

## **Information for Targeted Initiative for Older Workers (TIOW) Applicants or Participants who are in receipt of Employment Insurance (EI)**

How can TIOW applicants find out whether they can continue to collect their EI while participating in TIOW?

In most cases EI officials will approve TIOW applicants for participation if they can show that participating in TIOW will not be an obstacle to employment (i.e., that they are ready and able to work, and willing to leave the TIOW project if they receive an offer of employment).

The quickest way that individuals selected by a sponsor to participate on a TIOW project can obtain a decision as to whether they could continue EI if they participate in TIOW is by calling the Service Canada Employment Insurance national toll-free number at 1 (800) 206-7218. In most cases individuals, will be informed whether or not they can continue to collect their EI benefits while participating in TIOW. However, they will need to provide program particulars in order to be granted approval. Individuals may choose to provide this while on the initial call with Service Canada or call back and provide the information needed for approval at another time.

Attachment One is a sample of the information participants will be asked to supply.

The 1-800 number is available Monday through Friday from 8:30 a.m. to 4:30 p.m.<sup>1</sup> Requests for approval to participate in TIOW while in receipt of EI benefits can be submitted to Service Canada in person, through the mail, or by telephone. We recommend the telephone be use whenever possible.

Note: Service Canada front desk staff cannot make decisions on claims (however they can accept requests).

### **How can TIOW participants obtain full information on their claim?**

Through Service Canada's on-line services, individuals can view their EI claim information using "My Service Canada Account" at the following webpage:

[http://www.servicecanada.gc.ca/eng/online/mysca\\_byp.shtml](http://www.servicecanada.gc.ca/eng/online/mysca_byp.shtml)

This service will tell any claimant his/her current benefit rate, start and end dates of claim, etc.

Claimants will need to use the 4 digit access code they received when they applied for EI, and they will be asked to provide their social insurance number, and date of birth. (The access code can be found in the shaded area of their benefit statements.)

Sponsors can help individuals to use this tool, but must never ask for their access code. This is confidential for use of the client only.

Once approval to participate is granted by Service Canada, TIOW information will also be available through this service.

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<sup>1</sup> These hours of operation are the same from anywhere in Canada.

## **What do TIOW participants in receipt of EI need to declare on their EI cards, or bi-weekly report?**

In order to get paid, claimants must complete a claimant's report. This can be done by Internet, telephone, or mail every 2 weeks. The reports are very important as EI payments cannot be issued without them. On the reports claimants are asked to respond to questions regarding work and wages, training and availability.

### **Work and Wages**

If TIOW participants were paid wages for work during the period covered by the report (example: if on a work placement in which the employer pays wages), they will be asked to provide the following information:

- the dates and the number of hours worked for any employer they worked for during the period of the report,
- the telephone number of all employers for whom they worked, and
- the total earnings before deductions (including tips and commissions) earned for each calendar week of the period.
- Claimants need to report their actual earnings and they must always declare their earnings before deductions in the week(s) in which they were earned.

Under a pilot project which runs until December 4, 2010, claimants working part-time will be able to keep \$75 or 40% of their weekly benefits (whichever is higher) without their EI being affected (their "My Service Canada Account" site will tell them how much they can earn each week without their EI being affected.)

More information on this pilot can be found at:

[http://www.servicecanada.gc.ca/eng/ei/information/allowable\\_earnings.shtml](http://www.servicecanada.gc.ca/eng/ei/information/allowable_earnings.shtml)

### **Training**

Claimants participating in TIOW need to report the number of hours they attended training. However, it is not necessary to report any of the TIOW training allowances as this information should have already been given to Service Canada.

In completing their reports, claimants must respond "Yes" to the question "Did you attend school or a training course during the period of this report?" When asked if they are receiving a training allowance they should indicate "No."

### **Availability**

Claimants participating in TIOW should report that they are available for work unless they were unavailable for work due to the following: being out of the country, on vacation or not looking for work for any reason or they were incapable of working (illness or injury) or any other reason where they were not available for work. They will need to provide the dates they were not available. They must also report any absence from their area of residence/or any absence from Canada.

The information contained here has been prepared for guidance only.

Individuals who are in receipt of EI and who will be participating on a TIOW project must contact Service Canada as early as possible. Only Service Canada can determine if they can continue to receive EI benefits while on a TIOW project.

## **Attachment One**

When a claimant is seeking approval from Service Canada EI to continue to collect EI while participating in TIOW, Service Canada will require information to enable them to make a decision. The following is a guide as to the types of question a participant could be asked:

Social Insurance Number

Name

Name of Project/Course – specify Targeted Initiative for Older Workers

Project Start Date (day/month/year)

Project End Date (day/month/year)

The total number of hours each week that is being devoted to the project.

Description of the project activities.

The amount of weekly allowance to be received from the project sponsor.

Whether or not the project provide the participant with:

Job search assistance

Assistance preparing a résumé

Assistance preparing for job interviews

Whether or not the claimant/TIOW participant is willing to leave the TIOW project if it conflicts with an offer of employment (TIOW participants, in receipt of EI, must be willing to leave the project if an employment opportunity arises).

Whether or not the claimant ready and capable of work with no restrictions towards the acceptance of employment?