

Service Canada Resources

Information on the Employment Insurance program is accessible from the “Benefits” Section of the Canada.ca website at the following URLs:

Employment Insurance benefits and leave

<https://www.canada.ca/en/services/benefits/ei.html>

Start application

<https://srv270.hrdc-drhc.gc.ca/AW/introduction?GoCTemplateCulture=en-CA>

Please contact the Employment Insurance program to obtain additional information. Contact information for the Program is accessible from the “Contact us” Section of the above-mentioned website at the following URL:

EI Contact information – individuals

<https://www.canada.ca/en/employment-social-development/corporate/contact/ei-individual.html>

A tool to obtain information on a customized list of federal, provincial and territorial programs and services is accessible from the “Benefits” Section of the Canada.ca website at the following URL:

Welcome to the Benefits Finder

<https://srv138.services.gc.ca/daf/q?id=3c6bed60-3bbd-462f-bc0e-cb87410d1e07&GoCTemplateCulture=en-CA>

Information on the Canada’s COVID-19 Economic Response Plan is accessible from the “Health” Section of the above-mentioned website at the following URL:

Canada’s COVID-19 Economic Response Plan

<https://www.canada.ca/en/department-finance/economic-response-plan.html>

Additional information on COVID-19 is accessible from the Canada.ca website at the following URL:

Coronavirus disease (COVID-19)

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

If an individual that you support requires assistance with one of our critical services and benefits, they can complete a Service Request Form at: Canada.ca/service-canada-e-service. Once the service request is submitted, a Service Canada representative will contact the individual within 2 business days at the phone number they indicate.

Please find attached to this email, signage that you can post to let people know about Service Canada e-services and a “Step-by-Step Guide” to register for the My Service Canada Account.

Canada Revenue Agency (CRA) Resources

- Contact the Canada Revenue Agency (CRA) by phone:
 - Personal taxes, benefits and trusts: 1-800-959-8281
 - Canada Child Benefit (CCB) and related benefits: 1-800-387-1193
 - Order your 2019 income tax package: 1-855-330-3305
 - Business Enquiries: 1-800-959-5525
- CRA Information for Newcomers: www.canada.ca/taxes-newcomers
- Apply for Canada Emergency Response Benefit (CERB) with CRA: <https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html>
- Questions and Answers on the Canada Emergency Response Benefit: <https://www.canada.ca/en/services/benefits/ei/cerb-application/questions.html>
- Changes to taxes and benefits: CRA and COVID-19: <https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update.html>
- Coronavirus disease (COVID-19): <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- Don't get scammed! Beware of tax fraud schemes. If you get a call, text or an email that sounds like a scam, it probably is! When in doubt, verify your information in My Account or call the CRA. For more information, go to www.canada.ca/taxes-fraud-prevention.

CRA Outreach Support for Organizations & Individuals

The CRA is adapting its Outreach Program to support individuals during COVID-19. Through this service, the CRA can help individuals to better understand their tax obligations and to help them get the benefits and credits they are entitled. Traditionally available in-person, this service is now available over the phone, where possible by

completing an online request for an information session at www.canada.ca/cra-outreach.

Outreach officers are being asked to maintain contact with partner organizations and associations to discuss the situation and concerns they may have with any planned activities. They can provide information, links, and documents to support partner organizations in helping individuals, where possible.

For more information on CRA's Outreach activities during COVID-19, visit: <https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update/covid-19-outreach-liaison-officer-services.html>

CRA Liaison Officer services for small businesses

The CRA is adapting its Liaison Officer service to support small businesses and self-employed individuals during COVID-19. Normally, the CRA offers this service in person to help small business owners understand their tax obligations.

To meet critical business needs during this challenging time, the CRA is temporarily suspending the regular in-person service. Liaison Officers will be available exclusively by phone to provide the key information that small businesses and self-employed individuals need most urgently, including filing and payment deadlines and proactive relief measures.

Liaison Officers will be reaching out to individuals to explain these measures. Business owners and self-employed individuals can fill out the Liaison Officer Service request form to have a Liaison Officer contact them by phone at www.canada.ca/cra-liaison-officer.

We will also be working with key stakeholders to help promote this adapted service.



Request a visit:
canada.ca/cra-outreach

Demandez une visite :
canada.ca/arc-visibilite