17.1	19.6	8.2	29.1	7.9	33.1	15.1 ^R	14.9	-1.4
Windsor	13.7	17.8	8.5	29.2	6.7	28.6	16.2 ^R	14.9	-8.1
Kitchener	16.5	19.6	8.4	27.8	7.6	31.3	14.7 ^R	15.4	+4.7
Huron	15.1	18.0	7.9	27.7	9.2	34.5	15.4 ^R	15.4	+0.1
South Central Ontario	15.4	17.5	8.2	26.8	8.1	27.1	13.5 ^R	14.3	+6.3
Sudbury	16.7	20.4	8.4	26.9	8.2	34.2	15.1 ^R	15.4	+2.1
Thunder Bay	15.8	19.2 ^R	8.6	28.6	8.3	34.0	14.7 ^R	14.6	-0.8
Northern Ontario	21.5	24.5	8.6	30.7	11.5	36.4	17.8 ^R	17.4	-2.4
Manitoba									
Winnipeg	16.5	19.5	9.4	30.2	11.0	29.3 ^R	15.4 ^R	15.3	-0.2
Southern Manitoba	17.0	19.8	9.2 ^R	28.3	12.1	31.8	15.5 ^R	15.2	-2.1
Northern Manitoba	26.6	29.1	9.4 ^R	34.1	7.6	41.1	25.8 ^R	26.8	+4.0
Saskatchewan									
Regina	16.8	20.0	10.4 ^R	31.5	11.2	34.7	15.6 ^R	16.0	+2.3
Saskatoon	18.0	19.6	10.4 ^R	31.3	11.1	33.7	16.2 ^R	15.8	-2.9
Southern Saskatchewan	18.5	21.9	10.0 ^R	30.2	12.3	36.9	17.6	16.9	-3.7
Northern Saskatchewan	25.7	29.0	10.4 ^R	33.2	9.4	38.7	24.2 ^R	24.4	+0.7
Alberta									
Calgary	20.1	23.7	9.9 ^R	32.5	9.7	34.5	17.2 ^R	16.9	-1.9
Edmonton	19.0	22.9	9.2	31.1	10.5	34.4	16.7 ^R	16.1	-3.5
Northern Alberta	22.7	26.3	8.9 ^R	31.9	9.1	34.5	20.8 ^R	20.6	-1.4
Southern Alberta	18.7	23.0	9.3 ^R	31.5	10.9	35.6 ^R	17.4 ^R	16.7	-3.9
British Columbia									
Southern Interior British Columbia	17.8	20.4	10.1 ^R	30.1	11.6	31.7	15.3 ^R	15.6	+2.2
Abbotsford	15.7	17.9	9.4 ^R	31.0	9.7	35.3	15.3 ^R	15.6	+1.9
Vancouver	16.5	20.2	9.3	33.2	9.8	30.8	15.3 ^R	17.1	+11.2
Victoria	16.0	19.6	9.3	31.7	9.8	26.8	14.2 ^R	14.8	+4.1
Southern Coastal British Columbia	16.9	20.1	9.2 ^R	30.5	9.8	32.4	15.4 ^R	15.2	-1.0
Northern British Columbia	19.4	22.7	8.5 ^R	30.1	11.8	28.8	16.8 ^R	16.9	+0.8

Territories									
Whitehorse	18.1 ^R	19.5	8.8 ^R	31.8	14.0	40.1	16.5 ^R	16.1	-2.7
Yukon (excluding Whitehorse)	21.4	22.0	11.6 ^R	34.2	17.7	39.8	19.4 ^R	20.8	+7.3
Yellowknife	18.9	21.2	11.5	34.6	8.7	45.9	17.2 ^R	11.2	-34.8
Northwest Territories (excluding Yellowknife)	24.5	28.5	11.7 ^R	37.8	14.6	38.3	17.2 ^R	18.9	+9.7
Iqaluit	22.0	24.3	4.0 ^R	33.4	3.5	28.0	18.9 ^R	17.0	-10.2
Nunavut (excluding Iqaluit)	29.1	35.5	8.4 ^R	37.4	7.5	43.5	24.2 ^R	27.7	+14.4
Canada	18.2	21.1	8.6	30.2	9.3	32.7	16.8^R	16.7	-0.6

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI regular benefits was paid.

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.8.3 – Regular benefits (by Employment Insurance economic region): Average weekly benefit rate¹ (\$)

El economic region	2019-20	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador								
St. John's	477	535	543	486	481	515	547	+6.2
Newfoundland-Labrador	466	536	532	497	496	509	535	+5.2
Prince Edward Island								
Charlottetown	424 ^h	520	528	454	450	478	513	+7.4
Prince Edward Island (excluding Charlottetown)	453	532	532	495	501	506	527	+4.3
Nova Scotia								
Eastern Nova Scotia	459	536	531	507	492	503	532	+5.6
Western Nova Scotia	434	529	529	479	463	476	507	+6.4
Halifax	452	526	531	481	468	495	523	+5.6
New Brunswick								
Fredericton-Moncton-Saint-John	453	527	525	465	487	518	539	+4.0
Madawaska-Charlotte	440	527	528	463	471	489	525	+7.5
Restigouche-Albert	468	534	531	512	505	523	544	+4.1
Quebec								
Gaspésie-Îles-de-la-Madeleine	478	539	545	519	527	537	559	+4.3
Québec	493	535	546	502	516	560	584	+4.4
Trois-Rivières	476	531	547	474	492	540	561	+4.0
South Central Quebec	484	539	548	465	516	550	576	+4.7
Sherbrooke	483	534	546	481	506	546	571	+4.5
Montréal	477	536	546	475	514	550	570	+3.6
Montreal	477	532	546	494	507	542	565	+4.2
Central Quebec	473	534	545	467	511	541	566	+4.6
North Western Quebec	480	538	551	501	512	536	568	+6.0
Lower Saint Lawrence and North Shore	476	538	542	484	518	539	561	+4.2
Hull	485	535	542	510	519	552	570	+3.1
Chicoutimi-Jonquière	473	532	548	484	499	550	573	+4.1
Ontario								
Ottawa	485	528	548	492	499	538	567	+5.3
Eastern Ontario	476	533	543	477	509	521	553	+6.1
Kingston	468	528	539	493	478	508	543	+6.9
Central Ontario	481	532	547	483	504	527	555	+5.3
Oshawa	497	533	552	493	510	547	572	+4.6
Toronto	493	531	555	510	511	545	569	+4.4
Hamilton	495	533	556	515	523	544	567	+4.3
St. Catharines	471	528	547	457	470	510	541	+6.0
London	484	530	544	485	491	528	551	+4.4
Niagara	487 ^R	536	548	497	511	534	555	+4.0
Windsor	506	537	559	472	531	551	555	+0.7
Kitchener	496	532	554	499	507	541	566	+4.6
Huron	483	537	546	494	521	545	567	+4.0
South Central Ontario	496	537	554	503	517	543	566	+4.1
Sudbury	504	536	568	523	514	554	578	+4.4
Thunder Bay	514	536	559	534	548	570	580	+1.9
Northern Ontario	483	536	547	496	520	526	553	+5.1

Manitoba								
Winnipeg	472	527	537	498	495	507	534	+5.2
Southern Manitoba	461	531	529	485	486	487	521	+7.1
Northern Manitoba	439	534	535	498	511	495	502	+1.3
Saskatchewan								
Regina	506	538	555	511	533	542	561	+3.4
Saskatoon	496 ^R	535	543	525	522	524	552	+5.4
Southern Saskatchewan	489	545	536	512	536	514	549	+6.8
Northern Saskatchewan	479	542	540	526	538	526	544	+3.4
Alberta								
Calgary	506	539	552	521	542	546	574	+5.0
Edmonton	519	544	557	544	552	559	585	+4.6
Northern Alberta	515	550	560	550	563	565	587	+3.7
Southern Alberta	507	543	550	525	547	539	567	+5.3
British Columbia								
Southern Interior British Columbia	485	537	546	489	525	543	574	+5.6
Abbotsford	440	528	538	494	487	489	532	+8.8
Vancouver	488	532	555	509	517	545	578	+6.1
Victoria	494	534	547	527	515	542	578	+6.6
Southern Coastal British Columbia	490	535	550	504	526	545	578	+6.0
Northern British Columbia	504	547	555	535	555	559	588	+5.3
Territories								
Whitehorse	530	552	567	574	545	609	614	+0.8
Yukon (excluding Whitehorse)	525	545	562	543	509	583	618	+5.9
Yellowknife	538	557	576	574	584	585	595	+1.7
Northwest Territories (excluding Yellowknife)	522	557	563	548	571	582	600	+3.1
Iqaluit	563	557	580	n/a	539	623	632	+1.4
Nunavut (excluding Iqaluit)	547	549	554	543	583	574	600	+4.5
Canada	483	534	547	500	511	535	561	+4.9

Note: Percentage change is based on unrounded numbers. 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.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.8.4 – Regular benefits (by Employment Insurance economic region): Amount paid¹ (\$ million)

EI economic region	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador					
St. John's	100.5	191.5	247.8	106.9	96.3
Newfoundland-Labrador	658.7	837.7	1,010.5	736.9	688.6
Prince Edward Island					
Charlottetown	29.0	58.7	86.7	38.7	34.6
Prince Edward Island (excluding Charlottetown)	126.4	152.9	183.3	150.4	143.3
Nova Scotia					
Eastern Nova Scotia	272.4	322.9	421.4	286.0	250.5
Western Nova Scotia	208.5	335.4	461.3	235.8	217.6
Halifax	107.7	246.8	330.8	110.8	105.7
New Brunswick					
Fredericton-Moncton-Saint-John	160.0	315.9	402.7	194.5	167.6
Madawaska-Charlotte	97.8	136.5	180.3	98.4	84.7
Restigouche-Albert	422.1	537.5	668.4	489.2	438.8
Quebec					
Gaspésie-Îles-de-la Madeleine	265.2	308.7	367.5	286.1	252.5
Québec	181.2	477.9	488.3	195.9	209.0
Trois-Rivières	50.0	116.4	124.1	56.0	52.7
South Central Quebec	39.4	94.5	105.9	50.2	57.7
Sherbrooke	46.5	110.2	120.7	55.1	59.1
Montréal	153.9	384.0	417.7	199.5	214.0
Montreal	935.2	2,661.7	2,825.3	1,084.6	1,168.5
Central Quebec	431.8	830.3	925.6	505.3	524.9
North Western Quebec	128.0	199.5	259.2	141.1	133.7
Lower Saint Lawrence and North Shore	272.7	441.4	510.3	281.3	261.9
Hull	63.0	174.7	197.6	78.1	78.5
Chicoutimi-Jonquière	55.2	106.7	122.6	66.8	63.2
Ontario					
Ottawa	138.8	465.7	567.4	180.9	214.6
Eastern Ontario	125.8	232.6	304.4	136.2	141.8
Kingston	32.7	76.8	103.3	35.3	37.6
Central Ontario	316.9	724.0	876.0	335.1	359.4
Oshawa	88.3	252.2	296.2	100.2	112.2
Toronto	1,131.2	3,842.6	4,293.7	1,313.3	1,564.8
Hamilton	138.0	419.8	493.2	171.2	184.9
St. Catharines	103.5	376.9	418.1	116.1	128.5
London	94.6	275.0	355.7	133.2	136.3
Niagara	94.5	173.7	205.4	88.0	90.1
Windsor	103.1	287.5	348.8	142.8	119.5
Kitchener	115.0	274.8	329.9	117.1	145.4
Huron	88.3	175.7	213.5	106.2	123.7
South Central Ontario	99.5	233.3	286.1	124.4	145.5
Sudbury	47.0	98.4	137.2	48.6	49.2
Thunder Bay	31.6	75.5	86.7	36.0	36.4
Northern Ontario	262.2	367.6	450.7	228.3	218.1
Manitoba					
Winnipeg	179.3	493.0	549.0	218.3	213.7
Southern Manitoba	91.9	164.3	192.2	95.4	102.4
Northern Manitoba	99.5	127.8	178.8	116.4	108.2
Saskatchewan					

Regina	54.2	134.4	156.1	59.6	57.0
Saskatoon	93.0	181.8	197.8	82.6	81.2
Southern Saskatchewan	96.0	160.0	184.0	91.0	88.0
Northern Saskatchewan	162.7	224.6	281.2	169.9	163.4
Alberta					
Calgary	413.3	1,114.3	1,179.8	414.2	443.2
Edmonton	471.0	1,165.6	1,211.8	479.8	510.6
Northern Alberta	146.8	244.7	265.9	136.6	143.4
Southern Alberta	322.9	779.6	820.4	324.2	336.3
British Columbia					
Southern Interior British Columbia	254.2	481.0	565.6	259.0	277.7
Abbotsford	41.5	98.3	122.8	53.9	54.5
Vancouver	379.1	1,332.5	1,488.1	516.8	656.8
Victoria	56.4	160.7	179.3	63.4	68.6
Southern Coastal British Columbia	164.6	346.9	411.6	165.4	178.1
Northern British Columbia	173.1	256.7	314.2	157.6	168.1
Territories					
Whitehorse	9.2	15.8	20.9	9.2	9.9
Yukon (excluding Whitehorse)	7.8	11.8	14.9	7.3	8.1
Yellowknife	5.1	7.6	11.1	5.4	4.9
Northwest Territories (excluding Yellowknife)	14.4	18.8	25.2	10.6	13.2
Iqaluit	1.5	2.0	3.5	0.8	1.1
Nunavut (excluding Iqaluit)	10.6	14.5	23.5	12.4	12.3
Canada	11,064.4	24,930.1	28,622.1	12,310.0	12,812.1

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.

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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.9.1 – Seasonal regular claimants¹: New claims established

Province or territory	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador	28,100	24,750	25,400	28,460	28,008
Prince Edward Island	7,710	6,210	6,480	6,930	7,058
Nova Scotia	24,710	17,190	18,100	21,520	20,297
New Brunswick	32,990	26,070	26,180	29,720	28,849
Quebec	150,240	114,120	124,820	133,170	137,181
Ontario	102,940	60,960	79,280	90,730	93,995
Manitoba	12,360	7,290	9,990	12,130	12,090
Saskatchewan	8,480	7,430	8,940	9,940	9,975
Alberta	17,760	15,870	20,310	22,310	24,377
British Columbia	27,390	16,170	22,560	26,490	25,601
Yukon	420	420	440	340	385
Northwest Territories	220	230	240	X	220
Nunavut	50	40	60	X	59
Gender					
Men	255,940	230,780	231,180	240,340 ^R	245,570
Women	157,430	65,970	111,620	141,650 ^R	142,525
Age category					
24 years old and under	7,960	7,590	6,850	7,670	8,173
25 to 44 years old	153,940	118,510	130,800	140,720	143,843
45 to 54 years old	103,210	63,800	79,460	89,660	90,382
55 years old and over	148,260	106,850	125,690	143,940	145,697
Canada	413,370	296,750	342,800	381,990	388,095

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

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The “same time of year” is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

² Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^R Revised data.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.9.2 – Seasonal regular claimants¹: Average actual duration (number of weeks)

Province or territory	2019-20	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ²	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ²	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{2,R}	Claims established on or after September 26, 2021 and completed in 2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Newfoundland and Labrador	27.4	31.2	9.0	32.7	9.8	37.5	28.1 ^R	27.5	-2.2
Prince Edward Island	24.2	26.2	10.5	30.1	12.7	33.3	25.3 ^R	23.6	-6.4
Nova Scotia	22.6	25.9	8.7	29.5	13.4	33.6	22.8 ^R	22.7	-0.2
New Brunswick	22.4	25.2	9.6	28.9	11.9	32.3	24.1 ^R	23.3	-3.3
Quebec	15.0	18.0	7.7	20.0	10.3	19.3	15.1 ^R	14.1	-6.5
Ontario	13.8	17.4	9.3	20.0	11.3	16.0	14.5 ^R	13.0	-10.2
Manitoba	15.8	18.9	10.4	22.4	12.7	16.1	17.2 ^R	15.7	-8.8
Saskatchewan	17.9	21.8	11.6	24.9	13.1	21.6	19.1 ^R	18.0	-6.2
Alberta	16.7	20.8	10.3	23.1	12.4	20.0	16.8 ^R	15.0	-10.2
British Columbia	14.6	17.0	11.5	24.9	13.9	15.1	14.7 ^R	14.4	-2.0
Yukon	21.7	20.8	13.2	29.6	18.1	33.7	19.9 ^R	19.2	-3.2
Northwest Territories	21.9	23.5	X	34.0	14.0	28.0 ^R	17.8 ^R	17.8	0.0
Nunavut	15.8	X	n/a	28.8	n/a	50.0 ^R	22.5 ^R	28.9	+28.1
Gender									
Men	17.9	20.7	8.8	23.6	10.9	26.9	17.9 ^R	17.2	-3.7
Women	15.0	20.0	10.6	22.1	13.6	18.4	16.6 ^R	14.8	-11.3
Age category									
24 years old and under	17.3	20.8	9.1	23.5	9.8	23.9	17.6 ^R	17.3	-1.2
25 to 44 years old	15.7	19.3	8.6	21.1	9.9	20.2	16.0 ^R	15.0	-6.4
45 to 54 years old	16.3	20.1	9.0	21.7	11.2	18.4	16.8 ^R	15.4	-8.3
55 years old and over	18.2	22.0	10.3	26.2	13.9	22.7	19.5 ^R	18.3	-6.3
Canada	16.8	20.5	9.1	23.1	11.5	20.6	17.5^R	16.3	-6.7

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI regular benefits was paid.

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The "same time of year" is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

² EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

^P Preliminary data.

^R Revised data.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.9.3 – Seasonal regular claimants¹: Average weekly benefit rate² (\$)

Province or territory	2019-20	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	487	547	541	508	528	540	560	+3.7
Prince Edward Island	470 ^R	536	542	491	516	527	547	+3.8
Nova Scotia	470	543	537	488	525	521	543	+4.2
New Brunswick	487	543	544	517	536	552	567	+2.7
Quebec	502	554	555	501	558	575	593	+3.1
Ontario	511	558	571	504	569	571	586	+2.7
Manitoba	480	553	531	532	559	535	548	+2.4
Saskatchewan	501	558	535	548	567	552	569	+3.2
Alberta	524	567	555	568	592	570	586	+2.8
British Columbia	485	549	551	516	548	545	574	+5.4
Yukon	547	561	563	561	569	622	628	+1.1
Northwest Territories	560	569	595	557	581	613	629	+2.6
Nunavut	510	555	X	n/a	627	X	639	n/a
Gender								
Men	521	559	565	534	571	588	606	+3.0
Women	462	530	555	464	488	516	535	+3.7
Age category								
24 years old and under	513	551	550	518	542	568	592	+4.2
25 to 44 years old	519	559	564	531	572	586	604	+3.1
45 to 54 years old	501	555	558	518	564	568	584	+2.8
55 years old and over	476	544	550	496	531	533	553	+3.7
Canada	499	553	557	512	556	561	580	+3.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The “same time of year” is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

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.

^R Revised data.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.9.4 – Seasonal regular claimants¹: Amount paid² (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	308.2	404.7	429.2	412.5	400.6
Prince Edward Island	83.4	90.4	98.6	86.9	88.6
Nova Scotia	247.4	244.7	273.5	244.3	238.0
New Brunswick	340.5	366.0	387.6	362.2	354.6
Quebec	995.7	1,206.4	1,236.7	1,059.8	1,042.1
Ontario	646.9	668.3	839.5	706.9	694.4
Manitoba	88.0	96.9	115.1	105.7	101.2
Saskatchewan	67.6	97.0	118.3	104.4	99.2
Alberta	134.8	216.3	267.4	232.4	213.4
British Columbia	175.2	200.3	271.2	218.2	199.6
Yukon	4.5	5.5	7.2	5.1	4.7
Northwest Territories	2.6	3.9	4.8	2.6	2.8
Nunavut	0.4	0.4	1.3	0.8	1.1
Gender					
Men	2,173.4	2,758.7	2,878.6	2,523.1	2,465.2
Women	921.7	842.1	1,171.7	1,018.8	975.0
Age category					
24 years old and under	64.9	95.7	98.8	95.1	79.3
25 to 44 years old	1,121.2	1,360.0	1,487.4	1,283.1	1,229.6
45 to 54 years old	745.5	785.1	877.7	782.8	754.9
55 years old and over	1,163.5	1,360.0	1,586.4	1,380.9	1,376.4
Canada	3,095.1	3,600.7	4,050.3	3,541.8	3,440.3

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.

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The “same time of year” is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.10.1 – Fishing benefits: New claims established

Province or territory	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24
Newfoundland and Labrador	13,041	12,066	13,816	14,408	11,953
Prince Edward Island	3,236	3,145	3,105	3,169	3,150
Nova Scotia	5,750	5,369	5,359	5,494	5,400
New Brunswick	3,244	3,021	3,124	3,007	2,830
Quebec	1,372	1,289	1,284	1,264	1,089
British Columbia	2,424	2,434	2,139	2,006	1,920
Other provinces and territories	1,318	964	1,128	1,099	1,095
Gender					
Men	24,203	22,608	23,669	23,944	21,746
Women	6,182	5,680	6,286	6,503	5,691
Age category					
24 years old and under	1,593	1,341	1,560	1,629	1,410
25 to 44 years old	8,428	7,494	7,882	8,130	7,376
45 to 54 years old	7,901	7,231	7,252	7,130	6,338
55 years old and over	12,463	12,222	13,261	13,558	12,313
Canada	30,385	28,288	29,955	30,447	27,437

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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

Annex 2.10.2 – Fishing benefits: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	21.1	19.9	22.2	22.9	20.9	-8.8
Prince Edward Island	19.9	19.7	21.2	20.6	21.0	+1.7
Nova Scotia	20.1	20.4	21.5	21.1	21.0	-0.2
New Brunswick	20.2	19.8	21.4	21.2	21.0	-0.9
Quebec	18.7	18.6	21.2	20.7	20.5	-1.2
British Columbia	23.3	23.3	23.0	22.9	22.8	-0.4
Other provinces and territories	23.2	23.6	23.9	23.2	23.4	+1.0
Gender						
Men	20.5	20.0	21.7	21.8	20.9	-4.2
Women	22.2	21.6	23.2	23.3	22.3	-4.3
Age category						
24 years old and under	20.8	19.9	20.6	20.3	19.5	-3.9
25 to 44 years old	21.1	20.5	21.6	21.8	20.9	-3.8
45 to 54 years old	20.4	19.8	21.8	21.9	20.8	-4.8
55 years old and over	20.9	20.5	22.4	22.6	21.7	-4.3
Canada	20.8	20.3	22.0	22.1	21.2	-4.2

Note: Percentage change is based on unrounded numbers. Includes 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. Results are based on 100% of data.

Annex 2.10.3 – Fishing benefits: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	533	511	561	576	560	568	604	602	-0.3
Prince Edward Island	545	563	570	593	552	583	614	625	+1.8
Nova Scotia	538	558	567	591	529	570	600	610	+1.7
New Brunswick	546	552	573	592	570	582	603	621	+2.9
Quebec	551	565	570	591	545	584	596	622	+4.4
British Columbia	466	482	567	573	475	498	518	529	+2.2
Other provinces and territories	446	441	548	555	475	461	479	513	+7.2
Gender									
Men	532	537	567	584	543	568	597	605	+1.3
Women	515	506	559	575	531	549	579	582	+0.4
Age category									
24 years old and under	511	517	557	572	521	541	574	576	+0.3
25 to 44 years old	526	534	565	583	539	562	590	601	+2.0
45 to 54 years old	536	540	567	586	547	573	602	611	+1.6
55 years old and over	527	527	565	581	538	565	594	597	+0.5
Canada	528	532	565	582	539	565	594	601	+1.2

Note: Percentage change is based on unrounded numbers. Includes 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.

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

Annex 2.10.4 – Fishing benefits: Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	126.5	133.7	163.0	178.0	159.1
Prince Edward Island	30.0	36.1	34.3	38.0	40.3
Nova Scotia	59.2	63.4	65.7	68.1	68.8
New Brunswick	36.5	38.6	41.8	40.8	36.6
Quebec	11.6	13.0	13.7	13.2	14.0
British Columbia	26.1	26.8	22.4	21.4	23.2
Other provinces and territories	13.2	12.1	13.8	13.0	13.0
Gender					
Men	242.9	260.2	280.7	295.4	279.7
Women	60.2	63.4	74.1	77.1	75.2
Age category					
24 years old and under	16.9	15.5	18.8	20.4	16.2
25 to 44 years old	88.5	92.8	98.0	102.1	94.2
45 to 54 years old	75.3	77.2	81.8	82.7	82.5
55 years old and over	122.4	138.1	156.2	167.4	162.0
Canada	303.1	323.6	354.8	372.5	354.9

Note: Data may not add up to the total due to rounding. Includes 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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.11.1 – Special benefits¹: New claims established

Province or territory	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador	12,940	13,120	14,190	14,930	14,805
Prince Edward Island	6,950	6,050	6,830	6,500	6,607
Nova Scotia	27,090	24,980	28,520	26,110	27,148
New Brunswick	33,970	30,050	33,060	31,670	31,207
Quebec	135,310	139,530	147,550	134,150	137,411
Ontario	214,170	243,530	255,620	241,440	247,458
Manitoba	21,340	24,190	25,050	22,630	24,092
Saskatchewan	17,070	18,260	18,730	17,730	18,087
Alberta	66,100	76,610	74,480	70,180	74,990
British Columbia	82,590	92,670	98,350	90,320	91,877
Yukon	770	880	940	870	855
Northwest Territories	580	720	690	720	728
Nunavut	390	670	610	570	492
Gender					
Men	237,370	254,480	272,760	252,090	265,506
Women	381,900	416,780	431,860	405,730	410,251
Age category					
24 years old and under	40,890	60,350	52,740	42,540	40,466
25 to 44 years old	358,740	381,580	422,600	392,190	406,586
45 to 54 years old	95,000	97,570	101,030	93,370	94,318
55 years old and over	124,640	131,760	128,250	129,720	134,387
Employment status					
Employees	618,400	670,420	703,510	656,820	674,485
Self-employed persons	870	840	1,110	1,000	1,272
Canada	619,270	671,260	704,620	657,820	675,757

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

¹ 2019-20 includes maternity, parental, sickness, and compassionate care benefits, but excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources during that fiscal year. Starting in 2020-21, 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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.11.2 – Special benefits¹: Average weekly benefit rate² (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	462	506	533	543	487	471	511	529	+3.6
Prince Edward Island	456	508	538	546	509	485	504	532	+5.7
Nova Scotia	449	500	535	544	485	472	496	529	+6.6
New Brunswick	459	496	534	540	502	483	505	531	+5.2
Quebec	445	495	533	542	481	489	508	531	+4.6
Ontario	477	522	542	558	515	522	537	560	+4.3
Manitoba	459	493	535	546	491	492	500	533	+6.7
Saskatchewan	477	513	542	555	516	509	528	548	+3.8
Alberta	495	527	545	559	521	528	537	555	+3.3
British Columbia	477	519	542	556	515	525	540	564	+4.4
Yukon	519	550	564	579	587	557	609	611	+0.2
Northwest Territories	526	555	569	586	525	587	597	612	+2.5
Nunavut	538	513	565	575	515	590	569	618	+8.5
Gender									
Men	500	549	548	561	530	543	560	581	+3.8
Women	448	507	532	548	484	483	503	527	+4.8
Age category									
24 years old and under	389	417	516	522	430	408	426	461	+8.1
25 to 44 years old	485	525	545	559	517	528	545	568	+4.2
45 to 54 years old	470	513	540	552	510	514	529	551	+4.2
55 years old and over	449	497	534	547	490	482	500	521	+4.2
Employment status									
Employees	468	518	539	553	503	508	526	549	+4.5
Self-employed persons	356	418	525	517	392	397	381	405	+6.3
Canada	468	518	539	553	503	508	525	549	+4.5

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

¹ Excludes extended parental benefits which are paid at a lower benefit rate. 2019-20 includes maternity, parental, sickness, and compassionate care benefits, but excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources during that fiscal year. Starting in 2020-21, 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.11.3 – Special benefits¹: Amount paid² (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	107.1	111.5	132.1	119.8	145.1
Prince Edward Island	40.8	46.0	56.7	52.5	54.6
Nova Scotia	204.2	216.3	260.6	232.2	261.6
New Brunswick	209.3	217.7	249.0	232.8	254.1
Quebec ³	574.5	592.8	749.4	628.4	815.4
Ontario	2,678.5	2,931.7	3,341.8	3,133.4	3,419.7
Manitoba	249.5	279.2	324.1	285.3	304.7
Saskatchewan	232.6	245.8	280.7	249.7	259.4
Alberta	914.9	971.0	1,076.8	980.0	1,058.8
British Columbia	913.2	1,013.1	1,189.2	1,069.6	1,173.1
Territories	25.5	30.7	37.4	33.8	31.8
Gender					
Men	1,236.3	1,296.0	1,518.9	1,408.6	1,758.6
Women	4,913.8	5,359.7	6,178.7	5,608.9	6,019.7
Age category					
24 years old and under	346.1	422.4	516.8	360.5	371.7
25 to 44 years old	4,694.4	5,081.1	5,840.5	5,469.2	5,820.9
45 to 54 years old	498.5	487.8	597.3	520.3	666.1
55 years old and over	611.2	664.5	743.0	667.5	919.6
Employment status					
Employees	6,140.1	6,643.1	7,678.9	7,003.8 ^R	7,761.3
Self-employed persons	10.0	12.6	18.7	13.7 ^R	17.0
Canada	6,150.1	6,655.7	7,697.6	7,017.5	7,778.3

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 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 Claims for which the region was unknown have been combined with Ontario for confidentiality purposes.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results on maternity, parental and sickness benefits are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24, whereas results on compassionate care benefits, family caregiver benefits for adults and children are based on 100% of data for 2019-20 to 2023-24.

Annex 2.12.1 – Special Benefits (by Employment Insurance economic region)¹: New claims established

EI Economic region	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador					
St. John's	4,620	5,180	5,280	5,400	5,379
Newfoundland - Labrador	8,320	7,940	8,910	9,530	9,426
Prince Edward Island					
Charlottetown	1,670	2,200	2,300	1,930	1,966
Prince Edward Island (excluding Charlottetown)	5,280	3,850	4,530	4,570	4,641
Nova Scotia					
Eastern Nova Scotia	8,880	6,840	8,150	7,930	8,121
Western Nova Scotia	10,180	9,770	10,730	9,790	10,349
Halifax	8,030	8,370	9,640	8,390	8,678
New Brunswick					
Fredericton-Moncton-Saint-John	11,260	11,700	12,740	11,930	11,725
Madawaska-Charlotte	4,710	4,250	5,030	4,260	4,242
Restigouche-Albert	18,000	14,100	15,290	15,480	15,240
Quebec					
Gaspésie-Îles-de-la-Madeleine	4,570	3,760	4,340	4,810	5,347
Québec	11,580	13,210	13,000	11,730	12,037
Trois-Rivières	3,810	3,680	4,120	3,400	3,413
South Central Quebec	3,590	4,700	4,110	3,660	3,587
Sherbrooke	3,190	3,630	4,080	3,270	3,343
Montérégie	10,140	11,400	11,230	10,250	10,850
Montreal	44,330	49,750	49,990	45,540	47,033
Central Quebec	26,130	24,070	28,340	24,990	25,457
North Western Quebec	4,880	4,680	5,740	5,120	5,251
Lower Saint Lawrence and North Shore	15,260	13,050	13,830	12,920	12,800
Hull	3,470	3,520	4,260	3,740	4,054
Chicoutimi-Jonquière	4,360	4,080	4,510	4,720	4,239
Ontario					
Ottawa	15,280	16,500	19,110	17,270	18,721
Eastern Ontario	8,460	8,970	10,020	9,040	9,215
Kingston	2,610	2,770	2,760	2,860	2,838
Central Ontario	20,680	23,370	24,410	22,220	22,311
Oshawa	6,800	7,720	8,900	8,450	8,763
Toronto	79,040	95,190	95,740	91,270	94,138
Hamilton	13,230	14,450	14,950	14,820	14,276
St. Catharines	7,300	8,460	8,400	8,100	8,278
London	8,200	9,010	10,310	9,490	9,766
Niagara	6,490	6,440	6,730	6,290	6,614
Windsor	5,610	7,300	7,490	6,890	6,420
Kitchener	9,140	10,410	11,190	10,430	11,136
Huron	7,420	6,830	7,300	6,890	7,036
South Central Ontario	8,970	10,460	10,860	11,770	11,985
Sudbury	3,050	3,910	4,320	3,430	3,534
Thunder Bay	2,150	2,400	2,370	2,460	2,429
Northern Ontario	9,740	9,340	10,760	9,760	9,998
Manitoba					
Winnipeg	13,490	15,490	15,760	14,400	14,887
Southern Manitoba	5,870	6,800	7,100	6,520	7,272
Northern Manitoba	1,980	1,900	2,190	1,710	1,933
Saskatchewan					
Regina	4,270	4,480	4,360	4,480	4,468
Saskatoon	5,300	5,660	5,710	5,500	5,425
Southern Saskatchewan	3,980	4,340	4,720	4,080	4,293
Northern Saskatchewan	3,520	3,780	3,940	3,670	3,901
Alberta					
Calgary	21,740	25,790	25,380	23,980	25,822
Edmonton	23,090	26,750	25,880	24,530	26,872

Northern Alberta	4,790	5,060	5,020	4,720	4,807
Southern Alberta	16,480	19,010	18,200	16,950	17,489
British Columbia					
Southern Interior British Columbia	13,960	14,940	15,870	15,050	14,636
Abbotsford	5,030	5,460	6,010	5,200	5,692
Vancouver	39,460	45,680	48,550	44,460	45,681
Victoria	6,070	6,510	7,640	6,180	6,518
Southern Coastal British Columbia	11,380	13,240	13,140	12,630	12,660
Northern British Columbia	6,690	6,840	7,140	6,800	6,690
Territories					
Whitehorse	610	760	750	770	699
Yukon (excluding Whitehorse)	160	120	190	100	156
Yellowknife	290	360	380	350	410
Northwest Territories (excluding Yellowknife)	290	360	310	370	318
Iqaluit	170	190	190	200	148
Nunavut (excluding Iqaluit)	220	480	420	370	344
Canada	619,270	671,260	704,620	657,820	675,757

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

¹ 2019-20 includes maternity, parental, sickness, and compassionate care benefits, but excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources during that fiscal year. Starting in 2020-21, 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 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.12.2 – Special benefits (by Employment Insurance economic region)¹: Average weekly benefit rate² (\$)

El Economic region	2019-20	First half of 2020-21	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador									
St. John's	462	515	532	547	481	479	511	533	+4.3
Newfoundland - Labrador	463	498	533	540	490	467	511	528	+3.3
Prince Edward Island									
Charlottetown	432	507	533	542	449	485	478	520	+8.7
Prince Edward Island (excluding Charlottetown)	463	510	541	549	525	486	514	537	+4.5
Nova Scotia									
Eastern Nova Scotia	470	524	539	546	507	487	509	545	+7.3
Western Nova Scotia	423	487	530	538	461	470	472	504	+6.8
Halifax	457	500	537	548	486	464	512	543	+6.0
New Brunswick									
Fredericton-Moncton-Saint-John	444	487	532	542	478	483	503	529	+5.3
Madawaska-Charlotte	437	505	529	537	469	463	485	515	+6.2
Restigouche-Albert	473	508	537	540	521	490	512	537	+4.8
Quebec									
Gaspésie-Îles-de-la-Madeleine	454	459	532	537	514	499	510	532	+4.4
Québec	453	504	534	544	488	484	511	534	+4.5
Trois-Rivières	452	556	528	538	461	482	496	519	+4.7
South Central Quebec	457	513	532	545	465	476	504	537	+6.6
Sherbrooke	441	448	531	542	473	499	515	520	+0.9
Montréal	439	505	535	540	470	482	504	532	+5.6
Montreal	445	499	532	542	482	492	510	534	+4.7
Central Quebec	439	483	531	541	467	486	502	524	+4.5
North Western Quebec	442	428	531	546	502	478	503	530	+5.3
Lower Saint Lawrence and North Shore	448	472	535	543	487	503	508	526	+3.6
Hull	452	509	536	548	512	511	518	546	+5.3
Chicoutimi-Jonquière	449	533	534	541	480	487	515	535	+3.8
Ontario									
Ottawa	497	541	545	565	530	551	566	584	+3.3
Eastern Ontario	466	521	538	554	502	512	518	546	+5.4
Kingston	461	519	533	552	518	524	537	556	+3.6
Central Ontario	462	508	539	555	502	505	523	546	+4.3
Oshawa	479	521	542	558	536	525	555	573	+3.2
Toronto	483	525	543	560	520	529	540	566	+4.8
Hamilton	477	537	544	562	511	527	541	563	+4.1
St. Catharines	451	509	536	555	489	491	514	536	+4.2
London	480	515	541	555	511	506	530	546	+3.0
Niagara	472	513	541	555	504	511	527	548	+4.0
Windsor	479	505	541	557	516	515	521	539	+3.4
Kitchener	482	531	541	559	519	518	543	566	+4.2
Huron	467	487	542	553	502	527	525	546	+4.0
South Central Ontario	479	519	544	557	523	528	535	562	+5.0
Sudbury	475	526	544	563	509	508	527	560	+6.3
Thunder Bay	475	502	543	565	542	535	550	561	+2.0
Northern Ontario	477	519	541	554	506	504	535	553	+3.3
Manitoba									
Winnipeg	459	499	533	545	500	482	500	532	+6.4
Southern Manitoba	459	480	538	544	482	502	492	535	+8.8
Northern Manitoba	461	489	535	556	465	535	531	535	+0.8
Saskatchewan									
Regina	482	520	548	558	538	510	544	555	+2.0

Saskatoon	472	520	539	554	516	494	517	546	+5.7
Southern Saskatchewan	484	495	541	556	485	516	521	542	+4.2
Northern Saskatchewan	471	512	540	552	526	524	534	548	+2.6
Alberta									
Calgary	495	531	544	559	512	534	536	555	+3.6
Edmonton	502	532	546	560	528	526	543	558	+2.8
Northern Alberta	504	535	552	563	541	551	550	578	+5.0
Southern Alberta	483	512	543	559	513	514	528	545	+3.3
British Columbia									
Southern Interior British Columbia	466	506	542	552	499	516	530	558	+5.2
Abbotsford	445	487	536	545	504	481	502	528	+5.2
Vancouver	486	524	544	558	523	535	550	570	+3.6
Victoria	489	535	543	560	530	547	549	576	+4.9
Southern Coastal British Columbia	463	506	540	552	506	503	535	559	+4.5
Northern British Columbia	485	533	547	559	518	537	533	571	+7.0
Territories									
Whitehorse	515	546	564	579	586	549	613	611	-0.4
Yukon (excluding Whitehorse)	537	573	568	578	595	592	584	612	+4.9
Yellowknife	520	540	573	588	537	593	594	616	+3.6
Northwest Territories (excluding Yellowknife)	534	562	563	584	517	578	599	608	+1.4
Iqaluit	557	526	572	595	595	631	596	643	+7.9
Nunavut (excluding Iqaluit)	522	507	563	568	501	559	557	608	+9.0
Canada	468	518	539	553	503	508	525	549	+4.5

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

¹ Excludes extended parental benefits which are paid at a lower benefit rate. 2019-20 includes maternity, parental, sickness, and compassionate care benefits, but excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources during that fiscal year. Starting in 2020-21, 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.12.3 – Special benefits (by Employment Insurance economic region)¹: Amount paid² (\$ million)

EI Economic region ³	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador					
St. John's	43.7	50.0	58.2	50.6	62.5
Newfoundland - Labrador	63.0	60.8	73.0	68.7	82.5
Prince Edward Island					
Charlottetown	14.1	18.0	26.3	18.8	19.7
Prince Edward Island (excluding Charlottetown)	26.5	27.8	30.4	33.7	34.8
Nova Scotia					
Eastern Nova Scotia	48.3	48.2	60.1	57.9	63.1
Western Nova Scotia	73.3	80.2	97.2	80.8	91.5
Halifax	81.8	87.7	103.9	93.5	106.7
New Brunswick					
Fredericton-Moncton-Saint-John	97.8	101.3	120.6	106.6	117.9
Madawaska-Charlotte	27.8	29.4	36.7	33.3	34.5
Restigouche-Albert	83.0	86.5	91.6	91.8	101.4
Quebec					
Gaspésie-Îles-de-la-Madeleine	16.9	17.9	20.8	19.1	27.2
Québec	48.1	56.4	65.9	54.0	70.5
Trois-Rivières	15.4	15.7	19.7	14.5	18.7
South Central Quebec	15.1	18.1	20.5	16.7	20.5
Sherbrooke	12.9	15.3	21.4	15.0	19.1
Montréal	43.6	46.9	59.8	49.2	66.4
Montreal	196.8	209.7	261.1	216.9	289.6
Central Quebec	107.6	103.5	137.3	118.5	150.2
North Western Quebec	23.0	21.0	33.6	26.8	33.8
Lower Saint Lawrence and North Shore	58.9	54.8	65.2	58.2	70.7
Hull	17.9	17.4	22.4	20.3	27.0
Chicoutimi-Jonquière	16.1	16.6	21.8	20.6	23.8
Ontario					
Ottawa	207.8	219.9	259.9	241.3	272.2
Eastern Ontario	95.1	98.6	113.3	102.1	110.3
Kingston	26.5	35.7	34.8	35.0	37.2
Central Ontario	221.3	263.1	309.3	276.0	289.2
Oshawa	83.1	92.3	113.1	116.6	127.7
Toronto	1,127.4	1,230.5	1,357.4	1,288.2	1,406.8
Hamilton	159.7	171.1	201.2	186.9	198.8
St. Catharines	72.7	81.4	99.7	92.7	99.7
London	96.0	101.3	127.0	113.0	125.2
Niagara	73.2	72.5	77.2	76.1	83.1
Windsor	58.7	67.4	83.7	71.6	76.1
Kitchener	106.9	132.7	139.6	137.8	150.7
Huron	68.4	72.2	82.1	74.6	78.5
South Central Ontario	109.2	123.1	142.9	143.2	164.8
Sudbury	31.3	38.0	49.8	38.7	41.8
Thunder Bay	22.4	25.0	27.8	25.4	29.6
Northern Ontario	103.2	97.4	115.2	105.7	119.1
Manitoba					
Winnipeg	155.7	175.2	203.1	181.5	188.3
Southern Manitoba	70.4	80.1	93.8	80.3	90.9
Northern Manitoba	22.1	23.0	26.7	22.5	24.9
Saskatchewan					
Regina	56.4	61.5	65.7	62.3	62.8
Saskatoon	72.8	75.9	86.3	75.9	77.8
Southern Saskatchewan	57.8	59.5	69.7	61.2	63.1
Northern Saskatchewan	44.5	47.6	58.2	51.0	55.3
Alberta					
Calgary	311.2	345.6	389.0	356.7	381.0
Edmonton	320.4	333.5	373.2	337.1	369.4
Northern Alberta	65.9	68.1	65.6	68.7	68.2

Southern Alberta	213.2	221.1	246.9	216.1	238.2
British Columbia					
Southern Interior British Columbia	129.1	141.1	176.0	154.8	169.2
Abbotsford	47.8	52.8	65.1	56.3	64.5
Vancouver	487.5	548.4	621.7	569.6	624.3
Victoria	66.6	69.0	89.8	78.2	84.1
Southern Coastal British Columbia	111.8	125.7	150.4	132.7	145.8
Northern British Columbia	65.8	74.7	85.9	76.1	83.6
Territories					
Whitehorse	8.1	9.5	11.9	11.0	10.7
Yukon (excluding Whitehorse)	0.9	2.4	2.5	1.2	2.0
Yellowknife	5.0	5.3	6.8	6.8	6.7
Northwest Territories (excluding Yellowknife)	4.9	5.2	6.0	6.0	4.6
Iqaluit	2.7	3.1	3.0	4.0	2.5
Nunavut (excluding Iqaluit)	4.2	5.2	7.4	4.6	5.2
Canada	6,119.6	6,638.6	7,686.3	7,004.4	7,766.1

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 2019-20 includes maternity, parental, sickness, and compassionate care benefits, but excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources during that fiscal year. Starting in 2020-21, data on family caregiver benefits for adults and children are included, which could affect comparisons with previous years. Total amounts paid in EI special benefits by EI economic region do not match those in Annex 2.11.3.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

³ Claims for which the region was unknown have been combined with Toronto for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results on maternity, parental and sickness benefits are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24, whereas results on compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children are based on 100% of data for 2019-20 to 2023-24.

Annex 2.13 – Firms and Employment Insurance regular and special benefits (by industry)

Industry	Number of firms 2022	Distribution of firms (%) 2022	Firms' workforce ¹ 2022	Distribution of the firms' workforce (%) 2022	Number of EI regular claimants ² 2022	Distribution of EI regular claimants (%) 2022	Number of EI special claimants ² 2022	Distribution of EI special claimants (%) 2022
Goods-producing industries	278,268	21.2	3,966,372	19.1	617,457	33.8	192,581	20.3
Agriculture, forestry, fishing and hunting	52,776	4.0	353,995	1.7	64,832	3.6	16,239	1.7
Mining, quarrying, and oil and gas extraction	7,364	0.6	232,188	1.1	27,736	1.5	7,957	0.8
Utilities	842	0.1	114,951	0.6	5,139	0.3	3,631	0.4
Construction	166,734	12.7	1,443,975	7.0	358,136	19.6	69,766	7.4
Manufacturing	50,552	3.8	1,821,263	8.8	161,615	8.9	94,988	10.0
Services-producing industries	927,291	70.5	16,526,453	79.6	1,132,035	62.0	729,423	77.0
Wholesale and retail trade	150,314	11.4	3,248,937	15.7	160,391	8.8	128,760	13.6
Transportation and warehousing	91,337	6.9	963,969	4.6	85,747	4.7	43,448	4.6
Finance, insurance, real estate, rental and leasing	90,146	6.9	1,156,339	5.6	41,271	2.3	44,252	4.7
Professional, scientific and technical services	168,033	12.8	1,403,862	6.8	80,210	4.4	46,348	4.9
Business, building and other support services ³	60,419	4.6	1,279,053	6.2	132,722	7.3	59,266	6.3
Educational services	15,575	1.2	1,500,824	7.2	216,165	11.8	57,699	6.1
Health care and social assistance	124,182	9.4	1,970,217	9.5	83,397	4.6	142,331	15.0
Information, culture and recreation ⁴	33,278	2.5	699,532	3.4	62,058	3.4	20,776	2.2
Accommodation and food services	79,918	6.1	1,476,369	7.1	116,861	6.4	48,566	5.1
Other services (excluding public administration)	108,906	8.3	737,610	3.6	54,866	3.0	33,545	3.5
Public administration	5,183	0.4	2,089,741	10.1	98,346	5.4	104,432	11.0
Unclassified industries⁵	109,829	8.3	257,749	1.2	75,015	4.1	25,738	2.7
Canada	1,315,388	100.0	20,750,574	100.0	1,824,507	100.0	947,741	100.0

Note: Data may not add up to the total due to rounding. Percentage shares are 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, they were recorded as 0.5 employee at the first firm and 0.5 employee at the second firm.

² These columns are based on the number of individuals receiving EI regular and/or special benefits in 2022.

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.

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

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of EI administrative data. Canada Revenue Agency, CRA administrative data. Results are based on 100% of CRA data.

Annex 2.14.1 – Maternity benefits¹: New claims established

Province or territory	2019-20	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador	2,210	2,520	2,140	2,160	2,175
Prince Edward Island	830	1,100	1,170	1,020	1,005
Nova Scotia	4,640	5,040	5,510	5,070	5,225
New Brunswick	3,830	4,080	4,600	4,080	4,112
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	84,930	82,260	89,190	86,700	88,966
Manitoba	8,280	8,600	9,000	7,960	8,134
Saskatchewan	7,970	7,680	7,860	7,300	7,261
Alberta	29,580	28,190	29,080	28,390	28,518
British Columbia	24,790	26,400	27,310	26,980	27,029
Yukon	210	340	410	280	290
Northwest Territories	250	430	380	330	279
Nunavut	170	270	260	260	197
Age category					
24 years old and under	12,370	12,730	11,430	11,740	10,444
25 to 29 years old	43,560	43,360	43,140	40,810	41,777
30 to 34 years old	69,010	67,760	75,500	71,720	72,982
35 to 39 years old	35,710	36,080	38,920	38,320	39,937
40 years old and over	7,040	6,980	7,920	7,940	8,051
Canada	167,690	166,910	176,910	170,530	173,191

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 Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.14.2 – Maternity benefits: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	14.5	14.5	14.3	14.4	14.5	+0.7
Prince Edward Island	14.4	14.5	14.6	14.6 ^R	14.5	-0.3
Nova Scotia	14.6	14.7	14.5	14.6	14.6	+0.1
New Brunswick	14.5	14.6	14.5	14.6 ^R	14.6	+0.1
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.7	14.7	14.4	14.6	14.7	+0.3
Manitoba	14.7	14.7	14.6	14.6	14.7	+0.5
Saskatchewan	14.7	14.7	14.6	14.6	14.7	+0.1
Alberta	14.6	14.7	14.5	14.6 ^R	14.6	+0.2
British Columbia	14.7	14.7	14.6	14.7 ^R	14.7	+0.1
Yukon	14.6	14.6	14.5	14.7 ^R	14.5	-1.2
Northwest Territories	14.4	14.5	14.4	14.6	14.6	-0.3
Nunavut	14.5	14.3	14.1	14.2	14.1	-0.2
Age category						
24 years old and under	14.6	14.6	14.2	14.4	14.6	+1.0
25 to 29 years old	14.7	14.7	14.5	14.6	14.6	+0.4
30 to 34 years old	14.7	14.7	14.6	14.7 ^R	14.7	+0.1
35 to 39 years old	14.7	14.7	14.4	14.6	14.7	+0.2
40 years old and over	14.6	14.6	14.5	14.6 ^R	14.6	+0.1
Canada	14.7	14.7	14.5	14.6	14.7	+0.3

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI maternity benefits was paid.

¹ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^P Preliminary data.

^R Revised data.

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

Annex 2.14.3 – Maternity benefits: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	476	495	545	553	557	490	545	554	+1.7
Prince Edward Island	511	496	545	556	447	514	528	547	+3.6
Nova Scotia	461	478	540	553	508	498	504	549	+8.8
New Brunswick	434	485	538	548	473	497	528	536	+1.5
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	484	515	553	563	526	542	546	572	+4.7
Manitoba	453	474	542	550	483	498	494	527	+6.5
Saskatchewan	476	499	550	558	516	526	529	548	+3.6
Alberta	494	519	552	561	532	535	537	551	+2.5
British Columbia	482	510	552	561	521	531	549	571	+3.9
Yukon	516	539	573	582	578	588	607	618	+1.9
Northwest Territories	525	556	574	577	553	601	591	622	+5.2
Nunavut	541	508	571	570	456	638	605	614	+1.4
Age category									
24 years old and under	366	405	520	525	409	398	408	438	+7.3
25 to 29 years old	462	489	543	550	498	500	512	534	+4.4
30 to 34 years old	502	525	558	567	541	552	561	580	+3.4
35 to 39 years old	505	530	560	571	538	567	568	592	+4.3
40 years old and over	501	522	556	570	540	547	567	584	+3.0
Canada	482	510	551	561	521	533	541	563	+4.2

Note: Percentage change is based on unrounded numbers. 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.14.4 – Maternity benefits: Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	16.6	17.2	19.2	16.7	17.6
Prince Edward Island	5.8	8.2	9.7	8.1	7.9
Nova Scotia	34.1	36.8	45.3	38.0	41.9
New Brunswick	26.2	30.3	36.1	33.2	31.4
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	607.0	657.4	743.1	697.3	737.8
Manitoba	55.5	66.6	70.4	60.6	62.6
Saskatchewan	55.9	59.7	65.8	56.0	57.9
Alberta	218.4	227.9	245.3	222.7	227.2
British Columbia	183.5	212.6	230.8	216.2	221.8
Yukon	1.7	2.9	3.3	2.5	2.6
Northwest Territories	2.1	3.0	3.6	2.8	2.6
Nunavut	1.3	2.0	2.1	2.2	1.7
Age category					
24 years old and under	68.5	83.3	90.7	71.2	67.7
25 to 29 years old	307.3	337.8	363.2	309.6	323.2
30 to 34 years old	512.2	552.7	634.5	590.6	613.6
35 to 39 years old	268.7	294.2	323.0	318.8	341.0
40 years old and over	51.3	56.7	63.3	66.1	67.5
Canada	1,208.1	1,324.7	1,474.7	1,356.3	1,413.0

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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.1 – Parental benefits (biological and adoptive parents): New claims established

Benefit type ¹	2019-20	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Parental standard	174,980	174,330	195,960	193,400	200,350
Parental extended	37,770	38,770	45,940	42,740	43,655
Province or territory					
Newfoundland and Labrador	2,370	2,780	2,540	2,880	2,748
Prince Edward Island	1,060	1,370	1,690	1,350	1,355
Nova Scotia	5,930	6,660	7,750	7,500	7,662
New Brunswick	4,990	5,210	6,180	5,720	5,797
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	109,410	106,680	123,250	121,910	126,387
Manitoba	10,550	10,960	11,990	11,170	11,669
Saskatchewan	9,480	9,070	9,750	9,090	9,786
Alberta	35,780	34,920	38,340	37,420	38,471
British Columbia	32,310	34,110	39,020	37,840	39,017
Yukon	320	440	580	490	432
Northwest Territories	300	490	420	410	400
Nunavut	250	410	390	360	281
Gender					
Men	47,390	50,100	68,350	69,270	74,540
Women	165,360	163,000	173,550	166,870	169,465
Age category					
24 years old and under	13,200	13,270	12,670	12,920	11,781
25 to 29 years old	49,780	49,760	52,240	49,980	51,263
30 to 34 years old	85,300	84,740	99,840	96,580	99,527
35 to 39 years old	49,560	51,000	58,160	58,590	62,177
40 years old and over	14,910	14,330	18,990	18,070	19,257
Canada	212,750	213,100	241,900	236,140	244,005

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between 2 parents are considered as 2 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 Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.2 – Parental benefits (biological and adoptive parents): Amount paid¹ (\$ million)

Benefit type ²	2019-20	2020-21	2021-22	2022-23	2023-24
Parental standard	2,416.0	2,612.5	2,939.4	2,793.6	2,840.5
Parental extended	505.7	565.3	650.5	706.0	648.2
Province or territory					
Newfoundland and Labrador	37.8	39.3	45.3	44.1	43.7
Prince Edward Island	13.2	16.0	21.7	21.7	18.7
Nova Scotia	80.5	89.0	106.4	108.2	102.7
New Brunswick	66.1	69.2	84.6	85.5	79.7
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,468.8	1,603.6	1,787.6	1,779.7	1,806.9
Manitoba	139.9	150.3	178.5	166.4	157.9
Saskatchewan	133.7	145.2	163.1	148.1	143.6
Alberta	517.5	551.8	598.6	569.7	562.4
British Columbia	449.5	496.2	581.6	555.5	556.1
Yukon	4.9	5.9	8.0	7.4	6.6
Northwest Territories	5.7	6.0	7.6	8.1	5.8
Nunavut	4.1	5.3	7.0	5.3	4.5
Gender					
Men	315.5	359.2	411.0	441.8	464.7
Women	2,606.2	2,818.6	3,179.0	3,057.8	3,024.0
Age category					
24 years old and under	170.2	171.8	222.1	170.9	159.4
25 to 29 years old	710.6	756.1	868.1	773.8	756.8
30 to 34 years old	1,200.3	1,319.4	1,484.3	1,490.2	1,470.5
35 to 39 years old	670.1	740.7	814.6	839.7	869.6
40 years old and over	170.4	189.8	200.9	225.0	232.4
Canada	2,921.7	3,177.8	3,589.9	3,499.6	3,488.7

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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.3 – Parental standard benefits¹ (biological and adoptive parents): New claims established

Province or territory	2019-20	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador	2,070	2,380	2,200	2,510	2,286
Prince Edward Island	830	1,170	1,400	1,190	1,212
Nova Scotia	5,410	5,570	6,360	6,380	6,316
New Brunswick	4,420	4,420	5,360	4,820	4,936
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	86,810	84,220	97,080	97,970	102,109
Manitoba	9,180	9,380	9,610	9,450	9,483
Saskatchewan	8,480	8,220	8,660	8,020	8,234
Alberta	30,680	29,510	32,540	31,010	33,138
British Columbia	26,420	28,410	31,710	31,070	31,836
Yukon	260	290	410	390	298
Northwest Territories	250	390	310	330	280
Nunavut	170	370	320	260	222
Gender					
Men	39,970	41,950	57,680	57,660	62,198
Women	135,010	132,380	138,280	135,740	138,152
Age category					
24 years old and under	11,440	10,800	10,390	10,900	9,726
25 to 29 years old	41,700	41,670	42,360	41,260	42,585
30 to 34 years old	69,520	69,460	81,100	79,300	82,145
35 to 39 years old	40,160	41,070	46,820	47,540	50,417
40 years old and over	12,160	11,330	15,290	14,400	15,477
Canada	174,980	174,330	195,960	193,400	200,350

Note: Includes claims for which at least \$1 of EI parental standard benefits was paid. Parental benefits that are shared between 2 parents are considered as 2 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 Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.4 – Parental standard benefits¹ (biological and adoptive parents): Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	29.9	29.2	27.5	27.6 ^R	27.6	+0.2
Prince Edward Island	27.8	27.2	25.0	25.8 ^R	25.7	-0.1
Nova Scotia	27.9	27.3	25.6	25.1 ^R	24.8	-1.0
New Brunswick	28.6	27.1	25.7	25.9 ^R	25.1	-3.1
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	28.5	27.5	25.6	25.7 ^R	25.3	-1.7
Manitoba	28.6	27.6	26.5	26.1 ^R	25.8	-1.3
Saskatchewan	29.4	28.6	27.6	27.2 ^R	26.6	-2.1
Alberta	29.7	29.2	27.1	27.2 ^R	26.6	-2.1
British Columbia	28.6	27.0	25.0	25.7 ^R	25.0	-2.6
Yukon	26.4	26.7	25.5	24.7 ^R	24.6	-0.3
Northwest Territories	28.0	26.7	26.2	26.1 ^R	24.8	-5.1
Nunavut	26.6	26.2	26.7	27.3 ^R	25.7	-5.7
Gender						
Men	13.8	12.3	10.9	11.0 ^R	10.6	-3.0
Women	32.6	32.8	31.9	32.3 ^R	32.3	0.0
Age category						
24 years old and under	30.8	30.5	28.3	28.6 ^R	28.7	+0.4
25 to 29 years old	30.3	29.5	27.9	27.8 ^R	27.5	-1.0
30 to 34 years old	28.9	27.8	26.3	26.5 ^R	25.9	-2.2
35 to 39 years old	27.4	26.4	24.4	24.7 ^R	24.2	-2.1
40 years old and over	24.1	23.3	19.9	21.1 ^R	20.7	-2.0
Canada	28.8	27.8	25.9	26.0^R	25.6	-1.9

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI parental standard 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 Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^P Preliminary data.

^R Revised data.

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

Annex 2.15.5 – Parental standard benefits¹ (biological and adoptive parents): Average weekly benefit rate² (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ⁴	First half of 2021-22 ⁴	2 months in fall 2021 ⁴	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	490	514	551	560	539	519	562	570	+1.3
Prince Edward Island	522	507	551	560	468	526	550	566	+2.9
Nova Scotia	482	499	548	561	511	527	535	571	+6.7
New Brunswick	457	497	544	557	505	524	544	560	+3.0
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	496	525	557	569	536	553	565	589	+4.3
Manitoba	474	493	548	556	502	523	520	555	+6.7
Saskatchewan	489	515	556	565	525	547	551	570	+3.5
Alberta	505	529	559	567	539	554	560	574	+2.4
British Columbia	495	522	558	567	533	563	570	589	+3.5
Yukon	530	549	571	586	582	589	615	616	+0.2
Northwest Territories	544	555	581	584	516	589	596	624	+4.8
Nunavut	532	508	564	575	540	629	608	621	+2.2
Gender									
Men	536	557	570	581	563	590	606	623	+2.7
Women	483	510	552	562	519	532	541	564	+4.3
Age category									
24 years old and under	382	417	525	530	432	421	425	460	+8.3
25 to 29 years old	473	497	547	555	509	512	531	551	+3.7
30 to 34 years old	511	533	562	571	546	565	575	594	+3.4
35 to 39 years old	515	541	564	575	549	576	585	606	+3.6
40 years old and over	520	538	563	574	542	586	588	606	+3.1
Canada	495	521	556	567	531	552	560	582	+3.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental standard 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.6 – Parental standard benefits¹ (biological and adoptive parents): Amount paid² (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	33.6	34.4	40.2	38.4	36.8
Prince Edward Island	12.2	13.7	19.7	18.9	16.2
Nova Scotia	71.0	78.1	87.8	86.1	85.4
New Brunswick	58.9	60.5	71.6	71.4	67.4
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,171.8	1,271.8	1,420.5	1,385.7	1,439.6
Manitoba	122.1	130.5	148.5	133.9	128.9
Saskatchewan	118.9	128.0	142.7	125.9	122.1
Alberta	445.2	479.0	518.1	483.4	482.8
British Columbia	369.6	402.6	472.1	434.3	448.5
Yukon	4.1	4.5	5.9	5.2	4.9
Northwest Territories	5.2	5.0	6.4	6.4	4.4
Nunavut	3.4	4.4	5.9	3.9	3.5
Gender					
Men	274.4	312.7	355.4	381.8	404.3
Women	2,141.6	2,299.9	2,584.0	2,411.8	2,436.3
Age category					
24 years old and under	146.1	145.3	182.4	134.9	130.7
25 to 29 years old	602.8	635.2	720.4	614.9	621.0
30 to 34 years old	992.7	1,077.5	1,220.0	1,199.9	1,202.8
35 to 39 years old	537.8	600.7	655.7	667.1	700.6
40 years old and over	136.7	153.8	160.9	176.8	185.4
Canada	2,416.0	2,612.5	2,939.4	2,793.6	2,840.5

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI parental standard 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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.7 – Parental extended benefits¹ (biological and adoptive parents): New claims established

Province or territory	2019-20	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24
Newfoundland and Labrador	290	350	320	320	462
Prince Edward Island	170	160	220	140	143
Nova Scotia	580	1,160	1,500	1,190	1,346
New Brunswick	590	790	890	900	861
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	22,390	22,290	25,870	23,720	24,278
Manitoba	1,420	1,670	2,410	1,810	2,186
Saskatchewan	1,240	1,230	1,480	1,330	1,552
Alberta	4,610	4,590	4,990	5,790	5,333
British Columbia	6,290	6,210	7,900	7,230	7,181
Yukon					
Northwest Territories	190 ^c	320 ^c	360 ^c	310 ^c	313 ^c
Nunavut					
Gender					
Men	7,420	8,150	10,670	11,610	12,342
Women	30,350	30,620	35,270	31,130	31,313
Age category					
24 years old and under	1,760	2,470	2,280	2,020	2,055
25 to 29 years old	8,080	8,090	9,880	8,720	8,678
30 to 34 years old	15,780	15,280	18,740	17,280	17,382
35 to 39 years old	9,400	9,930	11,340	11,050	11,760
40 years old and over	2,750	3,000	3,700	3,670	3,780
Canada	37,770	38,770	45,940	42,740	43,655

Note: Includes claims for which at least \$1 of EI parental extended benefits was paid. Parental benefits that are shared between 2 parents are considered as 2 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 Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.8 – Parental extended benefits¹ (biological and adoptive parents): Average actual duration (number of weeks)

Province or territory	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	52.5	44.6	48.8 ^R	46.9	-3.8
Prince Edward Island	44.6	42.6	46.0 ^R	47.4	+2.9
Nova Scotia	45.4	41.5	44.4 ^R	43.0	-3.2
New Brunswick	45.4	42.5	44.6 ^R	43.8	-1.8
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	47.1	44.7	44.9	44.5	-0.9
Manitoba	46.1	43.8	45.9 ^R	44.8	-2.3
Saskatchewan	46.7	44.9	46.9 ^R	45.4	-3.1
Alberta	51.2	47.4	48.7 ^R	46.8	-4.0
British Columbia	47.9	43.7	45.2	44.7	-1.1
Yukon	41.2 ^C	40.6 ^C	41.8 ^{C,R}	39.2 ^C	-6.1
Northwest Territories					
Nunavut					
Gender					
Men	16.7	14.0	14.2 ^R	13.3	-6.2
Women	56.0	55.1	56.3 ^R	56.5	+0.4
Age category					
24 years old and under	53.8	49.8	53.3 ^R	51.8	-2.8
25 to 29 years old	51.3	48.5	50.2 ^R	49.4	-1.5
30 to 34 years old	47.9	45.0	45.9	45.7	-0.5
35 to 39 years old	45.2	42.4	42.7 ^R	41.8	-2.2
40 years old and over	39.0	36.2	35.0 ^R	35.2	+0.5
Canada	47.6	44.6	45.5	44.8	-1.6

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI parental extended 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 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 data.

^R Revised data.

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

Annex 2.15.9 – Parental extended benefits¹ (biological and adoptive parents): Average weekly benefit rate² (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ⁴	First half of 2021-22 ⁴	2 months in fall 2021 ⁴	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	296	255	325	321	360	272	326	347	+6.3
Prince Edward Island	311	295	319	336	269	348	330	335	+1.8
Nova Scotia	289	291	333	336	303	324	318	345	+8.6
New Brunswick	268	297	336	325	298	314	326	344	+5.4
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	304	318	338	342	324	339	344	359	+4.2
Manitoba	285	281	328	338	308	307	318	333	+4.8
Saskatchewan	289	297	331	335	313	317	325	337	+3.6
Alberta	299	311	330	335	304	329	327	337	+2.8
British Columbia	302	316	337	342	324	333	346	358	+3.7
Yukon	337 ^c	332 ^c	342 ^c	342 ^c	346 ^c	383 ^c	375 ^c	383 ^c	+2.2
Northwest Territories									
Nunavut									
Gender									
Men	330	336	346	352	345	362	372	382	+2.6
Women	294	307	333	337	313	324	327	342	+4.5
Age category									
24 years old and under	231	247	321	321	250	259	264	277	+5.1
25 to 29 years old	284	297	330	332	301	317	315	334	+6.0
30 to 34 years old	308	320	339	342	330	340	347	358	+3.2
35 to 39 years old	313	320	339	346	330	347	353	367	+4.0
40 years old and over	316	332	339	349	321	345	359	370	+2.9
Canada	301	313	336	340	320	333	339	353	+4.1

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental extended 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.

^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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.15.10 – Parental extended benefits¹ (biological and adoptive parents): Amount paid² (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	4.2	4.9	5.1	5.7	7.0
Prince Edward Island	1.0	2.3	2.0	2.8	2.5
Nova Scotia	9.5	10.9	18.6	22.1	17.3
New Brunswick	7.2	8.7	13.0	14.0	12.3
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	297.0	331.8	367.1	394.0	367.4
Manitoba	17.8	19.8	30.0	32.4	29.0
Saskatchewan	14.9	17.2	20.4	22.2	21.5
Alberta	72.2	72.8	80.5	86.3	79.7
British Columbia	79.9	93.7	109.5	121.2	107.6
Yukon					
Northwest Territories	2.1 ^c	3.3 ^c	4.4 ^c	5.3 ^c	4.1 ^c
Nunavut					
Gender					
Men	41.1	46.6	55.6	59.9	60.4
Women	464.6	518.7	594.9	646.0	587.8
Age category					
24 years old and under	24.2	26.6	39.6	36.0	28.7
25 to 29 years old	107.8	120.9	147.7	158.9	135.8
30 to 34 years old	207.6	241.9	264.3	290.3	267.7
35 to 39 years old	132.3	139.9	158.9	172.6	169.0
40 years old and over	33.8	36.0	40.0	48.2	47.0
Canada	505.7	565.3	650.5	706.0	648.2

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI parental extended 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. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.16.1 – Sickness benefits: New claims established

Province or territory	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24
Newfoundland and Labrador	11,340	10,880	12,310	12,680	12,710
Prince Edward Island	6,120	4,770	5,460	5,330	5,438
Nova Scotia	21,910	18,300	21,110	19,170	20,042
New Brunswick	30,080	25,230	28,040	26,650	26,205
Quebec	134,070	135,660	143,640	130,250	133,653
Ontario	111,200	132,800	130,970	116,800	118,531
Manitoba	11,380	12,990	13,170	11,300	12,478
Saskatchewan	7,890	8,750	8,760	8,320	8,326
Alberta	32,930	42,370	37,950	33,880	37,376
British Columbia	53,390	57,700	60,240	53,270	54,136
Yukon	440	460	330	370	416
Northwest Territories	250	220	300	270	311
Nunavut	140	220	180	190	176
Gender					
Men	189,250	199,620	199,850	177,150	185,017
Women	231,890	250,730	262,610	241,330	244,781
Age category					
24 years old and under	30,010	47,750	41,740	31,290	29,972
25 to 34 years old	91,570	98,030	108,020	91,830	95,804
35 to 44 years old	86,210	87,500	97,710	86,500	89,729
45 to 54 years old	90,670	90,810	92,520	85,250	85,993
55 to 64 years old	99,220	98,840	98,040	95,440	97,376
65 years old and over	23,460	27,420	24,430	28,170	30,924
Canada	421,140	450,350	462,460	418,480	429,798

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 2020-21 due to the implementation of the Canadian Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.16.2 – Sickness benefits: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	Claims established before December 18, 2022 and completed in 2022-23 ^{1,R}	Claims established before December 18, 2022 and completed in 2023-24 ^P	Claims established on or after December 18, 2022 and completed in 2023-24 ^P	Change (%) 2022-23 to 2023-24 (Claims established before December 18, 2022)
Newfoundland and Labrador	9.3	9.4	9.7	9.4	8.7	12.8	-6.8
Prince Edward Island	7.8	8.1	8.1	7.9	7.5	10.9	-4.9
Nova Scotia	9.4	8.9	9.3	8.9	8.0	11.7	-10.5
New Brunswick	8.6	8.3	8.4	8.3	8.0	10.8	-2.8
Quebec	9.5	8.6	8.8	9.0	8.7	11.4	-2.9
Ontario	10.8	9.6	9.4	10.1	9.6	13.2	-4.4
Manitoba	10.3	9.1	8.8	9.8	9.5	12.7	-2.7
Saskatchewan	10.5	9.0	8.9	10.2	9.4	13.0	-7.1
Alberta	10.6	8.9	8.5	9.9	9.9	13.0	+0.2
British Columbia	10.8	9.7	9.9	10.4	9.9	13.2	-5.1
Yukon	9.4	10.1	10.8	10.8	10.7	13.2	-1.8
Northwest Territories	11.0	10.8	10.8	10.5	10.9	15.2	4.3
Nunavut	10.2	10.2	9.5	11.5	7.4	14.2	-35.3
Gender							
Men	9.6	8.5	8.6	9.1	8.7	12.0	-4.8
Women	10.4	9.5	9.5	9.8	9.3	12.7	-5.6
Age category							
24 years old and under	9.3	7.8	7.8	8.6	8.6	10.2	+0.9
25 to 34 years old	9.3	8.2	8.5	8.9	8.7	11.0	-2.4
35 to 44 years old	9.9	8.9	8.9	9.4	9.2	12.0	-3.0
45 to 54 years old	10.3	9.3	9.5	9.8	9.3	12.8	-5.6
55 to 64 years old	10.5	9.9	9.9	10.0	9.1	13.6	-8.7
65 years old and over	10.9	10.8	10.6	10.4	9.3	14.6	-11.1
Canada	10.0	9.1	9.1	9.5	9.0	12.4	-5.2

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI sickness benefits was paid.

¹ Results for 2022-23 represent claims established prior to December 18, 2022 and entitled to a maximum of 15 weeks of EI sickness benefits. Claims established on or after December 18, 2022 and entitled to a maximum of 26 weeks of EI sickness benefits are not considered.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.16.3 – Sickness benefits: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	Second half of 2020-21 ^{2,3}	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	457	531	538	483	468	500	523	+4.5
Prince Edward Island	449	536	539	511	466	492	524	+6.5
Nova Scotia	440	532	537	480	455	480	515	+7.3
New Brunswick	456	533	535	503	477	497	525	+5.6
Quebec	445	533	541	481	489	507	530	+4.6
Ontario	460	536	549	498	493	508	532	+4.6
Manitoba	441	529	537	478	463	477	513	+7.5
Saskatchewan	460	534	542	507	479	501	521	+4.0
Alberta	482	539	551	504	498	509	533	+4.7
British Columbia	464	538	549	504	499	521	546	+4.8
Yukon	512	561	571	595	505	602	606	+0.7
Northwest Territories	533	560	589	534	567	606	599	-1.1
Nunavut	544	563	569	452	553	517	618	+19.5
Gender								
Men	492	545	555	523	529	544	531	-2.4
Women	426	527	539	467	453	478	567	+18.5
Age category								
24 years old and under	391	515	520	431	403	426	460	+7.9
25 to 34 years old	458	536	544	491	488	507	533	+5.2
35 to 44 years old	472	541	552	505	508	525	552	+5.1
45 to 54 years old	468	540	551	508	509	526	548	+4.2
55 to 64 years old	453	536	548	494	488	507	529	+4.3
65 years old and over	429	528	540	477	453	469	490	+4.5
Canada	456	535	545	493	488	506	531	+4.9

Note: Percentage change is based on unrounded numbers. 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 2020-21 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.16.4 – Sickness benefits: Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	50.9	52.8	65.0	57.0	82.0
Prince Edward Island	21.1	20.8	24.3	21.9	27.0
Nova Scotia	85.7	85.9	103.8	81.9	112.5
New Brunswick	114.0	115.0	124.4	110.7	140.0
Quebec	553.4	567.6	719.6	602.8	790.7
Ontario	545.8	603.6	735.4	584.1	808.1
Manitoba	49.3	56.5	69.2	52.7	78.5
Saskatchewan	39.3	36.4	47.3	41.3	53.7
Alberta	162.9	173.8	213.8	169.3	250.6
British Columbia	261.4	281.8	353.7	276.8	374.7
Yukon	2.1	2.6	2.6	2.0	3.3
Northwest Territories	1.8	1.4	1.6	1.9	2.7
Nunavut	1.2	0.9	1.1	1.0	1.5
Gender					
Men	880.6	890.4	1,056.1	914.8	1,240.8
Women	1,008.2	1,109.0	1,405.7	1,088.6	1,484.4
Age category					
24 years old and under	104.8	163.2	199.9	115.6	141.4
25 to 34 years old	379.2	409.9	542.9	403.6	543.2
35 to 44 years old	396.3	390.6	506.6	422.3	579.3
45 to 54 years old	436.2	418.2	519.3	441.8	589.2
55 to 64 years old	463.1	476.6	551.7	485.2	667.4
65 years old and over	109.2	140.8	141.5	134.9	204.7
Canada	1,888.8	1,999.3	2,461.9	2,003.4	2,725.3

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

¹ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.17.1 – Sickness benefits (by industry): Employment (totals in thousands)

Industry	Employment (in thousands) 2019-20	Share (%) 2019-20	Employment (in thousands) 2023-24	Share (%) 2023-24
Goods-producing industries	3,995.0	21.0	4,195.6	20.5
Agriculture, forestry, fishing and hunting	357.6	1.9	305.4	1.5
Mining, quarrying, and oil and gas extraction	263.1	1.4	280.6	1.4
Utilities	132.4	0.7	159.3	0.8
Construction	1,488.9	7.8	1,602.4	7.8
Manufacturing	1,753.0	9.2	1,848.0	9.0
Services-producing industries	15,045.9	79.0	16,250.5	79.5
Wholesale trade and retail trade	2,922.1	15.3	2,987.1	14.6
Transportation and warehousing	1,030.5	5.4	1,058.9	5.2
Finance, insurance, real estate, rental and leasing	1,237.5	6.5	1,388.7	6.8
Professional, scientific and technical services	1,567.1	8.2	1,917.2	9.4
Business, building and other support services ¹	747.1	3.9	690.6	3.4
Educational services	1,322.7	6.9	1,533.8	7.5
Health care and social assistance	2,480.0	13.0	2,718.8	13.3
Information, culture and recreation ²	771.4	4.1	848.6	4.2
Accommodation and food services	1,195.9	6.3	1,127.6	5.5
Other services (excluding public administration)	780.3	4.1	781.5	3.8
Public administration	991.3	5.2	1,197.8	5.9
Unclassified industries³	n/a	n/a	n/a	n/a
Canada	19,040.9	100.0	20,446.1	100.0

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ For some claims, this information was not available in the data.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0022-01.

Annex 2.17.2 – Sickness benefits (by industry): New claims established

Industry	New claims 2019-20	Share (%) 2019-20	New claims 2023-24	Share (%) 2023-24
Goods-producing industries	117,450	27.9	111,466	25.9
Agriculture, forestry, fishing and hunting	12,730	3.0	11,301	2.6
Mining, quarrying, and oil and gas extraction	4,250	1.0	3,992	0.9
Utilities	720	0.2	554	0.1
Construction	45,550	10.8	44,023	10.2
Manufacturing	54,200	12.9	51,596	12.0
Services-producing industries	291,610	69.2	310,089	72.1
Wholesale trade and retail trade	67,000	15.9	67,678	15.7
Transportation and warehousing	21,850	5.2	23,194	5.4
Finance, insurance, real estate, rental and leasing	12,000	2.8	11,632	2.7
Professional, scientific and technical services	12,540	3.0	14,278	3.3
Business, building and other support services ¹	27,510	6.5	29,144	6.8
Educational services	13,070	3.1	14,354	3.3
Health care and social assistance	52,690	12.5	64,421	15.0
Information, culture and recreation ²	8,600	2.0	8,101	1.9
Accommodation and food services	29,870	7.1	27,136	6.3
Other services (excluding public administration)	17,970	4.3	17,997	4.2
Public administration	28,510	6.8	32,154	7.5
Unclassified Industries³	12,080	2.9	8,243	1.9
Canada	421,140	100.0	429,798	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 For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 100% of data for 2023-24.

Annex 2.17.3 – Sickness benefits (by industry): Amount paid¹ (\$ million)

Industry	Amount paid (\$ million) 2019-20	Share (%) 2019-20	Amount paid (\$ million) 2023-24	Share (%) 2023-24
Goods-producing industries	527.9	28.0	721.7	26.5
Agriculture, forestry, fishing and hunting	59.4	3.1	56.6	2.1
Mining, quarrying, and oil and gas extraction	23.5	1.2	30.7	1.1
Utilities	3.1	0.2	4.5	0.2
Construction	205.1	10.9	299.2	11.0
Manufacturing	236.8	12.5	330.7	12.1
Services-producing industries	1,314.6	69.6	1,958.4	71.9
Wholesale trade and retail trade	275.5	14.6	392.5	14.4
Transportation and warehousing	114.3	6.1	167.8	6.2
Finance, insurance, real estate, rental and leasing	59.0	3.1	81.7	3.0
Professional, scientific and technical services	58.3	3.1	92.3	3.4
Business, building and other support services ²	129.0	6.8	192.0	7.0
Educational services	55.3	2.9	79.6	2.9
Health care and social assistance	246.9	13.1	420.0	15.4
Information, culture and recreation ³	35.2	1.9	47.2	1.7
Accommodation and food services	113.3	6.0	140.5	5.2
Other services (excluding public administration)	77.7	4.1	110.6	4.1
Public administration	150.1	7.9	234.3	8.6
Unclassified industries⁴	46.3	2.5	45.2	1.7
Canada	1,888.8	100.0	2,725.3	100.0

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

¹ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

² 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.

³ 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.

⁴ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 100% of data for 2023-24.

Annex 2.18.1 – Compassionate care benefits: New claims established

Province or territory	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24 ²
Newfoundland and Labrador	95	87	74	79	83
Prince Edward Island	29	31	30	44	44
Nova Scotia	273	213	238	210	227
New Brunswick	173	194	180	141	125
Quebec	1,305	1,167	1,271	1,131	1,039
Ontario	3,223	2,826	2,887	2,820	2,766
Manitoba	301	264	225	264	267
Saskatchewan	175	172	145	151	153
Alberta	776	733	721	732	723
British Columbia	1,205	1,090	989	1,034	976
Territories	26	25	15	13	14
Gender					
Men	2,239	1,871	1,995	2,025	2,011
Women	5,342	4,931	4,780	4,594	4,406
Age category					
24 years old and under	136	145	142	120	125
25 to 44 years old	2,446	2,197	2,151	2,153	2,210
45 to 54 years old	2,409	2,057	2,143	2,044	1,847
55 years old and over	2,590	2,403	2,339	2,302	2,235
Canada	7,581	6,802	6,775	6,619	6,417

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

² Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

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

Annex 2.18.2 – Compassionate care benefits: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	11.9	13.4	13.1	10.9 ^R	10.6	-3.2
Prince Edward Island	11.2	13.5	16.0	9.6 ^R	11.0	+14.7
Nova Scotia	10.8	13.3	12.2	12.2	11.5	-5.4
New Brunswick	12.7	11.9	12.2	12.0	12.0	+0.1
Quebec	9.1	9.6	9.6	9.6 ^R	9.2	-4.0
Ontario	11.2	12.2	11.8	11.8	11.0	-6.8
Manitoba	11.1	11.9	12.2	11.3 ^R	11.0	-2.6
Saskatchewan	12.1	12.5	12.6	11.0 ^R	11.5	+4.8
Alberta	12.8	12.5	12.8	12.4 ^R	12.5	+0.6
British Columbia	11.6	12.1	12.1	12.6	11.8	-5.7
Territories	12.6	11.4	11.9	12.7 ^R	11.3	-10.9
Gender						
Men	11.4	12.3	12.2	12.1 ^R	11.8	-2.3
Women	11.0	11.6	11.4	11.3 ^R	10.7	-5.4
Age category						
24 years old and under	11.8	10.1	10.6	11.4 ^R	11.0	-3.8
25 to 44 years old	10.5	11.4	11.4	11.0 ^R	10.6	-4.2
45 to 54 years old	10.8	11.5	11.2	11.4 ^R	10.7	-6.1
55 years old and over	11.9	12.5	12.3	12.1 ^R	11.7	-2.6
Canada	11.1	11.8	11.6	11.5^R	11.0	-4.3

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI compassionate care benefits was paid.

^P Preliminary data.

^R Revised data.

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

Annex 2.18.3 – Compassionate care benefits: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	458	476	538	563	486	514	529	526	-0.5
Prince Edward Island	418	456	534	550	546	493	528	552	+4.5
Nova Scotia	443	501	539	548	466	471	495	545	+10.1
New Brunswick	440	478	537	533	487	483	503	503	+0.1
Quebec	463	498	539	557	497	510	535	547	+2.1
Ontario	491	513	553	564	532	530	553	570	+3.0
Manitoba	471	486	544	554	481	506	517	553	+7.0
Saskatchewan	487	494	556	557	489	552	555	551	-0.7
Alberta	499	516	553	566	531	555	556	575	+3.3
British Columbia	484	520	554	563	531	546	552	578	+4.7
Territories	525	556	561	573	536	627	619	622	+0.5
Gender									
Men	512	536	559	572	550	565	577	602	+4.4
Women	469	499	545	556	505	511	532	547	+2.8
Age category									
24 years old and under	416	427	528	525	417	437	466	482	+3.5
25 to 44 years old	494	525	556	564	531	538	561	580	+3.4
45 to 54 years old	490	509	551	564	533	539	555	577	+4.0
55 years old and over	465	498	543	557	502	511	527	542	+2.8
Canada	482	509	549	561	519	527	546	564	+3.4

Note: Percentage change is based on unrounded numbers. 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.

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

Annex 2.18.4 – Compassionate care benefits: Amount paid¹ (\$ thousands)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24 ²
Newfoundland and Labrador	472.6	620.4	603.7	462.5	461.7
Prince Edward Island	163.3	247.2	253.6	220.6	300.1
Nova Scotia	1,320.2	1,572.8	1,513.3	1,384.0	1,488.1
New Brunswick	959.4	1,173.2	1,256.0	1,022.4	711.2
Quebec	5,547.0	5,905.6	6,769.7	6,035.5	5,360.6
Ontario	17,170.7	18,496.2	20,180.8	18,781.0	17,265.0
Manitoba	1,494.5	1,689.4	1,660.9	1,482.9	1,552.6
Saskatchewan	1,024.6	1,161.2	1,093.8	872.7	938.9
Alberta	4,806.3	5,038.9	5,411.7	5,082.6	5,241.6
British Columbia	6,486.3	7,300.9	7,106.8	6,994.6	6,514.6
Territories	128.4	182.0	143.7	75.5	112.3
Gender					
Men	13,009.4	13,620.4	14,841.2	14,442.6	14,450.0
Women	26,563.8	29,767.5	31,152.9	27,971.8	25,496.8
Age category					
24 years old and under	578.9	848.7	868.2	637.3	699.4
25 to 44 years old	12,339.1	13,757.5	14,592.2	13,424.4	13,446.5
45 to 54 years old	12,560.7	12,796.9	14,091.9	13,156.0	11,386.5
55 years old and over	14,094.5	15,984.8	16,441.7	15,196.6	14,414.3
Canada	39,573.2	43,387.9	45,994.0	42,414.4	39,946.8

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.

² Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

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

Annex 2.19.1 – Family caregiver benefits for adults: New claims established

Province or territory	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24 ²
Newfoundland and Labrador	184	166	196	188	178
Prince Edward Island	87	86	73	81	96
Nova Scotia	322	382	387	356	381
New Brunswick	282	227	263	265	286
Quebec	1,934	2,231	2,161	2,137	2,088
Ontario ³	5,419	5,679	5,867	6,542	6,970
Manitoba	407	388	451	487	482
Saskatchewan	304	300	340	323	355
Alberta	1,031	1,046	1,159	1,286	1,478
British Columbia	1,575	1,668	1,616	1,568	1,778
Territories	47	35	28	39	43
Gender					
Men	3,725	3,890	4,103	4,520	4,978
Women	7,867	8,318	8,438	8,752	9,157
Age category					
24 years old and under	229	367	259	276	356
25 to 34 years old	1,292	1,509	1,649	1,764	1,995
35 to 44 years old	2,128	2,238	2,351	2,592	2,790
45 to 54 years old	3,521	3,340	3,586	3,728	3,843
55 to 64 years old	3,682	3,916	3,964	4,102	4,230
65 years old and over	740	838	732	810	921
Canada	11,592	12,208	12,541	13,272	14,135

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

² Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

³ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

Annex 2.19.2 – Family caregiver benefits for adults: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	10.8	10.9	11.4	10.8 ^R	11.0	+2.2
Prince Edward Island	11.5	10.5	11.1	10.5	11.2	+6.7
Nova Scotia	11.3	11.5	11.7	11.0 ^R	10.7	-3.1
New Brunswick	10.9	11.2	11.6	10.8	10.3	-5.2
Quebec	10.7	11.0	11.0	10.5 ^R	10.3	-1.3
Ontario ¹	10.4	10.9	10.9	10.1 ^R	9.8	-2.7
Manitoba	10.8	11.3	11.3	10.1 ^R	10.6	+4.5
Saskatchewan	11.0	12.1	11.5	10.6 ^R	10.4	-2.2
Alberta	10.9	11.4	10.9	10.6 ^R	10.4	-2.6
British Columbia	10.7	11.4	11.3	10.8 ^R	10.5	-3.4
Territories	11.2	12.0	12.3	11.8 ^R	10.7	-8.7
Gender						
Men	10.4	10.9	10.8	10.4 ^R	10.1	-3.0
Women	10.7	11.2	11.1	10.3 ^R	10.2	-1.9
Age category						
24 years old and under	10.6	10.3	11.3	9.9	10.0	+1.6
25 to 34 years old	10.0	10.5	10.4	9.7 ^R	9.6	-1.4
35 to 44 years old	10.0	10.5	10.6	9.9 ^R	9.5	-4.1
45 to 54 years old	10.4	11.1	11.0	10.2 ^R	10.0	-1.5
55 to 64 years old	11.1	11.6	11.4	10.9 ^R	10.6	-3.1
65 years old and over	12.0	12.3	12.0	11.3 ^R	11.6	+2.4
Canada	10.6	11.1	11.0	10.4^R	10.1	-2.3

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^P Preliminary data.

^R Revised data.

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

Annex 2.19.3 – Family caregiver benefits for adults: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	417	455	535	545	474	498	503	527	+4.9
Prince Edward Island	424	525	532	539	431	481	518	516	-0.3
Nova Scotia	412	467	528	544	445	473	485	508	+4.7
New Brunswick	423	464	524	533	468	455	503	520	+3.4
Quebec	417	466	530	547	480	490	513	538	+4.8
Ontario ³	456	494	544	558	512	522	538	560	+4.2
Manitoba	449	484	533	544	492	487	504	543	+7.6
Saskatchewan	463	486	539	558	506	495	532	548	+3.0
Alberta	475	507	546	562	515	538	545	558	+2.4
British Columbia	457	492	539	557	517	515	539	567	+5.4
Territories	531	515	567	568	595	580	598	582	-2.8
Gender									
Men	488	515	551	568	534	547	570	588	+3.2
Women	431	474	534	549	486	493	510	535	+4.8
Age category									
24 years old and under	384	392	515	525	457	435	448	482	+7.6
25 to 34 years old	466	502	545	558	518	528	548	572	+4.3
35 to 44 years old	467	504	547	561	522	535	551	571	+3.8
45 to 54 years old	455	497	543	558	510	529	540	565	+4.5
55 to 64 years old	440	483	536	551	486	495	518	543	+4.8
65 years old and over	405	439	523	539	460	448	476	493	+3.7
Canada	449	488	539	555	501	512	531	554	+4.4

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 Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

³ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

Annex 2.19.4 – Family caregiver benefits for adults: Amount paid¹ (\$ thousands)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24 ²
Newfoundland and Labrador	783.7	1,088.0	1,346.7	1,125.2	\$1,054.6
Prince Edward Island	421.7	446.2	455.6	419.6	\$543.0
Nova Scotia	1,588.1	2,058.9	2,481.8	1,925.5	\$2,071.2
New Brunswick	1,310.7	1,295.4	1,567.9	1,477.7	\$1,629.3
Quebec	8,801.9	12,096.3	13,865.3	12,128.7	\$11,643.5
Ontario ³	25,654.8	31,877.4	37,076.1	36,280.1	\$37,190.4
Manitoba	1,979.0	2,251.0	2,701.2	2,553.4	\$2,785.9
Saskatchewan	1,586.7	1,788.6	2,007.8	1,857.1	\$2,031.1
Alberta	5,599.0	6,330.8	7,586.7	7,463.0	\$8,511.2
British Columbia	7,647.9	9,832.6	10,336.8	9,191.3	\$10,048.0
Territories	295.8	224.3	178.3	276.4	278.4
Gender					
Men	19,098.4	23,445.0	26,391.0	27,221.9	29,630.1
Women	36,570.9	45,844.5	53,213.1	47,476.2	48,156.4
Age category					
24 years old and under	740.2	1,724.4	1,692.0	1,177.6	1,654.0
25 to 34 years old	5,831.3	8,196.6	9,889.9	9,395.7	10,578.9
35 to 44 years old	10,236.5	12,218.4	14,777.1	14,245.6	14,893.3
45 to 54 years old	17,264.8	19,364.6	22,933.2	21,025.2	21,627.0
55 to 64 years old	18,022.9	22,901.0	25,448.7	24,119.8	23,941.9
65 years old and over	3,573.7	4,884.4	4,863.3	4,734.1	5,091.4
Canada	55,669.3	69,289.4	79,604.2	74,698.0	77,786.5

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 Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

² Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

³ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

Annex 2.20.1 – Family caregiver benefits for children: New claims established

Province or territory	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24 ²
Newfoundland and Labrador	72	71	56	47	48
Prince Edward Island	25	44	31	30	23
Nova Scotia	140	123	120	108	115
New Brunswick	104	101	113	132	79
Quebec	1,054	1,155	1,208	1,119	1,068
Ontario ³	2,056	2,028	2,162	2,332	1,630
Manitoba	195	209	185	209	158
Saskatchewan	180	209	228	233	143
Alberta	798	791	773	889	611
British Columbia	759	791 ^c	757 ^c	734	533
Territories	20			22	14
Gender					
Men	1,201	1,281	1,356	1,445	1,203
Women	4,202	4,241	4,278	4,410	3,219
Age category					
24 years old and under	226	242	231	181	151
25 to 44 years old ⁴	4,546	4,639	4,771	5,010	3,573
45 to 54 years old	551	546	569	581	617
55 years old and over	80	95	63	83	81
Canada	5,403	5,522	5,634	5,855	4,422

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid. All claims for which benefits are shared between 2 parents are considered as 2 separate claims.

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

² Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

³ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

⁴ For confidentiality purposes, claims for which the age category was unknown have been combined with the 25 to 44 years old category.

^c For confidentiality purposes, data for the territories and British Columbia have been combined.

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

Annex 2.20.2 – Family caregiver benefits for children: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	19.3	19.1	17.7	16.7 ^R	17.4	+4.1
Prince Edward Island	12.0	7.6	14.7	17.4 ^R	16.2	-6.8
Nova Scotia	16.3	18.3	15.4	18.3 ^R	18.2	-0.2
New Brunswick	18.0	15.5	19.2	15.1 ^R	17.0	+12.3
Quebec	14.0	12.3	13.0	12.4 ^R	12.8	+3.6
Ontario ¹	16.2	16.2	15.8	16.8 ^R	16.0	-4.6
Manitoba	14.5	16.9	17.1	15.3 ^R	19.2	+25.2
Saskatchewan	16.7	14.9	14.7	16.9 ^R	18.9	+12.0
Alberta	15.5	14.9	15.0	15.9 ^R	16.1	+0.9
British Columbia	15.6	14.5 ^C	15.1 ^C	16.6 ^R	16.1	-2.6
Territories	17.2			22.0 ^R	9.8	-55.3
Gender						
Men	14.2	13.2	13.4	13.3 ^R	13.1	-1.2
Women	15.9	15.4	15.6	16.2 ^R	16.3	+0.9
Age category						
24 years old and under	14.0	13.2	13.0	13.6 ^R	13.4	-1.7
25 to 44 years old ²	14.9	14.1	14.2	14.7 ^R	14.8	+0.9
45 to 54 years old	18.3	19.3	19.7	18.7 ^R	17.1	-8.4
55 years old and over	21.8	19.7	20.4	15.2 ^R	17.1	+12.4
Canada	15.4	14.8	15.0	15.3^R	15.2	-0.2

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

² For confidentiality purposes, claims for which the age category was unknown have been combined with the 25 to 44 years old category.

^C For confidentiality purposes, data for the territories and British Columbia have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.20.3 – Family caregiver benefits for children: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	452	483	546	558	434	479	530	502	-5.2
Prince Edward Island	387	550	542	551	475	522	522	575	+10.2
Nova Scotia	429	469	543	556	452	498	506	518	+2.3
New Brunswick	429	498	548	548	464	467	493	522	+5.9
Quebec	457	494	549	555	517	536	545	563	+3.4
Ontario ³	467	511	554	565	518	544	553	560	+1.2
Manitoba	443	509	538	548	520	494	536	528	-1.3
Saskatchewan	449	506	552	558	539	541	551	564	+2.4
Alberta	480	520	548	564	523	555	551	563	+2.2
British Columbia	459	510	552	561 ^c	524 ^c	533 ^c	556	552	-0.6
Territories	499	475	586				608	616	+1.2
Gender									
Men	500	526	560	571	546	572	582	598	+2.8
Women	452	500	547	557	505	524	536	538	+0.4
Age category									
24 years old and under	382	425	526	524	499	436	435	471	+8.3
25 to 44 years old ⁴	467	510	552	562	521	543	554	564	+1.8
45 to 54 years old	462	520	548	565	507	527	542	544	+0.4
55 years old and over	435	467	548	541	481	505	515	540	+4.7
Canada	462	506	551	560	517	538	549	558	+1.7

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 Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

³ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

⁴ For confidentiality purposes, claims for which the age category was unknown have been combined with the 25 to 44 years old category.

^c For confidentiality purposes, data for the territories and British Columbia have been combined.

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

Annex 2.20.4 – Family caregiver benefits for children: Amount paid¹ (\$ thousands)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24 ²
Newfoundland and Labrador	554.1	515.9	653.1	394.2	341.4
Prince Edward Island	115.0	192.2	252.8	197.9	147.0
Nova Scotia	990.4	980.7	1,033.8	823.0	958.5
New Brunswick	708.3	751.2	975.8	906.9	659.8
Quebec	6,724.9	7,161.2	9,170.2	7,512.1	7,699.9
Ontario ³	14,104.3	16,636.2	18,363.8	17,279.2	12,460.3
Manitoba	1,393.5	1,802.8	1,583.2	1,537.6	1,280.2
Saskatchewan	1,031.4	1,504.9	1,478.7	1,506.6	1,248.1
Alberta	5,715.7	6,153.3	6,016.3	5,771.6	4,771.4
British Columbia	4,820.7	5,341.2	5,735.7	5,006.7	3,903.8
Territories	120.8	180.4	163.5	226.0	125.6
Gender					
Men	8,036.3	9,302.0	10,549.0	10,317.4	8,991.6
Women	28,242.7	31,918.0	34,877.9	30,844.4	24,609.2
Age category					
24 years old and under	1,168.8	1,426.1	1,578.2	963.9	844.8
25 to 44 years old ⁴	30,061.8	33,250.0	36,660.8	33,844.9	26,661.4
45 to 54 years old	4,395.3	5,644.8	6,357.2	5,749.2	5,345.4
55 years old and over	653.2	899.2	830.7	603.7	749.3
Canada	36,279.1	41,220.0	45,426.9	41,161.7	33,600.8

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 Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

² Due to revisions in EI administrative data, comparisons between 2023-24 and previous fiscal years need to be made with caution. Consult the methodology box in [Section 2.1](#).

³ For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

⁴ For confidentiality purposes, claims for which the age category was unknown have been combined with the 25 to 44 years old category.

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

Annex 2.21.1 – Work-Sharing benefits: New claims established

Province or territory	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24
Newfoundland and Labrador	47 ^c	498	24 ^c	15	60 ^c
Prince Edward Island		121		40	
Nova Scotia	70	2,029	96	39 ^c	89
New Brunswick	70	1,253	119		64
Quebec	2,385	19,666	3,816	3,666	8,515
Ontario	3,969	29,381	8,285	3,900	5,756
Manitoba	1,729	6,733	411	1,354	1,352
Saskatchewan	642	1,742	250	39	107
Alberta	1,089	11,770	788	334	308
British Columbia	1,045	9,758	1,289	572	1,278
Yukon	0	13	0	0	0
Northwest Territories	0	17	0	0	0
Nunavut	0	10	0	0	0
Gender					
Men	8,528	52,895	10,277	6,532	11,397
Women	2,518	30,096	4,801	3,427	6,132
Age category					
24 years old and under	748	4,272	1,102	731	1,025
25 to 44 years old	4,644	36,683	5,708	3,519	6,694
45 to 54 years old	2,809	21,295	3,861	2,439	4,240
55 years old and over	2,845	20,741	4,407	3,270	5,570
Canada	11,046	82,991	15,078	9,959	17,529

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for some provinces have been combined.

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

Annex 2.21.2 – Work-Sharing benefits: Average actual duration (number of weeks)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Newfoundland and Labrador	13.0 ^C	10.3	20.2	21.9	16.9 ^C	n/a
Prince Edward Island		9.8	48.1	5.6 ^R		
Nova Scotia	19.0	9.7	29.4	34.3 ^R	27.4	-20.1
New Brunswick	11.2	13.6	23.7	21.1	13.7	-35.1
Quebec	16.2	11.5	19.7	24.5 ^R	18.6	-24.1
Ontario	13.4	11.5	23.5	25.6 ^R	17.1	-33.0
Manitoba	12.1	10.8	19.3	16.5 ^R	11.6	-29.7
Saskatchewan	19.0	14.5	30.0	25.2 ^R	16.2	-35.7
Alberta	12.7	13.6	28.8	39.4	17.9	-54.6
British Columbia	14.9	11.9	26.5 ^{1,C}	29.9 ^{1,C,R}	20.0	n/a
Yukon	0.0	11.7			0.0	n/a
Northwest Territories	0.0	16.4			0.0	n/a
Nunavut	0.0	7.4			0.0	n/a
Gender						
Men	13.8	11.6	22.7	25.1 ^R	17.4	-30.7
Women	15.8	12.3	25.0	26.5 ^R	18.2	-31.1
Age category						
24 years old and under	13.2	11.2	18.5	18.1 ^R	14.5	-20.3
25 to 44 years old	13.7	11.7	22.1	23.6	16.4	-30.9
45 to 54 years old	15.0	11.9	25.0	27.1 ^R	17.6	-35.1
55 years old and over	15.2	12.1	25.2	27.9 ^R	19.9	-28.8
Canada	14.4	11.8	23.5	25.6	17.7	-30.9

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ There were no new claims for Work-Sharing benefits established in the territories in 2021-22, 2022-23 and 2023-24. However, there were a few claims completed in 2021-22 and 2022-23, but the numbers were too low to present the average duration for the Territories alone. Consequently, claims have been combined with British Columbia.

^C For confidentiality purposes, data for some provinces and territories have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.21.3 – Work-Sharing benefits: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	233 ^c	131	207	X	X	X	185	141 ^c	n/a
Prince Edward Island		123	211				150		
Nova Scotia	132	122	148	129	102	133	143 ^{c,R}	124	n/a
New Brunswick	114	110	121	137	106	137		115	
Quebec	136	120	144	137	176	140	139	139	-0.1
Ontario	127	136	148	142	127	140	137	142	+4.0
Manitoba	149	115	132	180	132	115	77	116	+50.6
Saskatchewan	152	153	157	134	176	207	142	152	+6.7
Alberta	159	137	148	163	164	194	138	111	-19.8
British Columbia	142	128	150	136	147	179	152	153	+0.4
Yukon	n/a	X	X	n/a	n/a	n/a	n/a	n/a	n/a
Northwest Territories	n/a	X	X	n/a	n/a	n/a	n/a	n/a	n/a
Nunavut	n/a	X	X	n/a	n/a	n/a	n/a	n/a	n/a
Gender									
Men	143	132	143	145	153	163	134	145	+8.0
Women	124	126	148	135	117	139	123	126	+2.7
Age category									
24 years old and under	134	115	143	150	129	134	119	131	+9.8
25 to 44 years old	139	129	142	142	146	159	132	140	+5.7
45 to 54 years old	140	131	145	139	138	158	129	140	+8.8
55 years old and over	138	133	150	141	144	155	132	137	+3.7
Canada	139	130	145	142	142	155	130	138	+6.2

Notes: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² Different EI temporary measures affecting the weekly benefit rate were in effect during this period.

^c For confidentiality purposes, data for some provinces have been combined.

^R Revised data.

X Suppressed for confidentiality purposes.

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

Annex 2.21.4 – Work-Sharing benefits: Amount paid¹ (\$ thousands)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	75.8 ^c	1,302.8 ^c	362.4 ^c	64.8	37.0
Prince Edward Island				34.6	139.5
Nova Scotia	71.2	3,806.2	2,344.0	245.4	324.7
New Brunswick	7.6	2,306.9	480.6	73.5	35.8
Quebec	4,168.3	36,116.6	22,214.2	8,662.7	19,045.6
Ontario	5,412.5	68,333.9	40,581.0	14,985.7	13,583.1
Manitoba	2,691.7	11,150.1	4,555.2	1,376.5	1,933.6
Saskatchewan	1,655.8	5,604.7	1,412.1	631.5	234.8
Alberta	1,427.1	32,923.3	9,599.1	1,407.3	831.0
British Columbia	1,001.9	21,820.2	7,200.8	3,142.1	3,371.9
Yukon	0.0	90.5 ^c	11.6 ^c	2.1 ^c	0.0
Northwest Territories	0.0				0.0
Nunavut	0.0				0.0
Gender					
Men	12,822.7	117,810.1	56,726.0	20,306.6	26,105.4
Women	3,689.3	65,645.1	32,035.2	10,319.7	13,431.6
Age category					
24 years old and under	1,014.0	7,584.7	3,685.4	1,529.5	1,798.1
25 to 44 years old	6,308.7	76,688.5	30,099.7	10,036.8	13,824.6
45 to 54 years old	4,462.1	48,710.4	25,224.5	8,060.2	9,999.6
55 years old and over	4,727.2	50,471.6	29,751.5	10,999.7	13,914.7
Canada	16,512.0	183,455.2	88,761.2	30,626.3	39,537.0

Notes: Data may not add up to the total due to rounding. 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 and territories have been combined.

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

Annex 2.22.1 – Work-Sharing benefits (by industry): New claims established

Industry	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24
Goods-producing industries	9,347	43,142	12,161	8,658	15,871
Agriculture, forestry, fishing and hunting		445	82	58 ^c	53 ^c
Mining, quarrying, and oil and gas extraction	107 ^c	658	24		
Utilities		32	0	0	0
Construction	215	1,761	192	190	296
Manufacturing	9,025	40,246	11,863	8,410	15,522
Services-producing industries	1,642	37,959	2,550	1,192	1,623
Wholesale and retail trade	711	13,011	1,053	445	768
Transportation and warehousing	79	2,115	359		86
Finance, insurance, real estate, rental and leasing	84	2,607	73	87 ^c	16
Professional, scientific and technical services	311	8,474	261	294	338
Business, building and support services ²	175	4,925	257	191	140
Educational services	17	768	29	31 ^c	13
Health care and social assistance	36	724	63		13
Information, culture and recreation ³	96	2,016	96	81 ^c	122
Accommodation and food services	43	955	142		80
Other services (excluding public administration)	78	2,165	217 ^c	63 ^c	47 ^c
Public administration	12	199			
Unclassified industries⁴	57	1,890	367	109	35
Canada	11,046	82,991	15,078	9,959	17,529

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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 have been combined.

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

Annex 2.22.2 – Work-Sharing benefits (by industry): Average actual duration (number of weeks)

Industry	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Goods-producing industries	14.4	11.7	21.0	23.4^R	17.1	-27.0
Agriculture, forestry, fishing and hunting	6.8	10.0	25.8	26.2 ^R	23.1 ^C	n/a
Mining, quarrying, and oil and gas extraction	10.9	14.0 ^C	27.6	63.2 ^C		
Utilities	0.0		60.5		0.0	n/a
Construction	15.6	14.7	24.6	31.3	15.9	-49.3
Manufacturing	14.4	11.6	20.7	23.2	17.1	-26.3
Services-producing industries	14.5	12.0	27.9	34.3^R	22.3	-34.9
Wholesale and retail trade	12.6	11.5	25.6	30.1	21.5	-28.4
Transportation and warehousing	15.7 ^C	10.9	27.7	39.2 ^R	25.0	-36.4
Finance, insurance, real estate, rental and leasing		10.0	34.4	33.8	13.6	-59.7
Professional, scientific and technical services		16.1	12.5	26.2	38.2 ^R	23.5
Business, building and support services ¹	9.7	13.1	31.1	33.7 ^R	17.8	-47.1
Educational services	17.4 ^C	12.7	25.0	36.5 ^R	27.7 ^C	n/a
Health care and social assistance		12.4	25.4	39.1 ^R		
Information, culture and recreation ²	19.7	13.1	36.9	53.9	33.7	-37.5
Accommodation and food services	12.3	11.2	23.4	28.1 ^R	19.2	-31.7
Other services (excluding public administration)	15.9 ^C	12.8	29.7	33.1 ^R	24.7 ^C	n/a
Public administration		12.2	18.0	15.9 ^R		
Unclassified industries³		11.2	27.1	35.8^R	16.3	-54.4
Canada	14.4	11.8	23.5	25.6	17.7	-30.9

Note: Percentage change is based on unrounded numbers. Includes completed 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 For some claims, this information was not available in the data.

^C For confidentiality purposes, data for some industries have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.22.3 – Work-Sharing benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Goods-producing industries	138	133	143	141	139	164	127	137	+7.8
Agriculture, forestry, fishing and hunting	207 ^c	117	174	111	X	X	196 ^c	142 ^c	-27.7
Mining, quarrying, and oil and gas extraction		198	143	173	144	0			
Utilities		X	X	0	0	0	0	0	n/a
Construction	173	149	156	155	172	195	141	201	+42.4
Manufacturing	136	132	142	141	139	163	126	136	+7.5
Services-producing industries	143	125	148	144	146	133	153	155	+1.4
Wholesale and retail trade	138	116	147	123	140	123	130	145	+11.6
Transportation and warehousing	126	118	127	186	231	180	179 ^c	141	n/a
Finance, insurance, real estate, rental and leasing	152	144	169	X	X	X		146	n/a
Professional, scientific and technical services	156	128	150	150	167	170	174	168	-3.7
Business, building and support services ³	146	131	144	135	110	131	145	152	+4.8
Educational services	195	177	191	191	X	X	154 ^c	173	n/a
Health care and social assistance	140	140	135	153	X	X		113	n/a
Information, culture and recreation ⁴	145	123	166	102	238	178	171 ^c	215	n/a
Accommodation and food services	111	121	166	160	123	131		123	n/a
Other services (excluding public administration)	136	119	137	141	X	X	177 ^c	167 ^c	-5.4
Public administration	152	141	164	134 ^c	189 ^c	158 ^c			
Unclassified industries⁵	211	147	165				167	124	-25.7
Canada	139	130	145	142	142	155	130	138	+6.2

Note: Percentage change is based on unrounded numbers. Includes claims for which at least 1 \$ of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² Different EI temporary measures affecting the weekly benefit rate were in effect during this period.

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.

^c For confidentiality purposes, data for some industries have been combined.

X suppressed for confidentiality purposes.

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

Annex 2.22.4 – Work-Sharing benefits (by industry): Amount paid¹ (\$ thousands)

Industry	2019-20	2020-21	2021-22	2022-23	2023-24
Goods-producing industries	14,919.2	97,279.2	59,255.0	23,254.3	34,650.5
Agriculture, forestry, fishing and hunting		943.2	413.3	228.3	152.7
Mining, quarrying, and oil and gas extraction	165.7 ^c	2,220.7	385.0	29.8	25.0
Utilities		299.3	56.1	0.9	0.0
Construction	458.1	5,582.5	1,966.3	476.0	983.9
Manufacturing	14,295.4	88,233.5	56,434.2	22,519.2	33,488.9
Services-producing industries	1,557.4	81,683.5	28,114.8	7,041.0	4,776.8
Wholesale and retail trade	621.6	24,246.6	7,680.7	2,064.5	1,917.2
Transportation and warehousing	58.0	4,612.1	3,027.2	1,885.6	159.6
Finance, insurance, real estate, rental and leasing	71.8	5,711.7	1,244.2	114.7	56.2
Professional, scientific and technical services	430.6	17,855.5	3,527.5	1,197.4	1,303.4
Business, building and support services ²	134.3	12,446.9	5,915.5	610.6	471.4
Educational services	46.0	2,247.8	1,041.2	126.2	41.7
Health care and social assistance	21.7	1,558.4	629.8	137.7	48.8
Information, culture and recreation ³	72.6	5,504.2	1,789.2	317.9	430.6
Accommodation and food services	45.3	2,218.9	1,086.8	109.4	164.4
Other services (excluding public administration)	42.8	4,918.9	2,106.3	469.0	165.3
Public administration	12.7	362.5	1,457.9 ^c	8.1	18.1
Unclassified industries⁴	35.3	4,492.6		331.0	109.7
Canada	16,512.0	183,455.2	88,761.2	30,626.3	39,537.0

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

^c For confidentiality purposes, data for some industries have been combined.

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

Annex 2.23.1 – Family Supplement: New claims established¹

Province or territory	2019-20	2020-21 ²	2021-22 ²	2022-23 ²	2023-24
Newfoundland and Labrador	1,970	2,700	1,700	1,610	1,639
Prince Edward Island	770	700	470	380	391
Nova Scotia	3,970	5,000	3,170	2,210	2,684
New Brunswick	3,500	3,850	2,200	2,080	2,377
Quebec	15,640	21,860	11,590	9,140	9,486
Ontario	20,580	33,330	14,320	15,170	17,598
Manitoba	3,790	4,610	3,310	3,450	3,531
Saskatchewan	3,130	3,910	2,580	2,610	3,040
Alberta	6,360	10,380	5,210	5,150	6,031
British Columbia	6,130	8,420	4,710	4,120	4,430
Yukon	50 ^c	60	100 ^c	50 ^c	16
Northwest Territories		110			60
Nunavut	20	140	110	60	69
Gender					
Men	12,650	15,970	9,040	8,040	9,554
Women	53,260	79,100	40,430	37,990	41,798
Age category					
24 years old and under	7,430	9,990	6,390	5,520	4,971
25 to 44 years old	48,470	69,200	35,480	33,050	38,042
45 to 54 years old	8,500	13,700	6,470	6,190	7,044
55 years old and over	1,510	2,180	1,130	1,270	1,295
Canada	65,910	95,070	49,470	46,030	51,352

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, data on family caregiver benefits for adults and children are included.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for some territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.23.2 – Family Supplement: Percentage of new claims established which included Family Supplement¹ (%)

Province or territory	2019-20	2020-21 ²	2021-22 ²	2022-23 ²	2023-24
Newfoundland and Labrador	2.4	2.7	2.0	1.9	2.1
Prince Edward Island	3.5	2.8	2.0	1.7	1.7
Nova Scotia	4.8	4.9	3.5	2.8	3.4
New Brunswick	3.9	3.5	2.3	2.5	2.9
Quebec	3.3	2.9	2.2	1.9	1.9
Ontario	3.5	3.1	2.1	2.5	2.7
Manitoba	5.9	4.5	4.6	5.1	5.0
Saskatchewan	5.5	5.0	4.5	4.9	5.6
Alberta	3.2	2.8	2.5	2.6	2.8
British Columbia	2.9	2.5	2.0	1.8	1.9
Yukon	1.2 ^c	1.9	2.0 ^c	1.2 ^c	0.7
Northwest Territories		3.8			2.5
Nunavut	1.7	7.1	7.0	4.4	5.0
Gender					
Men	1.2	1.0	0.8	0.8	0.9
Women	6.2	5.5	4.1	4.2	4.6
Age category					
24 years old and under	4.3	2.3	2.7	3.2	2.7
25 to 44 years old	5.3	5.0	3.4	3.5	3.7
45 to 54 years old	2.4	2.6	1.8	1.9	2.1
55 years old and over	0.3	0.3	0.2	0.3	0.3
Canada	3.5	3.1	2.4	2.4	2.6

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, data on family caregiver benefits for adults and children are included.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for some territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.23.3 – Family Supplement: Average weekly Family Supplement¹ (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	43	38	39	45	45	43	36	40	+10.6
Prince Edward Island	34	27	34	28	27	26	37	38	+3.1
Nova Scotia	45	35	38	43	33	44	41	43	+4.1
New Brunswick	41	45	37	36	40	40	39	43	+11.7
Quebec	44	36	39	44	41	41	44	43	-1.6
Ontario	43	45	37	41	39	40	43	44	+3.0
Manitoba	56	55	42	51	52	55	52 ^R	57	+9.8
Saskatchewan	50	54	45	51	47	53	57	55	-3.1
Alberta	45	50	39	46	41	42	48	48	+0.7
British Columbia	41	50	36	39	47	42	42	42	-0.9
Yukon	31 ^c	63 ^c	39	47 ^c	35 ^c	18 ^c	45 ^c	38	n/a
Northwest Territories			29					46	n/a
Nunavut			37					54	59
Gender									
Men	48	46	40	47	45	46	53	50	-5.2
Women	44	47	38	43	40	41	43	45	+3.9
Age category									
24 years old and under	39	36	35	36	36	37	38	37	-3.0
25 to 44 years old	47	52	40	46	43	44	47	48	+2.7
45 to 54 years old	38	46	35	41	40	39	40	39	-1.9
55 years old and over	32	32	31	36	36	37	38	38	+0.1
Canada	45	47	38	44	41	42	45	46	+2.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, 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.

^c For confidentiality purposes, data for some territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.23.4 – Family Supplement: Average weekly benefit rate^{1,2} (\$)

Province or territory	2019-20	First half of 2020-21	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	360	414	537	525	433	344	389	406	+4.4
Prince Edward Island	361	348	531	524	414	330	379	417	+9.9
Nova Scotia	352	332	534	532	376	349	360	400	+11.3
New Brunswick	362	370	533	524	399	341	405	428	+5.9
Quebec	390	411	538	537	430	404	438	458	+4.6
Ontario	372	371	533	522	392	396	399	434	+8.8
Manitoba	371	375	540	534	427	386	410	434	+5.9
Saskatchewan	382	394	542	536	444	404	410	436	+6.3
Alberta	395	405	535	530	442	408	402	434	+7.9
British Columbia	380	386	534	524	419	392	414	455	+9.9
Yukon	466 ^c	460 ^c	541	500 ^c	353 ^c	465 ^c	372 ^c	545	n/a
Northwest Territories			532					465	n/a
Nunavut	414	349	539	529			394	459	+16.3
Gender									
Men	427	417	539	539	464	451	477	499	+4.6
Women	366	375	535	527	400	373	393	423	+7.7
Age category									
24 years old and under	332	348	526	505	387	347	349	376	+7.6
25 to 44 years old	384	390	537	532	416	392	413	443	+7.3
45 to 54 years old	383	424	533	532	435	413	426	448	+5.1
55 years old and over	373	365	531	533	465	411	440	452	+2.6
Canada	378	378	535	529	415	390	408	437	+7.3

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, 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.

^c For confidentiality purposes, data for some territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.23.5 – Family Supplement: Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	2.8	3.4	4.9	2.0	1.9
Prince Edward Island	0.7	0.9	1.0	0.4	0.3
Nova Scotia	5.1	6.6	8.3	2.6	2.7
New Brunswick	4.3	5.0	5.4	2.1	2.4
Quebec	12.9	20.5	25.8	7.1	7.1
Ontario	21.8	38.2	38.9	12.5	15.4
Manitoba	5.0	6.5	7.4	4.0	4.8
Saskatchewan	4.0	5.4	6.9	3.6	4.0
Alberta	6.9	12.3	14.1	5.4	6.1
British Columbia	6.4	9.6	10.0	3.7	3.8
Yukon		0.1	0.1		
Northwest Territories	0.1 ^c	0.1	0.1	0.1 ^c	0.1 ^c
Nunavut		0.1	0.2		
Gender					
Men	12.7	18.0	20.1	7.9	8.5
Women	57.4	90.6	102.8	35.8	40.1
Age category					
24 years old and under	8.5	10.2	10.6	5.4	4.9
25 to 44 years old	53.6	82.3	92.9	32.6	37.7
45 to 54 years old	7.1	14.1	17.2	4.8	5.1
55 years old and over	0.9	1.9	2.3	0.9	0.9
Canada	70.1	108.6	123.0	43.7	48.6

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2019-20 excludes family caregiver benefits for adults and children due to the incompatibility of administrative data sources. Starting in 2020-21, data on family caregiver benefits for adults and children are included.

^c For confidentiality purposes, data for the territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.24.1 – Working while on claim: Number of completed claims for Employment Insurance regular benefits with working while on claim

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P
Newfoundland and Labrador	38,590	35,200	52,260	40,031 ^R	32,710
Prince Edward Island	7,110	6,510	11,380	8,915 ^R	6,936
Nova Scotia	31,910	27,630	53,890	35,265 ^R	26,297
New Brunswick	37,590	36,270	57,050	43,493 ^R	33,172
Quebec	203,950	236,520	376,570	224,649 ^R	200,254
Ontario	148,790	177,810	470,810	182,237 ^R	153,161
Manitoba	16,700	19,440	41,320	20,622 ^R	16,974
Saskatchewan	16,490	16,430	30,660	16,797 ^R	13,690
Alberta	55,140	68,340	151,570	59,646 ^R	51,678
British Columbia	55,960	67,680	146,120	65,606 ^R	59,193
Yukon	780	570	1,160	600 ^R	511
Northwest Territories	680	390	780	551 ^R	437
Nunavut	380	160	440	283 ^R	238
Gender					
Men	356,280	421,990	690,740	379,010 ^R	339,869
Women	257,790	270,960	703,270	319,685 ^R	255,382
Age category					
24 years old and under	53,120	78,600	224,490	70,917 ^R	50,612
25 to 44 years old	288,360	332,580	627,100	323,332 ^R	288,242
45 to 54 years old	154,910	157,190	285,560	157,883 ^R	136,805
55 years old and over	117,680	124,580	256,860	146,563 ^R	119,592
Canada	614,070	692,950	1,394,010	698,695^R	595,251

Note: Includes completed claims for which at least \$1 of regular benefits was paid. Includes only claims with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.24.2 – Working while on claim: Average number of weeks worked while on claim

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	16.2	14.9	17.8	17.2 ^R	17.1	-0.3
Prince Edward Island	12.1	12.1	14.5	12.2 ^R	13.4	+9.7
Nova Scotia	12.9	12.6	15.1	14.2 ^R	13.3	-5.9
New Brunswick	15.4	14.9	17.8	15.8 ^R	16.2	+2.7
Quebec	12.8	11.0	14.0	13.3 ^R	12.5	-5.8
Ontario	8.0	6.9	11.6	8.7 ^R	7.2	-16.6
Manitoba	6.1	5.7	10.7	6.4 ^R	5.6	-13.8
Saskatchewan	6.8	6.7	11.6	7.6 ^R	6.7	-12.2
Alberta	7.1	6.2	12.0	7.9 ^R	6.6	-16.9
British Columbia	8.2	7.5	13.4	8.0 ^R	7.0	-11.9
Yukon	4.6	6.4	10.3	4.9 ^R	4.8	-2.5
Northwest Territories	6.8	6.4	7.4	6.3 ^R	4.3	-30.8
Nunavut	8.2	5.1	2.6	4.5 ^R	4.7	+4.2
Gender						
Men	11.3	9.8	12.5	12.0 ^R	11.4	-5.0
Women	9.9	8.7	13.7	10.2 ^R	8.7	-14.6
Age category						
24 years old and under	8.9	6.5	10.2	8.1 ^R	7.9	-2.3
25 to 44 years old	9.9	8.7	12.2	10.3 ^R	9.4	-9.4
45 to 54 years old	12.1	10.8	15.0	12.6 ^R	11.3	-10.0
55 years old and over	11.8	11.0	15.5	13.1 ^R	12.2	-6.7
Canada	10.7	9.3	13.1	11.2^R	10.3	-8.3

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of regular benefits was paid. Includes only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.24.3 – Working while on claim: Average weekly employment income earned from working while on claim (\$)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	1,060	1,074	981	1,099 ^R	1,213	+10.3
Prince Edward Island	737	751	677	760 ^R	882	+16.0
Nova Scotia	808	878	711	879 ^R	984	+11.9
New Brunswick	853	883	763	877 ^R	1,023	+16.6
Quebec	824	904	740	938 ^R	1,021	+8.9
Ontario	700	740	525	714 ^R	789	+10.6
Manitoba	612	621	471	611 ^R	680	+11.4
Saskatchewan	727	774	622	722 ^R	832	+15.2
Alberta	855	852	647	836 ^R	954	+14.0
British Columbia	765	808	588	783 ^R	883	+12.8
Yukon	730	764 ^R	633	659 ^R	788	+19.5
Northwest Territories	856	824	794	813 ^R	871	+7.1
Nunavut	611	732	707	720 ^R	762	+5.9
Gender						
Men	978	1,003	831	1,064	1,152	+8.3
Women	548	580	450	577 ^R	646	+11.8
Age category						
24 years old and under	629	646	401 ^R	602 ^R	726	+20.6
25 to 44 years old	802	859	659 ^R	857	948	+10.6
45 to 54 years old	846	903	733	906 ^R	984	+8.7
55 years old and over	799	841	694	852	934	+9.7
Canada	797	847	639	841	935	+11.1

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of regular benefits was paid. 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.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.24.4 – Working while on claim: Percentage of completed claims for Employment Insurance regular benefits with employment income from working while on claim (%)

Province or territory	2019-20	2020-21	2021-22	2022-23 ^R	2023-24 ^P	Change (p.p.) 2022-23 to 2023-24
Newfoundland and Labrador	60.5	59.6 ^R	62.6	59.0 ^R	54.7	-4.3
Prince Edward Island	47.8	48.2 ^R	55.9	48.5 ^R	46.2	-2.3
Nova Scotia	52.9	51.8 ^R	57.3	52.7 ^R	48.1	-4.6
New Brunswick	57.2	57.5 ^R	58.9	55.7 ^R	53.0	-2.7
Quebec	56.0	55.4 ^R	54.0	52.5 ^R	50.9	-1.6
Ontario	42.1	44.3 ^R	50.4	43.5 ^R	37.9	-5.7
Manitoba	40.8	45.5 ^R	49.8	42.6 ^R	39.3	-3.3
Saskatchewan	42.2	43.1 ^R	46.4	41.2	38.7	-2.5
Alberta	44.7	44.3 ^R	48.7	41.2 ^R	39.3	-1.9
British Columbia	46.6	48.6 ^R	51.2	45.7 ^R	42.2	-3.5
Yukon	45.9	36.3 ^R	40.6	36.7 ^R	34.0	-2.7
Northwest Territories	41.7	29.1 ^R	32.1	32.5 ^R	29.6	-2.9
Nunavut	44.7	27.1 ^R	30.1	28.4 ^R	28.6	+0.3
Gender						
Men	47.2	47.9 ^R	47.4	44.5 ^R	41.9	-2.6
Women	52.2	52.7 ^R	57.5	52.6 ^R	47.9	-4.7
Age category						
24 years old and under	49.0	47.0 ^R	55.7	46.5 ^R	40.5	-6.0
25 to 44 years old	53.0	52.8 ^R	54.7	50.6 ^R	46.5	-4.1
45 to 54 years old	57.2	57.4 ^R	59.3	56.8 ^R	53.1	-3.7
55 years old and over	36.1	38.5 ^R	39.6	37.6 ^R	35.0	-2.6
Canada	49.1	49.7^R	52.0	47.9^R	44.3	-3.6

Note: Percentage point change is based on unrounded numbers. Includes completed claims for which at least \$1 of regular benefit was paid.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.25.1 – Regular benefits for apprentices: New claims established

Province or territory	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24
Newfoundland and Labrador	940	480	730	900	963
Prince Edward Island	350	120	220	260	368
Nova Scotia	1,470	1,060	1,090	1,280	1,513
New Brunswick	1,500	1,080	1,310	1,330	1,554
Quebec*	60	140	180	110	87
Ontario	14,700	9,550	13,930	16,520	18,340
Manitoba	2,710	2,160	2,350	2,440	2,656
Saskatchewan	2,500	1,490	2,140	2,430	2,591
Alberta	13,270	7,950	10,970	11,710	13,762
British Columbia	9,500	7,540	8,830	9,590	10,375
Territories	180	130	250	150	223
Gender					
Men	44,680	29,860	39,660	44,100	49,372
Women	2,500	1,840	2,340	2,620	3,060
Age category					
24 years old and under	20,910	13,550	17,800	20,100	22,952
25 to 44 years old	24,920	17,260	22,770	25,150	27,802
45 years old and over	1,350	890	1,430	1,470	1,678
Canada	47,180	31,700	42,000	46,720	52,432

Note: Includes 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 Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.25.2 – Regular benefits for apprentices: Average actual duration (number of training weeks)

Province or territory	2019-20	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established on or after September 26, 2021 and completed in 2022-23 ^{2,R}	2023-24 ^P	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Newfoundland and Labrador	8.2	7.9	7.0	8.0	7.5	8.5 ^R	8.9	+5.0
Prince Edward Island	7.5	7.6	8.0	11.1	7.1	9.4 ^R	9.5	+0.8
Nova Scotia	8.2	8.1	6.4	8.8	6.7	8.1 ^R	8.4	+2.9
New Brunswick	7.9	9.2	6.7	8.8	6.2	8.1	8.3	+2.1
Quebec	10.7	X	X	16.3	9.0	10.5 ^R	10.3	-2.5
Ontario	9.2	9.9	8.0	9.6	7.8	8.8 ^R	8.9	+0.8
Manitoba	9.7	10.4	7.5	9.7	8.3	9.1 ^R	9.2	+1.9
Saskatchewan	8.5	9.3	6.3	9.7	6.5	8.2	8.6	+4.7
Alberta	9.0	9.3	7.5	10.3	7.7	8.9	8.9	0.0
British Columbia	9.2	10.1	7.2	9.9	7.1	8.8 ^R	8.9	+0.7
Territories	8.9	8.4	7.4	9.4	10.1	9.6 ^R	9.0	-6.6
Gender								
Men	9.0	9.6	7.5	9.7	7.6	8.8 ^R	8.9	+1.0
Women	9.3	9.2	7.6	10.8	7.7	8.9 ^R	8.8	-1.1
Age category								
24 years old and under	9.1	9.8	7.4	10.1	7.5	8.8 ^R	8.8	+0.6
25 to 44 years old	9.0	9.5	7.5	9.7	7.7	8.8 ^R	8.9	+1.1
45 years old and over	8.3	9.2	8.2	9.0	7.6	8.5 ^R	8.7	+2.6
Canada	9.0	9.6	7.5	9.8	7.6	8.8^R	8.9	+0.9

Note: Percentage change is based on unrounded numbers. Includes completed 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 maximum number of entitlement weeks were in effect during this period.

² The average duration of claims completed in 2022-23 only accounts for claims that were established on or after September 26, 2021. Claims that were established before September 26, 2021 were mostly completed in 2020-21 and 2021-22, and those that were completed in 2022-23 have a high duration.

^P Preliminary data.

^R Revised data.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.25.3 – Regular benefits for apprentices: Average weekly benefit rate¹ (\$)

Province or territory	2019-20	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Newfoundland and Labrador	517	552	556	528	539	564	604	+7.1
Prince Edward Island	430	529	491	458	429	505	540	+6.9
Nova Scotia	473	512	528	499	537	528	543	+2.8
New Brunswick	467	515	520	520	490	525	544	+3.7
Quebec	434	513	494	451	545	516	560	+8.5
Ontario	510	546	563	549	574	585	603	+3.1
Manitoba	512	549	551	544	563	548	583	+6.3
Saskatchewan	517	557	556	559	583	575	592	+3.0
Alberta	532	561	573	572	581	595	609	+2.2
British Columbia	507	543	556	537	556	572	597	+4.3
Territories	551	553	595	557	577	610	619	+1.4
Gender								
Men	515	549	561	552	569	581	600	+3.3
Women	492	525	540	507	526	543	571	+5.2
Age category								
24 years old and under	497	540	547 ^R	532	540	558	578	+3.6
25 to 44 years old	525	553	568	558	586	592	611	+3.2
45 years old and over	529	546	565	566	551	588	610	+3.8
Canada	513	547	559	549	566	578	598	+3.4

Note: Percentage change is based on unrounded numbers. Includes 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.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.25.4 – Regular benefits for apprentices: Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Newfoundland and Labrador	10.2	5.7	7.0	7.3	9.0
Prince Edward Island	2.0	1.0	1.3	1.3	2.4
Nova Scotia	10.3	7.3	7.0	6.9	9.3
New Brunswick	10.6	7.1	7.7	7.7	9.8
Quebec	0.4	1.7	1.9	1.0	0.7
Ontario	102.1	63.1	82.8	101.8	123.6
Manitoba	17.3	13.5	15.6	14.4	16.9
Saskatchewan	16.8	8.8	13.3	13.7	15.0
Alberta	99.1	56.5	72.2	73.9	90.6
British Columbia	59.3	47.2	52.3	53.4	64.3
Territories	1.5	0.7	1.4	0.9	1.4
Gender					
Men	309.7	197.4	246.3	264.9	321.1
Women	20.0	15.0	16.2	17.4	22.1
Age category					
24 years old and under	132.9	83.2	101.2	109.7	135.0
25 to 44 years old	186.9	120.6	150.9	162.1	194.9
45 years old and over	9.8	8.7	10.5	10.5	13.3
Canada	329.6	212.5	262.6	282.3	343.2

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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 to 2022-23 and 100% of data for 2023-24.

Annex 2.26.1 – Regular benefits while on training with permission from Service Canada (Skills Boost):
New claims established

Province or territory	2019-20	2020-21¹	2021-22¹	2022-23¹	2023-24
Atlantic provinces	44	23	42	56	67
Quebec	248	187	163	140	208
Ontario	231	126	158	182	206
Manitoba	31	19	32	28	33
Saskatchewan	29	17	25	22	30
Alberta	192	147	132	115	121
British Columbia and Territories ²	121	93	71	84	116
Gender					
Men	430	249	299	307	412
Women	466	363	324	320	369
Age category					
34 years old and under	346	208	229	247	291
35 to 44 years old	299	229	226	227	261
45 to 54 years old	189	131	124	115	183
55 years old and over	62	44	44	38	46
Canada	896	612	623	627	781

Note: Includes claims for which claimants received permission from Service Canada to train.

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

² 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. Results are based on 100% of data.

Annex 2.26.2 – Regular benefits while on training with permission from Service Canada (Skills Boost):
Average actual duration (number of training weeks)

Province or territory	2019-20	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2022-23 ^{1,R}	2023-24	Change (%) 2022-23 (Claims established on or after September 26, 2021) to 2023-24
Atlantic Provinces	24.6	23.0	24.2	16.0	20.3	+26.6
Quebec	19.1	18.8	25.2	16.2	17.7	+9.6
Ontario	18.3	20.6	23.6	16.2 ^R	15.6	-3.9
Manitoba	18.0	19.5	22.3	16.2	18.6	+15.0
Saskatchewan	21.1	19.6	22.5	17.6 ^R	16.1	-8.3
Alberta	19.0	21.0	24.3	16.6 ^R	15.8	-4.7
British Columbia and Territories ²	18.4	17.9	24.3	16.7 ^R	15.4	-7.9
Gender						
Men	18.1	19.0	23.7	15.0 ^R	15.4	+2.7
Women	20.1	20.7	24.7	17.9 ^R	18.0	+0.8
Age category						
34 years old and under	19.0	19.5	25.0	15.4 ^R	15.9	+3.4
35 to 44 years old	19.2	20.4	24.5	17.3 ^R	17.9	+3.8
45 to 54 years old	18.9	20.2	23.0	17.0 ^R	16.8	-1.5
55 years old and over	18.3	18.3	22.6	15.2 ^R	13.6	-10.2
Canada	19.0	19.9	24.3	16.4^R	16.7	+1.8

Note: Percentage change is based on unrounded numbers. Includes completed claims for which claimants received permission from Service Canada to train.

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

² For confidentiality reasons, data for the Territories have been included with those for British Columbia.

^R Preliminary data.

^R Revised data.

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

Annex 2.26.3 – Regular benefits while on training with permission from Service Canada (Skills Boost):
Average weekly benefit rate¹ (\$)

Province or territory	2019-20	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	Change (%) 2022-23 to 2023-24
Atlantic Provinces	426	511	536	524	556	507	520	+2.7
Quebec	487	525	529	494	506	540	561	+4.0
Ontario	500	527	524	499	532	548	582	+6.4
Manitoba	477	506	528	505	536	557	488	-12.4
Saskatchewan	499	495	550	388	505	532	538	+1.2
Alberta	507	538	558	556	540	556	573	+3.1
British Columbia and Territories ³	487	521	535	463	530	573	579	+0.9
Gender								
Men	506	539	555	541	552	571	581	+1.8
Women	478	517	523	470	493	527	545	+3.3
Age category								
34 years old and under	490	524	535	488	520	539	568	+5.3
35 to 44 years old	496	533	536	488	530	560	561	+0.3
45 to 54 years old	497	513	535	530	544	550	565	+2.7
55 years old and over	456	535	547	515	491	513	539	+5.0
Canada	491	526	536	500	526	547	563	+3.0

Note: Percentage change is based on unrounded numbers. Includes 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.

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. Results are based on 100% of data.

Annex 2.26.4 – Regular benefits while on training with permission from Service Canada (Skills Boost):
Amount paid¹ (\$ million)

Province or territory	2019-20	2020-21	2021-22	2022-23	2023-24
Atlantic Provinces	0.5	0.4	0.6	0.7	0.9
Quebec	3.1	3.4	2.2	1.6	2.8
Ontario	2.9	2.4	2.4	2.2	2.9
Manitoba	0.4	0.3	0.5	0.4	0.4
Saskatchewan	0.4	0.3	0.4	0.3	0.4
Alberta	2.7	2.9	2.2	1.5	1.6
British Columbia and Territories ²	1.5	1.7	1.0	1.1	1.5
Gender					
Men	5.6	4.7	4.4	3.7	5.6
Women	6.0	6.7	4.9	4.1	5.0
Age category					
34 years old and under	4.3	3.7	3.1	2.8	3.6
35 to 44 years old	4.0	4.4	3.5	2.9	3.7
45 to 54 years old	2.5	2.4	2.0	1.5	2.6
55 years old and over	0.7	0.9	0.7	0.5	0.6
Canada	11.6	11.4	9.3	7.8	10.5

Note: Data may not add up to the total due to rounding. Includes 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 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. Results are based on 100% of data.

Annex 2.27 – Completed pure and combined Employment Insurance claims, by types of benefits

Benefit type	Number of claims 2021-22 ^{1,R}	Share of combined claims 2021-22 ^{1,R} (%)	Number of claims 2022-23 ^{1,R}	Share of combined claims 2022-23 ^{1,R} (%)	Number of claims 2023-24 ^P	Share of combined claims 2023-24 ^P (%)
Regular	2,736,990 ^R	11.1 ^R	1,512,141 ^R	12.3 ^R	1,399,233	11.3
Fishing	27,150 ^R	12.4 ^R	28,980 ^R	12.0 ^R	27,803	13.9
Sickness	593,550 ^R	50.7 ^R	461,074 ^R	43.9 ^R	423,914	40.6
Maternity	181,960 ^R	97.8	176,062 ^R	98.6 ^R	172,048	98.4
Parental ²	247,240 ^R	74.3 ^R	247,034 ^R	72.5 ^R	245,290	71.3
Compassionate care	7,860 ^R	41.7 ^R	6,654 ^R	34.6 ^R	6,552	35.2
Family caregiver for adults	13,780 ^R	38.7 ^R	12,321 ^R	31.7 ^R	13,339	29.0
Family caregiver for children	5,230	26.2	3,237 ^R	22.8 ^R	3,166	23.6
Work-sharing	43,380 ^R	35.8 ^R	18,151 ^R	43.4 ^R	12,755	32.9
All claims³	3,343,840^R	14.4^R	2,068,043^R	17.5^R	1,944,315	17.0

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

¹ Results have been revised based on the EI Monitoring and Assessment Report methodology which updates data for completed claims.

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.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2021-22 and 100% of data for 2022-23 and 2023-24.

Annex 2.28.1 – Employment Insurance benefit repayment¹: People who repaid benefits

Province or territory	2019	2020	2021	2022
Newfoundland and Labrador	11,412	8,712	12,495	11,382
Prince Edward Island	1,468	1,199	1,885	1,504
Nova Scotia	7,651	6,508	8,570	6,715
New Brunswick	5,727	4,879	6,445	5,732
Quebec	52,349	45,916	68,463	52,337
Ontario	42,711	46,239	64,746	43,665
Manitoba	3,677	3,685	4,890	3,314
Saskatchewan	5,539	5,230	6,791	4,847
Alberta	28,153	28,464	42,353	28,217
British Columbia	18,016	19,294	27,543	19,176
Yukon	299	344	399	252
Northwest Territories	278	304	490	262
Nunavut	100	113	131	97
Non-residents of Canada	1,145	80	112	69
Gender				
Men	157,706	149,849	206,775	152,804
Women	20,819	21,118	38,538	24,765
Age category				
24 years old and under	4,183	3,250	5,382	4,431
25 to 44 years old	81,311	75,830	110,992	79,839
45 to 54 years old	40,788	39,320	54,216	39,303
55 years old and over	52,243	52,567	74,723	53,996
Industry				
Goods-producing industries	119,060	112,572	146,357	111,263
Agriculture, forestry, fishing and hunting	6,332	5,769	7,973	6,121
Mining, quarrying, and oil and gas extraction	9,483	9,269	11,851	8,373
Utilities	2,082	1,975	1,979	1,891
Construction	82,385	73,030	98,121	77,986
Manufacturing	18,778	22,529	26,433	16,892
Services-producing industries	55,503	56,018	92,480	58,928
Wholesale and retail trade	7,336	8,965	15,465	7,824
Transportation and warehousing	5,617	6,319	8,988	5,748
Finance and insurance, real estate and rental and leasing	3,577	3,426	5,177	3,228
Professional, scientific and technical services	10,209	10,050	16,317	12,254
Business, building and other support services ²	6,618	7,732	10,741	6,899
Educational services	8,529	5,610	11,954	8,688
Health care and social assistance	1,204	1,798	3,095	1,712
Information, culture and recreation ³	2,348	2,580	5,193	2,964
Accommodation and food services	932	1,370	3,663	1,800
Other services (excluding public administration)	5,357	4,193	6,027	3,849
Public administration	3,776	3,975	5,860	3,962
Unclassified industries⁴	3,962	2,377	6,476	7,378
Canada	178,525	170,967	245,313	177,569

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2022 tax 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.

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

Annex 2.28.2 – Employment Insurance benefit repayment¹: Amount repaid (\$ million)

Province or territory	2019	2020	2021	2022
Newfoundland and Labrador	25.2	18.8	36.9	32.5
Prince Edward Island	4.8	3.5	7.6	6.0
Nova Scotia	19.6	14.2	25.1	19.0
New Brunswick	13.2	9.8	17.2	13.5
Quebec	58.5	61.5	93.6	63.0
Ontario	52.8	59.5	110.8	62.0
Manitoba	5.2	5.2	8.7	5.4
Saskatchewan	8.5	8.0	13.4	8.3
Alberta	43.1	43.0	85.0	49.0
British Columbia	25.6	26.0	50.1	29.3
Yukon	0.5	0.5	0.8	0.5
Northwest Territories	0.5	0.5	0.9	0.5
Nunavut	0.2	0.2	0.3	0.2
Non-residents of Canada	1.8	0.1	0.2	0.1
Gender				
Men	232.4	224.3	375.7	250.4
Women	27.1	26.5	74.9	38.8
Age category				
24 years old and under	5.5	4.3	8.5	6.5
25 to 44 years old	104.1	101.9	173.4	112.9
45 to 54 years old	59.7	58.2	100.5	64.0
55 years old and over	90.1	86.6	168.2	105.7
Industry				
Goods-producing industries	168.3	166.3	255.2	179.7
Agriculture, forestry, fishing and hunting	14.3	10.4	20.4	14.8
Mining, quarrying, and oil and gas extraction	15.7	14.6	24.5	15.8
Utilities	3.1	2.9	3.3	2.7
Construction	108.7	105.9	151.3	112.1
Manufacturing	26.5	32.5	55.7	34.4
Services-producing industries	87.0	81.6	189.0	103.5
Wholesale and retail trade	17.1	16.2	38.3	19.6
Transportation and warehousing	8.1	8.8	18.1	9.5
Finance and insurance, real estate and rental and leasing	5.4	4.9	11.0	5.5
Professional, scientific and technical services	15.7	15.6	30.6	21.3
Business, building and other support services ²	10.2	11.4	21.7	11.8
Educational services	9.4	4.8	19.1	11.4
Health care and social assistance	1.4	2.2	6.3	2.7
Information, culture and recreation ³	3.0	3.3	10.4	4.6
Accommodation and food services	1.4	2.0	8.5	2.6
Other services (excluding public administration)	9.5	6.9	12.7	7.3
Public administration	5.7	5.6	12.2	7.1
Unclassified industries⁴	4.1	2.9	6.4	5.9
Canada	259.4	250.8	450.6	289.2

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2022 tax 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.

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

Annex 2.29.1 – Contributors to the Employment Insurance program¹: EI premium

Province or territory	Total 2021 (\$ million)	Total 2022 (\$ million)	% of total 2022	Paid by employers ² 2022 (\$ million)	Paid by employees 2022 (\$ million)
Newfoundland and Labrador	336.0	370.4	1.4	214.5	160.4
Prince Edward Island	105.4	118.9	0.4	68.6	51.3
Nova Scotia	627.6	693.9	2.6	396.3	303.4
New Brunswick	502.7	559.7	2.1	320.4	243.7
Quebec	4,260.9	4,838.4	18.3	2,736.0	2,155.7
Ontario	9,584.2	10,776.1	40.8	6,182.4	4,730.0
Manitoba	847.2	927.7	3.5	529.0	407.0
Saskatchewan	713.0	778.6	2.9	443.8	344.6
Alberta	3,016.1	3,391.8	12.8	1,949.6	1,498.8
British Columbia	3,444.3	3,837.4	14.5	2,213.5	1,676.6
Yukon	38.0	41.3	0.2	23.9	18.1
Northwest Territories	39.4	43.0	0.2	24.8	19.0
Nunavut	25.4	29.0	0.1	16.9	12.7
Outside Canada and multiple jurisdictions	27.2	31.9	0.1	18.4	13.9
Gender					
Men	12,950.4	14,522.7	54.9	8,353.3	6,389.0
Women	10,617.0	11,915.2	45.1	6,784.6	5,246.1
Unknown gender ³	n/a	0.3	0.0	0.2	0.0
Age category					
24 years old and under	1,900.7	2,193.5	8.3	1,269.3	932.7
25 to 44 years old	11,423.4	12,906.5	48.8	7,409.5	5,697.2
45 to 54 years old	5,271.0	5,827.9	22.0	3,319.9	2,588.4
55 years old and over	4,969.1	5,506.4	20.8	3,137.1	2,415.1
Unknown age ³	3.2	3.9	0.0	2.3	1.7
Industry					
Goods-producing industries	5,198.7	5,783.8	21.9	3,347.7	2,520.8
Agriculture, forestry, fishing and hunting	321.6	337.9	1.3	198.2	143.3
Mining, quarrying, and oil and gas extraction	398.5	439.1	1.7	253.0	198.9
Utilities	192.3	214.0	0.8	119.2	97.4
Construction	1,843.7	2,097.8	7.9	1,239.8	899.6
Manufacturing	2,442.6	2,695.0	10.2	1,537.4	1,181.6
Services-producing industries	18,166.3	20,410.0	77.2	11,645.3	9,009.7
Wholesale trade and retail trade	3,127.4	3,434.7	13.0	1,975.3	1,488.4
Transportation and warehousing	1,132.5	1,263.6	4.8	719.3	557.7
Finance, insurance, real estate, rental and leasing	1,515.4	1,715.9	6.5	966.6	773.8
Professional, scientific and technical services	1,770.6	2,093.9	7.9	1,215.2	924.2
Business, building and other support services ⁴	1,293.0	1,474.2	5.6	854.6	641.7
Educational services	1,822.4	1,976.9	7.5	1,099.3	896.2
Health care and social assistance	2,288.8	2,505.8	9.5	1,432.5	1,106.7
Information, culture and recreation ⁵	723.2	868.5	3.3	499.4	384.4
Accommodation and food services	754.4	962.3	3.6	561.4	404.3
Other services (excluding public administration)	730.3	828.1	3.1	482.3	354.3
Public administration	3,008.3	3,286.0	12.4	1,839.4	1,478.0
Unclassified industries³	202.4	244.4	0.9	145.1	104.7
Canada	23,567.4	26,438.2	100.0	15,138.0	11,635.2

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 2022 taxation year. EI premiums paid are determined based on the residence of employees.

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. Results are based on a 10% sample of T4 slips with employment income data for 2021 and 100% of data for 2022.

Annex 2.29.2 – Contributors to the Employment Insurance program¹: Employment income

Province or territory	Total employment income (\$ million) 2021	Total employment income (\$ million) 2022	% of total employment income 2022	Total insurable earnings (\$ million) 2021	Total insurable earnings (\$ million) 2022
Newfoundland and Labrador	13,292.0	14,455.7	1.2	9,204.8	10,152.3
Prince Edward Island	3,798.9	4,180.3	0.3	2,877.6	3,250.0
Nova Scotia	23,980.6	26,044.7	2.2	17,417.6	19,217.7
New Brunswick	18,575.5	20,501.7	1.7	13,867.4	15,455.8
Quebec	230,284.5	254,284.7	21.3	160,923.0	179,075.4
Ontario	438,025.1	477,262.8	39.9	267,050.5	299,944.1
Manitoba	33,657.2	35,965.2	3.0	23,548.6	25,765.7
Saskatchewan	29,634.6	31,748.3	2.7	19,987.8	21,815.7
Alberta	142,154.7	158,656.1	13.3	84,439.8	94,916.9
British Columbia	152,583.7	164,787.9	13.8	95,369.6	106,168.8
Yukon	1,570.2	1,689.8	0.1	1,055.8	1,145.1
Northwest Territories	1,908.7	1,978.0	0.2	1,107.6	1,204.3
Nunavut	1,174.5	1,345.3	0.1	708.8	808.8
Outside Canada and multiple jurisdictions	2,373.3	2,612.3	0.2	809.2	947.4
Gender					
Men	659,612.7	718,795.1	60.1	383,500.9	427,975.9
Women	433,400.8	476,707.5	39.9	314,867.3	351,884.6
Unknown gender ²	n/a	10.4	0.0	n/a	7.5
Age category					
24 years old and under	57,375.8	65,741.7	5.5	54,156.2	62,305.2
25 to 44 years old	495,186.7	546,168.5	45.7	339,379.9	381,417.6
45 to 54 years old	280,897.2	302,825.2	25.3	157,881.2	173,961.9
55 years old and over	259,430.3	280,616.7	23.5	146,855.5	162,066.6
Unknown age ²	123.5	161.0	0.0	95.5	116.8
Industries					
Goods-producing industries	240,554.0	264,225.3	22.1	153,024.5	169,340.0
Agriculture, forestry, fishing and hunting	12,739.6	13,004.7	1.1	9,109.5	9,551.7
Mining, quarrying, and oil and gas extraction	27,388.0	31,727.9	2.7	11,890.9	13,012.2
Utilities	12,283.5	13,081.0	1.1	5,953.3	6,558.9
Construction	81,639.4	91,231.4	7.6	52,956.2	60,020.9
Manufacturing	106,503.4	115,180.2	9.6	73,114.5	80,196.4
Services-producing industries	841,704.3	918,858.9	76.9	539,585.0	603,590.7
Wholesale trade and retail trade	134,996.8	145,983.5	12.2	91,087.4	99,695.7
Transportation and warehousing	49,743.7	54,615.4	4.6	33,503.6	37,206.8
Finance, insurance, real estate, rental and leasing	94,594.2	103,003.1	8.6	45,518.6	51,399.7
Professional, scientific and technical services	102,839.1	116,648.7	9.8	52,786.0	62,006.9
Business, building and other support services ³	59,461.5	66,089.6	5.5	37,439.4	42,680.3
Educational services	78,599.3	81,955.2	6.9	55,939.7	60,356.5
Health care and social assistance	94,640.7	102,939.8	8.6	69,556.4	75,856.9
Information, culture and recreation ⁴	37,843.7	42,123.0	3.5	21,565.1	25,686.9
Accommodation and food services	24,679.0	30,885.4	2.6	21,123.1	26,930.7
Other services (excluding public administration)	29,670.7	32,800.8	2.7	20,946.0	23,689.8
Public administration	134,635.6	141,814.3	11.9	90,119.8	98,080.4
Unclassified industries²	10,755.1	12,428.8	1.0	5,758.7	6,937.3
Canada	1,093,013.4	1,195,513.0	100.0	698,368.2	779,868.0

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 2022 taxation year. EI premiums paid are determined based on the residence of employees.

² For some T4 slips, this information was not available in the data.

³ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

⁴ This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Results are based on a 10% sample of T4 slips with employment income data for 2021 and 100% of data for 2022.

Annex 2.29.3 – Contributors to the Employment Insurance program¹: Employment income per worker

Province or territory	Number of workers with employment income 2021	Number of workers with employment income 2022	% of total 2022	Employment income per worker (\$ per year) 2021	Employment income per worker (\$ per year) 2022	Insurable earnings per worker (\$ per year) 2021	Insurable earnings per worker (\$ per year) 2022
Newfoundland and Labrador	275,410	280,935	1.4	48,263	51,456	33,422	36,138
Prince Edward Island	91,550	96,407	0.5	41,495	43,361	31,432	33,711
Nova Scotia	521,950	535,765	2.6	45,944	48,612	33,370	35,870
New Brunswick	421,120	434,389	2.1	44,110	47,197	32,930	35,581
Quebec	4,625,800	4,799,441	23.1	49,783	52,982	34,788	37,312
Ontario	7,555,760	7,907,956	38.1	57,972	60,352	35,344	37,929
Manitoba	701,930	727,839	3.5	47,950	49,414	33,548	35,400
Saskatchewan	577,880	593,455	2.9	51,282	53,497	34,588	36,761
Alberta	2,319,620	2,436,992	11.7	61,284	65,103	36,402	38,948
British Columbia	2,721,300	2,833,567	13.7	56,070	58,156	35,046	37,468
Yukon	26,710	27,534	0.1	58,789	61,372	39,530	41,590
Northwest Territories	27,690	28,942	0.1	68,930	68,343	40,000	41,612
Nunavut	20,650	21,567	0.1	56,877	62,378	34,322	37,503
Outside Canada and multiple jurisdictions	27,610	31,068	0.1	85,956	84,083	29,309	30,494
Gender							
Men	10,319,440	10,750,656	51.8	63,919	66,861	37,163	39,809
Women	9,595,540	10,004,628	48.2	45,167	47,649	32,814	35,172
Unknown gender ²	n/a	573	0.0	n/a	18,138	n/a	13,028
Age category							
24 years old and under	3,235,770	3,452,557	16.6	17,732	19,041	16,737	18,046
25 to 44 years old	8,580,220	9,005,067	43.4	57,713	60,651	39,554	42,356
45 to 54 years old	3,727,710	3,800,619	18.3	75,354	79,678	42,353	45,772
55 years old and over	4,368,040	4,493,928	21.7	59,393	62,444	33,620	36,063
Unknown age ²	3,240	3,686	0.0	38,113	43,668	29,463	31,685
Industries							
Goods-producing industries	3,877,090	4,001,560	19.3	62,045	66,031	39,469	42,319
Agriculture, forestry, fishing and hunting	373,600	372,662	1.8	34,100	34,897	24,383	25,631
Mining, quarrying, and oil and gas extraction	231,740	234,671	1.1	118,184	135,202	51,312	55,448
Utilities	114,790	116,042	0.6	107,009	112,727	51,863	56,522
Construction	1,381,350	1,453,967	7.0	59,101	62,747	38,337	41,281
Manufacturing	1,775,610	1,824,218	8.8	59,981	63,139	41,177	43,962
Services-producing industries	15,799,200	16,499,058	79.5	53,275	55,692	34,153	36,583
Wholesale trade and retail trade	3,166,750	3,230,153	15.6	42,629	45,194	28,764	30,864
Transportation and warehousing	931,040	965,424	4.7	53,428	56,571	35,985	38,539
Finance, insurance, real estate, rental and leasing	1,105,240	1,164,602	5.6	85,587	88,445	41,184	44,135
Professional, scientific and technical services	1,308,670	1,412,437	6.8	78,583	82,587	40,336	43,901
Business, building and other support services ³	1,221,120	1,265,566	6.1	48,694	52,221	30,660	33,724
Educational services	1,440,220	1,488,310	7.2	54,575	55,066	38,841	40,554
Health care and social assistance	1,909,650	1,977,959	9.5	49,559	52,043	36,424	38,351
Information, culture and recreation ⁴	630,010	698,180	3.4	60,068	60,333	34,230	36,791
Accommodation and food services	1,296,480	1,459,219	7.0	19,035	21,166	16,293	18,456
Other services (excluding public administration)	706,330	735,992	3.5	42,007	44,567	29,655	32,188

Public administration	2,083,690	2,101,216	10.1	64,614	67,492	43,250	46,678
Unclassified industries²	238,690	255,239	1.2	45,059	48,695	24,126	27,179
Canada	19,914,980	20,755,857	100.0	54,884	57,599	35,067	37,573

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 2022 taxation year. EI premiums paid are determined based on the residence of employees.

² For some T4 slips, this information was not available in the data.

³ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

⁴ This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Results are based on a 10% sample of T4 slips with employment income data for 2021 and 100% of data for 2022.

Annex 2.30 – Adjusted benefits-to-contributions (B/C) ratios¹

Province or territory	EI premium (\$ million) 2022	EI premium % of total 2022	EI regular benefits (\$ million) 2022	EI regular benefits % of total 2022	Total EI benefits (\$ million) 2022	Total EI benefits % of total 2022	Adjusted regular B/C ratio ^{2,3} (Canada=1) 2022	Adjusted total B/C ratio ² (Canada=1) 2022
Newfoundland and Labrador	370.4	1.4	849.3	6.9	1,184.3	5.8	5.3	4.1
Prince Edward Island	118.9	0.4	176.9	1.4	294.4	1.4	3.4	3.2
Nova Scotia	693.9	2.6	632.5	5.1	957.6	4.7	2.1	1.8
New Brunswick	559.7	2.1	756.3	6.1	1,096.0	5.3	3.1	2.5
Quebec	4,838.4	18.3	3,095.7	25.0	3,865.0	18.9	1.1	1.0
Ontario	10,776.1	40.8	3,473.8	28.0	6,771.6	33.0	0.7	0.8
Manitoba	927.7	3.5	421.6	3.4	754.0	3.7	1.0	1.0
Saskatchewan	778.6	2.9	376.1	3.0	643.6	3.1	1.1	1.1
Alberta	3,391.8	12.8	1,378.6	11.1	2,479.7	12.1	0.9	0.9
British Columbia	3,837.4	14.5	1,179.4	9.5	2,357.5	11.5	0.7	0.8
Yukon	41.3	0.2	17.4	0.1	29.9	0.1	1.0	0.9
Northwest Territories	43.0	0.2	18.2	0.1	30.3	0.1	1.0	0.9
Nunavut	29.0	0.1	15.1	0.1	25.0	0.1	1.2	1.1
Other province or territory ⁴	31.9	0.1	1.2	0.0	9.0	0.0	0.1	0.4
Gender								
Men	14,522.7	54.9	7,766.0	62.7	9,886.2	48.2	1.1	0.9
Women	11,915.2	45.1	4,626.1	37.3	10,611.9	51.8	0.8	1.1
Unknown gender ⁵	0.3	0.0	n/a	n/a	n/a	n/a	n/a	n/a
Age category								
24 years old and under	2,193.5	8.3	1,066.5	8.6	1,723.4	8.4	1.1	1.0
25 to 44 years old	12,906.5	48.8	5,244.3	42.3	11,196.3	54.6	0.9	1.1
45 to 54 years old	5,827.9	22.0	2,414.1	19.5	3,065.8	15.0	0.9	0.7
55 years old and over	5,506.4	20.8	3,667.1	29.6	4,512.5	22.0	1.4	1.1
Unknown age ⁵	3.9	0.0	n/a	n/a	n/a	n/a	n/a	n/a
Industry								
Goods-producing industries	5,783.8	21.9	4,687.5	37.8	6,264.2	30.6	1.7	1.4
Agriculture, forestry, fishing and hunting	337.9	1.3	640.4	5.2	776.4	3.8	4.2	3.0
Mining, quarrying, and oil and gas extraction	439.1	1.7	238.5	1.9	303.7	1.5	1.2	0.9
Utilities	214.0	0.8	33.0	0.3	65.1	0.3	0.3	0.4
Construction	2,097.8	7.9	2,595.1	20.9	3,139.5	15.3	2.7	1.9
Manufacturing	2,695.0	10.2	1,180.5	9.5	1,979.5	9.7	0.9	0.9
Services-producing industries	20,410.0	77.2	7,442.1	60.1	13,850.2	67.6	0.8	0.9
Wholesale trade and retail trade	3,434.7	13.0	1,163.4	9.4	2,172.4	10.6	0.7	0.8
Transportation and warehousing	1,263.6	4.8	591.0	4.8	884.9	4.3	1.0	0.9
Finance, insurance, real estate, rental and leasing	1,715.9	6.5	330.9	2.7	786.7	3.8	0.4	0.6
Professional, scientific and technical services	2,093.9	7.9	621.8	5.0	1,080.5	5.3	0.6	0.7
Business, building and other support services ⁶	1,474.2	5.6	920.5	7.4	1,361.5	6.6	1.4	1.2
Educational services	1,976.9	7.5	1,053.3	8.5	1,686.8	8.2	1.1	1.1
Health care and social assistance	2,505.8	9.5	564.2	4.6	1,817.9	8.9	0.5	0.9
Information, culture and recreation ⁷	868.5	3.3	368.5	3.0	552.0	2.7	0.9	0.8
Accommodation and food services	962.3	3.6	637.7	5.1	955.5	4.7	1.5	1.3
Other services (excluding public administration)	828.1	3.1	394.6	3.2	665.8	3.2	1.0	1.0
Public administration	3,286.0	12.4	796.2	6.4	1,886.1	9.2	0.5	0.7
Unclassified industries⁵	244.4	0.9	262.4	2.1	383.6	1.9	2.4	2.0
Canada	26,438.2	100.0	12,392.0	100.0	20,498.0	100.0	1.0	1.0

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 2022 taxation year. EI premiums paid are determined based on the residence of employees.

² For ease of analysis, the benefits-to-contributions ratios have been adjusted (that is, standardized) so that the figure for Canada equals 1.

³ 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.

⁴ This category includes outside Canada and multiple jurisdictions.

⁵ For some T4 slips, this information was not available in the data.

⁶ 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.

⁷ 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.

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on 100% of CRA data. Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). Results are based on 100% of EI administrative data.

Annex 2.31 – Unemployment rates by Employment Insurance economic region¹

Effective date ³	Regional rate of unemployment ²														
	Apr. 9, 2023 to May 06, 2023	May 07, 2023 to June 10, 2023	June 11, 2023 to July 08, 2023	July 09, 2023 to Aug. 05, 2023	Aug. 06, 2023 to Sept. 09, 2023	Sept. 10, 2023 to Oct. 07, 2023	Oct. 08, 2023 to Nov. 04, 2023	Nov. 05, 2023 to Dec. 02, 2023	Dec. 03, 2023 to Jan. 06, 2024	Jan. 07, 2024 to Feb. 10, 2024	Feb. 11, 2024 to Mar. 09, 2024	Mar. 10, 2024 to Apr. 06, 2024	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... ⁴	March 2023 (%)	April 2023 (%)	May 2023 (%)	June 2023 (%)	July 2023 (%)	August 2023 (%)	September 2023 (%)	October 2023 (%)	November 2023 (%)	December 2023 (%)	January 2024 (%)	February 2024 (%)	2023-24 (%)	2023-24 (%)	2023-24 (%)
Newfoundland and Labrador															
St. John's	5.9	5.4	5.3	5.1	6.0	6.0	6.3	5.9	6.5	6.6	6.3	6.2	5.1	6.0	6.6
Newfoundland—Labrador	14.5	13.7	13.9	13.7	12.9	12.0	12.0	12.9	13.7	14.0	13.8	13.6	12.0	13.4	14.5
Prince Edward Island															
Charlottetown	5.5	4.8	4.6	5.3	6.1	6.7	6.0	5.0	5.1	5.5	6.0	5.6	4.6	5.5	6.7
Prince Edward Island (excluding Charlottetown)	8.7	8.5	8.6	9.1	9.6	9.6	9.0	9.1	9.4	10.0	10.2	10.0	8.5	9.3	10.2
Nova Scotia															
Eastern Nova Scotia	9.5	9.7	10.4	10.3	10.4	10.7	11.8	12.7	13.5	12.8	12.5	11.7	9.5	11.3	13.5
Western Nova Scotia	6.4	6.5	6.1	6.0	5.7	5.6	5.8	6.0	6.3	6.4	6.6	6.7	5.6	6.2	6.7
Halifax	4.9	5.0	5.0	5.7	6.7	7.0	6.9	5.8	5.6	5.1	5.5	5.3	4.9	5.7	7.0
New Brunswick															
Fredericton-Moncton-Saint-John	4.9	4.6	4.7	5.2	5.2	5.8	6.0	6.2	5.7	5.5	5.3	5.3	4.6	5.4	6.2
Madawaska-Charlotte	6.3	6.0	6.5	6.4	5.9	5.7	6.3	6.4	6.5	7.2	7.8	8.0	5.7	6.6	8.0
Restigouche-Albert	10.3	9.6	9.4	9.4	9.6	10.1	10.2	9.9	9.6	9.5	10.2	10.7	9.4	9.9	10.7
Quebec															
Gaspésie - Îles-de-la-Madeleine	8.7	8.6	8.5	8.1	7.7	8.8	9.8	10.4	9.4	10.3	10.7	11.3	7.7	9.4	11.3
Québec	1.8	2.0	2.7	3.1	3.4	3.0	2.9	2.7	2.6	2.6	2.9	3.1	1.8	2.7	3.4
Trois-Rivières	4.1	3.8	3.9	3.6	3.9	3.9	3.9	4.3	4.5	5.3	5.5	6.0	3.6	4.4	6.0
South Central Québec	2.3	2.2	2.0	2.1	2.4	2.6	2.5	2.3	2.1	2.1	2.2	2.6	2.0	2.3	2.6
Sherbrooke	4.5	4.7	4.3	3.7	3.3	3.1	3.3	3.9	4.6	5.1	5.5	5.7	3.1	4.3	5.7
Montérégie	4.4	4.2	4.0	3.7	3.4	3.3	2.7	2.8	3.0	3.6	3.8	3.8	2.7	3.6	4.4
Montréal	4.9	4.9	4.6	4.4	4.7	5.2	5.4	5.6	5.9	6.1	6.0	5.8	4.4	5.3	6.1
Central Quebec	4.4	4.1	4.1	4.6	4.5	4.4	4.3	4.3	4.7	4.6	4.1	3.8	3.8	4.3	4.7
North Western Quebec	4.7	4.9	5.4	5.6	5.9	5.3	5.5	5.5	6.3	6.0	5.6	4.8	4.7	5.5	6.3
Lower Saint Lawrence and North Shore	3.6	3.9	4.3	4.5	4.4	4.5	4.4	4.6	4.7	4.9	4.3	4.7	3.6	4.4	4.9
Hull	4.4	4.1	3.6	3.9	4.2	4.4	4.2	4.0	4.2	4.6	4.8	4.7	3.6	4.3	4.8
Chicoutimi-Jonquière	3.6	3.2	3.2	3.1	3.8	4.1	3.5	3.1	2.9	3.3	3.1	2.4	2.4	3.3	4.1
Ontario															
Ottawa	4.4	4.6	4.4	4.1	4.2	4.6	5.0	5.3	5.0	5.0	4.9	4.9	4.1	4.7	5.3
Eastern Ontario	4.5	4.3	4.1	3.8	3.8	3.9	4.2	4.7	5.2	5.3	5.1	5.0	3.8	4.5	5.3
Kingston	5.1	4.6	4.0	3.5	3.4	3.8	4.3	5.0	5.7	5.9	6.1	6.5	3.4	4.8	6.5
Central Ontario	3.8	3.3	3.7	4.3	5.0	5.0	4.7	4.6	4.7	5.7	5.6	5.7	3.3	4.7	5.7
Oshawa	4.4	4.4	5.1	5.5	5.9	5.5	6.0	7.0	7.3	7.2	5.8	5.6	4.4	5.8	7.3
Toronto	5.7	5.6	5.9	6.1	6.4	6.4	6.5	6.7	6.7	6.8	6.9	7.1	5.6	6.4	7.1

Hamilton	5.5	5.2	4.7	4.7	5.1	5.4	5.6	5.4	5.4	5.7	6.0	6.4	4.7	5.4	6.4
St. Catharines	4.1	4.5	4.4	5.5	6.0	6.8	6.7	7.0	7.4	7.3	7.0	7.3	4.1	6.2	7.4
London	5.7	5.0	4.6	4.5	5.0	5.3	5.9	5.9	6.2	5.8	6.1	6.4	4.5	5.5	6.4
Niagara	5.8	5.2	4.3	4.4	4.7	4.9	4.5	3.9	3.4	3.2	3.5	3.8	3.2	4.3	5.8
Windsor	6.0	6.9	6.6	5.8	5.6	5.8	5.9	6.7	7.2	7.8	7.5	7.8	5.6	6.6	7.8
Kitchener	6.0	6.2	6.4	6.4	6.0	5.8	5.4	6.0	6.3	6.7	6.8	6.7	5.4	6.2	6.8
Huron	6.1	5.9	5.7	5.6	6.0	6.0	7.4	8.3	8.7	8.3	7.7	7.1	5.6	6.9	8.7
South Central Ontario	4.3	4.7	5.0	4.9	4.4	4.1	4.3	4.6	4.5	4.4	4.0	3.8	3.8	4.4	5.0
Sudbury	4.4	4.2	4.1	4.4	4.8	4.6	4.6	5.1	5.9	6.4	6.5	6.3	4.1	5.1	6.5
Thunder Bay	4.4	4.5	4.4	4.4	4.6	4.8	5.0	4.6	4.7	4.3	4.5	4.3	4.3	4.5	5.0
Northern Ontario	8.0	7.5	7.0	6.7	7.1	7.4	7.9	8.1	8.0	8.6	8.5	8.8	6.7	7.8	8.8
Manitoba															
Winnipeg	5.0	5.2	5.2	5.2	4.9	5.0	4.9	5.0	4.6	4.4	4.2	4.2	4.2	4.8	5.2
Southern Manitoba	5.2	5.6	5.8	5.6	6.2	6.6	7.2	7.4	7.6	7.5	6.9	6.7	5.2	6.5	7.6
Northern Manitoba	29.8	30.2	30.4	31.2	31.5	32.0	31.5	31.8	31.8	31.4	30.6	30.5	29.8	31.1	32.0
Saskatchewan															
Regina	5.0	5.0	4.8	4.7	4.8	5.1	5.1	5.1	5.0	4.9	4.8	4.6	4.6	4.9	5.1
Saskatoon	4.6	4.6	4.7	4.5	4.5	5.2	5.3	5.5	5.6	5.9	5.9	5.4	4.5	5.1	5.9
Southern Saskatchewan	6.6	6.9	6.4	6.3	6.1	6.5	6.5	6.3	6.5	6.8	7.1	7.8	6.1	6.7	7.8
Northern Saskatchewan	14.7	15.0	14.8	15.2	15.4	15.4	15.0	14.2	13.7	13.6	14.2	14.4	13.6	14.6	15.4
Alberta															
Calgary	6.6	6.4	6.3	6.4	6.5	6.0	5.9	5.7	5.9	5.7	5.7	6.1	5.7	6.1	6.6
Edmonton	5.8	5.9	6.1	6.0	6.0	6.0	6.1	6.1	6.4	6.7	6.9	6.9	5.8	6.2	6.9
Northern Alberta	10.5	10.3	10.7	10.7	10.8	10.7	10.7	10.9	11.2	11.0	11.0	11.4	10.3	10.8	11.4
Southern Alberta	6.5	6.8	6.3	6.6	6.6	7.0	6.6	6.2	5.9	6.3	6.9	6.9	5.9	6.6	7.0
British Columbia															
Southern Interior British Columbia	4.8	4.6	5.3	5.9	6.0	5.0	4.4	4.4	4.8	5.1	5.9	6.6	4.4	5.2	6.6
Abbotsford	6.0	5.7	5.4	5.5	5.2	5.7	5.5	5.7	4.5	4.3	3.7	4.4	3.7	5.1	6.0
Vancouver	5.0	5.2	5.1	5.4	5.6	5.9	5.9	5.8	5.8	5.9	5.8	5.6	5.0	5.6	5.9
Victoria	3.5	3.8	4.0	3.8	3.7	3.8	4.2	4.2	4.4	4.4	4.8	4.7	3.5	4.1	4.8
Southern Coastal British Columbia	4.3	4.5	4.8	5.7	6.2	6.2	5.6	5.4	5.2	5.2	5.2	5.0	4.3	5.3	6.2
Northern British Columbia	8.9	9.1	8.9	8.8	8.9	9.0	8.7	8.2	8.2	8.1	8.8	8.8	8.1	8.7	9.1
Territories															
Whitehorse	2.7	3.8	3.3	4.3	3.7	4.3	3.4	3.4	3.5	3.5	4.1	3.6	2.7	3.6	4.3
Yukon (excluding Whitehorse)	6.3	6.3	6.2	6.6	7.3	9.0	7.3	7.3	6.2	5.5	7.7	10.2	5.5	7.2	10.2
Yellowknife	3.6	3.2	3.1	3.1	3.1	2.7	2.3	2.0	2.2	2.4	3.6	4.1	2.0	3.0	4.1
Northwest Territories (excluding Yellowknife)	9.3	12.1	14.3	14.7	17.5	13.2	13.0	10.8	10.9	11.4	11.6	11.0	9.3	12.5	17.5
Iqaluit	8.1	7.0	8.4	8.5	7.9	7.7	7.4	6.7	6.8	6.7	6.0	6.0	6.0	7.3	8.5
Nunavut (excluding Iqaluit)	15.0	14.9	16.4	19.2	21.2	20.3	16.0	15.3	15.8	16.1	15.7	15.9	14.9	16.8	21.2

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.

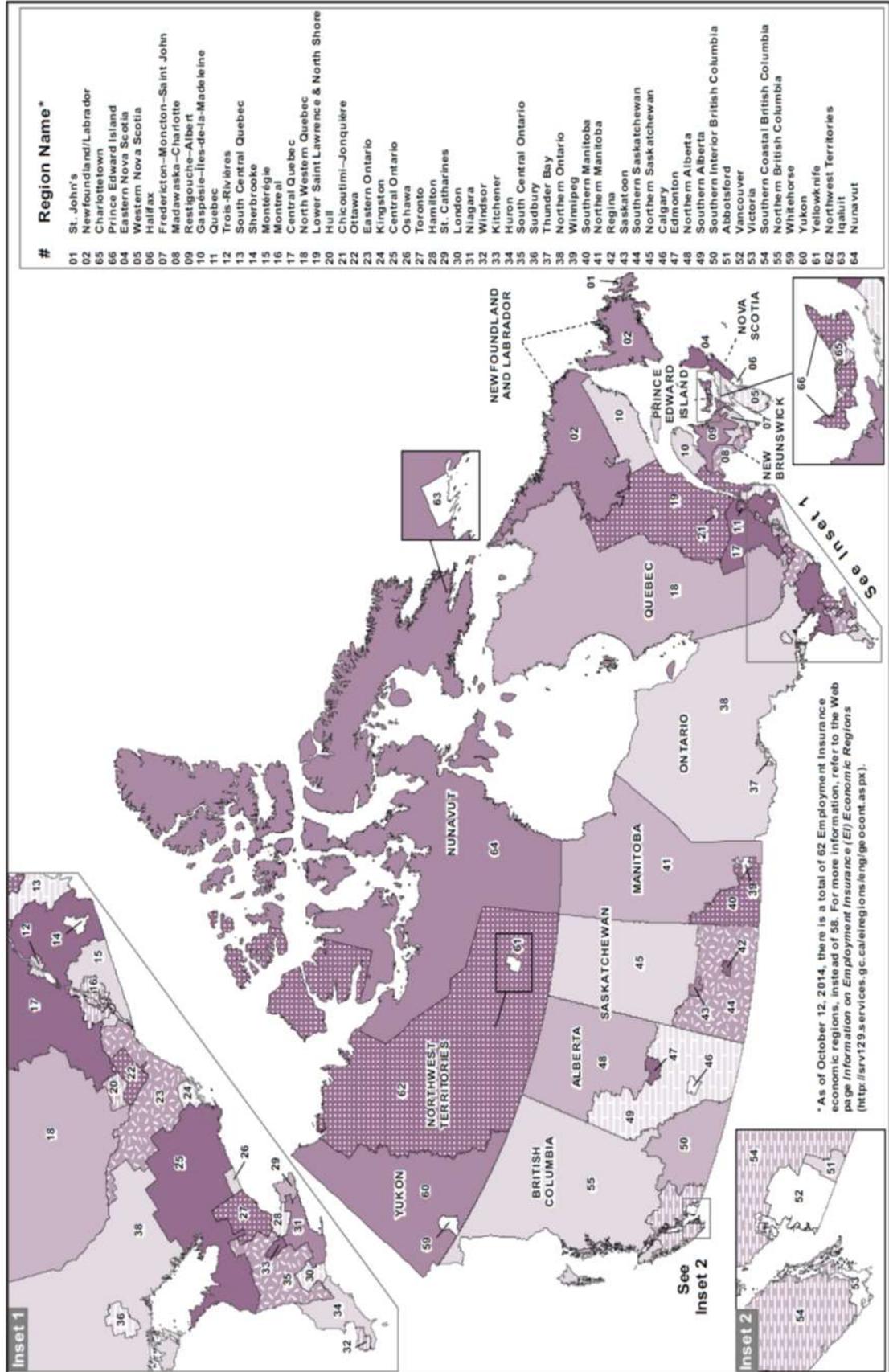
² To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 9, 2023, please refer to the [Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region page](#).

³ Effective for new claims established between the dates indicated.

⁴ 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); Employment and Social Development Canada, Employment Insurance administrative data (for information on effective dates).

Annex 2.32 Employment Insurance economic regions map – 2023-24





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Annex 3.1 — Employment Insurance (EI) Part II — general definitions¹

Eligibility for Employment Benefits and Support Measures (EBSMs) or similar programs funded under Part II

In 2018-19, to be eligible for Employment Benefits, individuals were required to be unemployed and have a current Employment Insurance (EI) claim as an “active EI client” or a claim that ended in the preceding five years as a “former EI client.” Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. In addition, in 2018-19, eligibility for Employment Benefits was expanded to include all unemployed individuals who made EI premium contributions above the premium refund contribution threshold (\$2,000 in earnings annually) in at least five of the last 10 years. These clients are said to be Premium Paid Eligible (PPE).

Unemployed individuals who are neither active, former EI clients, nor PPEs are considered “non-insured” and are eligible to participate in Employment Assistance Services (EAS), as well as self-services provided by the National Employment Service. In 2018-19, eligibility to EAS was expanded to include employed Canadians. In addition, Budget 2022 also announced the amendment of Part II of the Employment Insurance Act to broaden eligibility and the types of training and employment supports funded under the LMDAs with provinces and territories. The legislative changes to EI Part II received Royal Assent on June 23rd, 2022, and provided the framework to follow through on Budget 2022 commitments to modernize the labour market transfers. Modernized labour market transfers will advance the Government’s efforts to support the needs of business, enhance skills training to support emerging sectors, and increase the workforce participation of designated and/or under-represented groups.

Labour Market Development Agreements (LMDAs)

LMDAs provide the frameworks within which programs and service delivery takes place. EBSMs are defined in the EI Act, providing provincial and territorial jurisdictions (PTs) parameters within which they deliver programs and services that are “similar” to the EBSMs that were delivered by the Government of Canada prior to the introduction of the LMDAs. Since 2010, all PTs have been responsible for the design and delivery of programs similar to EBSMs established 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: [About the Labour Market Development Agreements program.](#)

¹ Previously this was referred to as Annex 3.2 in last year’s report.

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. 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
- 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 [Job Bank](#).

Annex 3.2 — EBSM program descriptions¹

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. 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 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 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 participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for training.

Support Measures

Employment Assistance Services consist of 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 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 research and broader labour market activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force.¹ Previously this was referred to as Annex 3.3 in last year's report.

Annex 3.3 — Canada, 2023-24, Overview of the Labour Market Development Agreements^{1,2,3}

Province/Territory	Base funding	Budget 2023 top-up funding ³	Total funding
Newfoundland and Labrador (NL)	\$123,243,234	\$14,172,161	\$137,415,395
Prince Edward Island (PE)	\$22,445,126	\$3,653,405	\$26,098,531
Nova Scotia (NS)	\$74,859,795	\$15,818,382	\$90,678,177
New Brunswick (NB)	\$85,863,182	\$15,750,478	\$101,613,660
Quebec (QC)	\$539,963,982	\$100,726,245	\$640,690,227
Ontario (ON)	\$581,168,091	\$153,304,008	\$734,472,099
Manitoba (MB)	\$44,163,193	\$13,026,956	\$57,190,149
Saskatchewan (SK)	\$38,175,033	\$11,168,343	\$49,343,376
Alberta (AB)	\$155,484,268	\$49,641,471	\$205,125,739
British Columbia (BC)	\$275,380,128	\$46,474,213	\$321,854,341
Yukon (YT)	\$3,901,819	\$431,829	\$4,333,648
Northwest Territories (NT)	\$2,761,162	\$420,352	\$3,181,514
Nunavut (NU)	\$2,590,987	\$412,157	\$3,003,144
Totals	\$1,950,000,000	\$425,000,000	\$2,375,000,000

Sources: 2023-24 PT LMDA Allocations and Chief Financial Officer Branch, ESDC

Notes:

¹ Funds for administrative costs are excluded from these amounts. For details on administrative costs, please refer to Annex 3.4A.

² This was referred to as Table 3.1 in last year's report.

³ Announced in Budget 2023.

Annex 3.4 — Canada, 2023-24, final EBSM expenditures, by province and territory

Annex 3.4A — Canada, 2023-24, final EBSM expenditures, by province or territory^{1,2,3,4,5}

Province/Territory	Employment Benefits	Support Measures	Over-contributions	Indigenous Pan-Canadian (see details in Annex 3.6)	Adjustments ⁶	Subtotal	Administrative costs ⁷	Total
Newfoundland and Labrador	\$80,511	\$56,904	\$0	\$2,615	\$1,267	\$141,297	\$8,937	\$150,234
Prince Edward Island	\$19,449	\$6,650	\$0	\$281	-\$1	\$26,379	\$2,695	\$29,074
Nova Scotia	\$41,598	\$49,081	\$0	\$2,324	\$3,173	\$96,175	\$10,149	\$106,324
New Brunswick	\$58,498	\$43,116	\$0	\$1,712	-\$4	\$103,321	\$8,922	\$112,243
Quebec	\$414,175	\$226,515	\$0	\$12,356	\$1,183	\$654,229	\$58,920	\$713,149
Ontario	\$211,388	\$523,084	\$0	\$26,221	\$12,939	\$773,632	\$57,277	\$830,909
Manitoba	\$34,633	\$21,324	\$54	\$18,521	\$73	\$74,605	\$7,259	\$81,864
Saskatchewan	\$27,440	\$21,903	\$0	\$15,380	\$1,204	\$65,927	\$6,022	\$71,949
Alberta	\$123,201	\$81,925	\$0	\$16,633	\$2,798	\$224,557	\$9,594	\$234,151
British Columbia	\$229,537	\$89,435	\$2,882	\$17,921	\$4,040	\$343,815	\$20,263	\$364,078
Yukon	\$1,824	\$2,510	\$0	\$1,180	-\$2	\$5,511	\$389	\$5,900
Northwest Territories	\$2,072	\$1,110	\$0	\$3,568	-\$402	\$6,348	\$1,450	\$7,798
Nunavut	\$1,595	\$1,408	\$0	\$4,255	-\$136	\$7,122	\$787	\$7,909
NHQ ⁸	n/a	\$0	\$0	\$27,665	-\$27,665	\$0	n/a	n/a
Totals by category	\$1,245,921	\$1,124,965	\$2,936	\$150,632	-\$1,533	\$2,522,919	\$192,664	\$2,715,582

Source: Provincial/Territorial Audited Statements

Notes:

¹ This was referred to as Table 3.11A in last year's report.

² Figures expressed in thousands of dollars by service.

³ Totals may not add due to rounding.

⁴ For NL, NB, MB and NU, where spending exceeded federal allocated funding, proration was done for the expenses in each category.

⁵ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT, NT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or the previous-year financial statements.

⁶ This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

⁷ Net Administrative costs include salary and non-salary to administer LMDAs and \$11 million for rent.

⁸ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

Annex 3.4B — Canada, 2023-24, final EBSM expenditures, by service type and province or territory^{1,2,3,4,5,6,7}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁸	Canada
Targeted Wage Subsidies	\$9,606	\$3,339	\$2,063	\$0	\$122,278	\$0	\$87	\$0	\$1,216	\$39,009	\$97	\$1,274	\$272	n/a	\$179,241
Self-Employment	\$5,605	\$1,489	\$3,470	\$3,934	\$15,598	\$0	\$280	\$413	\$1,570	\$23,482	\$0	\$350	\$0	n/a	\$56,191
Job Creation Partnerships	\$7,778	\$234	\$519	\$0	\$0	\$1,267	\$3,523	\$0	\$0	\$1,906	\$0	\$0	\$0	n/a	\$15,227
Skills Development	\$57,522	\$14,388	\$35,546	\$54,564	\$276,299	\$210,121	\$30,743	\$27,027	\$120,414	\$165,140	\$1,727	\$448	\$1,323	n/a	\$995,262
Targeted Earning Supplements	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	\$0
Total Employment Benefits	\$80,511	\$19,449	\$41,598	\$58,498	\$414,175	\$211,388	\$34,633	\$27,440	\$123,201	\$229,537	\$1,824	\$2,072	\$1,595	n/a	\$1,245,921
Employment Assistance Services	\$12,316	\$5,053	\$39,554	\$7,788	\$146,398	\$352,403	\$12,879	\$12,062	\$71,272	\$49,339	\$2,189	\$896	\$128	n/a	\$712,277
Labour Market Partnerships	\$19,394	\$1,597	\$6,577	35,318	\$73,352	\$48,348	\$8,266	\$9,778	\$10,653	\$12,688	\$0	\$214	\$1,280	n/a	\$227,465
Research and Innovation	\$25,194	\$0	\$2,950	\$10	\$6,765	\$122,333	\$179	\$63	\$0	\$27,408	\$321	\$0	\$0	n/a	\$185,223
Total Support Measure	\$56,904	\$6,650	\$49,081	\$43,116	\$226,515	\$523,084	\$21,324	\$21,903	\$81,925	\$89,435	\$2,510	\$1,110	\$1,408	\$0	\$1,124,965
Total EBSM	\$137,415	\$26,099	\$90,679	\$101,614	\$640,690	\$734,472	\$55,957	\$49,343	\$205,126	\$318,972	\$4,334	\$3,182	\$3,003	n/a	\$2,370,885
Indigenous Pan-Canadian	\$2,615	\$281	\$2,324	\$1,712	\$12,356	\$26,221	\$18,521	\$15,380	\$16,633	\$17,921	\$1,180	\$3,568	\$4,255	\$27,665	\$150,632
Total EBSM and Indigenous Pan-Canadian	\$140,030	\$26,380	\$93,003	\$103,326	\$653,046	\$760,693	\$74,478	\$64,723	\$221,758	\$336,893	\$5,514	\$6,750	\$7,258	\$27,665	\$2,521,517

Source: Provincial/Territorial Audited Statements.

Notes:

¹ This was referred to as Tables 3.11B and 3.11C. This table combines data from both of these tables from last year's report.

² Figures expressed in thousands of dollars by service.

³ Totals may not add due to rounding.

⁴ For NL, NB, MB and NU, where spending exceeded federal allocated funding, proration was done for the expenses in each category.

⁵ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT, NT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or the previous-year financial statements.

⁶ 2021-22 EI MAR Revision: PE targeted wage subsidies should have been \$3,860,109 and skills development should have been \$16,265,289. In addition, AB skills development should have been \$160,698,168 and job creation partnerships should have been \$0.

⁷ 2022-23 EI MAR Revision: PE targeted wage subsidies should have been \$3,877,113 and skills development should have been \$12,993,142. In addition, AB skills development should have been \$104,088,000 and job creation partnerships should have been \$0.

⁸ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

Annex 3.5 — Canada, 2023-24, Employment Benefits and Indigenous Pan-Canadian Activities, Part I – final expenditures, by province or territory^{1,2,3}

Indigenous Pan-Canadian Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	Canada
Self-Employment	\$537	\$742	\$371	\$2,198	\$1,560	\$13	\$51	\$86	\$836	\$926	\$0	\$26	\$0	\$7,346
Job Creation Partnerships	\$473	\$41	\$56	\$0	\$5 ³	\$72	\$74	\$0	\$0	\$33	\$0	\$0	\$0	\$755
Skills Development (Regular, Apprentices)	\$12,220	\$19,466	\$12,931	\$19,048	\$25,205	\$107,953	\$26,365	\$18,664	\$81,738	\$64,426	\$891	\$420	\$97	\$389,424
Total Indigenous Pan-Canadian Employment Benefits	\$13,230	\$20,248	\$13,358	\$21,246	\$26,770	\$108,038	\$26,490	\$18,750	\$82,574	\$65,385	\$891	\$446	\$97	\$397,525

Source: Benefit and Overpayment System and Official Departmental Financial System (SAP)

Notes:

¹ Figures expressed in thousands of dollars by service.

² This was referred to as Annex 3.12 in last year's report, which was labelled as "Indigenous Pan-Canadian Employment Benefits - Final Expenditures."

³ In QC, this amount refers only to Indigenous Pan-Canadian activities.

Annex 3.6 — Canada, 2023-24, Support Measures and EI Part II Indigenous Pan-Canadian final expenditures, by province or territory^{1,2,3}

Indigenous Pan-Canadian Support Measures	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ⁴	Canada
Indigenous Skills and Employment Training Strategy	\$2,615	\$281	\$2,324	\$1,712	\$12,356	\$26,221	\$18,521	\$15,380	\$16,633	\$17,921	\$1,180	\$3,568	\$4,255	\$1,643	\$124,610
Labour Market Partnerships	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$22,052	\$22,052
Research & Innovation	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,970	\$3,970
Total Indigenous Pan-Canadian Support Measure	\$2,615	\$281	\$2,324	\$1,712	\$12,356	\$26,221	\$18,521	\$15,380	\$16,633	\$17,921	\$1,180	\$3,568	\$4,255	\$27,665	\$150,632

Sources: Benefit and Overpayment System and Official Departmental Financial System (SAP)

Notes:

¹ Figures expressed in thousands of dollars by service.

² This was referred to as Annex 3.13 in last year's report, which was labelled as "Indigenous Pan-Canadian Support Measures – final expenditures."

³ In QC, this amount refers only to Indigenous Pan-Canadian activities.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.7 — Canada, 2023-24, EBSM overview

Table 3.7A — Canada, 2023-24, clients served, by client gender^{1,2,3,4}

Gender	Number	Share of total
Men ⁵	292,655	59.4%
Women	200,252	40.6%

Source: LMDA Accountability Client Dataset.

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for NU are excluded due to their data not being broken down by gender.

³ This was referred to as Table 3.4A in last year's report.

⁴ Clients with an unknown gender were included to the male category.

Table 3.7B — Canada, 2023-24, clients served, by client age^{1,2,3}

Age group	Number	Share of total
15 to 19	28,503	5.5%
20 to 24	79,381	15.4%
25 to 29	80,919	15.7%
30 to 34	75,227	14.6%
35 to 39	61,958	12.0%
40 to 44	50,716	9.8%
45 to 49	39,024	7.6%
50 to 54	32,768	6.4%
55 and older	65,213	12.6%
Unknown	1,824	0.4%

Sources: LMDA Accountability Client Dataset and Pan-Canadian Data

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are excluded due to their data not being broken down by age groups

³ This was referred to as Table 3.4B in last year's report.

Table 3.7C — Canada, 2023-24, clients served, by client type^{1,2,3}

EI clients served	Number	Share of total
Active claimants	167,758	32.4%
Former claimants	103,145	19.9%
Premiums-paid eligible (PPE)	44,656	8.6%
Non-insured	175,945	34.0%
Indigenous Pan-Canadian	26,275	5.1%

Sources: LMDA Accountability Client and Participant Datasets and Pan-Canadian Data

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are excluded due to insufficient client type information.

³ This was referred to as Table 3.4C in last year's report.

Table 3.7D — Canada, 2023-24, Services provided-to-client ratio^{1,2,3,4,5}

Services	Clients	Ratio
871,769	519,184	1.7

Sources: LMDA Accountability Client and Participant Datasets and Pan-Canadian Accountability Data

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² This table reflects all new services started between April 1, 2023 and March 31, 2024.

³ LMDA data for YT and NU are estimated figures.

⁴ LMDA YT data for 2023-24 are estimates, based on last year's estimated figures.

⁵ This was referred to as Table 3.4D in last year's report.

Table 3.7E — Canada, 2023-24, services provided and shares of total, by service type^{1,2,3,4}

Services	Number	Share of total
Targeted Wage Subsidies	11,037	1.3%
Self-Employment	2,141	0.2%
Job Creation Partnerships	1,524	0.2%
Skills Development-Regular	99,806	11.4%
Skills Development-Apprentices	77,857	8.9%
Targeted Earning Supplements	0	0.0%
Total Employment Benefits	192,365	22.1%
Employment Services	425,656	48.8%
Individual Counselling	202,008	23.2%
Total Support Measure – EAS	627,664	72.0%
Total EBSM	820,029	94.1%
Indigenous Pan-Canadian	51,740	5.9%
Total EBSM and Indigenous Pan-Canadian	871,769	100.0%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² LMDA data for YT and NU are estimated figures.

³ LMDA YT data for 2023-24 are estimates, based on prior year's estimated figures.

⁴ This was referred to as Table 3.4E in last year's report.

Table 3.7F — Canada, 2023-24, Services provided, by client’s designated group^{1,2,3,4,5}

Group	Number	Share of total
Women	379,027	43.5%
Indigenous peoples	122,930	14.1%
Persons with disabilities	154,570	17.7%
Racialized people	176,262	20.2%
Youth (15-24 years old)	176,583	20.3%
Older workers (aged 55+)	104,248	12.0%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024

² YT values are estimates that they provided that were broken down by gender only.

³ NU did not provide data broken down by these variables.

⁴ Reported counts for indigeneity, disability and racialized status may be lower than actual numbers due to reliance on voluntary self-identification.

⁵ This was referred to as Annex 3.4F in last year’s report, was labelled as “EBSM overview - Designated groups in EBSM.”

Annex 3.8 — Canada, 2023-24, Clients served, by client type and province or territory^{1,2,3,4,6}

Province/Territory	Active claimants target ⁴	Active claimants served	Former claimants served	PPE clients served	Total insured clients served	Non-insured clients served	Total clients served
Newfoundland and Labrador	5,000	3,775	2,082	219	6,076	1,126	7,202
Prince Edward Island	3,730	3,316	1,186	275	4,777	1,301	6,078
Nova Scotia	5,500	4,402	2,203	744	7,349	3,755	11,104
New Brunswick	9,700	4,581	2,654	802	8,037	5,719	13,756
Quebec ⁴	70,200	63,751	24,851	10,026	98,628	42,607	141,235
Ontario	27,784	33,812	39,929	17,948	91,689	62,048	153,737
Manitoba	5,000	5,822	4,138	2,905	12,865	12,687	25,552
Saskatchewan	33,000	5,299	4,969	3,788	14,056	718	14,774
Alberta	24,000	21,697	10,501	3,674	35,872	20,539	56,411
British Columbia	30,000	20,977	10,505	4,179	35,661	25,422	61,083
Yukon	200	212	0	0	212	0	450 ⁵
Northwest Territories	275	102	126	96	324	23	347
Nunavut	100	12	1	0	13	0	1,180 ⁵
Total EBSM	214,489	167,758	103,145	44,656	315,559	175,945	492,909
Indigenous Pan-Canadian clients	0	8,634	12,854	4,787	26,275	n/a	26,275
Totals	214,489	176,392	115,999	49,443	341,834	175,945	519,184⁵

Sources: LMDA Accountability Client Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects clients served between April 1, 2023 and March 31, 2024.

² This was referred to as Table 3.5 in last year's report.

³ LMDA data for YT and NU are estimated figures.

⁴ QC includes both active and former claimants in the "Active claimants target" column, whereas other jurisdictions only include active EI claimants served.

⁵ Row sums for YT and NU do not match the totals column, as they include 'Unknown' client types not displayed in this table.

⁶ "0" indicates data was not provided, while "n/a" indicates data is not available.

Annex 3.9 — Canada, 2023-24, Services provided, by New EBSM services, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	696	365	274	427	4,905	0	89	0	136	4,089	0	28	28	n/a	11,037
Self-Employment	171	104	122	203	501	0	37	34	218	738	4	9	0	n/a	2,141
Job Creation Partnerships	797	16	31	0	0	75	589	0	0	16	0	0	0	n/a	1,524
Skills Development—Regular	3,283	2,578	1,472	3,103	11,388	7,949	19,695	6,766	2,732	39,208	108	90	1,422	n/a	99,794
Skills Development—Apprentices	1,220	503	1,804	2,191	0	32,037	3,244	3,838	18,870	13,828	212	94	28	n/a	77,869
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	6,167	3,566	3,703	5,924	16,794	40,061	23,654	10,638	21,956	57,879	324	221	1,478	n/a	192,365
Employment Services	5,972	6,774	16,729	4,866	150,469	160,604	31,492	1325	11,811	34,060	338	2	1,214	n/a	425,656
Individual Counselling ⁴	6,122	1,484	926	16,237	1,462	6,322	55,871	6,474	68,195	38,514	87	314	0	n/a	202,008
Total Support Measure – EAS	12,094	8,258	17,655	21,103	151,931	166,926	87,363	7,799	80,006	72,574	425	316	1,214	n/a	627,664
Total EBSM	18,261	11,824	21,358	27,027	168,725	206,987	111,017	18,437	101,962	130,453	749	537	2,692	n/a	820,029
Indigenous Pan-Canadian	347	255	561	738	3,092	14,063	8,004	6,321	3,772	13,023	114	663	469	318	51,740
Total EBSM and Indigenous Pan-Canadian	18,608	12,079	21,919	27,765	171,817	221,050	119,021	24,758	105,734	143,476	863	1,200	3,161	318	871,769

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024, with one count per service provided.

² The table combines data from last year's Tables 3.6A, 3.6B, and 3.6C, and was previously labelled as "New EBSM services, by participants."

³ LMDA data for YT and NU are estimated figures.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.9.1 — Canada, 2023-24, New EBSM services — provided to Premium Paid Eligible (PPE) clients, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	28	26	30	23	1,288	0	7	0	15	572	0	10	0	n/a	1,999
Self-Employment	1	5	9	3	69	0	5	7	25	53	0	1	0	n/a	178
Job Creation Partnerships	18	1	6	0	0	22	120	0	0	7	0	0	0	n/a	174
Skills Development—Regular	79	112	117	259	1,053	1,307	2,961	3,342	357	2,811	0	25	0	n/a	12,423
Skills Development—Apprentices	2	10	0	32	0	5,061	32	261	457	113	0	11	0	n/a	5,979
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	128	154	162	317	2,410	6,390	3,125	3,610	854	3,556	0	47	0	n/a	20,753
Employment Services	242	319	1,241	356	9,714	16,801	2,217	261	867	2,692	0	1	0	n/a	34,711
Individual Counselling	209	85	97	1,009	121	544	5,773	1,000	5,449	3,013	0	95	0	n/a	17,395
Total Support Measure – EAS	451	404	1,338	1,365	9,835	17,345	7,990	1,261	6,316	5,705	0	96	0	n/a	52,106
Total EBSM	579	558	1,500	1,682	12,245	23,735	11,115	4,871	7,170	9,261	0	143	0	n/a	72,859
Indigenous Pan-Canadian	44	10	59	29	783	2,797	1,285	922	575	2,119	38	169	183	57	9,070
Total EBSM and Indigenous Pan-Canadian	623	568	1,559	1,711	13,028	26,532	12,400	5,793	7,745	11,380	38	312	0	57	81,929

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024, with one count per service provided.

² LMDA data for YT and NU are estimated figures.

³ This table combines data from last year's Table 3.6.1A, 3.6.1B, and 3.6.1C, and was previously labelled as "New EBSM services from PPEs, by participant."

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.9.2 — Canada, 2023-24, New EBSM services — provided to PPE clients, as a proportion of all services provided, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	4.0%	7.1%	10.9%	5.4%	26.3%	0.0%	7.9%	0.0%	11.0%	14.0%	0.0%	35.7%	0.0%	n/a	18.1%
Self-Employment	0.6%	4.8%	7.4%	1.5%	13.8%	0.0%	13.5%	20.6%	11.5%	7.2%	0.0%	11.1%	0.0%	n/a	8.3%
Job Creation Partnerships	2.3%	6.3%	19.4%	0.0%	0.0%	29.3%	20.4%	0.0%	0.0%	43.8%	0.0%	0.0%	0.0%	n/a	11.4%
Skills Development—Regular	2.4%	4.3%	7.9%	8.3%	9.2%	16.4%	15.0%	49.4%	13.1%	7.2%	0.0%	27.8%	0.0%	n/a	12.4%
Skills Development—Apprentices	0.2%	2.0%	0.0%	1.5%	0.0%	15.8%	1.0%	6.8%	2.4%	0.8%	0.0%	11.7%	0.0%	n/a	7.7%
Targeted Earning Supplements	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	2.1%	4.3%	4.4%	5.4%	14.4%	16.0%	13.2%	33.9%	3.9%	6.1%	0.0%	21.3%	0.0%	n/a	10.8%
Employment Services	4.1%	4.7%	7.4%	7.3%	6.5%	10.5%	7.0%	19.7%	7.3%	7.9%	0.0%	50.0%	0.0%	n/a	8.2%
Individual Counselling	3.4%	5.7%	10.5%	6.2%	8.3%	8.6%	10.3%	15.4%	8.0%	7.8%	0.0%	30.3%	0.0%	n/a	8.6%
Total Support Measure – EAS	3.7%	4.9%	7.6%	6.5%	6.5%	10.4%	9.1%	16.2%	7.9%	7.9%	0.0%	30.4%	0.0%	n/a	8.3%
Total EBSM	3.2%	4.7%	7.0%	6.2%	7.3%	11.5%	10.0%	26.4%	7.0%	7.1%	0.0%	26.6%	0.0%	n/a	8.9%
Indigenous Pan-Canadian	12.7%	3.9%	10.5%	3.9%	25.3%	19.9%	16.1%	14.6%	15.2%	16.3%	33.3%	25.5%	39.0%	17.9%	17.5%
Total EBSM and Indigenous Pan-Canadian	3.3%	4.7%	7.1%	6.2%	7.6%	12.0%	10.4%	23.4%	7.3%	7.9%	4.4%	26.0%	0.0%	17.9%	9.4%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table presents percentages based on new services started between April 1, 2023 and March 31, 2024.

² LMDA Data for YT and NU are estimates. For YT, the estimates are last year's estimated counts.

³ This table combines data from last year's Table 3.6.2A, 3.6.2B, and 3.6.2C, and was previously labelled as "New EBSM services from PPEs, as a proportion of all services."

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.10 — Canada, 2023-24, New EBSM services — provided to women, by service type and province or territory^{1,2,3,4}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁵	Canada
Targeted Wage Subsidies	212	147	134	194	2,061	0	41	0	70	1,879	0	15	0	n/a	4,753
Self-Employment	93	46	58	72	281	0	13	21	145	444	1	1	0	n/a	1,175
Job Creation Partnerships	303	10	16	0	0	45	368	0	0	9	0	0	0	n/a	751
Skills Development—Regular	1,082	1,508	830	1,669	5,081	4,017	10,419	2,381	1,687	20,755	53	31	0	n/a	49,513
Skills Development—Apprentices	101	38	128	123	0	3,492	121	210	1,449	959	31	7	2	n/a	6,661
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	1,791	1,749	1,166	2,058	7,423	7,554	10,962	2,612	3,351	24,046	85	54	2	n/a	62,853
Employment Services	2,397	3,549	8,068	2,337	64,768	73,032	15,945	651	4,655	16,758	144	0	0	n/a	192,304
Individual Counselling	3,071	800	497	7,290	746	2,887	28,351	2,686	33,373	18,674	42	69	0	n/a	98,486
Total Support Measure – EAS	5,468	4,349	8,565	9,627	65,514	75,919	44,296	3,337	38,028	35,432	186	69	0	n/a	290,790
Total EBSM	7,259	6,098	9,731	11,685	72,937	83,473	55,258	5,949	41,379	59,478	271	123	2	n/a	353,643
Indigenous Pan-Canadian	183	130	304	361	1,467	7,620	3,740	3,056	1,461	6,240	45	312	283	182	25,384
Total EBSM and Indigenous Pan-Canadian	7,442	6,228	10,035	12,046	74,404	91,093	58,998	9,005	42,840	65,718	316	435	285	182	379,027

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.7A, 3.7B, and 3.7C, and was previously labelled as "EBSM designated members – women, by participant."

³ LMDA data for YT are based on last year's estimates.

⁴ LMDA NU data for this year was not broken down by gender, except for EI Part I sourced apprenticeships.

⁵ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.10.1 — Canada, 2023-24, New EBSM services — women, as a proportion of all services, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	30.5%	40.3%	48.9%	45.4%	42.0%	0.0%	46.1%	0.0%	51.5%	46.0%	0.0%	53.6%	0.0%	n/a	43.1%
Self-Employment	54.4%	44.2%	47.5%	35.5%	56.1%	0.0%	35.1%	61.8%	66.5%	60.2%	25.0%	11.1%	0.0%	n/a	54.9%
Job Creation Partnerships	38.0%	62.5%	51.6%	0.0%	0.0%	60.0%	62.5%	0.0%	0.0%	56.3%	0.0%	0.0%	0.0%	n/a	49.3%
Skills Development—Regular	33.0%	58.5%	56.4%	53.8%	44.6%	50.5%	52.9%	35.2%	61.7%	52.9%	49.1%	34.4%	0.0%	n/a	49.6%
Skills Development—Apprentices	8.3%	7.6%	7.1%	5.6%	0.0%	10.9%	3.7%	5.5%	7.7%	6.9%	14.6%	7.4%	12.5%	n/a	8.6%
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	29.0%	49.0%	31.5%	34.7%	44.2%	18.9%	46.3%	24.6%	15.3%	41.5%	26.2%	24.4%	0.1%	n/a	32.7%
Employment Services	40.1%	52.4%	48.2%	48.0%	43.0%	45.5%	50.6%	49.1%	39.4%	49.2%	42.6%	0.0%	0.0%	n/a	45.2%
Individual Counselling	50.2%	53.9%	53.7%	44.9%	51.0%	45.7%	50.7%	41.5%	48.9%	48.5%	48.3%	22.0%	0.0%	n/a	48.8%
Total Support Measure – EAS	45.2%	52.7%	48.5%	45.6%	43.1%	45.5%	50.7%	42.8%	47.5%	48.8%	43.8%	21.8%	0.0%	n/a	46.3%
Total EBSM	39.8%	51.6%	45.6%	43.2%	43.2%	40.3%	49.8%	32.3%	40.6%	45.6%	36.2%	22.9%	0.1%	n/a	43.1%
Indigenous Pan-Canadian	52.7%	51.0%	54.2%	48.9%	47.4%	54.2%	46.7%	48.3%	38.7%	47.9%	39.5%	47.1%	60.3%	57.2%	49.1%
Total EBSM and Indigenous Pan-Canadian	40.0%	51.6%	45.8%	43.4%	43.3%	41.2%	49.6%	36.4%	40.5%	45.8%	36.6%	36.3%	9.0%	57.2%	43.5%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table presents percentages based on new services started between April 1, 2023 and March 31, 2024.

² LMDA data for YT are based on last year's estimates. LMDA NU data did not include breakouts by gender, except for EI Part I sourced Apprenticeships.

³ This table combines data from last year's Table 3.7.1A, 3.7.1B, and 3.7.1C, and was previously labelled as "EBSM designated members — Women, as a proportion of all services."

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.11 — Canada, 2023-24, New EBSM services — provided to persons with disabilities, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	134	30	87	99	3,796	0	10	0	7	481	0	0	0	n/a	4,644
Self-Employment	27	8	37	16	22	0	10	0	26	259	3	0	0	n/a	408
Job Creation Partnerships	40	2	6	0	0	22	32	0	0	6	0	0	0	n/a	108
Skills Development—Regular	574	262	395	406	1,161	2,441	1,326	270	202	12,923	30	4	0	n/a	19,994
Skills Development—Apprentices	49	24	35	99	0	408	69	142	437	125	10	2	0	n/a	1,400
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	824	326	560	620	4,979	2,871	1,447	412	672	13,794	43	6	0	n/a	26,554
Employment Services	2,377	1,241	4,755	1,464	18,264	42,662	2,508	732	952	10,155	36	0	0	n/a	85,146
Individual Counselling	2,408	401	405	2,310	102	3,025	4,374	661	9,842	13,422	36	9	0	n/a	36,995
Total Support Measure – EAS	4,785	1,642	5,160	3,774	18,366	45,687	6,882	1,393	10,794	23,577	72	9	0	n/a	122,141
Total EBSM	5,609	1,968	5,720	4,394	23,345	48,558	8,329	1,805	11,466	37,371	115	15	0	n/a	148,695
Indigenous Pan-Canadian	17	40	73	39	5	1,877	595	1,535	294	1,348	1	6	4	41	5,875
Total EBSM and Indigenous Pan-Canadian	5,626	2,008	5,793	4,433	23,350	50,435	8,924	3,340	11,760	38,719	116	21	4	41	154,570

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.8A, 3.8B, and 3.8C, and was previously labelled as "EBSM designated members — Persons with disabilities, by participant."

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts for persons with a disability.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.11.1 — Canada, 2023-24, New EBSM services — persons with disabilities, as a proportion of all services, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	19.3%	8.2%	31.8%	23.2%	77.4%	0.0%	11.2%	0.0%	5.1%	11.8%	0.0%	0.0%	0.0%	n/a	42.1%
Self-Employment	15.8%	7.7%	30.3%	7.9%	4.4%	0.0%	27.0%	0.0%	11.9%	35.1%	75.0%	0.0%	0.0%	n/a	19.1%
Job Creation Partnerships	5.0%	12.5%	19.4%	0.0%	0.0%	29.3%	5.4%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	n/a	7.1%
Skills Development—Regular	17.5%	10.2%	26.8%	13.1%	10.2%	30.7%	6.7%	4.0%	7.4%	33.0%	27.8%	4.4%	0.0%	n/a	20.0%
Skills Development—Apprentices	4.0%	4.8%	1.9%	4.5%	0.0%	1.3%	2.1%	3.7%	2.3%	0.9%	4.7%	2.1%	0.0%	n/a	1.8%
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	13.4%	9.1%	15.1%	10.5%	29.6%	7.2%	6.1%	3.9%	3.1%	23.8%	13.3%	2.7%	0.0%	n/a	13.8%
Employment Services	39.8%	18.3%	28.4%	30.1%	12.1%	26.6%	8.0%	55.2%	8.1%	29.8%	10.7%	0.0%	0.0%	n/a	20.0%
Individual Counselling	39.3%	27.0%	43.7%	14.2%	7.0%	47.8%	7.8%	10.2%	14.4%	34.8%	41.4%	2.9%	0.0%	n/a	18.3%
Total Support Measure – EAS	39.6%	19.9%	29.2%	17.9%	12.1%	27.4%	7.9%	17.9%	13.5%	32.5%	16.9%	2.8%	0.0%	n/a	19.5%
Total EBSM	30.7%	16.6%	26.8%	16.3%	13.8%	23.5%	7.5%	9.8%	11.2%	28.6%	15.4%	2.8%	0.0%	n/a	18.1%
Indigenous Pan-Canadian	4.9%	15.7%	13.0%	5.3%	0.2%	13.3%	7.4%	24.3%	7.8%	10.4%	0.9%	0.9%	0.9%	12.9%	11.4%
Total EBSM and Indigenous Pan-Canadian	30.2%	16.6%	26.4%	16.0%	13.6%	22.8%	7.5%	13.5%	11.1%	27.0%	13.4%	1.8%	0.1%	12.9%	17.7%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table presents percentages based on new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.8.1A, 3.8.1B, and 3.8.2C, and was previously labelled as "EBSM designated members – person with disabilities, as a proportion of all services."

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts for persons with a disability, except for EI Part 1 sourced Apprenticeships.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.12 — Canada, 2023-24, New EBSM services — provided to Indigenous peoples, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	64	5	6	6	43	0	17	0	8	145	0	25	0	n/a	319
Self-Employment	12	2	6	3	5	0	20	6	18	45	0	9	0	n/a	126
Job Creation Partnerships	47	0	0	0	0	2	368	0	0	7	0	0	0	n/a	424
Skills Development—Regular	609	67	98	250	130	697	4,224	1,198	643	3,202	0	88	0	n/a	11,206
Skills Development—Apprentices	94	4	5	29	0	632	452	498	1,263	9	0	83	5	n/a	3,074
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	826	78	115	288	178	1,331	5,081	1,702	1,932	3,408	0	205	5	n/a	15,149
Employment Services	1,234	121	568	115	1,690	7,686	5,912	281	2,102	2,605	0	2	0	n/a	22,316
Individual Counselling	1,360	29	41	455	23	307	15,194	3,492	9,153	3,366	0	305	0	n/a	33,725
Total Support Measure – EAS	2,594	150	609	570	1,713	7,993	21,106	3,773	11,255	5,971	0	307	0	n/a	56,041
Total EBSM	3,420	228	724	858	1,891	9,324	26,187	5,475	13,187	9,379	0	512	5	n/a	71,190
Indigenous Pan-Canadian	347	255	561	738	3,092	14,063	8,004	6,321	3,772	13,023	114	663	469	318	51,740
Total EBSM and Indigenous Pan-Canadian	3,767	483	1,285	1,596	4,983	23,387	34,191	11,796	16,959	22,402	114	1,175	474	318	122,930

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.9A, 3.9B, and 3.9C, and was previously labelled as "EBSM designated members – indigenous peoples, by participant."

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts for indigenous peoples, except for EI Part I sourced Apprenticeships.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.12.1 — Canada, 2023-24, New EBSM services — Indigenous peoples, as a proportion of all services, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	9.2%	1.4%	2.2%	1.4%	0.9%	0.0%	19.1%	0.0%	5.9%	3.5%	0.0%	89.3%	0.0%	n/a	2.9%
Self-Employment	7.0%	1.9%	4.9%	1.5%	1.0%	0.0%	54.1%	17.6%	8.3%	6.1%	0.0%	100.0%	0.0%	n/a	5.9%
Job Creation Partnerships	5.9%	0.0%	0.0%	0.0%	0.0%	2.7%	62.5%	0.0%	0.0%	43.8%	0.0%	0.0%	0.0%	n/a	27.8%
Skills Development—Regular	18.6%	2.6%	6.7%	8.1%	1.1%	8.8%	21.4%	17.7%	23.5%	8.2%	0.0%	97.8%	0.0%	n/a	11.2%
Skills Development—Apprentices	7.7%	0.8%	0.3%	1.3%	0.0%	2.0%	13.9%	13.0%	6.7%	0.1%	0.0%	88.3%	31.3%	n/a	3.9%
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	13.4%	2.2%	3.1%	4.9%	1.1%	3.3%	21.5%	16.0%	8.8%	5.9%	0.0%	92.8%	0.3%	n/a	7.9%
Employment Services	20.7%	1.8%	3.4%	2.4%	1.1%	4.8%	18.8%	21.2%	17.8%	7.6%	0.0%	100.0%	0.0%	n/a	5.2%
Individual Counselling	22.2%	2.0%	4.4%	2.8%	1.6%	4.9%	27.2%	53.9%	13.4%	8.7%	0.0%	97.1%	0.0%	n/a	16.7%
Total Support Measure – EAS	21.4%	1.8%	3.4%	2.7%	1.1%	4.8%	24.2%	48.4%	14.1%	8.2%	0.0%	97.2%	0.0%	n/a	8.9%
Total EBSM	18.7%	1.9%	3.4%	3.2%	1.1%	4.5%	23.6%	29.7%	12.9%	7.2%	0.0%	95.3%	0.2%	n/a	8.7%
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%
Total EBSM and Indigenous Pan-Canadian	20.2%	4.0%	5.9%	5.7%	2.9%	10.6%	28.7%	47.6%	16.0%	15.6%	13.2%	97.9%	15.0%	100.0%	14.1%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table presents percentages based on new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.9.1A, 3.9.1B, and 3.9.1C, and was previously labelled as "EBSM designated members – indigenous peoples, as a proportion of all services."

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts for indigenous peoples by EBSM.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.13 — Canada, 2023-24, New EBSM services — provided to racialized people, by service type and province or territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	Canada
Targeted Wage Subsidies	28	18	22	44	0	0	33	0	33	598	0	6	0	782
Self-Employment	7	6	9	6	0	0	8	10	67	78	0	0	0	191
Job Creation Partnerships	11	0	6	0	0	18	108	0	0	5	0	0	0	148
Skills Development—Regular	96	171	173	353	28	1,665	6,380	453	895	11,049	0	18	0	21,281
Skills Development—Apprentices	32	23	11	25	0	1,032	332	177	2,332	2	0	11	0	3,977
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Benefits	174	218	221	428	28	2,715	6,861	640	3,327	11,732	0	35	0	26,379
Employment Services	408	1,076	3,590	551	222	61,308	11,991	249	3,658	8,517	0	1	0	91,571
Individual Counselling	449	213	104	2,369	4	2,767	19,017	841	22,272	10,219	0	57	0	58,312
Total Support Measure – EAS	857	1,289	3,694	2,920	226	64,075	31,008	1,090	25,930	18,736	0	58	0	149,883
Total EBSM	1,031	1,507	3,915	3,348	254	66,790	37,869	1,730	29,257	30,468	0	93	0	176,262
Indigenous Pan-Canadian	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total EBSM and Indigenous Pan-Canadian	1,031	1,507	3,915	3,348	254	66,790	37,869	1,730	29,257	30,468	0	93	0	176,262

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.10A, 3.10B, and 3.10C, and was previously labelled as "EBSM designated members – visible minorities."

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts for racialized people by EBSM, except for EI Part I sourced Apprenticeships.

Annex 3.13.1 — Canada, 2023-24, New EBSM services — racialized people, as a proportion of all services, by service type or province and territory^{1,2,3}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	Canada
Targeted Wage Subsidies	4.0%	4.9%	8.0%	10.3%	0.0%	0.0%	37.1%	0.0%	24.3%	14.6%	0.0%	21.4%	0.0%	7.1%
Self-Employment	4.1%	5.8%	7.4%	3.0%	0.0%	0.0%	21.6%	29.4%	30.7%	10.6%	0.0%	0.0%	0.0%	8.9%
Job Creation Partnerships	1.4%	0.0%	19.4%	0.0%	0.0%	24.0%	18.3%	0.0%	0.0%	31.3%	0.0%	0.0%	0.0%	9.7%
Skills Development—Regular	2.9%	6.6%	11.8%	11.4%	0.2%	20.9%	32.4%	6.7%	32.8%	28.2%	0.0%	20.0%	0.0%	21.3%
Skills Development—Apprentices	2.6%	4.6%	0.6%	1.1%	0.0%	3.2%	10.2%	4.6%	12.4%	0.0%	0.0%	11.7%	0.0%	5.1%
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%	0.0%
Total Employment Benefits	2.8%	6.1%	6.0%	7.2%	0.2%	6.8%	29.0%	6.0%	15.2%	20.3%	0.0%	15.8%	0.0%	13.7%
Employment Services	6.8%	15.9%	21.5%	11.3%	0.1%	38.2%	38.1%	18.8%	31.0%	25.0%	0.0%	50.0%	0.0%	21.5%
Individual Counselling	7.3%	14.4%	11.2%	14.6%	0.3%	43.8%	34.0%	13.0%	32.7%	26.5%	0.0%	18.2%	0.0%	28.9%
Total Support Measure – EAS	7.1%	15.6%	20.9%	13.8%	0.1%	38.4%	35.5%	14.0%	32.4%	25.8%	0.0%	18.4%	0.0%	23.9%
Total EBSM	5.6%	12.7%	18.3%	12.4%	0.2%	32.3%	34.1%	9.4%	28.7%	23.4%	0.0%	17.3%	0.0%	21.5%
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%
Total EBSM and Indigenous Pan-Canadian	5.5%	12.5%	17.9%	12.1%	0.1%	30.2%	31.8%	7.0%	27.7%	21.2%	0.0%	7.8%	0.0%	20.2%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table presents percentages based on new services started between April 1, 2023 and March 31, 2024.

² This table combines data from last year's Table 3.10.1A, 3.10.1B, and 3.10.1C, and was previously labelled as "EBSM designated members – visible minorities, as a proportion of all services."

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts for racialized people by EBSM.

Annex 3.14 — Canada, 2023-24, Unpaid benefits (\$ millions) indicator, by EBSM services and province or territory^{1,2,3,4,5}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁶	Totals
Skills Development—Apprentices	\$12.38	4.08	\$18.31	\$19.37	\$0.00	\$197.74	\$34.03	\$38.03	\$183.37	\$128.81	\$0.0	\$1.12	\$0.34	n/a	\$637.58
Other ⁵	3.23	\$2.75	\$4.72	\$4.43	\$156.39	\$52.38	\$6.26	\$15.55	\$5.98	\$20.21	\$0.0	\$0.11	\$0.0	n/a	\$272.00
Total EBSM	\$15.61	\$6.82	\$23.03	\$23.80	\$156.39	\$250.12	\$40.29	\$44.01	\$198.92	\$149.02	\$0.0	\$1.23	\$0.34	n/a	\$909.58
Indigenous Pan-Canadian	\$0.23	\$0.06	\$0.24	\$0.25	\$0.66	\$2.88	\$3.50	\$3.41	\$3.62	\$4.92	\$0.02	\$0.33	\$0.04	\$0.24	\$20.24
Target⁴	\$17.0	n/a	\$25.0	n/a	n/a	\$224.0	\$60.0	\$50.0	\$175.0	\$145.0	n/a	n/a	n/a	n/a	\$696.0
Results vs. Targets (%)	91.8%	n/a	92.0%	n/a	n/a	111.7%	67.2%	88.0%	113.7%	102.8%	n/a	n/a	n/a	n/a	130.7%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² Figures expressed in millions of dollars by service. Some unpaid benefit figures have been rounded.

³ This was referred to as Table 3.14B in last year's report.

⁴ Targets are for EBSM regular clients only.

⁵ The "Other" category covers all remaining EBSMs, with SD-Apprentices reported separately due to the use of a different calculation methodology.

⁶ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.

Annex 3.15 — Canada, 2023-24, Returns to employment within six months of participation, by service type and province or territory^{1,2,3,4}

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁵	Totals
Targeted Wage Subsidies	137	256	163	294	1,146	0	13	0	31	1,299	0	9	0	n/a	3,348
Self-Employment	61	80	208	167	590	0	1	7	39	206	0	3	0	n/a	1,362
Job Creation Partnerships	52	8	24	0	0	1	44	0	0	10	0	0	0	n/a	139
Skills Development—Regular	277	779	553	741	4,384	1,859	1,043	301	935	4,444	0	20	0	n/a	15,336
Skills Development—Apprentices	777	332	1,314	1,538	0	16,765	2,556	2,551	13,172	10,494	4	73	17	n/a	49,593
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total Employment Benefits	1,304	1,455	2,262	2,740	6,120	18,625	3,657	2,859	14,177	16,453	4	105	17	n/a	69,778
Employment services	255	736	2,090	275	28,882	36,039	506	340	842	1,682	0	1	0	n/a	71,648
Individual Counselling	211	272	117	2,625	44	254	1,802	1,739	7,842	1,025	0	41	0	n/a	15,972
Total Support Measure – EAS	466	1,008	2,207	2,900	28,926	36,293	2,308	2,079	8,684	2,707	0	42	0	n/a	87,620
Total EBSM	1,770	2,463	4,469	5,640	35,046	54,918	5,965	4,938	22,861	19,160	4	147	17	n/a	157,398
Indigenous Pan-Canadian	120	37	121	137	750	2,195	2,116	2,065	1,966	3,257	61	260	24	134	13,243
Target⁴	3,000	n/a	5,000	n/a	52,000	28,708	6,000	11,800	16,000	22,000	n/a	n/a	n/a	n/a	144,508
Results vs. Targets (%)	59.0%	n/a	89.4%	n/a	67.4%	191.3%	99.4%	41.8%	142.9%	87.1%	n/a	n/a	n/a	n/a	108.9%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all new services started between April 1, 2023 and March 31, 2024.

² This was referred to as Table 3.14A, and 3.15 from last year's report.

³ LMDA data for YT are based on 2022-23 estimates. LMDA NU data for 2023-24 did not include breakouts by EBSM, except for EI Part I sourced Apprenticeships.

⁴ Targets are for EBSM regular clients only.

⁵ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these funds are properly accounted for.



Annex 4

Program administration

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Annex 4.3.1a – Electronic services: claimants receiving benefits through direct deposit (%)

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	97.7	96.9	97.4	97.9	97.7	-0.2%
Quebec	96.6	94.5	95.9	96.5	96.1	-0.4%
Ontario	96.6	95.4	96.6	97.3	97.1	-0.2%
Western	96.0	94.9	96.2	96.8	96.7	-0.1%
CANADA	96.6	95.2	96.4	97.1	96.9	-0.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.3.1b – Points of service for EI program delivery¹ (Number)

REGION	2019–20	2020–21	2021–22*	2022–23**	2023–24***	% Change ²
Atlantic	84	84	57	84	85	1.2%
Quebec	92	93	75	98	97	-1.0%
Ontario	163	162	87	173	172	-0.6%
Western	240	240	113	245	246	0.4%
CANADA	579	579	332	600	600	0.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹The values represent existing points of service as of March 31 for each fiscal year. Points of service include Service Canada Centres, Scheduled Outreach sites, Service Delivery Partners. Note that Service Canada Centre - Passport Services sites are included in the count, although they do not provide EI support.

²Percentage change between 2022–23 and 2023–24.

*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.

**As of March 31, 2023, 205 Scheduled Outreach site were reopened.

*** As of March 31, 2024, 249 Scheduled Outreach site were available for service.

Annex 4.3.1c – Service delivery: in-person EI requests¹ (in millions)

REGION	2019–20	2020–21 ³	2021–22	2022–23	2023–24	% Change ²
Atlantic	0.6	0.09	0.14	0.2	0.25	25.0%
Quebec	1.2	0.28	0.36	0.46	0.53	15.2%
Ontario	1.0	0.16	0.17	0.22	0.33	50.0%
Western	1.1	0.18	0.21	0.24	0.31	29.2%
CANADA	3.9	0.7	0.88	1.13	1.42	25.7%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Volumes include clients assisted face to face (in a Service Canada Centre or Scheduled Outreach site) and those serving themselves at a Client Access Work Station (CAWS) computer which could result in values reflecting multiple requests by the same client.

²Percentage change between 2022–23 and 2023–24.

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 they are 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 4.3.1d – Service delivery: eServiceCanada EI requests completed¹ (in thousands)*

REGION	2020–21	2021–22	2022–23	2023–24	% Change ²
Atlantic	149	96	38	21	-44.7%
Quebec	271	132	59	40	-32.3%
Ontario	363	134	33	33	-2.3%
Western	429	149	43	51	18.9%
CANADA	1212	511	174	144	-17.2%

Note: Totals may not add up due to rounding.

Source: Service Canada, eServiceCanada, Employment Insurance (EI) administrative data

¹These values could reflect multiple requests by the same client. Data includes all EI completed service requests

²Percentage change between 2022–23 and 2023–24.

* Fiscal Years 2020–21, 2021–22, and 2022–23 have been updated based on a revised data source. As a result, there are differences in volumes from previously reported figures. This adjustment aims to provide more accurate and consistent data representation.

Annex 4.3.1e – Community Outreach & Liaison Services: workers facing mass layoffs reached

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	1,437	249	116	92	311	238.0%
Quebec	3,018	5,864	2,561	947	3,207	238.6%
Ontario	3,720	1,239	1,158	1,667	1,317	-21.0%
Western	2,494	1,624	51	991	677	-31.7%
CANADA	10,669	8,976	3,886	3,697	5,512	49.1%

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between 2022–23 and 2023–24.

Annex 4.3.1f – Community Outreach & Liaison Services: all EI information sessions, citizens (number)

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	155	116	78	61	64	4.9%
Quebec	271	381	251	211	268	27.0%
Ontario	380	208	93	147	160	8.8%
Western	170	121	44	133	152	14.3%
CANADA	976	826	466	552	644	16.7%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2022–23 and 2023–24.

Annex 4.3.1g – Community Outreach & Liaison Services: employers reached (number)

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	109	156	38	4	6	50.0%
Quebec	272	1,704	716	2,750	865	-68.5%
Ontario	298	1,943	625	178	266	49.4%
Western	86	498	90	4	139	3375.0%
CANADA	765	4,301	1,469	2,936	1,276	-56.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.3.1h – Community Outreach & Liaison Services: work-sharing sessions, citizens (number)

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	12	84	21	10	5	-50.0%
Quebec	65	238	142	129	148	14.7%
Ontario	48	39	10	8	12	50.0%
Western	10	3	0	0	30	N/A
CANADA	135	364	174	147	195	32.7%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.3.1i – Community Outreach & Liaison Services: Outreach Support Centre EI requests¹ (in thousands)

REGION	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	1.4	0.8	1	0.7	-30.0%
Quebec	3.3	2.2	2.85	1.6	-43.9%
Ontario	4.2	1.9	1.4	0.8	-42.9%
Western	20.8	11.5	9.8	7.4	-24.5%
CANADA	29.7	16.5	15.1	10.5	-30.5%

Note: Totals may not add up due to rounding.

Source: Service Canada, Outreach Support Centre, Employment Insurance (EI) administrative data from ATOM.

¹ These values could reflect multiple requests by the same client.

Annex 4.3.2a – Call Centres: enquiries resolved via EI voice response system (in millions)

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Canada	19.8	25.6	14.1	10.0	8.6	-14.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.3.2b – Call Centres: calls answered at the EI call centre (in millions)

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Canada	4.4	5.6	7.2	6.2	6.0	-3.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2021–23 and 2023–24.

Annex 4.3.2c – Call Centres: client attempts to contact a call centre representative

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24
Attempts to speak to a representative	14,006,552	21,580,151	9,432,283	7,810,505	6,425,426
Calls that could not access the representative queue	8,298,993	10,816,735	117,325	22,422	1,301
Abandoned calls	1,303,770	5,150,382	2,132,887	1,602,997	388,895
Call answered by a representative	4,403,789	5,613,034	7,178,811	6,175,527	6,031,407

Source: Employment and Social Development Canada

Annex 4.3.2d – Call Centres: first contact resolution at the EI call centre

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Canada	77.3%	84.9%	83.4%	87.8%	90.9%	3.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2022–23 and 2023–24.

Annex 4.3.3a – Electronic services: percentage of applications submitted online

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	99.2	98.6	98.2	98.4	98.6	0.2%
Quebec	98.9	98.1	97.4	96.9	97.6	0.7%
Ontario	99.2	98.6	97.8	98.4	98.5	0.1%
Western	99.2	98.6	97.9	98.6	98.5	-0.1%
CANADA	99.1	98.5	97.7	98.1	98.3	0.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2022–23 and 2023–24.

Annex 4.3.3b – Service delivery: My Service Canada Account logins¹ (in millions)

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ²
CANADA	37.2	80.1	38.2	32.5	31.1	-4.3%

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 2022–23 and 2023–24.

Annex 4.3.3c – Service delivery: percentage of EI claimants who accessed My Service Canada Account

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
CANADA	39.1%	34.8%	28.0%	36.6%	34.1%	-6.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2022–23 and 2023–24.

Annex 4.3.4a – Client Experience Survey: chart evolution EI service channel satisfaction

EI Service channel satisfaction	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
In-Person channel satisfaction	82%	77%	73%	73%	80%	9.6%
Online channel satisfaction	71%	77%	71%	72%	70%	-2.8%
Specialized Call Centre channel satisfaction	59%	70%	63%	71%	75%	5.6%
Overall Satisfaction	77%	84%	76%	78%	77%	-1.3%

Source: Service Canada Client Experience Survey 2023–24

¹Percentage change between 2021–22 and 2023–24.

Annex 4.3.4b – Client Experience Survey: evolution EI overall satisfaction by region

Overall and regional EI program satisfaction	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	74%	89%	78%	90%	87%	-3.3%
Quebec	84%	81%	75%	75%	85%	13.3%
Ontario	75%	86%	75%	78%	75%	-3.8%
West/Territories	74%	81%	76%	75%	70%	-6.7%
Canada	77%	84%	76%	78%	77%	-1.3%

Source: Service Canada Client Experience Survey 2023–24

¹Percentage change between 2021–22 and 2023–24.

Annex 4.3.4c – Client Experience Survey: percentage of service channel usage of EI clients in the 'aware' stage

Service Channel ²	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
In-Person	42%	13%	14%	19%	21%	10.5%
Online	71%	83%	83%	86%	83%	-3.5%
Specialized Call Centre	20%	20%	19%	23%	21%	-8.7%
Mail	8%	8%	11%	10%	13%	30.0%
eServiceCanada	-	7%	6%	5%	6%	20.0%

Source: Service Canada Client Experience Survey 2023–24

¹Percentage change between 2022–23 and 2023–24.

² Service Channel usage rates indicate the share of EI clients that used a particular service channel. Clients may use more than one service channel in each stage of the client journey.

Annex 4.3.4d – Client Experience Survey: percentage of EI channel usage in the 'apply' stage

Service Channel ²	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
In-Person	44%	7%	8%	12%	14%	16.7%
Online	69%	94%	94%	91%	91%	0%
Specialized Call Centre	15%	16%	19%	23%	22%	-4.3%
Mail	3%	3%	5%	4%	5%	25.0%
eServiceCanada	-	5%	6%	5%	5%	0%

Source: Service Canada Client Experience Survey 2023–24

¹Percentage change between 2022–23 and 2023–24.

² Service Channel usage rates indicate the share of EI clients that used a particular service channel. Clients may use more than one service channel in each stage of the client journey.

Annex 4.3.4e – Client Experience Survey: percentage of EI channel usage in the 'follow-up' stage

Service Channel ²	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
In-Person	40%	11%	17%	19%	21%	10.5%
Online	62%	56%	59%	61%	57%	-6.6%
Specialized Call Centre	75%	71%	79%	77%	74%	-3.9%
Mail	11%	9%	6%	6%	10%	66.7%
eServiceCanada	-	34%	31%	20%	23%	15.0%

Source: Service Canada Client Experience Survey 2023–24

¹Percentage change between 2022–23 and 2023–24.

² Service Channel usage rates indicate the share of EI clients that used a particular service channel. Clients may use more than one service channel in each stage of the client journey.

Annex 4.4.1a – Electronic records of employment: percent distribution of paper ROEs versus eROEs

Fiscal Year	eROEs - Canada % total	Paper - Canada % total
2019–20	94.6	5.4
2020–21	95.6	4.4
2021–22	97.5	2.5
2022–23	98.0	2.0
2023–24	98.1	1.9
Year-by-Year Comparison ¹	+0.1	-0.1

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹ This figure represents the percentage point increase over the percentage of ROEs submitted electronically the previous fiscal year.

Annex 4.4.1b – Electronic records of employment: number of new ROE web registrations

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
CANADA	45,849	84,699	40,231	42,939	42,559	-0.9%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.4.1c – Electronic records of employment: number of ROEs submitted electronically by employers¹

Fiscal Year	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ²
CANADA	12,808,991	12,237,632	12,203,454	11,737,128	11,683,081	-0.46%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹ Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

² Percentage change between 2022–23 and 2023–24.

Annex 4.4.2a – EI claims processing: number of claims processed

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	404,778	678,144	407,942	367,505	361,473	-1.6%
Quebec	914,938	2,014,639	917,832	794,598	831,375	4.6%
Ontario	1,066,065	2,873,316	1,148,588	967,693	1,042,489	7.7%
Western	939,753	2,392,358	912,839	845,848	899,301	6.3%
CANADA	3,325,534	7,958,457	3,387,201	2,975,644	3,134,638	5.3%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.4.2b – EI claims processing: speed of payment (%)

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	86.8	93.1	88.3	85.2	92.0	8.0%
Quebec	79.5	89.0	84.3	74.2	82.8	11.6%
Ontario	79.7	88.8	86.2	76.3	87.2	14.3%
Western	77.4	87.5	84.1	74.0	86.3	16.6%
CANADA	80.0	88.8	85.4	76.2	86.4	13.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.4.2c – Electronic services: partially or fully automated claims (%)

REGION	2019–20	2020–21	2021–22	2022–23	2023–24	% Change ¹
Atlantic	81.4	89.5	80.9	78.2	78.1	-0.1%
Quebec	76.0	88.6	80.0	69.6	70.1	0.7%
Ontario	77.0	89.3	76.0	70.2	70.9	1.0%
Western	74.6	88.5	74.9	69.5	69.8	0.4%
CANADA	76.6	88.9	77.4	70.8	71.2	0.6%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2022–23 and 2023–24.

Annex 4.6.2a – SST General Division, EI section

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress on March 31, 2023	1,624	212	1,836
Appeals received	3,846	13	6,859
Appeals concluded	4,641	91	4,732
Appeals in progress on March 31, 2024	829	134	963

Annex 4.6.2b – SST General Division, EI section: file complete to decision sent (excluding group appeals)

Fiscal year	Average days from file complete to decision sent	Percentage of files meeting service standard (number of files)
2019–20	51.3	58.9% (2,163)
2020–21	37.0	79.4% (1,441)
2021–22	42.9	68.8% (1,660)
2022–23	113.1	7.4% (223)
2023–24	108.0	14.1% (619)

Note: The goal is to complete 80% of decision within 45 days from the date the appeal is filed.

Annex 4.6.2c – SST General Division, EI section: decisions issued within 15 days of hearing (excluding group appeals)

Fiscal year	Average days from hearing held to decision sent	Percentage of files meeting service standard (number of files)
2019–20	14.0	73.0% (2,447)
2020–21	8.8	86.2% (1,400)
2021–22	9.0	82.5% (1,839)
2022–23	17.7	61.2% (1,564)
2023–24	17.9	66.6% (1,758)

Note: The goal is to complete 80% of decision within 15 days of the hearing.

Annex 4.6.2d – SST General Division, EI section: decisions issued within 15 days of hearing (including group appeals)

Fiscal year	Average days from hearing held to decision sent	Percentage of files meeting service standard (number of files)
2019–20	27.0	65.0% (2,471)
2020–21	9.1	84.6% (1,402)
2021–22	9.0	83.0% (1,841)
2022–23	18.6	59.4% (1,567)
2023–24	19.2	64.4% (1,766)

Note: The goal is to complete 80% of decision within 15 days of the hearing.

Annex 4.6.2e – SST General Division, EI section: 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, 2023	231	0	231
Appeals received	696	110	806
Appeals concluded	776	74	850
Appeals in progress on March 31, 2024	151	36	187

Annex 4.6.2f – SST Appeal Division, EI section: file complete to leave to appeal service standard (excluding group appeals)

Fiscal year	Average days from file complete to leave to appeal decision sent	Percentage of files meeting service standard (number of files)
2019–20	27.6	86.6% (432)
2020–21	21.6	94.8% (183)
2021–22	23.1	94.7% (267)
2022–23	41.3	64.3% (495)
2023–24	67.2	23.5% (174)

Note: The goal is to complete 80% of leave to appeal decisions within 45 days from when the appeal is received at the Appeal Division.

Annex 4.6.2g – SST Appeal Division, EI section: leave granted to final decision service standard (excluding group appeals)

Fiscal year	Average days from leave decision granted to final decision sent	Percentage of files meeting service standard (number of files)
2019–20	106.3	86.1% (211)
2020–21	77.1	96.5% (111)
2021–22	89.0	93.9% (107)
2022–23	105.0	80.8% (229)
2023–24	113.3	81.1% (163)

Note: The goal is to complete 80% of final decisions within 150 days from permission to appeal being granted.



ANNEX 5

Employment Insurance financial information

Annex 5.1 Employment Insurance operating account..... 592

Annex 5.1 – Employment Insurance operating account (\$ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31¹

Operating account	2021-22	2022-23	2023-24
Revenues and funding			
Premiums	24,304.7	27,422.1	30,156.6
Interest ²	19.1	29.5	44.0
Penalties	10.0	21.3	72.5
Total revenues and funding	24,333.7	27,472.9	30,273.1
Expenditures³			
Part-I: Employment Insurance benefits			
Regular benefits	28,689.8	12,090.5	12,834.5
Fishing benefits	366.2	384.9	367.7
Work-Sharing benefits	89.3	31.1	39.8
Parental benefits ⁴	3,645.4	3,555.3	3,593.6
Sickness benefits	2,469.0	2,047.1	2,779.0
Maternity benefits	1,503.5	1,386.2	1,462.5
Other special benefits ⁵	184.7	167.5	187.5
Special benefits for self-employed	16.7	15.1	17.8
Total income benefits	36,964.5	19,677.8	21,282.4
Less: Benefit repayments⁶	(513.3)	(262.6)	(291.0)
Total Part-I: Employment Insurance benefits	36,451.3	19,415.2	20,991.3
Part-II: Employment benefits and support measures			
Employment benefits ⁷	2,375.0	2,344.2	2,373.8
Support measures	137.3	145.5	150.3
Total Part-II: Employment benefits and support measures	2,512.3	2,489.8	2,524.1
Employment Insurance Emergency Response Benefit⁸	(40.5)	(69.5)	(385.2)
Administration costs			
Employment and Social Development Canada – Personnel related-costs	1,462.1	1,509.5	1,720.1
Employment and Social Development Canada – Non-personnel related costs	601.5	625.8	563.3
Canada Revenue Agency – Collection of premiums and rulings	260.5	244.9	253.0
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	117.8	129.9	151.1
Administrative Tribunals Support Service of Canada – Social Security Tribunal	13.6	16.4	20.2
Courts Administration Services	0.8	1.7	1.7
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(-7.9)	(7.2)	(7.1)
Total administration costs: Related parties	2,448.5	2,520.9	2,702.4
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	191.8	189.0	187.4
Total administration costs	2,640.2	2,709.9	2,889.8
Total revenues and funding	24,333.7	27,472.9	30,273.1
Expenditures: Employment Insurance benefits (Part I)	36,451.3	19,415.2	20,991.3
Expenditures: Employment benefits and support measures (Part II)	2,512.3	2,489.8	2,524.1
Expenditures: Employment Insurance Emergency Response Benefit	(40.5)	(69.5)	(385.2)
Administrative costs	2,640.2	2,709.9	2,889.8
Bad debts	(58.4)	(350.5)	287.2
Total expenditures	41,504.9	24,194.9	26,307.2
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit⁹	(94.7)	(483.4)	(225.8)
Net surplus for the year	(17,265.9)	2,794.7	3,740.0
Accumulated surplus (deficit) at beginning of year	(7,705.8)	(24,971.7)	(22,177.0)
Accumulated surplus (deficit) at end of year	(24,971.7)	(22,177.0)	(18,437.0)

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 2024, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2024) and past year versions of the Public Accounts report.



ANNEX 6

Key studies referenced in the report

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Factors influencing job expectations

Author(s), Year

ESDC: Labour Market Information Directorate, 2025

Objective(s)

The objective of this study is to examine how the EI program mitigates the impact of unemployment on jobless individuals and identifies key factors driving employment expectations among unemployed individuals, including both Employment Insurance (EI) benefits recipients and non-recipients. The study uses Employment Insurance Coverage Survey (EICS) data from 2000 to 2019.

Key Finding(s)

- During this period, approximately 7.3 million unemployed individuals received EI benefits (recipients) and 14.6 million did not (non-recipients). Among unemployed recipients, 70% had positive employment expectations compared to 60% of unemployed non-recipients.
- Several key factors including their demographic characteristics, previous employment, and job search activities influence employment expectations for both groups. Unemployed individuals had higher expectation of finding a job if, for example, they were men, younger, single-earner family members, Canadian-born, Quebec residents, job seekers who directly contacted employers, and less attached to their previous employer.
- Additionally, unemployed recipients receiving a greater amount of EI benefits or receiving EI benefits for a shorter duration (6 months or less) were more optimistic about finding a job. Job expectation also closely follows labor market trends. Declines in unemployment were associated with increasing optimism among unemployed individuals for finding a job.
- A complementary analysis was conducted to examine the marginal effects of these factors on the employment expectations of unemployed individuals at the provincial and EI regional level. Post-secondary education and job search through networking increased job expectations in the province while trade certificate was a determining factor in EI regions.

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.

Employment Insurance receipt, the local unemployment and employment among temporary residents

Author(s), Year

ESDC: Labour Market Information Directorate, 2025

Objective(s)

This goal of this study is to investigate how the employment of Temporary Residents (TRs) in Canada holding all permit types (employer-specific and open work permits, study permits with and without a work permit) affects labour market conditions, and the receipt of Employment Insurance (EI) benefits

across different EI regions. The study uses data from the Employment Insurance Coverage Survey (EICS), the Canadian Employer-Employee Dynamics Database (CEEDD) and Labour Force Surveys (LFS) from 2014 to 2019.

Key Finding(s)

- During this period, approximately 80.1% of TRs who filed taxes during this period were employed, with employment rates across EI regions varying from 65.5% in London to 95.0% in the Territories. Employed TRs holding employer-specific work permits had high chance of being employed, followed by those with holding open work permits and study permit holders.
- A complementary analysis is carried out to examine the marginal effects of the employment of TRs on labour market conditions in EI regions. Employed TRs, specifically employer-specific work permit holders, were more likely to reside in EI regions with low unemployment rates (low-ranked EI regions), and low shares of the population of EI recipients of any type.
- EI regions with the lowest proportion of EI benefits recipients also had the highest shares of employed TRs holding all permit types except for open work permit holders employed in the Agriculture, Forestry, Fishing and Hunting; Mining, Quarrying, and Oil and Gas Extraction sector who were more likely to reside in EI regions with higher shares of EI benefit recipients.

Availability

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Impacts of temporary Employment Insurance measures during the pandemic: update and new findings

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2024

Objective(s)

This study examines the impacts of the 2 different sets of EI temporary measures introduced in response to the COVID-19 pandemic on access to EI benefits and level of additional income support provided to workers, and estimates the additional cost generated by the EI temporary measures.

Key Finding(s)

During the first set of EI temporary measures (claims established September 27, 2020 to September 25, 2021):

- 12.7% of regular claims and 9.6% of special benefit claims would not have been able to qualify without the temporary measures.
- 64.6% of regular claims and 53.7% of special benefit claims had a higher weekly benefit rate than what they would have received without the temporary measures.
- 45.4% of all regular claims used more weeks of regular benefits than what they would have been entitled to without the temporary measures; 22.5% of all regular claims exhausted the 50 weeks of regular benefits.

During the second set of EI temporary measures (claims established September 26, 2021 to September 24, 2022):

- 13.3% of regular claims and 5.2% of special benefit claims would not have been able to qualify without the temporary measures.
- 9.5% of regular claims and 9.0% of special benefit claims benefitted from the minimum \$300 weekly benefit rate measure (claims established between September 26, 2021 and November 20, 2021).

The total estimated additional cost for the main temporary measures is \$20.6B: \$19.3B for the first set of measures and \$1.3B for the second set of measures.

- The largest additional cost is associated with the minimum \$500 weekly benefit rate measure with \$9.9B for regular claims and \$933M for special benefits claims. The maximum 50 weeks of regular benefits measure has an additional cost of \$4.6B.

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.

Impact of measures of using the last reason for separation on access to Employment Insurance benefits

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2025

Objective(s)

This study examines how the minimum of 420 hours of insurable employment and the simplified treatment of RFS measures improved access to EI benefits for workers in precarious employment, focusing on claims that would not have been established without these EI temporary measures.

Key Finding(s)

Out of all the EI benefit claims established during the period under study (September 26, 2021 to September 24, 2022), 10.5% of EI regular claims and 7.0% of EI special claims would not have been established without the temporary measures

- The minimum of 420 hours had the biggest impact since 6.5% of EI regular claims and 4.1% of EI special claims would not have been established without it
- The simplified treatment of RFS was needed to establish 3.6% of EI regular claims and 2.5% of EI special claims
- 0.4% of EI regular claims and 0.4% of EI special claims needed both measures to qualify
- An additional 7.1% of EI regular claims and 5.5% of EI special claims did not need the temporary measures to be established but benefitted from the measures by having a higher entitlement (from an average of 23.0 weeks under original EI rules to 30.7 weeks with the temporary measures for EI regular claims) and/or a higher weekly benefit rate

The average weekly EI benefit rate for regular claims that would not have been established was:

- \$323 for claims only needing the minimum of 420 hours
- \$475 for claims only needing the simplified treatment of RFS
- \$277 for claims needing both temporary measures

The average weekly EI benefit rate for regular claims that would have been established regardless but that still benefited from the temporary measures was:

- \$530, an increase of \$29 from the average weekly benefit rate of \$501 under original EI rules

Availability

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Employment Insurance Family Supplement

Author(s), Year

ESDC: Evaluation Directorate, 2024

Objective(s)

This study identifies the characteristics of Family Supplement (FS) recipients from 2007 to 2022 and informs the characteristics of potential new recipients who would have been eligible if the net family income thresholds were adjusted for inflation.

Key Finding(s)

- The share of FS recipients has decreased from 6.0% in 2007 to 2.0% in 2022. Adjusting the maximum net family income threshold for inflation would increase the share of claimants by 2.2 percentage points (p.p.) on average per year over the study period (from 1.5 p.p. in 2007 to 2.9 p.p. in 2022).
- Potential new recipients would be more likely to be older, male, have fewer children, work in the manufacturing and construction industries and be less likely to be single.
- The average weekly FS top-up has increased from \$40 in 2007 to \$43 in 2022. If FS was adjusted for inflation, the average weekly FS benefit would have increased to \$46 in 2022. The average FS benefits would increase the most for women, recipients starting with sickness or maternity/parental benefits, recipients who were single, recipients under 30 years old, recipients in the Service industry, and recipients residing in the Atlantic provinces.
- On average, only 51.8% of claimants with children under Low-Income Measures were eligible to receive the FS. This share decreased over the study period, from 61.0% in 2007 to 30.7% in 2021. If the threshold was adjusted for inflation, the share of claimants with children under the LIM eligible to the FS would increase to 61.8% in 2021.

Availability

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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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Eligibility of temporary foreign workers for Employment Insurance benefits

Author(s), Year

ESDC: Evaluation Directorate, 2025

Objective(s)

This study examines the relative number of contributors and beneficiaries from different streams of temporary foreign workers (TFWs) and assesses the net impact of TFWs on EI operating account over time.

Key Finding(s)

- The annual number of TFWs hired via the TFW program ranged between 105,435 and 160,000. Almost all, alongside their employers, paid EI premiums.
- TFWs are mostly men aged 26 to 35, located in the Western region and the Territories. High-Wage TFWs work mainly in construction, Low-Wage TFWs in accommodation and food services.

- The net contribution of TFWs to the EI Operating account represents an average of \$131 million annually. Low-Wage stream TFWs have the highest net contribution (\$53 million).
- On average, 1.7% of TFWs who contributed to EI received EI benefits. This proportion was the highest among workers in the Low-Wage stream (2.7%).
- From every dollar of EI contribution paid (by the TFWs and their employer), Canadian workers receive an average of 80 cents in EI benefits, whereas TFWs receive an average of 9 cents.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Evaluation of the role of Employment Insurance as a stabilizer in economic recessions: a synthesis report

Author(s), Year

ESDC: Policy Research Directorate, 2012

Objective(s)

This study evaluates the stabilizing role of the EI program on employment and real gross domestic product (GDP) in Canada during the 2001-02 economic downturn and the 2008-09 financial crisis. The study simulates the impact of EI program on employment and real GDP during 2 periods of prolonged downturns (2001-04) and (2008-11) using 2 distinct macroeconomic models for the Canadian economy.

Key Finding(s)

- During the 2001-04 downturn, the EI's stabilising effect resulted in average annual increase of 31,000 jobs and a 0.39% rise in real GDP.
- During the 2008-11 recession, the impact was even larger, with 60,000 additional jobs and a 0.65% higher real GDP on average per year.
- Therefore, the EI program played a more significant stabilizing role during the 2008-09 recession than in the 2001-02 slowdown.

Availability

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Employment Insurance during non-economic crisis

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2025

Objective(s)

This study aims to investigate the eligibility and utilization of EI regular benefits among those affected by recent natural disasters to assess the role of the EI program played during such events.

Key Finding(s)

Individuals separated from their jobs during natural disasters are generally more likely to have sufficient hours of insurable employment for EI regular benefits compared to those separated during non-disaster periods. This could probably be explained by the fact that natural disasters tend to impact many individuals who have a stronger attachment to the labour market and who would likely have continued working if not for the disruptions caused by the disasters, which pushed up the average eligibility rate.

During disaster periods, there was an increase in EI usage reflected by more eligible individuals established EI claims. However, the extent to which claimants made use of EI program was lower which is reflected by lower proportion of entitlement weeks used. These patterns also indicate that natural disasters tend to impact many individuals with a stronger attachment to the labour market. In general, the study finds that the EI program has been responsive to natural disasters in providing temporary assistance to affected people. However, it suggests that when searching for standardized tools within the EI program to support affected individuals, the focus should not be solely on the severity of the disaster, but also on its actual impact on the local labour market such as the duration of the evacuation. In addition, even similar types of disasters occurring in the same EI region can lead to markedly different impacts. Case-by-case examinations might be needed for deeper understanding of EI roles during natural disasters.

Availability

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Declining unemployment rate in high unemployment rate regions

Author(s), Year

ESDC: Evaluation Directorate, 2025

Objective(s)

This study investigates the degree to which long-standing employment patterns in regions that have seen a decline in their unemployment rate have adapted to higher EI entrance requirements and reduced duration of benefit entitlements.

Key Finding(s)

- Descriptive analysis shows that the Atlantic provinces had the highest number of claimants in affected regions in 2022-23, from September 25th, 2022 to August 26th, 2023 (49,740), as well as the highest proportion of claimants in affected regions (60.2%). For claimants in affected regions in 2022-23 (in comparison to claimants in 2015-2017), the unemployment rate and number of entitlement weeks fell by an average of 4.1 percentage points and 5.4 weeks, respectively.
- Descriptive analysis on insurable hours shows that in 2022-23 there was a higher proportion of ROEs that were close to a claim that had a high number of combined insurable hours. This result

indicates that, in affected regions, individuals needed more hours from their job(s) in order to qualify for EI benefits.

- Descriptive analysis on multiple jobholders shows that, in affected regions, there was a higher proportion of individuals who only worked at 1 job in the past 52 weeks in 2022-23 (43.4%) as compared to the same statistics for individuals in 2015-2017 (42.6%).
- Descriptive analysis on benefit entitlement shows that a lower share of claimants received more than 40 weeks of benefits in 2022-23 relative to the projected share for claimants from 2015 to 2017 (if they had claimed in 2022-23). This indicates that claimants in affected regions did not increase their insurable hours to offset the effect of the decline in the regional unemployment rate.
- The survival analysis and regression analysis both show that the decline in regional unemployment rates did not cause the share of benefit used to increase significantly. The likelihood of benefit exhaustion was higher for non-seasonal claimants who were in affected regions in 2022-23.

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.

Alternative approaches to define a seasonal claimant using Employment Insurance administrative data

Author(s), Year

ESDC: Evaluation Directorate, 2025

Objective(s)

This study aims to provide evidence on how the frequency of seasonal claiming fluctuates based on alternative definitions of a seasonal claim.

Key Finding(s)

- Overall, depending on the definition used, the number of seasonal claims vary between about 400,000 (representing about 31% of EI claims and 2% of the labour force) and 210,000 annually (representing about 16% of EI claims and 1% of the labour force).
- Across the different seasonal definitions examined, fluctuations in the number of claimants are subject to regular patterns, with a spike for men at the end of each calendar year and for women in June/July of each year.
- Frequent and non-seasonal claims showed less pronounced patterns of seasonality. Women frequent claimants, relative to women seasonal claimants, are more likely to claim in the end of each year.
- At a macro-level, the number of EI seasonal claimants and the number of seasonal workers identified by the Labour Force Survey are comparable. However, key differences emerge in the

worker profile, particularly due to young workers 15 to 24 years old, who may work in the summer and return to school on a full-time basis for the rest of the year.

- The number of seasonal claimants and workers is comparable across industries, except for the services industry where the number of EI seasonal claimants exceed the number of LFS seasonal workers by about 189,000 workers annually, representing 0.08% of the labour force.
- When examining seasonal workers across industries except services industry, difference across regions remains. Largest differences between the 2 methods of identification are observed for claimants and workers residing in the Atlantic provinces and Ontario.

Availability

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Evaluation of the Work-Sharing Program

Author(s), Year

ESDC: Evaluation Directorate, 2025

Objective(s)

This evaluation builds upon the previous evaluation of the Work-Sharing Program completed in 2016. As such, the evaluation approach seeks to provide evidence towards whether the Program is continuing to meet its stated objectives. It also provides evidence on whether improvements were made to the delivery and awareness of the Program since the 2016 evaluation. The primary scope of this evaluation was employers and employees who participated in a Work-Sharing agreement any time between 2013 and 2020, including the application process in place prior to the pandemic.

Key Finding(s)

Labour market need and awareness of the Program

- The Program was perceived to be meeting the needs of surveyed employers and employees by retaining workers and preventing layoffs. Additionally, the administrative data analysis showed that the Program helped employers during economic downturns.
- Program participation was low. Key factors that hindered the Program participation included difficulty assessing program eligibility, the application process, and the requirement of a recovery plan. Key factors that facilitated employers' participation included their relationship with employees, previous participation in the Program, and specific industry needs.
- Program awareness was found to be low among surveyed and/or interviewed employers, employer associations and employees.

Participation and usage of the Program

- While low, the take-up of the Program is counter-cyclical. Claimants exhibited a greater likelihood of claiming Work-Sharing benefits compared to EI regular benefits during economic downturns and a decreased likelihood during periods of economic recovery.
- Between 2013 and 2020, males, individuals living in the Prairies, those working in the manufacturing industries, working in the business/finance/administration or sciences

occupation, being married or in a common-law relationship, and having a longer job tenure were more likely to claim Work-Sharing benefits compared to EI regular benefits.

- Program participation was higher among businesses experiencing temporary reductions in work hours of 10% to 30% compared to 31% and over.

Impact of the Program

- Between 2013 and 2020, an annual average of 4,877 layoffs were estimated to be averted by the Program. Among Work-Sharing claimants, 7% were laid-off within 3 months, and about 15% within 12 months after their claims.
- The number of work-sharing claimants who claimed EI Regular benefit within 12 months after their claim, represented about 50% of the estimated number of averted layoffs.
- Employees with a higher reduction in work hours were more likely to be laid off within 3 and 6 months after the end of their Work-Sharing claims.
- Impact analysis showed that employee participation in the Program led to lower benefit usage, higher return-to-work rates, less reliance on employment insurance, and higher employment income.
- Overall, participating firms were less likely to close. Regression results suggested the firms that laid-off employees during their Work-Sharing agreement were more likely to close within 4 years.
- Special measures for the commodity prices downturn had no noticeable impact on the duration of benefits, hours worked, or the benefit amount paid. After the introduction of the measure, both benefit weeks and the benefit amount declined, while hours worked increased.
- The majority of participating employees did not engage in any training while receiving Work-Sharing benefits. The limited provision of training by participating employers was primarily due to financial/capacity considerations, and its perceived irrelevance in the context of business losses.

Delivery of the Program

- Most of surveyed and interviewed employers and employees had a positive experience with the Program administration. However, some employers found the overall application process burdensome and time consuming.
- The recovery plan was found to be challenging and time consuming by surveyed and interviewed employers.

Availability

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Employment Insurance premium refunds

Author(s), Year

ESDC: Evaluation Directorate, 2024

Objective(s)

This study informs the characteristics of individuals who had their EI premiums refunded from 2006 to 2021 based on the fixed \$2,000 threshold set in 1997. It also provides the profile of individuals who would have received a refund had the fixed threshold been indexed based on inflation or the lowest provincial minimum wage.

Key Finding(s)

- While the total number of individuals with employment income steadily increased from 2006 to 2021, the number of individuals who were eligible for the EI premium refund decreased. As a result, the share of workers eligible for the EI premium refund decreased from 4.2% in 2006 to 3.1% in 2021. Furthermore, the average refund amount decreased from \$18 in 2006 to \$15 in 2021 as a result of the EI premium rate decreasing over this period.
- Since 2006, the average age of low-income earners eligible for the EI premium refund has increased. The analysis also showed that if the \$2,000 threshold had been indexed for inflation, younger low-income earners would have benefited the most from its indexation. In addition, a higher proportion of individuals with low total income as well as individuals with a spouse with low total income would have received the EI premium refund.
- In terms of the characteristics that effect the probability of an individual being eligible for the EI premium refund based on the simulated inflation and minimum wage indexed thresholds, the regression analysis found:
 - Low-income earners aged under 20 were 2.8 percentage points more likely to be in the inflation group and 3 percentage points more likely to be in the minimum wage group compared to the current group.
 - Students were 3.8 percentage points more likely to be in the inflation group and 6.6 percentage points more likely to be minimum wage group compared to the current group.
 - Low-income earners who paid union dues and who worked in regions with a higher unemployment rate were more likely to be in either the inflation or minimum wage group compared to the current group.

Availability

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2024 Actuarial report on the Employment Insurance premium rate

Author(s), Year

Office of the Chief Actuary, 2023

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 2024 Maximum Insurable Earnings (MIE) was \$63,200 or a 2.8% increase from the 2023 MIE of \$61,500.
- The 2024 estimated cost savings to the EI program that are generated by employer sponsored qualified wage-loss plans were \$1,290 million.

Availability

This report is available at: [2024 Actuarial Report - Employment insurance premium rate \(osfi-bsif.gc.ca\)](https://osfi-bsif.gc.ca/2024-Actuarial-Report-Employment-insurance-premium-rate)

Impact of delivery of records of employment on claim processing

Author(s), Year

ESDC: Integrated Workload Workforce Management Branch, 2025

Objective(s)

This study investigates delays in the transmission of Records of Employment (ROEs) by employers between 2017 and 2024, by examining compliance with regulatory requirements and the impact of non-compliance on the administration of the Employment Insurance program.

Key Finding(s)

- 62.11% of ROEs associated with EI claims between 2017 and 2024 were submitted within the prescribed timelines (within 5 calendar days of the end of the pay period [final pay period] or 15 days after the first day of an interruption in earnings [last day paid]).
- 61.82% of ROEs submitted to Service Canada were never used to establish a claim for benefits, while 2.38% of ROEs used on claims were late enough to significantly increase the complexity of processing and impacts for claimants.
- No yearly trends in compliance with prescribed timelines were identified.
- Reason for separation was a significant factor affecting timeliness of ROEs, with Strike or Lockout, Leave of Absence, Illness or Injury, and Voluntary Leaving having the highest degree of influence on whether an ROE was submitted on time.
- Small firms were nearly twice as likely (92.25%) to deliver ROEs on time when compared to their large counterparts.
- On average, there were 68,500 cases per year requiring a Service Canada officer's intervention relating to a missing or late ROE. Of these, 7.67% were escalated to the Integrity Services Branch (ISB) for further attention.

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, 2024

Budget Implementation Act, 2024, No. 1, S.C. 2024, c. 17 (Bill C-69)	
Increased weeks of benefits for seasonal claimants	
Element	Rationale
<ul style="list-style-type: none"> The Government extended until October 24, 2026 the measure which provides up to 5 additional weeks of EI regular benefits to eligible seasonal workers who live in 1 of the 13 targeted EI regions. This is the third extension of the measure. 	<ul style="list-style-type: none"> Continue to reduce the risk of gaps in EI support between seasons for eligible seasonal workers.

Fall Economic Statement Implementation Act, 2023, S.C. 2024, c. 15 (Bill C-59)	
Adoption benefit	
Element	Rationale
<ul style="list-style-type: none"> In June 2024, a legislation creating a 15-week shareable Employment Insurance benefit for adoptive parents and parents of children conceived through surrogacy was passed. Bill C-59 also amended the <i>Canada Labour Code</i> to ensure that workers in federally regulated workplaces have the job protection they need while they are receiving the adoption benefit. 	<ul style="list-style-type: none"> Make the EI program inclusive of the various ways families are formed in Canada by providing parents through adoption or surrogacy with the same total number of weeks of EI support as birth parents have when they combine maternity and parental benefits.

Regulatory Amendments: Additional Weeks of Benefits to Seasonal Workers (2023), SOR/2023-272	
Pilot No. 22 - Increased weeks of benefits for seasonal claimants	
Element	Rationale
<ul style="list-style-type: none"> The Government introduced pilot project No. 22 that provides up to 4 additional weeks of EI regular benefits, on top of the 5 additional weeks available under the existing temporary 	<ul style="list-style-type: none"> Test whether certain seasonal claimants in the 13 EI regions require more additional weeks of benefits as a result of low unemployment rates, which may have

<p>legislated seasonal measure, to seasonal claimants whose benefit period is established between September 10, 2023 and September 7, 2024.</p> <ul style="list-style-type: none"> The existing maximum of 45 weeks of regular benefits remained in place. To be eligible for the additional weeks, claimants must reside in 1 of the 13 EI economic regions targeted by the existing legislated temporary seasonal measure and meet the seasonal claimant definition. 	<p>impacted the number of weeks of EI regular benefits they can receive.</p>
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Budget Implementation Act, 2023, No. 1, S.C. 2023, c. 26 (Bill C-47)

Increased weeks of benefits for seasonal claimants

Element	Rationale
<ul style="list-style-type: none"> The Government extended until October 26, 2024 the measure which provides up to 5 additional weeks of EI regular benefits to eligible seasonal workers who live in 1 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 to reduce the risk of gaps in EI support between seasons for eligible seasonal workers.

Establish the Employment Insurance Board of Appeal

Element	Rationale
<ul style="list-style-type: none"> The Government established the Employment Insurance Board of Appeal to hear appeals of decisions made under the Employment Insurance Act instead of the Employment Insurance Section of the General Division of the Social Security Tribunal. The Board of Appeal will launch, and begin to take on appeals, on a date to be set by Order in Council. The Employment Insurance Section of the General Division of the Social Security Tribunal will be dissolved on a date to be set by Order in Council. 	<ul style="list-style-type: none"> As a tripartite organization, the new Board of Appeal will represent the interests of government, workers and employers, helping put first-level EI appeal decisions back into the hands of those who pay into the EI system (i.e. workers and employers).

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 1 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 seasonal claimant status under the temporary support for seasonal claimants. • Any claimant in 1 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. • This legislative fix was maintained until October 26, 2024, and further extended to October 24, 2026. 	<ul style="list-style-type: none"> • Ensure the temporary COVID-19 measures do not affect the eligibility to the temporary measure for seasonal claimants.

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 increased to 26 weeks (up from 15 weeks). The <i>Canada Labour Code</i> 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. Introduces 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 benefits, for claims established between September 26, 2021 and November 20, 2021. 	<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.

An Act to amend the <i>Employment Insurance Act</i> (additional regular benefits), the <i>Canada Recovery Benefits Act</i> (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.
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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 insurable employment, applicable to the first EI claim; • 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. 	<ul style="list-style-type: none"> • Facilitate access to EI benefits during the COVID-19 pandemic.

Budget Implementation Act, 2018, No. 2, S.C. 2018, c. 27 (Bill C-86)	
Parental Sharing Benefits	
Element	Rationale
<ul style="list-style-type: none"> • Effective March 17, 2019, additional weeks of EI parental benefits are available when eligible parents agree to share parental leave. • Parents who share standard parental benefits are eligible for 5 additional weeks of benefits, for a total of 40 weeks. No parent can receive more than 35 weeks of standard benefits. • 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 earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits. • The new permanent rules are extended to EI maternity and sickness benefits. 	<ul style="list-style-type: none"> • Helps claimants stay connected with the labour market by encouraging them to accept available work while receiving EI benefits and earn additional income while on claim. • Mothers and those dealing with an illness or injury have greater flexibility and can keep more of their EI benefits if they choose to work.

Regulatory Amendments: Increased weeks of benefits for seasonal claimants (2018)	
Element	Rationale

<ul style="list-style-type: none"> • On August 20, 2018, the Government announced a pilot project No. 21 which provided of up to 5 additional weeks of EI regular benefits to eligible seasonal claimants in 13 targeted EI regions. The additional 5 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> extended the temporary support for seasonal claimants to October 28, 2023. • Amendments to the <i>EI Act</i> further extended the temporary support for seasonal claimants to October 26, 2024. • Amendments to the <i>EI Act</i> once again extended the temporary support for seasonal claimants to October 24, 2026. 	<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.
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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 	<ul style="list-style-type: none"> • Enhances access to benefits by expanding eligibility to a wider support network that

<p>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.</p>	<p>includes extended family members, rather than only parents.</p>
<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 benefits, and the choice cannot be changed once a payment has been made. 	<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.

<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. 	
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Expanded eligibility under EI Part II

<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 5 of the previous 10 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.
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Budget Implementation Act, 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)

Element	Rationale
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Changes to the Definition of Suitable Employment Under the Employment Insurance Act	
<ul style="list-style-type: none"> • Amendments introduced under Part IV, Division 1 of the <i>Budget Implementation Act No. 2</i> amend the <i>Employment Insurance Act</i> to change the definition of what is classified as suitable employment when determining whether a claimant should be disentitled to EI benefits. • The definition of suitable employment is modified to exclude claimants being unable to work as a result of a labour dispute; claimants working at lower rates of earnings or conditions less favourable than those observed by agreements between employers and employees or conditions observed by good employers; and if it is not the claimant's usual occupation and is performed at a lower rate of earnings or in conditions less favourable than those a claimant might reasonably expect to obtain in their usual occupation. 	<ul style="list-style-type: none"> • Enhances the flexibility and responsiveness of the EI program in situations where employers may be engaged in hiring practices determined not to be those recognized by good employers, including lower levels earnings or not providing conditions of work that employees can expect to obtain in their usual occupation for claimants in that profession. • While long-standing requirements for claimants to search for and accept available work while receiving Employment Insurance benefits continue to be upheld, restrictions on these requirements have been eased with respect to commuting times, offered wages and the types of work claimants are required to accept.

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 2 weeks to 1 week. • These changes came into effect on January 1, 2017. 	<ul style="list-style-type: none"> • The waiting period for EI benefits acts as a deductible. Shortening the waiting period will help ease financial pressures when claimants become unemployed or leave work temporarily due to health or family pressures.
Elimination of the New Entrant and Re-Entrant (NERE) Requirements for Employment Insurance Benefits	
<ul style="list-style-type: none"> • Effective July 3, 2016, additional eligibility criteria that restricted access to Employment Insurance regular and fishing benefits for workers who were entering or re-entering the labour market were removed. Changes to the <i>Employment Insurance Regulations</i> and 	<ul style="list-style-type: none"> • Ensures greater equity for new entrants and re-entrants in accessing EI benefits and training and employment supports under EI Part II. • Evaluation of the NERE provisions by Employment and Social Development Canada concluded that the NERE provisions did not

<p><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>. 	<p>act to discourage future frequent use of EI, the original intent of the provision.</p>
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<p>Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices</p>	
<ul style="list-style-type: none"> • Eligible workers could receive 5 additional weeks (up to a maximum of 50 weeks) of EI regular benefits in 15 economic regions that exhibited a sharp and sustained increase in the unemployment rate without showing significant signs of a recovery. • Eligible long-tenured workers were also eligible to receive up to 20 additional weeks to their entitlement (up to a maximum of 70 weeks) in these regions. • Extended benefits were available for a period of 1 year starting in July 2016, and applied to 	<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 1 industry or for 1 employer, have the financial support they need while they search

<p>claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed.</p> <ul style="list-style-type: none"> 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>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 2 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 2 options. Under the default rule, claimants could keep 50 cents of EI benefits for every dollar earned (up to a maximum of 90% of their weekly 	<ul style="list-style-type: none"> Pilot Project No. 20 tests how offering the choice of 2 options for the treatment of income earned while on claim will encourage people to accept work, particularly low income claimants. Pilot Project No. 8 tests to determine whether allowing claimants to earn more income without a reduction in their EI

<p>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).</p> <ul style="list-style-type: none"> • 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 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was 	<p>benefits give them incentives to accept all available work.</p> <ul style="list-style-type: none"> • 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>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 	<ul style="list-style-type: none"> • Provides additional financial security to Canadians workers and their families providing end-of-life care or support.

<p>to be taken within a 52-week period (up from a 26-week period).</p> <ul style="list-style-type: none"> • 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. 	
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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 2 EI economic regions, one consisting of the capital area and the other the remaining non-capital area. • These changes came into effect on October 12, 2014. 	<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.

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.

<i>Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)</i>	
Element	Rationale
Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants	
<ul style="list-style-type: none"> • Effective October 12, 2014, claimants receiving compassionate care benefits (CCB) or parents of critically ill children (PCIC) benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows 	<ul style="list-style-type: none"> • Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC benefits may not be able to take care of a gravely ill family member or his/her a critically ill child.

claimants who fall ill or injured while receiving CCB or PCIC benefits to access sickness benefits and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid.	<ul style="list-style-type: none"> 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.

<i>Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)</i>	
Element	Rationale
Connecting Canadians to Available Jobs	
<ul style="list-style-type: none"> • Enhanced the content and frequency of job and labour market information for job seekers. • Strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits. • Ensured qualified Canadians were considered before temporary foreign workers were hired to fill job vacancies. • Initiated discussions with provinces and territories to make skills training and job search support available to Employment Insurance (EI) claimants earlier in their claim. 	<ul style="list-style-type: none"> • Ensures unemployed Canadians are better connected with available jobs in their local area. • Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.
Variable Best Weeks	

<ul style="list-style-type: none"> • Effective April 7, 2013, claimants (with the exception of fishing and self-employed claimants) have Employment Insurance (EI) benefits calculated based on the weeks of their highest insurable earnings during the qualifying period. • The best 14 to 22 weeks are used to calculate EI benefits, depending on the unemployment rate in the EI economic region where the claimant resides. 	<ul style="list-style-type: none"> • Makes the EI program more responsive to regional economic conditions. • Ensures that those living in areas with similar labour market conditions receive similar benefits.
<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 2 levels of appeal, similar to the previous appeal process: <ul style="list-style-type: none"> ○ The General Division has an Employment Insurance Section for EI appeals, and an Income Security Section for CPP and OAS appeals. A vice-chairperson heads each of the sections of this Division. 	<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.

<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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<i>Keeping Canada’s Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)</i>	
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 with an unemployment rate of 10% or higher. It increased the maximum number of weeks 	<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>for which regular benefits could be paid by 5, 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 5, to a maximum of 45 weeks. • Pilot Project No. 10 ended earlier, on February 28, 2009, and was replaced by the national Extra 5 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 2 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 5, to a maximum of 45 weeks. • Pilot Project No. 15 concluded earlier in 3 regions where the unemployment rate was less than 8% for 12 consecutive months. This was the case for the EI economic region of St. 	<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>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 2 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><i>Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)</i></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 adoption in which to access part or all of their 35 weeks of EI parental benefit entitlement. 	<ul style="list-style-type: none"> • Provides additional flexibility to CF members to access parental benefits for parent-child care and bonding, while recognizing the importance of military service.

Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)

Element	Rationale
Employment Insurance Operating Account	
<ul style="list-style-type: none"> • The Employment Insurance Operating Account was established in the accounts of Canada to record all Employment Insurance (EI) related credits and charges since January 1, 2009, the date from which the Canada Employment Insurance Financing Board (CEIFB) was to ensure that EI revenues and expenditures broke even and the Employment Insurance Account was closed. • This change repeals the provision under which advances from the Consolidated Revenue Fund to the Employment Insurance Account were made and the provision under which interest could be paid on the balance of the Employment Insurance Account. • The CEIFB's obligation to set EI premium rates under section 66 of the <i>Employment Insurance Act</i> has been clarified to ensure that EI revenues and expenditures recorded in the Employment Insurance Operating 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. • These benefits for self-employed persons mirror special benefits available to salaried employees under the current EI program. 	<ul style="list-style-type: none"> • Provides a voluntary scheme of EI benefits to self-employed Canadians for life transitions such as the birth of a child, adoption, illness, injury or critical illness of a family member.

Budget Implementation Act, 2009, S.C. 2009, c. 2 (Bill C-10)

Element	Rationale
Career Transition Assistance Initiative	
<ul style="list-style-type: none"> • Two measures to support long-tenured workers: <ul style="list-style-type: none"> ◦ The Extended Employment Insurance and Training Incentive extended EI regular benefits to a maximum of 104 weeks for long-tenured workers who enrolled in long-term training, including up to 12 weeks of EI regular benefits for job search. ◦ The Severance Investment for Training Initiative allowed eligible long-tenured workers who used their severance payments to invest in full-time training to receive EI regular benefits sooner. • For the purposes of the Career Transition Assistance Initiative, long-tenured workers' claims must have started on or after January 25, 2009, and no later than May 29, 2010. 	<ul style="list-style-type: none"> • Improved claimants' incentive to renew or upgrade their skills. • Encouraged claimants to invest in their own training. • Encouraged claimants to undertake long-term training to improve their re-employability.
Premium Rate Freeze	
<ul style="list-style-type: none"> • This measure froze Employment Insurance (EI) premium rates for employees at \$1.73 per \$100 for 2010, the same rate as in 2009 and 2008. 	<ul style="list-style-type: none"> • Maintained premium rate stability during the recession despite higher EI costs.
Premium Rates	
<ul style="list-style-type: none"> • Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005. 	<ul style="list-style-type: none"> • This retroactive change was made necessary by the ruling of the Supreme Court of Canada in the <i>CSN-Arvida</i> case, in which the Court ruled that the premium rates in 2002, 2003 and 2005 were not constitutionally valid as regulatory fees and represented an unlawful tax on premium payers.

Budget Implementation Act, 2008, S.C. 2008, c. 28 (Bill C-50)	
Element	Rationale
Temporary Additional Employment Insurance Benefits for Unemployed Long-tenured Workers	
<ul style="list-style-type: none"> • Long-tenured workers are individuals who have worked and paid Employment Insurance (EI) premiums for a significant period and 	<ul style="list-style-type: none"> • Benefited workers who faced unemployment with low prospects of finding work and who

<p>have previously made limited use of EI regular benefits.</p> <ul style="list-style-type: none"> • 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. 	<p>had previously made limited use of EI benefits.</p> <ul style="list-style-type: none"> • 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.
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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.
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Regulatory Amendments: New Entrants and Re-Entrants Pilot Project (2008)

Element	Rationale
New Entrants and Re-Entrants Pilot Project	
<ul style="list-style-type: none"> • Pilot Project No. 9 (New Entrants and Re-Entrants Pilot Project) was introduced on December 11, 2005 in 23 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. The parameters of the pilot project were renewed on December 7, 2008, as Pilot Project No. 13 in 25 EI economic regions with an unemployment rate of 8% or higher. • The pilot project reduced the number of hours New Entrants and Re-Entrants (NEREs) needed to be eligible for EI regular benefits from 910 to 840. 	<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>.

<ul style="list-style-type: none"> • 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. 	<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.

<ul style="list-style-type: none"> 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. 	
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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 1 person claim all 6 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 	<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.

extended accordingly, under certain circumstances.	<ul style="list-style-type: none"> Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.
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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 <i>Employment Insurance Act</i> and the <i>Employment Insurance (Fishing) Regulations</i>, 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 	<ul style="list-style-type: none"> Eliminated an ineffective rule that had the unintended effect of being punitive.

benefits used in the past. The maximum reduction was 5 percentage points.	
Benefit Repayment (Clawback)	
<ul style="list-style-type: none"> • Applied new rule, effective retroactively to the 2000 taxation year: <ul style="list-style-type: none"> ○ First-time claimants of regular or fishing benefits are now exempt from the benefit repayment. ○ Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits. ○ The benefit repayment threshold for regular and fishing benefits was set at one level: \$48,750 of net income, with a repayment rate of 30%. The maximum repayment is the lesser of 30% of excess net income above the threshold of \$48,750, or 30% of the claimant's benefits. 	<ul style="list-style-type: none"> • Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants. • Focuses on repeat claimants with high incomes. • Simplifies the provision.
Re-Entrant Parents	
<ul style="list-style-type: none"> • Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants have been adjusted so that claimants who are re-entering the workforce following an extended absence to raise children and who have received parental benefits are now only required to work the same number of hours as other workers to qualify for regular benefits. 	<ul style="list-style-type: none"> • Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.
Maximum Insurable Earnings	
<ul style="list-style-type: none"> • The maximum insurable earnings (MIE) will remain at \$39,000 until average earnings exceed this level, at which time the MIE will be based on average earnings. 	<ul style="list-style-type: none"> • Corrects a discrepancy in which the MIE was higher than the average industrial wage.

Budget Implementation Act, 2000, S.C. 2000, c. 14 (Bill C-32)	
Element	Rationale
Parental Benefits	

<ul style="list-style-type: none"> Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks. 	<ul style="list-style-type: none"> Helps working parents to better balance their work and family responsibilities by providing them with temporary income replacement when they take time off work to take care of their newborn in the first year of the child's life or the first year of placement of the child (for adoptive parents).
Entrance Requirements: Special Benefits	
<ul style="list-style-type: none"> Effective December 31, 2000, the number of hours of insurable employment required to qualify for maternity, parental or sickness benefits has been reduced from 700 to 600 hours. 	<ul style="list-style-type: none"> Improves access to special benefits.
Waiting Period	
<ul style="list-style-type: none"> Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the two-week waiting period. 	<ul style="list-style-type: none"> Promotes gender equality and improves flexibility by reducing the income loss for the second parent.
Allowable Earnings While on Claim (Parental Benefits)	
<ul style="list-style-type: none"> Effective December 31, 2000, claimants receiving parental benefits can also earn \$50 or 25% of their weekly parental benefit rate, 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, when a week of 15 hours or a week of 50 hours each counted as 1 week; and

	<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.
New Entrants and Re-Entrants	
<ul style="list-style-type: none"> ● Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to qualify for Employment Insurance (EI) regular benefits. In January 1997, the 26 weeks were converted to 910 hours. <ul style="list-style-type: none"> ○ This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than 490 hours of work) during the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave count as time worked. ● Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to 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 	<ul style="list-style-type: none"> ● Adjusts the MIE to a level where Employment Insurance benefits would no longer be

<p>2006. This reduced the maximum weekly benefit to \$413 (55% of \$750), from \$448 in 1995 and \$465 for the first 6 months of 1996.</p>	<p>competitive with wages in some parts of the country and in some industries.</p> <ul style="list-style-type: none"> Was based on a formula that took into account average wage increases over the 8 years before the reduction. Because the high inflation and wage increases of the 1980s continued to be considered in setting the MIE, it had escalated faster than wages.
<p>Reduced Maximum Duration of Regular Benefits</p>	
<ul style="list-style-type: none"> Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks. 	<ul style="list-style-type: none"> Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.
<p>Calculation of Weekly Benefit Rate</p>	
<ul style="list-style-type: none"> Weekly benefits were calculated based on total earnings over the 26-week period preceding the establishment of the claim, divided by the number of weeks of work in this period or the minimum divisor of 14 to 22 (depending on the regional rate of unemployment), whichever is higher. The result is multiplied by 55% to determine the weekly benefit rate. 	<ul style="list-style-type: none"> Creates a strong incentive to work more than the minimum amount of time to qualify for benefits (at least 2 more weeks than the old entrance requirement). Provides an incentive to work in the “shoulder” season.
<p>Family Supplement</p>	
<ul style="list-style-type: none"> Claimants with children who receive the Canada child tax benefit and who have an 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.
<p>Allowable Earnings While on Claim</p>	
<ul style="list-style-type: none"> Effective January 1997, claimants can earn \$50 or 25% of their weekly benefit rate, whichever is higher, without a reduction of their Employment Insurance benefits. Prior to 1997, the exemption was only 25% of the weekly benefit rate. 	<ul style="list-style-type: none"> Helps low-income claimants. Encourages claimants to maintain work attachment and increase their earnings from work.
<p>Benefit Repayment (Clawback)</p>	

<ul style="list-style-type: none"> • Benefits were repaid at the rate of \$0.30 for every \$1 of net income above the threshold. • For those who had collected 20 or fewer weeks of benefits in the last 5 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 5 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).
Intensity Rule	
<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 5 years. • The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> • Introduces an element of experience rating to the program, since heavy users of the system bore more of the costs. • Discourages use of Employment Insurance as a regular income supplement rather than insurance for times of unpredictable job loss, while not excessively penalizing those who makes long or frequent claims. • Creates a better balance between contributions made and benefits received. • Repealed in Bill C-2 (2001).
First-dollar Coverage	
<ul style="list-style-type: none"> • Effective January 1997, all earnings from the first dollar are insurable up to the maximum yearly insurable earnings. There are no weekly minimums or maximums for determining earnings. 	<ul style="list-style-type: none"> • Creates a more equitable and balanced system—all earnings are insurable. • Decreases paper burden for employers. • Helps guard against abusing the system to avoid paying premiums.
Premium Refunds	
<ul style="list-style-type: none"> • Since 1997, workers earning \$2,000 or less per year have had their premiums refunded. 	<ul style="list-style-type: none"> • Helps workers who must pay premiums but do not have enough hours to qualify for benefits.
Increased Sanctions for Fraud	
<ul style="list-style-type: none"> • Effective July 1996, penalties for fraud by employers and claimants were increased. 	<ul style="list-style-type: none"> • Protects the integrity of the Employment Insurance program.

<ul style="list-style-type: none"> • Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements. 	
<p>Part II of the <i>Employment Insurance Act</i>: Employment Benefits and the National Employment Service</p>	
<ul style="list-style-type: none"> • Part II of the <i>Employment Insurance Act</i> provides authority for 3 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).