

Employment
Insurance

MONITORING AND ASSESSMENT REPORT



2022 • 2023



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, 2022 and ending March 31, 2023

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March 2024

The Honourable Randy Boissonnault, P.C., M.P.
Minister of Employment, Workforce Development and Official Languages
House of Commons
Ottawa ON K1A 0A6

Dear Minister:

In accordance with section 3 of the *Employment Insurance Act*, we are pleased to present to you the 2022-23 Employment Insurance (EI) Monitoring and Assessment Report, which is the twenty-seventh 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.

The 2022-23 report covers the period between April 1, 2022 to March 31, 2023, 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 high inflation and slowdown in growth, while the Canadian labour market continued its strong recovery throughout 2022-23.

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

AD	Appeal Division
ADR	Alternative Dispute Resolution
AI	Artificial Intelligence
ASETS	Aboriginal Skills and Employment Training Strategy
B	Beneficiary
B/C Ratio	Benefits-to-Contributions Ratio
B/U	Beneficiary-to-Unemployed (ratio)
B/UC	Beneficiary-to-Unemployed Contributor (ratio)
BDM	Benefits Delivery Modernization
BEA	Business Expertise Advisor
BOA	Board of Appeal
CAWS	Client Access Workstation Services
CCAJ	Connecting Canadians with Available Jobs
CCDA	Canadian Council of Directors of Apprenticeship
CCIS	Corporate Client Information Service
CEGEP	College of General and Professional Teaching
CEIC	Canada Employment Insurance Commission
CERB	Canada Emergency Response Benefit
CESB	Canada Emergency Student Benefit
CEWS	Canada Emergency Wage Subsidy
CFP	Call for Proposals
COEP	Canadian Out of Employment Panel Survey
COLS	Community Outreach and Liaison Service
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRB	Canada Recovery Benefit
CRCB	Canada Recovery Caregiving Benefit
CRF	Consolidated Revenue Fund
CRSB	Canada Recovery Sickness Benefit
CSO	Citizen Service Officer
CWLB	Canada Worker Lockdown Benefit
CX	Client Experience
EAS	Employment Assistance Services
EBSM	Employment Benefits and Support Measures

ECC	Employer Contact Centre
EI	Employment Insurance
EI-ERB	Employment Insurance Emergency Response Benefit
EICS	Employment Insurance Coverage Survey
EIPR	Employment Insurance Premium Ratio
eROE	Electronic Record of Employment
ESDC	Employment and Social Development Canada
eSIN	Electronic Social Insurance Number
FY	Fiscal Year
G7	Group of Seven
GDP	Gross Domestic Product
GIS	Guaranteed Income Supplement
HCCS	Hosted Contact Centre Solution
HR	Human Resources
ID	Identification
IQF	Individual Quality Feedback
IS	Income Security
ISSET	Indigenous Skills and Employment Training
IT	Information Technology
IVR	Interactive Voice Response
IWW	Integrated Workload and Workforce
JCP	Job Creation Partnership
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
LTU	Long-Term Unemployment or Long-Term Unemployed
LTUR	Long-Term Unemployment Rate
LWF	Longitudinal Worker File
MAR	Monitoring and Assessment Report
MBM	Market Basket Measure
MIE	Maximum Insurable Earnings
MSCA	My Service Canada Account
MUS	Monetary Unit Sampling
NAICS	North American Industry Classification System
NERE	New entrant re-entrant
NESI	National Essential Skills Initiative
NHQ	National Headquarters
NIS	National Investigative Services
NOC	National Occupation Classification
NOM	National Operating Model
NQCP	National Quality and Coaching Program
OAG	Office of the Auditor General of Canada
OAS	Old Age Security
OASIS	Occupational and Skills Information System
OSC	Outreach Support Centre

PAAR	Payment Accuracy Review
PEAQ	Processing Excellence, Accuracy and Quality
P.p.	Percentage point
PPE	Premium-paid eligible individuals
PRAR	Processing Accuracy Review
PRP	Premium Reduction Program
PTs	Provinces and Territories
QPIP	Quebec Parental Insurance Plan
RAIS	Registered Apprenticeship Information System
RCMP	Royal Canadian Mounted Police
R&I	Research and Innovation
ROE	Record of employment
ROE Web	Record of employment on the web
RPA	Robotics Process Automation
SAT	Secure Automated Transfer
SCC	Service Canada Centre
SCT	Skills and Competency Taxonomy
SD	Skills Development
SD-A	Skills Development – Apprenticeship
SD-R	Skills Development - Regular
SDP	Service Delivery Partner
SE	Self-Employment
SEPH	Survey of Employment, Payrolls and Hours
SFS	Skills for Success
SIN	Social Insurance Number
SIP	Sectoral Initiatives Program
SIR	Social Insurance Registry
SRS	Simple Random Sampling
SST	Social Security Tribunal
SST-GD-EI	Employment Insurance Section of the General Division of the Social Security Tribunal
STDP	Short-term disability plan
STVC	Status Vector
SUB	Supplemental Unemployment Benefit
SWSP	Sectoral Workforce Solutions Program
TES	Targeted Earning Supplements
TIS	Telephone Interpretation Service
TRF	Targeting, Referral and Feedback
TTY	Teletypewriter
TWS	Targeted Wage Subsidies
U	Unemployed
UC	Unemployed contributor
UV	Unemployment-to-job-vacancy
VBW	Variable Best Weeks
VER	Variable Entrance Requirement
VRI	Video Remote Interpretation

WCAG	Web Content Accessibility Guidelines
WISE	Work Integration Social Enterprises
WWC	Working While on Claim



The Employment Insurance Monitoring and Assessment Report presents the analysis of the impact and effectiveness of the benefits and other assistance provided under the *Employment Insurance Act*. The reporting period is the fiscal year starting on April 1, 2022 and ending on March 31, 2023 (referred to as 2022-23). The highlights below relate to this period or reflect changes between 2021-22 and 2022-23.

Canada’s economy experienced high inflation and a slowdown in growth throughout 2022-23, while the Canadian labour market continued its strong recovery.

- The real Gross Domestic Product (GDP) increased by 3.2% in 2022-23 compared to 5.7% in 2021-22. The fiscal year was also marked by unprecedented levels of inflation, with a peak at 8.1% in June 2022.
- In 2022-23, the Canadian labour market was characterised by strong employment growth and a low national unemployment rate. The average unemployment rate was 5.1% during the fiscal year, compared to 6.8% in 2021-22.
- Between 2021-22 and 2022-23, most industry sectors experienced employment growth, although many had still not returned to their pre-pandemic levels.
- The duration of unemployment and the share of long-term unemployment displayed downward trends in 2022-23 but were still slightly higher than their pre-pandemic levels.
- After reaching unprecedented levels in the first quarter of 2022-23, both job vacancies and job vacancy rates decreased for the rest of the fiscal year in Canada.

All EI temporary measures that were in place since September 27, 2020 to facilitate access to the EI program in response to the COVID-19 pandemic ended on September 24, 2022, after which the program returned to original EI rules.

- In 2022-23, claims established between April 1, 2022, and September 24, 2022 were subject to the second set of EI temporary measures that were put in place in response to COVID-19 and that facilitated access to EI benefits with a minimum of 420 hours of insurable employment, a minimum benefit rate of \$300 per week for a certain period, and a simplified treatment of reasons for separation and monies on separation.
- Claims established between September 25, 2022 and March 31, 2023 were subject to the original EI rules.

The number of new EI regular claims established in 2022-23 returned to pre-pandemic levels, while the total amount paid in EI regular benefits significantly decreased compared to 2021-22.

- In 2022-23, 1.29 million new EI regular claims were established in Canada. This is lower than the 1.46 million regular claims established in 2021-22, but similar to pre-pandemic levels.
- The total amount paid in EI regular benefits significantly decreased from \$28.6 billion in 2021-22 to \$12.3 billion in 2022-23, returning closer to pre-pandemic levels. This decline in benefits paid can be explained by the lower number of regular claims established in 2022-23 compared to during the pandemic, the completion of the large number of regular claims established in 2020-21 that continued to receive benefits in 2021-22, and the end of all COVID-19 EI temporary measures on September 24, 2022.
- Under the temporary legislated seasonal measure in effect in 13 EI economic regions that provides up to 5 additional weeks of regular benefits, a total of 167,288 claims by eligible seasonal claimants received additional weeks of EI regular benefits since August 2018.¹ On average, these claims received an additional 4.2 weeks of EI regular benefits. By the end of 2022-23, a total of \$296.3 million in additional benefits had been paid to these claimants. This temporary up to 5 weeks measure for seasonal workers is in place until October 26, 2024.

The eligibility rate for EI regular benefits was higher in the first half than the second half of 2022-23.

- As the eligibility criteria to qualify for EI regular benefits changed during the fiscal year due to the end of the EI temporary measures on September 24, 2022, eligibility rates are reported separately for the first and second halves of 2022-23. In addition, as the EI Coverage Survey² did not fully adapt to the eligibility criteria changes, a different data source and a revised methodology were used.
- It was estimated that 73.5% and 57.0% of job separators had enough hours of insurable employment to qualify for EI regular benefits during the first and second half of 2022-23, respectively.
- The higher eligibility rate during the first half of 2022-23 can be explained by the second set of EI temporary measures facilitating access to EI benefits, whereas the eligibility criteria during the second half of 2022-23 went back to the original EI rules.

The number of Work-Sharing agreements and new claims established in 2022-23 decreased compared to 2021-22.

- In 2022-23, employment and unemployment rates remained at near records. With the widespread availability of jobs, Work-Sharing program participation decreased from 886 agreements started in 2021-22 to 503 in 2022-23. An estimated 6,147 layoffs were averted during 2022-23.
- As a result, the number of EI claims from workers participating in a Work-Sharing agreement significantly decreased from 15,078 in 2021-22 to 9,959 in 2022-23. The total amount paid also decreased from \$88.8 million in 2021-22 to \$30.6 million in 2022-23.

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 26, 2024. The cumulative figures refer to the results of both pilot project and the legislated measure.

² The Employment Insurance Coverage Survey is an annual survey undertaken by Statistics Canada.

The number of new claims established for EI special benefits, and total amount paid, decreased in 2022-23.

- The number of new claims established for EI special benefits was 657,820 in 2022-23, compared to 704,620 in 2021-22, with the greatest declines in the number of claims for sickness, maternity and parental benefits relative to the previous year.
- The total amount paid in EI special benefits decreased to \$7.0 billion in 2022-23, from \$7.7 billion in 2021-22, but was slightly higher than before the pandemic.
- Claims for EI sickness benefits continued to represent almost two-thirds of EI special benefit claims in 2022-23.
- The proportion of EI parental claims established by men continued to increase and reached 29.3% in 2022-23 compared to 16.8% in 2018-19. This increase can be explained, in part, by the additional weeks of benefits available to parents who share parental benefits since March 2019.

In 2022-23, Labour Market Development Agreements (LMDAs) continued to provide support for individuals and employers across Canada to obtain skills training and employment supports.

- Approximately 804,000 participants received Employment Benefits or Support Measures (EBSMs) in 2022-23. Approximately 751,000 participants were served by provinces and territories under the LMDAs, and approximately 53,000 participants were served by Indigenous organizations through the Indigenous Skills and Employment Training (ISET) Program.
- LMDAs supported approximately 145,000 active EI claimants while they were out of work, helping them to be ready with the skills needed to participate in the economic recovery.
- Approximately \$2.7 billion was invested to help those most affected, to enhance the capacity of service delivery organizations, and to improve labour market information. Of this amount, approximately \$2.4 billion of the total was transferred to provinces and territories under LMDAs to respond to regional needs and opportunities.

Building on the work done in previous years, Service Canada continues to improve and enhance its administration of the EI program. The following are some highlights and updates from 2022-23:

- Canadians submitted over 2.9 million claims for EI and, on average, eligible claimants received their first payment 24 days after filing.
- The 2022-23 Client Experience Survey indicates that 78% of EI clients were satisfied with their overall service experience, comparable with last year's 76%.
- EI call centre and processing resources are being managed collaboratively in the new Integrated Workload and Workforce project.
 - This project improves efficiency, call resolution, and workload allocation and speeds up processing time for claimants.
- The Department implemented a multi-year strategy to reduce the inventory of claims pending review and improve capacity to meet service standards.
 - The first stage included hiring new staff and enhancing the skills of existing ones.
- The Department created the new EI Quality Council with a mandate to analyze the results of the EI Payment Accuracy Review and EI Processing Excellence, Accuracy, and Quality programs, making sure that EI claimants receive the benefits to which they are entitled.
- The Department developed an Integrated Action Plan to resolve potentially fraudulent activity on client files and ensure timely benefits delivery for legitimate claimants.

- As a result, processes and procedures were streamlined, which allowed the department to resolve files more effectively and to proactively address files involving identity theft.
- The EI Emergency Response Benefit post-payment verification is ongoing and will continue as per the Department's operational plan.
 - In 2022-23, close to 31,000 reviews were completed, identifying approximately \$51 million in savings.
- Enhancements to the document upload function means that EI claimants can now upload almost all of the supporting documents that Service Canada requires for an EI claim to their My Service Canada Account.
- 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.



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

The Employment Insurance program

The program provides temporary income support to replace part of a person's employment income. It is available for people who are eligible, unemployed, and contributed to the program. The support is available to help them find a new job and stay active in the labour force or if they are absent from work due to specific life circumstances.¹

EI Part I provides direct temporary income support through EI Regular Benefits, Fishing Benefits, Work-Sharing Benefits and Special Benefits.² EI Part II provides Employment Benefits and Support Measures (EBSMs). This includes those offered under the Labour Market Development Agreements (LMDAs) and the Indigenous Skills and Employment Training program.

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

EI regular benefits provide temporary income support to partially replace lost employment income for eligible claimants to help them find a new job and stay active in the labour force. To qualify, individuals must have worked a minimum number of hours of insurable employment, paid EI premiums and had a valid job separation. Individuals must be available for and actively seeking work during their claim period.

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

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.

Work-sharing is an employee-retention program that allows employers and employees avoid layoffs when there is a temporary reduction in normal business activity beyond the control of an employer. EI-eligible workers within a given work unit agree to work a reduced workweek, and to share working hours equally, while the employer recovers. The workers receive EI Work-sharing benefits in partial replacement of their reduced working hours.

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

Employment Benefits and Support Measures include programs delivered under EI Part II to help individuals in Canada prepare for, find, and maintain employment. These aim to “help maintain a sustainable employment insurance system through the establishment of employment support measures and the maintenance of a national employment service”.³ The provinces and territories deliver these programs through LMDAs. In the case of pan-Canadian programming, the Government of Canada is responsible for program delivery.

Recent changes to the Employment Insurance program

Budget 2023 announced a number of reforms to the EI program, including:

- Extend until October 2024 the temporary seasonal measure which provides up to 5 additional weeks, for a maximum of 45 weeks, of EI regular benefits to eligible seasonal workers who live in one of the 13 targeted EI regions. As part of this extension, maintain the legislative fix to ensure that the timing of COVID-19 benefits does not affect future EI eligibility under the rules of the program.
- Introduce legislative amendments that enable the creation of the Employment Insurance Board of Appeal (BOA) to hear appeals of decisions made under the *Employment Insurance Act* and, which will replace the Employment Insurance Section of the General Division of the Social Security Tribunal (SST-GD-EI). Until the BOA is operational, the SST-GD-EI will continue to hear first level EI appeals.

Other changes to the EI program that came into force in 2023 include:

- The introduction of 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 legislated seasonal measure, to seasonal claimants whose benefit period is established between September 10, 2023 and September 7, 2024.

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.

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

The Canada Employment Insurance Commission

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

The CEIC has 4 members. Three are voting members and represent the interests of workers, employers and government. The Commissioners for Employers and Workers are appointed for renewable terms of up to 5 years. Their mandates are to represent the concerns and positions of workers and employers on policy development and program delivery related to EI and the labour market. The Deputy Minister of 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. The CEIC also plays a key role in overseeing the EI program, reviewing and approving policies related to program administration and delivery. ESDC and Service Canada carry out EI program operations on behalf of the CEIC.

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

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

The report

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

The first chapter discusses the state of the Canadian economy and labour market throughout 2022-23. The second chapter studies the usage, impact and effectiveness of EI Part I benefits during the same period, including the impact of the EI temporary measures that were in place. The third chapter assesses supports provided under EI Part II through Employment Benefits and Support Measures. The fourth and final chapter presents information on EI program administration and service delivery.



CHAPTER I

Labour market context

This chapter provides an overview of the economic situation and key labour market developments in Canada during the fiscal year beginning on April 1, 2022 and ending on March 31, 2023 (2022-23).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 2022-23. 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 development

The beginning of 2022-23 saw slower growth and rising inflation across the global economy, something that has not been seen since the 1970s.⁴ The war in Ukraine, combined with lingering supply chain disruptions caused by the COVID-19 pandemic, caused a sharp rise in energy and food prices world-wide. Unprecedented levels of inflation were observed globally in the first half of 2022 (consult Chart 3, for Canada).

During 2022-23, central banks increased their interest rates while supply chain pressures eased and energy prices declined in early 2023. These factors all contributed to bring global inflation down from its peak, but it remained above target in most G7 countries – a group consisting of the world’s major industrialized and advanced countries including Canada.⁵ Nonetheless, Canada had a lower rate of inflation (6.6%) than the G7 average (7.1%) over the 2022-23 period.⁶

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

² Due to certain revisions made to data by Statistics Canada, figures for previous years published in past Employment Insurance Monitoring and Assessment Reports have been restated as applicable.

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

⁴ [OECD, Economic Outlook June 2022](#)

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 Stats, Consumer Price All items (excluding Japan)

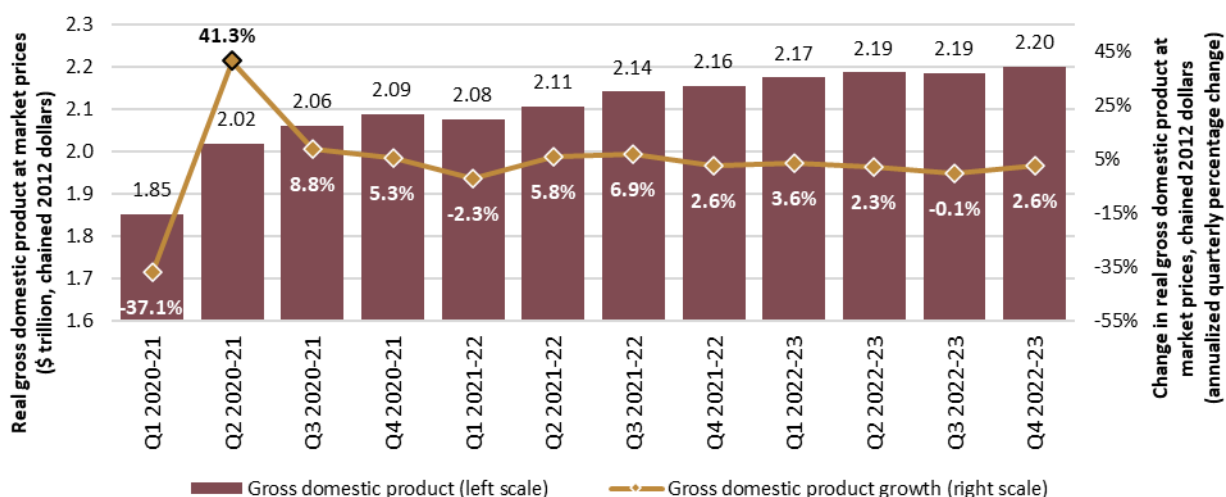
Canadian economic context in 2022-23

Following the strong recovery in fiscal year 2021-22, the Canadian economy experienced a slowdown in growth in 2022-23. The real Gross Domestic Product (GDP) increased by 3.2% compared to 2021-22, while it had increased by 5.7% in 2021-22 compared to 2020-21.⁷

Looking at quarterly movements, the Canadian economy remained resilient during the first 2 quarters of 2022-23. Economic growth halted in the third quarter (-0.1%), as businesses and households adjusted to higher borrowing costs⁸, but growth resumed in the last quarter of 2022-23 (consult Chart 1).

On the international horizon, Canada had the highest growth rate in real GDP among G7 countries in 2022-23⁹ compared to 2021-22, and ranked third among G7 nations in terms of real GDP per capita (using fixed Purchasing Power Parity) with roughly US\$46,359 per capita on average over 2022-23.¹⁰

Chart 1 – Quarterly real gross domestic product, Canada, 2020-21 to 2022-23



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

As noted in the 2021-22 Employment Insurance Monitoring and Assessing Report¹¹, the post-pandemic recovery remained uneven across industries during the 2022-23 period. All industries registered a positive growth between 2021-22 and 2022-23. The sectors with the highest growth in 2022-23 were Accommodation and food services (+19.1%), Agriculture, forestry, fishing and hunting (+13.1%) and Transportation and warehousing (+13.1%) (consult Chart 2). However, Accommodation and food services as well as Transportation and warehousing were among the few sectors still lagging compared to their pre-pandemic levels (respectively -6.2% and -8.2% in March 2023 compared to February 2020).

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

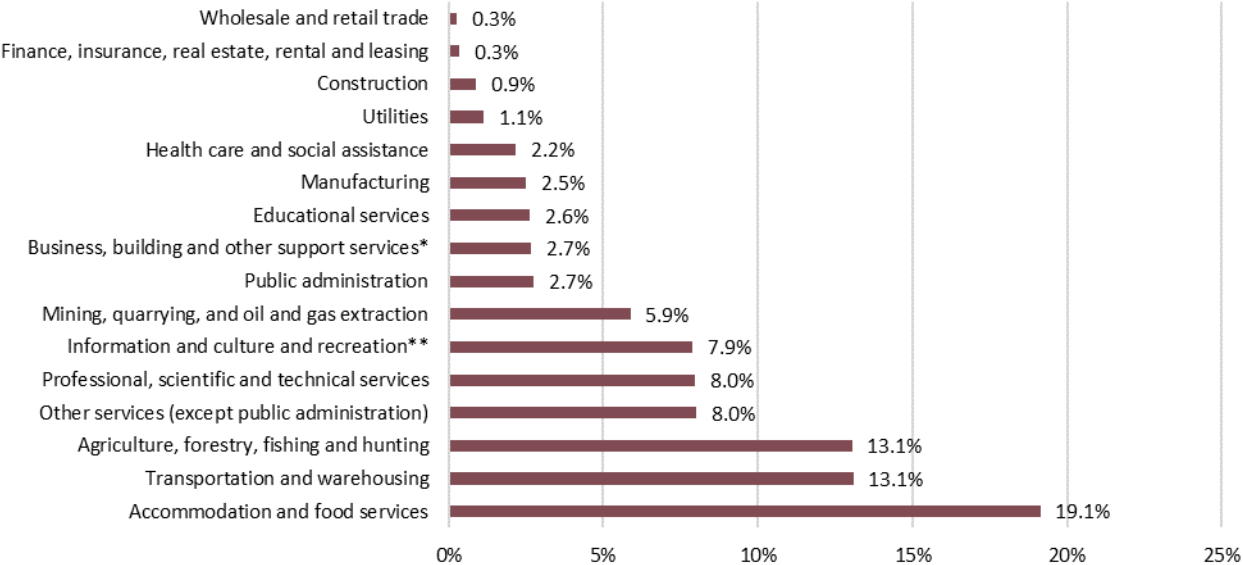
⁸ [Recent developments in the Canadian economy: Spring 2023 \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/44-62-0001/2023001/article/00001-eng.htm)

⁹ Canada had a real GDP growth rate of 3.3%, whereas the rest of the countries ranged between 0.9% and 2.8%.

¹⁰ Organisation for Economic Co-operation and Development, OECD.stat, Quarterly National Accounts, Gross Domestic Product per capita, seasonally adjusted, OECD Statistics.

¹¹ [Employment Insurance Monitoring and Assessment Report for the fiscal year beginning April 1, 2021 and ending March 31, 2022 - Canada.ca](https://www150.statcan.gc.ca/n1/pub/44-62-0001/2022001/article/00001-eng.htm)

Chart 2 – Change in real gross domestic product by industry, Canada, 2021-22 to 2022-23



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

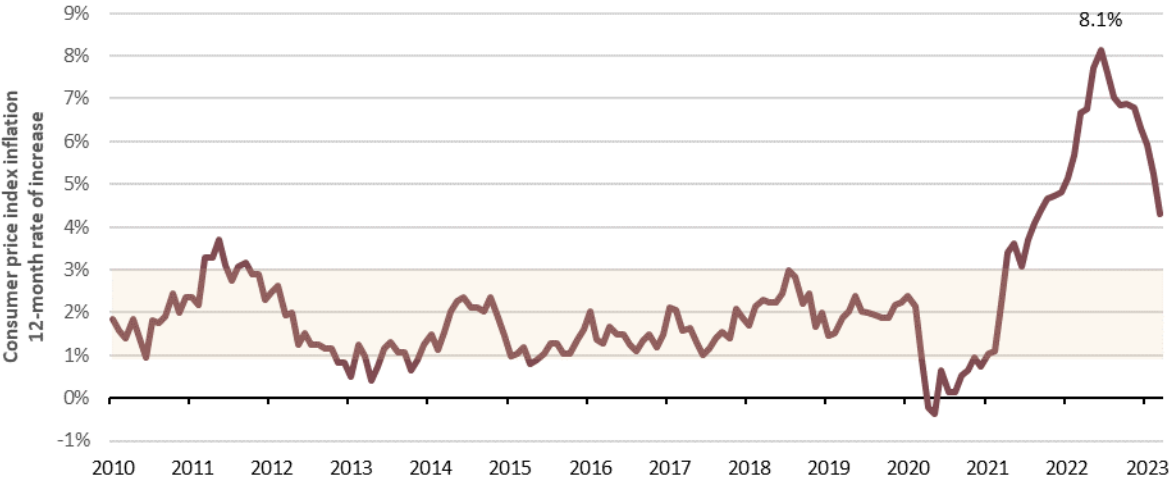
** Includes information and cultural industries and arts, entertainment and recreation industries.

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

Although the inflation rate in Canada was lower than the G7 average, it rose well above the target level of 2% set by the Bank of Canada in 2022-23, especially in the first 2 quarters. The year-over-year rate of increase of the Consumer Price Index (CPI), or CPI inflation, peaked in June 2022 at 8.1% (consult Chart 3). Over the calendar year 2022, the CPI inflation was on average 6.8%, which represented a 40-year high.

In response to rising inflation, the Bank of Canada increased its policy interest rate 7 times over 2022-23, for a total increase of 4 percentage points (p.p.), from 0.75% to 4.75%. Towards the end of 2022-23, the impact of these rate hikes started to materialize with CPI inflation lowering to 4.3% in March 2023. In general, the purpose of policy interest rate hikes is to reduce aggregate demand to help slow down the economic activity, and which could have an impact on unemployment levels.

Chart 3 – Year-over-year change in the Consumer Price Index (CPI), Canada, January 2010 to March 2023, not seasonally adjusted



Note: The shaded band indicates Bank of Canada’s 1-3% control range for the inflation target with inflation measured as the 12-month rate of change in the consumer price index (CPI), Bank of Canada, Monetary Policy Report, July 2023.

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

1.2 The Canadian labour market

This section highlights key labour market developments in Canada¹² during 2022-23, including a number of elements related to the administration of the EI program. Overall, the Canadian labour market was characterised by strong employment growth, a low national unemployment rate and tighter labour market conditions.^{13 14}

Labour force and participation rate

For the first time in Canada’s history, the population increased by more than 1 million individuals in 2022, international migration accounting for almost 96% of this growth.¹⁵ The size of Canada’s labour force¹⁶ increased by 1.5% (+315,917, from 20.6 million to 20.9 million) from 2021-22 to 2022-23. During the 12-month period of 2022-23, the growth in the size of the population aged 15 years old and over (+1.6%) slightly outpaced that of the labour force (+1.5%), leaving the participation rate unchanged at 65.5% in 2022-23.

However, behind this unchanged national participation rate, there were changes in the participation rates of individuals by age, in particular an increase in the participation rate of individuals who are less than 55 years old and a decrease for those who are 55 years old and over. The population of individuals aged 15 to 24 years old increased by 0.9% while their labour force increased by 1.8%, leading to an increase in the

¹² 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.

¹³ Reported fiscal year data are averages of monthly or quarterly data. Totals may not always add up due to rounding.

¹⁴ The labour market is said to be “tight” if vacant jobs are plentiful and available workers are scarce. This is usually reflected by a lower unemployment-to-vacancy ratio.

¹⁵ [The Daily — Canada's population estimates: Record-high population growth in 2022 \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/28-263-x/2023001/article/00001-eng.htm)

¹⁶ 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.

participation rate (+0.6 p.p.). A similar trend was observed for individuals aged 25 to 54 years old where their population increased by 1.4% while their labour force increased by 2.1%, leading to an increase in the participation rate (+ 0.6 p.p.). Conversely, because of population aging, the population of individuals 55 years old and over increased the most (+1.7%), while their labour force decreased by 0.1%, leading to a reduction in their participation rate (-0.7 p.p.).

Employment and employment rate

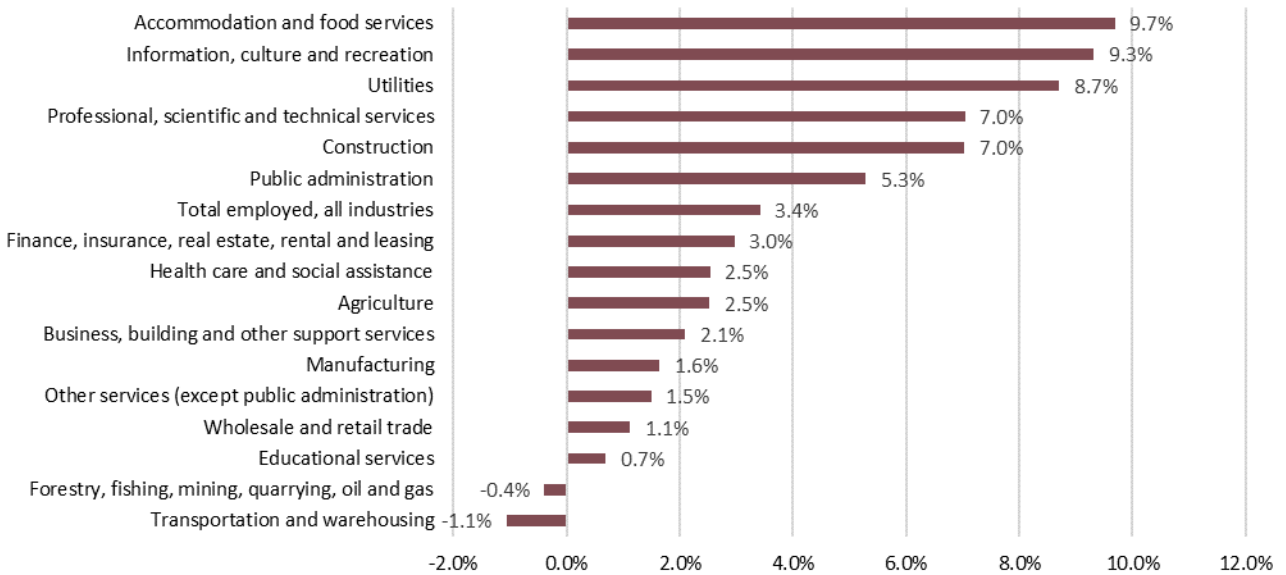
During the reporting period, total employment continued a gradual upward trend, increasing from 19.6 million in March 2022 to 20.1 million in March 2023 (+1.9%). The number of part-time employees decreased by 35,600 (-1.0%) while full-time employees increased by 472,100 (+2.9%) over the same period. Employment growth was slightly higher in the private sector (+2.3%) than in the public sector (+1.6%). Self-employment increased by 0.7%, reaching almost 2.7 million in March 2023, which is close to the pre-pandemic level of 2.8 million in February 2020. During 2022-23, employment increased in large-sized enterprises¹⁷ (500 employees and over) but decreased for all other sizes of enterprises.¹⁸ Large-sized enterprises accounted for nearly half of all employed individuals (46.9% in the last quarter of 2022-23).

Between 2021-22 and 2022-23, most industry sectors experienced employment growth, although many had still not returned to their pre-pandemic levels. The 3 broad sectors with the biggest employment increases during the reporting period were Accommodation and food services (+9.7%), Information, culture and recreation (+9.3%) and Utilities (+8.7%) while Transportation and warehousing (-1.1%) and Forestry, fishing, mining, quarrying, oil and gas (-0.4%) were the only 2 sectors that registered a decrease in employment (consult Chart 4).

¹⁷ Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01, quarterly seasonally unadjusted.

¹⁸ 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.

Chart 4 – Change in employment by industry, Canada, 2021-22 to 2022-23



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

In terms of employment breakdowns by age, individuals aged 15 to 24 had the biggest increase in employment (+4.2%) in 2022-23 compared to 2021-22, followed by 25 to 54 years old (+3.5%) and 55 years and over (+2.7%). Even though the 55 years and over age group was the only group with a decrease in its labour force, their employment numbers increased nonetheless.

Over the 2022-23 period, males represented on average 56.0% of full-time employees while females represented 44.0%. Conversely, female represented 64.2% of part-time employees on average while men represented 35.8%. These shares were similar for 2021-22 where males represented 56.1% of full-time employees and 37.0% of part-time employees, while females represented 43.9% of full-time employees and 63.0% of part-time employees on average. Full-time employment increased by 3.5% for males between 2021-22 and 2022-23, and by 4.1% for females. Part-time employment decreased by 1.8% for males while it increased by 3.1% for females.

The changing nature of work since the onset of the COVID-19 pandemic

A recent study* from Statistics Canada examined trends in the nature of work. Looking back 3 decades before the pandemic, the study found a gradual shift in the nature of work in Canada. Globalization and technology caused employment to move from routine manual tasks to non-routine, cognitive tasks. This trend began to accelerate during the pandemic. The study found that between 2019 and 2022, the increase in managerial, professional and technical occupations (non-routine, cognitive tasks) was similar for men and women. However, men saw a decrease in production, craft, repair and operative occupations (routine, manual tasks) whereas women had a decrease in service occupations (non-routine, manual tasks). The report also showed that the increase in occupations with non-routine, cognitive tasks among younger workers (25 to 34 years old) was nearly double that of older workers (45 to 54 years old). As the author points out, “the trends by age group may provide insight into future trends”.

*Statistics Canada, The changing nature of work since the onset of the COVID-19 pandemic, Ottawa: Statistics Canada, Economic and Social Report. Vol. 3, No.7, 2023

The increase in the total number of employed individuals does not take into consideration how it compares to the growth in working-age population. The employment rate, which is the proportion of people aged 15 years and over who were employed, accounts for changes in the working-age population.

The employment rate increased by 1.1 p.p. and reached 62.2% in 2022-23 compared to 2021-22, still below its highest level of 63.2% recorded in 2007-08. Both men and women had higher employment rates in 2022-23 compared to the previous fiscal year (+0.9 p.p. and +1.3 p.p. respectively). By age group, the youth aged 15 to 24 years registered the highest increase (+1.9 p.p.) and reached 59.0%. This was closely followed by those aged 25 to 54 years, who registered an increase of 1.6 p.p. settling at 84.9%. Lastly, those aged 55 years and over had the smallest increase (+0.3 p.p.). They also had the lowest employment rate across all age groups (35.1% for 2022-23). Compared to other G7 countries, Canada ranked first in terms of employment rate throughout 2022-23.¹⁹

Unemployment and unemployment rate

Unemployment rate is one of the core elements that determines eligibility for EI regular benefits. Under the original EI rules²⁰, a lower unemployment rate in an EI economic region translates into a higher required number of hours of insurable employment within the qualifying period to be eligible for EI regular benefits. The unemployment rate in an EI economic region also plays a role in determining the EI regular benefit entitlement available to a claimant and the number of weeks of insurable earnings (known as the divisor) used in the calculation of their weekly benefit rate. Regional variations of the unemployment rate are discussed in subsection 1.3.

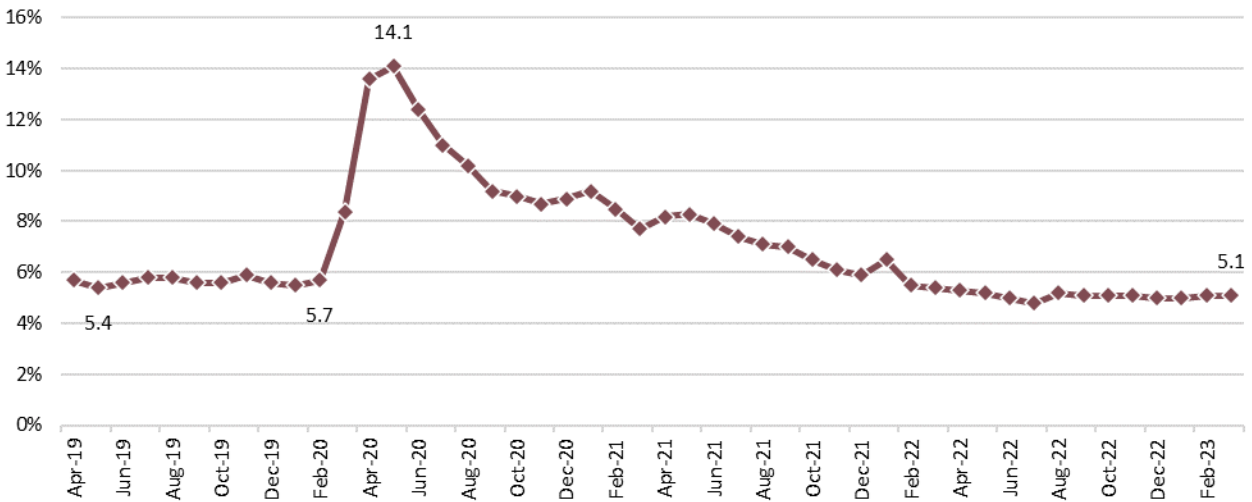
The number of unemployed individuals decreased from 1.4 million in 2021-22 to 1.1 million in 2022-23, a reduction of 24.2%. Combined with the increase in the size of the labour force during the same period, the unemployment rate fell from 6.8% in 2021-22 to 5.1% in 2022-23. In 2022-23, women had a slightly lower unemployment rate than men (4.9% vs 5.2%). The decrease in unemployment rate was almost identical for men (-1.8 p.p.) and women (-1.7 p.p.). In 2022-23, the youth had the highest unemployment rate of 9.8%, compared to 4.2% for those aged 25 to 54 years old and 4.6% for those aged 55 years and over. By age group, individuals aged 55 year and over had the biggest reduction in their unemployment rate (-2.6 p.p.) compared to 2021-22. This was followed by those aged 15 to 24 years old (-2.1 p.p.).

The monthly unemployment rate reached 5.4% in March 2022, which was considered a historical low at the time. During 2022-23, it continued to trend down and ended at 5.1% in March 2023 (consult Chart 5).

¹⁹ Organisation for Economic Co-operation and Development, OECD.stat, Labour, Labour Force Statistics, Short-term statistics, Short-Term Labour Market Statistics, January 2024. There is generally a broad comparability of employment and unemployment data across OECD countries.

²⁰ 2 different sets of EI temporary measures were introduced over the past few years. New EI claims established during the first half of 2022-23 were under the second set of EI temporary measures, whereas new EI claims established during the second half of 2022-23 were subject to the original EI rules.

Chart 5 – Unemployment rate, Canada, April 2019 to March 2023



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

Factors influencing the job search strategies of unemployed Canadians

A recent departmental study* investigated the job search methods of unemployed Canadians to better understand the determining factors behind these methods, and examine their effectiveness in terms of re-employment. The study looked at Labour Force Survey data from 2015 to 2022. Over this period, the most frequently used job search method was looking at job ads. However, over time some job searchers have embraced more diversified job search strategies. For instance, the percentage of individuals utilizing a single method decreased from 43.3% to 32.9%, whereas those employing 3 methods increased from 15.9% to 20.8%.

The study also found that job searchers who prefer active methods (such as contacting employers directly) are more likely to use multiple job search methods. Conversely, single method job searchers used a more passive method, such as looking at job ads. Younger individuals, notably those aged 15-44, demonstrated higher job search intensity by combining multiple methods. Additionally, higher educational attainment was associated with increased job search intensity.

On average, 20.4% of unemployed people who were looking for jobs successfully found one in the subsequent month during the period of 2015 to 2019.** Active job search methods resulted in a higher re-employment rate (for example 22.6% for those who directly contacted employers) than passive methods (for example 19.1% for those who only looked at job ads). Additionally, the re-employment rates varied among EI-eligible and non-EI-eligible job searchers over the same period (24.8% vs. 18.6%).

* ESDC, Factors influencing the job search strategies of unemployed Canadians, (Ottawa: ESDC, Labour Market Information Directorate, 2024).

** The 2015 to 2019 period was used in this section of the study to separate the impact of COVID-related emergency measures from the pre-2020 period.

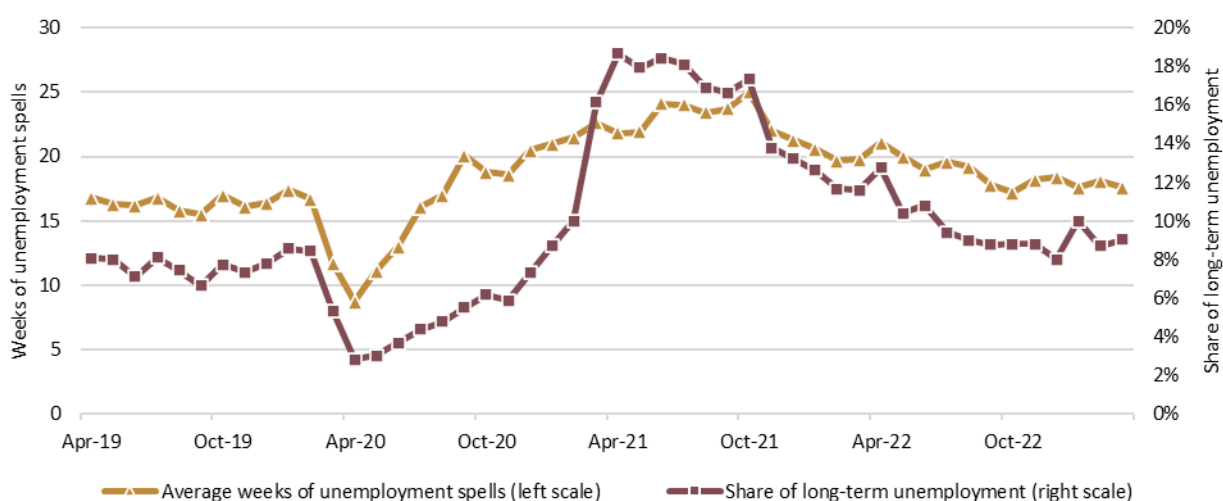
Duration of unemployment²¹

Along with the decrease in the national unemployment rate in 2022-23, 2 indicators measuring unemployment duration also exhibited 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 compared to the previous period. On an annual basis, it fell from an average of 22.3 weeks in 2021-22 to 18.7 weeks in 2022-23, representing a reduction of 3.6 weeks in the average duration of unemployment spells (consult Chart 6). This was almost back to the pre-pandemic average of 16.1 weeks in 2019-20. Most labour market indicators were already back to their pre-pandemic levels at the beginning of 2022-23, but the average duration of unemployment spells was one of the few that had not.

Second, the share of long-term unemployment (continuously looking for work for 52 weeks or more²²) continued its downward trend that started in 2021-22. On an annual basis, the share of long-term unemployment was 9.6% in 2022-23, down by 6.4 p.p. from 15.9% in 2021-22. This was closer to the pre-pandemic share of 7.5% in 2019-20. In absolute terms, this represented a decrease from 129,000 long-term unemployed in March 2022 to 96,900 in March 2023. Among G7 countries, Canada reported in 2022 the lowest proportion of unemployment lasting for one year or over.²³

Chart 6 – Average duration of unemployment (in weeks) and share of long-term unemployment (% unemployed 52 weeks or more), Canada, April 2019 to March 2023



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

Individuals aged 55 years and over are generally more likely to have longer durations of unemployment. Over 2022-23, the average duration of unemployment was higher among those aged 55 and over (27.9 weeks) as opposed to the core-age population (19.7 weeks) and youth (10.0 weeks). The

²¹ Statistics Canada, Labour Force Survey, Table 14-10-0342-01.

²² In Statistics Canada's "The Daily", long-term unemployment is defined as the unemployed who had been continuously searching for work for 27 weeks or more. This definition is different from the "52 weeks or more" used in this report which is aligned with the qualifying period to be eligible for EI benefits (consult [Section 2.1](#) of Chapter II for more details).

²³ Organisation for Economic Co-operation and Development, Labour, January 2024.

duration decreased by 1.5 weeks, 3.8 weeks and 2.9 weeks respectively for these 3 groups compared to 2021-22. Similarly, over the same 12-month period, the share of long-term unemployed was 15.2% among those aged 55 and over, compared to 10.6% among the core-age and 3.5% among youth. This represented a decrease of 7.9 p.p., 6.2 p.p. and 3.8 p.p. respectively for these 3 groups compared to 2021-22.

The share of long-term unemployment was similar for men and women. It reached 10.3% for men compared to 8.7% for women in 2022-23. Compared to 2021-22, the share of long-term unemployment decreased by 6.4 p.p. for men and 6.3 p.p. for women. Between 2021-22 and 2022-23, unemployment duration decreased by 3.6 weeks for both men and women, with an annual average in 2022-23 of 19.6 weeks and 17.6 weeks respectively.

The long-term unemployed and EI, a profile and training participation

A recent departmental study* examined the evolution of the long-term unemployment** in Canada from 2006 to 2022 using Labour Force Survey data. The study examined the long-term unemployment rate*** and its relationship to the overall unemployment rate and examined these concepts for several key periods of reference, including the 2008-09 recession, the oil crisis of the mid-2010s and the COVID-19 pandemic. The study also examined the issue from gender, age and geographic perspectives, and identified which groups historically experienced higher rates of long-term unemployment.

Overall, there is usually a delay of 10 to 12 months between cycles observed in the long-term unemployment rate and the total unemployment rate. However, after a period of economic disruptions, the long-term unemployment rate tends to take significantly longer than the total unemployment rate to return to levels observed before the economic shock.

In terms of gender, men were proportionally more represented than women in long-term unemployment during the majority of the reference period, with a higher rate of long-term unemployment in 62 of the 68 quarters analyzed. Additionally, on average over the entire reference period, men accounted for 59.9% of long-term unemployed individuals, compared to 56.1% of total unemployment and 52.8% of the labour force.

Individuals aged 55 years and over had the highest long-term unemployment rate in all 68 quarters of the reference period. This group's share of labour force, total unemployment and long-term unemployment all gradually increased over the reference period for, but its share of long-term unemployment increased at a higher rate.

In terms of geography, Newfoundland and Labrador and Ontario had long-term unemployment rates above the national average for the majority of the reference period. In addition, Alberta and Saskatchewan exhibited high rates of long-term unemployment relative to the national average since the oil crisis of the mid-2010s.

* ESDC, The long-term unemployed and EI, a profile and training participation (Ottawa: ESDC, Employment Insurance Policy Directorate, 2024).

** In the study, long-term unemployment is defined as individuals who are unemployed continuously for 52 weeks or more. In certain sections, a definition of 27 weeks of continuous unemployment is used due to small sample sizes.

*** The long-term unemployment rate refers to the share of long-term unemployment among the unemployed population.

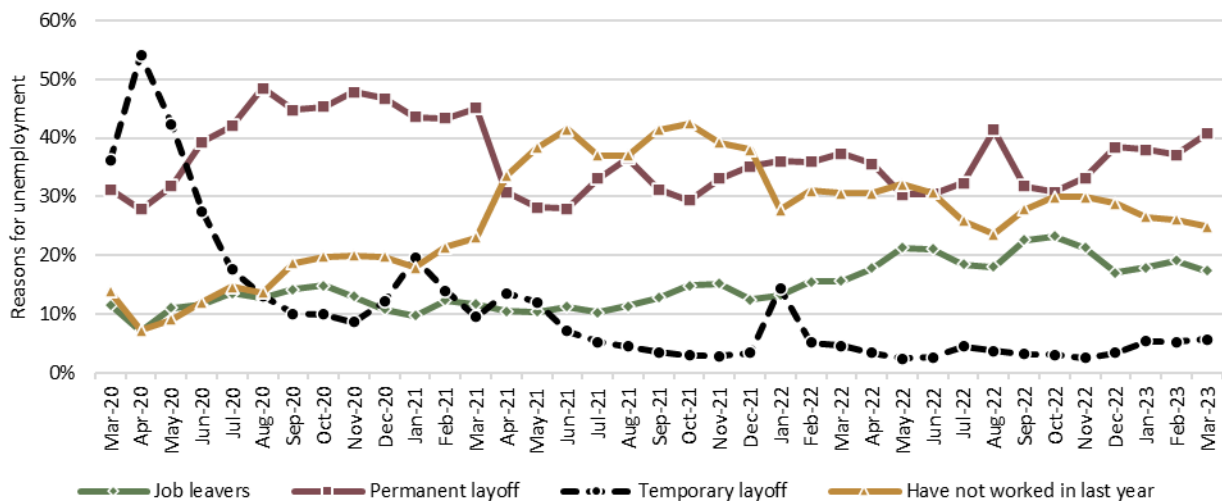
Reason for unemployment²⁴

In general, workers can become unemployed for a number of reasons, and the cause of unemployment is a key factor in determining if the individual is eligible for EI benefits. EI regular benefits are only available to individuals who have lost their job for reasons outside their control or who left their job with just cause.

In the Labour Force Survey, 5 categories of reasons for unemployment²⁵ are reported: job leavers, permanent layoff, temporary layoff, not worked last year and never worked. Among these, the permanent and temporary layoff are most relevant to the administration of the EI program. However, the pandemic led many individuals to lose their jobs and remain unemployed. This caused a higher proportion of unemployed individuals who did not work in the last year among the unemployed population. In the beginning of 2021-22, there was a significant increase in the number of unemployed individuals who did not work in the last 52 weeks, which implied that these individuals lost their jobs in the beginning of the pandemic and had not yet resumed working since. Towards the end of 2021-22, this share started to decrease, and it continued in 2022-23. The share of unemployed individuals who did not work in the last year was down from 30.6% in April 2022 to 24.9% in March 2023.

For most of 2022-23, unemployment because of permanent layoffs represented the largest share of all unemployment (35.0% on average for 2022-23), which is in line with the reasons for unemployment provided before the pandemic. The share of unemployment because of temporary layoffs, which had increased in the last 2 fiscal years (2020-21 and 2021-22), also reverted to pre-pandemic levels (3.8% on average for 2022-23). Lastly, the share of job leavers, which had decreased during the last 2 fiscal years, increased back to pre-pandemic levels (19.6% on average for 2022-23).

Chart 7 – Share of unemployment by reason for unemployment, Canada, March 2020 to March 2023



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

²⁴ Statistics Canada, Labour Force Survey, Table 14-10-0125-01, unadjusted for seasonality.

²⁵ Reason why individuals left is only known for those who worked in the previous 12 months.

Hours of work²⁶

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 in 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.

The average number of hours usually worked from all jobs by Canadians was 36.6 per week in 2022-23. This was similar to previous fiscal years, with just a small increase (+0.2 hours) compared to 2021-22. In contrast, the average number of actual hours worked reflects temporary decreases or increase in work hours, for example, hours lost due to illness or vacation or more hours worked due to overtime. The average actual hours worked per worker from all jobs barely changed between 2021-22 and 2022-23, only a small decrease of 0.3% from 32.8 per week in 2021-22 to 32.7 per week in 2022-23.

Job vacancies²⁷ and labour market tightness

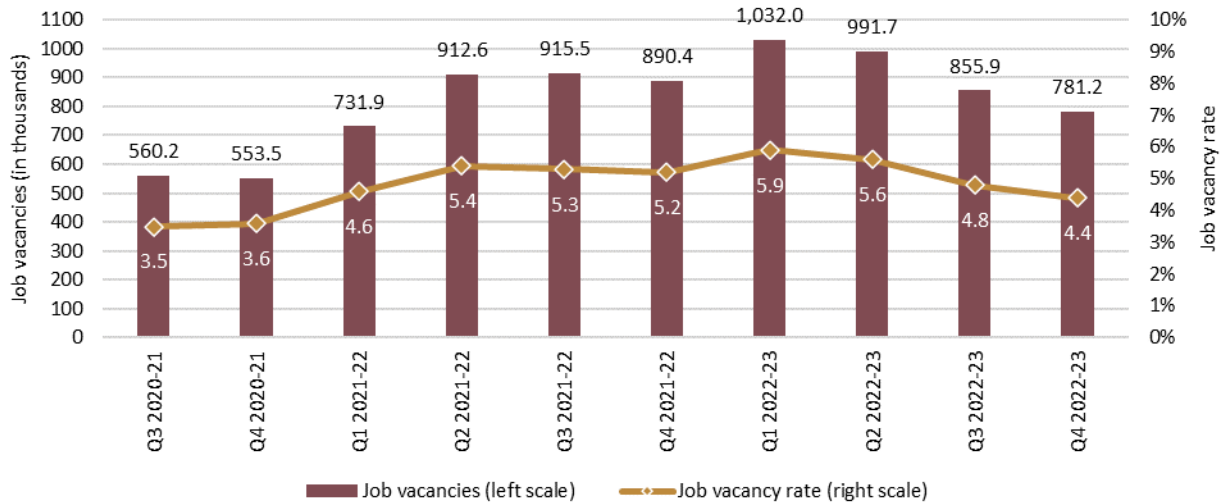
The number of job vacancies is the number of unoccupied positions for which employers are actively seeking workers, whereas the job vacancy rate is number of job vacancies expressed as a percentage of all occupied and vacant jobs.

The first 2 quarters of 2022-23 reached unprecedentedly elevated levels of job vacancies and job vacancy rates, higher than the record high in 2021-22 (consult Chart 8), representing an increase in tightness of the labour market. The first quarter of 2022-23 hit a historical high of the job vacancy rate at 5.9%. Levels of job vacancies and vacancy rates persistently decreased afterwards. Compared to the last quarter of 2021-22, the last quarter of 2022-23 had a decrease of 12.3% in job vacancies and a reduction of 0.8 percentage points in the job vacancy rate.

²⁶ Statistics Canada, Labour Force Survey, Table 14-10-0042-01, unadjusted for seasonality.

²⁷ Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, unadjusted for seasonality.

Chart 8 – Job vacancies and job vacancy rates, Canada, third quarter of 2020-21* to fourth quarter of 2022-23



* Statistics Canada temporarily suspended the data collection of the Job Vacancy and Wage Survey during the first and second quarters of 2020-21.
 Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01, seasonally unadjusted.

In the last quarter of fiscal year 2022-23, a decrease in levels of job vacancies had been observed in most industrial groups, except for Utilities (+7.2%), Educational services (+2.5%) and Health care and social assistance (+6.1%) compared to the last quarter of the previous fiscal year (consult Table 1). Among sectors with lower levels of job vacancies, Information and cultural industries (-27.8%), Manufacturing (-26.8%), and Professional, scientific and technical services (-25.4%) had the highest decreases in the last quarter of 2022-23 compared to the last quarter of 2021-22.

The job vacancy rate also decreased for most industrial groups. The strongest decrease was registered in Accommodation and food services industry (-2.6 p.p.), which is in line with the sharp increase in employment observed in this industry. However, this industry still had the highest job vacancy rate of 7.3% in the last quarter of 2022-23 among all industrial groups (consult Table 1). This is explained in part by a higher employee turnover in this industry which leads to more frequent job postings. Professional, scientific and technical services (-1.8 p.p.) and Manufacturing (-1.4 p.p.) were the other 2 industries with the strongest decrease in job vacancy rate in the last quarter of 2022-23 relative to the same quarter in 2021-22. Health care and social assistance (+0.2 p.p.) and Utilities (+0.1 p.p.) were the only 2 industrial groups who registered an increase of their job vacancy rate between the last quarter of 2022-23 compared to the same quarter in 2021-22.

Table 1 – Job vacancies and job vacancy rates, by industry, Canada, fourth quarter of 2021-22 and 2022-23

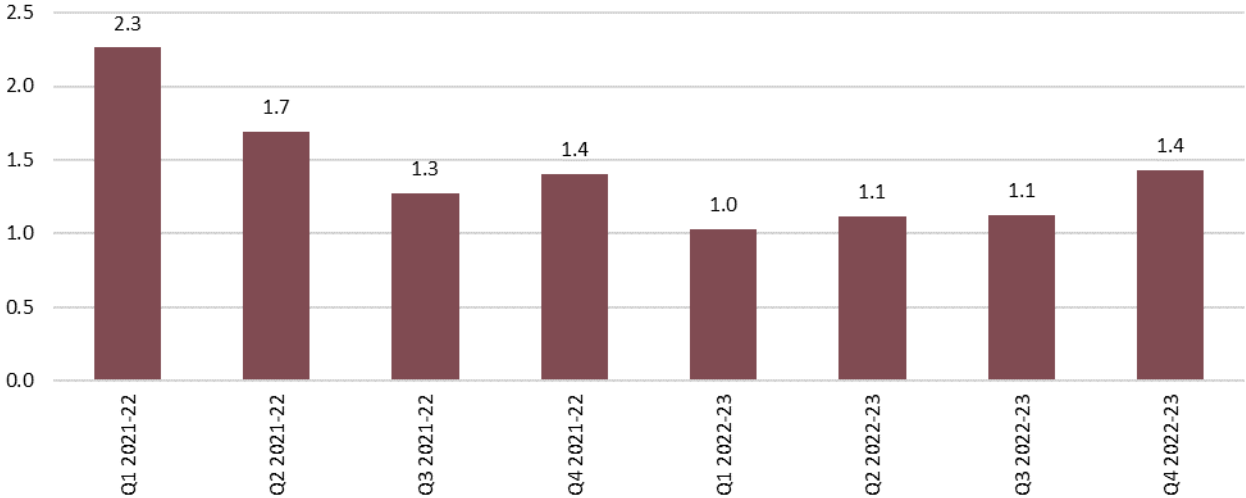
Industry	Job vacancies Q4 2021-22	Job vacancies Q4 2022-23	Job vacancies change (%) Q4 2021-22 to Q4 2022-23	Job vacancy rate Q4 2021-22 (%)	Job vacancy rate Q4 2022-23 (%)	Job vacancy rate change (p.p.) Q4 2021-22 to Q4 2022-23
Agriculture, forestry, fishing and hunting	13,745	11,455	-16.7%	6.2	5.2	-1.0
Mining, quarrying, and oil and gas extraction	8,760	8,045	-8.2%	4.2	3.7	-0.5
Utilities	2,850	3,055	+7.2%	2.2	2.3	+0.1
Construction	72,090	64,315	-10.8%	6.5	5.6	-0.9
Manufacturing	82,705	60,550	-26.8%	5.2	3.8	-1.4
Wholesale trade	36,105	28,730	-20.4%	4.3	3.4	-0.9
Retail trade	85,740	73,335	-14.5%	4.1	3.5	-0.6
Transportation and warehousing	44,130	43,790	-0.8%	5.3	5.0	-0.3
Information and cultural industries	17,720	12,785	-27.8%	4.6	3.3	-1.3
Finance and insurance	35,450	30,655	-13.5%	4.3	3.5	-0.8
Real estate and rental and leasing	11,240	10,420	-7.3%	3.9	3.5	-0.4
Professional, scientific and technical services	69,565	51,885	-25.4%	5.9	4.1	-1.8
Management of companies and enterprises	4,810	4,720	-1.9%	3.7	3.6	-0.1
Administrative and support, waste management and remediation services	57,930	47,430	-18.1%	6.8	5.5	-1.3
Educational services	23,505	24,100	+2.5%	1.6	1.6	0.0
Health care and social assistance	135,570	143,870	+6.1%	5.8	6.0	+0.2
Arts, entertainment and recreation	15,160	13,860	-8.6%	6.0	4.8	-1.2
Accommodation and food services	121,665	98,140	-19.3%	9.9	7.3	-2.6
Other services (except public administration)	35,745	34,960	-2.2%	6.4	6.0	-0.4
Public administration	15,900	15,105	-5.0%	3.0	2.8	-0.2
All industries	890,385	781,205	-12.3%	5.2	4.4	-0.8

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

Job vacancies usually become more difficult to fill when the available labour force, primarily unemployed individuals, declines relative to the number of vacant positions. It is said that the labour market is “tightening” in this situation. On the other hand, job vacancies usually become easier to fill when the number of unemployed individuals increases relative to the number of vacant positions in which case, it is said that the tightness of the labour market is easing. An indicator of labour market tightness is the Unemployment-to-Vacancy (UV) ratio. It measures the potential number of available unemployed people for every vacant position. A lower UV ratio corresponds to a tighter labour market and as fewer unemployed persons are available to fill vacant positions, it could lead to longer vacancy durations. Conversely, a higher UV ratio corresponds to easing of tightness in the labour market. A comparison of the UV ratio at 2 points of time indicates how labour market conditions evolve over the period.

On an annual basis, there was a downward trend of the UV ratio from 1.7 in 2021-22 to 1.2 in 2022-23. Similar to the higher levels of job vacancies and job vacancy rate observed at the beginning of the fiscal year, the first 3 quarters of 2022-23 had the lowest level of UV ratio, indicating tight labour market conditions during this period. However, the labour market tightness began to ease with a higher UV ratio of 1.4 during the last quarter of 2022-23 (consult Chart 9).

Chart 9 – Unemployment-to-vacancy ratio, Canada, 2021-22 to 2022-23



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

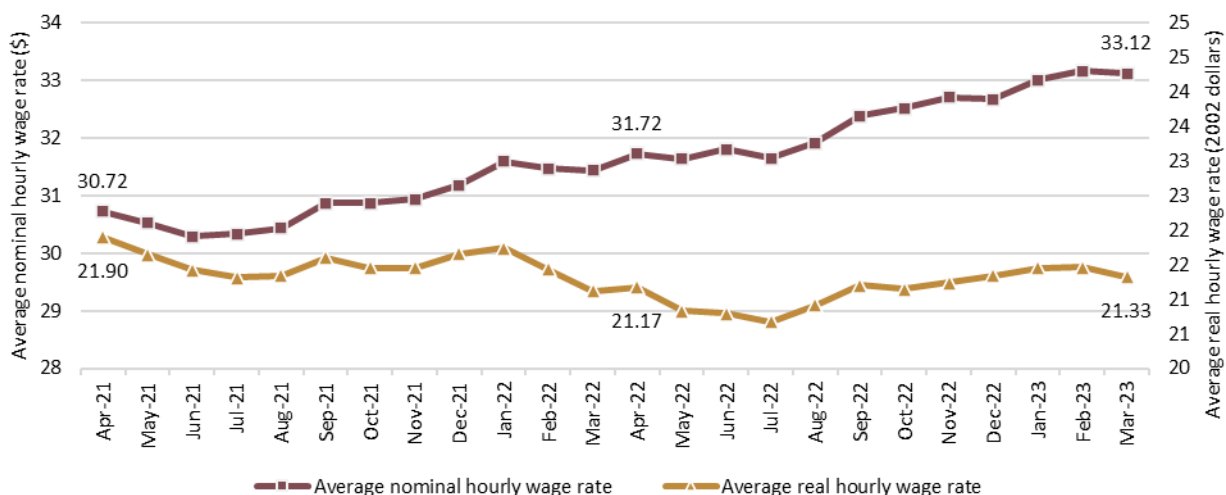
Wages²⁸

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

Wage growth dynamics are linked to a variety of factors, notably labour productivity, labour market tightness, inflation expectations, demographic shifts, structural changes and minimum wage increases. In 2022-23, the average nominal hourly wage continued its upward trend observed in 2021-22. It went from \$30.72 in April 2021 to \$33.12 in March 2023. This was to be expected given labour market tightness, as labour shortages pushed wages higher.²⁹ However, in the context of high inflation during that same period, the average real hourly wage slightly decreased in 2022-23 compared to 2021-22 (consult Chart 10).

²⁸ Statistics Canada, Labour Force Survey, Table 14-10-0113-01, unadjusted for seasonality.
²⁹ Monetary Policy Report, July 2022.

Chart 10 – Average monthly nominal and real hourly wage, Canada, April 2021 to March 2023



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

Average nominal weekly earnings are influenced not only by the average nominal hourly wage, but also by the number of actual hours worked per week. As mentioned previously, average actual hours worked per week remained relatively stable over the reference period. As a result, average nominal weekly earnings followed the same patterns observed in the average nominal hourly wages. They trended up by 2.9% from \$1,139 in 2021-22 to \$1,171 in 2022-23, equivalent to a \$32.91 increase weekly. In real terms, the average weekly earnings declined relative to the increase in the CPI.³⁰

1.3 Canada’s regional labour market

General labour market developments at the national level may not be consistently observed across regions. This subsection examines labour market developments in Canada at the provincial and territorial level.³¹

Labour force and participation rate

In 2022-23, each province and territory experienced an increase in its respective labour force compared to 2021-22. Excluding the territories, Alberta posted the highest growth in the size of its labour force (+2.5%), followed by Nova Scotia (+2.0%) and New Brunswick (+1.7%) over the 2 fiscal years (consult Table 2).

Participation rate at the national level, including the territories, remained stable in 2022-23 compared to 2021-22. Northwest Territories (+1.4 p.p.), Nunavut (+1.4 p.p.), Newfoundland and Labrador (+0.3 p.p.) and Quebec (+0.2 p.p.) were the only ones registering a higher increase in participation rate over the 2 fiscal years. The highest decrease in participation rate was registered in Prince Edward Island (-1.7 p.p.) (consult Table 2).

Table 2 – Change in labour force and labour force participation rate, by province or territory, Canada, 2021-22 to 2022-23

³⁰ Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, all employees and including overtime, seasonally unadjusted (for nominal weekly earnings) and Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted (for CPI).

³¹ 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.

Province or territory	Change in labour force 2021-22 to 2022-23	Participation rate 2021-22	Participation rate 2022-23	Change in participation rate (p.p.) 2021-22 to 2022-23
Newfoundland and Labrador	+1.5%	57.9%	58.2%	+0.3
Prince Edward Island	+1.1%	66.6%	65.0%	-1.7
Nova Scotia	+2.0%	62.1%	61.8%	-0.3
New Brunswick	+1.7%	61.1%	60.7%	-0.4
Quebec	+1.3%	64.3%	64.5%	+0.2
Ontario	+1.5%	65.5%	65.4%	0.0
Manitoba	+1.0%	67.0%	66.7%	-0.3
Saskatchewan	+1.3%	67.8%	67.6%	-0.2
Alberta	+2.5%	69.8%	69.8%	0.0
British Columbia	+1.2%	65.3%	65.1%	-0.3
Yukon	+0.2%	73.4%	72.2%	-1.2
Northwest Territories	+2.2%	74.1%	75.6%	+1.4
Nunavut	+4.7%	62.7%	64.1%	+1.4
Canada*	+1.5%	65.5%	65.5%	0.0

* 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

Each province and territory experienced growth in employment in 2022-23 compared to 2021-22. The greatest employment gains were recorded in Alberta (+4.8%), Prince Edward Island (+4.4%) and Newfoundland and Labrador (+4.4%) (consult Table 3). Over the same 2 fiscal years, the employment rate increased in each province and territory, except for Yukon where it remained barely unchanged. In 2022-23, employment rates in Alberta, Saskatchewan, Manitoba, Yukon and Northwest Territories were higher than the national level (consult Table 3).

Table 3 – Change in employment and employment rate, by province or territory, Canada, 2021-22 to 2022-23

Province or territory	Change in employment 2021-22 to 2022-23	Employment rate 2021-22	Employment rate 2022-23	Change in employment rate (p.p.) 2021-22 to 2022-23
Newfoundland and Labrador	+4.4%	50.4%	52.1%	+1.7
Prince Edward Island	+4.4%	60.0%	60.4%	+0.4
Nova Scotia	+4.0%	57.1%	57.9%	+0.8
New Brunswick	+3.8%	55.8%	56.5%	+0.8
Quebec	+2.7%	60.8%	61.8%	+1.0
Ontario	+3.7%	60.6%	61.9%	+1.3
Manitoba	+2.4%	63.1%	63.7%	+0.6
Saskatchewan	+2.9%	63.8%	64.6%	+0.8
Alberta	+4.8%	64.4%	65.9%	+1.5
British Columbia	+2.7%	61.5%	62.1%	+0.7
Yukon	+1.7%	69.4%	69.3%	-0.1
Northwest Territories	+2.6%	70.1%	71.6%	+1.5
Nunavut	+3.9%	55.3%	56.1%	+0.8
Canada*	+3.4%	61.0%	62.2%	+1.1

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

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

Unemployment and unemployment rate

All provinces and territories noticed a significant decrease in unemployment in 2022-23 compared to the previous fiscal period, except for Nunavut where an increase of 11.5% in the number of unemployed was registered (consult Table 4). Prince Edward Island (-29.2%), Ontario (-26.3%), Yukon (-25.6%), Alberta (-24.9%) and Saskatchewan (-24.2%) registered the largest drops.

Between 2021-22 and 2022-23, all but one provinces and territories experienced a reduction in their unemployment rate resulting from lower unemployment and a growing labour force. Nunavut had an increase in unemployment rate of 0.8 p.p., caused by higher unemployment. In 2022-23, Quebec (4.2%), Manitoba, Saskatchewan and British Columbia (4.5%), as well as Yukon (4.1%) reported lower unemployment rates than the national level (5.1%) in 2022-23 (consult Table 4).

Table 4 – Change in unemployment and unemployment rate, by province or territory, Canada, 2021-22 to 2022-23

Province or territory	Change in unemployment 2021-22 to 2022-23	Unemployment rate 2021-22	Unemployment rate 2022-23	Change in unemployment rate (p.p.) 2021-22 to 2022-23
Newfoundland and Labrador	-18.2%	13.0%	10.5%	-2.5
Prince Edward Island	-29.2%	10.0%	7.0%	-3.0
Nova Scotia	-20.9%	8.1%	6.2%	-1.8
New Brunswick	-20.2%	8.8%	6.9%	-1.9
Quebec	-22.1%	5.5%	4.2%	-1.3
Ontario	-26.3%	7.4%	5.4%	-2.0
Manitoba	-20.8%	5.7%	4.5%	-1.2
Saskatchewan	-24.2%	6.0%	4.5%	-1.5
Alberta	-24.9%	7.7%	5.6%	-2.0
British Columbia	-22.5%	5.9%	4.5%	-1.4
Yukon	-25.6%	5.5%	4.1%	-1.4
Northwest Territories	-0.6%	5.6%	5.5%	-0.2
Nunavut	+11.5%	11.9%	12.7%	+0.8
Canada*	-24.2%	6.8%	5.1%	-1.7

* 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 2022-23, only Prince Edward Island had an increase in its average duration of unemployment (+10.9%) compared to 2021-22 for a third consecutive fiscal year (consult Table 5). All other provinces had a decrease in the average duration of unemployment. Alberta (-26.6%) and Ontario (-18.0%) were the only 2 provinces with a greater decrease in the average duration than the national average (-16.3%) between 2021-22 and 2022-23.

Table 5 – Average duration of unemployment, by province, Canada, 2021-22 to 2022-23

Province	Average weeks of unemployment 2021-22	Average weeks of unemployment 2022-23	Difference in average weeks of unemployment 2021-22 to 2022-23	Change (%) in average duration of unemployment 2021-22 to 2022-23
Newfoundland and Labrador	21.6	18.8	-2.8	-13.1%
Prince Edward Island	17.2	19.0	+1.9	+10.9%
Nova Scotia	21.9	19.8	-2.0	-9.3%
New Brunswick	19.0	16.9	-2.1	-11.1%
Quebec	19.0	18.0	-1.0	-5.5%
Ontario	23.0	18.8	-4.1	-18.0%
Manitoba	20.5	18.2	-2.3	-11.2%
Saskatchewan	23.1	20.3	-2.8	-12.3%
Alberta	27.7	20.3	-7.4	-26.6%
British Columbia	20.2	17.1	-3.2	-15.6%
Canada	22.3	18.7	-3.6	-16.3%

* 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

The average weekly hours actually worked in 2022-23 decreased from the previous fiscal year in almost all provinces, except for Prince Edward Island (+0.2%) and Ontario (+0.2%). Manitoba (-2.4%), New Brunswick (-0.8%) and Alberta (-0.8%) registered the highest decrease between 2021-22 and 2022-23 (consult Table 6). However, Alberta still had the highest average weekly hours actually worked in 2022-23, at 34.0 hours.

Average nominal weekly earnings increased in 2022-23 in all provinces and territories compared to 2021-22. However, the inflation also increased during the same period. Except for Nunavut, all provinces and territories had an increase in nominal weekly earnings lower than the increase in CPI, indicating a decrease in the average purchasing power of workers in 2022-23. The change in average nominal weekly earnings was above the national average for most of the provinces, including all Atlantic provinces. Ontario and Alberta had an increase that was somewhat below the national average, and given their size, drove down the national average (consult Table 6).

Table 6 – Nominal weekly earnings, weekly hours worked and consumer price index by province or territory, Canada, 2021-22 to 2022-23

Province or territory	Average weekly hours worked* 2022-23	Change in average weekly hours worked (%) 2021-22 to 2022-23	Average nominal weekly earnings** 2022-23	Change in average nominal weekly earnings (%) 2021-22 to 2022-23	Change in consumer price index (%) 2021-22 to 2022-23
Newfoundland and Labrador	33.7	-0.7%	\$1,160	4.6%	6.3%
Prince Edward Island	33.9	+0.2%	\$987	3.5%	8.4%
Nova Scotia	32.4	-0.7%	\$1,027	3.8%	7.5%
New Brunswick	33.6	-0.8%	\$1,076	5.5%	7.1%
Quebec	31.8	-0.5%	\$1,119	3.3%	6.6%
Ontario	32.9	+0.2%	\$1,200	2.4%	6.5%
Manitoba	32.7	-2.4%	\$1,069	4.0%	7.8%
Saskatchewan	33.8	-0.7%	\$1,147	2.8%	6.8%
Alberta	34.0	-0.8%	\$1,261	2.3%	6.0%
British Columbia	32.2	-0.2%	\$1,171	3.1%	7.0%
Yukon	n.a.	n.a.	\$1,339	2.2%	7.3%
Northwest Territories	n.a.	n.a.	\$1,570	1.5%	7.0%
Nunavut	n.a.	n.a.	\$1,582	4.8%	3.9%
Canada***	32.7	-0.3%	\$1,171	2.9%	6.6%

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

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

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

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

Job vacancies and labour market tightness

When comparing the last quarter of 2022-23 to the same quarter in 2021-22, the number of vacancies decreased in all provinces except Saskatchewan (+14.6%), Manitoba (+2.3%), Nova Scotia (+2.1%) and all territories (consult Table 7). British Columbia (-17.2%), Ontario (-16.9%) and Quebec (-12.4%) registered the biggest decrease in the number of vacancies across all provinces. Apart from the territories, British Columbia and Quebec (5.8% and 5.6% respectively) were the only provinces with a job vacancy rate higher than the national average (5.2%) in 2022-23.

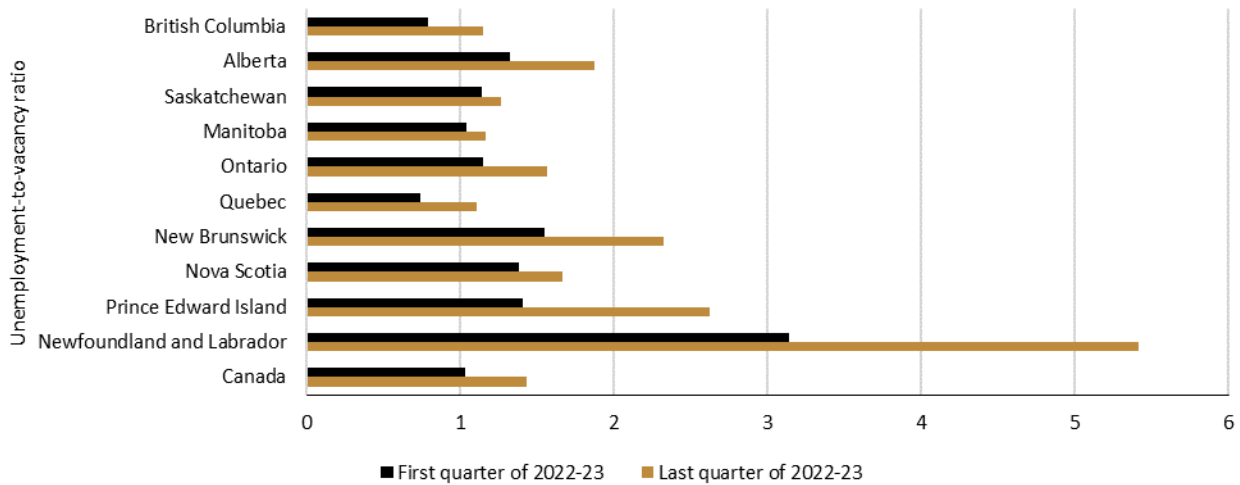
The decrease in the number of vacancies in most provinces indicates a reduction of the labour market tightness. However, based on the annual UV ratio, the labour market still appeared tight in many provinces in 2022-23. Nonetheless, the UV ratio was at a historical low in the beginning of 2022-23 but increased in all provinces during the rest of the fiscal year, which denoted less tightness in the labour market (consult Chart 11).

Table 7 – Change in number of job vacancies, job vacancy rate and unemployment-to-vacancy ratio, by province and territory, Canada, 2022-23

Province and territory	Change in number of job vacancies (%) Q4 of 2021-22 to Q4 of 2022-23	Job vacancy rate (%) 2022-23	Unemployment-to-vacancy ratio 2022-23
Newfoundland and Labrador	-9.3%	3.6%	3.7
Prince Edward Island	-0.3%	5.2%	1.7
Nova Scotia	+2.1%	5.0%	1.5
New Brunswick	-7.6%	4.5%	1.9
Quebec	-12.4%	5.6%	0.9
Ontario	-16.9%	5.0%	1.3
Manitoba	+2.3%	4.6%	1.1
Saskatchewan	+14.6%	4.9%	1.1
Alberta	-1.7%	4.7%	1.5
British Columbia	-17.2%	5.8%	0.9
Yukon	+2.1%	7.4%	n.a.
Northwest Territories	+20.5%	6.6%	n.a.
Nunavut	+54.2%	3.4%	n.a.
Canada	-12.3%	5.2%	1.2

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

Chart 11 – Unemployment-to-vacancy ratio by province, first quarter of 2022-23 and fourth quarter of 2022-23



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

1.4 Summary

Following the strong recovery of the previous fiscal year, the Canadian economy experienced a slowdown in real GDP growth (+3.2%) in 2022-23. The fiscal year was also marked by unprecedented levels of inflation, with a peak at 8.1% in June 2022. In response, the Bank of Canada increased its interest rate 7 times over the fiscal year, going from 0.75% to 4.75%. The impact of these rate hikes started to materialize with inflation lowering to 4.3% in March 2023.

The Canadian labour market, on the other hand, continued its strong recovery during the beginning of 2022-23, notably with a historical low annual unemployment rate of 5.1%. Growth in employment also held its ground with an increase of 1.9% over the course of 2022-23. Meanwhile, both job vacancies and job vacancy rates rose to record levels in Canada in 2022-23, indicating a tighter labour market. This trend started to reverse approaching the end of the fiscal year with the UV ratio gradually increasing, indicating less concern about labour shortages in the Canadian labour market.

At the regional level, all provinces and territories experienced growth in employment in 2022-23 compared to the previous fiscal year, with the greatest gains in Alberta (+4.8%), Prince Edward Island (+4.4%) and Newfoundland and Labrador (+4.4%). All provinces and territories, except Nunavut, experienced a decrease in their unemployment rates, resulting from lower unemployment and a growing labour force. British Columbia and Quebec had the tightest labour markets, while Alberta and the Atlantic provinces had less labour market tightness compared to the national average.

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



CHAPTER II

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

2.1 Employment Insurance benefits

This chapter of the *Employment Insurance Monitoring and Assessment Report* assesses income support provided by Employment Insurance (EI) Part I benefits: regular benefits, fishing benefits, Work-Sharing benefits and special benefits. It covers the period beginning April 1, 2022, and ending March 31, 2023 (2022-23).

This chapter includes several key indicators, such as the number of new claims established, total amount of benefits paid, level of benefits, maximum duration and actual duration of benefits, as well as the exhaustion of benefits. Throughout the chapter, key EI program provisions and recent changes made to the EI program are discussed. Indicators related to level of claims and level of benefits are presented for claims established within the fiscal year for which at least 1 dollar in EI benefits was paid. Indicators such as maximum 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, underpins most of the analysis. Some sections of this chapter also make use of tax data provided by the Canada Revenue Agency related to T4 tax slips with employment income or T1 returns. Statistics Canada's Employment Insurance Coverage Survey, as well as Records of Employment, provide the basis for analysis of coverage, eligibility and access to EI benefits for unemployed people. Throughout the chapter, results by sociodemographic characteristics are discussed and compared to previous years.

[Annex 2](#) of the report presents additional statistical information on benefits analyzed in this chapter. [Annex 7](#) provides an overview of major legislative and regulatory changes to the EI program between April 1996 and December 2023.

2.1.1 Employment Insurance temporary measures

As a result of the economic and labour market disruptions due to the COVID-19 pandemic, the Government put in place 2 different sets of EI temporary measures to facilitate access and ensure the EI program remained responsive to the needs of eligible workers.

A first set of EI temporary measures were introduced to facilitate access to EI benefits for all new claims established between September 27, 2020 and September 25, 2021. Some of the main EI temporary measures in this first set included a minimum of 120 hours of insurable employment (after the 300 hours credit for regular benefits or the 480 hours credit for special benefits was applied) to be eligible for EI regular and special benefits, 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). Table 1 lists all of the EI temporary measures and compares them to their associated original EI rules.

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

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

The first set of EI temporary measures did not apply to new claims established in 2022-23, as these temporary measures ended on September 25, 2021. However, these claims were subject to different eligibility requirements depending on when they were established. Consequently, the levels of claims are presented for two distinct periods:

- from April 1, 2022 to September 24, 2022, referred to as “the first half of 2022-23”, during which new EI claims were established under the second set of EI temporary measures; and
- from September 25, 2022 to March 31, 2023, referred to as “the second half of 2022-23”, during which new EI claims were established under the original EI rules

No EI temporary measures related to weekly benefit rates were in place for new claims established in 2022-23. Additionally, the results on amount of EI benefits paid cover the full period of 2022-23 (from April 1, 2022 to March 31, 2023). Similar to the previous 2 reports, year-over-year comparisons are generally not reported throughout the chapter because of the non-comparability of the different sets of EI temporary measures.

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

Original EI rules for claims established prior to September 27, 2020, and on or after September 25, 2022	First set of EI temporary measures in effect for claims established between September 27, 2020 and September 25, 2021; or otherwise indicated	Second set of EI temporary measures in effect for claims established between September 26, 2021 and September 24, 2022; or otherwise indicated
The EI program uses regional unemployment rates that are produced monthly by Statistics Canada. These rates are seasonally adjusted and are 3-month moving averages in provincial EI regions, and the higher of the 3-month or 12-month moving averages for territorial EI regions.	A minimum unemployment rate of 13.1% was applied to all regions across Canada, ¹ resulting in: <ul style="list-style-type: none"> • a minimum of 420 hours of insurable employment (without the hours credit) required to qualify for EI regular benefits • the benefit rate calculated using the 14 highest weeks of insurable earnings 	Back to original rules related to the calculation of regional unemployment rates.
A minimum of 420 to 700 hours of insurable employment to qualify for EI regular benefits based on the regional unemployment rate.	A minimum of 120 hours of insurable employment to qualify for regular benefits due to the combination of the one-time credit of 300 hours and the minimum unemployment rate of 13.1%.	A minimum of 420 hours of insurable employment to qualify for regular benefits regardless the regional unemployment rate.
A minimum of 600 hours of insurable employment to qualify for EI special benefits.	A minimum of 120 hours of insurable employment to qualify for special benefits due to the one-time credit of 480 hours. ²	A minimum of 420 hours of insurable employment to qualify for special benefits.
Between 14 and 45 weeks of regular benefits depending on the regional unemployment rate and the number of hours of insurable employment.	A maximum of 50 weeks of regular benefits. ³	Back to original rules, but with a minimum of 14 weeks of regular benefits.
The benefit rate is calculated by averaging the 14 to 22 highest weeks of insurable earnings depending on the regional unemployment rate.	The benefit rate was calculated by averaging the 14 highest weeks of insurable earnings. A minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits, was applied if the claimant's calculated rate was lower.	Back to original rules. However, for claims established between September 26, 2021 and November 20, 2021 a minimum benefit rate of \$300 per week (or \$180 per week for extended parental benefits) was applied if the claimant's calculated rate was lower.
A one-week waiting period must be served before a claimant can begin to receive EI benefits.	The one-week waiting period was waived for all EI claims established between January 31, 2021 and September 25, 2021. ⁴	Back to original rules.
The qualifying period is the shorter of the 52-week period immediately before the start date of an EI claim, or the period since the start of a previous claim.	The qualifying period was extended by 28 weeks if a claimant received the Canada Emergency Response Benefit (CERB). ⁵	Back to original rules
Only hours of insurable employment and earnings in the qualifying period since the last invalid reason for separation count towards the entrance requirement and the benefit rate, as long as the most recent job separation is valid.	Only hours of insurable employment and earnings in the qualifying period since the last invalid reason for separation counted towards the entrance requirement and the benefit rate, as long as the most recent job separation was valid. However, disentitlements and disqualifications associated with invalid reasons for separation were disregarded if they occurred more than 12 weeks prior to the Sunday of the week in which a claimant's interruption of earnings occurred.	All hours of insurable employment and earnings in the qualifying period counted towards the entrance requirement and the benefit rate, as long as the most recent job separation was valid.
Separation monies are allocated against EI benefits.	Separation monies were not allocated against EI benefits.	Separation monies were not allocated against EI benefits.
Sickness benefit claimants must provide a medical certificate signed by a doctor or approved medical practitioner.	Unless otherwise requested by the Commission, the need to submit a medical certificate for sickness benefits was waived between September 27, 2020 and September 25, 2021.	Back to original rules.
Work-Sharing agreements provide 6 to 26 weeks of benefits, with the possibility of an extension by 12 weeks if warranted.	Between March 15, 2020 and September 24, 2022, Work-Sharing agreements provided up to 76 weeks of benefits.	Between March 15, 2020 and September 24, 2022, Work-Sharing agreements provided up to 76 weeks of benefits.
Between \$2,500 and \$4,200 of insurable earnings for fishers to qualify for fishing benefits depending on the regional unemployment rate.	\$2,500 of insurable earnings for fishers to qualify for fishing or special benefits. For summer fishing claims established between September 27, 2020 and	\$2,500 of insurable earnings for fishers to qualify for fishing or special benefits.

\$3,760 of insurable earnings for fishers to qualify for special benefits.	September 25, 2021 and winter fishing claims established between September 27, 2020 and December 18, 2021: The claim could be established based on the insurable earnings in the qualifying period, or the earnings used to establish a fishing claim of the same type (summer or winter) from 1 of the 2 previous years, whichever amount was the highest.	
The EI fishing benefit rate is calculated by using the earnings for the current qualifying period.	A minimum benefit rate of \$500 per week, or \$300 per week for extended parental benefits, was applied if the claimant's calculated rate was lower. For summer fishing claims established between September 27, 2020 and September 25, 2021 and winter fishing claims established between September 27, 2020 and December 18, 2021: The EI fishing benefit rate was calculated using either the earnings in the qualifying period, or the earnings used to establish a fishing claim of the same type (summer or winter) from 1 of the 2 previous years, whichever was the highest.	Claims established between September 26, 2021 and November 20, 2021 a minimum benefit rate of \$300 per week (or \$180 per week for extended parental benefits) was applied if the claimant's calculated rate was lower. Starting December 19, 2021, back to original rules for the calculation of the weekly benefit rate.
In 2020, \$7,279 earnings threshold (2019 earnings) for self-employed workers who opted-in EI to qualify for special benefits.	Between January 3, 2021 and September 25, 2021, \$5,000 earnings threshold (2020 earnings) for self-employed workers who opted-in EI to qualify for special benefits.	\$5,289 earnings threshold (earnings in the calendar year preceding the year in which the claim begins) for self-employed workers who opted-in EI to qualify for special benefits.
The annual premium rate is set based on a seven-year break-even mechanism.	The EI premium rate was frozen at the 2020 premium rate in 2021.	The EI premium rate was frozen at the 2020 premium rate in 2022.

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

² The hours credit measure was retroactive to March 15, 2020 for CERB claimants who were looking to switch to EI special benefits (except sickness benefits) or Work-Sharing benefits during the first half of 2020-21, but couldn't because they did not have enough hours.

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

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

⁵ The qualifying period was extended by 16 weeks for EI claims established before July 5, 2020 and by 24 weeks for claims established on or after July 5, 2020 for claimants who received CERB and needed to transition to special benefits (except sickness benefits) or Work-Sharing benefits during the first half of 2020-21.

Impacts of Employment Insurance temporary measures during the pandemic: update and new findings

A recent departmental study* examined some of the main measures within the 2 sets of EI temporary measures implemented in response to the COVID-19 pandemic and their impact on the eligibility for EI benefits and the level of additional income support provided to claimants, compared to what would have been provided under the original EI rules. The study also estimated the additional cost generated by the main measures of the 2 sets of EI temporary measures.**

Among EI claims established when the first set of EI temporary measures were in effect (from September 27, 2020 to September 25, 2021), 12.7% of regular claims and 9.6% of special benefit claims would not have qualified for EI benefits if the original eligibility requirements had been in place. Moreover, 64.6% of regular claims and 53.7% of special benefit claims had a higher weekly benefit rate than what they would have been entitled to without the temporary measures. Claimants who benefitted from the temporary minimum weekly benefit rate of \$500 (\$300 for extended parental benefits) received, on average, an additional \$201 per week for regular claims and \$168 per week for special benefit claims. Claims with a weekly benefit rate above \$500 that benefitted from a higher benefit rate, claimants received, on average, an additional \$65 per week for regular claims and \$39 per week for special benefit claims. In addition, due to an EI temporary measure, all regular claims established during this period were entitled to 50 weeks of regular benefits. Among these regular claims, 45.4% used more weeks of regular benefits than what they would have been entitled to without the temporary measure, and 22.5% exhausted the 50 weeks of regular benefits available to them.

Among EI claims established when the second set of EI temporary measures were in effect (from September 26, 2021 to September 24, 2022), 13.3% of regular claims and 5.2% of special benefit claims would not have qualified for EI benefits without the temporary measures. In addition, due to the simplified treatment of reasons for separation, 5.1% of all regular claims established during the period were entitled to a higher number of weeks of regular benefits. Moreover, 9.5% of regular claims and 9.0% of special benefit claims benefitted from the temporary measure related to the minimum \$300 weekly benefit rate (\$180 for extended parental benefits) that was in effect for claims established between September 26, 2021 and November 20, 2021. Claims that benefitted from the minimum \$300 weekly benefit rate (\$180 for extended parental benefits), received, on average, an additional \$66 per week for regular claims and \$67 per week for special benefit claims.

The total estimated additional cost for the main EI temporary measures examined in the study 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. The larger cost associated with the first set of EI temporary measures compared to the second is likely due to the extent of the additional income support provided and the higher number of EI regular claims established in the first period (3.1 million) compared to the second period (1.4 million). The minimum \$500 weekly benefit rate

(\$300 for extended parental benefits) part of the first set of EI temporary measures had the largest additional cost (\$9.9 billion for regular claims and close to \$1.0 billion for special benefit claims).

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

** The study is a follow-up to another one done for the 2020-21 EI Monitoring and Assessment Report that examined the first 6 months of the first set of EI temporary measures. ESDC, Initial impacts of temporary Employment Insurance measures in Canadian communities during the pandemic (Ottawa: ESDC, Employment Insurance Policy Directorate, 2022).

2.1.2 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 2). Special benefits include maternity benefits, parental benefits, sickness benefits, family caregiver benefits for adults or children, and compassionate care benefits. Subsection 2.1.2 covers the number of new claims established in the fiscal year, total amount paid over the fiscal year, and benefit levels of claims established. Subsection 2.1.3 examines combined (or mixed) benefit claims. Subsection 2.1.4 provides an analysis of the usage of EI benefits relative to EI premiums contributed.

Table 2 – Summary of Employment Insurance benefit types

Benefit type	Circumstance	Insurable employment entrance requirement First half of 2022-23	Insurable employment entrance requirement Second half of 2022-23	Maximum entitlement in 2022-23, or otherwise indicated
Regular	Unemployed with a valid reason for separation and available for work and searching for suitable employment or retraining in certain cases	420 hours	420 to 700 hours depending on the Variable Entrance Requirement	14 to 45 weeks, depending on insurable employment and regional unemployment rate
Fishing	Self-employed fishers actively searching work and unable to qualify for regular benefits	Value of a catch of \$2,500	Value of a catch between \$2,500 and \$4,200 depending on the Variable Entrance Requirement	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 hours	420 to 700 hours depending on the Variable Entrance Requirement and must be a year-round employee	Claims established before September 24, 2022: 76 weeks ¹ ; 6 to 26 weeks with the possibility of an extension by 12 weeks if warranted
Special ²				
Maternity	Unavailable to work because recovering from pregnancy or recently giving birth	420 hours	600 hours	15 weeks
Parental	Unavailable to work because caring for a newborn or a newly adopted child	420 hours	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	420 hours	600 hours	Claims established before December 18, 2022: 15 weeks; 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	420 hours	600 hours	35 weeks ³
Family caregiver for adults	Unavailable to work because providing care or support to a critically ill or injured person 18 years or older	420 hours	600 hours	15 weeks ³
Compassionate care	Unavailable to work because providing care to a person of any age who requires end-of-life care	420 hours	600 hours	26 weeks ³

¹ Temporary Work-Sharing special measures between March 15, 2020 and September 24, 2022.

² 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 \$8,092 for claims established in 2022 (a temporary measure reduced this threshold to \$5,289 for claims established between September 26, 2021 and September 24, 2022) and \$8,255 for claims established in 2023. Self-employed fishers must meet an insurable earnings threshold from self-employment fishing of \$3,760 during the qualifying period (a temporary measure reduced this threshold to \$2,500 for fishing claims established between September 27, 2020 and September 24, 2022).

³ Benefits can be shared between eligible claimants (that is, family members or those considered to be like family).

Employment Insurance claims and amount paid

The total number of new EI claims established was 1.9 million in 2022-23 (consult Table 3). This is close to pre-pandemic levels recorded in 2018-19 and 2019-20 (1.8 million and 1.9 million, respectively) and significantly lower than the peak of 3.0 million reached in 2020-21 attributable to the economic and labour market disruptions due to the COVID-19 pandemic. The number of new claims established in 2022-23 was also lower than in the previous fiscal year (2.1 million in 2021-22), partially due to generally

improving labour market conditions and relatively low unemployment rates. The total EI benefit payments dropped by \$17 billion to reach \$19.7 billion during 2022-23. This decline can be explained by the lower number of new claims established in 2022-23 compared to previous years, the completion of the large number of claims established in 2020-21 that received benefits in 2021-22, the wind down of all of the EI temporary measures (consult [Section 2.1](#)) and the return the original EI rules during the reporting period.

Table 3 – Employment Insurance claims and amount paid by type of benefits, Canada, 2021-22 to 2022-23

Types of Employment Insurance benefit	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ million) 2022-23
Regular	1,457,750	523,070	765,170	1,288,240	\$28,622.1	\$12,310.0
Fishing	29,955	12,983	17,464	30,447	\$354.8	\$372.5
Work-Sharing	15,078	3,222	6,737	9,959	\$88.8	\$30.6
Special	704,620	325,360	332,460	657,820	\$7,697.6	\$7,017.5
Maternity	176,910	90,290	80,240	170,530	\$1,474.7	\$1,356.3
Parental	241,900	126,110	110,030	236,140	\$3,589.9	\$3,499.6
Sickness	462,460	199,570	218,910	418,480	\$2,461.9	\$2,003.4
Family caregiver for children	5,634	3,270	2,585	5,855	\$45.4	\$41.2
Family caregiver for adults	12,541	6,961	6,311	13,272	\$79.6	\$74.7
Compassionate care	6,775	3,311	3,308	6,619	\$46.0	\$42.4
All benefit types	2,100,600	821,070	1,079,650	1,900,720	\$36,751.9	\$19,719.2

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.

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

According to Statistics Canada,¹ there were 730,300 beneficiaries receiving EI benefits on average each month during 2022-23. This is similar to pre-pandemic levels and almost half the 1.4 million beneficiaries on average each month in 2021-22.

New Employment Insurance claims established

The reduced number of new EI claims observed during the reporting period relative to 2021-22 is largely attributed to a decline in claims for regular and sickness benefits (consult Table 3). After increasing to 81.1% in 2020-21 because of the disruptions related to the COVID-19 pandemic, the share of regular claims among all new claims established returned close to pre-pandemic levels in 2022-23 (67.8%). The share of claims for sickness benefits (22.0%) in 2022-23 – which are the second most common benefit type claimed – also returned to levels usually recorded before the pandemic.

All provinces and territories, as well as both genders, experienced declines in the number of new EI claims established in 2022-23 compared to 2021-22 (consult Table 4). Men continued to account for just over half (53.0%) of all new claims in 2022-23. All age groups also registered declines in their number of new EI claims established during the reporting period relative to 2021-22. The share of claims established by claimants 24 years old and under, that reached 14.5% in 2020-21, returned close to pre-

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 and/or because they have returned to work.

pandemic levels in 2022-23 (9.2%). The breakdown of claims among the other age groups was also similar to the one observed prior to the pandemic.

Table 4 – Employment Insurance claims and amount paid by province or territory, gender and age, Canada, 2021-22 to 2022-23

Province or territory	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	85,720	29,210	53,670	82,880	\$1,552.8	\$1,141.1
Prince Edward Island	24,040	8,820	13,910	22,730	\$361.2	\$279.7
Nova Scotia	91,660	34,080	44,350	78,430	\$1,542.7	\$933.0
New Brunswick	97,090	28,990	54,610	83,600	\$1,542.6	\$1,054.6
Quebec	538,340	185,060	291,420	476,480	\$7,249.5	\$3,653.0
Ontario	680,230	280,350	330,320	610,670	\$13,143.7	\$6,554.1
Manitoba	71,470	31,450	35,900	67,350	\$1,257.5	\$725.5
Saskatchewan	57,850	23,400	29,870	53,270	\$1,101.4	\$654.9
Alberta	210,600	92,640	103,560	196,200	\$4,562.1	\$2,334.7
British Columbia	237,110	104,510	119,100	223,610	\$4,300.3	\$2,308.5
Yukon	2,620	780	1,500	2,280	\$50.1	\$28.7
Northwest Territories	2,290	1,030	830	1,860	\$49.4	\$28.9
Nunavut	1,580	750	610	1,360	\$38.7	\$22.5
Gender						
Male	1,104,940	344,620	661,970	1,006,590	\$17,838.7	\$9,581.6
Female	995,660	476,450	417,680	894,130	\$18,913.2	\$10,137.6
Age category						
24 years old and under	238,000	71,180	103,690	174,870	\$4,297.4	\$1,521.9
25 to 44 years old	1,033,500	430,410	525,960	956,370	\$17,803.7	\$10,929.3
45 to 54 years old	358,210	143,190	184,630	327,820	\$5,893.0	\$2,969.3
55 years old and over	470,890	176,290	265,370	441,660	\$8,757.8	\$4,298.6
Canada	2,100,600	821,070	1,079,650	1,900,720	\$36,751.9	\$19,719.2

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

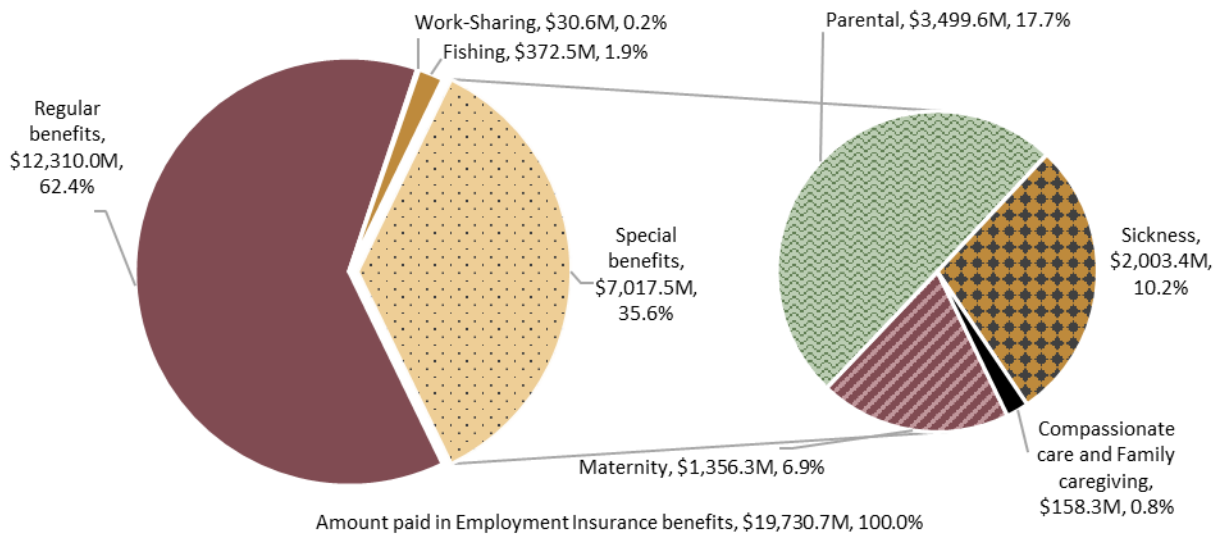
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data.

Total amount paid in Employment Insurance benefits

The total amount paid for all types of EI benefits combined declined to \$19.7 billion in 2022-23 compared to \$36.8 billion in 2021-22. This decline was largely attributable to the decrease in the amount paid in EI regular benefits (-\$16.3 billion) over the same period. The lower number of new claims established in 2022-23 compared to previous years, the completion of the large number of claims established in 2020-21 that received benefits in 2021-22, and the end of all of the EI temporary measures during the reporting period contributed to the overall decrease in benefits paid in 2022-23 (consult [Section 2.1](#)).

The breakdown of the amount paid by benefit type in 2022-23 returned close to pre-pandemic levels. The share of EI regular benefits paid fell from 77.9% in 2021-22 to 62.4% in 2022-23, while the share of EI special benefits increased from 20.9% in 2021-22 to 35.6% in 2022-23 (consult Chart 1). The shares of amount paid by benefit type in 2022-23 were 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, 2022-23



* The total amount paid reported in Chart 1 does not correspond to the total reported in Tables 3 and 4 because data on compassionate care benefits and family caregiver benefits can only be reported on a 100% sampling basis on an aggregate level.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data, except for Work-Sharing, family caregiver and compassionate care benefits (100%).

Claimants in Ontario and Quebec continued to receive higher shares of the total amount paid in EI benefits in 2022-23, followed by those from Alberta and British Columbia. All provinces and territories recorded declines in benefits paid during the reporting year.

EI benefits paid to both genders and to each age group declined from the previous fiscal year. Women accounted for 51.4% of the benefits paid in 2022-23, virtually unchanged from 2021-22. In terms of age groups, the share of EI benefits paid to claimants 24 years old and under decreased from 11.7% in 2021-22 to 7.7% in 2022-23, whereas the share of claimants between 25 and 44 years old increased from 48.4% to 55.4% over the same period. The distribution of EI benefits paid across age groups returned to pre-pandemic levels.

Levels of benefits

During the reporting period, the original EI rules related to the calculation of the weekly benefit rate to which EI claimants are entitled were in place, which are the Variable Best Weeks (VBW) provision. Under this provision, the weekly benefit rate is calculated based on an EI claimant’s highest (best) weeks of insurable earnings during their qualifying period. The number of highest (best) weeks used under this provision ranges from 14 to 22, depending on the effective unemployment rate in the claimant’s EI economic region at the time the claim is established.

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

*The monthly regional unemployment rates used for the EI program are a 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%² of the average weekly insurable earnings, up to the maximum weekly benefit rate in a given year.³ Claimants with children (under the age of 18 years) and low annual family income may also be eligible for the Family Supplement provision.⁴

In the previous 2 fiscal years, the calculation of the weekly benefit rate varied depending on when claims were established. This was due to the 2 different sets of EI temporary measures that were introduced in response to the COVID-19 pandemic (consult [Section 2.1](#)).

For all claims established in 2022-23, excluding those for extended parental benefits, the average weekly benefit rate was \$535. Yukon had the highest average weekly benefit rate (\$603), while Nova Scotia had the lowest average weekly benefit rate (\$501). On average, men were entitled to a higher weekly benefit rate than women (\$565 and \$500, respectively). Claimants between 25 to 44 years old had the highest average weekly benefit rate (\$551) among the age groups (consult [Annex 2.3.2](#)).

Just under half of all claimants (45.5%) who established a claim in 2022-23 were entitled to the maximum weekly benefit rate. This proportion was the highest in Yukon (73.9%) and the lowest in Prince Edward Island (34.9%). Men were proportionally more likely to receive the maximum weekly benefit rate (56.9%) compared to women (32.4%). A higher proportion of claimants between 25 to 44 years old received the maximum weekly benefit rate (51.2%) 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. 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

² Except for extended parental benefits which are paid at a lower benefit rate (33% of average weekly insurable earnings) than other types of benefits.

³ 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 2023 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2022). The MIE was \$60,300 in 2022 and \$61,500 in 2023. Accordingly, the maximum weekly benefit rate was \$638 in 2022 and \$650 in 2023, except for extended parental benefits where the maximum was \$383 in 2022 and \$390 in 2023.

⁴ Results on weekly benefit rates in this chapter include Family Supplement top-ups paid to eligible claimants.

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.⁵

In 2022-23, low-income families received a total of \$43.7 million in additional EI benefits through the Family Supplement provision. A total of 46,000 claims received the family supplement in 2022-23, which represents 2.4% 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 (82.5%) and claimants aged 25 to 44 (71.8%) continued to be the main demographic groups benefitting from the Family Supplement provision. The average family supplement to the weekly benefit rate was \$45 in 2022-23, which is similar to the average top-up paid pre-pandemic (consult [Annex 2.23](#)).

A recent departmental study⁶ 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.⁷ 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.⁸ 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).

⁵ For more information on the Family Supplement provision, consult [section 34 of the Employment Insurance Regulations](#).

⁶ ESDC, Employment Insurance Family Supplement (Ottawa: ESDC, Evaluation Directorate, 2024).

⁷ For more information, consult [section 37 of the Employment Insurance Regulations](#).

⁸ For more information, consult [section 38 of the Employment Insurance Regulations](#).

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

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 and more likely to be associated with the services industries.

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

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

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

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

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

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

2.1.3 Combined Employment Insurance claims

Under certain provisions of the EI program, a claimant may receive multiple types of benefits as part of a single claim, assuming that the claimant meets the requirements for each benefit type they intend to receive.^{9,10}

A “pure” claim is one in which an EI claimant receives a single benefit type, while a “combined” claim is one in which the claimant receives more than one benefit type. The combination of EI benefit types in a single claim is examined using claims completed in the fiscal year 2022-23, regardless of the year in

⁹ 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.

¹⁰ 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%.

which the claim was established. Combined claims represented 17.1% of all completed claims in 2022-23 (consult Table 5).

Table 5 – Completed pure and combined Employment Insurance claims by types of benefits, Canada, 2022-23

Benefit type	Level of total claims ('000s)	Level of pure claims ('000s)	Share of pure claims (%)	Level of combined claims ('000s)	Share of combined claims (%)	Benefit type most often combined with (share of combined claims)
Regular	1,558.7	1,370.8	88.0%	187.8	12.0%	Sickness (89.2%)
Fishing	29.1	25.7	88.2%	3.4	11.8%	Sickness (89.8%)
Work-Sharing	19.2	10.8	56.4%	8.4	43.6%	Regular (78.1%)
Maternity	177.2	3.0	1.7%	174.2	98.3%	Parental (98.3%)
Parental*	248.5	69.3	27.9%	179.3	72.1%	Maternity (95.5%)
Sickness	469.0	265.0	56.5%	204.0	43.5%	Regular (82.1%)
Compassionate care	6.9	4.4	64.1%	2.5	35.9%	Sickness (65.7%)
Family caregiver for children	4.7	3.8	81.1%	0.9	18.9%	Sickness (61.4%)
Family caregiver for adults	13.4	9.4	70.3%	4.0	29.7%	Regular (59.4%)
All claims**	2,126.5	1,762.2	82.9%	364.3	17.1%	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 3 and 4 which are based on established claims.

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

Women were more likely to claim more than one type of EI benefit (25.8%) than men (9.5%), mostly due to their high probability of claiming both maternity and parental benefits.

In fact, maternity benefits were the benefits most often combined with other types of benefits, usually parental benefits. However, a significant proportion also claimed sickness benefits with maternity benefits (16.4%), resulting in the claimant starting their leave before becoming eligible for maternity benefits (available 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 (26,940 claims representing 15.2% of completed claims for maternity benefits in 2022-23).

Claims for parental benefits were combined at a slightly lower rate than maternity, as only 9.5% of men who claimed parental also received another benefit payment. Of those male claimants, 81.3% received regular benefits and 23.0% claimed sickness benefits. Among women, virtually all (99.3%) who combined parental benefits with other types of benefits combined them with maternity benefits.

Almost half of all Work-Sharing claims were combined with other benefit types (43.6%), predominantly regular benefits (78.1%). 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).

Sickness benefits were the fourth most likely to be combined with other benefit types, mostly with regular benefits. Men combined their sickness benefits predominantly with regular benefits (94.5%), while sickness claims from women were most often combined with regular (70.9%), maternity (26.7%)

and parental benefits (25.4%). Sickness also represented the greatest share of combined regular claims (89.2%).

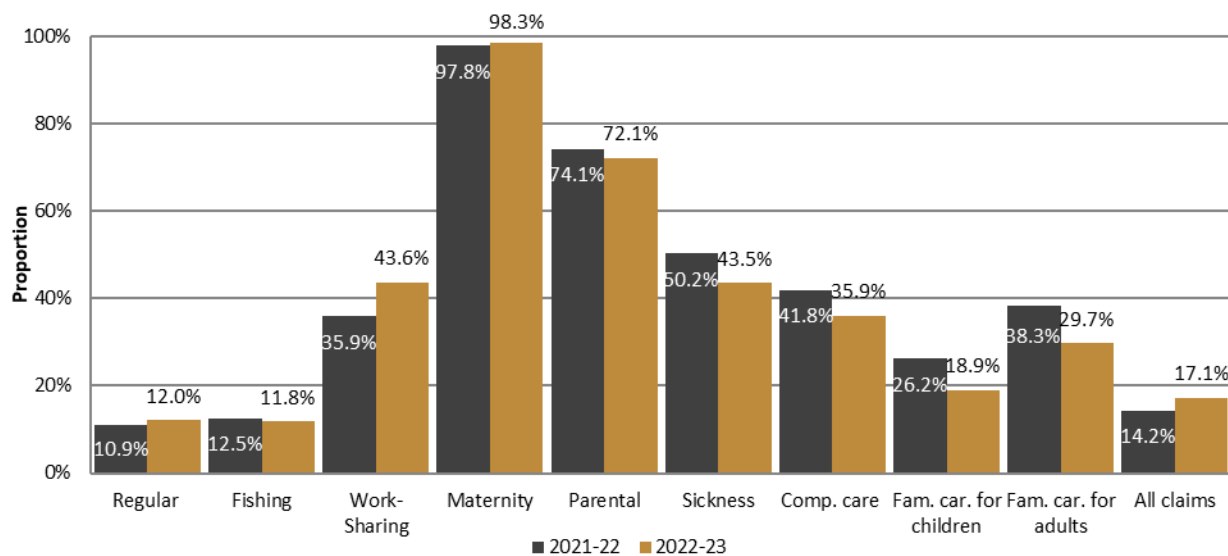
When combined, compassionate care benefits were shared with sickness benefits (65.7%) or regular benefits (48.4%). Men tended to combine compassionate care benefits with regular benefits (52.2%) more often than women (47.0%). Women were more likely to combine compassionate care benefits with sickness benefits (68.0%) compared to men (59.7%).

Similar to compassionate care benefits, both family caregiver benefits for children and for adults were most often combined with regular benefits by men (58.1% and 72.3%, respectively), while women were more likely to combine them with sickness benefits (71.9% and 55.4%, respectively).

While it is possible for fishers to combine fishing benefits with other benefit types (under some restrictions), 11.8% of fishing claims were combined claims. Of those claims, 89.8% were combined with sickness benefits. No fishing claims were shared with maternity, parental, compassionate care or Work-Sharing benefits during the reporting period.

Trends in combined claims are relatively stable over time (consult Chart 2). However, in 2022-23, the proportion of completed claims combining Work-Sharing benefits with other benefit types increased to 43.6% compared to 35.9% in the previous fiscal year and 17.2% in 2020-21. These claims were mostly combined with regular benefits.

Chart 2 – Proportion of completed Employment Insurance claims that were combined by type of benefits, Canada, 2021-22 to 2022-23



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

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

2.1.4 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 this using 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 2021.¹¹ The tax data for the calendar year 2021 are the latest data available to calculate the contributions levels for 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.¹²

Methodological change

In previous years' reports, the provincial and territorial B/C ratios were determined by the location of employers for the contributions made and by the residence of claimants for benefits received. As a result, some provincial and territorial B/C ratios could have been under or overstated if contributions were accredited to a province or territory, while the employees were in fact situated in a different province or territory. Starting with this year's report, the contributions made will also be assigned to a province or territory based on the residence of the employees.

The calculation of the B/C ratios takes into consideration the annual maximum EI premiums an individual pays. This annual maximum contribution is different for employees who are covered by a provincial plan (that is, the Quebec Parental Insurance Plan) compared to those who are not (that is, all other jurisdictions). Consequently, in addition to the impacts on the provincial and territorial B/C ratios, the methodological change also affects the ratios by gender, age group and industry. Results from previous years' reports are thus not comparable with this year's results. For comparability purposes, where results for past years are presented in this report, they are calculated using the new methodology.

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

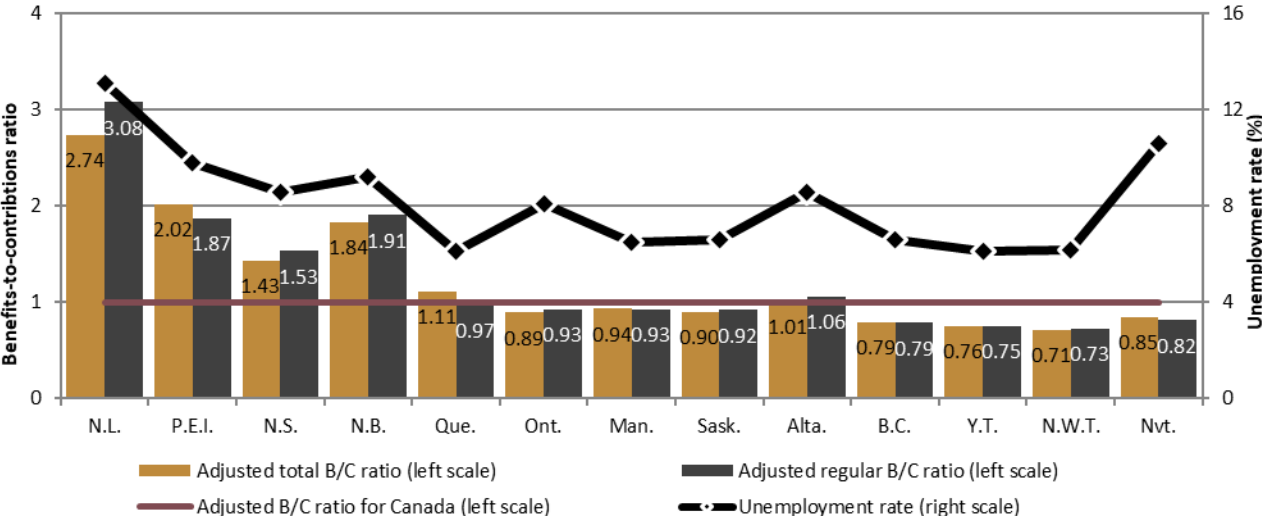
In 2021, the Atlantic provinces and Quebec had adjusted total B/C ratios above the national average, meaning claimants from these provinces received comparatively more in EI benefits than the contributions made to the EI program (consult Chart 3). This is in line with previous years, as regions

¹¹ The B/C ratios are based on 2 data sources. Number on benefits (B) come from EI administrative data. Number of contributions (C) come from T4 slips with employment income from the Canada Revenue Agency.

¹² The Quebec Parental Insurance Plan (QPIP) reduces the EI premiums paid by employers and employees in Quebec. In addition, the Premium Reduction Program (PRP) reduces the premiums paid by both employers and employees for businesses offering short-term disability plans that meet certain requirements established by the Canada Employment Insurance Commission. The regular B/C ratios have been calculated based on an estimate of the EI contributions that would have been paid by employers and employees in the absence of the QPIP and PRP.

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, the remaining provinces (except Alberta) and the territories had ratios below the national average.

Chart 3 – Adjusted benefits-to-contributions (B/C) ratios and unemployment rate by province and territory*, Canada, 2021



* 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. This is a methodological change from previous years' reports where premiums paid were assigned based on the location of employers. As a result, B/C ratios from previous years' reports are not comparable.

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

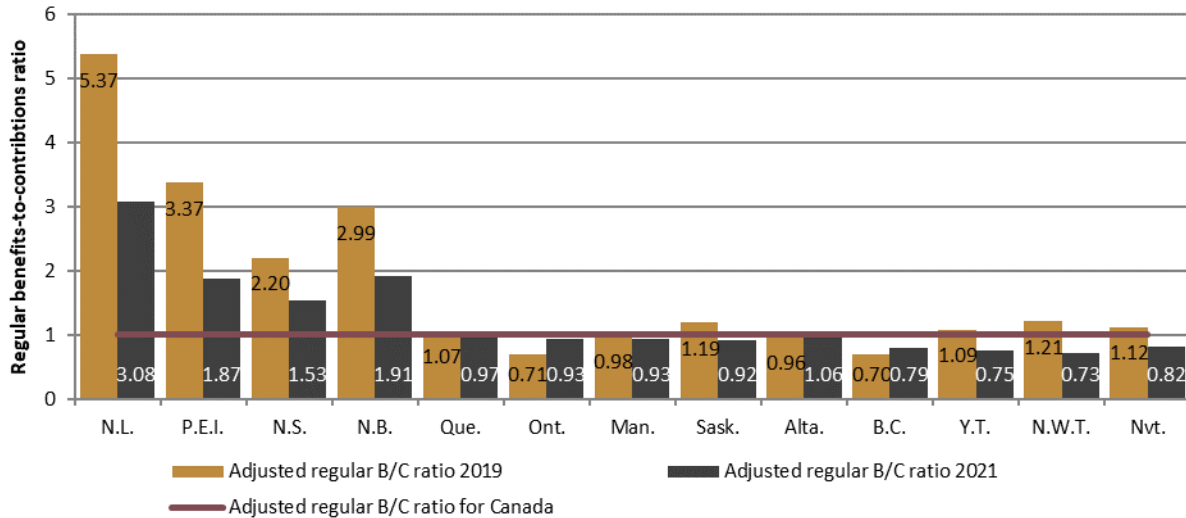
Results were relatively similar when only considering EI regular benefits. In 2021, the Atlantic provinces and Alberta had adjusted regular B/C ratios above the national average, while Quebec, Ontario, Manitoba and Saskatchewan had ratios close to the national level. British Columbia and the three territories had ratios below the national average.

The year 2021 was characterised by a high number of EI regular claims established due to the economic and labour market disruptions related to the COVID-19 pandemic as well as the implementation of EI temporary measures that facilitated access to the EI program (consult [Section 2.1](#)). Additionally, the EI premium rate in 2021 was frozen at the 2020 level. As a result, the amount of EI regular benefits paid jumped in 2021, while the amount of EI contributions made stayed relatively unchanged. In this context, some jurisdictions that received a higher share of EI regular benefits paid in 2021 compared to before the pandemic saw an increase in their adjusted regular B/C ratio. On the other hand, some jurisdictions that received a lower share of EI regular benefits paid in 2021 than before the pandemic experienced a decrease in their adjusted regular B/C ratio.

This is illustrated in Chart 4 which compares the adjusted regular B/C ratios for 2019 and 2021 by province and territory. The Atlantic provinces still received comparatively more benefits than contributions made compared to the Canadian average in 2021. However, the difference between their

ratio and the national level decreased between 2019 and 2021. Conversely, the difference for Ontario and British Columbia increased during the same period.

Chart 4 – Adjusted regular benefits-to-contributions (B/C) ratios by province and territory*, Canada, 2019** and 2021



* 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. This is a methodological change from previous years' reports where premiums paid were assigned based on the location of employers. As a result, B/C ratios from previous years' reports are not comparable.

** Adjusted regular B/C ratios for 2019 were calculated by using the new methodology where premiums paid are assigned based on the residence of employees. Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

In terms of gender and age, Table 6 outlines that, as in the past, women had a higher adjusted total B/C ratio (1.14) than men (0.88) in 2021. This is partly due to the fact that women aged 44 years and under are more likely to receive EI maternity and/or parental benefits. Trends are generally reversed when only EI regular benefits are considered. Men usually show a higher adjusted regular B/C ratio than women. However, the overall adjusted regular B/C ratios for men and women were identical in 2021, and relatively similar across age groups. This could be due to the EI temporary measures in place during the period that facilitated access to the EI program (consult [Section 2.1](#)).

Table 6 – Adjusted benefits-to-contributions (B/C) ratios by gender and age, Canada, 2021

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	1.50	1.84	1.65	1.66	1.66	1.66
25 to 44 years old	0.78	1.23	0.98	0.87	0.83	0.85
45 to 54 years old	0.67	0.77	0.72	0.77	0.86	0.81
55 years old and over	1.10	1.12	1.11	1.30	1.32	1.31
Total	0.88	1.14	1.00	1.00	1.00	1.00

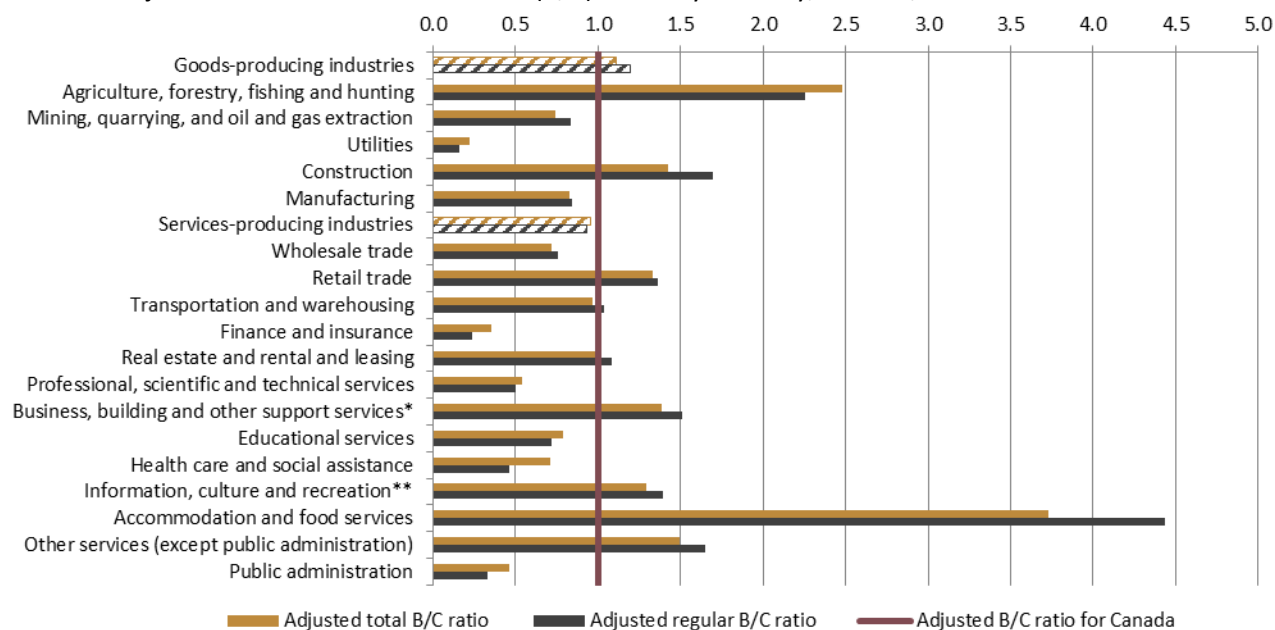
Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data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

Similarly, for the second consecutive year, claimants aged 24 years and younger had both adjusted B/C ratios above 1.0, and thus were net beneficiaries in 2021. They received the highest level of EI benefits

relative to their contributions in 2021 when compared to claimants in the other age groups. This could also be explained by the EI temporary measures introduced during the period that facilitated access to the EI program and generally provided higher weekly benefits.

Similar to before the COVID-19 pandemic, in 2021, 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 Chart 5). 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. These two industries continued to exhibit high adjusted regular B/C ratios in 2021.

Chart 5– Adjusted benefits-to-contributions (B/C) ratios by industry, Canada, 2021



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

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

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

Several services-producing industries had higher adjusted B/C ratios in 2021 than their pre-pandemic levels. For example, the Accommodation and food services industry had adjusted regular B/C ratio of 4.43 in 2021 compared to 1.14 in 2019. This may be attributed to labour market disruptions and economic shutdowns caused by the COVID-19 restrictions, which had a significant impact on services-producing industries that were more exposed to constraining public health measures.

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 and/or parental benefits and thus increase the relative use of EI in these industries.

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](#), 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. This was due to the different sets of EI temporary measures introduced in response to the COVID-19 pandemic. As a result, new claims for EI regular benefits established in the first half of 2022-23 were under the second set of EI temporary measures. While these measures were in place, claimants required a minimum of 420 hours of insurable employment during their qualifying period to qualify for EI regular benefits, regardless of the regional unemployment rate. New claims established in the second half of 2022-23 were subject to the EI original rules and required a minimum of 420 to 700 hours of insurable employment, depending on the regional unemployment rate where the claimant lived at the time of the claim.

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.¹³

As a result of the different EI rules in place during the reporting period, the number of claims established is presented separately for the first and the second half of 2022-23.¹⁴ Conversely, the results on the amount paid in benefits are presented for the entire fiscal year.

2.2.1 Employment Insurance regular claims and benefits paid

In 2022-23, the number of new EI regular claims established was 1.29 million. Of this total, 523,100 claims were established in the first half of the fiscal year, while 765,200 claims were established during the second half of the fiscal year. In total, the number of regular claims established in 2022-23 was lower than the 1.46 million claims established in 2021-22, but similar to the ones observed before the pandemic (1.30 million in 2017-18 and 1.29 million in 2018-19).

¹³ Except for those who are on referred training.

¹⁴ The first half of 2022-23 ranges from April 1, 2022 to September 24, 2022. The second half of 2022-23 ranges from September 25, 2022 to March 31, 2023.

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. As mentioned in [Chapter 1](#), employment rose by 1.9% compared to the previous fiscal year. Additionally, the unemployment rate dropped from an average of 6.8% in 2021-22 to an average of 5.1% in 2022-23. Tighter labour market conditions compared to 2021-22 also contributed to the decrease in the number of new claims established for EI regular benefits in 2022-23.

The total amount of EI regular benefits paid significantly decreased from \$28.6 billion in 2021-22 to \$12.3 billion in 2022-23 and returned close to pre-pandemic levels. This decline in benefits paid can be explained by the lower number of new regular claims established in 2022-23 compared to previous years, as well as the completion of the large number of regular claims established in 2020-21 that received benefits in 2021-22. The end of the EI temporary measures (consult [Section 2.1](#)), which generally provided a higher weekly benefit rate to claims established under the first set of EI temporary measures, also contributed to the overall decrease in benefits paid.

On average, there were 446,000 beneficiaries receiving EI regular benefits each month in 2022-23, compared to 1.1 million beneficiaries in 2021-22.¹⁵

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 decreased number of EI regular claims in 2021-22 and 2022-23 was reflected on the number of beneficiaries in 2022-23.

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 figures are presented for both halves of 2022-23 as well as for 2021-22. Overall, the number of claims established for EI regular benefits decreased in all provinces and territories in 2022-23 compared to the previous fiscal year. The relative share of claims established across regions was similar to 2021-22 and to pre-pandemic levels. Ontario (29.3%) and Quebec (29.2%) had the highest share of regular claims established in 2022-23.

¹⁵ 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 of 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, 2021-22 and 2022-23

Province or territory	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	63,620	18,610	41,020	59,630	\$1,258.3	\$843.7
Prince Edward Island	16,470	4,490	9,850	14,340	\$270.0	\$189.1
Nova Scotia	66,670	22,320	32,730	55,050	\$1,213.5	\$632.5
New Brunswick	72,500	18,940	44,270	63,210	\$1,251.4	\$782.1
Quebec	431,360	139,090	237,590	376,680	\$6,464.9	\$3,000.0
Ontario	436,290	163,310	213,790	377,100	\$9,766.4	\$3,412.9
Manitoba	46,700	19,630	23,570	43,200	\$920.0	\$430.1
Saskatchewan	39,390	14,620	20,740	35,360	\$819.1	\$403.0
Alberta	138,620	59,210	66,770	125,980	\$3,477.9	\$1,354.7
British Columbia	141,910	61,300	72,980	134,280	\$3,081.6	\$1,216.1
Yukon	1,670	440	1,010	1,450	\$35.7	\$16.5
Northwest Territories	1,600	660	530	1,190	\$36.3	\$16.0
Nunavut	950	450	320	770	\$27.0	\$13.2
Gender						
Men	846,940	231,030	528,960	759,990	\$15,982.2	\$7,860.1
Women	610,810	292,040	236,210	528,250	\$12,639.8	\$4,449.9
Age category						
24 years old and under	174,040	43,850	73,380	117,230	\$3,759.0	\$1,139.3
25 to 44 years old	638,470	242,280	339,570	581,850	\$11,843.5	\$5,358.9
45 to 54 years old	275,570	106,520	143,310	249,830	\$5,191.2	\$2,358.9
55 years old and over	369,670	130,420	208,910	339,330	\$7,828.3	\$3,452.9
Canada	1,457,750	523,070	765,170	1,288,240	\$28,622.1	\$12,310.0

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.

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

In terms of regular benefits paid out, all jurisdictions saw a decrease compared to the previous fiscal year. The share of benefits paid to claimants from Ontario stood out, as it decreased by 6.4 percentage points (p.p.), from 34.1% in 2021-22 to 27.7% in 2022-23. Inversely, the share of benefits paid in several other provinces increased in 2022-23, notably in Newfoundland and Labrador (+2.5 p.p.), New Brunswick (+2.0 p.p.) and Quebec (+1.8 p.p.).

The majority of EI regular claims in 2022-23 were established by men (59.0%), similar to previous years. However, they accounted for less than half (44.2%) of claims established in the first half of 2022-23, compared to 69.1% in the second half of the fiscal year. This can be partly attributed to the composition of genders across industries. For example, men are more likely to be employed in goods-producing industries than women, and a higher share of claims from these industries, notably the Construction industry, are established in the second half of the fiscal year. In terms of regular benefits paid out, the total amount decreased for both men and women compared to 2021-22. Women accounted for a lower share of EI regular benefits paid in 2022-23 (36.1%) than in 2021-22 (44.2%). This 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.

Among age groups, claimants aged between 25 and 44 years accounted for the largest share of claims established for EI regular benefits (45.2%) and benefits paid out (43.5%) in 2022-23. Conversely, claimants aged 24 years and under accounted for the smallest share of both EI regular claims (9.1%) and benefits paid out (9.3%) during the fiscal year. In addition, claimants aged 24 years and under

experienced the largest relative decrease in regular claims in 2022-23 compared to the other age groups. As a result, their share of claims established decreased by 2.8 p.p. in 2022-23 compared to 2021-22 and returned close to pre-pandemic levels. This decrease is partly attributed to improved labour market conditions in 2022-23 in industries in which the youth generally worked, as well as the end of the EI temporary measures that, among other things, reduced the required number of hours of insurable employment to qualify for EI regular benefits during the reporting period.

Employment Insurance regular claims and amount paid by industry

As outlined in Table 8, services-producing industries accounted for the majority (60.1%) of EI regular claims established in 2022-23. This represented a small decrease (-2.5 p.p.) from 2021-22 and was mostly driven by decreases in the share of claims in the Accommodations and food services industry (-2.9 p.p.) and the Retail trade industry (-1.3 p.p.). These industries were strongly affected by the succession of closures and reopenings due to the COVID-19 pandemic in 2020-21 and 2021-22 (consult [Annex 2.6.1](#)).

Table 8 – Employment Insurance regular claims and amount paid by industry, Canada, 2021-22 and 2022-23

Industry	New claims established (% share) Total 2021-22	New claims established (% share) First half of 2022-23	New claims established (% share) Second half of 2022-23	New claims established (% share) Total 2022-23	Amount paid (\$ millions) (% share) 2021-22	Amount paid (\$ millions) (% share) 2022-23
Goods-producing industries	500,780 (34.4%)	119,700 (22.9%)	354,460 (46.3%)	474,160 (36.8%)	\$7,965.0 (27.8%)	\$4,858.9 (39.5%)
Agriculture, forestry, fishing and hunting	55,550 (3.8%)	16,890 (3.2%)	34,520 (4.5%)	51,410 (4.0%)	\$940.2 (3.3%)	\$615.6 (5.0%)
Mining, quarrying, oil and gas extraction	21,730 (1.5%)	6,470 (1.2%)	13,790 (1.8%)	20,260 (1.6%)	\$417.2 (1.5%)	\$251.5 (2.0%)
Utilities	4,250 (0.3%)	1,020 (0.2%)	2,670 (0.3%)	3,690 (0.3%)	\$46.7 (0.2%)	\$35.9 (0.3%)
Construction	285,790 (19.6%)	54,360 (10.4%)	225,310 (29.4%)	279,670 (21.7%)	\$4,012.0 (14.0%)	\$2,762.5 (22.4%)
Manufacturing	133,460 (9.2%)	40,960 (7.8%)	78,170 (10.2%)	119,130 (9.2%)	\$2,549.0 (8.9%)	\$1,193.4 (9.7%)
Services-producing industries	912,730 (62.6%)	389,500 (74.5%)	384,930 (50.3%)	774,430 (60.1%)	\$19,915.0 (69.6%)	\$7,080.3 (57.5%)
Wholesale trade	37,760 (2.6%)	14,890 (2.8%)	19,860 (2.6%)	34,750 (2.7%)	\$1,042.6 (3.6%)	\$411.5 (3.3%)
Retail trade	89,520 (6.1%)	23,670 (4.5%)	38,830 (5.1%)	62,500 (4.9%)	\$2,908.0 (10.2%)	\$661.8 (5.4%)
Transportation and warehousing	69,100 (4.7%)	27,990 (5.4%)	35,340 (4.6%)	63,330 (4.9%)	\$1,410.9 (4.9%)	\$571.7 (4.6%)
Finance and insurance	13,310 (0.9%)	5,300 (1.0%)	6,170 (0.8%)	11,470 (0.9%)	\$346.0 (1.2%)	\$147.7 (1.2%)
Real estate, rental and leasing	17,690 (1.2%)	5,950 (1.1%)	9,500 (1.2%)	15,450 (1.2%)	\$464.2 (1.6%)	\$172.8 (1.4%)
Professional, scientific and technical services	58,260 (4.0%)	25,640 (4.9%)	39,480 (5.2%)	65,120 (5.1%)	\$1,140.4 (4.0%)	\$647.2 (5.3%)
Business, building and other support services*	95,540 (6.6%)	27,150 (5.2%)	57,320 (7.5%)	84,470 (6.6%)	\$2,275.7 (8.0%)	\$872.9 (7.1%)
Educational services	191,150 (13.1%)	155,460 (29.7%)	38,070 (5.0%)	193,530 (15.0%)	\$1,823.9 (6.4%)	\$1,059.3 (8.6%)
Health care and social assistance	62,290 (4.3%)	29,350 (5.6%)	20,630 (2.7%)	49,980 (3.9%)	\$1,383.4 (4.8%)	\$530.4 (4.3%)
Information, culture and recreation**	50,820 (3.5%)	12,000 (2.3%)	25,330 (3.3%)	37,330 (2.9%)	\$1,116.3 (3.9%)	\$343.9 (2.8%)
Accommodation and food services	105,100 (7.2%)	19,020 (3.6%)	36,410 (4.8%)	55,430 (4.3%)	\$3,300.9 (11.5%)	\$526.7 (4.3%)
Other services (excluding public administration)	45,530 (3.1%)	15,950 (3.0%)	20,850 (2.7%)	36,800 (2.9%)	\$1,315.9 (4.6%)	\$385.5 (3.1%)
Public administration	76,660 (5.3%)	27,130 (5.2%)	37,140 (4.9%)	64,270 (5.0%)	\$1,386.8 (4.8%)	\$748.8 (6.1%)
Unclassified***	44,240 (3.0%)	13,870 (2.7%)	25,780 (3.4%)	39,650 (3.1%)	\$742.0 (2.6%)	\$370.7 (3.0%)
Canada	1,457,750 (100.0%)	523,070 (100.0%)	765,170 (100.0%)	1,288,240 (100.0%)	\$28,622.1 (100.0%)	\$12,310.0 (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.

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

On the other hand, goods-producing industries accounted for 36.8% of the share of new claims established in 2022-23. These industries represented a significantly greater share of claims established in the second half of the fiscal year (46.3%) compared to the first half (22.9%) of the year. This is

attributed to a larger proportion of seasonal employment in these industries. Moreover, the Construction industry continued to hold the largest share of new claims established for EI regular benefits in 2022-23, with a share of 21.7%.

Overall, services-producing industries accounted for 57.5% of regular benefits paid out in 2022-23, down from 69.6% in 2021-22, whereas goods-producing industries represented 39.5% of regular benefits paid out, up from 27.8% over the same period. The breakdown of regular benefits paid across industry group in 2022-23 was similar to the one observed before the pandemic. Of all industries, the Construction sector accounted for the highest share (22.4%) 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 were paid EI regular benefits, including fishing benefits, individuals may be required to repay some of the EI benefits at the time they file income tax returns.

In accordance with the *Employment Insurance Act*, claimants must repay a percentage of EI benefits they received if their net income¹⁶ in a given year exceeds 1.25 times the maximum yearly insurable earnings.¹⁷ 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

The threshold was \$67,750 for the 2020 taxation year and \$70,375 for the 2021 taxation year.

Claimants who received EI special benefits are exempt from the benefit repayment requirement.¹⁸ 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.

In the 2020 taxation year, around 171,000 EI claimants repaid a total of \$250.8 million in EI benefits. These numbers increased in the following year, with around 245,000 claimants who repaid a total of \$450.6 million in EI benefits in the 2021 taxation year. This increase is attributed in part to the higher number of claims established for EI benefits in 2020-21 as a result of the economic and labour market disruptions due to the COVID-19 pandemic.

In both 2020 and 2021, 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.

¹⁶ Net income includes employment income and EI benefits received during the taxation year.

¹⁷ The maximum annual insurable earnings in 2020 was \$54,200. In 2021, it was \$56,300.

¹⁸ 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, 2020 and 2021 taxation years

Province or territory	EI claimants who repaid benefits 2020	EI claimants who repaid benefits 2021	Amount repaid (\$ millions) 2020	Amount repaid (\$ millions) 2021
Newfoundland and Labrador	8,712	12,495	\$18.8	\$36.9
Prince Edward Island	1,199	1,885	\$3.5	\$7.6
Nova Scotia	6,508	8,570	\$14.2	\$25.1
New Brunswick	4,879	6,445	\$9.8	\$17.2
Quebec	45,916	68,463	\$61.5	\$93.6
Ontario	46,239	64,746	\$59.5	\$110.8
Manitoba	3,685	4,890	\$5.2	\$8.7
Saskatchewan	5,230	6,791	\$8.0	\$13.4
Alberta	28,464	42,353	\$43.0	\$85.0
British Columbia	19,294	27,543	\$26.0	\$50.1
Yukon	344	399	\$0.5	\$0.8
Northwest Territories	304	490	\$0.5	\$0.9
Nunavut	113	131	\$0.2	\$0.3
Non-residents of Canada	80	112	\$0.1	\$0.2
Gender				
Men	149,849	206,775	\$224.3	\$375.7
Women	21,118	38,538	\$26.5	\$74.9
Age				
24 years old and under	3,250	5,382	\$4.3	\$8.5
25 to 44 years old	75,830	110,992	\$101.9	\$173.4
45 to 54 years old	39,320	54,216	\$58.2	\$100.5
55 years old and over	52,567	74,723	\$86.6	\$168.2
Canada	170,967	245,313	\$250.8	\$450.6

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

Men continued to account for the majority of EI claimants who repaid benefits in 2020 and 2021. While they also accounted for the majority of benefits repaid, their share of the total amount repaid decreased from 89.4% in 2020 to 83.4% in 2021. This is mostly attributed to the first set of EI temporary measures in effect for claims established between September 27, 2020 and September 25, 2021, which increased the average weekly benefit of women to a greater extent than that of men.

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 both 2020 and 2021.

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 2020 and 2021. However, their share among all claimants who repaid benefits decreased in 2021 (-6.2 p.p.) compared to 2020. Similarly, their share of the total benefits repaid decreased during the same period (-9.7 p.p.). Despite these changes, the Construction industry continued to account for the largest share of EI claimants who repaid benefits and of benefits repaid in both 2020 and 2021 (consult [Annex 2.28](#)).

Employment Insurance regular benefits and firms

According to the 2021 tax data¹⁹ from the Canada Revenue Agency (CRA), which were the most recent data available at the time this report was produced, approximately 1.25 million firms²⁰ were operating in Canada in 2021 (consult Table 10). This represents an increase of 1.3% from the total measured in 2020. Among them, 33.1% (414,200 firms) employed at least one employee who had received EI regular benefits during that year. This proportion is virtually identical to the one observed in 2020 (33.0%), but higher compared to 2019 (22.9%). It likely reflects the continued labour market disruptions in 2021 attributable to the COVID-19 pandemic.

Table 10 – Firms, employment and Employment Insurance regular claimants by size* of firms, Canada, 2021

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	1,133,860	308,370	21.4%	25.5%
Small-medium	96,650	86,320	19.2%	25.3%
Medium-large	16,450	16,230	16.0%	17.2%
Large	3,300	3,290	43.4%	32.0%
Canada	1,250,260	414,210	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. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

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

*** These are based on the number of people receiving EI regular benefits in 2021.

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

The proportion of firms which employed at least one employee receiving EI regular benefits increased with firm size. In 2021, 27.2% of small-sized firms had at least one former employee who received EI regular benefits. That ratio increased to 89.3% for small-to-medium sized firms, 98.7% for medium-to-large sized firms and 99.8% for large-sized firms. These ratios were all very similar to the ratios observed in the 2020 tax year.

Similar to before the pandemic, 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 21.4% of the total workforce, while they represented 25.5% of the claimants for EI regular benefits in 2021. Similarly, small-to-medium sized firms accounted for 19.2% of the workforce and 25.3% of claimants. On the other hand, large-sized firms accounted for 43.4% of the workforce, but only 32.0% 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

¹⁹ The data sources used in this section for the analysis on firms are EI and Canada Revenue Agency (CRA) administrative data. The 2021 CRA data is the most recent tax year available and are subject to change.

²⁰ 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.

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.²¹

Employment Insurance regular claims and amount paid by EI claimant category

Table 11 outlines the number of claims established for EI regular benefits and the amount paid by EI claimant category.²² The number of claims established in 2022-23 decreased among occasional claimants and long-tenured workers, but slightly increased among frequent claimants compared to the previous fiscal year. Overall, occasional claimants continued to account for more than half (56.7%) of the share of EI regular claims established in 2022-23.

Table 11 – Employment Insurance regular claims and amount paid by EI claimant category, Canada, 2021-22 and 2022-23

Claimant category	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Long-tenured workers	341,630	134,860	143,980	278,840	\$6,885.5	\$2,551.1
Occasional claimants	839,210	328,930	400,970	729,900	\$17,856.2	\$6,650.0
Frequent claimants	276,910	59,280	220,220	279,500	\$3,880.4	\$3,108.9
Canada	1,457,750	523,070	765,170	1,288,240	\$28,622.1	\$12,310.0

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.

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

In terms of EI regular benefits paid, occasional claimants also accounted for more than half (54.0%) of benefits paid in 2022-23, followed by frequent claimants (25.3%) and long-tenured workers (20.7%). There were decreases in the shares of EI regular benefits paid to occasional claimants (-8.4 p.p.) and long-tenured workers (-3.3 p.p.) from the last fiscal year, while the share of frequent claimants increased significantly (+11.7 p.p.).

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 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 at the time of submitting the application for EI and is known as the Variable Entrance Requirement (VER). The higher the unemployment rate in a given region, the lower the number of hours needed to qualify for EI regular benefits 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](#).

As mentioned in [Section 2.1](#), the number of hours of insurable employment required to qualify for EI regular benefits varied in 2022-23 depending on the period during which the claims were established.

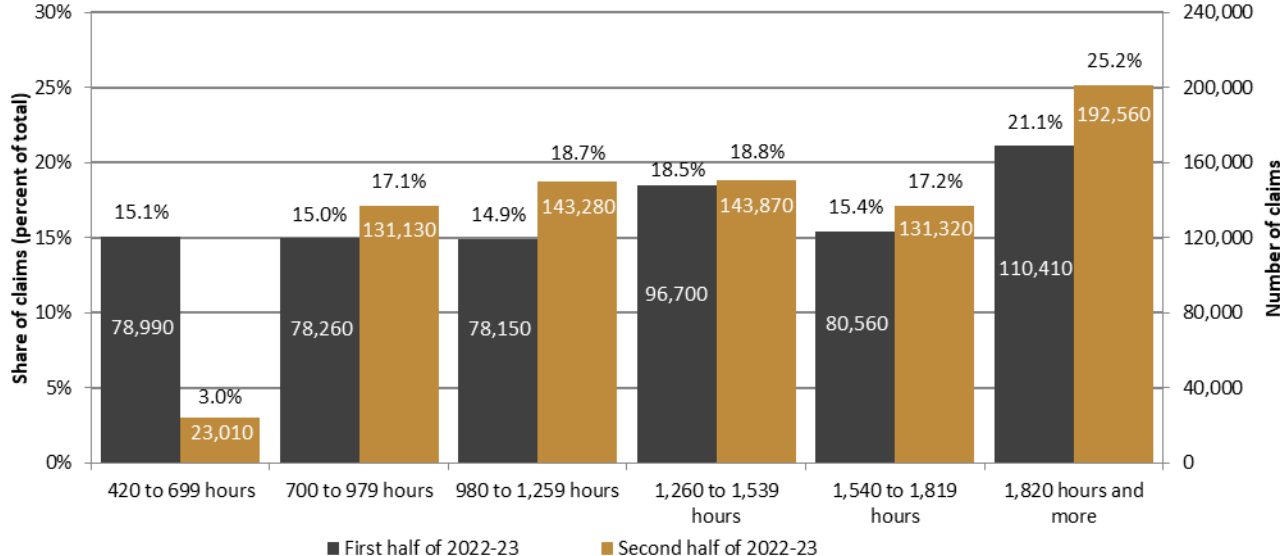
²¹ For example, in 2021, within the Agriculture and Construction industries, which consist of jobs that are predominantly seasonal, employees working in small-sized firms accounted for 63.6% and 45.5%, respectively, of the total workers in these industries. Source: Statistics Canada, Labour Force Survey, Table 14-10-0068-01.

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

During the first half of 2022-23, the second set of EI temporary measures was in place, under which a minimum of 420 hours of insurable employment was required to qualify, regardless of the regional unemployment rate. During the second half of 2022-23, the minimum ranged from 420 to 700 hours depending on the regional unemployment rate where the claimant lived at the time the claim is established, as the original EI rules were reintroduced.

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 the first and second halves of 2022-23. During the entire reporting year, claimants who accumulated 1,820 or more hours of insurable employment during their qualifying period accounted for the largest share (23.5%) of EI regular claims established, while claimants who accumulated between 420 and 699 hours accounted for the smallest share (7.9%). The share of claimants who accumulated between 420 and 699 hours of insurable employment went from 15.1% in the first half of 2022-23 to 3.0% during the second half of 2022-23. This is likely attributable to the termination of the EI temporary measures at the end of the first half of 2022-23 that allowed claimants to be eligible for EI regular benefits with a minimum of 420 hours of insurable employment, regardless of the regional unemployment rate.

Chart 6 – Number and share of Employment Insurance regular claims by hours of insurable employment, Canada, 2022-23



Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Effect of eliminating the New Entrant Re-Entrant provisions

Between July 1979 and July 2016, workers with low levels of labour market attachment in the 52 weeks before their qualifying period were subject to a higher eligibility threshold for EI regular and fishing benefits with respect to insurable employment. The provisions aimed to discourage future frequent use of the EI program.

From January 1997 to the elimination of these provisions on July 3, 2016, new entrants and re-entrants (NEREs) to the workforce had to accumulate 910 hours of insurable employment within their qualifying period to be eligible for regular benefits regardless of the regional unemployment rate where they lived at the time of establishing the claim.* NEREs were defined as those with fewer than 490 hours of labour force attachment in the pre-qualifying period, which was the 52-week period before the qualifying period.**

A recent departmental*** study examined the effect of the elimination of the NERE provisions. The study used EI administrative data to estimate to what extent EI regular claims established on or after July 3, 2016 would have been considered NEREs according to the labour force attachment in their pre-qualifying period (referred to as post-NEREs). The study compared the characteristics of regular claims established by NEREs (before July 3, 2016) to those established by post-NEREs (on or after July 3, 2016).

The number of claims established by NEREs that had at least 910 hours of insurable employment to be eligible for EI regular benefits was just over 100,000 each year between 2013 and 2015. After the elimination of the provisions, the number of claims established that would have been considered post-NEREs increased. Among them, those that had at least 910 hours of insurable employment decreased to reach less than 85,000 in 2019, whereas those that had less than 910 hours significantly increased. In general, the number of hours of insurable employment worked by post-NEREs decreased after the end of the provisions.

Claims established by post-NEREs that had less than 910 hours of insurable employment benefited from the elimination of the provisions. Compared to post-NEREs that had at least 910 hours of insurable employment, those with lower number of hours were more likely to be women, to have lower level of education, and to be single. They also had, on average, lower weekly benefit rate, lower entitlement (as their number of hours of insurable employment was lower), but similar number of weeks of regular benefits used, resulting in higher exhaustion rate.

The study also examined the probability of re-claiming EI regular benefits for claims that were just under the hour-threshold and were thus defined as NEREs (worked just under 490 hours of insurable employment in their pre-qualifying period) compared to those that were just above the hour-threshold and were thus defined as non-NEREs (worked just above 490 hours). Results showed that for laid-off workers, the probability of re-claiming EI regular benefits at least once within the 5 years following an initial EI regular claim was not different for NERE claimants just under 490 hours of insurable employment in their pre-qualifying relative to non-NERE claimants just above 490 hours.

* Claimants who began working as self-employed fishers for the first time or who returned to fishing after an absence of one year or more before the qualifying period were also NEREs. They had to accumulate at least \$5,500 (regardless of the EI region's unemployment rate) in insurable earnings as a self-employed fisher during the qualifying period to be eligible for fishing benefits. This provision was also eliminated on July 3, 2016. However, NEREs for self-employed fishers were not examined in the study.

** For the purposes of the NERE provisions, labour force attachment comprised hours of work of insurable employment, as well as time spent on EI, workers' compensation, disability benefits, sick leave and approved training. Each week of labour force attachment counted for 35 hours, with the exception of insurable employment, which were considered at face value. Parents with fewer than 490 hours of labour force attachment in their pre-qualifying period, who received EI maternity or parental benefits in the 208 weeks prior to that pre-qualifying period, were not considered as NEREs.

*** ESDC, Eliminating the new entrant re-entrant eligibility rules (Ottawa: ESDC, Evaluation Directorate, 2024).

Table 12 details the number and distribution of EI regular claims established in 2022-23, as well as the labour force and the unemployed population by regional unemployment rate. In general, the distribution of EI regular claims across regional unemployment rate during 2022-23 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 (64.9%), of the labour force (76.6%) and of the unemployed population (67.8%).

Table 12 – Number and share of Employment Insurance regular claims by regional unemployment rate*, Canada, 2022-23

Unemployment rate	Number of claims (thousands) (% share) 2022-23	Labour force (thousands) (% share) 2022-23	Number of unemployed (thousands) (% share) 2022-23
0.1% to 6%	835.5 (64.9%)	16,094.0 (76.6%)	779.2 (67.8%)
6.1% to 7%	227.3 (17.6%)	3,662.9 (17.4%)	230.6 (20.1%)
7.1% to 8%	44.0 (3.4%)	371.1 (1.8%)	27.3 (2.4%)
8.1% to 9%	13.8 (1.1%)	136.2 (0.6%)	11.6 (1.0%)
9.1% to 10%	18.3 (1.4%)	70.2 (0.3%)	6.6 (0.6%)
10.1% to 11%	43.6 (3.4%)	183.3 (0.9%)	19.1 (1.7%)
11.1% to 12%	25.4 (2.0%)	126.9 (0.6%)	14.6 (1.3%)
12.1% to 13%	6.9 (0.5%)	19.1 (0.1%)	2.2 (0.2%)
13.1% to 14%	3.6 (0.3%)	13.1 (0.1%)	1.8 (0.2%)
14.1% to 15%	51.0 (4.0%)	207.6 (1.0%)	30.0 (2.6%)
15.1% to 16%	4.3 (0.3%)	23.0 (0.1%)	3.6 (0.3%)
16.1% or higher	14.7 (1.1%)	90.6 (0.4%)	22.2 (1.9%)
Canada	1,288.2 (100.0%)	20,997.9 (100.0%)	1,148.8 (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.

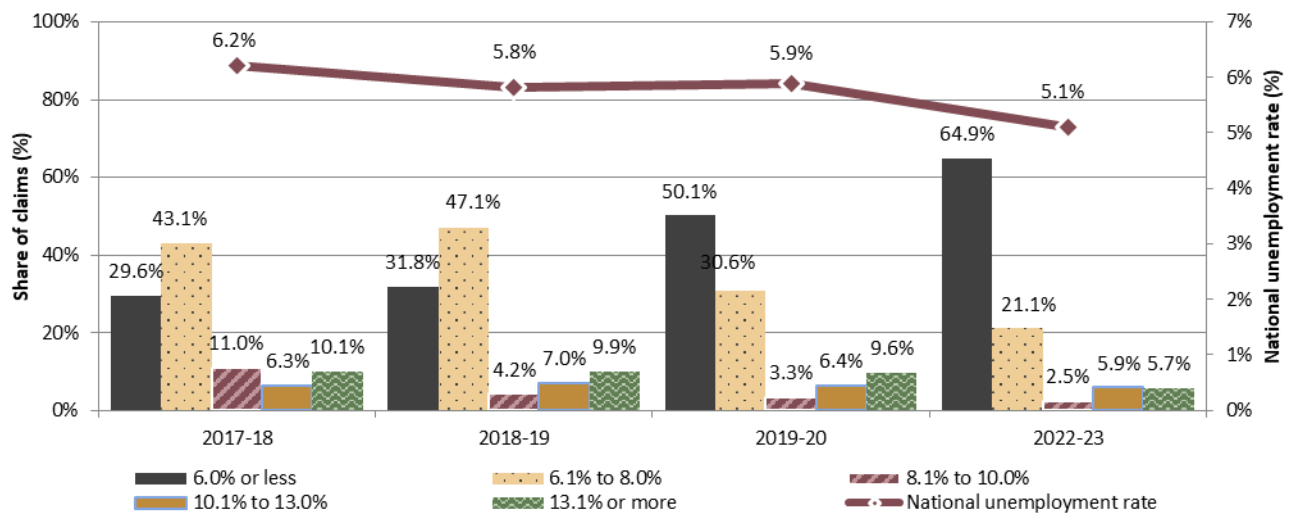
* Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

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

The share of 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 64.9% in 2022-23. 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 low unemployment rate recorded in 2022-23.

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**



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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data and Statistics Canada.

Claimants' obligations to search for and accept suitable employment

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

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 13 outlines the number of disqualifications and disentitlements related to refusal of suitable work and failure to search for work in past fiscal years. In 2022-23, there were a total of 240 disqualifications and disentitlements related to failure to search for work and 50 related to refusal of suitable work. These results were very similar to those observed in 2021-22 and 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. They also do not take into consideration that benefits would generally have been reinstated after claimants who were

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

Table 13 – Number of Employment Insurance disqualifications and disentitlements related to refusal of suitable work and failure to search for work, Canada, 2016-17 to 2022-23*

Type of disqualification or disentitlement	2016-17	2017-18	2018-19	2019-20	2021-22	2022-23
Refusal of suitable work	170	130	170	180	50	50
Failure to search for work	1,340	1,730	1,430	1,190	220	240

* 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 disqualification 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*
 - Between September 26, 2021 and September 24, 2022, different measures simplifying the treatment of reasons for separation were introduced (consult [Section 2.1](#))
- 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
 - Between September 26, 2021 and September 24, 2022, a minimum of 420 hours of insurable employment was required regardless of the region of residence

This subsection provides an overview of the unemployed population in Canada for 2022 relative to these 3 eligibility criteria. Most estimates of the unemployed population provided in this subsection are based on results from the Employment Insurance Coverage Survey (EICS),²³ published annually by Statistics Canada. The survey provides statistics on the contributors and non-contributors to the EI program among the unemployed population in the calendar year, as well as on the eligible recipients and those who did not qualify for EI regular benefits. The survey also provides information on the take-up of EI maternity and parental benefits in Canada (consult [subsection 2.6.2](#)).

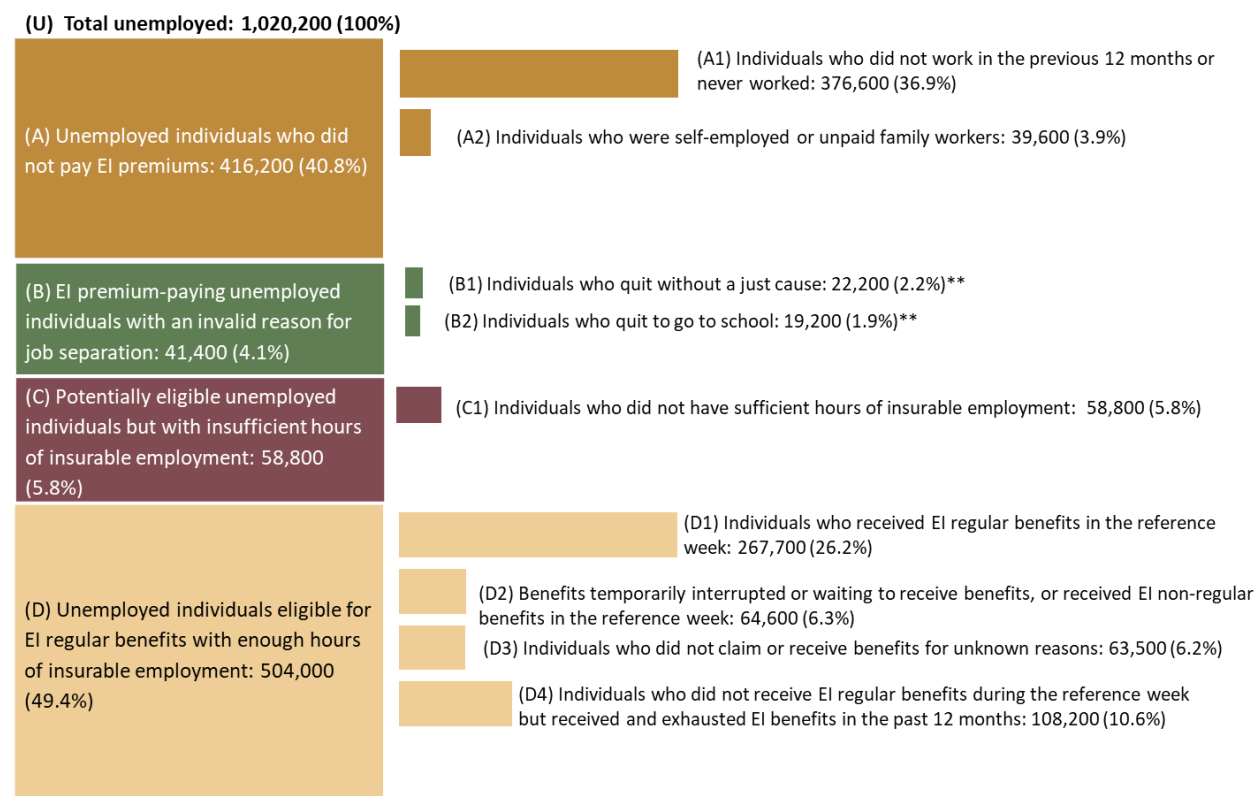
Estimates of the unemployed population eligible for EI regular benefits (that is, the eligibility rates) are based on the Records of Employment (ROEs).²⁴ As the eligibility criteria to qualify for EI regular benefits changed during the course of 2022-23 (for instance, the minimum 420 hours during the first half of 2022-23), the results are incomparable and are presented separately for the 2 periods of 2022-23.

Chart 8 illustrates the distribution of the unemployed population in Canada in 2022 in terms of their eligibility for EI regular benefits. On average, there were 1,020,200 unemployed individuals per month in Canada in 2022. Of them, 416,200 (40.8%) 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 604,200 (59.2%) unemployed individuals had paid EI premiums in the 12 months prior to becoming unemployed in 2022, and thus were covered by the EI program.

²³ 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](#)

²⁴ A record of employment is a form completed by the employer when an employee stops working. It contains information on employment history, such as hours of insurable employment from the past year.

Chart 8 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2022*



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, 2022.

Of the total unemployed population, 41,400 (4.1%) 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 562,600 unemployed individuals (55.1% of total unemployed) had paid EI premiums and had a valid reason for job separation. However, some of them (5.8% of total unemployed) did not accumulate enough hours of insurable employment during their qualifying period. The rest (49.4% 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.

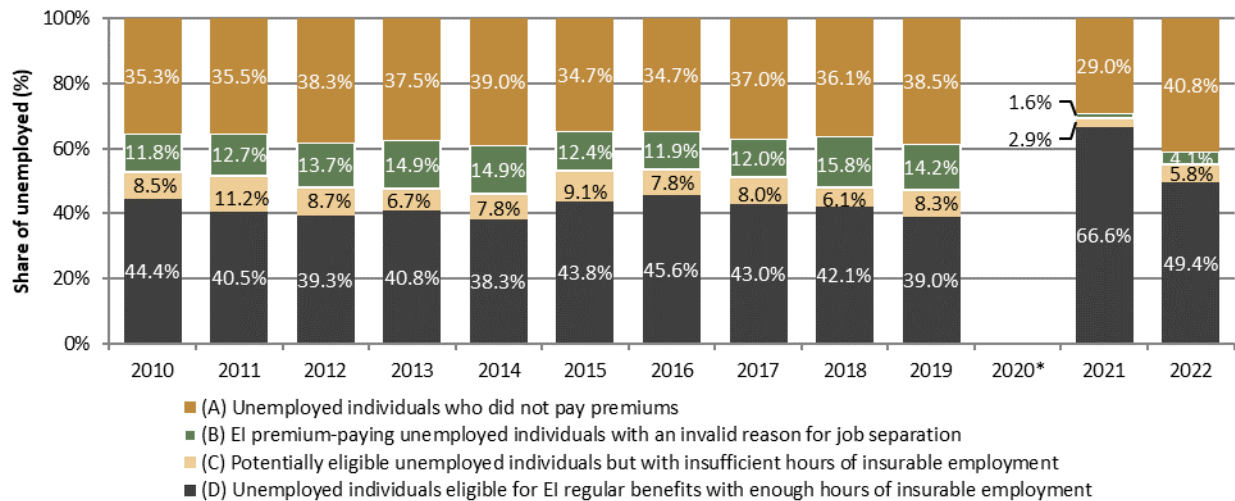
While more than half of the unemployed population eligible for EI regular benefits with enough hours of insurable employment were receiving EI benefits at the time they were surveyed in 2022, some were not receiving them even though they were eligible (consult Chart 8). This was due to one of the following reasons:

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

- they were receiving non-regular EI benefits

Chart 9 shows the breakdown of the unemployed population according to their eligibility for EI regular benefits from 2010 to 2022. Compared to 2021, the share of unemployed individuals eligible for EI regular benefits with enough hours of insurable employment decreased in 2022, but was still higher than before the pandemic. In addition, the share of unemployed individuals who had paid EI premiums but were ineligible for EI benefits because of invalid reasons for job separation remained lower than before the pandemic. These outcomes could be mainly attributable to the EI temporary measures that were in effect between September 26, 2021 and September 24, 2022, which reduced the number of hours of insurable employment required to qualify for EI regular benefits and simplified the treatment of reasons for separation (consult [Section 2.1](#) for details).

Chart 9 – Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2010 to 2022**



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

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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2010 to 2022.

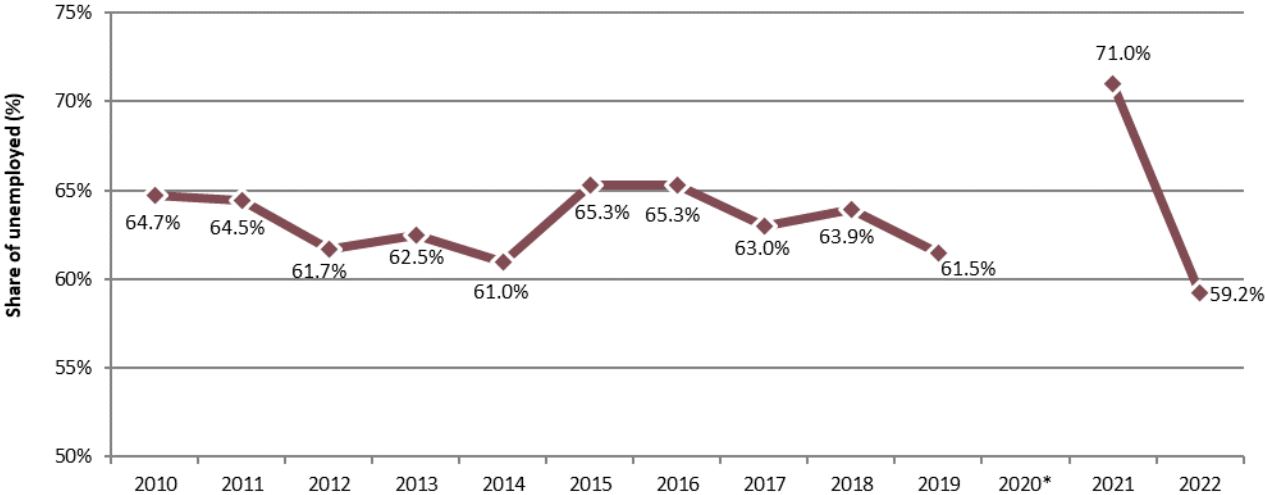
Coverage of Employment Insurance regular benefits

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 2022, the coverage rate was 59.2%, 11.8 p.p. lower than what was observed in 2021 (71.0%).

Higher coverage rates of EI regular benefits are usually observed during economic downturns, as slowing economic activities lead to layoffs that increase the share of unemployed EI contributors among all unemployed individuals. For example, the coverage rates 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). Compared to the pre-pandemic levels, the coverage rate of 59.2% in 2022 was 3.5 p.p. lower

than the average rate of 62.7% observed in 2018 and 2019. This can be explained by the larger decrease in unemployed individuals who had paid EI premiums in proportion to the decrease in the unemployed due to the tighter labour market in 2022 relative to before the pandemic.

Chart 10 – Coverage rate of Employment Insurance regular benefits for the unemployed population, Canada, 2010 to 2022



* Due to the COVID-19 pandemic, the collection of EI regular benefits was suspended in the EICS 2020.
 Source: Statistics Canada, Employment Insurance Coverage Survey, 2010 to 2022.

Table 14 outlines the coverage rates of EI regular benefits in 2022 by province²⁵, 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.²⁶ Ontario continued to have the lowest coverage rate in 2022.

²⁵ EICS does not survey territories due to small sample sizes.
²⁶ 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 2.2.5](#).

Table 14 – Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, age, and previous work patterns, Canada, 2018 to 2022[†]

Province	2018	2019	2021	2022	Change (% points) 2021 to 2022
Newfoundland and Labrador	87.3%	77.7%	78.9%	92.5%	+13.6
Prince Edward Island	91.0%	81.8%	94.2%	100.0% [‡]	+5.8
Nova Scotia	73.0%	73.7%	83.9%	77.6%	-6.3
New Brunswick	69.7%	76.1%	86.5%	92.3%	+5.8
Quebec	67.0%	63.9%	76.5%	67.2%	-9.3
Ontario	59.6%	57.9%	63.8%	47.9%	-15.9
Manitoba	62.5%	59.5%	73.8%	60.3% [‡]	-13.5
Saskatchewan	70.2%	58.0%	76.6%	69.9%	-6.7
Alberta	61.7%	61.6%	74.8%	59.5%	-15.3
British Columbia	61.7%	58.5%	72.0%	59.8%	-12.2
Gender					
Men	68.3%	62.8%	71.6%	65.0%	-6.6
Women	58.1%	59.9%	70.1%	52.2%	-17.9
Age category					
24 years old and under	57.1%	57.9%	54.9%	50.5%	-4.4
25 to 44 years old	64.4%	59.4%	73.2%	59.6%	-13.6
45 years old and over	67.5%	65.6%	75.9%	63.2%	-12.7
Previous work pattern (paid employment)					
Permanent	72.1%	67.6%	82.1%	63.5%	-18.6
Full-time	74.0%	66.1%	82.7%	66.5%	-16.2
Part-time	67.1%	72.7%	82.6%	55.9%	-26.7
Non-permanent*	81.1%	79.4%	83.2%	78.0%	-5.2
Seasonal**	86.9%	88.2%	88.1%	89.6%	+1.5
Other non-standard***	77.2%	72.8%	80.3%	71.0%	-9.3
Canada****	63.9%	61.5%	71.0%	59.2%	-11.8

[‡] As per the EICS release guidelines, this estimate should be used with caution.

[†] Due to the COVID-19 pandemic, the collection of 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.

**** National results exclude territories.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2018 to 2022.

Consistent with trend in previous years, the coverage rate for men was higher than that for women in 2022. 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 2022.

When the unemployed population is categorized by their previous work patterns, it can be seen 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 high 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 2022 for those who had part-time jobs was lower than the one for those who had full-time jobs. This is due in part by employment in industries such as Accommodation and food services where part-time jobs are more prevalent that were still lagging their pre-pandemic levels in 2022. Among unemployed individuals

who previously were in non-permanent employment, those who had seasonal work had a significantly higher coverage rate in 2022 compared to those who had non-seasonal non-standard work.

Eligibility for Employment Insurance regular benefits

As mentioned at the beginning of this subsection, applicants for EI regular benefits must meet 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). In 2022-23, the eligibility rate is expressed as the share of job separators²⁷ with sufficient hours of insurable employment in their qualifying period among those who meet the other 2 eligibility criteria. The calculation of eligibility rate relies on ROEs and Status Vector (STVC)²⁸ data for 2022-23. This job separator-based methodology is different from the job separation-based methodology that was used for 2020-21 and 2021-22. Consequently, the results in this subsection are not comparable to results published in the previous MARs. The calculation took into account the EI temporary measure in effect during the 2022-23 period regarding the treatment of reasons for separation (consult [Section 2.1](#)).

Change in the methodology used to estimate the eligibility rates

The eligibility rates published in EI Monitoring and Assessment Reports (MAR) prior to 2020-21 were based on estimates on the number of eligible contributors (that is, unemployed individuals who had paid premiums and had a valid reason for job separation) with enough hours of insurable employment during their qualifying period from the Employment Insurance Coverage Survey (EICS) to qualify for EI regular benefits. Because of changes to the EI program in 2020 introduced in response to COVID-19, the EICS 2020 did not collect any information on EI regular benefits. Consequently, ROE-based eligibility rates were published in the MAR 2020-21 as an alternative. In 2021-22 and 2022-23, due to the EI temporary measures, the eligibility criteria to qualify for EI regular benefits changed during the fiscal years. The EICS 2021 and 2022 did not fully adapt to the criteria changes. Therefore, to better account for the different criteria and periods, ROE-based eligibility rates were also published in MAR 2021-22 and are again presented here in MAR 2022-23.

For the MAR 2022-23, the methodology to calculate the ROE-based eligibility rates was improved by taking into account previous EI claims established. In past MARs, when calculating the combined hours of insurable employment within the qualifying period, all 52 weeks immediately before the job separation were considered. However, this was not fully consistent with the *Employment Insurance Act* which stipulates that the qualifying period is the shorter of either the previous 52 weeks or since the establishment of the last EI claim. For the MAR 2022-23, previous EI claims established were considered when determining the qualifying period. Some hours of insurable employment that counted under the previous method no longer count with the revised method if they took place within the 52-week window, but prior to the start of a previous claim. As a result, this change is expected to lower the eligibility rates.

²⁷ Job separators are defined as individuals who have at least one incidence of job separation during the reference period.

²⁸ 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. Data from ROE and STVC were extracted in August 2023. A 10% random sample is withdrawn from the ROE master file and merged with 100% STVC.

In addition, for 2022-23, eligibility rates are calculated based on job separator (individual) counts instead of job separation (ROE) counts. This is to avoid over weighing people with multiple job separations within the reference year. An eligible job separator is identified as a job separator that has at least one ROE with sufficient combined insurable hours within the fiscal year.

Using the revised methodology, the eligibility rate for EI regular benefits for the first half of 2021-22 when the first set of EI temporary measures was in effect (including, a minimum of 120 hours of insurable employment, after the 300-hour credit, required to qualify for regular benefits, regardless of EI region of residence) was 89.3%. The eligibility rate for the second half of 2021-22 when the second set of EI temporary measures was in place (including a minimum of 420 hours of insurable employment to qualify for regular benefits, regardless of EI region of residence) was 69.9%. Based on the previous methodology using all 52 weeks, the eligibility rates were 94.6% and 89.0% for the first and second half of 2021-22, respectively, as reported in the EI MAR 2021-22.

As the eligibility criteria changed during the course of 2022-23 (for example, 420 hours between April 1 and September 24, 2022 compared to 420 to 700 hours between September 25, 2022 and March 31, 2023) eligibility rates are reported separately for these 2 periods of 2022-23.

As outlined in Table 15, the national eligibility rate was 73.5% during the first half of 2022-23, higher than the 57.0% during the second half of 2022-23. This is mainly attributable to the lower number of hours of insurable employment required to qualify for EI regular benefits and the simplified treatment of reason for separation that were in effect during the first half of the fiscal year. Job separators in Manitoba, British Columbia, and Ontario had slightly lower eligibility rates during the entire 2022-23 period compared to the national average. Among the other provinces, those in the Atlantic region had generally higher eligibility rates.

Table 15 – Employment Insurance regular benefits eligibility rates by province, gender and age, Canada, first and second half of 2022-23

Province	First half of 2022-23	Second half of 2022-23
Newfoundland and Labrador	70.9%	71.1%
Prince Edward Island	80.8%	64.0%
Nova Scotia	77.0%	64.8%
New Brunswick	79.3%	65.2%
Quebec	74.3%	56.2%
Ontario	72.9%	55.8%
Manitoba	70.5%	54.1%
Saskatchewan	74.2%	58.7%
Alberta	73.3%	60.9%
British Columbia	72.3%	55.3%
Gender		
Men	76.1%	63.3%
Women	71.1%	46.8%
Age category		
24 years old and under	66.5%	40.0%
25 to 44 years old	76.7%	60.6%
45 to 54 years old	76.8%	63.7%
55 years and over	73.3%	59.1%
Canada	73.5%	57.0%

Source: Records of Employment (ROE) data (for information on hours of insurable employment in the qualifying period for job separation) and Social Insurance Registry (for information on gender and age of job separators), Status Vector file (for information on benefits period commence week if an ROE was used to establish a claim). ROE and STVC data were as of August 2023 and based on a 10% sample.

In 2022-23, men continued to have job separations that were more likely than women’s to be eligible for EI regular benefits. Job separators aged 24 years and under continued to have the lowest eligibility rate, notably during the second half of 2022-23. This is probably because youth are more likely to be employed in part-time jobs and thus tend to accumulate less hours of insurable employment.

Eligibility for EI regular benefits and EI usage for part-time jobs

An important change to the Employment Insurance system in 1996 was the move from a week-based system to an hour-based system when considering insurable employment for EI. This change allowed people to combine hours of insurable employment from multiple jobs to improve the accessibility to EI regular benefits for part-time (and non-standard) workers.

A recent departmental study* investigated the share of ROEs associated with separation incidences from part-time jobs (referred to as “part-time ROEs”) that satisfied the eligibility criteria for EI regular benefits and the extent to which they were used to establish EI claims for regular benefits during the period of 2001 to 2022.

The study finds that, on average, 34.8% of the 5.1 million part-time ROEs had valid reason for separation (layoff) per year over the 2001 to 2022 period. Among these layoff part-time ROEs, there were 43.0% with a sufficient number of hours of insurable employment for establishing EI regular claims**. This is lower than that of layoff full-time ROEs (78.9%).

The study shows that over the 2001 to 2022 period, 8.5% of part-time ROEs were used to establish EI claims for regular benefits. This is lower than the 19.2% for full-time ROEs over the same period.

Another recent departmental study^{***} using data from the Employment Insurance Coverage Survey confirmed that between 2000 and 2019, the share of jobless individuals who received EI regular benefits had been consistently lower for individuals who separated from part-time jobs than that of those who separated from full-time jobs (averaging at 5.7% versus 24.3%), mainly because they worked less hours.

Over time, the share of part-time ROEs used to establish claims for EI regular benefits followed a general downward trend, echoing the decreasing trend in the share of part-time ROEs with sufficient hours of insurable employment to establish EI regular claims. This is due, in part, to the shift in the composition of the labour market, such as an increase in the participation in part-time jobs by youth or women who are usually less likely to accumulate enough hours of insurable employment for EI benefits after a job separation.

* ESDC, Part-time workers and EI: how are ROEs used to establish EI claims? (Ottawa: ESDC, Employment Insurance Policy Directorate, 2024).

** This includes 25.4% of layoff part-time ROEs that had sufficient hours of insurable employment to establish an EI claim on their own, compared to 56.1% among layoff full-time ROEs. The remaining 17.6% of layoff part-time ROEs had reached a sufficient number of hours of insurable employment only through combining with other feasible ROEs (74.8% were through combining with at least one other part-time ROEs and 25.2% through combining with only full-time ROEs) in the qualifying period.

*** ESDC, Part-time workers and EI: profile and trends (Ottawa: ESDC, Employment Insurance Policy Directorate, 2024).

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 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 ratios: the Beneficiary-to-Unemployed (B/U) ratio and the Beneficiary-to-Unemployed Contributor (B/UC) ratio.

The Beneficiary-to-Unemployed (B/U) ratio

The Beneficiary-to-Unemployed (B/U) ratio is calculated by dividing the average number of beneficiaries of EI regular benefits reported in Statistics Canada's monthly EI Statistics releases by the number of unemployed individuals obtained from the EICS. 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). Because of this, the B/U ratio 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.²⁹

The Beneficiary-to-Unemployed Contributor (B/UC) ratio

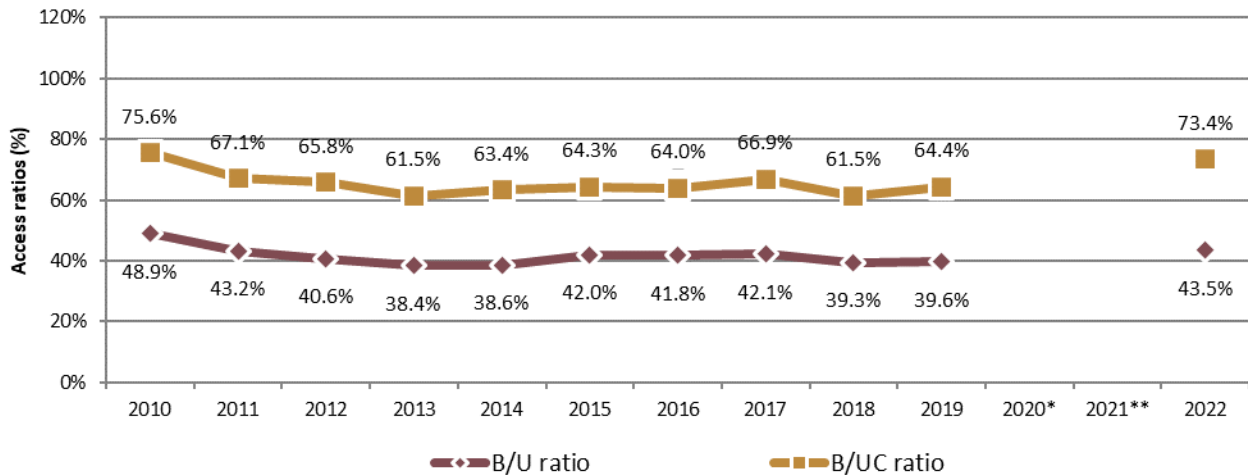
The Beneficiary-to-Unemployed Contributor (B/UC) ratio is calculated by dividing the average number of beneficiaries of EI regular benefits by the number of unemployed individuals who contributed EI

²⁹ The B/U and B/UC ratios are calculated using data from 2 separate sources: the count of beneficiaries (B) of EI regular benefits comes from Statistics Canada's monthly EI statistics data release sourced from EI administrative data, and the count of unemployed (U) and unemployed contributors (UC) come from Statistics Canada's Employment Insurance Coverage Survey (EICS). The data extract on the count of beneficiaries (B) is aligned with the reference week of the EICS (usually the week of the 15th day of the month). The total number of beneficiaries (B) for a given year is calculated using the average of monthly totals reported for March, June, October and December.

premiums in the previous 12 months obtained from the EICS. Because the B/U ratio measures accessibility among unemployed workers for whom the 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, this ratio provides a better assessment of accessibility to EI regular benefits among its target population.

Chart 11 illustrates the B/U and B/UC ratios over the past 13 years. In 2022, the B/U ratio was 43.5% and the B/UC ratio was 73.4%. The number of beneficiaries of EI regular benefits (B) in 2022 was higher, on average, than in 2018 and 2019, likely due to the EI temporary measures that facilitated access to EI benefits during the period. Conversely, the number of total unemployed (U) and unemployed contributors (UC) were lower in 2022 compared to 2018 and 2019 attributable, in part, to the strong labour market conditions in 2022. As a result, both ratios were higher than levels recorded before the pandemic.

Chart 11 – Employment Insurance regular benefits access ratios, Canada, 2010 to 2022



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

** With the economic condition prevailing in 2021 and the temporary changes to the EI program that were in place, data on EI beneficiaries were significantly affected. This resulted in incoherent calculated ratios for 2021. Consequently, both ratios were not reported for 2021.

Sources: Statistics Canada, monthly Employment Insurance statistics release, Table 14-10-0010-01 (for data on EI regular beneficiaries (B)); and Statistics Canada, Employment Insurance Coverage Survey (for data on the number of unemployed (U) and the number of unemployed contributors (UC)).

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.³⁰ The number of weeks used to calculate the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate of the claimant's EI economic region at the time their claim is established (consult [subsection 2.1.2](#) for the VBW table).

Claimants with children (under 18 years old) and low annual family income may be eligible 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 2.1.2](#) for additional details). The weekly benefit rates presented in this subsection include the Family Supplement amounts paid to eligible claimants.

As mentioned in [Section 2.1](#), the calculation of the weekly benefit rate varied over the previous fiscal years (2020-21 and 2021-22) depending on when claims were established. This was due to the 2 different sets of EI temporary measures that were introduced in response to the COVID-19 pandemic. All claims established in 2022-23 were subject to the VBW provision, as no temporary measures related to weekly benefit rates were in place during the reporting period.

Table 16 outlines the average weekly regular benefit rates by province and territory in 2022-23. Regular claims established during the fiscal year had an average weekly benefit rate of \$535. Similar to previous years, claims established in the Territories received, on average, the highest weekly regular benefit rate in 2022-23. Conversely, claims from the Atlantic provinces and Manitoba had, on average, the lowest benefit rate during the reporting period.

³⁰ 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 and \$61,500 in 2023. Consequently, the maximum weekly benefit rate was \$638 in 2022 and \$650 in 2023.

Table 16 – Average weekly benefit rate for Employment Insurance regular claims by province or territory, Canada, 2022-23

Province or territory	2022-23
Newfoundland and Labrador	\$510
Prince Edward Island	\$499
Nova Scotia	\$491
New Brunswick	\$517
Quebec	\$544
Ontario	\$538
Manitoba	\$500
Saskatchewan	\$525
Alberta	\$551
British Columbia	\$543
Yukon	\$597
Northwest Territories	\$583
Nunavut	\$579
Canada	\$535

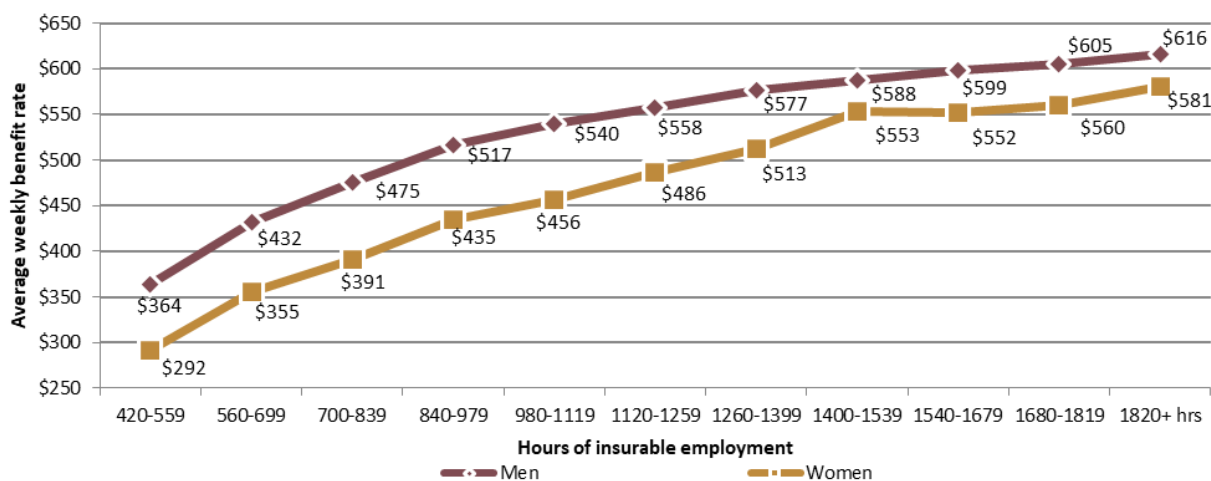
Note: Includes claims for which at least \$1 of EI regular benefits was paid.

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

In terms of gender, men had a higher average weekly regular benefit rate (\$564) than women (\$494) in 2022-23. Historically, this has also been the case. Proportionally, the average weekly regular benefit rate of women represents 87.6% of the average rate for men, which remained unchanged compared to before the COVID-19 pandemic.

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. However, the 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 12, the average weekly regular benefit rate of women who had 420 to 559 hours of insurable employment during their qualifying period was 80.3% of the average rate for men in 2022-23. At the other end, for those who had 1,820 or more hours of insurable employment, that ratio was 94.3%.

Chart 12 – Average weekly benefit rate for Employment Insurance regular claims by gender and hours of insurable employment, Canada, 2022-23



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

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

Table 17 outlines the average weekly regular benefit rate by age group for men and women in 2022-23. Overall, in terms of age group, claimants aged 25 to 44 years had the highest average weekly regular benefit rate during the reporting period, while those aged 24 years and under received the lowest average benefit rate. When categorizing claimants by both age group and gender, men aged between 45 and 54 years had the highest weekly regular benefit rate (\$585), while for women, those who were aged between 25 and 44 years received the highest weekly regular benefit rate (\$513). Moreover, the gap between men and women was highest for claimants aged between 45 and 54 years, as men received, on average, \$82 more in weekly regular benefits than women.

Table 17 – Average weekly benefit rate for Employment Insurance regular claims by age group and gender, Canada, 2022-23

Age category	Men	Women	All claimants
24 years old and under	\$507	\$433	\$484
25 to 44 years old	\$578	\$513	\$552
45 to 54 years old	\$585	\$503	\$546
55 years old and over	\$548	\$471	\$517
Canada	\$564	\$494	\$535

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

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

In terms of claimant category, long-tenured workers received the highest average weekly regular benefit rate (\$583) in 2022-23, while occasional claimants had the lowest (\$512) (consult Table 18).

Table 18 – Average weekly benefit rate for Employment Insurance regular claims by EI claimant category, Canada, 2022-23

Claimant category	2022-23
Long-tenured workers	\$583
Occasional claimants	\$512
Frequent claimants	\$547
Canada	\$535

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

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

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

Table 19 – Share of Employment Insurance regular claims receiving the maximum weekly benefit rate by province or territory, gender, age and claimant category, Canada, 2022-23

Province or territory	2022-23
Newfoundland and Labrador	40.4%
Prince Edward Island	28.9%
Nova Scotia	33.3%
New Brunswick	36.9%
Quebec	48.6%
Ontario	44.4%
Manitoba	34.3%
Saskatchewan	45.2%
Alberta	53.9%
British Columbia	47.0%
Yukon	71.0%
Northwest Territories	63.9%
Nunavut	67.5%
Gender	
Men	56.9%
Women	28.8%
Age category	
24 years old and under	27.2%
25 to 44 years old	50.6%
45 to 54 years old	48.3%
55 years old and over	40.6%
Claimant category	
Long-tenured workers	61.5%
Occasional claimants	37.7%
Frequent claimants	49.4%
Canada	45.4%

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

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

In line with previous years, the share of claims receiving the maximum weekly benefit rate established by men (56.9%) was significantly higher than those established by women (28.8%) in 2022-23. 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 claims receiving the maximum weekly regular benefit rate (50.6%) in 2022-23, while claimants aged 24 and under had the lowest share (27.2%). In terms of claimant category, long-tenured workers had the highest share of claims receiving the maximum weekly benefit rate (61.5%), while occasional claimants had the lowest (37.7%).

As outlined in Table 20, two thirds of regular claims established in 2022-23 (66.0%) had a weekly benefit rate of \$501 or more. On the other hand, 27.2% of claims received between \$301 and \$500 weekly, and 6.8% received \$300 or less.

Table 20 – Share of Employment Insurance regular claims by weekly benefit rate grouping, Canada, 2022-23

Category	2022-23
\$300 and under	6.8%
\$301 to \$500	27.2%
\$501 and over	66.0%
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. Data are based on a 10% sample of EI administrative data.

2.2.4 Employment Insurance regular benefit entitlement

This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in this subsection are based on claims that were completed³¹ during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future.

Maximum and actual duration of Employment Insurance regular benefits

Claimants who have successfully established a claim for EI regular benefits are entitled to a maximum number of weeks of regular benefits they may receive, known as their entitlement. The maximum entitlement is determined by the number of hours of insurable employment accumulated by claimants during their qualifying period³² and the effective unemployment rate in the claimant's EI economic region at the time the claim is established.³³

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.

In 2022-23, due to the different sets of EI temporary measures in place, the maximum number of weeks of regular benefits to which claimants were entitled varied depending on when their claim was established. The maximum number of weeks for claims established between September 27, 2020 and September 25, 2021 was set at 50 weeks as part of the first set of EI temporary measures. For claims established on or after September 26, 2021, the maximum entitlement returned to the pre-pandemic range of between 14 and 45 weeks (consult [Section 2.1](#) for all the EI temporary measures in place during the period).

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 claim.³⁴

Claims established under the first set of Employment Insurance temporary measures

A small proportion of claims completed in 2022-23 had been established between September 27, 2020 and September 25, 2021. They had a maximum entitlement of 50 weeks. The average actual duration of these claims was 32.7 weeks. As outlined in Table 21, the average actual duration of these claims varied across provinces and territories. Claims established in the Territories, Newfoundland and Labrador, Nova

³¹ Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³² 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.

³³ The number of weeks of entitlement does not change even if the claimant moves to another region after the benefit period begins.

³⁴ 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.

Scotia and Saskatchewan exhibited notably longer average actual duration, while those in Prince Edward Island and New Brunswick had particularly shorter average actual duration.

Table 21 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits established between September 27, 2020 and September 25, 2021, by province or territory, gender, age and claimant category, Canada, 2022-23

Province or territory	Average maximum entitlement (weeks)	Average actual duration (weeks) ⁹
Newfoundland and Labrador	50.0	37.8
Prince Edward Island	50.0	27.9
Nova Scotia	50.0	37.2
New Brunswick	50.0	28.7
Quebec	50.0	30.3
Ontario	50.0	33.4
Manitoba	50.0	33.0
Saskatchewan	50.0	36.5
Alberta	50.0	34.7
British Columbia	50.0	30.9
Yukon	50.0	40.0
Northwest Territories	50.0	40.6
Nunavut	50.0	41.4
Gender		
Men	50.0	34.5
Women	50.0	31.1
Age category		
24 years old and under	50.0	29.7
25 to 44 years old	50.0	31.7
45 to 54 years old	50.0	32.0
55 years old and over	50.0	36.2
EI claimant category		
Long-tenured workers	50.0	29.9
Occasional claimants	50.0	33.5
Frequent claimants	50.0	36.5
Canada	50.0	32.7

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

⁹ Preliminary data.

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

By gender, the average actual duration of claims completed by men was higher than for women (34.5 weeks and 31.1 weeks, respectively). In terms of age groups, older claimants were more likely to have higher average actual duration than younger claimants (consult Table 21). Furthermore, with regard to claimant categories, on average, occasional and frequent claimants used slightly more weeks than long-tenured workers.

In terms of industry breakdown, EI regular claims completed by claimants from Real estate, rental and leasing (39.9 weeks), Finance and insurance (39.9 weeks) and Accommodation and food services (38.5 weeks) reported, on average, higher actual durations. Conversely, claims established by claimants from the Educational services sector had the lowest average actual duration (20.5 weeks) due to the seasonal nature of this sector and the relatively short and well-defined “off-season” over the summer months (consult [annex 2.6.2](#)).

Average duration of all claims that were entitled to 50 weeks of Employment Insurance regular benefits

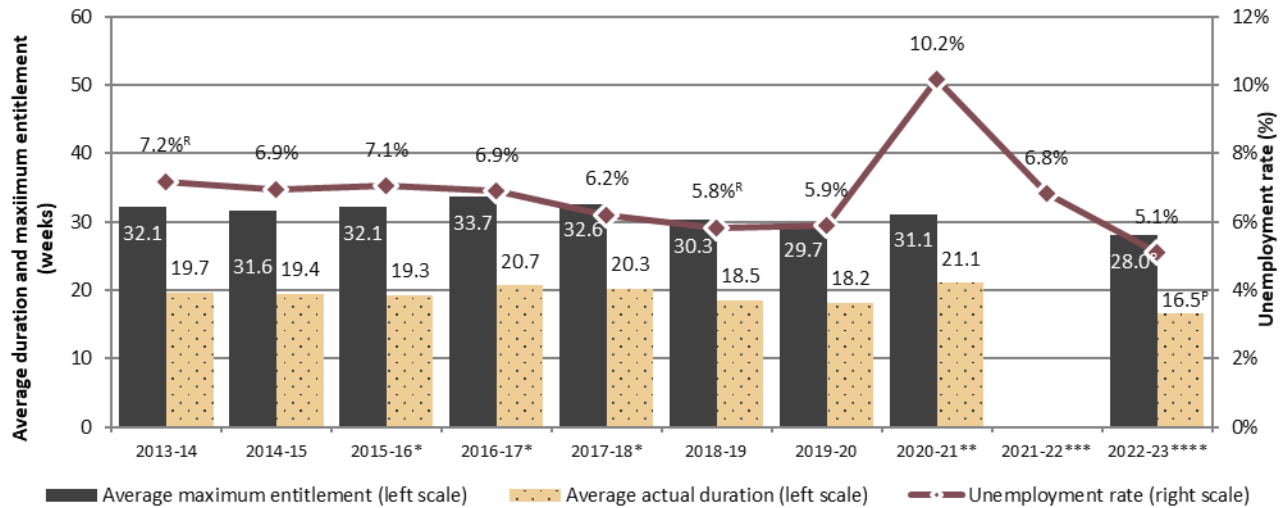
Overall, 3.0 million regular claims were established between September 27, 2020 and September 25, 2021 and were entitled to 50 weeks of regular benefits (when the first set of EI temporary measures were in effect). Among these claims, 13.5% had a short duration* (8.6 weeks on average) and were completed in 2020-21. The majority (79.0%) were completed in 2021-22 and had an average duration of 30.2 weeks. A small number (7.6%) were completed in 2022-23 with an average duration of 32.7 weeks. However, when considering all 3.0 million regular claims, regardless of the fiscal year in which they were completed, they used, on average, 27.5 weeks of EI regular benefits.

* As per the Monitoring and Assessment Report's methodology, the average duration for 2020-21 and 2021-22 have been revised.

Claims established on or after September 26, 2021

Claims established on or after September 26, 2021 and completed in the reporting year had an average maximum entitlement of 28.0 weeks (consult Chart 13). These claims were subject to the EI entitlement rules whereby the maximum entitlement ranges between 14 and 45 weeks. Their average maximum entitlement was slightly lower than the ones observed before the pandemic (30 weeks on average over the period of 2018-19 to 2019-20). This can be explained in part by the larger share of claims that qualify for EI regular benefits with a low number of hours of insurable employment due to the second set of EI temporary measures, lowering the average entitlement compared to before the pandemic. Furthermore, claims established on or after September 26, 2021 and completed in 2022-23 had an average duration of 16.5 weeks of regular benefits. This is lower than the average duration of claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23. It is attributable, in part, to the continued improvement of labour market conditions with strong employment and low unemployment rates in 2022-23 (consult [Chapter 1](#)).

Chart 13 – Average maximum entitlement and actual duration of completed claims for Employment Insurance regular benefits and unemployment rate, Canada, 2013-14 to 2022-23



Note: Includes all 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.

^P Preliminary data.

^R Revised data.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data (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 maximum entitlement of EI regular claims established on or after September 26, 2021 and completed in 2022-23 varied significantly across provinces and territories, reflecting differences in regional labour market and labour force characteristics in 2022-23, as outlined in Table 22. EI regular claims established in Newfoundland and Labrador and Nunavut had the highest average maximum entitlement (38.0 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 rate observed in these jurisdictions (the unemployment rate was 10.5% in Newfoundland and Labrador and 12.7% in Nunavut in 2022-23).³⁵ In comparison, EI regular claims established in Northwest Territories and British Columbia had the lowest average maximum entitlements (23.9 weeks and 25.6 weeks, respectively) corresponding to the low unemployment rates generally observed in these jurisdictions.

³⁵ Statistics Canada, Labour Force Survey, Table 14-10-0287-01 and Table 14-10-0292-01.

Table 22 – Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits established on or after September 26, 2021, by province or territory, gender, age and claimant category, Canada, 2022-23

Province or territory	Average maximum entitlement (weeks) ^P	Average actual duration (weeks) ^P
Newfoundland and Labrador	38.0	26.1
Prince Edward Island	32.7	22.1
Nova Scotia	31.0	21.0
New Brunswick	32.4	21.7
Quebec	26.7	14.4
Ontario	26.8	15.4
Manitoba	27.7	17.0
Saskatchewan	30.5	18.8
Alberta	28.8	17.0
British Columbia	25.6	15.1
Yukon	27.3	17.5
Northwest Territories	23.9	17.0
Nunavut	37.5	22.7
Gender		
Men	28.9	16.8
Women	26.6	16.1
Age category		
24 years old and under	25.9	14.5
25 to 44 years old	28.2	15.5
45 to 54 years old	29.0	16.7
55 years old and over	27.8	19.0
EI claimant category		
Long-tenured workers	31.7	14.4
Occasional claimants	26.3	15.6
Frequent claimants	28.9	20.6
Canada	28.0	16.5

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

^P Preliminary data.

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

In addition, the average maximum entitlement was lower for women and for claimants aged 24 years old and under in 2022-23 partly because they are more likely to work in part-time jobs and to accumulate less hours of insurable employment. 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 2022-23 that was established on or after September 26, 2021.

Similar to the average maximum entitlement, the average actual duration of EI regular benefits in provinces and territories are also affected by regional labour market conditions. Claims established for EI regular benefits in regions with higher unemployment rates generally have a higher average actual duration than those established in regions with lower unemployment rates.

EI regular claims established in Newfoundland and Labrador and Nunavut had the highest average actual duration (26.1 weeks and 22.7 weeks, respectively). In comparison, claims established in Quebec (14.4 weeks), British Columbia (15.1 weeks) and Ontario (15.4 weeks) registered a shorter average duration than the national level.

Results by gender and age group followed similar patterns than those of claims established under the first set of EI temporary measures. The average actual duration of claims established on or after

September 26, 2021 and completed in 2022-23 for men was slightly higher than for women (16.8 weeks and 16.1 weeks, respectively), whereas older claimants were more likely to have higher average actual duration than younger claimants. With regard to claimant categories, on average, frequent claimants used more weeks than occasional and long-tenured workers, as outlined in Table 22.

By industry, EI regular claims completed by claimants from Agriculture, forestry, fishing and hunting (20.8 weeks), Finance and insurance (20.0 weeks), Wholesale trade (19.3 weeks) and Public administration (19.1 weeks) reported, on average, higher actual durations. Similar to claims established under the first set of EI temporary measures, those established by claimants from the Educational services sector had the lowest average actual duration (11.3 weeks) (consult [annex 2.6.2](#)).

Proportion of Employment Insurance regular benefit weeks used

As with the duration of EI regular benefits, a few factors may influence the proportion of entitlement used by claimants; for instance, the number of hours of insurable employment and the EI regional unemployment rates. 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. Consequently, greater maximum entitlements and lower EI regional unemployment rates are generally associated with lower proportions of regular benefits' weeks used.

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

Claims established under the first set of Employment Insurance temporary measures

A small portion of regular claims completed in 2022-23 had been established between September 27, 2020 and September 25, 2021 and were entitled 50 weeks of regular benefits. The average proportion of EI regular benefit weeks used by those claims was 65.3% (consult Table 23). This is similar to the proportion recorded in 2021-22 (60.3%) for completed regular claims that were also entitled to 50 weeks of regular benefits. For claims completed in 2022-23, the highest levels occurred in Nunavut (82.7%) and Northwest Territories (81.2 %). Prince Edward Island, New Brunswick, Quebec, and British Columbia were the only regions that registered a proportion of EI regular benefits used below the national level of 65.3%.

Table 23 – Proportion of Employment Insurance regular benefits’ weeks used by province or territory, gender, age, claimant category and working while on claim status, Canada, 2022-23

Province or territory	Proportion of weeks used (%) for claims established between September 27, 2020 and September 25, 2021 ^P	Proportion of weeks used (%) for claims established on or after September 26 2021 ^P
Newfoundland and Labrador	75.5%	70.6%
Prince Edward Island	55.7%	69.9%
Nova Scotia	74.3%	71.3%
New Brunswick	57.4%	70.2%
Quebec	60.6%	60.1%
Ontario	66.9%	62.1%
Manitoba	66.0%	65.4%
Saskatchewan	73.0%	65.5%
Alberta	69.4%	63.0%
British Columbia	61.8%	63.8%
Yukon	80.0%	70.1%
Northwest Territories	81.2%	76.0%
Nunavut	82.7%	62.0%
Gender		
Men	69.0%	62.9%
Women	62.2%	63.9%
Age category		
24 years old and under	59.4%	60.1%
25 to 44 years old	63.5%	59.3%
45 to 54 years old	64.1%	61.8%
55 years old and over	72.5%	72.2%
EI claimant category		
Long-tenured workers	59.9%	47.8%
Occasional claimants	67.0%	63.9%
Frequent claimants	72.9%	75.3%
Working while on claims status		
Not working while on claim	75.5%	67.3%
Working while on claim	57.7%	58.4%
Canada	65.3%	63.3%

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

^P Preliminary data.

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

From a gender perspective, for claims established under the first set of EI temporary measures, men used more of their entitlement of 50 weeks of EI regular benefits compared to women (69.0% and 62.2%, respectively). Furthermore, the average proportion of regular benefit entitlement used increased with age—with older claimants (aged 55 and over) using the highest proportions (72.5%) and younger claimants (aged 24 years or less) using the lowest proportion (59.4%). This is due, in part, to the fact that it takes more time for older unemployed workers to find a new job, on average, than it does for unemployed workers of other age groups.

Long-tenured workers (59.9%) and occasional claimants (67.0%) used a lower portion of their EI regular benefit entitlement than frequent claimants (72.9%) did. Claimants working while on claim also used a lower portion of their entitlement, as they may have a stronger labour market attachment and may also defer weeks of EI regular benefits. This leads to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim.³⁶

³⁶ Consult [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

Claims established on or after September 26, 2021

Claims for EI regular benefits established on or after September 26, 2021 and completed in 2022-23 had a maximum entitlement ranging between 14 to 45 weeks. The average proportion of EI regular benefit weeks used by those claims was 63.3%, which is close to the proportion used by claims before the pandemic when similar entitlement rules prevailed (63.7% in 2018-19 and 64.1% in 2019-20). The highest levels in 2022-23 were recorded in Northwest Territories (76.0%) and Nova Scotia (71.3%). Quebec, Ontario, Alberta, and Nunavut were the only jurisdictions that registered a proportion of EI regular benefits used below the national level of 63.3% (consult Table 23).

By gender, women used slightly more of their entitlement weeks of EI regular benefits compared to men (63.9% and 62.9%, respectively), which can be attributed to their lower average maximum entitlement. The average proportion of regular benefit entitlement used was the highest for older claimants (aged 55 and over) (72.2%). Claimants between 25 to 44 years and younger claimants (aged 24 years or less) used the lowest proportions (59.3% and 60.1%, respectively).

Long-tenured workers (47.8%) used a lower portion of their EI regular benefit entitlement than occasional claimants (63.9%) and frequent claimants (75.3%) did. 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. This also applies to claimants working while on claim, as they may have a stronger labour market attachment and may also defer weeks of EI regular benefits. This leads to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim (58.4% vs 67.3%).

The proportion of entitlement used also varies based on the number of hours of insurable employment and the EI regional unemployment rates. Table 24 outlines the proportion of entitlement used, grouped by weeks of entitlement and EI regional unemployment rate³⁷ for claims completed in 2022-23.

³⁷ Unemployment rates used for the Employment Insurance (EI) program are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations. Consult [Annex 2.31](#) for the unemployment rates for the purpose of the EI program by EI economic regions.

Table 24 – Proportion of entitlement used by weeks of entitlement for Employment Insurance (EI) regular benefits and EI regional unemployment rate, Canada, 2022-23

Weeks of entitlement for EI regular benefits	Claims established between September 27, 2020 and September 25, 2021 ^P	Claims established on or after September 26, 2021 ^P
Between 14 and 19 weeks	n/a	82.9%
Between 20 and 24 weeks	n/a	72.5%
Between 25 and 29 weeks	n/a	61.4%
Between 30 and 34 weeks	n/a	54.6%
Between 35 and 39 weeks	n/a	45.9%
Between 40 and 44 weeks	n/a	54.8%
45 weeks	n/a	48.7%
50 weeks	65.3%	n/a
Unemployment rate in the EI economic region		
6.0% or less	n/a	58.8%
Between 6.1% and 8.0%	n/a	64.5%
Between 8.1% and 10.0%	n/a	72.1%
Between 10.1% and 13.0%	n/a	72.1%
13.1%	64.6%	n/a
13.1% or more	72.3%	68.3%
Canada	65.3%	63.3%

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

^P Preliminary data.

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

All claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 were entitled 50 weeks of regular benefits and a minimum unemployment rate of 13.1% applied to all EI economic regions. Consequently, there are no results by weeks of entitlement and limited results by EI regional unemployment rate for these claims. These claims used, on average, 65.3% of their weeks of entitlement. The difficult economic conditions induced by the COVID-19 pandemic could explain, in part, this higher proportion of weeks of entitlement used. As illustrated in Table 24, claims established by claimants who lived in EI economic regions where the unemployment rate was above 13.1% had a higher proportion of their weeks of regular benefits used (72.3%). In comparison, the proportion of weeks used in EI economic regions where the minimum unemployment rate of 13.1% applied was 64.6%.

For claims established on or after September 26, 2021 and completed in 2022-23, the proportion of entitlement used generally fell as entitlement weeks increased, as claimants with shorter entitlement tend to use a greater proportion of their entitlement. Claims with the lowest amount of EI entitlement (between 14 to 19 weeks) used 82.9% of their entitlement compared to claims with the highest number of weeks of entitlement (45 weeks) who only used 48.7% of their entitlement in 2022-23 (consult Table 24).

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 established on or after September 26, 2021 and completed in 2022-23, those in lower EI unemployment rate regions (6% or lower) used 58.8% of their entitlement, whereas claims in higher EI unemployment rate regions (13.1% and higher) used 68.3% of their entitlement.

2.2.5 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 2022-23, a total of 411,700 claims were established by seasonal claimants. Of those, 382,000 claims (92.8%) were for EI regular benefits, which is higher than the 342,800 claims recorded in the previous fiscal year. The remaining 29,730 claims (7.2%) in 2022-23 were for EI fishing benefits, barely changed from 2021-22.⁴¹ 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.

As mentioned in [Section 2.1](#), 2 sets of EI temporary measures were introduced over the past fiscal years. Claims established during the first half of 2022-23 were subject to the second set of EI temporary measures, whereas claims established during the second half of 2022-23 were subject to the original EI rules. As a result, the number of claims are shown separately for the first and second halves of 2022-23.

The seasonal regular claims' share of all regular claims established in 2022-23 was 29.7% for the whole fiscal year. This was higher than the share (23.5%) observed in 2021-22, and more comparable to the shares observed in fiscal years before the pandemic. The share of seasonal regular claims amongst all regular claims established in 2022-23 was lower in the first half of the year (18.7%) than in the second half of the year (37.1%). This relates to the quarterly distribution of regular claims made by seasonal claimants, which are more prevalent in the third quarter of the fiscal year (consult Chart 14).

Table 25 outlines the number of EI seasonal regular claims established in 2022-23 and their share of total regular claims by region, gender, age, and industry. As in the past, the share of seasonal regular claims among total regular claims was higher in Atlantic provinces and Quebec, compared to the Western provinces and the territories. This may be attributed to the composition of industries in Atlantic Canada and Quebec, which contains a large share of goods-producing industries. As shown in Table 25, goods-producing industries had a higher share of EI seasonal regular claims among all regular claims than service-producing industries (36.6% vs 26.1% in 2022-23).

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

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.

Table 25 – Number of Employment Insurance seasonal regular claims and share among total regular claims by region, gender, age, and industry, Canada, 2022-23

Region	Number of claims Total 2021-22	Number of claims First half of 2022-23	Number of claims Second half of 2022-23	Number of claims Total 2022-23	Share of claims (%) Total 2021-22	Share of claims (%) Total 2022-23
Newfoundland and Labrador	25,400	4,140	24,320	28,460	39.9%	47.7%
Prince Edward Island	6,480	1,130	5,800	6,930	39.3%	48.3%
Nova Scotia	18,100	5,990	15,530	21,520	27.1%	39.1%
New Brunswick	26,180	3,710	26,010	29,720	36.1%	47.0%
Quebec	124,820	26,860	106,310	133,170	28.9%	35.4%
Ontario	79,280	29,140	61,590	90,730	18.2%	24.1%
Manitoba	9,990	4,470	7,660	12,130	21.4%	28.1%
Saskatchewan	8,940	2,690	7,250	9,940	22.7%	28.1%
Alberta	20,310	8,620	13,690	22,310	14.7%	17.7%
British Columbia	22,560	11,090	15,400	26,490	15.9%	19.7%
Territories	740	140	450	590	17.5%	17.3%
Gender						
Men	231,180	28,640	211,700	240,340	27.3%	31.6%
Women	111,620	69,340	72,310	141,650	18.3%	26.8%
Age category						
24 years old and under	6,850	800	6,870	7,670	3.9%	6.5%
25 to 44 years old	130,800	31,980	108,740	140,720	20.5%	24.2%
45 to 54 years old	79,460	28,290	61,370	89,660	28.8%	35.9%
55 years old and over	125,690	36,910	107,030	143,940	34.0%	42.4%
Industry						
Goods-producing industries	169,820	14,190	159,120	173,310	33.9%	36.6%
Services-producing industries	166,880	82,780	119,050	201,830	18.3%	26.1%
Unclassified*	6,100	1,010	5,840	6,850	13.8%	17.3%
Canada	342,800	97,980	284,010	381,990	23.5%	29.7%

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. Data are based on a 10% sample of EI administrative data.

The distribution of seasonal regular claims across the country in 2022-23 followed similar patterns to previous fiscal years (consult Table 26). Of the 382,000 seasonal regular claims established in 2022-23, the largest share was established in Quebec (34.9%), followed by claims established in Ontario (23.8%) and the Atlantic provinces (22.7%).

Table 26 – Distribution of Employment Insurance seasonal regular claims by region, gender, age and industry, Canada, 2015-16 to 2022-23

Region	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21*	2021-22	2022-23	Change (p.p.) 2021-22 to 2022-23
Atlantic provinces	23.7%	22.0%	21.6%	22.2%	22.6%	25.0%	22.2%	22.7%	+ 0.5
Quebec	37.4%	41.0%	41.3%	38.7%	36.3%	38.5%	36.4%	34.9%	-1.5
Ontario	23.1%	24.3%	25.2%	25.1%	24.9%	20.5%	23.1%	23.8%	+0.6
Western provinces	15.5%	12.6%	11.7%	13.9%	16.0%	15.8%	18.0%	18.6%	+0.5
Territories	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	-0.1
Gender									
Men	62.5%	61.1%	61.8%	62.1%	61.9%	77.8%	67.4%	62.9%	-4.5
Women	37.5%	38.9%	38.2%	37.9%	38.1%	22.2%	32.6%	37.1%	+4.5
Age category									
24 years old and under	2.5%	2.1%	2.1%	1.9%	1.9%	2.6%	2.0%	2.0%	0.0
25 to 44 years old	36.9%	37.5%	37.8%	37.7%	37.2%	39.9%	38.2%	36.8%	-1.3
45 to 54 years old	28.0%	27.1%	25.9%	25.2%	25.0%	21.5%	23.2%	23.5%	+0.3
55 years old and over	32.6%	33.2%	34.2%	35.1%	35.9%	36.0%	36.7%	37.7%	+1.0
Industry									
Goods-producing industries	44.0%	41.8%	43.5%	44.2%	43.8%	57.0%	49.5%	45.4%	-4.2
Services-producing industries	53.9%	54.5%	54.8%	54.7%	54.1%	39.2%	48.7%	52.8%	+4.2
Unclassified**	2.0%	3.7%	1.7%	1.1%	2.0%	3.7%	1.8%	1.8%	0.0

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

* Since EI regular benefits were not available during the first half of 2020-21, the number of claims for 2020-21 only includes claims established in the second half of the fiscal year.

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

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

As outlined in Table 26, the share of seasonal regular claims established by men was 62.9% in 2022-23, returning close to the shares observed in the fiscal years before the pandemic. In 2020-21 a larger proportion of seasonal regular claims were established by men (77.8%). This is because new claims for EI regular benefits could only be established in the second half of that fiscal year when men are more likely to establish seasonal claims (consult Table 27).

As shown in Table 26, claimants aged 55 and above accounted for 37.7% of seasonal regular claims in 2022-23, while they represented 26.3% of all regular claims established during the same period. The share of seasonal regular claims established by younger claimants (aged 24 years and less) remained low (2.0%) in 2022-23. Although younger individuals are more likely to work in seasonal jobs (consult the text box ‘Seasonal workers in the Labour Force Survey’ below), a larger share of them tend to quit jobs and return to school, which is an invalid reason for job separation under the *Employment Insurance Act*. Consequently, they do not qualify to receive EI benefits. In addition, younger claimants are less likely to have the historical claiming pattern to meet the condition to be defined as seasonal claimants.

By sector, services-producing industries accounted for higher shares of seasonal regular claims established in 2022-23 than goods-producing industries (52.8% and 45.4% respectively), similar to the industrial distribution observed in the fiscal years before the pandemic.

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 348,000 seasonal workers in Canada* in 2022-23, up by 6.6% from the previous year. Though this figure is similar to that of EI seasonal regular claims established in 2022-23 (382,000), the 2 measures are very different. The definition of seasonal used by the EI program is based on the claimant's recent history of EI regular or 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, the seasonal workers represented 2.0% of total employment in 2022-23, the same as the previous fiscal year. Among the total temporary employment,** seasonal workers accounted for 17.2% in 2022-23, up slightly from 2021-22. In Atlantic provinces, seasonal workers accounted for 4.4% of total employment, slightly higher than the previous year (4.0%). In comparison, seasonal workers accounted for 1.9% of total employment in the Western provinces in 2022-23. Compared to the previous fiscal year, Prince Edward Island had the largest increase in seasonal employment (+20.9%) in 2022-23, followed by Nova Scotia (+19.9%). Conversely, Saskatchewan (-5.6%) and Quebec (-0.8%) were the only provinces that registered a decrease in the number of seasonal workers over the 2 fiscal years.

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 2022-23, as young workers accounted for 44.4% of total seasonal workers. Similar to the pattern observed for EI seasonal regular claims, men are also over-represented in seasonal employment. In 2022-23, they accounted for 61.8% of all seasonal employment.

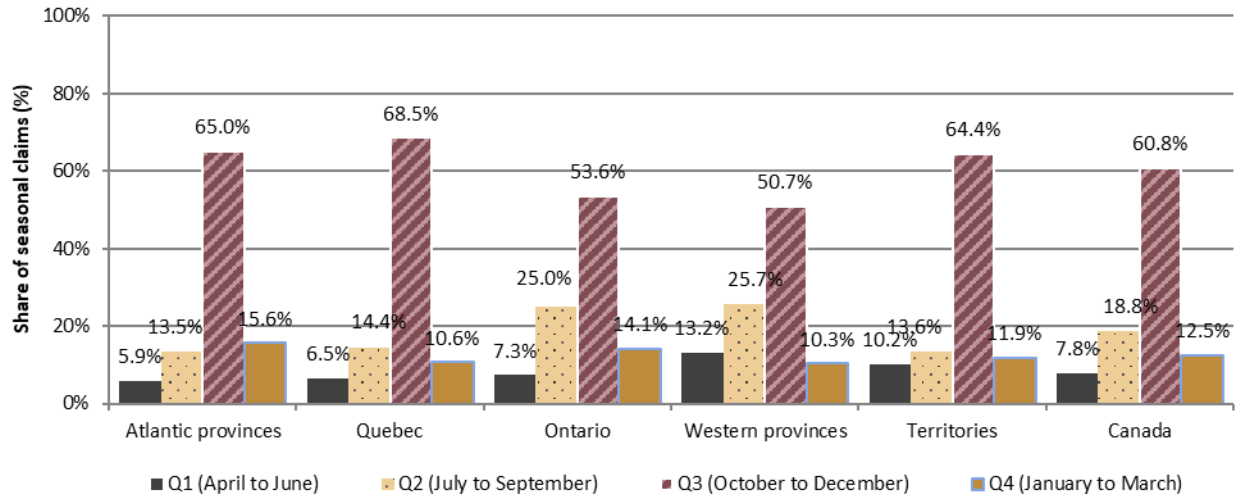
Seasonal employment is largely concentrated in the services-producing sector. In 2022-23, more than two thirds (67.1%) of all seasonal jobs were in the services-producing sector. The Information, culture and recreation industry (19.4% of all seasonal jobs) and the Wholesale and retail trade industry (8.7% of all seasonal jobs) accounted for over a quarter of all seasonal jobs in Canada in 2022-23. On the other hand, the Construction industry in the goods-producing sector accounted for nearly one-fifth (17.1%) of all seasonal jobs in 2022-23.

* 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, almost two thirds (60.8%) of all seasonal regular claims established in 2022-23 were established in the third quarter (October to December) of the fiscal year (consult Chart 14). 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 14 – Distribution of Employment Insurance seasonal regular claims by quarter and region, Canada, 2022-23



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

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

As outlined in Table 27, 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, 42.0% 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 27 – Quarterly distribution of Employment Insurance seasonal regular claims by gender, age and industry, Canada, 2022-23

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	4.4%	8.5%	71.4%	15.8%
Women	13.6%	36.5%	43.0%	7.0%
Age category				
24 years old and under	1.6%	9.8%	73.4%	15.3%
25 to 44 years old	6.7%	16.8%	64.0%	12.6%
45 to 54 years old	9.0%	23.4%	55.8%	11.8%
55 years old and over	8.5%	18.5%	60.3%	12.8%
Industry				
Goods-producing industries	2.6%	6.5%	74.8%	16.1%
Services-producing industries	12.5%	29.6%	48.6%	9.4%
Unclassified*	3.4%	13.3%	69.3%	14.0%
Canada	7.8%	18.8%	60.8%	12.5%

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. Data are based on a 10% sample of EI administrative data.

Level of Employment Insurance regular benefits for seasonal claimants

The average weekly benefit rate for seasonal regular claims established in 2022-23 was \$561 (consult [annex 2.9.3](#)). This was higher than the average weekly benefit rate for non-seasonal regular claims (\$524) established during the same period.

Duration of Employment Insurance regular benefits among seasonal claimants

Claims established under the first set of Employment Insurance temporary measures

The maximum number of weeks of EI regular benefits that can be paid to seasonal and non-seasonal regular claims established between September 27, 2020 and September 25, 2021 was 50 weeks due to the first set of EI temporary measures (consult [Section 2.1](#)). For claims completed in 2022-23, the average actual duration⁴³ of seasonal regular claims under those measures was 20.6 weeks, compared to 33.9 weeks for non-seasonal regular claims.

Claims established on or after September 26, 2021

Starting on September 26, 2021, the maximum entitlement to EI regular benefits ranged between 14 and 45 weeks. The average maximum entitlement of seasonal regular claims established on or after September 26, 2021 and completed in 2022-23 was 29.7 weeks. This is comparable to the average maximum entitlement recorded in the years before the pandemic. In comparison, the average maximum entitlement of non-seasonal regular claims was 27.4 weeks. The average actual duration of seasonal regular claims was 17.1 weeks, compared to 16.3 weeks for non-seasonal regular claims.

The average maximum entitlement and the average actual duration of regular benefits 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 2022-23, the average maximum entitlement and average actual duration of seasonal regular claims that were established on or after September 26, 2021 and completed in 2022-23 were slightly higher than those of non-seasonal claims in the same period. Among these non-seasonal regular claims, the share of claims qualified for EI regular benefits with less than 700 hours of insurable employment was higher than the share among the seasonal regular claims. This could explain, in part, the lower average entitlement for non-seasonal regular claims.

Overlapping definitions of seasonal and frequent claimants

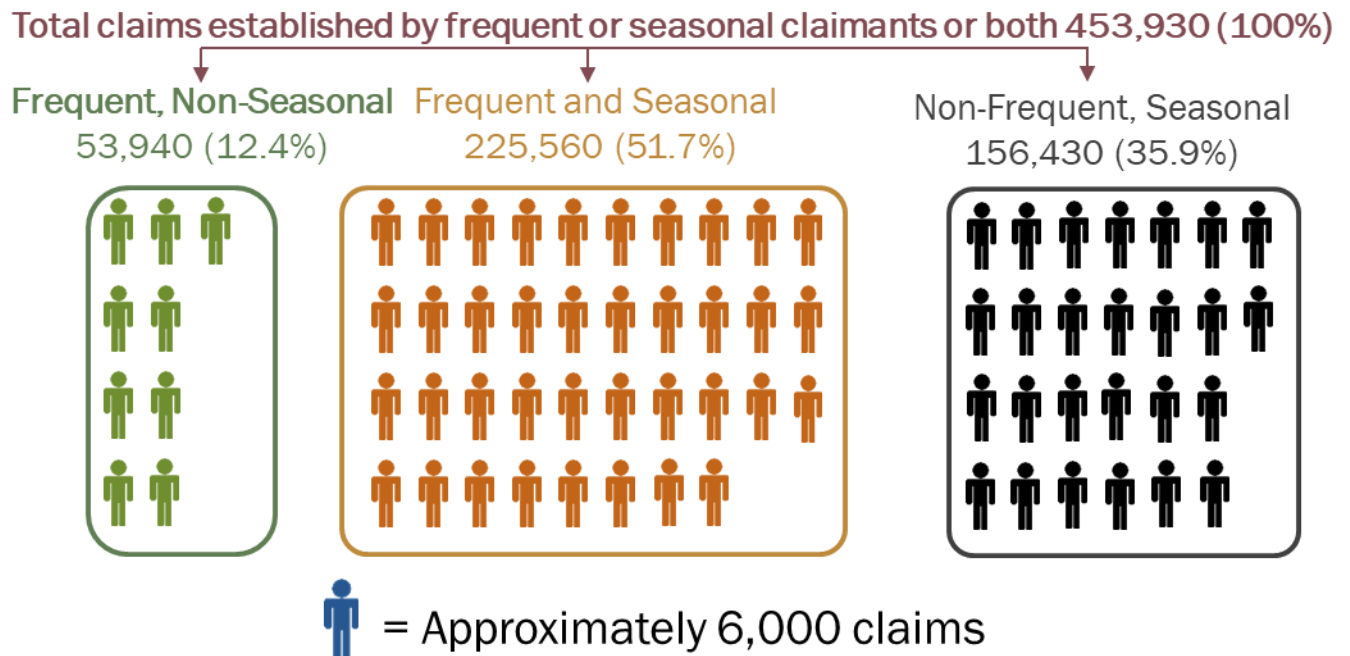
Frequent EI claimants are defined as those who, within the past 5 years, have had 3 or more regular or fishing claims and have collected benefits for more than 60 weeks in total. Seasonal claimants are not considered frequent if they collected less than 60 weeks of EI regular or fishing benefits or both 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 2022-23, the total number of EI regular claims established by seasonal or frequent or both claimants was 435,930. Among them, 225,560 claims were established by claimants who were both seasonal and frequent, representing 51.7% of the total regular claims established by seasonal or frequent or both

⁴³ Data on average maximum entitlement and average actual duration for the reporting year are preliminary.

claimants in 2022-23 (consult Chart 15). Seasonal claimants who were non-frequent accounted for 35.9% of the total 435,930 regular claims established by seasonal or frequent or both claimants, whereas frequent non-seasonal claimants accounted for 12.4%.

Chart 15 – Distribution of Employment Insurance regular claims by frequent and seasonal status, Canada, 2022-23



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

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

Table 28 compares the average duration, proportion of weeks of regular benefits used and exhaustion rate of EI regular claims established by the 3 groups. Given that most of the completed claims in 2022-23 by seasonal claimants were established on or after September 26, 2021, the results discussed below focus on those claims.

Table 28 – Characteristics of completed Employment Insurance regular claims established on or after September 26, 2021 by frequent and seasonal status, Canada, 2022-23

Claimant type	Average duration of EI regular benefits (in weeks) ^P	Proportion of weeks of regular benefits used (%) ^P	Entitlement exhaustion rate (%) ^P
Frequent, non-seasonal	20.3	76.9%	45.6%
Frequent and seasonal	20.8	74.8%	37.2%
Non-frequent, seasonal	10.6	38.3%	10.1%

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. Data are based on a 10% sample of EI administrative data

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.

Temporary support measure providing additional weeks of EI regular benefits to seasonal claimants in 13 EI economic regions⁴⁴

In August 2018, to better support seasonal workers, the government introduced a pilot project (Pilot Project No. 21) in 13 EI economic regions⁴⁵ of the country. This measure 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 2023 extended this temporary support for seasonal claimants until October 26, 2024. 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 the temporary seasonal measure.⁴⁶

In the 13 targeted EI economic regions, there have been 395,093 claims established by seasonal claimants on or after August 5, 2018 which have been completed by March 31, 2023 that were eligible for additional weeks of regular benefits under the seasonal measure. For simplicity, for the rest of this subsection, they are referred to as the eligible claims. Among them, about 27,000 claims were not eligible according to the original conditions of the seasonal measure, but became eligible under the legislative fix. Among the 395,093 eligible claims, a total of 167,288 (42.3%) used at least one additional week of EI regular benefits. This included 11,300 claims (41.8% out of the 27,000 claims) that became eligible under the legislative fix and used at least one additional week of regular benefits.

Among all eligible claims, the proportion that used at least one additional week of benefits under the seasonal measure ranged from 60.7% in the EI region of Yukon to 32.1% in Chicoutimi-Jonquiere (consult Table 29). In addition, half of the eligible claims established by seasonal claimants aged 55 years and over used at least one additional week. Men accounted for almost two-thirds (70.0%) of the eligible claims, but a higher proportion of claims established by women used at least one additional week than men (48.5% and 39.7%, 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.

⁴⁴ Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data. Results on duration and exhaustion are preliminary.

⁴⁵ 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).

⁴⁶ In 2022, Bill C-8 introduced a legislative fix to ensure that the timing of COVID-19 benefits does not affect access to support provided by the temporary seasonal measure. Budget 2022 and Budget 2023 maintained this fix. As a result, claimants in the 13 targeted regions who establish a claim between September 26, 2021 and October 26, 2024 and do not meet the seasonal claiming condition, but previously met the criteria of Pilot Project No. 21 are eligible for up to 5 additional weeks of regular benefits.

Table 29 – Number and proportion of Employment Insurance seasonal regular claims established on or after August 5, 2018 and completed by March 31, 2023* eligible to 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

EI region	Number of eligible claims	Number of claims that used additional weeks	Proportion of claims that used additional weeks
Newfoundland-Labrador (excluding St. John's)	47,359	23,504	49.6%
Eastern Nova Scotia	23,545	12,181	51.7%
Western Nova Scotia	31,049	14,786	47.6%
Madawaska-Charlotte	12,910	5,638	43.7%
Restigouche-Albert	51,723	23,705	45.8%
Gaspésie-Îles-de-la-Madeleine	33,320	15,016	45.1%
Central Quebec	87,867	29,032	33.0%
North Western Quebec	18,849	7,813	41.5%
Lower Saint Lawrence and North Shore	55,749	20,756	37.2%
Chicoutimi-Jonquière	10,900	3,495	32.1%
Yukon (excluding Whitehorse)	850	516	60.7%
Charlottetown	3,665	1,926	52.6%
Prince Edward Island (excluding Charlottetown)	17,307	8,920	51.5%
Gender			
Men	276,557	109,789	39.7%
Women	118,536	57,499	48.5%
Age category			
24 years old and under	9,097	3,383	37.2%
25 to 44 years old	132,058	44,960	34.0%
45 to 54 years old	87,063	34,013	39.1%
55 years old and over	166,875	84,932	50.9%
Industry			
Agriculture, forestry, fishing and hunting	41,635	23,065	55.4%
Construction	102,927	31,909	31.0%
Accommodation and food services	24,123	14,600	60.5%
13 regions	395,093	167,288	42.3%

Note: Includes 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.

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

Among the 167,288 eligible claims that used at least one additional week of benefits, almost all were entitled to have the full 5 extra weeks and almost two thirds (66.4%) received the full additional 5 weeks of EI regular benefits. On average, eligible claims that used at least one additional week of benefits under the temporary support measure (including those that become eligible under the legislative fix) received 4.2 additional weeks of EI regular benefits. Claims eligible under the legislative fix used an average of 4.4 additional weeks of EI regular benefits. The number of additional weeks used was, on average, almost identical for men and women, and across different age groups. Claimants who had worked in services-producing industries used, on average, slightly higher additional weeks of benefits than those who had worked in goods-producing industries (4.3 weeks versus 4.1 weeks).

Seasonal regular claims established on or after September 26, 2021 and completed in 2022-23 that used at least one additional week of benefits under the temporary support measure received, on average, 4.3 additional weeks for a total of 29.3 weeks of EI regular benefits. This is in comparison to 17.1 weeks

used by seasonal regular claims in the same 13 EI economic regions that were eligible for additional weeks, but did not use any.⁴⁷

As of March 31, 2023, \$296.3 million in additional benefits had been paid to eligible seasonal claimants who used additional weeks of EI regular benefits under Pilot Project No. 21 or the temporary legislative measure for seasonal workers (including \$21.7 million paid under the legislative fix) since the pilot project was first introduced August 5, 2018.

⁴⁷ Claims that were established in the first half of 2021-22 when the first set of EI temporary measures was prevailing were entitled to 50 weeks of regular benefits. As a result, no claims were entitled to the additional 5 weeks.

2.2.6 Exhaustion of Employment Insurance regular benefits

EI regular benefits provide temporary income support to partially replace lost employment income for eligible claimants to help them find a new job and stay active in the labour force. As such, a limit is set on the number of weeks claimants are entitled to collect EI benefits. This subsection examines claims that end when all the entitled weeks of benefits are used up and those that end when the end of the benefit period is reached before all the entitled weeks have been paid.

As mentioned in [subsection 2.2.4](#), entitlement to EI regular benefits is determined based on 2 factors. The first is the EI regional unemployment rate where claimants lived 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.⁴⁸

Claims established under the first set of EI temporary measures that was effective September 27, 2020 to September 25, 2021 had a maximum entitlement of 50 weeks. Claims established on or after September 26, 2021, whether during or after the second set of EI temporary measures, were subject to the pre-pandemic maximum entitlement ranging between 14 and 45 weeks (consult [Section 2.1](#) for all the EI temporary measures in place during the period), depending on the 2 factors mentioned above.

Claimants are considered to have exhausted their entitlement to EI regular benefits when the number of weeks of benefits paid to them (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 potential weeks of entitlement to regular benefits have been paid. When this occurs, unless the claimant has stopped filing EI biweekly reports,⁴⁹ the claim is considered to have exhausted its benefit period.

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 2022-23.

Entitlement exhaustion of Employment Insurance regular benefits

Claims established under the first set of Employment Insurance temporary measures

A small proportion of claims completed in 2022-23 had been established between September 27, 2020 and September 25, 2021 and had a maximum entitlement of 50 weeks. Their entitlement exhaustion rate was 39.9% (consult Table 30) which is noticeably higher than the rate posted by claims also entitled to 50 weeks of regular benefits that were completed in the previous fiscal year (29.6% in 2021-22). As

⁴⁸ For more information, consult section 10 of the *Employment Insurance Act*.

⁴⁹ Claimants who do not file their biweekly reports are not considered eligible to receive EI benefits. This usually occurs when the claimants have found a new job.

claims completed in 2022-23 had longer actual duration on average (32.7 weeks) compared to claims completed in 2021-22 (30.2 weeks), some of them were more likely to reach the maximum entitlement of 50 weeks.

Table 30 – Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits established between September 27, 2020 and September 25, 2021 by province or territory, gender, age and claimant category, Canada, 2022-23

Province or territory	Entitlement exhaustion rate ^P	Benefit period exhaustion rate ^P
Newfoundland and Labrador	45.9%	39.3%
Prince Edward Island	32.6%	30.7%
Nova Scotia	47.7%	33.3%
New Brunswick	32.6%	33.7%
Quebec	34.9%	44.3%
Ontario	42.7%	36.6%
Manitoba	45.0%	35.7%
Saskatchewan	49.5%	28.9%
Alberta	44.0%	36.1%
British Columbia	34.0%	45.4%
Yukon	47.8%	21.7%
Northwest Territories	48.6%	29.7%
Nunavut	66.7%	25.0%
Gender		
Men	41.3%	33.9%
Women	38.8%	43.2%
Age category		
24 years old and under	37.5%	29.3%
25 to 44 years old	38.7%	39.0%
45 to 54 years old	36.9%	44.0%
55 years old and over	45.4%	40.3%
Claimant category		
Long-tenured workers	34.4%	45.1%
Occasional claimants	43.1%	35.6%
Frequent claimants	30.6%	47.6%
Canada	39.9%	38.9%

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. Data are based on a 10% sample of EI administrative data.

During the period examined, the entitlement exhaustion rate varied across regions. The territories and Saskatchewan had the highest entitlement exhaustion rates. Prince Edward Island, New Brunswick, Quebec, and British Columbia posted the lowest entitlement exhaustion rates.

By age group, claimants aged 55 years and over were more likely to exhaust their entitlement than younger claimants. Claims established by women had a lower entitlement exhaustion rate compared to those established by men. Occasional claimants tended to exhaust their entitlement more often than long-tenured workers and frequent claimants (consult Table 30).

Claims established on or after September 26, 2021

For claims established on or after September 26, 2021 and completed in 2022-23, that were entitled between 14 and 45 weeks of regular benefits, the entitlement exhaustion rate was 35.9% (consult Table 31). This result is slightly lower than the rate reported for claims established before March 15, 2020 and completed in 2020-21 (36.9%) – when the same entitlement rules prevailed – that were likely impacted by the substantial economic slowdown due to the COVID-19 pandemic. However, it is higher

than the entitlement exhaustion rates observed before the pandemic (33.1% on average over the 2018-19 and 2019-20 period). The higher entitlement exhaustion rate in 2022-23 could be explained, in part, by the larger share of claims that qualified for EI regular benefits with a low number of hours of insurable employment lowering the average entitlement compared to before the pandemic. This is attributable to the reduced minimum number of hours of insurable employment required to be eligible for EI regular benefits under the second set of EI temporary measures (consult [Section 2.1](#)).

Table 31 – Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits established on or after September 26, 2021 by province or territory, gender, age and claimant category, Canada, 2022-23

Province or territory	Entitlement exhaustion rate ^p	Benefit period exhaustion rate ^p
Newfoundland and Labrador	34.2%	38.7%
Prince Edward Island	39.4%	25.6%
Nova Scotia	43.2%	21.0%
New Brunswick	37.3%	32.0%
Quebec	33.6%	17.9%
Ontario	35.2%	11.2%
Manitoba	38.9%	12.5%
Saskatchewan	36.4%	15.0%
Alberta	38.0%	10.7%
British Columbia	37.7%	10.1%
Yukon	44.2%	13.8%
Northwest Territories	54.2%	8.4%
Nunavut	38.3%	11.7%
Gender		
Men	35.0%	19.6%
Women	37.3%	10.8%
Age category		
24 years old and under	37.3%	11.2%
25 to 44 years old	32.3%	13.9%
45 to 54 years old	32.7%	18.4%
55 years old and over	43.5%	20.1%
Claimant category		
Long-tenured workers	23.3%	13.0%
Occasional claimants	39.0%	10.9%
Frequent claimants	39.3%	31.4%
Canada	35.9%	16.2%

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. Data are based on a 10% sample of EI administrative data.

Similar to the other claims completed in 2022-23 that had been established under the first set of EI temporary measures, the entitlement exhaustion rate varied across jurisdictions for claims established on or after September 26, 2021. All provinces and territories registered entitlement exhaustion rates above the national level, except for Newfoundland and Labrador, Quebec and Ontario.

Claims established on or after September 26, 2021 by women had 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 (26.6 weeks compared to 28.9 weeks, respectively, consult Table 22). 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.

By age group, claimants aged 55 and over had the highest entitlement exhaustion rate (43.5%), followed by those aged 24 and under (37.3%). 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.

Benefit period exhaustion of Employment Insurance regular benefits

When a claimant's benefit period ends before all potential weeks of entitlement to EI regular benefits have been paid, the benefit period is considered to have been exhausted. Generally, the benefit period exhaustion rate is lower than the entitlement exhaustion rate.

A small proportion of regular claims completed in 2022-23 had been established between September 27, 2020 and September 25, 2021. These claims had a maximum entitlement of 50 weeks of EI regular benefits and 38.9% of them exhausted their benefit period (consult Table 30). This result is high compared to previous year (22.8% for claims completed in 2021-22 that were also entitled 50 weeks of regular benefits). Given the 50 weeks of entitlement and the time between the claims' establishment and completion, these claims were more likely to exhaust their benefit period.

The share of completed claims in 2022-23 that were established on or after September 26, 2021 and exhausted their benefit period was 16.2% (consult Table 31). This rate was slightly lower than the ones observed in pre-pandemic fiscal years (18.2% in 2018-19 and 20.4% in 2019-20).

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).

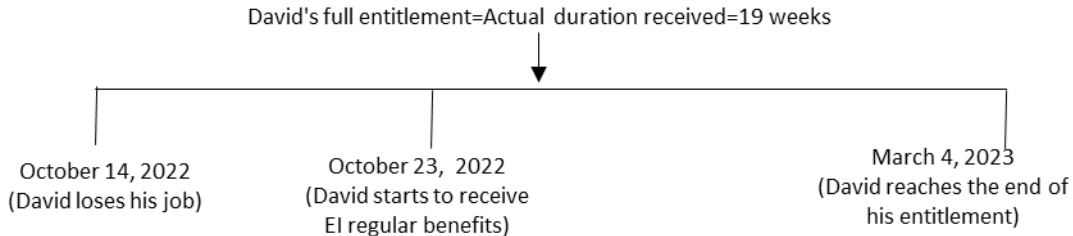
Example: Entitlement exhaustion versus benefit period exhaustion

David works as a full-time chef at a restaurant in Toronto, Ontario. Due to the lasting impact of the COVID-19 pandemic, his restaurant is closed permanently, and he is laid off on October 14, 2022. Following the job separation, David applies for EI regular benefits. After carefully going through his application, Service Canada decides that David is eligible and entitled to receive 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 23, 2022.

Scenario: Entitlement exhaustion

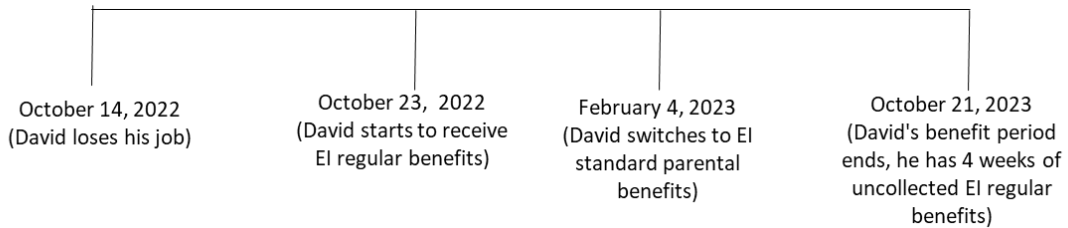
David is unable to find suitable employment for the next 19 weeks since starting to receive EI regular benefits. As of March 4, 2023, he has received his full entitlement of 19 weeks of EI regular benefits. In this situation, David is said to have exhausted his regular benefit entitlement as the number of

weeks of benefits received equals the entitlement available during the benefit period. This is illustrated below.



Scenario: Benefit period exhaustion

In this scenario, David starts receiving EI regular benefits in the week starting October 23, 2022 and continues for the next 15 weeks until February, 2023. At that point, David decides to switch to parental benefits, as he became a parent on December 30, 2022. David shared his parental benefits with his spouse and received benefits for the next 37 weeks until October 21, 2023. David also found new employment as of October 22, 2023. As 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.



As there were only a small proportion of claims completed in 2022-23 that had been established between September 27, 2020 and September 25, 2021, the comparison between the 2 exhaustion rates focuses only on completed claims established on or after September 26, 2021.

Table 32 outlines different characteristics of completed EI regular claims by exhaustion type in the reporting year. For instance, when completed EI regular claims are categorized by their seasonality status, claims established by seasonal claimants have lower entitlement exhaustion rates than those established by non-seasonal claimants, but this result is reversed when benefit period exhaustion is considered. This means that seasonal claimants were less likely to collect all their entitled weeks of EI regular benefits than non-seasonal claimants. This is most likely due to the timing of their work seasons.⁵⁰

⁵⁰ Many seasonal workers are laid off temporarily and likely to find employment in the same industry the following season.

Table 32 – Completed claims for Employment Insurance regular benefits established on or after September 26, 2021 by exhaustion type and characteristics, Canada, 2022-23

Category	Entitlement exhaustion ^P	Benefit period exhaustion ^P
Exhaustion rate – overall	35.9%	16.2%
Exhaustion rate by seasonality status		
Exhaustion rate – seasonal claims	27.4%	29.2%
Exhaustion rate – non-seasonal claims	39.1%	11.2%
Exhaustion rate by regional unemployment rate at the time of claim establishment		
6.0% or less	35.2%	8.6%
6.1% to 8.0%	36.1%	16.7%
8.1% to 10.0%	40.9%	23.3%
10.1% to 13.0%	43.8%	21.8%
13.1% or above	30.3%	41.7%
Other characteristics		
Proportion of exhausted claims involving at least one week worked while on claim	31.0%	69.7%
Average weeks worked while on claim [*]	11.2 weeks	19.4 weeks
Requalification rate for EI regular benefits ^{**}	10.2%	75.1%
Average weeks of EI regular benefits paid	23.0 weeks	18.8 weeks
Share of mixed claims (EI regular and special benefits)	9.1%	17.6%
Average proportion of regular benefits entitlement used	100.0% of weeks	56.9% of weeks

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

^P Preliminary data.

^{*} 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.

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

In 2022-23, completed EI regular claims established on or after September 26, 2021 in EI economic regions with lower unemployment rates were generally less likely to exhaust their benefit period compared to claims established in EI regions with higher unemployment rates. Claims established in EI economic regions with unemployment rates between 10.1% and 13.0%, on average had the highest entitlement exhaustion rate (43.8%), while those established in EI economic regions with unemployment rates 13.1% and higher had, on average, the lowest entitlement exhaustion rate (30.3%). Furthermore, a much greater proportion of claims that exhausted the benefit period included at least one week worked while on claim (69.7%) compared with claims that exhausted their entitlement (31.0%). 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 (19.4 weeks) compared with claims that exhausted their entitlement (11.2 weeks).

Because a larger share of claims that exhausted their benefit period also worked while on claim, claimants who exhausted their benefit period are thus more likely to accumulate enough hours of insurable employment during their benefit period to meet the eligibility requirements to establish a new claim following the end of their claim. As a result, a much greater proportion of claimants who exhausted their benefit period (75.1%) requalified for a new claim within 4 weeks following the termination of their claim compared with completed claims that exhausted their entitlement (10.2%).

In 2022-23, 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 addition, claims that exhausted their benefit period received fewer weeks of EI regular benefits (18.8 weeks on average) compared with claims that exhausted their entitlement (23.0 weeks). Completed EI regular claims that

exhausted their benefit period used, on average, just over half (56.9%) of their entitlement (consult Table 32).

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

Claimants who have exhausted their entitlement weeks may go through a period without income from either employment or EI benefits. These claimants, known as “gappers”, have not accumulated sufficient hours of insurable employment during their qualifying period for their entitlement to cover the entire duration of their unemployment spell.

Starting with the EI Monitoring and Assessment Report for 2017-18, the definition of gappers was broadened to better represent the levels of EI claimants experiencing periods with no income. To be considered a gapper, a claimant must have established a regular claim during the reporting fiscal year, have completed their previous regular benefit claim during the reporting fiscal year or the previous fiscal year and must have experienced a period without employment income or EI income immediately following the exhaustion of the preceding claim. The period with no income must be 15 weeks or less. 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 1.29 million EI regular claims established in 2022-23, approximately 75,000 (5.8%) experienced a gap in income based on the gapper definition (consult Table 33). This is comparable to the proportions registered in fiscal years before the pandemic (6.5% in 2018-19 and 5.5% in 2019-20), but higher than the one observed in 2021-22 (1.5%). The average length of the gap was 5.2 weeks in 2022-23, similar to 6.0 weeks recorded in 2021-22.

Table 33 – Number of gappers and share among all Employment Insurance regular claims by region and seasonality, Canada, 2021-22 and 2022-23

Region	Number of gappers 2021-22	Number of gappers 2022-23	Share (%) of gappers among regular claims 2021-22	Share (%) of gappers among regular claims 2022-23
Newfoundland and Labrador	1,560	3,810	2.5%	6.4%
Prince Edward Island	200	970	1.2%	6.8%
Nova Scotia	1,210	3,740	1.8%	6.8%
New Brunswick	1,340	4,340	1.8%	6.9%
Quebec	4,830	22,260	1.1%	5.9%
Ontario	6,140	19,540	1.4%	5.2%
Manitoba	800	3,080	1.7%	7.1%
Saskatchewan	680	2,260	1.7%	6.4%
Alberta	2,450	7,290	1.8%	5.8%
British Columbia	1,970	7,270	1.4%	5.4%
Territories	60	410	1.4%	12.0%
Seasonality				
Seasonal	2,740	27,070	0.8%	7.1%
Non-seasonal	18,500	47,900	1.7%	5.3%
Canada	21,240	74,970	1.5%	5.8%

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

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

The incidence of gappers by region shows that all provinces and territories, except Ontario, British Columbia, and Alberta registered a share of gappers above the national average (5.8%) (consult Table 33). This is mostly attributable to the composition of the local labour markets.

In 2022-23, 7.1% of seasonal claimants experienced an income gap compared to 5.3% for non-seasonal claimants. A pilot project for seasonal workers provided up to 5 additional weeks of EI regular benefits – for a maximum of 45 weeks – to eligible seasonal claimants in 13 targeted EI economic regions between August 5, 2018 and September 25, 2021.⁵¹ The Government has since extended this temporary support measure in legislation until October 2024. Receiving additional weeks of EI regular benefits through the temporary support measure reduces the length of the period without any income. As a result, the proportion of seasonal gappers in the targeted 13 regions (5.7%) in 2022-23 was lower than the proportion of seasonal gappers in EI economic regions outside the scope of this temporary support measure (7.9%) during the same period.

⁵¹ Consult the results under “Temporary support measure providing additional weeks of EI regular benefits for seasonal claimants in 13 EI economic regions” in [subsection 2.2.5](#) for more information on this temporary support measure.

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* does this by allowing claimants to earn additional employment income while on claim. The WWC provision applied to all types of EI benefits in 2022-23.

The WWC provision, previously found in legislation or pilot projects,⁵² 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.⁵³

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.⁵⁴

Working while on claim (illustrative example)

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

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

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

* 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 and their beneficiaries who reported employment income from part-time or full-time work in at least one week while on claim, regardless of whether the EI benefits for

⁵² 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.

⁵³ 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.

⁵⁴ 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.

those weeks 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 2022-23, around 702,700 (39.9% of total) worked at least one week while on claim during the fiscal year (consult Table 34). This share is lower than the levels observed before the COVID-19 pandemic (43.0% on average in 2018-19 and 2019-20) and in 2021-22 (45.4%), mostly due to the decrease in the number of claimants who worked at least one week while on claim in the Retail trade and Accommodation and food services industries in 2022-23. This may be attributed to the large decrease in job vacancies in 2022-23 in these industries compared to the previous fiscal year that indicates decrease in labour market tightness in these industries.⁵⁵ In comparison, based on the second approach, 47.2% of all completed regular claims (close to 710,100) included at least one week worked while on claim in 2022-23, which is also lower than the previous fiscal year (52.0%) (consult [annex 2.24.4](#)).

⁵⁵ Consult [Chapter 1](#) for analysis on labour market tightness by industry in 2022-23.

Table 34 — Number and share of regular Employment Insurance 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, 2022-23

Region	Number of claimants with an open claim during the fiscal year who have worked at least one week while on claim in 2022-23	Share (%) of claimants with an open claim during the fiscal year who have worked at least one week while on claim in 2022-23	Number ^p of completed claims with at least one week worked while on claim over a claim's life	Share ^p (%) of completed claims with at least one week worked while on claim over a claim's life
Newfoundland and Labrador	41,040	52.0%	40,570	58.9%
Prince Edward Island	8,310	43.5%	9,060	49.4%
Nova Scotia	33,950	44.6%	35,880	52.2%
New Brunswick	42,900	49.4%	43,990	55.5%
Quebec	229,870	46.0%	227,490	51.8%
Ontario	183,180	35.0%	184,830	42.8%
Manitoba	19,900	33.1%	20,610	41.4%
Saskatchewan	16,300	32.5%	17,220	41.2%
Alberta	59,320	32.8%	60,920	40.6%
British Columbia	66,720	36.8%	68,160	45.1%
Territories	1,200	23.6%	1,320	31.1%
Gender				
Men	384,520	37.2%	386,030	43.8%
Women	318,170	43.7%	324,020	52.2%
Age category				
24 years old and under	60,970	34.2%	72,150	46.2%
25 to 44 years old	323,190	41.1%	327,910	49.5%
45 to 54 years old	162,610	48.6%	160,860	56.4%
55 years old and over	155,920	33.7%	149,130	37.3%
Seasonality				
Seasonal	n/a	n/a	202,950	54.6%
Non-seasonal	n/a	n/a	507,100	44.8%
Canada	702,690	39.9%	710,050	47.2%

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

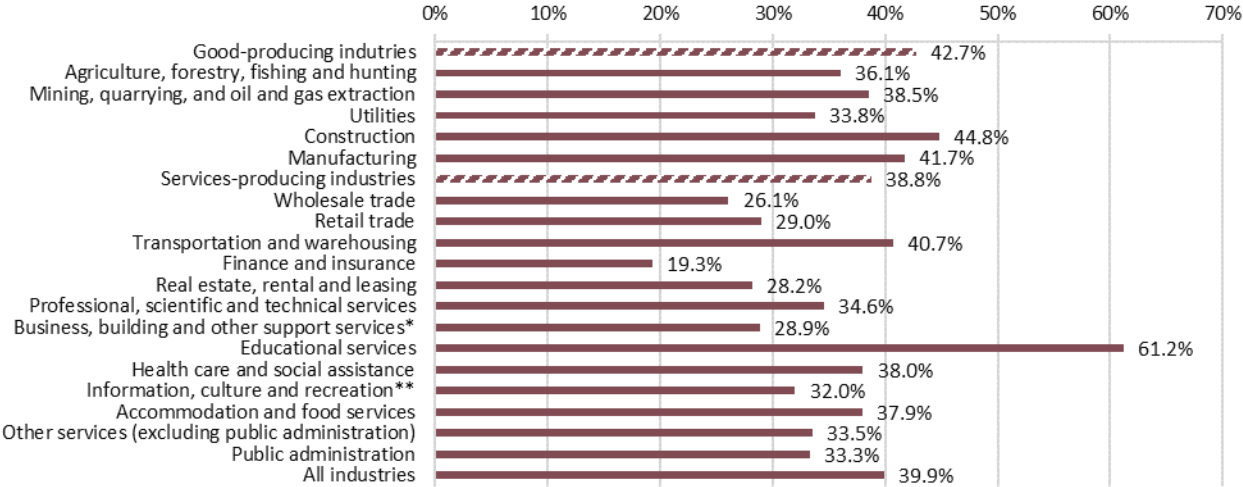
^p Preliminary data.

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

Based on the first approach examining EI regular benefit claimants with an open claim in 2022-23 who worked at least one week while on claim, more than half (59.4%) had deferred at least one week of EI benefits. Male claimants, those who were from the Atlantic provinces, and older claimants (aged 55 years and over) were more likely to defer weeks of their EI benefits.

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 2022-23, the Atlantic provinces (48.4%) and Quebec (46.0%) had relatively higher share of claimants who worked at least one week while on claim (consult Table 34). In terms of industry, the Educational services industry (61.2%), as well as the Construction industry (44.8%), which had higher proportions of seasonal claimants, had the highest share of claimants who worked at least one week while on claim (consult Chart 16). Similar outcomes are found for completed claims when the second approach is examined.

Chart 16 — Share of regular Employment Insurance claimants with an open claim working at least one week while on claim by industry, Canada, 2022-23



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. Data are based on a 10% sample of EI administrative 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 claimants and is indicative of local labour market conditions during the reporting period. The proportion of weeks worked while on claim was 24.0% nationally in 2022-23, up from the 23.0% observed in the previous year (consult Table 35). It is similar to the levels observed in fiscal years before the pandemic (23.9% on average from 2017-18 to 2019-20). This slight increase is likely due to a higher share of seasonal claimants⁵⁶ among EI regular claimants working while on claim in 2022-23, as seasonal claimants tend to have a higher proportion of weeks worked while on claim.

⁵⁶ Consult [subsection 2.2.5](#) for detailed discussion on EI regular benefits and seasonal claimants.

Table 35 — 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, 2021-22 and 2022-23

Region	Proportion of weeks of entitlement worked* in 2021-22	Proportion of weeks of entitlement worked* in 2022-23	Change in proportion of weeks of entitlement worked* (% points)
Newfoundland and Labrador	28.3%	28.6%	+0.3
Prince Edward Island	24.1%	23.4%	-0.7
Nova Scotia	25.6%	26.2%	+0.6
New Brunswick	29.3%	30.6%	+1.3
Quebec	28.8%	33.2%	+4.4
Ontario	19.6%	17.9%	-1.6
Manitoba	18.0%	12.3%	-5.7
Saskatchewan	16.1%	13.4%	-2.6
Alberta	18.7%	14.6%	-4.0
British Columbia	21.2%	18.2%	-3.0
Territories	7.9%	7.7%	-0.2
Gender			
Men	20.6%	23.6%	+3.0
Women	26.0%	24.7%	-1.3
Age category			
24 years old and under	22.5%	20.1%	-2.4
25 to 44 years old	23.9%	25.1%	+1.1
45 to 54 years old	28.9%	30.6%	+1.8
55 years old and over	18.0%	19.3%	+1.3
Seasonality			
Seasonal	29.7%	31.1%	+1.4
Non-seasonal	21.8%	21.0%	-0.8
Canada	23.0%	24.0%	+1.0

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

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

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

An analysis by demographic characteristics shows that the proportion of weeks worked while on claim varied in the same way as the proportion of claimants who worked at least one week while on claim. Seasonal claimants, women, claimants aged 25 to 44 and 45 to 54 years, and those in the Atlantic provinces and Quebec had higher proportions of weeks worked while on claim as well as proportions of claimants who worked at least one week while on claim than the national average in 2022-23 (consult Table 34 and Table 35). 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 2022-23, the average number of weeks worked while on claim was 11.0 weeks, down from 13.1 weeks recorded in the previous fiscal year (consult Table 36). This level is more comparable to those observed in the fiscal years before the pandemic.

Table 36 — Average number of weeks worked while on claim for regular claims completed with at least one week of work, by region, gender, age and seasonality, Canada, 2021-22 and 2022-23

Region	Average number of weeks worked in 2021-22 ^R	Average number of weeks worked in 2022-23 ^P	Change in average number of weeks worked (# of weeks)
Newfoundland and Labrador	17.8	17.0	-0.9
Prince Edward Island	14.5	12.1	-2.4
Nova Scotia	15.1	14.1	-1.1
New Brunswick	17.8	15.7	-2.1
Quebec	14.0	13.2	-0.8
Ontario	11.6	8.5	-3.0
Manitoba	10.7	6.5	-4.2
Saskatchewan	11.6	7.5	-4.1
Alberta	12.0	7.7	-4.3
British Columbia	13.4	7.8	-5.6
Territories	7.9	5.3	-2.7
Gender			
Men	12.5	11.8	-0.6
Women	13.7	10.1	-3.6
Age category			
24 years old and under	10.2	7.9	-2.2
25 to 44 years old	12.2	10.2	-2.0
45 to 54 years old	15.0	12.4	-2.6
55 years old and over	15.5	12.9	-2.6
Seasonality			
Seasonal	13.3	13.2	-0.1
Non-seasonal	13.0	10.2	-2.9
Canada	13.1	11.0	-2.0

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

^R Revised data.

^P Preliminary data.

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

Weekly income associated with working while on claim

As outlined in Table 37, 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 2022-23, claimants who worked while on claim had lower average weekly EI regular benefits (\$371) for the entire claim period compared to the average weekly EI regular benefit of those who did not work while on claim (\$499). However, claimants who worked while on claim had significantly higher average weekly total income (\$724) compared to that of those who did not work while on claim (\$499). When only the weeks worked were considered, claimants who worked while on claim received an average of \$841 per week in 2022-23 (consult Table 37).

Table 37 — Average weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, 2022-23

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	\$499	\$371	Not available
Average weekly employment earnings	n/a	\$353	\$841
Average weekly total income (EI regular benefits and employment earnings)	\$499	\$724	Not available

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

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

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

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

2.3 Employment Insurance support while on training

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

An EI regular benefits claimant may be referred to training by a designated authority, such as a province, territory or Indigenous organization, under section 25 of the *Employment Insurance Act*. Such training by referral may be funded through provincial and territorial Labour Market Development Agreements (LMDA), or it may be self-funded by the claimant. In both situations, the provincial or territorial government or Indigenous organizations that provide the training program must agree that it is a reasonable part of the claimant's return-to-work action plan. In these cases, claimants continue to receive EI regular benefits while they upgrade their skills. Consult [Chapter III](#) for more information on LMDAs.

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

Through Skills Boost, EI regular claimants who are long-tenured workers and wish to self-fund full-time training at an approved institution⁵⁷ can request permission directly from Service Canada to continue receiving EI regular benefits while taking training. Otherwise, the training could restrict their ability to meet program requirements (that is, searching and being available for work). Skills Boost also introduced measures that took effect August 1, 2018 and were extended until July 2023, to provide enhanced Student Financial Assistance targeting working or unemployed Canadians looking to return to school to upgrade their skills.

In 2022-23, a total of 103,300 claims established received at least \$1 of EI regular benefits while on training.

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

2.3.1 Employment Insurance support for apprentices

For many skilled trades, apprenticeship is the path to gain the skills and experience that are necessary for certification and to participate fully in the labour market. In Canada, apprenticeship is industry-driven learning that 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

⁵⁷ Consult [List of designated educational institutions - Canada.ca](#) and [List of Certified Institutions - Canada.ca \(esdc.gc.ca\)](#) for a list of approved educational institutions located in Canada.

Canada, including the duration and delivery method of technical training, vary across trades and across provinces and territories.

In Quebec for instance, apprentices generally complete all of their technical training at a college (CEGEP) or at a training institution before beginning on-the-job training. In the rest of Canada, most apprentices start with on-the-job training, combined with technical training through a variety of 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, to enter an apprenticeship program, a prospective apprentice must be at least 16 years old and have successfully completed Grade 12 or equivalent. Generally, the apprenticeship begins when the potential apprentice is employed by an employer who agrees, through the apprenticeship agreement, to sponsor and train them under the mentorship of a qualified person.

To help EI contributors continue their apprenticeship and become certified journeypersons or tradespeople, the EI program offers temporary income support to those who are unemployed and attending full-time block-release technical training. To qualify, they must meet EI regular benefits eligibility requirements,⁵⁸ and their respective province, territory or Indigenous organization must have referred them to training under section 25 of the *Employment Insurance Act*. They must be referred for each block of full-time technical training that is required as part of their apprenticeship. Employers may also offer their apprentices Supplemental Unemployment Benefit (SUB) plans to increase their weekly income during their periods of technical training, up to 95% of the apprentice's normal weekly earnings.⁵⁹

Apprentices can apply for EI benefits up to 7 days before their last day of work. They are only required to serve one waiting period for the full duration of their apprenticeship, even if it involves multiple blocks of full-time technical training, as long as they remain in the same apprenticeship program.

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

Apprentices may also be entitled to receive financial support under Part II of the *Employment Insurance Act*.⁶⁰ This support is delivered by the provinces and territories (under the Labour Market Development Agreements) and Indigenous organizations (under the Indigenous Skills and Employment Training Program). These EI benefits help cover accommodation, childcare, transportation and other costs

⁵⁸ Have a valid reason for separation and sufficient hours of insurable employment over the qualifying period.

⁵⁹ The purpose of a SUB plan is to provide employees with supplemental payments to EI benefits during a period of unemployment due to temporary stoppage of work, training, illness, injury or quarantine. Employers must register their SUB plans with Service Canada in order for payments made under such plans to not be considered earnings, which would reduce EI benefits.

⁶⁰ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. Consult [Chapter III](#) for more information.

incurred while attending technical training. Other financial support from the Government of Canada is also available through programs such as the Canada Apprentice Loan and various apprenticeship grants.

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

Employment Insurance claims from apprentices and amount paid

Two different sets of EI temporary measures were introduced over the past few years. New EI claims established during the first half of 2022-23 were under the second set of EI temporary measures, whereas new EI claims established during the second half of 2022-23 were subject to the EI original rules (consult [Section 2.1](#)). The number of new EI claims established by apprentices in 2022-23 was slightly higher than in 2021-22 (from 42,000 to 46,700) (consult Table 38).

Table 38 – Employment Insurance claims from apprentices and amount paid by region, gender and age, Canada, 2021-22 and 2022-23

Region	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	730	260	640	900	\$7.0	\$7.3
Prince Edward Island	220	70	190	260	\$1.3	\$1.3
Nova Scotia	1,090	460	820	1,280	\$7.0	\$6.9
New Brunswick	1,310	380	950	1,330	\$7.7	\$7.7
Quebec*	180	X	X	110	\$1.9	\$1.0
Ontario	13,930	5,130	11,390	16,520	\$82.8	\$101.8
Manitoba	2,350	850	1,590	2,440	\$15.6	\$14.4
Saskatchewan	2,140	700	1,730	2,430	\$13.3	\$13.7
Alberta	10,970	3,880	7,830	11,710	\$72.2	\$73.9
British Columbia	8,830	3,780	5,810	9,590	\$52.3	\$53.4
Territories	250	X	X	150	\$1.4	\$0.9
Gender						
Men	39,660	14,800	29,300	44,100	\$246.3	\$264.9
Women	2,340	760	1,860	2,620	\$16.2	\$17.4
Age category						
24 years old and under	17,800	6,310	13,790	20,100	\$101.2	\$109.7
25 to 44 years old	22,770	8,740	16,410	25,150	\$150.9	\$162.1
45 years old and over	1,430	510	960	1,470	\$10.5	\$10.5
Canada	42,000	15,560	31,160	46,720	\$262.6	\$282.3

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

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

X Suppressed for confidentiality purposes.

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

This is in line with an increase in enrollment in apprenticeship programs during the period due to tight labour market conditions in the skilled trades. According to the Registered Apprenticeship Information System, in 2022, the number of new registrations in apprenticeship programs increased (+11.6%) compared to the previous year and surpassed pre-pandemic levels. On the other hand, the number of

certifications in the trades slightly decreased (-0.8%) due in part to the impact of the COVID-19 pandemic.⁶¹

All provinces (except Quebec), age groups, as well as men and women experienced an increase in EI claims established by apprentices in 2022-23. As in previous fiscal years, 81.0% of EI claims by apprentices were established in Ontario, Alberta, and British Columbia. Men also established the vast majority of claims by apprentices (94.4%). The low proportion of claims by women is largely due to the low share of women registering in most trades' apprenticeship-training programs (12.0% in 2022).⁶²

From an age perspective, claimants between 25 and 44 years old accounted for the largest share of EI claims associated with apprenticeship programs and full-time technical training (53.8%). They were followed by claimants aged 15 to 24 years (43.0%). Claimants aged 45 years and older accounted for 45.7% of all EI regular claims established, but only 3.1% of all EI apprenticeship claims in 2022-23.

Similar to previous years, claimants from the Construction sector established the majority of the new apprentice claims (61.3%) in 2022-23 (consult Table 39). From an occupational grouping perspective, the majority of EI apprentices claims were associated with the Trades, transport and equipment operators and related occupations⁶³ (91.3%). While apprentice claimants from this occupational group were mainly employed in the Construction sector, they were also found in the Manufacturing, Other services (excluding Public administration) and Retail trade sectors.

Table 39 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, 2021-22 and 2022-23

Sector	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Construction	25,080	9,170	19,480	28,650	\$166.4	\$183.1
Manufacturing	2,980	1,330	1,990	3,320	\$17.7	\$19.1
Wholesale Trade	2,150	740	1,510	2,250	\$11.5	\$12.3
Retail Trade	2,980	1,170	2,180	3,350	\$15.3	\$15.6
Other services (excluding public administration)	3,140	1,300	2,190	3,490	\$15.5	\$17.1
Other sectors	5,670	1,850	3,810	5,660	\$36.2	\$35.0
Occupational grouping*						
Trades, transport and equipment operators and related occupations	38,520	14,260	28,410	42,670	\$236.9	\$256.3
Other occupations	3,480	1,300	2,750	4,050	\$25.7	\$26.1
Canada	42,000	15,560	31,160	46,720	\$262.6	\$282.3

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

* Results for 2021-22 are based on the National Occupational Classification (NOC) 2016, whereas results for 2022-23 are based on the NOC 2021. Given some changes in classification, results are not fully comparable.

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

⁶¹ Statistics Canada, "Registered apprenticeship training programs, 2022", Ottawa: Statistics Canada, *The Daily*, December 5, 2023, Catalogue no. 11-001-X.

⁶² Statistics Canada, Table 37-10-0219-01, Apprenticeship programs by age groups, major trade groups, sex and registration status.

⁶³ Trades, transport and equipment operators and related occupations 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; Others technical trades.

The total amount of EI benefits paid to apprentices reached \$282.3 million in 2022-23 (consult Table 38). Almost all regions registered a higher or similar amount of benefits paid to apprentices compared to 2021-22, except for Nova Scotia, Quebec, Manitoba and the Territories.

Outside of periods of full-time training and during the benefit period of a claim, an apprentice may experience a loss of employment income due to circumstances that may require the apprentice to access other types of EI benefits (for instance, regular benefits for lack of available work or special benefits for care for a newborn child). The claimant may claim those benefits if he or she meets the eligibility requirements for the relevant EI benefits. Of all claims established by apprentices in the reporting fiscal year, 27.1% (or 12,660 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 1.3% (or 630 claims) contained at least one week of special benefits paid outside of periods of full-time training, including 440 claims for sickness benefits.

Of the total of \$282.3 million paid in benefits in 2022-23, \$226.2 million (or 80.1% of the total EI benefits paid to apprentices) were paid while apprentices attended full-time technical training. EI regular benefits paid outside of periods of full-time training accounted for most of the remaining benefits paid to apprentices (\$49.6 million, or 17.6%), with a small fraction paid in special benefits (\$6.6 million, or 2.3%).

Level and duration of Employment Insurance benefits for apprentices

The average weekly benefit rate for claims established by apprentices was \$578 in 2022-23. This was higher than the average weekly benefit rate for EI regular claims established during the same period (\$535). Apprentice claimants from the Territories and Alberta had the highest average weekly benefit rate (\$610 and \$595, respectively). On average, men (\$581) received a higher weekly benefit rate than women (\$543), whereas claimants aged between 25 and 44 years (\$592) received the highest average weekly benefit rate compared to the 2 other age groups (consult [Annex 2.25.3](#)).

The average duration of EI regular claims established on or after September 26, 2021 and completed in 2022-23 by EI claimants while on full-time technical training was 8.6 weeks. Claims in the Territories (10.8 weeks) had the highest average duration, whereas claims in Nova Scotia (7.6 weeks) had the lowest. There were no notable variations in the average duration across genders and age groups in 2022-23 (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 workers⁶⁴ and wish to self-fund full-time training at an approved institution may request permission directly from Service Canada to continue receiving EI regular benefits during training. Otherwise, the training could restrict their ability to meet program requirements (that is, searching and being available for work). Service Canada does not offer services normally provided by the provinces and territories such as employment counselling, job search assistance, needs assessments and assistance with the development of return-to-work action plans.

⁶⁴ 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 5 years, have collected EI regular or fishing benefits for 35 weeks or less.

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

A departmental study* compared Skills Boost participants to EI Part II non-apprentices referred to full-time training under Section 25 of the *EI Act*** for 2018-19 and 2019-20. Skills Boost participants were generally older than EI Part II non-apprentices. Less than 40% of them were aged 34 years and under, whereas more than 50% of EI Part II non-apprentices were aged 34 years or younger. This difference in age and thus work experience was reflected in their income one year before the start of their EI claim. Skills Boost participants had a significantly higher average income than EI Part II non-apprentices, around \$50,000 compared to \$20,000, respectively. Women accounted for half of Skills Boost participants and EI Part II non-apprentices.

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

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

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

Employment Insurance claims under Skills Boost and amount paid

In 2022-23, Service Canada gave permission to (or “referred”) 627 claimants to continue receiving EI benefits in order to train under Skills Boost.⁶⁵ This is similar to the 623 claimants referred in the previous year (consult Table 40). Out of these 627 claims established under Skills Boost in 2022-23, 585 (93.3%) contained at least one week of EI regular benefits paid while on training and 420 (67.0%) included at least one week of EI regular benefits paid while not on training.

⁶⁵ Given the relatively low number of claims, the results are not presented separately for the first and second half of 2022-23.

Table 40 – Employment Insurance claims during which claimants received permission from Service Canada to train and amount paid by region, gender, age and industry, Canada, 2021-22 and 2022-23

Region	New claims established 2021-22	New claims established 2022-23	Amount paid (\$ million) 2021-22	Amount paid (\$ million) 2022-23
Atlantic provinces	42	56	\$0.6	\$0.7
Quebec	163	140	\$2.2	\$1.6
Ontario	158	182	\$2.4	\$2.2
Manitoba	32	28	\$0.5	\$0.4
Saskatchewan	25	22	\$0.4	\$0.3
Alberta	132	115	\$2.2	\$1.5
British Columbia and Territories ¹	71	84	\$1.0	\$1.1
Gender				
Men	299	307	\$4.4	\$3.7
Women	324	320	\$4.9	\$4.1
Age category				
34 years old and under	229	247	\$3.1	\$2.8
35 to 44 years old	226	227	\$3.5	\$2.9
45 to 54 years old	124	115	\$2.0	\$1.5
55 years old and over	44	38	\$0.7	\$0.5
Industry				
Goods-producing industries	164	178	\$2.4	\$2.2
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	31	17	\$0.4	\$0.2
Construction	68	90	\$0.9	\$1.0
Manufacturing ²	65	71	\$1.1	\$0.9
Service-producing industries	439	428	\$6.6	\$5.3
Wholesale and retail trade	76	70	\$1.1	\$0.9
Transportation and warehousing	32	22	\$0.5	\$0.3
Finance, insurance, real estate, rental and leasing	35	31	\$0.6	\$0.4
Professional, scientific, and technical services	26	37	\$0.4	\$0.5
Business, building, and other support services ³	27	48	\$0.4	\$0.6
Educational services	46	63	\$0.7	\$0.7
Healthcare and social assistance	63	48	\$1.0	\$0.6
Information, culture, and recreation ⁴	18	20	\$0.2	\$0.2
Accommodation and food services	40	25	\$0.4	\$0.2
Other services (excluding public administration)	24	14	\$0.4	\$0.2
Public administration	52	50	\$0.9	\$0.6
Unclassified⁵	20	21	\$0.3	\$0.3
Canada	623	627	\$9.3	\$7.8

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 included with those for British Columbia.

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

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

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

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

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

As in previous years, most of the training referrals by Service Canada were in Ontario (29.0%), Quebec (22.3%) and Alberta (18.3%) in 2022-23. In comparison, Quebec and Alberta accounted for 29.2% and 9.8% of EI regular claims established in 2022-23, respectively. Women accounted for half of referrals (51.0%) compared to 41.0% of all EI regular claims established in 2022-23. Similarly, claimants aged 44 and under established three-quarters (75.6%) of all referrals in 2022-23, while accounting for 54.3% of EI regular claims during the same period.

From an industry perspective, claimants who previously worked in the Construction sector accounted for the largest share of referrals (14.4%), followed by those from Manufacturing (11.3%) and Wholesale and retail trade sectors (11.2%).

A total of \$7.8 million EI regular benefits were paid to claimants under Skills Boost in 2022-23, slightly lower than the benefits paid in 2021-22. Of this amount, \$5.3 million (68.6% of the total amount) was paid while claimants were on training and \$2.3 million (29.0% of the total amount) were paid while claimants were not on training.

Level and duration of Employment Insurance benefits for Skills Boost claims

Claimants with a referral to training by Service Canada had, on average, a weekly benefit rate of \$547 in 2022-23. This is higher than the average weekly EI regular benefits (\$535) for EI regular claims established in 2022-23, but lower than the one entitled to long-tenured workers (\$583) during the same period.

Claimants from British Columbia and the Territories had the highest average weekly benefit rate, whereas claimants from the Atlantic provinces had the lowest. On average, the weekly benefit rate for men was higher than for women, as well as for claimants aged between 35 and 44 years compared to the other age groups (consult [Annex 2.26.3](#)).

Claims established on or after September 26, 2021 and completed in 2022-23 by claimants with a referral to training by Service Canada received, on average, 16.5 weeks of EI benefits while on training and 10.9 weeks of EI benefits while looking for a job during their claim period (consult [Annex 2.26.2](#)).

Claimants from Saskatchewan received, on average, a higher number of EI weeks while on training (18.5 weeks) than the national level (16.5 weeks). Women also received, on average, more weeks of EI benefits than men while attending full-time training (18.0 weeks versus 15.1 weeks).

Claimants aged between 35 and 44 years received, on average, the highest number of benefits weeks while on training (17.4 weeks), while claimants aged 55 years and over received the most weeks of EI regular benefits while not on training (14.9 weeks).

2.4 Employment Insurance fishing benefits

Employment Insurance (EI) provides fishing benefits to qualifying, self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility for EI fishing benefits is not based on hours of insurable employment. Rather, it is based on insurable earnings from self-employment in fishing in the qualifying period.⁶⁶ Fishers may be eligible to receive fishing benefits as well as sickness, maternity, parental, compassionate care and/or family caregiver benefits.

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

- making a catch
- doing any work incidental to making or handling a catch⁶⁷, or
- the construction of a fishing vessel for their own use or for the use of a crew of which the person is a member in making a catch.

Self-employed fishers are eligible for EI fishing benefits if they do not qualify for regular benefits and have earned a minimum of between \$2,500 and \$4,200 in insurable earnings from fishing during their qualifying period,⁶⁸ depending on the regional unemployment rate of the claimant’s EI economic region.

When not engaged in fishing-related activities, fishing 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.

EI fishing benefits are available for 2 fishing seasons per year, the winter fishing season and the summer fishing season. Claimants entitled to EI fishing benefits may receive a maximum entitlement of 26 weeks of EI fishing benefits per claim within a fixed benefit period. The benefit period for a winter fishing claim is from the week of April 1 to the week of December 15, whereas the benefit period for a summer fishing claim is from the week of October 1 to the week of June 15.⁶⁹ These weeks of benefits may be received consecutively or intermittently, but are limited by the fixed start and end dates of the benefit period. In some cases, claimants can defer earnings from one season to the other. There is no increase in the length of the benefit period for any reason except for the payment of special benefits.

A fisher's weekly benefit rate is usually determined by dividing their total insurable earnings from fishing⁷⁰ during the qualifying period by the divisor associated with the claimant’s regional unemployment rate (consult Table 41). The result is multiplied by the replacement rate of 55%, without

⁶⁶ For more information, consult [Employment Insurance fishing benefits](#).

⁶⁷ 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.

⁶⁸ The qualifying period for EI fishing benefits is different from other types of benefits. It is defined as either the 31 weeks prior to the establishment of a claim or since the establishment of a previous claim, whichever is shorter.

⁶⁹ The qualifying period for summer fishing benefits cannot start earlier than the week of March 1, while for winter fishing benefits, it cannot start earlier than September 1. The qualifying period also cannot start more than 31 weeks immediately before the start of a benefit period.

⁷⁰ 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.

exceeding the same maximum weekly benefit rate as other types of EI benefits (\$638 in 2022 and \$650 in 2023).

Table 41 – Minimum threshold of insurable earnings from fishing and earnings divisor for 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.

As mentioned in [Section 2.1](#), 2 different sets of EI temporary measures were introduced over the past few years in response to the economic and labour market disruptions due to the COVID-19 pandemic.⁷¹ Fishing claims established during the first half of 2022-23 were under the second set of EI temporary measures, whereas fishing claims established during the second half of 2022-23 were subject to the EI original rules.

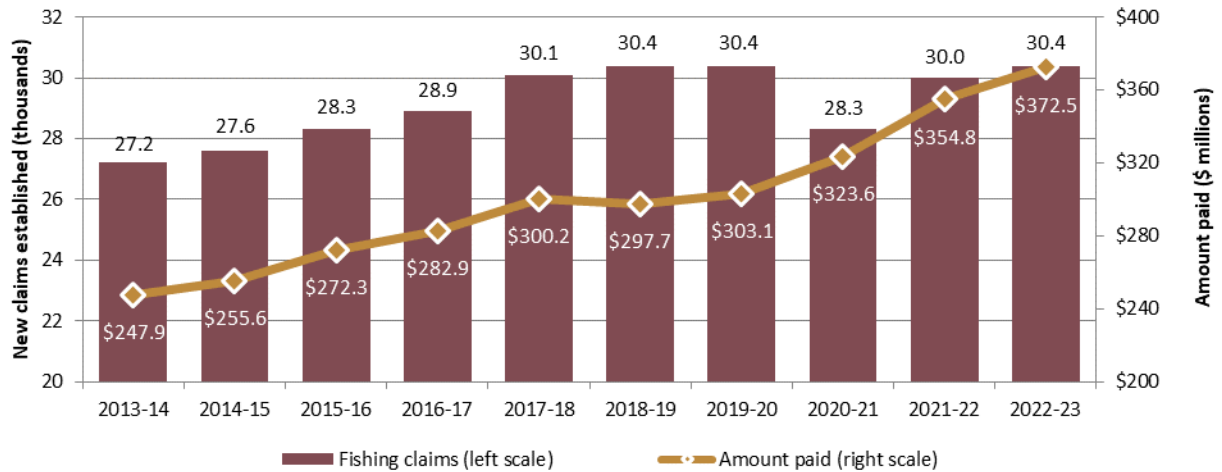
Fishing claims established during the first half of 2022-23 required a minimum of \$2,500 of insurable earnings to qualify for fishing benefits, whereas those established during the second half of 2022-23 required between a minimum of \$2,500 and \$4,200 in insurable earnings depending on the regional unemployment rate. In both cases, the weekly benefit rate was calculated using the earnings divisor displayed in Table 41.

2.4.1 Employment Insurance fishing claims and benefits paid

The total number of new EI fishing claims increased from 29,955 in 2021-22 to 30,447 in 2022-23, similar to pre-pandemic levels. The total amount paid in EI fishing benefits increased from \$354.8 million in 2021-22 to \$372.5 million in 2022-23 (consult Chart 17).

⁷¹ Summer fishing claims established between September 27, 2020 and September 25, 2021, and winter fishing claims established between September 27, 2020 and December 18, 2021 were under the first set of EI temporary measures. Summer fishing claims established between September 26, 2021 and September 24, 2022, and winter fishing claims established between December 19, 2021, and September 24, 2022 were under the second set of EI temporary measures.

Chart 17 – Employment Insurance fishing claims established and amount paid, Canada, 2013-14 to 2022-23



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

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

In 2022-23, 96.4% 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 42). More claims were established during the second half of the reporting period (17,464 claims) than during the first half (12,983 claims). This is attributable to the fact that, in general, more fishing claims are established during the summer claim season than during the winter claim season.

Table 42 – Employment Insurance fishing claims and amount paid by region, gender and age category, Canada, 2021-22 and 2022-23

Region	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	13,816	6,352	8,056	14,408	\$163.0	\$178.0
Prince Edward Island	3,105	1,149	2,020	3,169	\$34.3	\$38.0
Nova Scotia	5,359	2,958	2,536	5,494	\$65.7	\$68.1
New Brunswick	3,124	1,242	1,765	3,007	\$41.8	\$40.8
Quebec	1,284	528	736	1,264	\$13.7	\$13.2
British Columbia	2,139	257	1,749	2,006	\$22.4	\$21.4
Other provinces and territories	1,128	497	602	1,099	\$13.8	\$13.0
Gender						
Men	23,669	10,359	13,585	23,944	\$280.7	\$295.4
Women	6,286	2,624	3,879	6,503	\$74.1	\$77.1
Age category						
24 years old and under	1,560	751	878	1,629	\$18.8	\$20.4
25 to 44 years old	7,882	3,473	4,657	8,130	\$98.0	\$102.1
45 to 54 years old	7,252	3,198	3,932	7,130	\$81.8	\$82.7
55 years old and over	13,261	5,561	7,997	13,558	\$156.2	\$167.4
Canada	29,955	12,983	17,464	30,447	\$354.8	\$372.5

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.

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

Atlantic Canada accounted for the largest share of all fishing claims established in 2022-23 (85.7%), a proportion similar to the previous reporting period. Claimants in Atlantic Canada also received the largest share of EI fishing benefits (87.2%) in 2022-23.

In terms of gender, men continued to account for the largest shares of both claims established (78.6%) and total amount paid in fishing benefits (79.3%) in 2022-23. Similar to previous years, the shares of the amount paid in EI fishing benefits to both men and women were proportional to their shares of claims established.

As in previous years, claimants aged 55 years and over accounted for the largest share of claims established (44.5%) and total amount paid in fishing benefits (44.9%). Additionally, the share of fishing benefits paid to older claimants has continued to increase over time. It represented 37.7% of fishing benefits paid in 2017-18 and increased every fiscal year since this fiscal year.

In 2022-23, the average weekly fishing benefit rate was \$594. As in previous years, this rate was above the average weekly regular benefit rate for the same reporting period (\$535). Among all regions with a significant fishing industry, the average weekly fishing benefit rate was the highest in Atlantic Canada (\$604), followed by Quebec (\$596) and British Columbia (\$518). Moreover, all 4 provinces in Atlantic Canada as well as Quebec had an average weekly fishing benefit rate above the national average. In terms of gender, men had a higher average weekly fishing benefit rate (\$597) than women (\$579), while among age groups, claimants who were aged between 45 and 54 years had the highest average weekly fishing benefit rate (\$602) in 2022-23.

The proportion of fishing claims that received the maximum weekly benefit rate was 70.5% in 2022-23. Similar to previous years, men had a higher proportion of fishing claims that received the maximum benefit rate compared to women. Among age groups, claimants aged between 45 and 54 years had the highest proportion of claims at the maximum weekly benefit rate (consult table 43).

Table 43 – Proportion of Employment Insurance fishing claims at the maximum weekly benefit rate by region, gender and age category, Canada, 2021-22 and 2022-23

Region	2021-22	2022-23
Newfoundland and Labrador	71.2%	72.5%
Prince Edward Island	85.4%	82.3%
Nova Scotia	80.3%	74.3%
New Brunswick	89.7%	75.4%
Quebec	86.2%	69.0%
British Columbia	46.2%	39.5%
Other provinces and territories	37.0%	37.1%
Gender		
Men	77.1%	73.6%
Women	61.3%	59.5%
Age category		
24 years old and under	61.0%	60.5%
25 to 44 years old	73.4%	69.5%
45 to 54 years old	78.8%	74.6%
55 years old and over	72.9%	70.3%
Canada	73.8%	70.5%

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. Data are based on a 100% sample of EI administrative data.

2.4.2 Seasonal component of Employment Insurance fishing benefits

EI fishing benefits are available for 2 fishing seasons per year (winter and summer), allowing eligible claimants to establish more than 1 claim in a year. In 2022-23, 20,937 fishers established 30,447 new fishing claims. Of these 20,937 fishers, 11,431 established a single claim, while the rest (9,506 fishers) established multiple claims.

Table 44 outlines the number of fishers who have established claims by season of establishment for the past 5 fiscal years. The number of fishers who established a fishing claim in 2022-23 increased by 1.3% compared to the previous year and was similar to pre-pandemic levels. The number of fishers who only established a winter claim increased by 14.6% during this period, while the number of fishers who only established a summer claim decreased by 5.0%.

Table 44 – Number of fishers by season of establishment of claim, Canada, 2018-19 to 2022-23

Season of establishment	2018-19	2019-20	2020-21	2021-22	2022-23	Change (%) 2021-22 to 2022-23
1 season	12,611	12,054	11,663	11,408	11,431	+0.2%
Winter	3,145	3,192	2,624	3,030	3,472	+14.6%
Summer	9,466	8,862	9,039	8,378	7,959	-5.0%
2 seasons	8,876	9,162	8,307	9,252	9,506	+2.7%
Canada	21,487	21,216	19,970	20,660	20,937	+1.3%

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

In 2022-23, fishers who established a single claim received an average of \$13,077 in EI fishing benefits. Those who had established 2 fishing claims received an average of \$13,413 for the first claim and \$12,476 for the second claim, adding up to a total average of \$25,889 received in EI fishing benefits in 2022-23.

2.4.3 Duration of Employment Insurance fishing benefits

Regardless of the local labour market conditions in a claimant's region of residence, the maximum entitlement of a claim established for EI fishing benefits is 26 weeks. In 2022-23, the average duration of fishing claims was 22.1 weeks, virtually identical to the average duration observed during the previous fiscal year.

Among provinces with a significant fishing industry, British Columbia and Newfoundland and Labrador both had the highest average duration of fishing benefits in 2022-23, with an average duration of 22.9 weeks. While claims established in British Columbia have historically had the highest duration of fishing benefits among provinces with a significant fishing industry over the years, claims established in Newfoundland and Labrador have caught up in the past 2 fiscal years. At the other end, claims established in Prince Edward Island and Quebec had the lowest average durations of fishing benefits in 2022-23, with respective durations of 20.6 and 20.7 weeks.

The lower average duration of claims in some Atlantic Provinces and Quebec compared to British Columbia may be attributable, in part, to a higher proportion of fishers in Atlantic Canada and Quebec who establish 2 claims for fishing benefits per year compared to British Columbia. Over the past 5 years, on average, 50.1% of fishers in the Atlantic Provinces and 64.7% of fishers in Quebec established 2 claims per year, compared to 2.2% in British Columbia.

Table 45 outlines the average duration of fishing benefits. In 2022-23, fishers who established a single fishing claim received benefits for an average of 23.3 weeks, a duration virtually identical to the previous fiscal year. Fishers who established 2 claims received benefits for an average of 22.1 weeks for their first claim and 20.7 weeks for their second claim, for a total average of 42.7 weeks for the entire 2022-23 fiscal year.

Table 45 – Average duration of Employment Insurance fishing benefits by fishers, Canada 2021-22 and 2022-23

Season	2021-22	2022-23	Change (%) 2021-22 to 2022-23
1 season / 1 claim	23.4	23.3	-0.3%
2 seasons / 2 claims	42.3	42.7	+1.1%
First claim	23.0	22.1	-4.1%
Second claim	19.3	20.7	+7.3%

Note: Percentage change is based on unrounded numbers.

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

2.5 Employment Insurance Work-Sharing benefits

2.5.1 What is the Work-Sharing program?

The Work-Sharing program is an employee-retention program that supports employers and their employees in avoiding layoffs when a company or organization faces a temporary reduction in its business activity, whether due to an economic downturn, a disaster event, or another shock that is beyond the control of the employer. Each Work-Sharing agreement involves three parties – employers, employees, and Service Canada. Within a given work unit, participating employees share hours evenly to ensure no-one is laid off despite the decline in business activity. The Work-Sharing program supplements participating workers' wages for the hours they are not working.

Workers furthermore benefit by maintaining their skills, along with their jobs and non-salary benefits. The program offers a form of job stability and financial security to a large number of employees, and can have a substantial multiplier effect on communities. The program's benefits go beyond those to the employees and employers, as it generates savings for the EI operating account by reducing the time and extent to which participating employees collect EI benefits.

The program operates under the authority of Section 24 of the *Employment Insurance Act*, and Sections 42 to 49 of the Employment Insurance Regulations. An agreement is established between an employer and Service Canada to avert layoffs during a temporary reduction in an employer's business activity. Layoffs are avoided by offering temporary income support to EI-eligible workers who accept to work a temporarily reduced workweek while their employer recovers. Workers in the Work-Sharing program receive EI benefits in partial replacement of their reduction in working hours. The goal of the program is for all participating employees to return to normal working hours by the end of the Work-Sharing agreement (consult [subsection 2.5.2](#) for a comprehensive program description).

Employees on a Work-Sharing agreement must agree to:

- a reduced schedule of work, and to
- share the available work equally over the term of the agreement

Work-Sharing agreements must include a reduction in work activity ranging between 10% and 60% of participating employees' regular weekly hours of work. In any given week, the work reduction can vary depending on available work, as long as the work reduction on average over the life of the agreement is between 10% and 60%. The proposed reduction in work hours 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 temporary shortage of work and a reduction in business activity beyond its control, with neither a cyclical shortage of work nor a recurring slowdown
- employ at least 2 eligible employees in the affected work unit
- demonstrate a recent decrease of approximately 10% to 60% of its business activity
- undertake recovery measures that will return employees to normal levels of employment upon the completion of the Work-Sharing agreement, and
- commit itself to maintaining employee benefits throughout the Work-Sharing agreement period

Employees participating in a Work-Sharing agreement must:

- be year-round, permanent, full-time or part-time employees who are required to carry out the everyday functions of the business
- be eligible to receive EI benefits, 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. This helps ensure the program is flexible and responsive to the needs of employers and workers during unforeseen economic events. If needed, an extension may be requested of up to 12 weeks, bringing the initial agreement to a maximum total of 38 weeks.

In the case of an extension, employers must:

- continue to experience a reduction in business activity
- attest that Work-Sharing will avert the laying-off of one or more employees, and
- ensure the period of the extension is needed to complete the return to normal working hours

After concluding one agreement, employers requesting another agreement are required to undergo a mandatory minimum cooling-off period equal to the number of weeks used under the preceding agreement (up to a maximum period of 38 weeks). Under standard program parameters, the cooling-off period ensures that employers and their employees cannot participate in back-to-back agreements, which prevents over-reliance on Work-Sharing benefits while ensuring appropriate access for businesses weathering temporary downturns.

During participation in a Work-Sharing agreement, employer-initiated training activities may take place. Training costs may be funded by the employer or through other available supports, such as provincial or territorial programming.

The salary costs of employees taking part in training activities during normally-scheduled working hours cannot be compensated through the Work-Sharing agreement. Training can take place during the nonworking hours for which the participating employees are in receipt of EI Work-Sharing benefits.

From the onset of the COVID-19 pandemic in March 2020, the Work-Sharing program was successful in supporting business and individuals. From April 2020 to the end of March 2023, the program helped support an estimated 165,000 workers and averted over 79,147 layoffs.

In 2022-23, the Canadian economy continued its recovery from the effects of the COVID-19 pandemic (consult [Chapter 1](#) for more economic and labour market context), with the unemployment rate stabilizing below 6%.⁷² Accordingly, applications to the Work-Sharing program declined, albeit not to the pre-pandemic level of 158 employers supported in 2018-19. In 2022-23 alone, the Work-Sharing program supported 503 employers, with 6,147 layoffs averted, as compared to 2,021 averted in 2018-19 (consult Table 46).

Table 46 – Layoffs averted, Canada, 2017-18 to 2019-20

Fiscal year	Estimated number of layoffs averted
2017-18	1,578
2018-19	2,201
2019-20	7,095

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

2.5.2. Work-Sharing special measures: part of Canada’s COVID-19 economic response

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

The Canadian Employment Insurance Commission (CEIC) may, at any time, introduce special measures under the Work-Sharing program to provide additional support for affected businesses and workers during a period of economic downturn or natural disaster, or when a disaster or state of emergency has been declared by a local or provincial government or by the Government of Canada. Special measures typically involve relaxation of eligibility requirements for firms and for certain employees, extension of the maximum possible duration of a Work-Sharing agreement, waiving or shortening the “cooling-off” period between successive applications to the program, and certain other measures at the CEIC’s discretion.

As part of Canada’s COVID-19 Economic Response Plan, temporary measures were put in place in March 2020, at the onset of the pandemic and ended on September 24, 2022. The temporary measures were implemented to assist workers and employers from all industries and sectors across Canada facing unexpected downturns due to COVID-19 to access the program.

Some EI temporary measures (consult [Section 2.1](#)) were still in effect in the first half of 2022-23. Consequently, the eligibility criteria for EI benefits, including Work-Sharing benefits, along with the average duration of Work-Sharing agreements, were different during the period from April 1, 2022, to

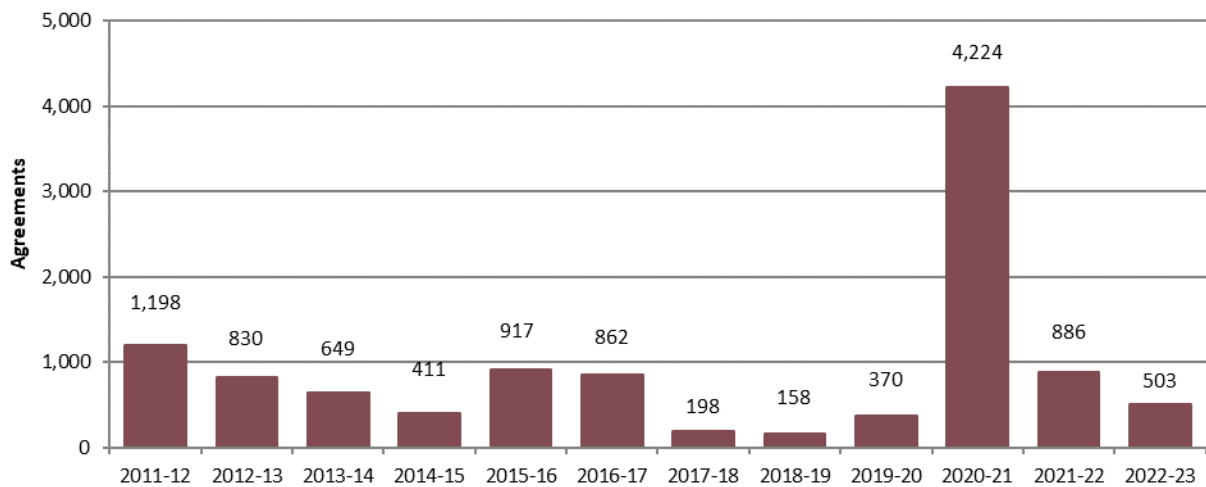
⁷² Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted.

September 24, 2022 (the first half of 2022-23) than those in force from September 25, 2022, to March 31, 2023 (the second half of 2022-23).

2.5.3. Employers – decrease in agreements across Canada

Canada’s labour market showed stability in 2022-23, as labour force participation rate held steady, adjacent to 65% of the working age population (15 and above) for the entire period, with the unemployment rate little changed between April 2022 (5.3%) and March 2023 (5.1%). Despite this encouraging stability in the labour market, growth in real gross domestic product (real GDP) had some quarterly variations in 2022-23, and moderated compared to 2021-22, partly due to the effects of the supply challenges. As a result of this generally strong performance in the labour market, and historically low unemployment rate, participation in the Work-Sharing program declined to 503 agreements in 2022-23, as compared to more than 4,200 in 2020-21 (consult Chart 18).

Chart 18 – Total count of Work-Sharing agreements, Canada, 2011-12 to 2022-23



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

As a result of Work-Sharing agreements, an estimated minimum of 6,147 layoffs were averted, and at least 9,959 employees participated in Work-Sharing agreements in 2022-23.⁷³ Over 99% of agreements were with businesses with 499 or fewer employees, many of which were still recovering from a decline in business and revenues due to the pandemic.

Across the country, in absolute terms, Ontario, Quebec, Alberta and British Columbia have had the most agreements year-over-year (consult Table 47). As expected, the number of agreements decreased substantially across all provinces as the economy has continued to strengthen and the demand for goods and services has increased. In addition, economic conditions continued to improve in the Territories, where there was no Work-Sharing agreement for the second consecutive year.

⁷³ Based on information provided to Service Canada by the employer at the time of the application.

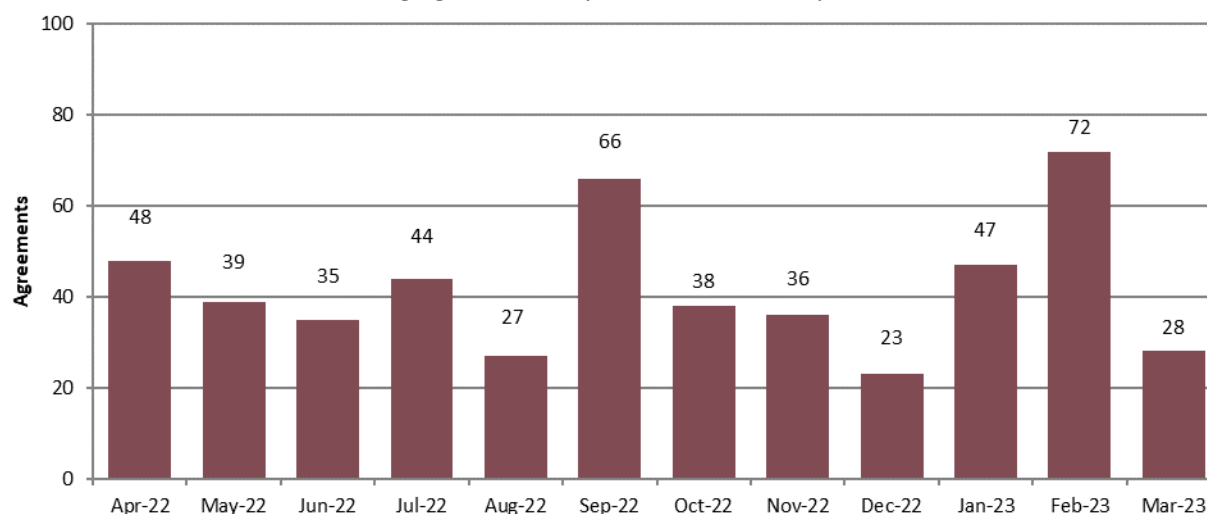
Table 47 – Number of Work-Sharing agreements by region, Canada, 2020-21 to 2022-23

Region	2020-21	2021-22	2022-23
Newfoundland and Labrador	35	9	4
Prince Edward Island	8	0	2
Nova Scotia	78	15	4
New Brunswick	58	12	1
Quebec	818	224	190
Ontario	1,384	307	200
Manitoba	234	35	14
Saskatchewan	124	23	8
Alberta	873	139	34
British Columbia	603	122	46
Territories	7	0	0
Canada	4,228	886	503

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

Despite the strength of the economy, the level of demand for agreements varied in 2022-23 (consult Chart 19). A spike in September 2022 followed a dip in August 2022, which may be attributable to the high cost of borrowing, which added financial pressure on businesses. In 2022-23, the Bank of Canada raised its policy interest rate from 0.75% to 4.75% to fight inflation. These higher rates left many households with less money to spend on essential and non-essential goods and services. They also contributed to pressure on businesses (already affected by the pandemic’s overhang and disruptions in international markets). The decline of demand for goods and services led many businesses to delay or cancel investments and projects and to rely on programs such as Work-Sharing to retain employees in anticipation of an upturn.

Chart 19 – Number of Work-Sharing agreements by month, Canada, April 2022 to March 2023



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

However, by March 2023, inflation fell to 4.3%, a cooling from its peak of 8.1% in June 2022. While high borrowing costs continued to exert downward pressure on demand, declines in energy prices and improvements in supply chains contributed to reduce production costs and helped businesses to maintain their margins. Despite an increase in the number of agreements in February 2023,

improvements in economic conditions still helped reduce the overall number of Work-Sharing agreements in 2022-23.

In 2020-21 and 2021-22, Work-Sharing agreements were split fairly evenly between goods-producing and services-producing industries. In 2022-23, goods-producing industries accounted for a greater share of Work-Sharing agreements than services-producing industries. Close to 67% of Work-Sharing agreements were in goods-producing industries, compared to just 27% of agreements in the services-producing industries. The share of Work-Sharing agreements in the services-producing industries in 2022-23 decreased by 16.6 percentage points compared to the previous fiscal year (consult Table 48).

Table 48 – Number and share of Work-Sharing agreements by industry, 2019-20 to 2022-23

Industry	2019-20	2020-21	2021-22	2022-23
Goods-producing industries	266 (71.9%)	1,750 (41.4%)	498 (56.2%)	336 (66.8%)
Mining, quarrying, and oil and gas extract	5 (1.4%)	56 (1.3%)	9 (1.0%)	2 (0.4%)
Construction	25 (6.8%)	262 (6.2%)	33 (3.7%)	26 (5.2%)
Manufacturing	223 (60.3%)	1363 (32.3%)	443 (50.0%)	302 (60%)
Rest of goods-producing industries	13 (3.5%)	69 (1.6%)	13 (1.5%)	6 (1.2%)
Services-producing industries	104 (28.1%)	2,476 (58.6%)	388 (43.8%)	137 (27.2%)
Wholesale trade	10 (2.7%)	257 (6.1%)	33 (3.7%)	12 (2.4%)
Retail trade	16 (4.3%)	307 (7.3%)	56 (6.3%)	11 (2.2%)
Professional, scientific and technical services	24 (6.5%)	621 (14.7%)	71 (8.0%)	45 (8.9%)
Rest of services-producing industries	54 (14.6%)	1,289 (30.5%)	228 (25.7%)	69 (13.7%)
Canada	370 (100.0%)	4,224 (100.0%)	886 (100.0%)	503 (100.0%)

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

In Canada, small businesses⁷⁴ (1 to 99 employees) account for over 97% of all businesses⁷⁵ and represent a major driver of the economy. However, they are also particularly vulnerable to economic downturns, as they tend to have less access to capital and fewer resources to fall back on in tough times. This was particularly evident during the onset of the pandemic, during which Canadian small businesses were the first to feel the impacts of the economic downturn and the last to recover. This is borne out by the distribution of Work-Sharing agreements by employer size in 2022-23, as over 99% of agreements assisted small and medium sized businesses (499 or fewer employees) recover from disruptions to their normal levels of business activities. 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. Table 49 illustrates the numbers of Work-Sharing agreements with businesses with 1 to 99 paid employees by fiscal year.

⁷⁴ A small business is defined as having 1 to 99 paid employees.

⁷⁵ Innovation, Science and Economic Development, Key small business statistics (Ottawa: ISED, Research and Analysis Directorate, 2022)

Table 49 – Work-Sharing agreements with small businesses (99 or fewer employees), Canada, 2018-19 to 2022-23

Fiscal year	Agreements with businesses with 1 to 99 paid employees
2018-19	138
2019-20	313
2020-21	3,582
2021-22	750
2022-23	448

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

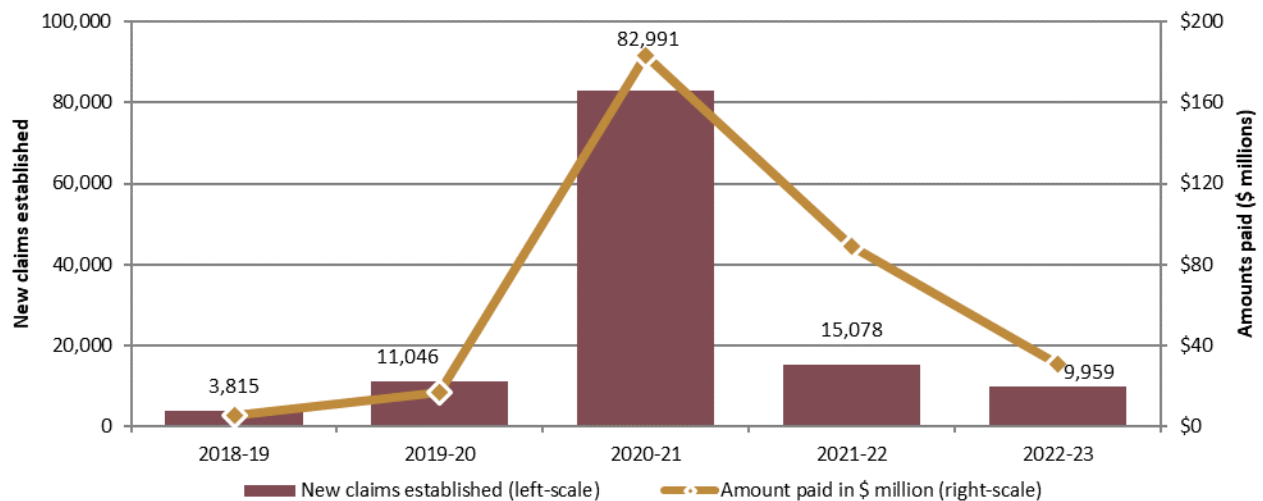
2.5.4 Workers – Employment Insurance Work-Sharing claims and amount paid

To be eligible to receive EI benefits under a Work-Sharing agreement, workers need to meet the eligibility criteria for EI regular benefits. Different sets of EI temporary measures were implemented over the past fiscal years as the economy and labour market recovered from the disruptions due to the COVID-19 pandemic. These EI temporary measures included broadened eligibility criteria for EI benefits, including Work-Sharing benefits (consult [Section 2.1](#)).

The eligibility criteria for EI regular benefits varied over the past fiscal years depending on when claims were established. In 2022-23, the eligibility criteria for the period April 1, 2022, to September 24, 2022 (first half of 2022-23) were different than the ones from September 25, 2022, to March 31, 2023 (second half of 2022-23). Eligibility criteria in 2021-22 were also different from the criteria in 2022-23. Therefore, comparison between fiscal years should be done with caution.

In 2022-23, economic activity recovered across sectors and regions, and the number of claims for Work-Sharing benefits therefore steadily decreased. There were almost 10,000 claims for Work-Sharing benefits established in 2022-23, compared to approximately 15,000 claims established in the previous fiscal year, which represented a decrease of 34.0% (consult Chart 20). The amount of Work-Sharing benefits paid decreased from \$88.8 million in 2021-22 to \$30.6 million in 2022-23, a 65.5% decline.

Chart 20 – Employment Insurance Work-Sharing claims and benefits paid, Canada, 2018-19 to 2022-23



Note: Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

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

Claims: The number of new claims and the amounts of benefits paid varied across the provinces and territories, with the majority of provinces and territories experiencing a decrease in claims. Ontario and Quebec continued to account for a little over 77% of both new claims and amounts paid (consult Table 50). There were no claims from workers in Nunavut, Northwest Territories and Yukon in 2022-23.

Table 50 – Number of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, 2021-22 to 2022-23

Region	New claims established Total 2020-21	New claims established Total 2021-22	New claims established Total 2022-23	Amount paid (\$ millions) 2020-21	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	498	24	15	\$1.0	\$0.2 ^R	\$0.1
Prince Edward Island	121		40	\$0.3	\$0.1 ^R	\$0.0
Nova Scotia	2,029	96	39	\$3.8	\$2.3	\$0.2
New Brunswick	1,253	119		\$2.3 ^R	\$0.5	\$0.1
Quebec	19,666	3,816	3,666	\$36.1	\$22.2	\$8.7
Ontario	29,381	8,285	3,900	\$68.3	\$40.6	\$15.0
Manitoba	6,733	411	1,354	\$11.2	\$4.6	\$1.4
Saskatchewan	1,742	250	39	\$5.6	\$1.4	\$0.6
Alberta	11,770	788	334	\$32.9	\$9.6	\$1.4
British Columbia	9,758	1,289	572	\$21.8	\$7.2	\$3.1
Territories	40	0	0	\$0.1 ^R	\$0.0	\$0.0
Gender						
Men	52,895	10,277	6,532	\$117.8	\$56.7	\$20.3
Women	30,096	4,801	3,427	\$65.6	\$32.0	\$10.3
Age category						
24 years old and under	4,272	1,102	731	\$7.6	\$3.7	\$1.5
25 to 44 years old	36,683	5,708	3,519	\$76.7	\$30.1	\$10.0
45 to 54 years old	21,295	3,861	2,439	\$48.7	\$25.2	\$8.1
55 years old and over	20,741	4,407	3,270	\$50.5	\$29.8	\$11.0
Industry						
Goods-producing industries	43,142	12,161	8,658	\$97.3	\$59.3	\$23.3
Manufacturing	40,246	11,863	8,410	\$88.2	\$56.4	\$22.5
Rest of goods-producing industries	2,896	298	248	\$9.0	\$2.8	\$0.7
Services-producing industries^R	37,959	2,550	1,192	\$81.7	\$28.1	\$7.0
Wholesale trade	10,321	655	341	\$18.9	\$4.8	\$1.2
Professional, scientific and technical services	8,474	261	294	\$17.9	\$3.5	\$1.2
Rest of services-producing industries ^R	19,164	1,634	557	\$44.9	\$19.8	\$4.6
Unclassified[*]	1,890	X	109	\$4.5	\$1.4	\$0.3
Canada	82,991	15,078	9,959	\$183.5	\$88.8	\$30.6

Note: 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.

^R Revised data.

X Suppressed for confidentiality purposes.

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

Demographics: Women accounted for 34.4% of new claims in 2022-23, compared to 31.8% in 2021-22. The share of amount paid to women towards their Work-sharing agreements decreased by 2.4 percentage points over the same period.

Age distribution: The age distribution of claimants in 2022-23 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 55 years and older. Individuals aged 25 to 54 continued to account for approximately 60% of claims established and benefits paid. Youth remained under-represented among newly-established Work-Sharing claims, relative to their share of national employment (14% in March 2023).⁷⁶

Sectors: highlights for sectors in which Work-Sharing claimants were employed include:

- employees in goods-producing industries accounted for 87% of Work-Sharing claims and 76% of Work-Sharing benefits paid in 2022-23
- the number of Work-Sharing claims and benefits paid decreased substantially more in services-producing industries in 2022-23 compared to 2021-22. Claimants from the Manufacturing sector continued to account for the majority of the Work-Sharing claims in 2022-23

2.5.5 Level and duration of Employment Insurance Work-Sharing benefits

Weekly Work-Sharing benefits paid to claimants are determined by:

- employees' wages
- EI benefit rate calculation, and
- degree of reductions in the hours worked (between 10% and 60%)

As mentioned in [Section 2.1](#), the calculation of the weekly benefit rate varied over the previous fiscal years (2020-21 and 2021-22) depending on when claims were established. This was due to the 2 different sets of EI temporary measures that were introduced in response to the COVID-19 pandemic. All claims established in 2022-23 were subject to the variable best weeks (VBW) provision, as no temporary measures related to weekly benefit rates were in place during the reporting period. For this reason, the average weekly Work Sharing benefit rates reported for 2020-21, 2021-22 and 2022-23 are not fully comparable.

The national average weekly Work-Sharing benefit rate was \$130 in 2022-23 (consult Table 51), roughly 10% lower than in the preceding fiscal year.⁷⁷

⁷⁶ Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted.

⁷⁷ 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 51 – Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, 2019-20 to 2022-23

Region	2019-20	Total 2020-21	Total 2021-22	2022-23
Atlantic provinces	\$151	\$122	\$127	\$152
Quebec	\$136	\$127	\$146	\$139
Ontario	\$127	\$139	\$138	\$137
Manitoba	\$149	\$119	\$142	\$77
Saskatchewan	\$152	\$154	\$190	\$142
Alberta	\$159	\$139	\$174	\$138
British Columbia	\$142	\$130	\$160	\$152
Yukon	n/a	\$143	n/a	n/a
Northwest Territories	n/a	\$180	n/a	n/a
Nunavut	n/a	\$197	n/a	n/a
Gender				
Men	\$143	\$134	\$151	\$134
Women	\$124	\$131	\$132	\$123
Age category				
24 years old and under	\$134	\$122	\$142	\$119
25 to 44 years old	\$139	\$132	\$147	\$132
45 to 54 years old	\$140	\$134	\$143	\$129
55 years old and over	\$138	\$137	\$145	\$132
Industry				
Good-producing industries	\$138	\$136	\$145	\$127
Services-producing industries	\$143	\$129 ^R	\$141	\$153
Canada	\$139	\$133	\$145	\$130

Note: Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

^R Revised data.

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

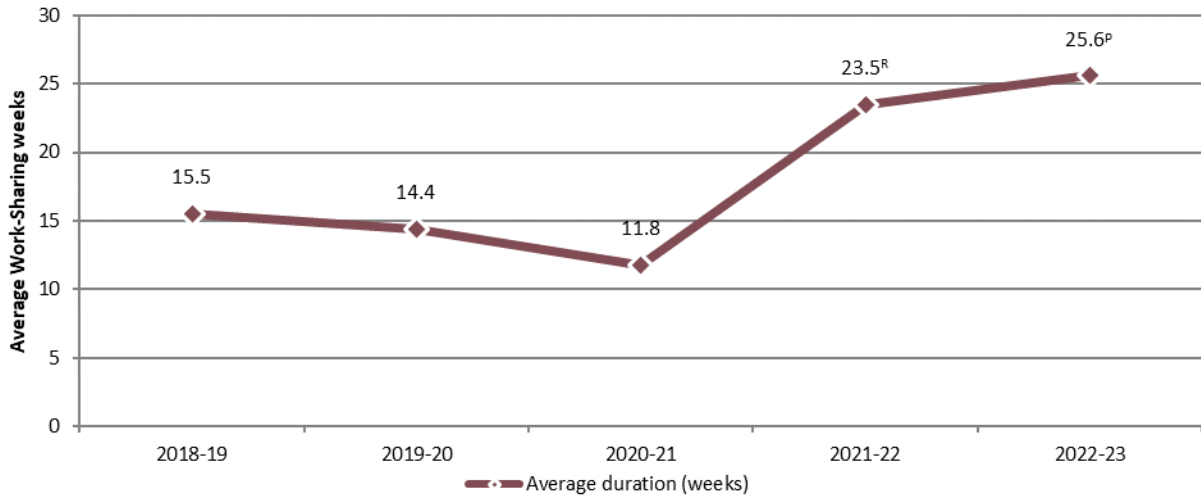
The average Work-Sharing weekly benefit rate decreased across the majority of provinces in 2022-23, except in the Atlantic Provinces. Manitoba experienced the lowest average weekly benefit rate, whereas the Atlantic provinces and British Columbia had the highest average weekly benefit rate in 2022-23.

Men continued to have a higher average weekly benefit rate than women. This is likely attributable to the different industries in which they worked. The average weekly benefit rate was relatively similar for most age groups in 2022-23. The benefit rate for younger workers was lower on average.

As in previous fiscal years, the average weekly Work-Sharing benefit rate varied across industries in 2022-23. The highest average weekly benefit rate was seen in services-producing industries, while goods-producing industries' average weekly benefit rate decreased relative to 2021-22. The sector with the highest average weekly benefit rate in 2022-23 was Accommodation and food services, and the lowest was Wholesale trade (consult [Annex 2.22.3](#)).

As shown in Chart 21, the average duration of Work-Sharing claims completed in 2022-23 was 25.6 weeks, continuing an upward trend from the previous fiscal year. This was likely a result of a decrease in the number of agreements that terminated early (consult [subsection 2.5.6](#)).

Chart 21 – Average duration of completed Employment Insurance Work-Sharing claims, 2018-19 to 2022-23



Note: Includes completed claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

^P Preliminary data.

^R Revised data.

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

2.5.6 Employment Insurance Work-Sharing agreements subject to early termination with layoffs averted

When a Work-Sharing agreement ends before its anticipated end date, this is termed an early termination. Early termination⁷⁸ may be due to a number of reasons, for example:

- return to normal levels of business activity
- decision to proceed with layoffs, or
- shutdown

Early terminations in 2022-23 dropped below 50%, following a downward trend from 2021-22. In 2020-21, early terminations were at their highest, accounting for 79% of all agreements. The decrease in both early terminations and new agreements in 2021-22 and 2022-23, may reflect an economic recovery (with a rising number of employer participants resuming normal operations). Historical trends show that the number of Work-Sharing claims increase during economic recessions and decline during periods of recovery and economic growth. Early terminations by fiscal year are given in Table 52 and Chart 22.

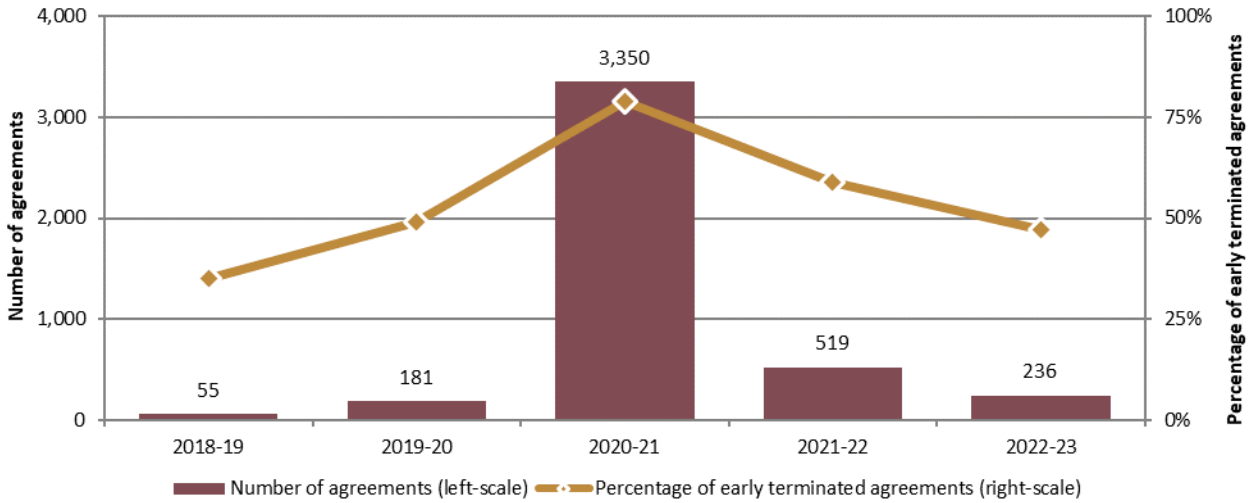
⁷⁸ If an employee is laid off during or at the end of a Work-Sharing agreement, the employee can apply to transfer their claim to EI regular benefits. That claim duration would be extended by the number of weeks of Work-Sharing.

Table 52 – Early terminations, Canada, 2018-19 to 2022-23

Fiscal year	Early terminations
2018-19	55
2019-20	181
2020-21	3,350
2021-22	519
2022-23	236

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

Chart 22 – Annual rate and number of early terminations of Work-Sharing agreements, Canada, 2018-19 to 2022-23



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

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, insured employees must have accumulated a minimum number of hours of insurable employment during their qualifying period. The minimum threshold varied over the past fiscal years due to the different sets of EI temporary measures introduced in response to the COVID-19 pandemic (consult [Section 2.1](#)). The minimum was 420 hours for claims established during the first half of 2022-23 under the second set of EI temporary measures. The minimum was 600 hours for claims established during the second half of 2022-23 when the EI original rules resumed at the end of the second set of EI temporary measures on September 24, 2022. As a result, the number of claims established covered in the following subsections are presented separately for the first and the second half of 2022-23. Insured employees must also meet the eligibility criteria for the special benefits claimed, and have their normal weekly earnings reduced by more than 40%.

Self-employed persons may qualify if they opted into the EI program and paid EI premiums at least one full year prior to claiming benefits. They also had to have self-employment income that met the minimum self-employment eligibility threshold⁷⁹ in the calendar year preceding the claim, and met other eligibility criteria specific to the special benefits being claimed. As part of the EI temporary measures, the minimum self-employment eligibility threshold was reduced to qualify for special benefits. For claims established under the second set of EI temporary measures, the minimum self-employment eligibility threshold was reduced in an equivalent manner to the 30% hours reduction in the minimum number of hours to qualify for special benefits during the same period (that is, from 600 hours to 420 hours).

Subsection 2.6.1 provides a summary overview of special benefits in terms of the number of new claims established, amount paid and level of benefits. The following subsections examine the EI special benefits by type. Subsection 2.6.2 discusses maternity and parental benefits. Sickness benefits are introduced in subsection 2.6.3. Subsections 2.6.4, 2.6.5 and 2.6.6 examine compassionate care benefits, the family caregiver benefit for adults and the family caregiver benefit for children, respectively. Finally, subsection 2.6.7 looks at the use of special benefits by self-employed persons who have opted into the EI program. For the purpose of the following section, EI special benefit claims refer to EI claims for which at least \$1 of special benefits was paid.⁸⁰

⁷⁹ This threshold was \$8,092 for claims established in 2022 (a temporary measure reduced this threshold to \$5,289 for claims established between September 26, 2021 and September 24, 2022) and \$8,255 for claims established in 2023.

Self-employed fishers could also qualify for special benefits with fishing earnings, consult [Section 2.4](#) for details.

⁸⁰ EI administrative data are as of August 2023. Data are based on a 10% sample of claims for maternity benefits, parental benefits and sickness benefits; and on a 100% sample of claims for compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children.

2.6.1 Employment Insurance special benefit claims overview

The number of new EI special benefit claims decreased from 704,600 in 2021-22 to 657,800 in 2022-23 (consult Table 53). Claims established for sickness benefits decreased the most (-43,980), followed by claims for maternity benefits (-6,380) and claims for parental benefits (-5,760). This decrease could be due, in part, to the different sets of EI temporary measures that facilitated access to EI benefits during the previous reporting period (consult [Section 2.1](#)). With respect to caregiver benefits, the number of new claims slightly increased for family caregiver for adults and children compared to 2021-22, while it slightly decreased for compassionate care benefits.

Table 53 – Employment Insurance special benefit claims and amount paid according to benefit type, Canada, 2021-22 to 2022-23

Benefit type	Number of claims Total 2021-22	Number of claims First half of 2022-23	Number of claims Second half of 2022-23	Number of claims Total 2022-23	Amount paid (\$ million) 2021-22	Amount paid (\$ million) 2022-23
Maternity	176,910	90,290	80,240	170,530	\$1,474.7	\$1,356.3
Parental	241,900	126,110	110,030	236,140	\$3,589.9	\$3,499.6
Sickness	462,460	199,570	218,910	418,480	\$2,461.9	\$2,003.4
Compassionate care	6,775	3,311	3,308	6,619	\$46.0	\$42.4
Family caregiver for adults	12,541	6,961	6,311	13,272	\$79.6	\$74.7
Family caregiver for children	5,634	3,270	2,585	5,855	\$45.4	\$41.2
Canada	704,620	325,360	332,460	657,820	\$7,697.6	\$7,017.5

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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on maternity, parental and sickness benefits are based on a 10% sample of EI administrative data, whereas data on compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children are based on a 100% sample.

Similar to previous years, sickness benefits continued to represent almost two-thirds (63.6%) of special benefit claims established in 2022-23. During the same period, 35.9% and 25.9% of special benefit claims included parental and maternity benefits, respectively. Approximately 2.0% of all special benefit claims included family caregiver benefits for adults, 1.0% had compassionate care benefits, and 0.9% included family caregiver benefits for children.⁸¹

The total amount paid out in special benefits decreased from \$7.7 billion in 2021-22 to \$7.0 billion in 2022-23. Amounts paid have decreased for all benefit types compared to 2021-22. The decline in the amount paid is due to the overall decrease in the number of EI special benefit claims established in 2022-23 as well as the end of the EI temporary measures that generally provided a higher weekly benefit rate to claims established under the first set of EI temporary measures.

In 2022-23, women established a larger share (61.7%) of special benefit claims than men (38.3%). This breakdown of claims by gender remained virtually unchanged from previous fiscal years. Women also continued to receive a greater share of the amounts paid in special benefits than men during 2022-23 (79.9% and 20.1%, respectively). This is mainly because only women can receive maternity benefits, a

⁸¹ The total share of each type of special benefits does not add up to 100%, because a claimant can receive multiple benefit types on a single claim.

higher share of women than men receive parental benefits, and on average, men who receive parental benefits receive fewer weeks of benefits than women.

By age, claimants under 45 years continued to account for two-thirds (66.1%) of new special benefit claims and receive the largest share of the total amount paid in special benefits (83.1%) in 2022-23.

Excluding extended parental benefits, which are paid at a lower benefit rate than other types of special benefits (consult [subsection 2.6.2](#)), the average weekly benefit rate was \$525 for special benefit claims established during 2022-23.

For all types of special benefits combined, the proportion of claims receiving the maximum weekly benefit rate was 43.9% in 2022-23.

Employment Insurance special benefits and firms

According to 2021 tax data, which is the most recent microdata available when writing this report, there were approximately 231,400 firms (18.5% of all firms in 2021) which were associated with the establishment of an EI special benefit claim as a claimant’s current or most recent employer (consult Table 54). This is an increase of 1.8 percentage point from 2020.

Table 54 – Firms, employment and Employment Insurance special benefit claimants by firm size*, Canada, 2021

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	1,133,860	137,750	21.4%	17.1%	18.6%
Small-medium	96,650	74,320	19.2%	21.8%	25.6%
Medium-large	16,450	16,040	16.0%	19.1%	21.5%
Large	3,300	3,290	43.4%	42.0%	34.3%
Canada	1,250,260	231,390	100.0%	100.0%	100.0%

* Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

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

*** These figures are based on the number of people receiving EI special benefits or EI sickness benefits in 2021.

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

The distribution of the workforce and of EI special benefit claimants is roughly similar by firm size, which is unlike EI regular benefits in that larger firms are typically under-represented (consult [Section 2.2](#)). For special benefits, the biggest difference between employee and claimant distributions was observed in small-sized firms, with a difference of 4.3 p.p. 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 (-9.1 p.p.). This difference can be explained notably by the

fact that large-sized firms are generally more likely to offer short-term disability plans to their employees. As a result, employees who are unable to work because of illness or injury and are covered by their employers' plans may not have to collect EI benefits, as benefits from the registered plans have to be paid before EI benefits are paid.

2.6.2 Employment Insurance maternity and parental benefits

EI maternity benefits are available to eligible persons who cannot work because they are pregnant or have recently given birth. EI maternity claimants need to provide Service Canada with a signed statement attesting to their pregnancy and their expected or actual date of delivery. Qualified claimants may receive up to 15 weeks of maternity benefits. Benefits can begin to be paid as early as 12 weeks prior to the expected date of birth and can end as late as 17 weeks after the child's actual birth date.

EI parental benefits are available to eligible parents who take a leave from work to care for a newborn or recently adopted child or children. Claimants must provide a declaration as to the newborn's date of birth or, for the purpose of an adoption, the date of the child's placement and the name and address of the adoption authority. Parents must choose between standard parental benefits or extended parental benefits.

Standard parental benefits provide up to 40 weeks of benefits paid over a maximum of 12 months (this includes the additional 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 \$638 in 2022 and \$650 in 2023.

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 \$383 in 2022 and \$390 in 2023.

Parents can share and use parental benefits at the same time or different times within 12 months (standard parental benefits) or 18 months (extended parental benefits) of birth or adoption. When parental benefits are shared, only one parent needs to serve 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 eligible parent, they cannot change their duration option but may change how they share the weeks of benefits.

It should be noted that the maternity and parental benefits offered under the EI program are available across Canada with the exception of Quebec. For parents who reside in Quebec, the Quebec Parental Insurance Plan (QPIP) has provided eligible salaried workers and self-employed persons with comparable benefits since January 1, 2006.

Employment Insurance maternity and parental benefits: coverage and accessibility

The Employment Insurance Coverage Survey (EICS) provides a meaningful picture of who does or does not have access to EI benefits, notably EI maternity and parental benefits. This survey complements EI administrative data that only cover EI claimants. According to the 2022 EICS,⁸² 79.8% of parents with a child aged 18 months or younger living outside Quebec had insurable employment in 2022. Among these new parents with insurable employment, 92.4% reported having received maternity or parental benefits, which is slightly higher than the previous year (89.3% in 2021).

According to EICS data, the proportion of spouses or partners living outside Quebec who received or intended to claim EI parental benefits increased from 29.9% in 2021 to 31.3% in 2022. This proportion was 11.9% in 2017. 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, 2022 EICS data continue to show that the share of new parents with insurable employment in Quebec who received maternity or parental benefits under QPIP (99.3%) is greater than that of parents having received EI maternity or parental benefits in the rest of Canada (92.4%). This situation can be explained by several factors, most notably the lower eligibility requirement based on earnings under QPIP (\$2,000). In addition, in Quebec, a larger share of spouses or partners received parental benefits or intended to receive them (92.9%).

Employers may choose to offer their employees a supplement to EI maternity and parental benefits (consult [subsection 2.1.2](#) for more details). According to the 2022 EICS data, 43.9% of parents with a child aged 18 months or younger living outside Quebec received top-ups to their EI benefits from their employer.

Employment Insurance maternity claims, amount paid and level of benefits

The total number of new maternity claims established was 170,500 in 2022-23. The breakdown of claims by province and territory remained relatively unchanged between the first and second half of 2022-23. Ontario continued to account for half of all maternity claims (consult Table 55).

⁸² 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 55 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, 2021-22 to 2022-23

Province or territory	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	2,140	1,190	970	2,160	\$19.2	\$16.7
Prince Edward Island	1,170	560	460	1,020	\$9.7	\$8.1
Nova Scotia	5,510	2,570	2,500	5,070	\$45.3	\$38.0
New Brunswick	4,600	2,260	1,820	4,080	\$36.1	\$33.2
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	89,190	46,120	40,580	86,700	\$743.1	\$697.3
Manitoba	9,000	4,470	3,490	7,960	\$70.4	\$60.6
Saskatchewan	7,860	3,930	3,370	7,300	\$65.8	\$56.0
Alberta	29,080	14,620	13,770	28,390	\$245.3	\$222.7
British Columbia	27,310	14,110	12,870	26,980	\$230.8	\$216.2
Yukon	410	120	160	280	\$3.3	\$2.5
Northwest Territories	380	220	110	330	\$3.6	\$2.8
Nunavut	260	120	140	260	\$2.1	\$2.2
Age category						
24 years old and under	11,430	6,280	5,460	11,740	\$90.7	\$71.2
25 to 39 years old	157,560	79,920	70,930	150,850	\$1,320.7	\$1,219.0
40 years old and over	7,920	4,090	3,850	7,940	\$63.3	\$66.1
Canada	176,910	90,290	80,240	170,530	\$1,474.7	\$1,356.3

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

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

Women between 25 and 39 years old established 88.5% of new maternity claims during the entire reporting period, while women aged 24 years and under and those aged 40 years and over represented 6.9% and 4.7%, respectively. 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 2022-23 compared to almost \$1.5 billion in 2021-22 (consult Table 55). The total amount paid decreased in each province and territory, except for Nunavut, where there was a small increase, compared to the previous fiscal year. At the same time, mothers aged 25 to 39 years received 89.9% of maternity benefit payments in 2022-23, while mothers aged 24 years and under and those aged 40 years and over received 5.3% and 4.9%, respectively.

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental (98.3%) and sickness (16.4%) benefits; 98.3% of all EI maternity claims completed during 2022-23 included another type of EI benefit (consult [subsection 2.1.3](#)).

In 2022-23, the average weekly maternity benefit rate was \$541, and 51.3% of these claims received the maximum weekly benefit rate. On average, the highest weekly maternity benefit rate was for claims established in the territories and by mothers aged 40 years and over (consult [Annex 2.14.3](#)).

Employment Insurance parental claims, amount paid and level of benefits

The total number of new parental claims established was 236,140 in 2022-23, lower than the number established in 2021-22 (consult Table 56). Extended parental benefits accounted for 18.1% of all claims

established in 2022-23, relatively unchanged compared to previous fiscal years. Claims from adoptive parents continued to account for less than 1.0% (about 1,200) of all parental claims in 2022-23.

Table 56 – Employment Insurance parental claims and amount paid by benefit type, province or territory, gender and age, Canada, 2021-22 to 2022-23

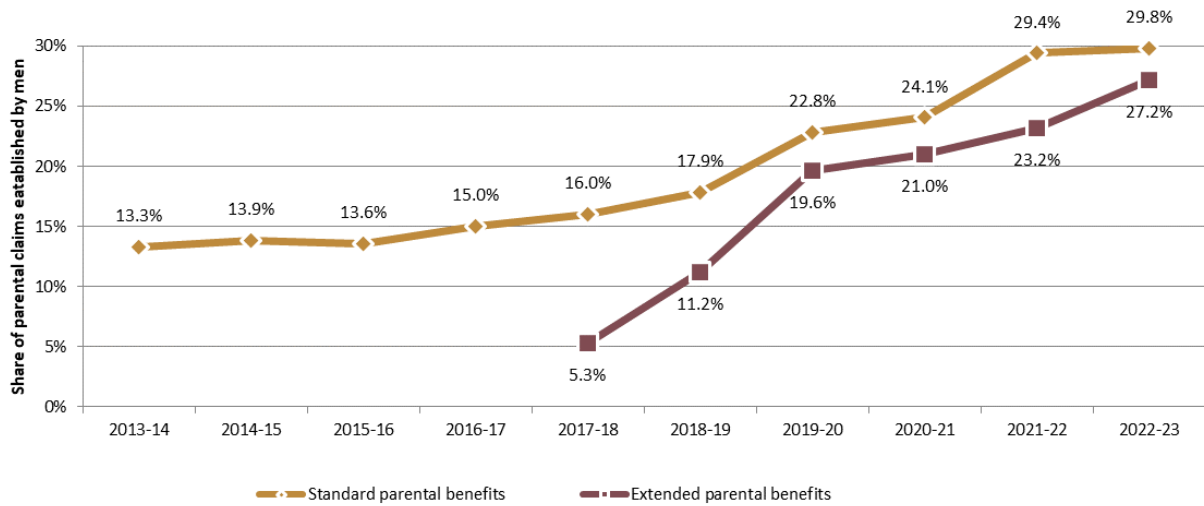
Type of parental benefit	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Standard	195,960	102,580	90,820	193,400	\$2,939.4	\$2,793.6
Extended	45,940	23,530	19,210	42,740	\$650.5	\$706.0
Province or territory						
Newfoundland and Labrador	2,540	1,640	1,240	2,880	\$45.3	\$44.1
Prince Edward Island	1,690	750	600	1,350	\$21.7	\$21.7
Nova Scotia	7,750	3,910	3,590	7,500	\$106.4	\$108.2
New Brunswick	6,180	3,120	2,600	5,720	\$84.6	\$85.5
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	123,250	65,530	56,380	121,910	\$1,787.6	\$1,779.7
Manitoba	11,990	6,200	4,970	11,170	\$178.5	\$166.4
Saskatchewan	9,750	4,870	4,220	9,090	\$163.1	\$148.1
Alberta	38,340	19,540	17,880	37,420	\$598.6	\$569.7
British Columbia	39,020	19,890	17,950	37,840	\$581.6	\$555.5
Yukon	580	210	280	490	\$8.0	\$7.4
Northwest Territories	420	250	160	410	\$7.6	\$8.1
Nunavut	390	200	160	360	\$7.0	\$5.3
Gender						
Men	68,350	36,530	32,740	69,270	\$411.0	\$441.8
Women	173,550	89,580	77,290	166,870	\$3,179.0	\$3,057.8
Age category						
24 years old and under	12,670	6,800	6,120	12,920	\$222.1	\$170.9
25 to 39 years old	210,240	109,920	95,230	205,150	\$3,167.0	\$3,103.7
40 years old and over	18,990	9,390	8,680	18,070	\$200.9	\$225.0
Canada	241,900	126,110	110,030	236,140	\$3,589.9	\$3,499.6

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

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

The breakdown of parental claims by province and territory remained relatively stable in 2022-23 compared to 2021-22. Over the entire reporting period, the majority of new parental claims were established by women (70.7%). However, the share of claims established by men continued to increase and reached 29.3% in 2022-23. 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 23 illustrates the share of men among parental claimants over the past 10 years.

Chart 23 – Share of EI parental claims established by men, by parental benefit option*, Canada, 2013-14 to 2022-23



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

* There are no results for extended parental benefits before FY1718 because these benefits started to be available on December 3, 2017.

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

Claims established by claimants aged 25 to 39 years accounted for 86.9% of new parental claims in the whole 2022-23, while those established by claimants aged 24 years and under and 40 years and over accounted for 5.5% and 7.7%, respectively. Compared to the previous year, the breakdown of parental claims by age remained almost identical.

The amount paid in parental benefits totalled \$3.5 billion in 2022-23, compared to \$3.6 billion in the previous fiscal year (consult Table 56). Extended parental benefits paid represented 20.2% of total parental benefits paid in 2022-23, which is similar to the proportion (18.1%) of these claims among all parental claims.

All provinces and territories recorded decreases in parental benefits paid compared to 2021-22, except for Prince Edward Island, Nova Scotia, New Brunswick and the Northwest Territories. The amount paid to men accounted for 12.6% of the total amount paid in parental benefits in 2022-23, while claims established by men accounted for 29.3% of new parental claims established in the same period. This may be explained, in part, by the smaller number of weeks of parental benefits typically received by men compared to women. The breakdown of the amount paid in parental benefits by age group for 2022-23 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 2022-23, the average weekly standard parental benefit rate was \$560. Over the fiscal year, 59.1% of claimants received the maximum weekly standard parental benefit rate. On average, the weekly benefit

rate was higher for standard parental claims established in the Yukon, by men and by claimants aged 40 years and over (consult [Annex 2.15.5](#)).

In 2022-23, the average weekly extended parental benefit rate was \$339. Over the fiscal year, 58.6% of claimants received the maximum weekly extended parental benefit rate. 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 (consult [Annex 2.15.9](#)).

Duration and sharing of Employment Insurance maternity and parental benefits

As observed during previous fiscal years, mothers typically use almost all of the EI maternity weeks to which they are entitled. In 2022-23, 92.4% of mothers received maternity benefits during the 15 weeks available to them. The average duration of completed maternity claims was 14.6 weeks during the reporting period (consult Table 57).

Table 57 – Average number of weeks of Employment Insurance maternity and parental benefits for completed claims, Canada, 2022-23

Benefit type	Men ^P	Women ^P	Family ^P
Maternity	n/a	14.6	n/a
Not shared			
Standard parental	17.9	32.7	n/a
Extended parental	34.7	57.0	n/a
Shared			
Standard parental	8.6	31.7	37.9
Extended parental	17.1	54.8	64.2

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

^P Preliminary data.

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

Among claims completed in 2022-23, 37.3% of those receiving standard parental benefits had shared weeks of benefits, compared with 43.1% of those receiving extended parental benefits. The proportion of parents sharing parental benefits increased compared to the previous fiscal year where 31.8% of standard parental benefits, and 39.5% of extended parental benefits were shared.

When weeks of benefits were shared, women and men received, on average, 31.7 and 8.6 weeks of standard parental benefits, respectively, compared to 31.2 and 8.7 weeks in 2021-22. For extended parental benefits, women and men received, on average, 54.8 and 17.1 weeks of benefits, respectively, compared to 53.8 and 16.4 in 2021-22 (consult Table 57). The combined number of weeks of parental benefits used by families was, on average, 37.9 weeks for standard parental claims, and 64.2 weeks for extended parental claims.

Of all families sharing standard parental benefits, 88.4% used at least one of the extra weeks available to them, and just over half (56.1%) used all 40 weeks of parental benefits to which they were entitled. For extended parental benefits that were shared, 81.4% of families used at least one of the additional weeks available, while 37.1% used all 69 weeks of available parental benefits.

In almost all families, parents used some weeks of maternity or parental benefits at the same time. On average, there were 5.2 weeks of overlap between parents for families receiving standard parental benefits, and 8.1 weeks for those receiving extended parental benefits.

For parental claims completed in 2022-23 for which benefit weeks were not shared, the average duration of standard parental benefits was 32.7 weeks for women and 17.9 weeks for men. For extended parental benefits, the average duration was 57.0 weeks for women and 34.7 weeks for men. Among non-shared parental claims, 71.4% of those receiving standard parental benefits used the maximum 35 weeks of benefits available to them; whereas 70.5% of those receiving extended parental benefits used all 61 weeks of benefits to which they were entitled.

A departmental evaluation of the EI maternity and parental benefits⁸³ was conducted for the 2006 to 2019 period. Over the study period, 90% of parents covered by the EI program were eligible for maternity or parental or both benefits. Preliminary results indicate that program changes made in 2017 and 2019 increased the uptake of parental benefits by men, in particular the additional weeks of benefits available to eligible parents who share benefits. The evaluation also found that parents who lost their job before the birth or adoption of their child are less likely to access all weeks of parental benefits. This is due to the maximum of 50 weeks of benefits that can be paid when regular and special benefits are combined (there is an exception for extended parental benefits). On average, each year of the studied period, 3,300 women as compared to less than 500 men were impacted by the legislated limit of 50 weeks of benefits that can be paid when regular and special benefits are combined in a claim. This is due to the combination of regular, maternity or parental or both benefits. In the case of women, around 60% cannot share the unclaimed parental benefits with a spouse or partner, mainly because they were single, or their spouse or partner was not covered by or eligible to the EI program.

2.6.3 Employment Insurance sickness benefits

EI sickness benefits are paid to eligible people who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. The maximum duration of benefits to which a sickness claimant is entitled per claim depends on the recommendations from their physician or approved medical practitioner. With job protection through the *Canada Labour Code* and the provincial and territorial statutes under labour law, EI sickness benefits allow claimants to recover while maintaining their attachment to the labour market. Starting December 18, 2022 the maximum number of weeks available for sickness benefit claimants increased from 15 to 26 weeks.

⁸³ ESDC, [Evaluation of the Employment Insurance Maternity and Parental Benefits](#) (Ottawa: ESDC, Evaluation Directorate, 2022).

Premium Reduction Program

Employers who offer short-term disability plans to their employees that meet requirements stipulated in the *Employment Insurance Act* and *Employment Insurance Regulations* can register their plans with the Employment Insurance Commission to obtain a lower EI premium rate than the regular employer rate through the Premium Reduction Program (PRP).

More information on the effect on premiums and the number of firms affected can be found in [Section 2.7](#).

Employment Insurance sickness claims, amount paid and level of benefits

In 2022-23, almost 418,500 new sickness claims were established (consult Table 58). This number is lower than the previous fiscal year, where almost 462,500 new sickness claims were established, but similar to pre-pandemic numbers. Of the 418,500 new sickness claims established, 27.7% were established on or after December 18, 2022 and were entitled to 26 weeks of sickness benefits. On a monthly basis, in 2022-23, the number of sickness claims remained unchanged compared to pre-pandemic levels.

Table 58 – Employment Insurance sickness claims and amount paid by province or territory, gender and age, Canada, 2021-22 to 2022-23

Province or territory	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ millions) 2021-22	Amount paid (\$ millions) 2022-23
Newfoundland and Labrador	12,310	5,590	7,090	12,680	\$65.0	\$57.0
Prince Edward Island	5,460	1,860	3,470	5,330	\$24.3	\$21.9
Nova Scotia	21,110	9,270	9,900	19,170	\$103.8	\$81.9
New Brunswick	28,040	10,170	16,480	26,650	\$124.4	\$110.7
Quebec	143,640	59,230	71,020	130,250	\$719.6	\$602.8
Ontario	130,970	59,040	57,760	116,800	\$735.4	\$584.1
Manitoba	13,170	5,800	5,500	11,300	\$69.2	\$52.7
Saskatchewan	8,760	3,890	4,430	8,320	\$47.3	\$41.3
Alberta	37,950	17,010	16,870	33,880	\$213.8	\$169.3
British Columbia	60,240	27,320	25,950	53,270	\$353.7	\$276.8
Yukon	330	170	200	370	\$2.6	\$2.0
Northwest Territories	300	140	130	270	\$1.6	\$1.9
Nunavut	180	80	110	190	\$1.1	\$1.0
Gender						
Men	199,850	78,290	98,860	177,150	\$1,056.1	\$914.8
Women	262,610	121,280	120,050	241,330	\$1,405.7	\$1,088.6
Age category						
24 years old and under	41,740	16,240	15,050	31,290	\$199.9	\$115.6
25 to 34 years old	108,020	45,390	46,440	91,830	\$542.9	\$403.6
35 to 44 years old	97,710	42,340	44,160	86,500	\$506.6	\$422.3
45 to 54 years old	92,520	40,490	44,760	85,250	\$519.3	\$441.8
55 to 64 years old	98,040	42,940	52,500	95,440	\$551.7	\$485.2
65 years old and over	24,430	12,170	16,000	28,170	\$141.5	\$134.9
Canada	462,460	199,570	218,910	418,480	\$2,461.9	\$2,003.4

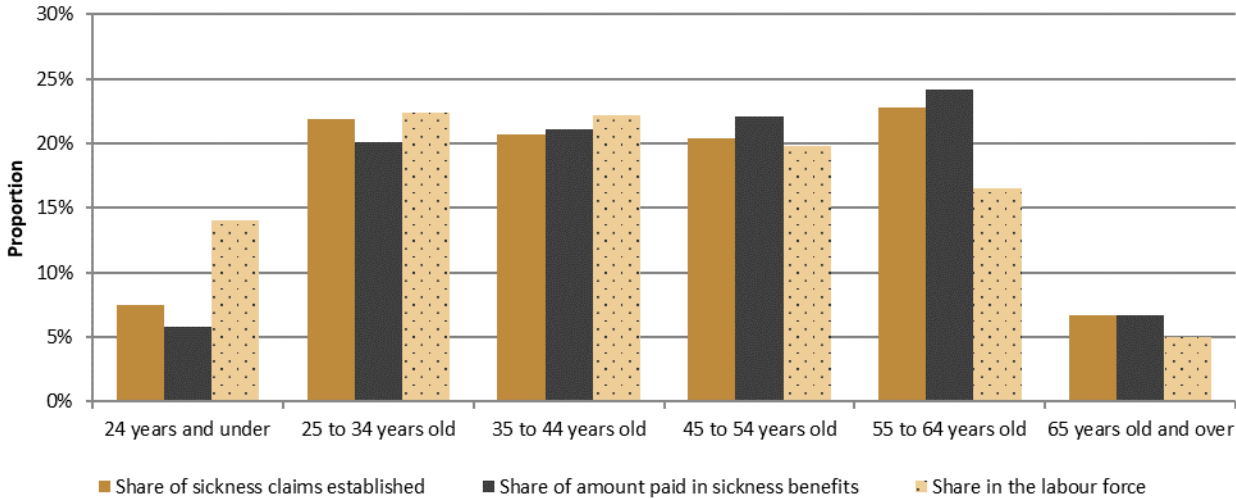
Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI sickness benefits was paid.

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

In 2022-23, almost every province and territory registered either a decrease in the number of sickness claims or remained unchanged compared to the previous fiscal year, with the exception of Newfoundland and Labrador.

As in previous fiscal years, a larger share of new EI sickness claims were established by women (57.7%) than men (42.3%). Claimants aged 55 to 64 years established the largest share of new sickness claims during the fiscal year (22.8%). Relative to their representation in the labour force, claimants aged 24 years and under, 25 to 34 years and those aged 35 to 44 years were the most under-represented in terms of sickness claims and amount paid, while those aged 55 to 64 years were the most over-represented during the fiscal year (consult Chart 24).⁸⁴

Chart 24 – Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, 2022-23



Note: Includes claims for which at least \$1 of EI sickness benefits was paid.
 Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The total amount paid in sickness benefits was about \$2.0 billion in 2022-23, decreasing from almost \$2.5 billion in 2021-22 (consult Table 58). The breakdown of total sickness benefits paid by province and territory remained fairly similar to previous fiscal years.

As with new claims, women received a slightly larger share of the amount paid in sickness benefits than men, with 54.3% and 45.7%, respectively. Claimants aged 45 years 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 34 received a smaller share (consult Chart 24).

⁸⁴ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

By industry, the goods-producing industries continued to be overrepresented, in general, among EI sickness claims and total benefits paid. They accounted for 25.7% of new EI sickness claims in 2022-23, while they represented only 20.7% of workers (consult Table 59).

Table 59 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, 2022-23

Industry	Number of claims (thousands) (% share)	Amount paid (\$ millions) (% share)	Employment (thousands) (% share)
Goods-producing industries	107.4 (25.7%)	\$541.4 (27.0%)	4,099.2 (20.7%)
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	14.3 (3.4%)	\$79.5 (4.0%)	586.9 (3.0%)
Utilities	0.6 (0.1%)	\$3.2 (0.2%)	151.4 (0.8%)
Construction	40.9 (9.8%)	\$219.3 (10.9%)	1,573.6 (7.9%)
Manufacturing	51.5 (12.3%)	\$239.4 (11.9%)	1,787.3 (9.0%)
Services-producing industries	299.9 (71.7%)	\$1,416.1 (70.7%)	15,732.7 (79.3%)
Wholesale and retail trade	66.9 (16.0%)	\$286.5 (14.3%)	2,972.4 (15.0%)
Transportation and warehousing	22.3 (5.3%)	\$120.1 (6.0%)	977.9 (4.9%)
Finance, insurance, real estate, rental and leasing	11.2 (2.7%)	\$56.4 (2.8%)	1,378.4 (7.0%)
Professional, scientific, and technical services	13.0 (3.1%)	\$63.1 (3.2%)	1,837.6 (9.3%)
Business, building, and other support services*	29.6 (7.1%)	\$142.0 (7.1%)	698.1 (3.5%)
Educational services	14.1 (3.4%)	\$60.8 (3.0%)	1,471.0 (7.4%)
Healthcare and social assistance	63.9 (15.3%)	\$310.3 (15.5%)	2,613.9 (13.2%)
Information, culture, and recreation**	7.0 (1.7%)	\$32.6 (1.6%)	820.7 (4.1%)
Accommodation and food services	24.9 (5.9%)	\$97.9 (4.9%)	1,081.4 (5.5%)
Other services (excluding public administration)	16.4 (3.9%)	\$75.1 (3.7%)	726.1 (3.7%)
Public administration	30.9 (7.4%)	\$171.1 (8.5%)	1,155.1 (5.8%)
Unclassified***	11.2 (2.7%)	\$45.9 (2.3%)	n/a
Canada	418.5 (100.0%)	\$2,003.4 (100.0%)	19,831.8 (100.0%)

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

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

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

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

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, Table 14-10-0022-01 (for employment data).

In 2022-23, the average weekly sickness benefit rate was \$506. On average, the highest weekly sickness benefit rate was paid for claims established in the Northwest Territories, by men, and by claimants aged 45

to 54 years (consult [Annex 2.16.3](#)). As in previous fiscal years, a little more than a third (34.4%) of all sickness claimants received the maximum weekly benefit rate (consult [subsection 2.1.2](#) for more details).

Duration of Employment Insurance sickness benefits

In 2022-23, claims established prior to December 18, 2022 were entitled to a maximum of 15 weeks of EI sickness benefits, and claims established on or after December 18, 2022 were entitled to a maximum of 26 weeks of EI sickness benefits. The actual number of weeks of entitlement depends on the claimant's medical practitioner's assessment.

From April 1 to December 17, 2022, the average duration of sickness benefits completed was 9.5 weeks, almost identical to the previous fiscal year (2021-22). The average duration of sickness benefits established and completed on or after December 18, 2022 was 4.6 weeks. The latter average duration is most likely underestimated due to the short period between the claims' establishment and completion. The average actual duration of these claims can not be compared to the one of claims entitled to 15 weeks of sickness benefit, therefore, results on average duration of claims entitled to 26 weeks and completed in 2022-23 are not discussed. Statistics based on more claims completed and more mature data will be presented in future Monitoring and Assessment Reports.

For claims entitled to 15 weeks of EI sickness benefits, on average, men and women received 9.2 and 9.8 weeks of sickness benefits, respectively. As in the past, the average number of weeks of sickness benefits paid increased with the age of claimants. Claimants aged 24 years and under experienced, on average, the shortest duration (8.5 weeks), while those aged 55 years and over registered the longest duration (10.1 weeks).

Over one-third (35.1%) of all sickness claims completed prior to December 18, 2022 used the maximum number of 15 weeks of sickness benefits, which is similar to previous fiscal years (consult Table 60).

Women (36.5%) were generally more likely than men (33.3%) to use the maximum number of sickness weeks for claims completed before December 18, 2022. The use of all 15 weeks of benefits appears to be correlated with the age of claimants. There were 26.6% of claimants 24 years old and under using the maximum number of sickness weeks, compared to 40.5% of claimants 55 years old and over (consult Table 60).

Table 60 – Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, 2018-19 to 2022-23

Age category	2018-19	2019-20	2020-21	2021-22 ^a	Claim established before December 18, 2022 and completed in 2022-23 ^p
24 years old and under	25.8%	29.6%	24.8%	26.2%	26.6%
25 to 44 years old	31.6%	33.0%	28.9%	31.9%	31.5%
45 to 54 years old	37.0%	39.9%	35.4%	39.2%	38.6%
55 years old and over	39.7%	42.5%	41.3%	43.1%	40.5%
Canada	34.7%	37.0%	33.4%	35.7%	35.1%

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

^p Preliminary data.

^a Revised data.

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

Employment Insurance sickness benefits and short-term disability plans (STDP) offered by employers

An internal analysis examined the number of employers who offered STDPs (that are 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) were 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.

2.6.4 Employment Insurance compassionate care benefits

EI compassionate care benefits offer temporary income support for up to 26 weeks to eligible claimants who need to take time away from work to provide end-of-life care to family members who have a serious medical condition with a significant risk of death within 26 weeks (6 months).⁸⁵ The benefits may be paid to 1 caregiver or shared among caregivers, and only one of them needs to serve the waiting period. Claimants must submit a medical certificate issued by the family member's medical doctor or nurse practitioner to Service Canada.

Employment Insurance compassionate care claims, amount paid and level of benefits

In fiscal year 2022-23, there were just over 6,600 new claims established for compassionate care benefits, which is slightly lower to the number of claims recorded in the previous fiscal year (consult Table 61). Less than 1 in 10 claims completed in 2022-23 had weeks of benefits that were shared among 2 or more caregivers (5.5%). This proportion was lower than the one observed in the previous fiscal year (6.6%).

Over the reporting period, the Prairies, British Columbia, Newfoundland and Prince Edward Island experienced an increase in the number of claims for compassionate care benefits, while Nova Scotia, New Brunswick, Quebec, Ontario and the territories experienced a decrease (consult Table 61). However, the breakdown of the number of claims by region remained fairly stable in 2022-23 compared to the previous fiscal year.

Women continued to establish the largest share of compassionate care benefit claims compared to men. Claims established by women accounted for 69.4% of new claims in 2022-23, resuming its pre-pandemic downward trend, with a decrease of 1.1 percentage points compared to 2021-22.

⁸⁵ A family member includes a member of the immediate family as well as any close relative or person considered to be a member of the family. Visit [Service Canada's website](#) for more information on the term "family members" in relation to individuals who are gravely ill.

Table 61 – Employment Insurance compassionate care claims and amount paid, by region, gender and age, Canada, 2021-22 to 2022-23

Province or territory	New claims established Total 2021-22	New claims established First half of 2022-23	New claims established Second half of 2022-23	New claims established Total 2022-23	Amount paid (\$ thousands) 2021-22	Amount paid (\$ thousands) 2022-23
Newfoundland and Labrador	74	42	37	79	\$603.7	\$462.5
Prince Edward Island	30	20	24	44	\$253.6	\$220.6
Nova Scotia	238	115	95	210	\$1,513.3	\$1,384.0
New Brunswick	180	72	69	141	\$1,256.0	\$1,022.4
Quebec	1,271	560	571	1,131	\$6,769.7	\$6,035.5
Ontario	2,887	1,438	1,382	2,820	\$20,180.8	\$18,781.0
Manitoba	225	122	142	264	\$1,660.9	\$1,482.9
Saskatchewan	145	76	75	151	\$1,093.8	\$872.7
Alberta	721	344	388	732	\$5,411.7	\$5,082.6
British Columbia	989	515	519	1,034	\$7,106.8	\$6,994.6
Territories	15	X	X	13	\$143.7	\$75.5
Gender						
Men	1,995	957	1,068	2,025	\$14,841.2	\$14,442.6
Women	4,780	2,354	2,240	4,594	\$31,152.9	\$27,971.8
Age category						
24 years old and under	142	49	71	120	\$868.2	\$637.3
25 to 44 years old	2,151	1,095	1,058	2,153	\$14,592.2	\$13,424.4
45 to 54 years old	2,143	1,023	1,021	2,044	\$14,091.9	\$13,156.0
55 years old and over	2,339	1,144	1,158	2,302	\$16,441.7	\$15,196.6
Canada	6,775	3,311	3,308	6,619	\$45,994.0	\$42,414.4

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

X Cells have been suppressed for confidentiality purposes.

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

Despite the share of claims being concentrated among the 3 oldest age groups, people aged 44 years and under established a significantly smaller share of claims for compassionate care benefits (34.3%) compared to their relative representation in the Canadian labour force (58.6%) in 2022-23.⁸⁶ Conversely, people aged 45 years and over established a larger share of claims (65.7%) than their presence in the Canadian labour force (41.4%). The breakdown of compassionate care claims by age group remained essentially the same as those observed in previous years.

The total amount paid in compassionate care benefits was \$42.4 million in 2022-23, compared to \$46.0 million in 2021-22. Over the reporting period, the amount paid in compassionate care benefits decreased for all regions, age groups and genders (consult Table 61).

Women received 65.9% of the total amount of compassionate care benefits paid in 2022-23, compared to 34.1% for men.

As for claims, despite the share of the total amount paid being concentrated among the 3 oldest age groups, claimants aged 44 years and under continued to receive a smaller share of the amount paid in compassionate care benefits (33.2%) than their demographic weight in the Canadian labour force (58.6%). Conversely, claimants aged 45 years and over received a higher share of the total amount of compassionate care benefits paid (66.8%) than their relative representation in the labour force (41.4%).

⁸⁶ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

In 2022-23, the average weekly benefit rate for compassionate care benefits was \$546. On average, the highest weekly benefit rate for compassionate care benefits was paid for claims established in the territories, by men, and by claimants aged between 25 and 54 years (consult [Annex 2.18.3](#)). A little less than half (47.8%) of claimants received the maximum weekly benefit rate for compassionate care benefits in 2022-23, a decrease of 4.7 percentage points from 2021-22.

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate care claims completed in 2022-23 was 11.6 weeks, unchanged from 2021-22 (consult Table 62).

Table 62 – Average duration and share of completed Employment Insurance compassionate care claims that used 26 weeks of benefits, Canada, 2018-19 to 2022-23

	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P
Average duration (weeks)	11.4	11.1	11.8	11.6	11.6
Share (%) of compassionate care claims using:					
26 weeks of benefits	17.2%	16.7%	21.5%	19.3%	19.4%

Note: 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. Data are based on a 100% sample of EI administrative data.

Men and women received, on average, 12.2 and 11.4 weeks of compassionate care benefits, respectively, for claims completed in 2022-23. Over the same period, claimants aged 24 years and under received, on average, 11.8 weeks of compassionate care benefits, while claimants aged 55 years and over received an average of 12.2 weeks (consult [Annex 2.18.2](#)).

In total, 19.4% of completed compassionate care claims received the maximum number of 26 weeks of benefits during 2022-23 (consult Table 62). Among the completed claims in 2022-23, a higher proportion of men than women used all 26 weeks of benefits (21.3% and 18.7%, respectively). Claimants aged 24 years and under were less likely to use the total 26 weeks of compassionate care benefits than claimants aged 55 years and over (19.0% compared to 21.6%).

A departmental study⁸⁷ on the use and duration of compassionate care benefits confirmed that claimants who took care of their spouse or lived with the care recipient are most likely to use the entire benefit entitlement. However, one of the main reasons for not receiving or claiming the maximum number of weeks of benefits is related to the death of a care recipient, which would cause benefits to end in the week of the death.

2.6.5 Employment Insurance family caregiver benefit for adults

The EI family caregiver benefit for adults took effect on December 3, 2017. It is offered to any EI eligible persons who need to take temporary leave from work to provide care or support for a person aged 18 or older who is critically ill or injured. Family caregivers can obtain up to 15 weeks of benefits, which may be shared among eligible family members or other eligible people who are considered to be like family.

⁸⁷ ESDC. Compassionate Care Benefits: Update (2004/2005 to 2015/2016). Ottawa: ESDC, Evaluation Directorate, 2018).

Claimants must provide Service Canada with a medical certificate issued by the medical doctor or nurse practitioner of the family member who is critically ill or injured. A critically ill or injured person is someone whose baseline state of health has changed significantly because of illness or injury. As a result, their life is at risk and they need the care or support of at least 1 caregiver. If the person is already living with a chronic medical condition, caregivers aren't eligible for benefits unless the person's health changes significantly because of a new and acute life-threatening event.

Employment Insurance claims for the family caregiver benefit for adults, amount paid and level of benefits

In 2022-23, almost 13,300 claims were established for the family caregiver benefit for adults, an increase compared to the previous fiscal year (consult Table 63). The number of new claims increased in 5 provinces and the territories, whereas it decreased in 5 other provinces. Compared to 2021-22, the breakdown of claims by region remained relatively stable, with Ontario accounting for nearly half (49.3%) of claims established. In terms of gender, women continued to account for almost two-thirds (65.9%) of claims established in 2022-23. The share of claims among age groups was relatively stable compared to the previous fiscal year. Claimants aged 55 to 64 years continued to account for the largest share of claims (30.9% in 2022-23) among all age groups.

Table 63 –Employment Insurance claims for the family caregiver benefit for adults and amount paid by region, gender and age, Canada, 2021-22 and 2022-23

Region*	Number of claims Total 2021-22	Number of claims First half of 2022-23	Number of claims Second half of 2022-23	Number of claims Total 2022-23	Amount paid (\$ thousands) 2021-22	Amount paid (\$ thousands) 2022-23
Newfoundland and Labrador	196	90	98	188	\$1,346.7	\$1,125.2
Prince Edward Island	73	36	45	81	\$455.6	\$419.6
Nova Scotia	387	180	176	356	\$2,481.8	\$1,925.5
New Brunswick	263	138	127	265	\$1,567.9	\$1,477.7
Quebec	2,161	1,119	1,018	2,137	\$13,865.3	\$12,128.7
Ontario	5,867	3,421	3,121	6,542	\$37,076.1	\$36,280.1
Manitoba	451	259	228	487	\$2,701.2	\$2,553.4
Saskatchewan	340	169	154	323	\$2,007.8	\$1,857.1
Alberta	1,159	666	620	1,286	\$7,586.7	\$7,463.0
British Columbia	1,616	862	706	1,568	\$10,336.8	\$9,191.3
Territories	28	21	18	39	\$178.3	\$276.4
Gender						
Men	4,103	2,302	2,218	4,520	\$26,391.0	\$27,221.9
Women	8,438	4,659	4,093	8,752	\$53,213.1	\$47,476.2
Age category						
24 years old and under	259	150	126	276	\$1,692.0	\$1,177.6
25 to 34 years old	1,649	902	862	1,764	\$9,889.9	\$9,395.7
35 to 44 years old	2,351	1,373	1,219	2,592	\$14,777.1	\$14,245.6
45 to 54 years old	3,586	2,010	1,718	3,728	\$22,933.2	\$21,025.2
55 to 64 years old	3,964	2,110	1,992	4,102	\$25,448.7	\$24,119.8
65 years old and over	732	416	394	810	\$4,863.3	\$4,734.1
Canada	12,541	6,961	6,311	13,272	\$79,604.2	\$74,698.0

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

* Claims for which the region was unknown have been combined with Ontario for confidentiality purposes.

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

The amount paid out in family caregiver benefit for adults decreased to \$74.7 million in 2022-23, compared to \$79.6 million in 2021-22. This decrease in amount paid, even though the number of claims increased, was in part attributable to the end of the EI temporary measures that generally provided a higher weekly benefit rate to claims established under the first set of EI temporary measures. Benefits paid out in 2022-23 declined in all provinces, for women and across each age group, but slightly increased in the Territories and for men. Similar to the number of claims established, there were no significant differences in the share of benefit payments by region from the previous fiscal year. Women continued to receive a larger share of the total benefits paid (63.6%) in 2022-23. However, the share of benefits paid to men increased by 3.3 percentage points during the reporting period. In terms of age groups, claimants aged 55 to 64 years received the highest proportion of benefits paid out in 2022-23, followed by claimants aged 45 to 54 years.

During 2022-23, the average weekly benefit rate for family caregiver benefit for adults was \$531. On average, the Territories had the highest average weekly benefit rate (\$598). In terms of gender, men had a higher average rate than women (\$570 compared to \$510), while claimants aged 35 to 44 years had the highest average rate among all age groups (\$551) (consult [Annex 2.19.3](#)).

Duration of Employment Insurance family caregiver benefit for adults

Under the family caregiver benefit for adults, claimants are provided with up to 15 weeks of benefits that can be shared among eligible caregivers and split into segments over the 52-week benefit period.

The average duration of completed claims for the EI family caregiver benefit for adults in 2022-23 was 10.5 weeks. This was comparable to 2021-22 (11.0 weeks). On average, men and women both used 10.5 weeks of family caregiver benefit for adults in 2022-23. The average number of weeks was slightly higher for claimants 65 years old and over (11.5 weeks) than for other age groups (ranging from 9.8 to 11.1 weeks) (consult [Annex 2.19.2](#)).

2.6.6 Employment Insurance family caregiver benefit for children

The EI family caregiver benefit for children⁸⁸ offers temporary income support for a maximum period of 35 weeks to eligible persons who take leave from work to provide care or support for a critically ill or injured child under the age of 18. Caregivers can include, in addition to the child's parents, any qualifying family member or person considered to be like family. Benefits can be shared among caregivers, who may receive them simultaneously or separately, up to the maximum number of weeks of eligibility.

Claimants need to provide Service Canada with a medical certificate signed by the medical doctor or nurse practitioner of the critically ill or injured child. To be considered critically ill, a child's life must be at risk as a result of illness or injury, there must have been a significant change in the child's baseline state of health and the child must require the care or support of his or her parent(s) or other qualifying family members.

⁸⁸ Previously named EI benefits for Parents of Critically Ill Children.

Employment Insurance claims for the family caregiver benefit for children, amount paid and level of benefits

There were almost 5,900 claims for the family caregiver benefit for children established in 2022-23, which is slightly higher compared to the 5,600 claims recorded in 2021-22 (consult Table 64). In general, the breakdown of claims by gender and age group remained similar to that observed in previous years. More claims for the family caregiver benefit for children were established by women (75.3%) than men (24.7%). In addition, claimants aged 25 to 44 years established the largest share of claims (85.6%) during the entire reporting period.

Table 64 – Employment Insurance claims for the family caregiver benefit for children and amount paid by region, gender and age, Canada, 2021-22 to 2022-23

Region*	Number of claims Total 2021-22	Number of claims First half of 2022-23	Number of claims Second half of 2022-23	Number of claims Total 2022-23	Amount paid (\$ thousands) 2021-22	Amount paid (\$ thousands) 2022-23
Newfoundland and Labrador	56	31	16	47	\$653.1	\$394.2
Prince Edward Island	31	14	16	30	\$252.8	\$197.9
Nova Scotia	120	69	39	108	\$1,033.8	\$823.0
New Brunswick	113	81	51	132	\$975.8	\$906.9
Quebec	1,208	611	508	1,119	\$9,170.2	\$7,512.1
Ontario	2,163	1,278	1,054	2,332	\$18,363.8	\$17,279.2
Manitoba	185	131	78	209	\$1,583.2	\$1,537.6
Saskatchewan	228	135	98	233	\$1,478.7	\$1,506.6
Alberta	773	489	400	889	\$6,016.3	\$5,771.6
British Columbia	733	X	X	734	\$5,735.7	\$5,006.7
Territories	24	X	X	22	\$163.5	\$226.0
Gender						
Men	1,356	758	687	1,445	\$10,549.0	\$10,317.4
Women	4,278	2,512	1,898	4,410	\$34,877.9	\$30,844.4
Age category**						
24 years old and under	231	97	84	181	\$1,578.2	\$963.9
25 to 44 years old	4,771	2,807	2,203	5,010	\$36,660.8	\$33,844.9
45 to 54 years old	569	321	260	581	\$6,357.2	\$5,749.2
55 years old and over	63	45	38	83	\$830.7	\$603.7
Canada	5,634	3,270	2,585	5,855	\$45,426.9	\$41,161.7

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

* Claims for which the region was unknown have been combined with Ontario for confidentiality purposes.

** Claims for which the age group was unknown have been combined with the 25 to 44 years old group for confidentiality purposes.

X Suppressed for confidentiality purposes.

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

In terms of region, Alberta and Ontario registered an increase in the number of claims in 2022-23 compared to 2021-22. The share of claims established in these 2 provinces increased by 1.5 p.p. and 1.4 p.p., respectively. Conversely, Quebec recorded a decrease in the number of claims which resulted in a 2.3 p.p. decline in the share of claims established in this province over the same period. The number of claims established in the remaining regions was relatively unchanged.

The amount paid in family caregiver benefit for children decreased to \$41.2 million during 2022-23 compared to \$45.4 million in 2021-22. Benefit payments declined in all regions (except Saskatchewan and the Territories), for both genders and for all age groups. As in previous years, women and claimants aged 25 to 44 years continued to receive the majority of benefits paid for this benefit type (74.9% and 82.2%

respectively) in 2022-23. By region, similar to claims established, the proportion of benefits paid decreased by 1.9 p.p. for claimants residing in Quebec, while it increased by 1.6 p.p. for those residing in Ontario.

The average weekly benefit rate for family caregivers for children was \$549 for claims established in 2022-23. On average, the highest weekly benefit rate was paid for claims established by men and by claimants aged 25 to 44 years (consult [Annex 2.20.3](#)).

Duration of Employment Insurance family caregiver benefit for children

Under the family caregiver benefit for children, claimants are provided with up to 35 weeks of benefits that can be shared among eligible caregivers and can be taken in separate periods over the 52-week benefit period.

Individuals receiving the family caregiver benefit for children used, on average, 13.6 weeks of benefits in 2022-23, compared to 15.0 weeks in 2021-22. On average, women used more weeks of benefits than men, with 14.1 weeks and 12.3 weeks respectively. The average number of weeks used was higher for claimants aged 45 to 54 years (18.2 weeks) and for those aged 55 years and over (15.0 weeks) (consult [Annex 2.20.2](#)).

2.6.7 Employment Insurance special benefits for self-employed persons

Self-employed persons may make a claim for EI special benefits after signing up for the EI program. The special benefits available to self-employed persons are the same as those offered to salaried employees.

To be eligible for EI special benefits for self-employed persons, an individual must:

- register with Service Canada
- pay EI premiums at the same rate as salaried employees for at least one year before they may claim benefits
- wait for 12 months from the date of their confirmed registration before claiming EI special benefits
- have earned the minimum net amount of self-employed earnings during the calendar year preceding the year they apply for benefits⁸⁹
- have reduced the amount of time devoted to their business by more than 40% and
- meet the eligibility criteria specific to the special benefits being claimed⁹⁰

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.

⁸⁹ To be eligible for benefits between January 1, 2023 and December 31, 2023, you need to have made at least \$8,255 in net self-employed earnings in 2022. 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.

⁹⁰ More information is available on the [EI benefits for self-employed people website](#).

In 2022-23, the number of participating self-employed persons who entered into a voluntary agreement with Service Canada increased by close to 4,800, bringing the total number of participating self-employed persons just under 52,700. This represents a growth of 10.0% from 2021-22 (consult Table 65).

Table 65 – Number of self-employed persons registered in the Employment Insurance program, Canada, 2018-19 to 2022-23

Enrolment	2018-19	2019-20	2020-21	2021-22	2022-23
Net enrolments	2,046	6,572	12,778	5,268	4,792
New participants to the program (opted in)	2,627	7,775	17,932	6,747	6,007
Registrants who cancelled or terminated participation (opted out)	-581	-1,203	-5,154	-1,479	-1,215
Cumulative total, at the end of the fiscal year	23,286	29,858	42,636	47,904	52,696

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample.

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

A total of 1,170 special benefit claims were established by self-employed persons in 2022-23, which is slightly higher than the previous fiscal year (consult Table 66). The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits.

Table 66 – Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, 2021-22 to 2022-23

Benefit type	New claims established Total 2021-22	New claims established Total 2022-23	Amount paid (\$ thousands) 2021-22	Amount paid (\$ thousands) 2022-23
Maternity	655	738	\$4,381.9	\$4,208.2
Parental	764	839	\$10,596.4	\$9,675.6
Other special benefits	306	363	\$1,316.3	\$922.9
Region				
Atlantic	79	69	\$1,178.4	\$748.9
Quebec	56	49	\$269.8	\$136.2
Ontario	400	457	\$6,556.6	\$5,931.9
Prairies	195	256	\$3,333.2	\$3,118.8
British Columbia and the Territories	286	339	\$4,956.5	\$4,870.8
Gender				
Men	82	101	\$427.3	\$372.6
Women	934	1,069	\$15,867.3	\$14,434.1
Age category				
29 years old and under	141	175	\$2,596.2	\$2,127.7
30 to 39 years old	703	767	\$12,223.6	\$11,319.5
40 to 54 years old	136	162	\$1,299.5	\$1,168.1
55 years old and over	36	66	\$175.3	\$191.4
Canada	1,016	1,170	\$16,294.6	\$14,806.7

Note: Data may not add up to the total due to rounding. Includes all claims to self-employed persons for which at least \$1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

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

Ontario is the region that established the largest number of claims in 2022-23, with a share of 39.1% of total claims. While the Prairies did not have the largest number of claims, they did experience the largest increase compared to the previous fiscal year, with an increase of 31.3% in 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 [subsection 2.6.2](#)).

Consistent with past trends, women made up the vast majority (91.4%) of new claims established for self-employed persons. By age, claimants between 30 and 39 years old accounted for the largest share of new claims (65.6%). This is attributable to the fact that most benefits received by self-employed EI claimants are maternity and parental benefits. Conversely, claimants aged 55 years and over-represented the smallest share of new claims (5.6%).

The total amount paid in EI special benefits to self-employed persons was \$14.8 million for the reporting period, compared to \$16.3 million in the previous fiscal year. Similar to the breakdown of claims by region, the largest proportion of special benefits was paid to Ontario (40.1%), while the smallest proportion of special benefits was paid to Quebec (0.9%).

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons in 2022-23 (97.5%). 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 (76.4%).

In 2022-23, the average weekly benefit rate for self-employed persons was \$394.⁹¹ On average, during the whole fiscal year, the highest weekly benefit rate was for claims established in British Columbia and the territories (\$439), by women (\$399) and by those between the ages of 30 and 39 (\$414).

⁹¹ 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.⁹² 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 (Account).⁹³ 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. In the *EI Act*, the rate is set according to a 7-year break-even rate (under which the projected balance for the Account is expected to be \$0 in 7 years) as forecasted by the EI Chief Actuary. As such, EI program expenditure is to be matched by premium contributions to ensure that the Account is in cumulative balance by the end of a 7-year period. In addition, annual changes to the EI premium rate are legislatively limited to increases or decreases of no more than 5 cents every year.⁹⁴ The 7-year forecast break-even rate and the 5-cent limit on annual changes ensure stable and predictable premium rates for employees and employers. Employers pay EI premiums that are 1.4 times the employee rate.

The Chief Actuary's forecasted EI premium rates are calculated based on the forecasted insurable earnings on which premiums are paid. EI premiums are paid by employers, employees and self-employed persons who have opted into the EI program, for every \$100 of insurable earnings up to the annual MIE threshold. In 2023, the MIE was \$61,500, increasing by \$1,200 (+2.0%) from the previous year's MIE of \$60,300.

The EI program grants a reduction in EI premiums to employees and employers who are covered by a provincial plan that reduces or eliminates EI special benefits payable in that province. Since January 1, 2006, Quebec is the only province in Canada that has been administering its own provincial plan, known as the Quebec Parental Insurance Plan (QPIP). The QPIP provides parental, adoption, maternity, and paternity benefits to eligible claimants and is financed by premiums paid by wage earners, self-

⁹² 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.

⁹³ 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.

⁹⁴ 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.

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 2023, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was \$1.63 per \$100 of insurable earnings. This was an increase of the maximum 5 cents allowed under the *Employment Insurance Act* over the 2022 rate and followed a two-year freeze in the premium rate at \$1.58.⁹⁵ As a result, the maximum annual EI premiums paid by employees was \$1,002.45. As mentioned previously, employers pay EI premiums that are 1.4 times the employee rate such that employers contribute approximately 58% of the total EI premium revenues versus approximately 42% contributed by the employees. This means that, in 2023, employers paid \$2.28 (\$2.282 unrounded) for every \$100 of insurable earnings for each of their employees, up to a maximum of \$1,403.43. 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.⁹⁶ In 2023, the premium reduction to Quebec residents was 36 cents, resulting in an EI premium rate of \$1.27 per \$100 of insurable earnings for employees in Quebec, while employers paid \$1.78 (\$1.778 unrounded) per \$100 of insurable earnings for each of their employees. Table 67 summarizes this information for the past 5 years.

Table 67 – Employment Insurance maximum insurable earnings, premium rates* and annual maximum contributions for employees and employers in Canada, 2019 to 2023

Category	Contributor	2019	2020	2021	2022	2023
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.620	\$1.580	\$1.580	\$1.580	\$1.630
	Employers	\$2.268	\$2.212	\$2.212	\$2.212	\$2.282
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
	Employers	\$1.750	\$1.680	\$1.652	\$1.680	\$1.778
Maximum insurable earnings	Employees	\$53,100	\$54,200	\$56,300	\$60,300	\$61,500
Annual maximum contribution	Employees	\$860.22	\$856.36	\$889.54	\$952.74	\$1,002.45
	Employers	\$1,204.31	\$1,198.90	\$1,245.36	\$1,333.84	\$1,403.43

* Per \$100 of insurable earnings.

Source: Summary of the 2023 Actuarial Report on the Employment Insurance Premium Rate: [Summary of the 2023 Actuarial Report on the Employment Insurance Premium Rate - Canada.ca](#)

⁹⁵ 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.

⁹⁶ Self-employed workers (other than fishers) who have opted into EI special benefits must meet a minimum self-employed earnings threshold for the calendar year preceding the claim. This threshold was \$7,279 (2019 earnings) for claims established in 2020. It was temporarily set to \$5,000 (2020 earnings) for claims established between January 3 and September 25, 2021. It was \$5,289 (earnings in the calendar year preceding the year in which the claim begins) for claims established between September 26, 2021, and September 24, 2022.

Example: Employment Insurance premium contributions

Olivia is an employee working at a call centre in Halifax, Nova Scotia, and earns \$45,000 per year.

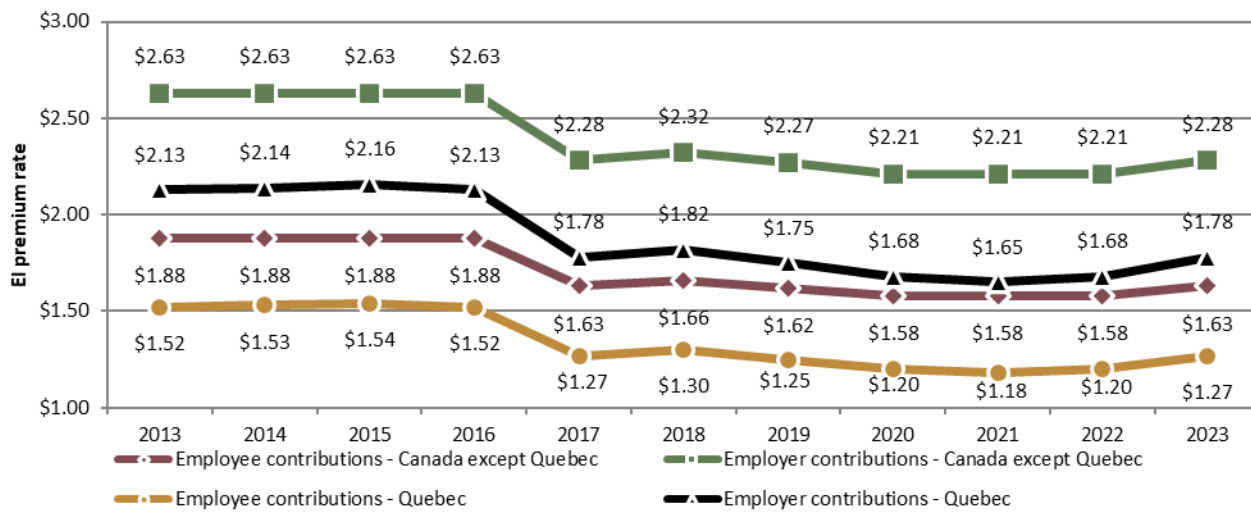
Based on Olivia's income level and assuming she remained employed throughout the year; her annual contribution to the EI program in 2023 would be \$733.50 at the premium rate of \$1.63 for every \$100 of insurable earnings. Her employer would contribute \$1,026.90 in EI premiums on her insurable earnings, for a combined total of \$1,760.40 in contributions made to the Account in 2023.

However, if Olivia was working and living in Quebec, her annual EI contribution in 2023 would be reduced to \$571.50, and her employer would have contributed \$800.10 in EI premiums on her earnings, for a combined total of \$1,371.60 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 2023, 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 25 illustrates the EI premium rates for employees and employers over the past 10 years in Quebec and the rest of Canada.⁹⁷ 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.

⁹⁷ 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 25 – Employment Insurance premium rates (rounded) per \$100 of insurable earnings, Canada, 2013 to 2023



Source: EI premium rates and maximums – Calculate payroll deductions and contributions; [EI premium rates and maximums – Calculate payroll deductions and contributions - Canada.ca](#)

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 892,180 individuals in 2021 (the most recent taxation year for which data is available) that were eligible to receive full EI premium refund under the Premium Refund Provision, representing 4.8% of those with insurable earnings.⁹⁸ Of these individuals who were eligible to receive full refund paid on EI premiums, 75.2% (671,200 individuals) had filed income taxes and 67.2% of those who were eligible (599,730 individuals) received a full premium refund based on CRA T1 tax filer data. A total of \$8.5 million in premiums were refunded to the eligible individuals in 2021. On average, each eligible individuals received \$14.20 in EI premiums refunded.

⁹⁸ 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 recent 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 same 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 two types of wage-loss replacement plans for which EI premium reductions may be granted: cumulative paid sick leave plans and weekly indemnity programs. These plans must also meet certain requirements established by the Commission.⁹⁹ 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 one day and for a total accumulation of at least 75 days
- Category 2: cumulative paid sick leave plans that allow for a minimum monthly accumulation of one and two-third days and for a total accumulation of at least 125 days
- Category 3: weekly indemnity plans with a benefit period of at least 15 weeks
- Category 4: weekly indemnity plans with a benefit period of at least 52 weeks (this reduction is available only to public and para-public employers of a province)

Rates of premium reduction are expressed as a percentage of the insurable earnings of employees. In 2023, the rates of reduction were 0.25%, 0.39%, 0.39% and 0.42% of insurable earnings for categories 1 through 4, respectively.¹⁰⁰ Premiums were reduced by an estimated \$1,135.2 million due to wage-loss plans in 2021 (the most recent taxation year for which data is available), compared to \$1,023.0 million in 2020 and \$992.3 million in 2019.¹⁰¹

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.¹⁰² These breakdowns were stable across the 4 years examined.

⁹⁹ 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 - Canada.ca](#)

¹⁰⁰ Source: Office of the Chief Actuary, 2023 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2022). Consult Table 13.

¹⁰¹ Source: Office of the Chief Actuary, 2024 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2023). Consult Table 33.

¹⁰² 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.

2.7.4 Recent trends in revenues and expenditures

As required by Section 64 of the *Financial Administration Act*, the Receiver General prepares the Public Accounts of Canada annually to report on the financial transactions of the Government for the fiscal year. According to the Public Accounts of Canada, EI revenues were \$27.5 billion in 2022-23, up from \$24.3 billion (+12.9%) from the previous year. Over the same period, EI expenditures dropped from \$41.5 billion in 2021-22 to \$24.2 billion in 2022-23 (-\$17.3 billion or -41.7%) (consult Table 68).

The significant decrease in EI expenditures in 2022-23 is mostly due to the decrease in income benefits which was a result of the wind-down in the temporary measures.¹⁰³

In fact, EI expenditures in 2022-23 have returned to their pre-pandemic levels. The Account had an annual surplus of \$2.8 billion by the end of 2022-23 (consult Table 68).

Table 68 – Employment Insurance Operating Account revenues and expenditures, Canada, 2018-19 to 2022-23 (\$ million)

Operating Account	2018-19	2019-20	2020-21	2021-22	2022-23
Revenues*	\$22,781.6	\$22,713.7	\$22,896.5	\$24,333.7	\$27,472.9
Premiums	99.6%	99.7%	99.9%	99.9%	99.8%
Interest and penalties	0.4%	0.3%	0.1%	0.1%	0.2%
Expenditures**	\$20,817.4	\$23,724.8	\$61,838.3	\$41,504.9	\$24,194.9
Employment Insurance benefits (Part I)	81.0%	74.8%	51.0%	89.1%	81.3%
Employment benefits and support measures (Part II)	11.1%	10.4%	4.0%	6.1%	10.3%
Benefit repayments	-1.4%	-1.0%	-0.4%	-1.2%	-1.1%
Employment Insurance Emergency Response Benefit***	n/a	7.4%	39.9%	0.0%	-0.3%
Administration costs	8.8%	8.0%	4.1%	6.4%	11.2%
Bad debts	0.5%	0.3%	1.5%	-0.1%	-1.4%
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit****	n/a	n/a	27,331.4	(94.7)	(483.4)
Annual surplus (deficit)	\$1,964.3	(\$1,011.1)	(\$11,610.3)	(\$17,265.9)	\$2,794.7

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.

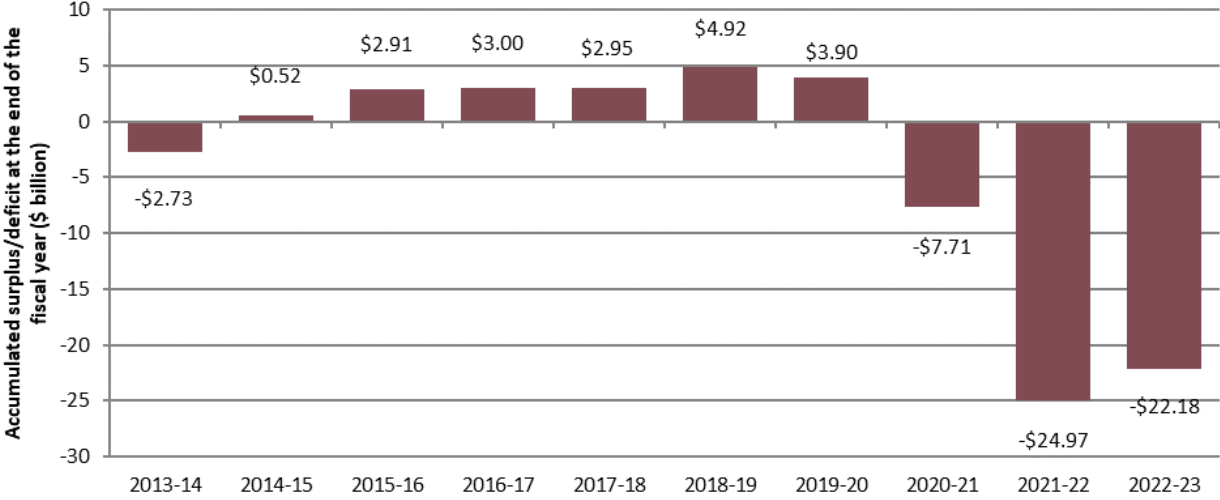
**** Pursuant to section 153.111 of the *Employment Insurance Act*, the Account was credited the reported amount determined by the Minister of Finance that corresponds to the total cost of the EI Emergency Response Benefit (EI-ERB), including all costs related to the benefit and its administration. The 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 2023, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2023) and past year versions of the Public Accounts Report.

Chart 26 shows the financial position of the Account at the end of the fiscal year for the past ten years. On March 31, 2023, the accumulated deficit was \$22.2 billion, down from the \$25.0 billion at the end of the previous fiscal year. The reduction in the deficit this year compared to last year is mainly attributable to the fall in the costs associated with the EI temporary measures related to EI Part I.

¹⁰³ Consult [Section 2.1](#) for these temporary measures.

Chart 26 – Employment Insurance Operating Account financial position at the end of the fiscal year, Canada, 2013-14 to 2022-23



Source: Government of Canada, Public Accounts of Canada 2023, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2023) and past year versions of the Public Accounts Report.



CHAPTER III

Impact and effectiveness of Employment Benefits and support to workers and employers (Part II of the *Employment Insurance Act*)

Introduction

Activities conducted under Part II of the *Employment Insurance Act (EI Act)* help individuals in Canada prepare for, find, and maintain employment. Part II of the *EI Act* sets out the framework for the Labour Market Development Agreements (LMDAs), including information such as who is eligible for supports and the categories of programs and supports that can be delivered by provinces and territories (PTs).

LMDAs are bilateral agreements between the Government of Canada and each PT. Each year, under the LMDAs, over \$2 billion is provided for individuals and employers to receive training and employment supports. Employment Benefits and Support Measures (EBSMs) are activities that include programs delivered by PTs under the LMDAs, as well as Government of Canada's pan-Canadian programming and initiatives.

Evaluation results for the LMDA demonstrate that overall participation in most EBSMs improves labour market attachment and reduces dependence on government income supports, compared to results for similar non-participants.

Part II of the *EI Act* also includes the framework for the Government of Canada's pan-Canadian programming and the functions of the National Employment Service. The Government of Canada plays a leadership role in responding to labour market challenges that extend beyond local and regional markets. Through pan-Canadian activities under Part II of the *EI Act*, the Government of Canada also funded approximately \$179 million in fiscal year 2022-23, under three funding streams:

- Improving Access to Skills Training and Employment Supports in a Changing Labour Market
- Giving Canadian Workers and Employers the Information they need to Succeed
- Exploring New Opportunities to Improve Labour Market Participation Outcomes

This chapter presents results of EBSMs achieved under Part II of the *EI Act* during the fiscal year beginning on April 1, 2022 and ending on March 31, 2023 (2022-23):

- Section 1 provides a national overview of EBSM-similar programming delivered under the LMDAs
- Section 2 presents the PT employment programming activities
- Section 3 discusses evaluations results

- Section 4 discusses the results of ESDC's delivery of pan-Canadian activities and initiatives

Notes to Readers

1. The data used to analyze the EBSM activities were collected from PTs and ISET agreement holders, using a standardized Performance Measurement Framework. The Government of Canada and the PTs Governments continuously strive to ensure that data quality is accurate, reliable, and consistent. While all data sets are verified before publication, systems, and operational changes may affect the comparability of data from year-to-year.
2. The Performance Measurement Strategy was developed multilaterally by Canada and the PTs through the Forum of Labour Market Ministers and the Labour Market Transfer Agreement and Performance Measurement Working Group. The implementation of the Strategy was part of the LMDA agreements signed in 2019.
3. Financial totals included in the Chapter 3 and Annex 3 are based on reports provided by PTs, where finalized. At the time of publication, final audited financial statements had not yet been received from Alberta, Yukon, and Nunavut. As such, for these jurisdictions, some expenditures are based on drafts or previous year's financial statements.

3.1 National Overview

3.1.1 Economic and Labour Market Context

On a global scale, the economic environment in 2022 saw a war in Ukraine, sanctions against Russia (food and fuel price shocks)¹, China's economic slowdown, and the ongoing impacts of global COVID-19 outbreaks^{2,3}, as well as inflation which reached levels not seen in several decades.⁴ Central banks raised interest rates in an attempt to curb inflation, which led to a rapid tightening in financial conditions during 2022.⁵

Despite this global economic context and a sharp rise in inflation that gradually became widespread in Canada throughout 2022⁶, the Canadian economy was resilient. Canada posted the fastest growth in the G7 in 2022⁷ with real gross domestic product up 3.6%.⁸

¹ <https://www.worldbank.org/en/news/press-release/2022/10/04/russian-invasion-of-ukraine-impedes-post-pandemic-economic-recovery-in-emerging-europe-and-central-asia>

² <https://ici.radio-canada.ca/nouvelle/1891849/economie-chine-croissance-pib-previsions>

³ <https://www.international.gc.ca/trade-commerce/economist-economiste/q4-2022.aspx?lang=eng>

⁴ <https://www.imf.org/en/Publications/WEO/Issues/2022/10/11/world-economic-outlook-october-2022>

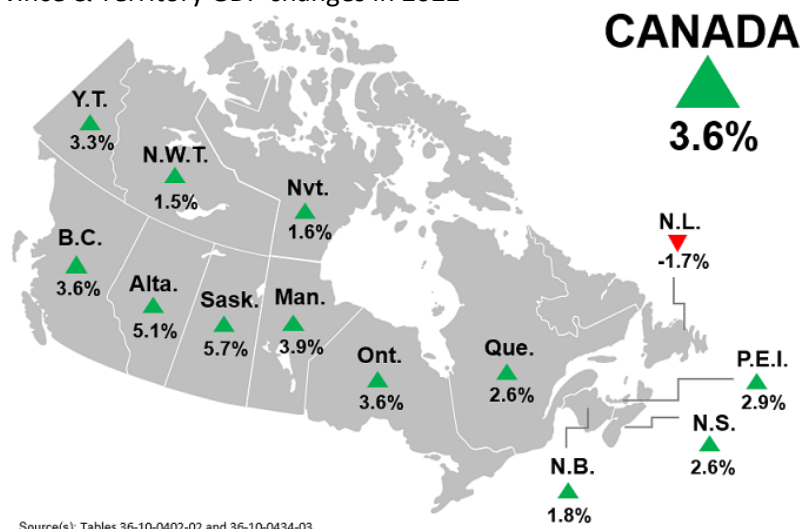
⁵ <https://www.bankofcanada.ca/wp-content/uploads/2022/10/mpr-2022-10-26.pdf>

⁶ <https://www.bankofcanada.ca/wp-content/uploads/2022/10/mpr-2022-10-26.pdf>

⁷ <https://www.budget.canada.ca/2023/report-rapport/overview-apercu-en.html>

⁸ <https://www150.statcan.gc.ca/n1/daily-quotidien/230501/g-a001-eng.htm>

Chart 3.1.1.1 – Province & Territory GDP changes in 2022



Text Description of Image

Province/Territory	2022 GDP Change
Newfoundland & Labrador	-1.7%
Prince Edward Island	+2.9%
New Brunswick	+1.8%
Nova Scotia	+2.6%
Quebec	+2.6%
Ontario	+3.6%
Manitoba	+3.9%
Saskatchewan	+5.7%
Alberta	+5.1%
British Columbia	+3.6%
Yukon	+3.3%
Northwest Territories	+1.5%
Nunavut	+1.6%
Canada	+3.6%

Growth was boosted by resilient household and business finances, strong demographic growth (immigration)⁹, a high demand for services after the COVID-19 public protections were lifted and increased business investments.¹⁰

This growth stimulated the recovery of the labour market. Approximately 830,000 more Canadians were employed compared to the pre-pandemic period¹¹, and the unemployment rate was 5.0% in March 2023.¹² By comparison, the unemployment rate in February 2020, just before the pandemic, was 5.7%.¹³ Unemployment rates for most PTs have also fallen in 2022-23 in comparison to fiscal year 2021-22.

Eighty percent of individuals aged 15 to 64 are now participating in the workforce, which is a record high.¹⁴ This recovery has also been more inclusive with more people from groups designated and/or

⁹ <https://www.budget.canada.ca/2023/report-rapport/overview-apercu-en.html>

¹⁰ <https://www.bdc.ca/en/articles-tools/blog/2023-economic-outlook-cause-caution-not-alarm>

¹¹ <https://www.budget.canada.ca/2023/report-rapport/overview-apercu-en.html>

¹² <https://www150.statcan.gc.ca/n1/daily-quotidien/230406/dq230406a-eng.htm>

¹³ <https://www150.statcan.gc.ca/n1/daily-quotidien/220311/dq220311a-eng.htm>

¹⁴ <https://www.budget.canada.ca/2023/report-rapport/overview-apercu-en.html>

under-represented in the labour market. In 2022, significant increases were recorded, particularly for women, newcomers, youth, and First Nations people living off reserve.

In 2022, 81.0% of core-aged women were employed. It was the highest annual rate recorded since 1976, up 1.3 percentage points from 2019.¹⁵ Additionally, the employment rate for core-aged immigrant women who had immigrated to Canada in the last five years was 69.3% in 2022, up 9.7 percentage points compared to its 2019 level.¹⁶

The unemployment rate for youth aged 15 to 24 in Canada dropped to a record low of 9.2% in June 2022,¹⁷ from a record high of around 28.8% in May 2020.¹⁸ By comparison, one year before the COVID-19 pandemic began, the youth unemployment rate was 11.0%.¹⁹

The unemployment rate for Indigenous people was at its lowest in 15 years. It was 8% in 2022, whereas it was at 10.2% in 2019.²⁰

Employers and the Labour Shortage

The labour market in 2022-23 saw historic lows in the unemployment rate and record highs in the employment rate; however, employers still faced significant challenges in filling vacancies. This was further reflected in certain regional and sectoral skills mismatches. In regional terms, a 2022 Statistics Canada report indicated that while most PTs faced skills gaps and recruitment difficulties, these were most pronounced in Quebec, Saskatchewan, and Yukon.²¹

In terms of sectoral impacts, despite a gradual recouping of employment losses in 2022, by March 2023 there were still 99,600 (-8.2%) fewer individuals working in accommodation and food services, and 36,100 (-4.6%) fewer in other personal services than in February 2020. Unrecovered employment deficits and high vacancies in 2022-23 point to a shift in worker preferences away from these lower-paying service industries and toward better-paying industries and occupations.

There was also evidence of a shift away from self-employment, which appeared not to have kept pace with paid-employment. At 5.5% (-154,200), self-employment in March 2023 was still below its level in February 2020, while paid employment was up by 6.2% (+1,019,600).

Even so, there was some indication of a cooling-off in job vacancies and hiring intentions. After reaching its peak of about 1 million in the first quarter of 2022-23, the number of job vacancies decreased steadily, with a cumulative decline of about 284,750 vacant positions by the second quarter of the fiscal year.

¹⁵ <https://www150.statcan.gc.ca/n1/daily-quotidien/230106/dq230106a-eng.htm>

¹⁶ <https://www150.statcan.gc.ca/n1/daily-quotidien/230106/dq230106a-eng.htm>

¹⁷ <https://www150.statcan.gc.ca/n1/daily-quotidien/220805/dq220805a-eng.htm>

¹⁸ <https://www150.statcan.gc.ca/n1/pub/36-28-0001/2022003/article/00003-eng.htm>

¹⁹ <https://www150.statcan.gc.ca/n1/pub/36-28-0001/2022003/article/00003-eng.htm>

²⁰ https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1410036501&pickMembers%5B0%5D=3.6&pickMembers%5B1%5D=4.1&pickMembers%5B2%5D=5.1&cubeTimeFrame.startYear=2006&cubeTimeFrame.endYear=2022&referencePeriods=20060101%2C20220101&request_locale=en

²¹ Statistics Canada, "Determinants of skill gaps in the workplace and recruitment difficulties in Canada," <https://www150.statcan.gc.ca/n1/pub/18-001-x/18-001-x2022002-eng.htm>

In the second and third quarters of 2022, there was an average of 1.1 unemployed persons for each job vacancy in Canada. The tightness eased somewhat in the first quarter of 2023 as there were 1.3 unemployed persons for every vacancy. Compared to the first quarter of 2020, the unemployment-to-job vacancy ratio stood at 2.4.^{22,23} According to a 2022 survey, 44.5% of companies stated that they were having difficulty recruiting employees with the required skills.²⁴

For example, public-facing occupations, such as those in the health care and social assistance sector, are most affected by the labour shortage and the recruitment difficulties faced by employers.²⁵ There were 143,400 job vacancies in health care and social assistance in May 2022, up 20.0% (+23,900) from May 2021.²⁶

While skills shortages are expected to ease in some sectors in the medium term (e.g., accommodation and food services), longstanding structural shortages in other sectors (e.g., the health sector) may persist in the longer-term, given the aging of Canada's population and the time it takes to train workers. With a large share of the working population (15-64) nearing retirement age, it is anticipated that labour markets will remain tight, and possibly put pressure on GDP growth.

Distinctive Shift in the Labour Market: Ride and Delivery Services

A recent survey conducted by Statistics Canada showed that approximately 250,000 Canadians were involved in gig employment through digital platforms in 2022. Ride and delivery services are the most common types of jobs within gig employment.²⁷ This distinctive shift in labour demand in recent years, due in particular to the emergence of new work technologies and fostered by specific economic contexts, such as the 2008 financial crisis and the COVID-19 pandemic, is putting more Canadians in difficult working and economic conditions.²⁸

3.1.2 Main Results

Each year, over \$2 billion is provided through the LMDAs for individuals and employers to receive training and employment supports. In 2022-23, the total number of clients receiving EBSMs was 478,744, an increase of 10.3% compared to the previous fiscal year. In 2021-22, there were 433,898 clients served.

²² <https://www150.statcan.gc.ca/n1/daily-quotidien/230620/dq230620a-eng.htm>

²³ Note that the declaration of a public order emergency related to the COVID-19 pandemic took place on February 14, 2022.

²⁴ <https://www150.statcan.gc.ca/n1/pub/11-627-m/11-627-m2022061-eng.htm>

²⁵ The health care and social assistance sector includes hospitals, ambulatory health care services, residential care facilities, as well as various social services, such as community food and housing services and daycare services.

²⁶ <https://www150.statcan.gc.ca/n1/daily-quotidien/220805/dq220805a-eng.htm>

²⁷ <https://www150.statcan.gc.ca/n1/daily-quotidien/230106/dq230106a-eng.htm>

²⁸ <https://www.canada.ca/content/dam/esdc-edsc/documents/corporate/portfolio/labour/programs/labour-standards/reports/gig-workers-what-we-heard/WWHR-Developing-greater-labour-protections-for-gig-workers.pdf>

Terminology Guide

A **client** is a person who has participated in training and employment supports funded by the LMDAs or by Indigenous organizations. See section 3.1.3 for details for client types.

Training and/or employment support or service is a discrete program or service in which a client participates. See below for the type of training and employment supports available to clients.

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 one client can receive multiple supports or benefits.

Under the LMDAs, PTs deliver programs and services that are reported according to the EBSM categories established under Part II of the *EI Act*.

The eight EBSM categories are:

Employment Benefits:

- Targeted Wage Subsidies (TWS) – Assists participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants
- Targeted Earnings Supplements (TES)²⁹ – Encourages unemployed persons to accept employment by offering financial incentives
- Self-Employment (SE) – Provides financial assistance and business planning advice to eligible participants to help start their own business
- Job Creation Partnerships (JCP) – Provides participants with opportunities to gain work experience that will lead to ongoing employment
- Skills Development (SD) – Helps participants obtain employment skills by giving direct financial assistance that enables them to select, arrange for and pay for training

Support Measures:

- Employment Assistance Services (EAS) – Provides funding to organizations to enable them to provide employment assistance to unemployed persons, which may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, and more
- Labour Market Partnerships (LMP) – Provides funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments
- Research and Innovation (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

²⁹ TES is not currently being used.

Increase in the number of EBSM participants and training and employment supports

Training and employment supports under Part II of the *EI Act* were provided to more than 800,000 participants³⁰ in 2022-23 (an increase of 12.6% year-over-year). There were approximately 751,000 participants under the LMDAs and 53,000 participants served through the Pan-Canadian programming, including the ISET program.

Table 3.1.2.1 – Year-over-Year Change of Services Delivered from 2021-22 to 2022-23

National Level Data	2021-22	2022-23	Year-over-Year Change
Total number of Services Delivered	714,331	804,104	+12.6%
Employment Benefits	192,660	188,144	-2.3%
Support Measures: Employment Assistance Services	474,697	562,987	+18.6%
Pan-Canadian	46,974	52,973	+12.8%

Data demonstrates that the number of Employment Benefits and EAS are increasing. In 2019-20, there were a total of 968,632 Employment Benefits and EAS, in 2020-21 there were a total of 641,656, in 2021-22 there were a total of 667,357, and in 2022-23 there were a total of 751,131.

Data shows that there is a fairly consistent use of both Employee Benefits (approximately 20%-30%) and EAS (approximately 70%-80%).

Compared to 2021-22, client volumes and age distribution of clients remained relatively similar. Youth clients (age 15-24) represented 22.1% of clients in 2022-23 (percentage point change of -2.5 from the previous year), while core age workers (age 25-54) represented 65.3% (percentage point change of -0.1) and clients over the age of 55 represented 12.3% (percentage point change of +2.3).

Table 3.1.2.2 – Age Distribution of Clients in 2021-22 and 2022-23

National Level Data	2021-22	2022-23	Year-over-Year Change (p.p.)
Youth Clients (15-24)	24.6%	22.1%	-2.5
Core Age Workers (25-54)	65.4%	65.3%	-0.1
Clients Aged 55 or Older	10.0%	12.3%	+2.3

³⁰ Participant counts can be higher than client counts, as one client can receive multiple supports or benefits.

3.1.3 Client Profile and Participation

Client Descriptions

Active claimants are those who had an active EI Part I regular claim when they requested labour market supports. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment.

Former claimants are those who completed an EI claim in the previous five years.

Premiums Paid Eligible (PPE) are all unemployed individuals who have made EI premium contributions on \$2,000 or more in earnings in at least five of the last 10 years. This particularly benefits individuals with weaker labour force attachment.

Non-insured clients are those who are not eligible for Employment Benefits under EI Part II, but who may access Employment Assistance Services. This includes new labour force participants and individuals who were formally self-employed without paid employment earnings.

Under the LMDAs, employment benefits help eligible individuals to gain skills and work experience with a combination of services, such as skills training and wage subsidies. This includes current and former EI claimants as well as individuals who have made minimum EI premium contributions in at least five of the last ten years.

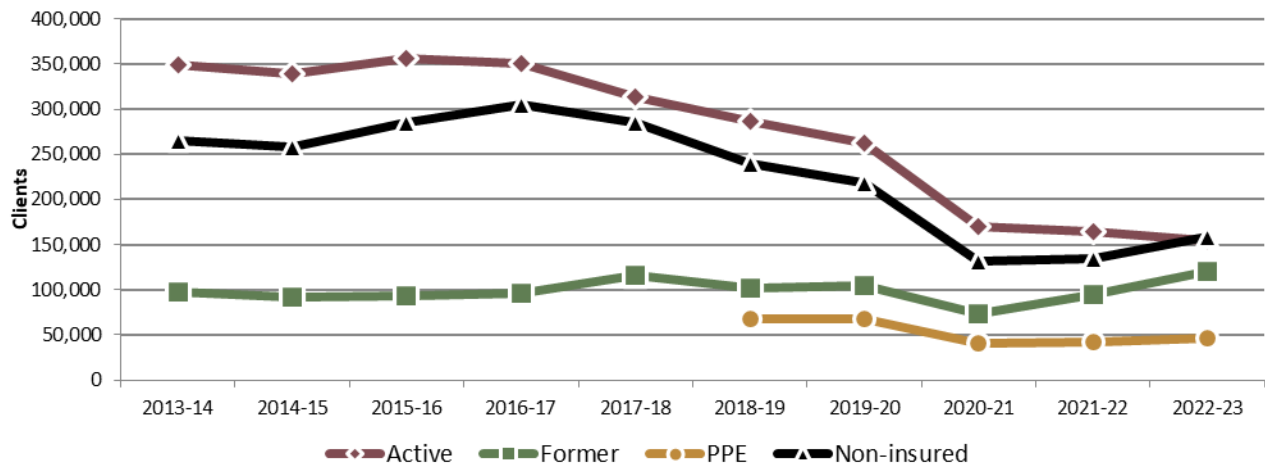
In 2022-23, the percentage of Active Claimants served declined slightly to 32.2% of all clients served in comparison to 37.7% in 2021-22, whereas the percentage of Former Claimants had a slight increase to 25.0% of all clients served in 2022-23 in comparison to 21.7% in 2021-22. The percentages of PPE and Non-insured clients served remained relatively the same in 2021-22 and 2022-23.

Table 3.1.3.1 – Client Volumes by Client Type in 2021-22 and 2022-23

National Level Data	2021-22	2022-23	Year-over-Year Change (p.p.)
Active Claimants	37.7%	32.2%	-5.5
Former Claimants	21.7%	25.0%	+3.3
Premiums-paid Eligible (PPE) Individuals	9.6%	9.5%	-0.1
Non-insured	31.0%	33.2%	+2.2

Since 2013-14, the number of EI active claimants served and the number of non-insured clients has declined significantly, while the number of former EI Clients served has stayed relatively the same. Since 2018-19, there has also been a drop in the number of PPE clients served. The drop in active EI claimants is largely attributable to the strong performance of Canada’s labour market. In turn, PTs focused on serving clients more removed from the labour market.

Chart 3.1.3.1 – EBSM clients by client-type, Canada 2013-14 to 2022-23



Note: 2022-23 numbers for Yukon and Nunavut are not available.

Text Description of Chart 3.1.3.1

Year	Active EI Clients, including Pan-Canadian Clients	Former EI Clients, including Pan-Canadian Clients	PPE Clients	Non-insured Clients
2013-14	348,909	97,417	n/a	264,716
2014-15	339,795	91,999	n/a	257,665
2015-16	356,828	92,689	n/a	284,607
2016-17	351,362	95,583	n/a	304,927
2017-18	313,998	115,927	n/a	285,733
2018-19	286,197	101,848	67,490	240,075
2019-20	262,196	104,333	67,388	218,350
2020-21	169,514	72,723	40,038	132,104
2021-22	163,672	94,238	41,667	134,329
2022-23	144,904	100,927	45,556	158,321

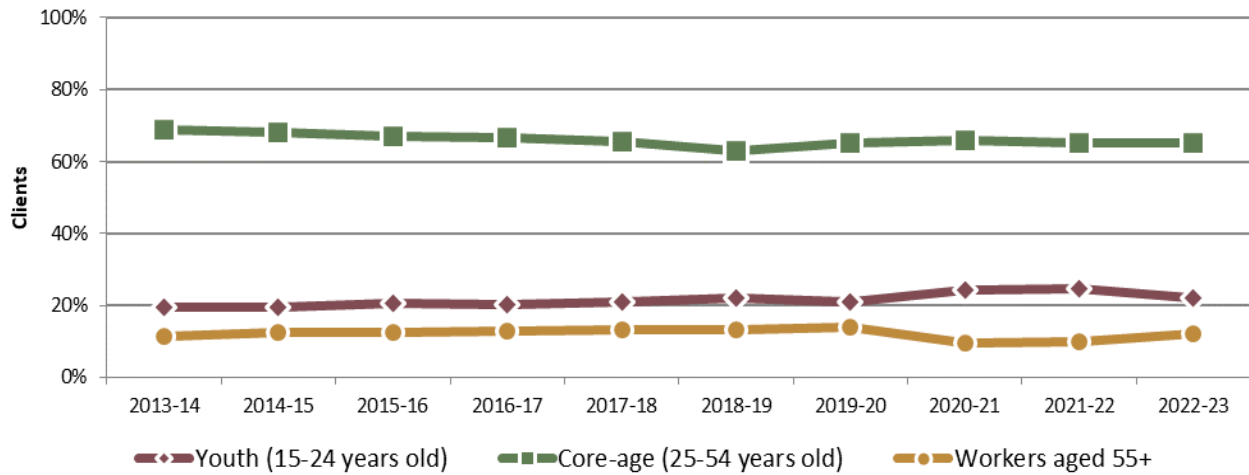
Note: Numbers for Yukon and Nunavut are not available.

Age Distribution

In 2022-23, most EBSM clients were in their core working years (25 to 54 years old), totaling 65.3% of all clients. Youth, those aged 15-24 years old, represented 22.1% of all clients, and clients aged 55 or older were the remaining 12.3%. In comparison to 2021-22, the percentage of youth clients was slightly lower in 2022-23 (-2.5%) and the percentage of clients aged 55 or older was slightly higher in 2022-23 (+2.3%). Core-age clients remained relatively the same in terms of overall client shares in 2021-22 and 2022-23.

There has been a slow but continuing increase in the share of LMDA clients who are youth over the last 9 years. In 2014-15, the share was 19.4% and in 2022-23 it is 22.1%. This has been offset by a slight decrease in the share of clients who are core age, rather than a decrease in the share of clients who are older than 55.

Chart 3.1.3.2 – Age distribution of clients, Canada, 2013-14 to 2022-23



Text description of Chart 3.1.3.2

Client Type	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Youth (15-24 years old)	19.4%	19.4%	20.6%	20.4%	21.0%	22.3%	20.9%	24.5%	24.6%	22.1%
Core-age (25-54 years old)	69.0%	68.1%	66.9%	66.7%	65.5%	63.1%	65.1%	65.9%	65.4%	65.3%
Workers aged 55+	11.6%	12.5%	12.4%	12.9%	13.5%	13.4%	13.9%	9.5%	10.0%	12.3%

Designated and/or Under-represented Groups

The LMDAs support designated and/or under-represented individuals, which is a priority for the Government of Canada. Individuals from designated and/or under-represented groups face greater barriers to labour market attachment. They have also been disproportionately affected by unemployment and reduced working hours. These designated groups and/or under-represented groups include Indigenous peoples, persons with disabilities, visible minorities, youth, and women.

PTs continue to assist designated groups and/or under-represented groups gain access to training and employment programming. This is essential to assist with meeting Canada’s high labour demand. With the programming provided under the LMDAs, designated and/or under-represented individuals will be better positioned to further integrate into the labour market and remain employed on a more long-term basis. In 2022-23, LMDA participants included, in terms of designated and/or under-represented populations:^{31,32}

- 128,000 persons with disabilities (a 48,000 increase year-over-year)
- 133,000 visible minorities (a 33,000 increase year-over-year)
- 74,000 Indigenous peoples (a 9,000 increase year-over-year)
- 56,000 older workers (55+)³³ (a 4,000 decrease year-over-year)

³¹ Each participant may belong to more than one category.

³² Data collection for designated and/or under-represented groups has changed significantly over the past few years. This has resulted in now mandatory reporting which elevates the stats in reporting rather than actual impact.

³³ Client number used as participant count is unavailable.

- 100,000 youth (15-24)³⁴ (a 60,000 decrease year-over-year)
- 334,000 women (a 24,000 increase year-over-year)

Official Languages

To foster the full recognition and use of English and French in Canadians 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.

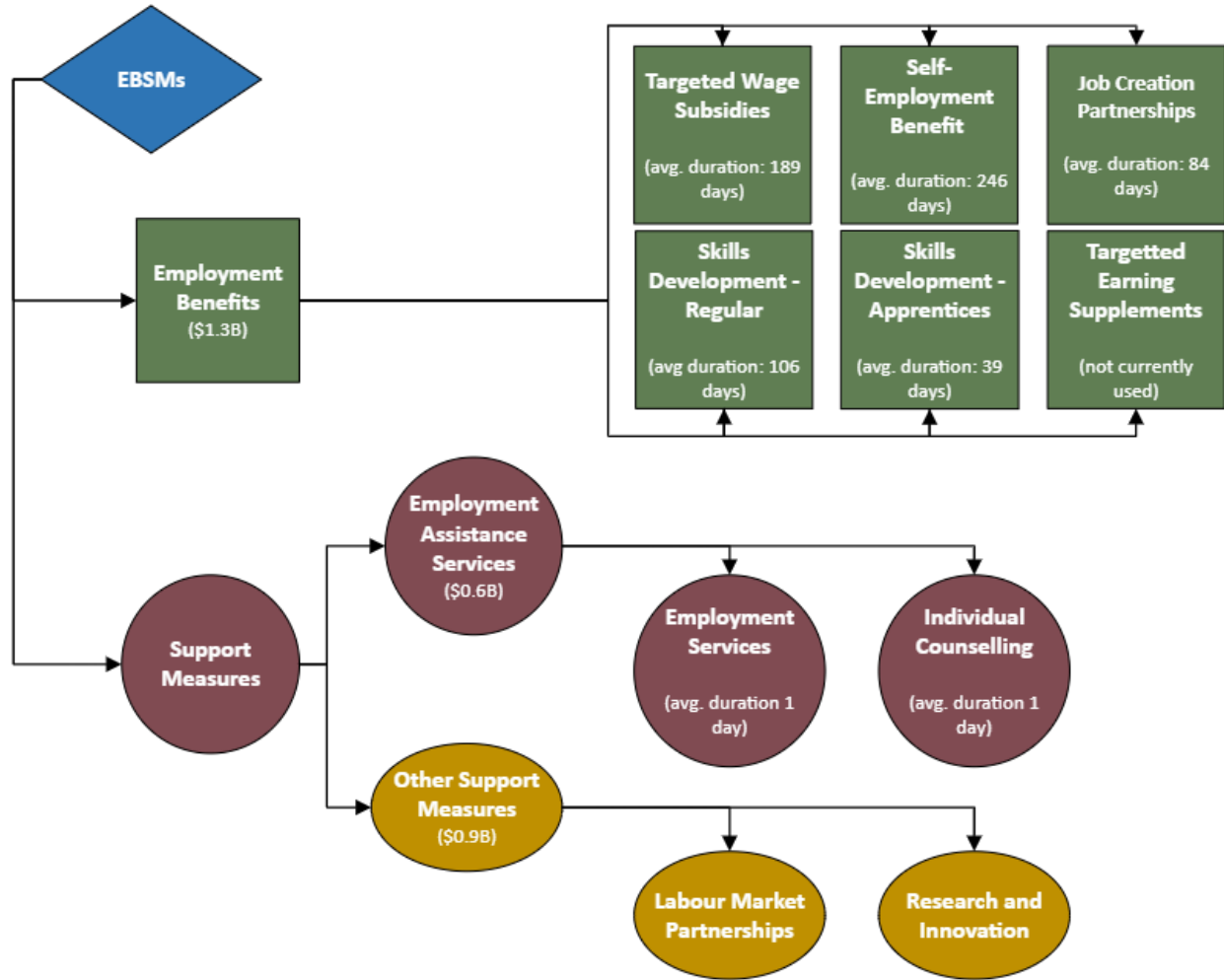
3.1.4 Training and Employment Supports: Employment Benefits

Employment Benefits are longer-term training and employment supports focused on providing skills or work experience required to regain employment. Under the LMDAs, PTs can provide Employment Benefits similar to the following 5 benefit types outlined in the *EI Act* (see definition in Section 3.1.2):

- Skills Development (SD) – There are two types:
 - Skills Development – Regular (SD-R)
 - Skills Development – Apprentices (SD-A)
- Targeted Wage Subsidies (TWS)
- Self-Employment (SE)
- Job Creation Partnerships (JCPs)
- Targeted Earning Supplements (TES)

³⁴ Client number used as participant count is unavailable.

Chart 3.1.4.1 – Labour Market Development Agreements at-a-glance, Employment Benefits and Support Measures breakdown



Text Description of Chart 3.1.4.1

- **EBSMs**
 - Employment Benefits (\$1.3 billion)
 - Targeted Wage Subsidies (average duration: 189 days)
 - Self-Employment Benefit (average duration: 246 days)
 - Job Creation Partnerships (average duration: 84 days)
 - Skills Development – Regular (average duration: 106 days)
 - Skills Development – Apprentices (average duration: 39 days)
 - Targeted Earning Supplements (not currently used)
 - Support Measures
 - Employment Assistance Services (\$0.6 billion)
 - Employment Services (average duration: typically 1 day)
 - Individual Counselling (average duration: typically 1 day)
 - Other Support Measures (\$0.9 billion)
 - Labour Market Partnerships
 - Research and Innovation

In 2022-23, Employment Benefit training and employment supports totaled 188,144, a slight decrease of 2.3% compared to the previous reporting period.

SD-R training and employment supports decreased by 6.0%, to a total of 96,872, while **SD-A** training and employment support increased by 6.2%, to a total of 73,697 in 2022-23. Combined, Skills Development training and employment supports made up 90.7% of all Employment Benefits. Skilled Development expenditures totalled \$1.0 billion, an increase of 5.2%, or \$51.2 million, compared to 2021-22.

In 2022-23, **TWS** training and employment supports fell 11% year-over-year, to 13,050, and represented 6.9% of all Employment Benefits. Corresponding with this decrease, expenditures on TWS programming totalled \$155.8 million, a decrease of \$2.2 million in spending compared to the previous fiscal year

The number of **SE** training and employment supports fell by 27.6%, to 2,940, with their shares among all Employment Benefits representing 1.6%. SE expenditures increased in 2022-23; going from \$41.7 million in 2021-22, to \$52.6 million in the current reporting year.

Overall, **JCP** training and employment supports totalled 1,585, raising by 4.4% year-over-year. JCP expenditures were \$37.3 million in 2022-23, compared to \$32.0 million in the previous year.

Table 3.1.4.1 – Canada, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Share of Employment Benefits Total	Expenditures	Year-over-year Change
Targeted Wage Subsidies	13,050	-11.0%	6.9%	\$155,786,068	-1.4%
Self-Employment	2,940	-27.6%	1.6%	\$52,564,918	25.9%
Job Creation Partnerships	1,585	4.4%	0.8%	\$37,304,582	16.7%
Skills Development-Regular	96,872	-6.0%	51.5%	\$1,039,701,356	5.2%
Skills Development-Apprentices	73,697	6.2%	39.2%	Included above	Included above
Targeted Earning Supplements	0	0.0%	0.0%	\$0	n/a
Totals	188,144	-2.3%	100.0%	\$1,285,356,924	5.3%

3.1.5 Training and Employment Supports: Support Measures

Employment Assistance Services

Employment Assistance Services (EAS) provide crucial support to those who have been absent from the labour market for an extensive period or who have low job attachment (see definition in Section 3.1.2). These training and employment supports include Employment Services or Individual Counselling.

In 2022-23, a total of 562,987 EAS services were delivered, an increase of 18.6% year-over-year.

Employment Services continued to be the most common EAS type, as it is the first service that a client receives when they visit their local employment centre. During the first EAS visit, employment counsellors assess the needs of the individual client and then determine what additional training and employment supports would be required for that client to get a job. A total of 382,336 Employment Services supports were delivered, an increase of 27.5% year-over-year, which corresponds with the overall increase in clients served. A total of 180,651 Individual Counselling supports were delivered in 2022-23, increasing by 3.4% year-over-year.

Other Support Measures

Labour Market Partnership (LMP) supports employers to deal with labour force adjustments and meet human resources requirements. Supports are provided to employers, employee, or employer associations, community groups, and communities to develop or implement strategies (see definition in Section 3.1.2) to improve their organizations. In 2022-23, LMP expenditures totalled \$302.8 million, increasing by 3.5% year-over-year.

Research and 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 (see definition in Section 3.1.2). In 2022-23, R&I expenditures totalled \$276.8 million, compared to \$191.1 million in the previous year. Results of R&I projects are reviewed as part of evaluations, where applicable, and disseminated as promising approaches or best practices to organizations to consider in other programming contexts.

Table 3.1.5.1 – Canada, 2022-23, Support Measures Key Facts

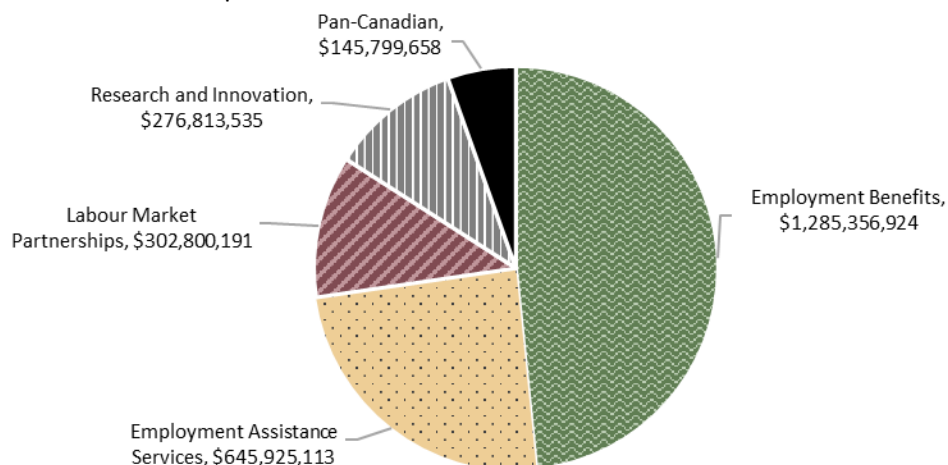
Support Measures	Services	Year-over-year Change	Share of Support Measures Total	Expenditures	Year-over-year Change
Employment Services	382,336	+27.5%	67.9%	\$645,925,113	+5.8%
Individual Counselling	180,651	+3.4%	32.1%	Included above	Included above
Labour Market Partnerships	n/a	n/a	n/a	\$302,800,191	+3.5%
Research & Innovation	n/a	n/a	n/a	\$276,813,535	+44.9%
Totals	562,987	+18.6%	100.0%	\$1,225,538,839	+12.0%

3.1.6 Expenditures

Total expenditures under Part II of the *EI Act* were \$2.5 billion in 2022-23, which included EBSM programming and pan-Canadian activities. This represented an increase of 0.6% compared to the previous year.

Under the LMDAs, Employment Benefits remained the largest investment at \$1.3 billion, representing almost half of expenditures by PTs. Compared to 2021-22, spending on Employment Benefits increased by \$65.1 million (+5.3%). Employment Assistance Services expenditures increased as well, up 5.8%, to a total of \$645.9 million.

Chart 3.1.6.1 – Total EBSM Expenditures



Text Description of Chart 3.1.6.1

Employment Benefits	Employment Assistance Services	Labour Market Partnerships	Research and Innovation	Pan-Canadian
\$1,285,356,924	\$645,925,113	\$302,800,191	\$276,813,535	\$145,799,658

3.1.7 Targeting, Referral and Feedback

The Targeting, Referral and Feedback (TRF) is a federal tool that enables PTs to identify and connect with specific 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 for 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.

Table 3.1.7.1 Targeting, Referral, and Feedback

Provinces and Territories	% Referrals from EI Applicants, 2021-22	% Referrals from EI Applicants, 2022-23	Number of Referrals, 2022-23
Newfoundland and Labrador	67.6%	67.3%	50,314
Prince Edward Island	3.8%	0.0%	0
Nova Scotia	26.8%	10.6%	6,685
New Brunswick	1.4%	0.2%	143
Quebec	63.9%	49.4%	190,103
Ontario	28.8%	32.7%	133,257
Manitoba	33.1%	52.5%	24,256
Saskatchewan	46.1%	42.6%	16,654
Alberta	24.3%	25.0%	37,656
British Columbia	38.5%	38.5%	56,039
Yukon	0.0%	0.0%	0
Northwest Territories	45.5%	48.5%	983
Nunavut	0.0%	0.0%	0
Canada	41.0%	36.8%	516,090

3.1.8 Key Performance Indicators

2022-23 EBSM Key Facts

Table 3.1.8.1 – Canada, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants, excluding Pan-Canadian Clients	Former Claimants, excluding Pan-Canadian Clients	PPE Clients	Non-insured Clients	Pan-Canadian Clients	Total
Number Served	144,904	100,927	45,556	158,321	27,394	478,744
Share of Total	30.3%	21.1%	9.5%	33.1%	5.7%	100.0%

Note: Numbers for Yukon and Nunavut are not available.

Table 3.1.8.2 – Canada, 2022-23, Relative Shares – Client Age

Youth (15–24)	Core Age Workers (25–54)	Clients Aged 55 or Older	Unknown
22.1%	65.3%	12.3%	0.4%

Note: This table is new for the 2022-23 Chapter 3.

Methodology will continue to be refined in future years as some training and employment supports do not collect specific age data. Numbers for Yukon and Nunavut are not available.

Table 3.1.8.3 – Canada, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of total	Year-over-year Change (p.p.)
Employment Benefits	188,144	-2.3%	23.4%	-3.6
Employment Assistance Services	562,987	+18.6%	70.0%	+3.6
PT subtotal	751,131	+12.6%	93.4%	0.0
Pan-Canadian	52,973	+12.8%	6.6%	n/a
Total Services	804,104	+12.6%	100.0%	0.0

Table 3.1.8.4 – Canada, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Share of Employment Benefits Total	Expenditures	Year-over-year Change
Targeted Wage Subsidies	13,050	-11.0%	6.9%	\$155,786,068	-1.4%
Self-Employment	2,940	-27.6%	1.6%	\$52,564,918	25.9%
Job Creation Partnerships	1,585	4.4%	0.8%	\$37,304,582	16.7%
Skills Development-Regular	96,872	-6.0%	51.5%	\$1,039,701,356	5.2%
Skills Development-Apprentices	73,697	6.2%	39.2%	Included above	Included above
Targeted Earning Supplements	0	0.0%	0.0%	\$0	n/a
Totals	188,144	-2.3%	100.0%	\$1,285,356,924	5.3%

Table 3.1.8.5 – Canada, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Share of Support Measures Total	Expenditures	Year-over-year Change
Employment Services	382,336	+27.5%	67.9%	\$645,925,113	+5.8%
Individual Counselling	180,651	+3.4%	32.1%	Included above	Included above
Labour Market Partnerships	n/a	n/a	n/a	\$302,800,191	+3.5%
Research & Innovation	n/a	n/a	n/a	\$276,813,535	+44.9%
Totals	562,987	+18.6%	100.0%	\$1,225,538,839	+12.0%

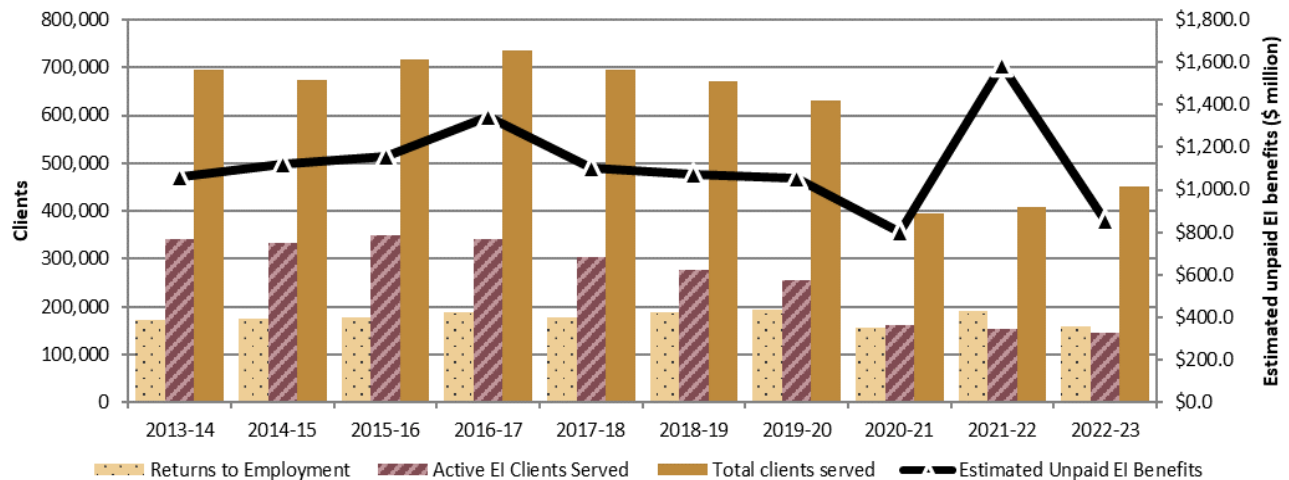
Table 3.1.8.6 – Canada, 2022-23, Pan-Canadian Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Pan-Canadian	52,973	+12.8%	\$145,799,658	+6.2%

ESDC monitors the results of EBSM-similar programming delivered by PTs through three key performance indicators:

- the number of active EI claimants served
- the number of EI clients who return to employment
- the amount of unpaid EI Part I benefits resulting from returns to employment

Chart 3.1.8.1 – Canada, 2013-14 to 2022-23, Key Performance Indicators



Note: 2022-23 numbers for Yukon and Nunavut are not available.

Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market after the pandemic that allowed many Canadians to return to work.

Text Description of Chart 3.1.8.1

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$1,061,504,286	171,956	341,358	695,745
2014-15	\$1,121,978,736	173,593	332,099	674,081
2015-16	\$1,154,570,348	178,556	348,392	717,896
2016-17	\$1,344,613,965	187,172	341,262	734,309
2017-18	\$1,103,167,911	177,335	304,339	695,911
2018-19	\$1,070,684,378	188,717	277,337	670,431
2019-20	\$1,054,344,499	194,120	254,553	630,425
2020-21	\$800,239,777	155,183	160,072	394,285
2021-22	\$1,588,456,667	190,919	153,689	409,459
2022-23 ¹	\$856,401,107	157,856	144,904	451,350

Note: 2022-23 numbers for Yukon and Nunavut are not available.

Volatility in the estimated Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market after the pandemic that allowed many Canadians to return to work.

The Supplemental Indicators Table presents supplementary performance indicators at the national and PT level. Since multiple factors can influence results at the individual, jurisdictional and national level, these indicators cannot be solely attributed to the LMDAs.

Table 3.1.8.7 – Supplemental Indicators

Province/Territory	% of EI Active Claimant Clients Whose Action Plan Started within 12 Weeks of Their Benefit Period Commencement	Return to Work/Total Labour Force	Estimated Unpaid EI Regular Benefits Resulting from EBSM Supports, as a Proportion of Part I Regular Benefits Paid
Newfoundland and Labrador	41.7%	0.8%	41.4%
Prince Edward Island	65.9%	3.1%	30.1%
Nova Scotia	55.6%	1.0%	39.7%
New Brunswick	55.0%	3.0%	27.8%
Quebec	58.5%	0.5%	33.6%
Ontario	48.6%	0.7%	53.2%
Manitoba	68.2%	0.9%	54.8%
Saskatchewan	60.0%	1.0%	56.5%
Alberta	71.9%	0.8%	62.0%
British Columbia	69.0%	0.7%	56.3%
Northwest Territories	44.6%	0.8%	57.2%
Canada (minus YK and NU)	59.8%	0.8%	49.2%

Note: Numbers for Yukon and Nunavut are not available.

Return to work/Total Labour Force refers to the proportion of clients in 2022-23 who were known to have returned to employment following an LMDA service in relation to the total labour force.

3.2 Provincial and Territorial Activities

Under the LMDAs, PTs receive funding to support the delivery of programs and services, similar to the EBSMs established under Part II of the *EI Act*. To address unique labour market challenges, PTs deliver employment programming under LMDAs, which were individually negotiated with the Government of Canada. PTs design and deliver all EI-funded active employment programming, except pan-Canadian activities, which are discussed in section 4 of this chapter.

All PTs are required to consult with employer and employee organizations, stakeholders representing Official Language Minority Communities as well as other key stakeholders, as part of their annual planning process. PTs are required to provide ESDC with lists of stakeholders consulted, key priorities coming out of the consultations, and linkages with labour market programming priorities. This is to

ensure that active labour market programs and services are responsive to local labour market needs, and that job seekers are connected with employers.

PTs consult with a broad range of stakeholders to inform their annual plans, including unions, labour, industry and business associations (e.g., Chambers of Commerce), community organizations, designated and/or under-represented groups, sector councils, post-secondary institutions, and Indigenous governments. PTs use a variety of approaches to engage these stakeholders, 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

Additionally, all PTs prioritize improvements to both labour market attachment of designated and/or under-represented groups and employers' access to a skilled workforce.

Below are the 2022-23 LMDA allocations:

Table 3.2.1 – Final LMDA Allocation by Province and Territory in 2022-23

Province/Territory	Base Funding	Budget 2017 Top-up Funding	Administrative Funding	Total Funding
Newfoundland and Labrador	\$124,269,729	\$10,806,442	\$8,937,456	\$144,013,627
Prince Edward Island	\$22,791,490	\$2,568,109	\$2,695,332	\$28,054,931
Nova Scotia	\$75,503,110	\$12,102,650	\$10,148,601	\$97,754,361
New Brunswick	\$86,506,739	\$12,168,538	\$8,922,000	\$107,597,277
Quebec	\$546,756,866	\$99,886,644	\$58,920,000	\$705,563,510
Ontario	\$575,014,041	\$157,758,163	\$57,277,082	\$790,049,286
Manitoba	\$44,243,392	\$12,603,083	\$6,079,000	\$62,925,475
Saskatchewan	\$38,236,666	\$10,580,933	\$6,022,000	\$54,839,599
Alberta	\$152,084,836	\$56,071,302	\$9,594,000	\$217,750,138
British Columbia	\$275,211,299	\$49,418,557	\$20,535,000	\$345,164,856
Yukon	\$3,939,875	\$363,180	\$389,000	\$4,692,055
Northwest Territories	\$2,783,617	\$382,123	\$1,450,000	\$4,615,740
Nunavut	\$2,658,340	\$290,276	\$787,000	\$3,735,616
Totals	\$1,950,000,000	\$425,000,000	\$191,756,471	\$2,566,756,471

Terminology Guide

Estimated unpaid EI benefits is a success indicator that refers to the amount of unpaid Part I benefits to EI claimants, based on the difference between maximum entitlement to regular income benefits and the actual payout of such benefits.

To determine these unpaid benefits, a subset of LMDA Clients that are actively receiving EI Part I funds when they begin an Action Plan under the LMDA program is created. From this subset, the maximum EI Part I funding to which each individual is entitled over the full course of their benefit period is calculated. If they become employed, determined by a premature and consistent cessation of requesting funds, then the amount they were entitled to, but did not claim, is their unpaid benefits amount.

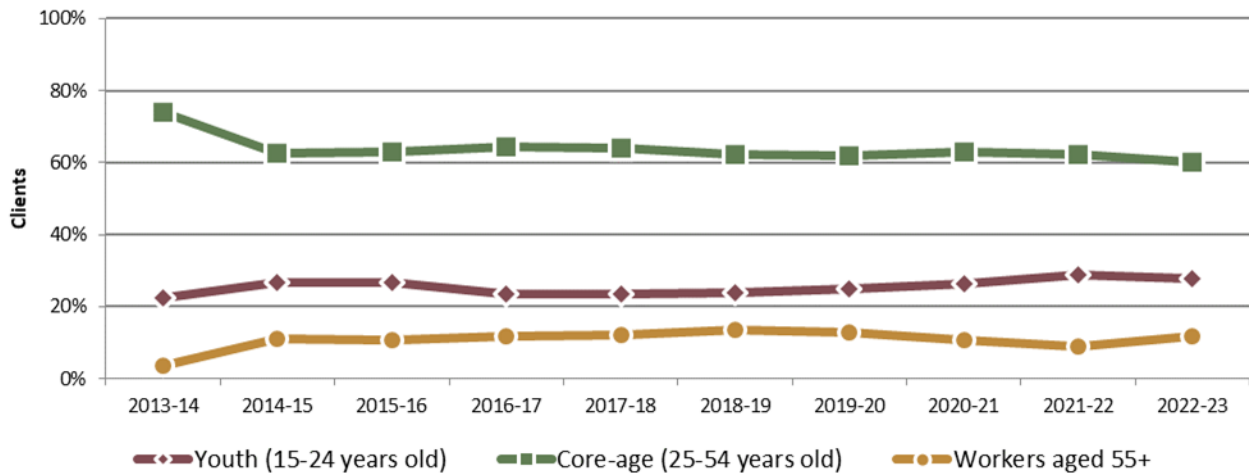
3.2.1 Newfoundland & Labrador

EBSM Key Facts

Table 3.2.1.1 – Newfoundland & Labrador, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	4,023	1,893	237	1,009	7,162
Share of Total	56.2%	26.4%	3.3%	14.1%	100.0%

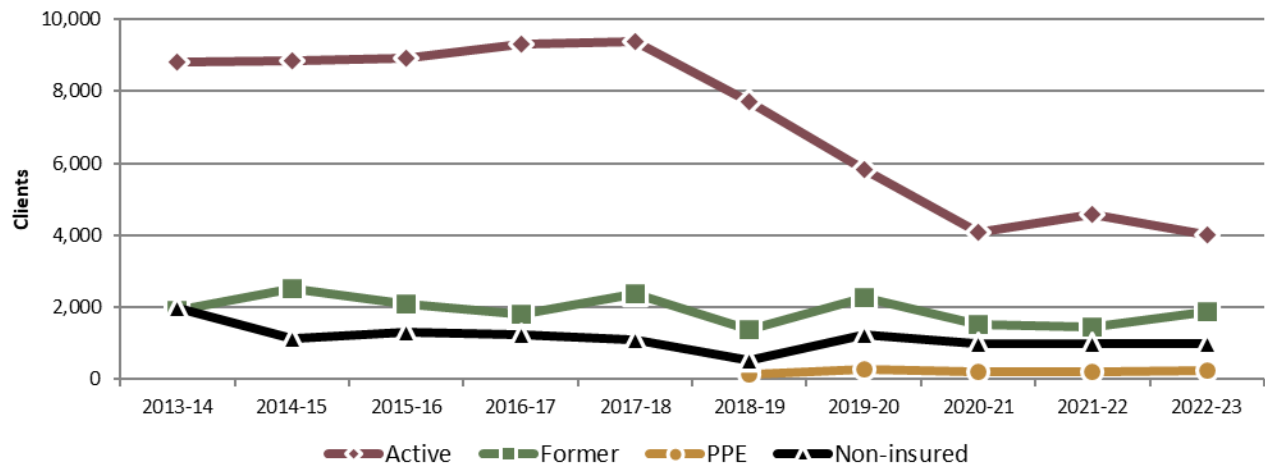
Chart 3.2.1.1 – Age distribution of clients, Newfoundland & Labrador, 2013-14 to 2022-23



Text Description of Chart 3.2.1.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	22.3%	73.9%	3.6%
2014-15	26.6%	62.5%	10.9%
2015-16	26.6%	62.8%	10.6%
2016-17	23.6%	64.5%	11.8%
2017-18	23.6%	64.1%	12.3%
2018-19	23.8%	62.4%	13.5%
2019-20	25.0%	62.0%	12.8%
2020-21	26.4%	62.8%	10.7%
2021-22	28.9%	62.3%	8.8%
2022-23	27.9%	60.0%	11.9%

Chart 3.2.1.2 – Newfoundland & Labrador, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.1.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	8,831	1,928	n/a	1,980
2014-15	8,850	2,513	n/a	1,126
2015-16	8,941	2,095	n/a	1,297
2016-17	9,308	1,812	n/a	1,232
2017-18	9,390	2,370	n/a	1,107
2018-19	7,716	1,371	124	542
2019-20	5,831	2,284	281	1,253
2020-21	4,090	1,526	196	1,001
2021-22	4,596	1,467	220	1,003
2022-23	4,023	1,893	237	1,009

Table 3.2.1.2 – Newfoundland & Labrador, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	5,868	-2.8%	37.3%	+1.8
Employment Assistance Services	9,852	-10.0%	62.7%	-1.8
Total Services	15,720	-7.4%	100.0%	n/a

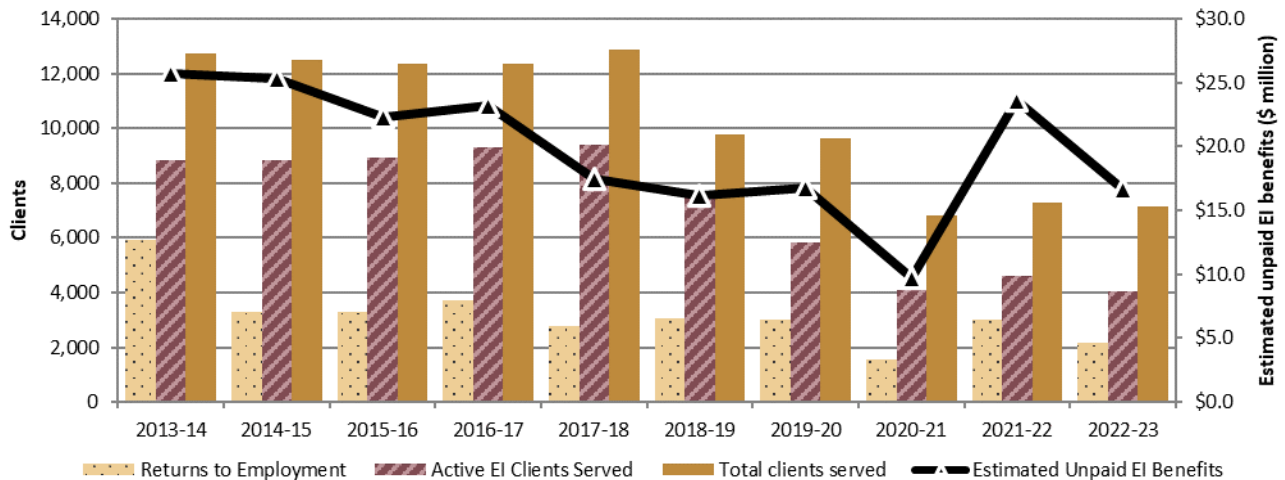
Table 3.2.1.3 – Newfoundland & Labrador, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	779	-4.1%	\$10,175,009	+36.5%
Self-Employment	216	-5.7%	\$6,082,223	+28.6%
Job Creation Partnerships	997	85.7%	\$8,922,770	+139.5%
Skills Development-Regular	2,759	-22.7%	\$59,675,793	-12.8%
Skills Development-Apprentices	1,117	25.4%	Included above	Included above
Targeted Earning Supplements	0	n/a	\$84,855,795	n/a
Totals	5,868	-2.8%	\$10,175,009	-87.9%

Table 3.2.1.4 – Newfoundland & Labrador, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	5,123	11.7%	\$17,748,114	+54.6%
Individual Counselling	4,729	-25.6%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$54,334,676	+199.1%
Research & Innovation	n/a	n/a	\$6,558,325	-17.9%
Totals	9,852	-10.0%	\$78,641,115	+109.0%

Chart 3.2.1.3 – Newfoundland & Labrador, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.1.3

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI clients Served	Total Clients Served
2013-14	\$25,690,584	5,918	8,831	12,739
2014-15	\$25,346,330	3,298	8,850	12,489
2015-16	\$22,251,760	3,306	8,941	12,333
2016-17	\$23,234,836	3,696	9,308	12,352
2017-18	\$17,468,413	2,795	9,390	12,867
2018-19	\$16,161,345	3,055	7,716	9,753
2019-20	\$16,744,493	2,990	5,831	9,649
2020-21	\$9,698,804	1,536	4,090	6,813
2021-22	\$23,563,713	3,002	4,596	7,286
2022-23	\$16,693,473	2,179	4,023	7,162

Labour Market Context

In 2022-23, Newfoundland and Labrador continued to face a tight labour market with low levels of unemployment and challenges with human resources. There was a strong demand for training and

employment supports to help employers with their operations and employees with in-demand skills required.

The unemployment rate for those aged 15 and over in Newfoundland and Labrador was 11.3% in 2022, in contrast to 13.1% in 2021.³⁵ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.³⁶

In March 2023, the province had nearly 5,470 job vacancies³⁷ compared to 27,200 persons who were without work, looked for work in the last four weeks, and were available for work³⁸.

Similar to other provinces, Newfoundland and Labrador identified that it has a skills mismatch and an aging population. Ongoing labour shortages exist in retail, food service and accommodations, and health care. Future forecasting predicts vacancies in trades, transport, and equipment operator sectors. Labour demands may also grow for green economy jobs. There is also a need for increased training supports for new and emerging skills to ensure individuals and employers are ready to leverage new opportunities as they happen.

Canada-Newfoundland and Labrador Labour Market Development Agreement

In 2022-23, Newfoundland and Labrador received approximately \$144.0 million through the LMDA. Approximately 15,700 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 48.6% of EI Active claimants were already employed which contributed to an overall savings of approximately \$16.7 million in unpaid EI benefits.

Under the LMDA, Newfoundland and Labrador funds a number of flexible, responsive, and innovative programs and services. The programs and services help to address labour market demands as well as challenges and opportunities in the labour market. In 2022-23, programs delivered to residents of Newfoundland and Labrador included:

- Wage Subsidies
- Job Creation Partnerships
- Self-Employment Assistance
- Skills Development
- Employment Assistance Services
- Labour Market Partnerships
- Research and Innovation

For example, the province delivered the Apprenticeship Supports program to provide apprentices the opportunity to attend full-time, in-school apprenticeship training, with assistance for incremental costs such as living allowance and travel to work towards journey person certification. In 2022-23, 1,192 apprentices attended and benefited from this program.

³⁵ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

³⁶ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

³⁷ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

³⁸ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

Additionally, the Job Creation Partnerships Program provided EI-insured participants with opportunities to gain work experience to increase their chances of finding ongoing employment. In 2022-23, 1,062 individual clients benefited from this program through 173 employers and 226 projects.

Designated and/or Under-represented Groups

As Newfoundland and Labrador's economy rebounds, employers are facing labour shortages. In 2022-23, the province invested a large amount of LMDA funding in their Skills Development program to provide assistance to individuals who are facing barriers to employment. This program targeted EI-eligible, unemployed or underemployed, and designated and/or under-represented groups such as persons with disabilities, youth, Indigenous peoples, and women.

The program provided financial support to individuals who are seeking full-time training or short-term training of less than 12 weeks at a public or private post-secondary training institution. In 2022-23, the Skills Development program received \$59,229,592 of funding and 3,680 individuals were supported with the following numbers being from designated and/or under-represented groups:

- 192 persons with disabilities
- 1,880 Youth
- 126 Indigenous
- 1,747 women

Stakeholder Consultations

The province works with a range of stakeholders as part of its planning and review process. The province not only includes employee groups and employers, but also meets with community groups, Indigenous partners, business and industry associations, official language minority communities, labour organizations, educational institutions, youth groups, and municipal, provincial, and federal government departments.

For example, the province previously established Regional Workforce Development Committees in 10 regions. The committees meet regularly and provide an opportunity for stakeholders to share information and work together on regionally-tailored workforce development action plans. The meetings address workforce trends and allow for planning, partnerships, and investments. Key themes have emerged throughout these meetings, including:

- collaboration and partnerships
- immigration and attracting talent
- access to labour market information
- skills gaps
- awareness and access to programs and services
- inclusive and diverse workplaces

econext

econext, formerly the Newfoundland and Labrador Environmental Industry Association, is a not-for-profit association of businesses that accelerates clean growth in Newfoundland and Labrador. In August 2022, a joint declaration of intent was signed between the Government of Canada and the Federal Republic of Germany on establishing a Canada-Germany Hydrogen Alliance. One of the priorities listed in the agreement included facilitating the trade of hydrogen and its derivatives between Canada and Germany with a target to have initial exports begin in 2025.

In 2022-23, econext was provided funding under the Labour Market Partnership program for a Clean Energy Initiative: Workforce Development and Innovation project. Over the two-year period, econext will facilitate, in close partnership with industry partners, the goal of accelerating the participation of Newfoundland and Labrador's workforce in emerging clean energy industries (e.g., wind, hydrogen, bioeconomy). This will progress the province's ability to innovate in these areas by providing supports towards collaborative research between academia and industry. The proposed deliverables of the project are to identify workforce capacity gaps; meet short term workforce needs through micro-learning, attraction, and retention; develop hydrogen-focused post-secondary curriculum and courses; create greater awareness of job opportunities and requirements with clean growth; and increase clean energy innovation in Newfoundland and Labrador.

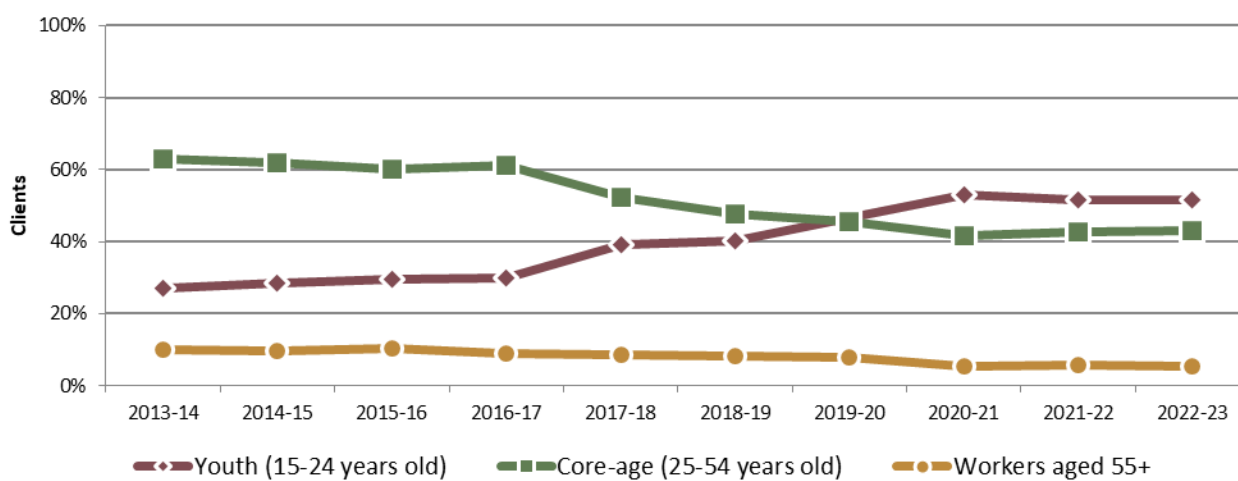
3.2.2 Prince Edward Island

EBSM Key Facts

Table 3.2.2.1 – Prince Edward Island, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	3,717	955	286	974	5,932
Share of Total	62.7%	16.1%	4.8%	16.4%	100.0%

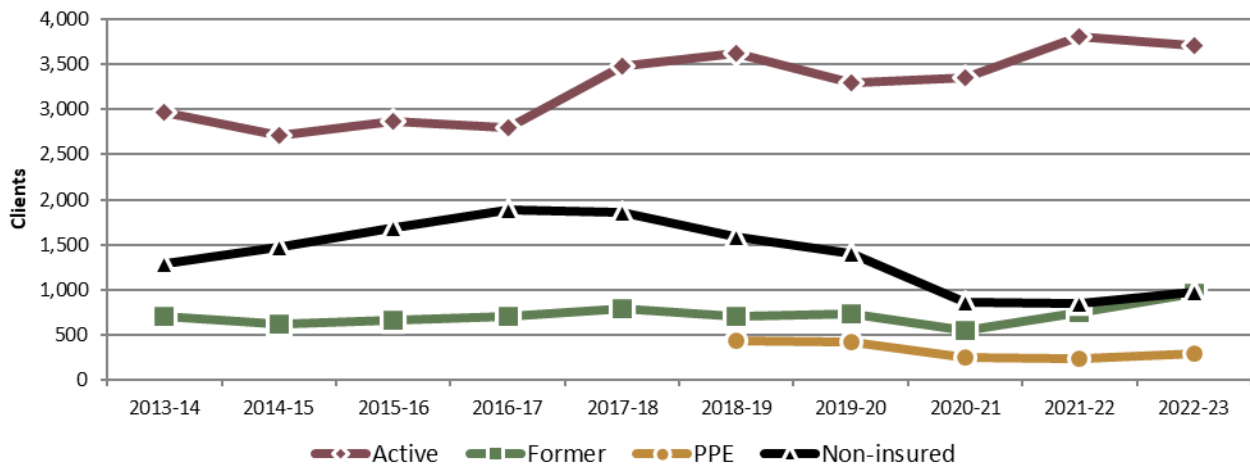
Chart 3.2.2.1 – Age distribution of clients, Prince Edward Island, 2013-14 to 2022-23



Text Description of Chart 3.2.2.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	27.1%	62.9%	10.0%
2014-15	28.4%	61.8%	9.8%
2015-16	29.6%	60.1%	10.3%
2016-17	30.0%	61.1%	8.9%
2017-18	39.3%	52.2%	8.5%
2018-19	40.3%	47.7%	8.2%
2019-20	46.6%	45.5%	7.9%
2020-21	53.0%	41.7%	5.3%
2021-22	51.6%	42.8%	5.6%
2022-23	51.5%	43.0%	5.4%

Chart 3.2.2.2 – Prince Edward Island, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.2.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	2,963	703	n/a	1,285
2014-15	2,709	621	n/a	1,470
2015-16	2,876	657	n/a	1,681
2016-17	2,798	709	n/a	1,893
2017-18	3,487	784	n/a	1,852
2018-19	3,624	712	438	1,595
2019-20	3,293	739	421	1,408
2020-21	3,354	552	243	864
2021-22	3,807	752	231	843
2022-23	3,717	955	286	974

Table 3.2.2.2 – Prince Edward Island, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	3,936	+0.7%	34.2%	-0.2%
Employment Assistance Services	7,579	+1.9%	65.8%	+0.2%
Total Services	11,515	+1.5%	100.0%	n/a

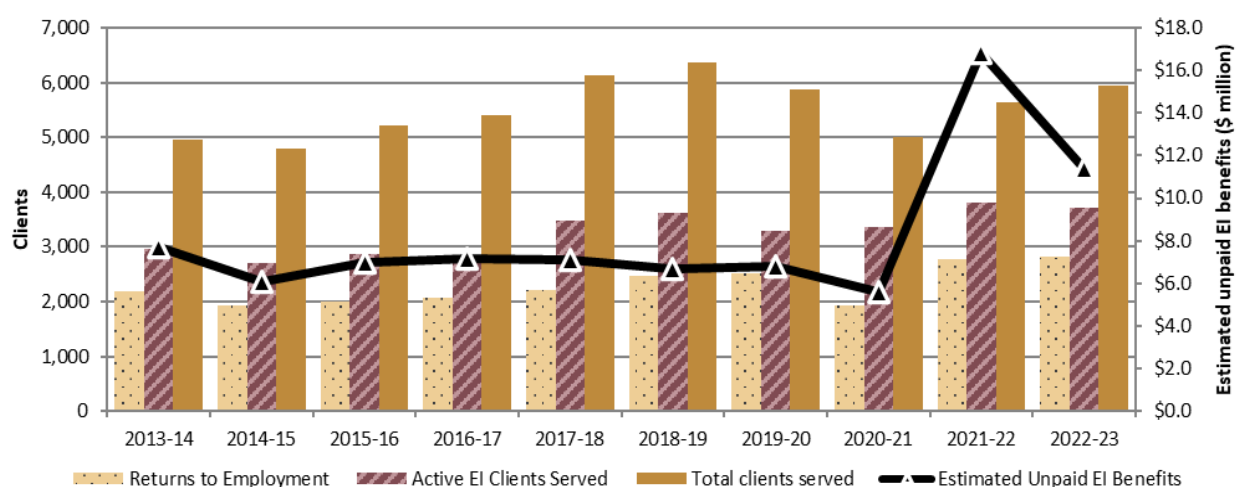
Table 3.2.2.3 – Prince Edward Island, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	412	-10.6%	\$0	n/a
Self-Employment	98	-10.9%	\$1,529,528	29.2%
Job Creation Partnerships	16	-11.1%	\$247,202	11.4%
Skills Development-Regular	2,984	-0.5%	\$16,870,255	-16.2%
Skills Development-Apprentices	426	+32.7%	Included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	3,936	+0.7%	\$18,646,985	-13.4%

Table 3.2.2.4 – Prince Edward Island, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	6,472	+1.0%	\$5,401,717	-1.6%
Individual Counselling	1,107	+7.2%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$1,792,255	-1.4%
Research & Innovation	n/a	n/a	\$0	n/a
Totals	7,579	+1.9%	\$7,193,972	-1.5%

Chart 3.2.2.3 – Prince Edward Island, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.2.3

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$7,735,771	2,194	2,963	4,951
2014-15	\$6,080,074	1,934	2,709	4,800
2015-16	\$6,986,476	1,997	2,876	5,214
2016-17	\$7,144,450	2,081	2,798	5,400
2017-18	\$7,125,047	2,202	3,487	6,123
2018-19	\$6,662,407	2,470	3,624	6,369
2019-20	\$6,816,141	2,508	3,293	5,861
2020-21	\$5,594,866	1,920	3,354	5,013
2021-22	\$16,837,056	2,782	3,807	5,633
2022-23	\$11,399,293	2,815	3,717	5,932

Labour Market Context

In 2022-23, Prince Edward Island’s economic and employment outlook continued its rebound that first started in 2021. Unemployment rates continued to drop from previous years and the re-opening of the tourism and travel industry helped to contribute to the employment rate recovery. However, at the end

of 2022, Prince Edward Island was hit by Hurricane Fiona which brought significant hardship and destruction across the province. Despite this, Prince Edward Island's economy continued to remain positive.

The unemployment rate for those aged 15 and over in Prince Edward Island was 7.6% in 2022, lower than the previous year of 9.7%.³⁹ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.⁴⁰

In March 2023, there were nearly 3,570 job vacancies⁴¹ compared to 6,200 unemployed persons who were without work, looking for work in the last four weeks, and were available for work.⁴²

Similar to other provinces, Prince Edward Island has identified an aging population as a key challenge to labour market growth. However, since the start of the pandemic, the province has been experiencing population growth and the median age has been declining due to the influx of immigrants under the age of 40.

Canada-Prince Edward Island Labour Market Development Agreement

In 2022-23, Prince Edward Island received approximately \$28.1 million through the LMDA. Approximately 11,500 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 57.3% of EI Active claimants were already employed which contributed to an overall savings of approximately \$11.4 million in unpaid EI benefits.

The Canada-Prince Edward Island LMDA helps support meeting the following priorities for the province:

- Developing a skilled workforce
- Preparing the future workforce
- Enhancing services for job seekers

In 2022-23, under the Canada-Prince Edward Island LMDA, programs delivered to residents of Prince Edward Island included:

- Employment Assistance Services
- Labour Market Partnerships
- Research and Innovation
- Skills Development
- Employer Supported Programs
- Work Experience
- Entrepreneurship
- Skills Development and Employment Supports – Accessibility Supports

³⁹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁴⁰ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁴¹ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁴² [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

For example, the province delivered the Skills Development program that focuses on adult education, post-secondary, apprenticeship and group-based training, and industry-specific initiatives. These services assisted unemployed, employed, and underemployed individuals access skills training to succeed in the workforce. In 2022-23, 3,278 individuals benefited from this program.

Furthermore, the Employer Supported Programs (which includes EmployPEI & Graduate Mentorship Program) helped employers hire unemployed individuals and recent graduates and provided them with on-the-job work experience and mentorship. In 2022-23, 409 individuals participated in the program.

Designated and/or Under-represented Groups

Prince Edward Island held formal and informal engagement sessions with stakeholders on supporting individuals with disabilities in the labour force. Through these engagement sessions, key priorities were identified for the province, including:

- continuing to support and fund pilot programs to provide employment training and skills development to persons with disabilities
- identifying employers to hire or begin programs to streamline connections for persons with disabilities
- increasing employer awareness about the benefits of hiring persons with disabilities, such as the skills, abilities, and strengths that the individual(s) can bring to the workplace

Additionally, themes emerged through other consultation sessions with stakeholders including, creating educational and mentorship pathways for new entrants in the labour market (youth, newcomers, Indigenous peoples, women, persons with disabilities, and mature workers) to assist in filling job vacancies and pending gaps.

Stakeholder Consultations

The province worked with a range of stakeholders as part of its planning and review process. The province not only included employee groups and employers, but also met with industry groups, employers, service providers, and special interest groups.

Throughout the consultation sessions held by the province a number of key themes emerged, including:

- expanding access to employment related services
- developing skills by providing on-the-job training and mentorship
- supporting individuals with access to education and occupational- and industry-related training
- exploring innovative approaches in recruiting and retraining workers
- ensuring employment related supports and services are accessible to under-represented groups
- encouraging collaboration among groups to partner on activities/strategies
- incorporating literacy, essential, and transferable skills training in employability programming
- supporting project funding on skills upgrading, career exploration and employability skills to under-represented groups
- identifying strategies to expand the overall size of the labour force
- partnering with employers and industry to develop a skilled and job ready work force

- ensuring programs and services are responsive, flexible, and modernized

Canadian Alliance for Skills and Training in Life Sciences Program

The Canadian Alliance for Skills and Training in Life Sciences program provides technical skills development and training in life sciences, specializing in biopharmaceutical manufacturing. It is a unique partnership between academia, industry, and government to address the future needs of the fast-growing bioscience sector. The Canadian Alliance for Skills and Training in Life Sciences Bioscience Reskilling Program provides facilitated in-person learning as well as an on-the-Job training with industry employers. Prior to admission into the Canadian Alliance for Skills and Training in Life Sciences Bioscience Reskilling Program, all potential candidates must complete a literacy and numeracy skills assessment and achieve satisfactory results. The program has implemented this assessment process to ensure that trainees have the requisite literacy and numeracy skills required to meet the learning demands of the program. Upon completing the program in 2022-23, there were 30 participants who gained the requisite knowledge and skills to become employed in entry-level production positions, with the possibility of future advancement, within the bioscience sector in Prince Edward Island.

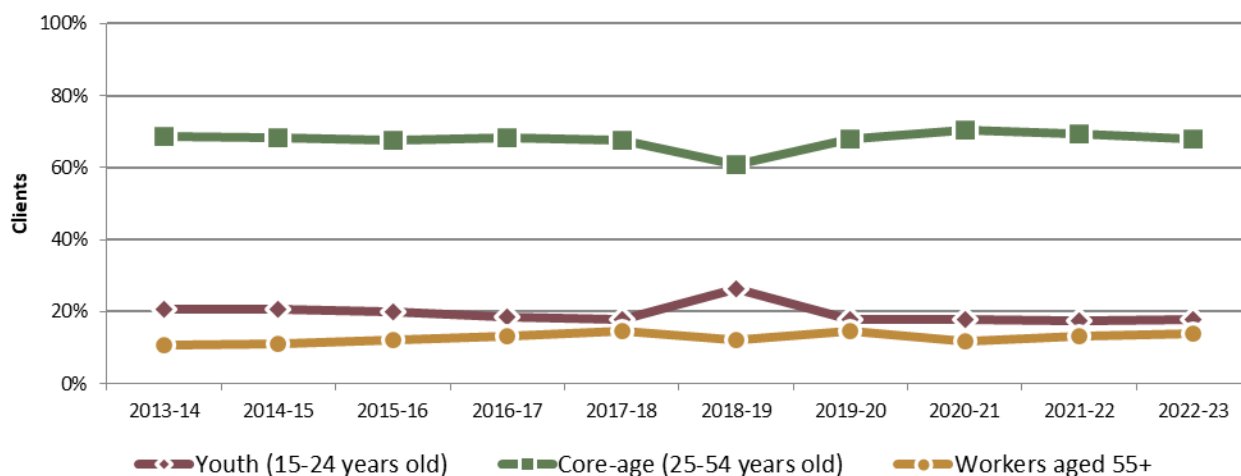
3.2.3 Nova Scotia

EBSM Key Facts

Table 3.2.3.1 – Nova Scotia, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	4,459	2,346	752	2,985	10,542
Share of Total	42.3%	22.3%	7.1%	28.3%	100.0%

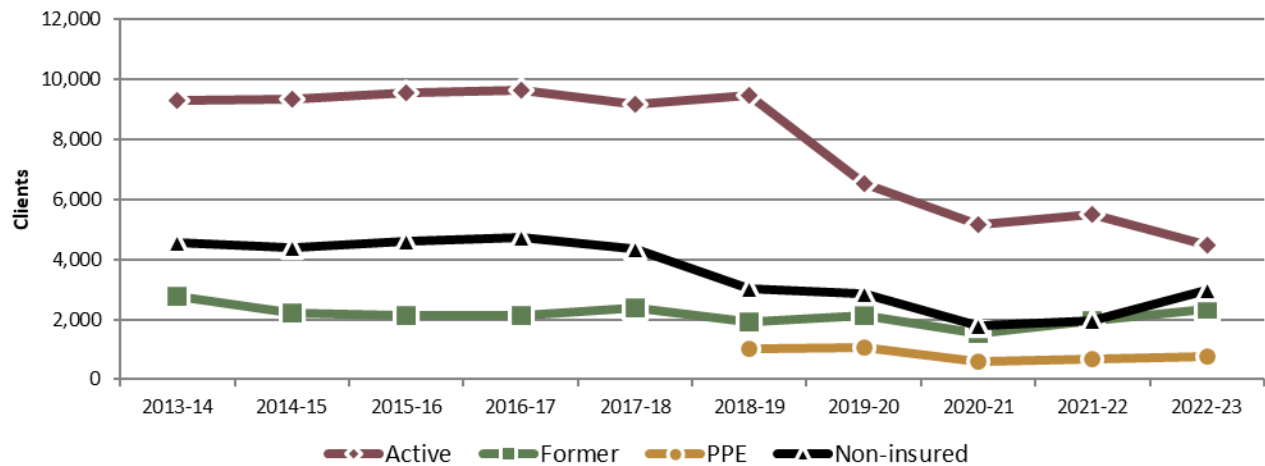
Chart 3.2.3.1 – Nova Scotia, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.3.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	20.6%	68.6%	10.8%
2014-15	20.6%	68.3%	11.0%
2015-16	20.0%	67.8%	12.2%
2016-17	18.4%	68.3%	13.2%
2017-18	17.8%	67.7%	14.4%
2018-19	26.2%	60.8%	12.1%
2019-20	17.7%	67.8%	14.5%
2020-21	17.8%	70.4%	11.7%
2021-22	17.5%	69.3%	13.2%
2022-23	17.9%	68.1%	14.0%

Chart 3.2.3.2 – Nova Scotia, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.3.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	9,313	2,779	n/a	4,545
2014-15	9,360	2,202	n/a	4,397
2015-16	9,575	2,134	n/a	4,620
2016-17	9,651	2,141	n/a	4,717
2017-18	9,152	2,397	n/a	4,337
2018-19	9,466	1,901	1,041	3,040
2019-20	6,536	2,119	1,045	2,858
2020-21	5,151	1,550	586	1,777
2021-22	5,496	1,963	670	1,972
2022-23	4,459	2,346	752	2,985

Table 3.2.3.2 – Nova Scotia, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	3,498	-25.6%	17.5%	-6.4
Employment Assistance Services	16,514	+10.2%	82.5%	+6.4
Total Services	20,012	1.7%	100.0%	n/a

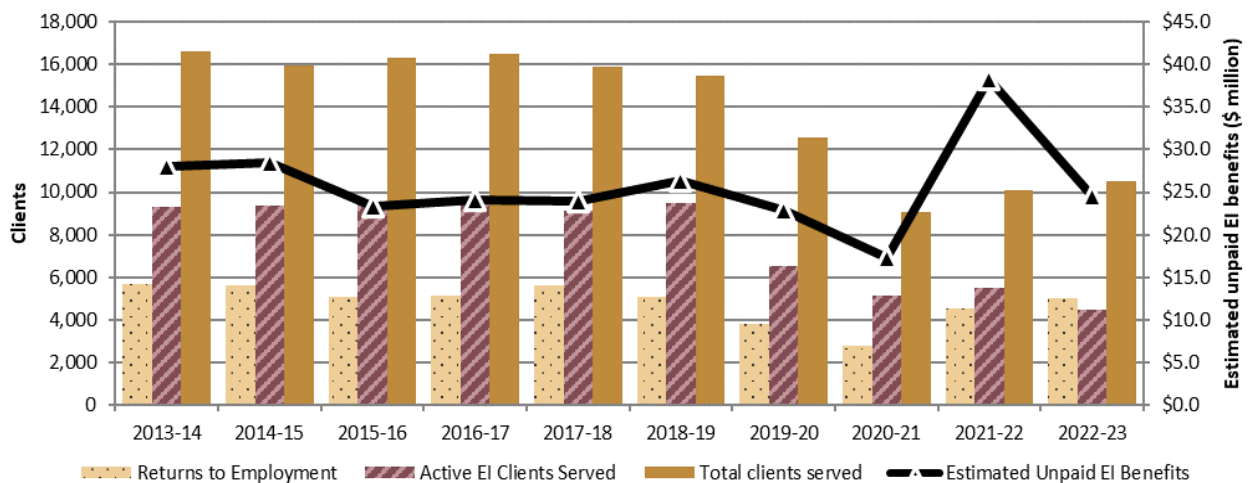
Table 3.2.3.3 – Nova Scotia, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	498	-46.3%	\$3,744,464	-11.2%
Self-Employment	306	-37.8%	\$6,936,717	24.9%
Job Creation Partnerships	66	-40.5%	\$1,152,635	36.6%
Skills Development-Regular	1,065	-41.7%	\$33,361,807	-10.2%
Skills Development-Apprentices	1,563	+16.4%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	3,498	-25.6%	\$45,195,623	-5.4%

Table 3.2.3.4 – Nova Scotia, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	15,448	+14.5%	\$37,104,204	4.8%
Individual Counselling	1,066	-28.7%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$3,999,350	-54.2%
Research & Innovation	n/a	n/a	\$1,306,583	-26.3%
Totals	16,514	+10.2%	\$42,410,137	-7.6%

Chart 3.2.3.3 – Nova Scotia, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.3.3

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$28,051,193	5,680	9,313	16,637
2014-15	\$28,414,245	5,608	9,360	15,959
2015-16	\$23,386,628	5,100	9,575	16,329
2016-17	\$24,021,668	5,153	9,651	16,509
2017-18	\$23,910,837	5,624	9,152	15,886
2018-19	\$26,429,016	5,075	9,466	15,448
2019-20	\$22,951,106	3,834	6,536	12,558
2020-21	\$17,272,179	2,781	5,151	9,064
2021-22	\$38,284,467	4,539	5,496	10,101
2022-23	\$24,585,983	5,022	4,459	10,542

Labour Market Context

In 2022-23, Nova Scotia faced a tight labour market with low levels of unemployment and high numbers of job vacancies. Additionally, the province experienced population growth that exceeded 1 million

people living in the province in 2022 and almost 1.04 million in early 2023. The population growth was due to larger interprovincial migration as well as newcomers entering the province.

The unemployment rate for those aged 15 and over in Nova Scotia was 6.5% in 2022, in contrast to 8.6% in 2021.⁴³ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5 %.⁴⁴

In March 2023, the province had approximately 18,800 job vacancies⁴⁵ compared to 29,800 persons who were without work, looked for work in the last four weeks, and were available for work.⁴⁶

Nova Scotia identified a population that is aging at a faster speed than the rest of Canada. The province is focused on population in-migration to offset its aging population. Furthermore, the percentage of workers aged 65+ has increased from 16% to 26% in the last twenty years. To assist in increasing the labour market participation rate, the province's LMDA programming continued to target designated and/or under-represented groups, such as visible minorities, Indigenous peoples, and persons with disabilities.

Canada-Nova Scotia Labour Market Development Agreement

In 2022-23, Nova Scotia received approximately \$97.8 million through the LMDA. Approximately 20,000 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 72.4% of EI Active claimants were already employed which contributed to an overall savings of approximately \$24.6 million in unpaid EI benefits.

Nova Scotia offered a number of Employment Benefits and Support Measures through the LMDA. In 2022-23, the province offered the following programs and services:

- START – Nova Scotia's version of the Targeted Wage Subsidy
- Job Creation Partnership program
- Self-Employment Assistance
- Employment Assistance Services
- Skills Development
- Labour Market Partnerships

For example, the province's Job Creation Partnership program supported projects that provide LMDA-eligible individuals with work experience to improve their long-term and full-time employment prospects. In 2022-23, 63 individuals attended and benefited from this program.

Additionally, the Skills Development – Regular program provided financial assistance to LMDA-eligible participants to help them obtain the skills training required to find employment. Participants were job-ready but were unable to find and secure employment with their existing skills. In 2022-23, 621 individuals benefited from this program.

⁴³ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁴⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁴⁵ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁴⁶ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

Designated and/or Under-represented Groups

As Nova Scotia is facing an aging population, focus was on increasing the labour market participation rate of all available workers, including those from designated and/or under-represented groups such as Indigenous peoples, visible minorities, persons with disabilities, women, youth, and 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.

The START program is Nova Scotia's version of the Targeted Wage Subsidy. In 2022-23, the program encouraged employers to hire unemployed individuals who require work experience. Three hundred and ninety-three START clients were served in 2022-23 and included:

- 4% Indigenous peoples
- 6% Francophones
- 4% African Nova Scotians
- 9% newcomers
- 11% visible minorities
- 22% persons with disabilities

Stakeholder Consultations

The province worked with a range of stakeholders as part of its planning and review process. In 2022-23, the province met with employers, service providers, program administrators, program participants, sector councils, and other labour market transfer agreements stakeholders.

For example, Nova Scotia met regularly with industry and individual employers through a partnership with the province of Nova Scotia and the Association of Industry Sector Councils (AISC). The AISC represents 14 sector councils that includes 32,000 small and medium sized businesses. The consultations in 2022-23 focused on:

- building a Strategic Plan and Sustainability Strategy
- succession planning
- engaging through the Labour Market Insights Survey
- building inclusive, diversity, equity, and accessibility capacity in Nova Scotian industries

Self-Employment Benefit Pilot for Persons with Disabilities

In 2022 Employment Nova Scotia implemented a demonstration project called GO-3D (Growth and Opportunities: Determination, Drive, Disability) in two areas in the province to test a self-employment benefit support in innovative, and impactful ways for persons living with disabilities. GO-3D is intended to help persons who self-identify as living with a permanent disability or chronic/episodic condition, who are unemployed or underemployed, find success in earning their living through creating their own employment. It offers flexible programming that is designed to adapt to the capacity of each client. Over 50 persons living with a disability have participated in GO-3D and receive 52 weeks of financial and entrepreneurial support to start a new business, such as 1-on-1 business coaching, workshops and webinars, and funding paid through individual funding agreements with Employment Nova Scotia.

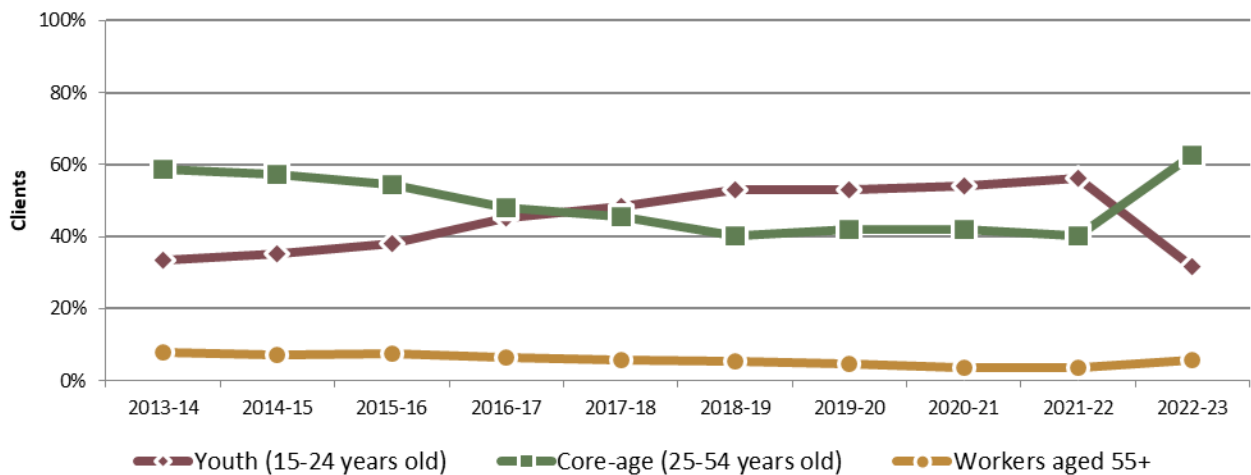
3.2.4 New Brunswick

EBSM Key Facts

Table 3.2.4.1 – New Brunswick, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	5,087	2,576	809	4,662	13,134
Share of Total	38.7%	19.6%	6.2%	35.5%	100.0%

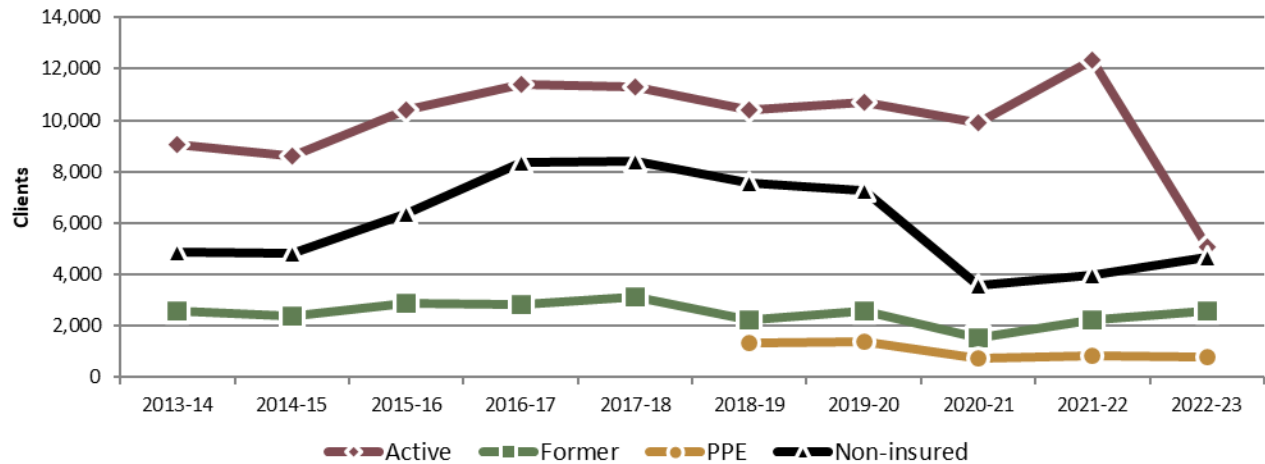
Chart 3.2.4.1 – New Brunswick, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.4.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	33.4%	58.7%	7.9%
2014-15	35.4%	57.4%	7.2%
2015-16	38.1%	54.6%	7.4%
2016-17	45.2%	48.1%	6.6%
2017-18	48.5%	45.7%	5.8%
2018-19	52.9%	40.2%	5.5%
2019-20	53.1%	41.9%	4.7%
2020-21	54.1%	42.2%	3.5%
2021-22	56.3%	40.1%	3.5%
2022-23	31.5%	62.6%	5.8%

Chart 3.2.4.2 – New Brunswick, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.4.1

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	9,070	2,592	n/a	4,876
2014-15	8,596	2,393	n/a	4,838
2015-16	10,411	2,885	n/a	6,365
2016-17	11,386	2,859	n/a	8,347
2017-18	11,302	3,116	n/a	8,410
2018-19	10,387	2,263	1,327	7,550
2019-20	10,716	2,595	1,400	7,286
2020-21	9,909	1,524	739	3,578
2021-22	12,324	2,227	841	3,978
2022-23	5,087	2,576	809	4,662

Table 3.2.4.2 – New Brunswick, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	6,431	-51.7%	24.6%	-9.5
Employment Assistance Services	19,756	-23.4%	75.4%	+9.5
Total Services	26,187	-33.0%	100.0%	n/a

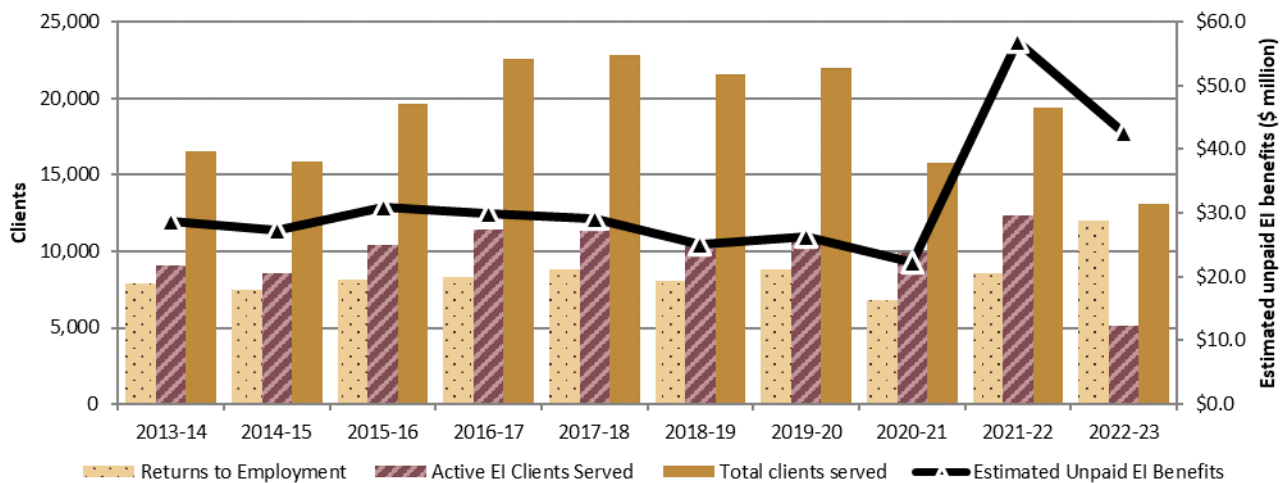
Table 3.2.4.3 – New Brunswick, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	516	-19.0%	-\$9,110	-103.9%
Self-Employment	216	-16.0%	\$4,815,649	26.4%
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	3,632	-65.3%	\$64,478,032	10.7%
Skills Development-Apprentices	2,067	+5.1%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	6,431	-51.7%	\$69,284,571	11.3%

Table 3.2.4.4 – New Brunswick, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	4,582	+0.6%	\$7,029,469	-1.6%
Individual Counselling	15,174	-28.5%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$42,851,575	43.0%
Research & Innovation	n/a	n/a	\$401,800	-37.8%
Totals	19,756	-23.4%	\$50,282,844	33.1%

Chart 3.2.4.3 – New Brunswick, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.4.2

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI clients Served	Total Clients Served
2013-14	\$28,671,236	7,927	9,070	16,538
2014-15	\$27,266,183	7,471	8,596	15,827
2015-16	\$31,018,474	8,179	10,411	19,661
2016-17	\$30,008,146	8,300	11,386	22,592
2017-18	\$29,137,706	8,800	11,302	22,828
2018-19	\$25,004,412	8,031	10,387	21,527
2019-20	\$26,374,579	8,848	10,716	21,997
2020-21	\$22,265,921	6,803	9,909	15,750
2021-22	\$56,832,095	8,571	12,324	19,370
2022-23	\$42,506,427	11,993	5,087	13,134

Labour Market Context

In 2022-23, New Brunswick faced substantial labour shortages due to the increased economic activity in the province. Additionally, New Brunswick’s population grew by a record 2.7% to over 812,000 people in

July 2022⁴⁷ due to international and interprovincial migration. This population growth rate was the third highest among Canadian provinces.

The unemployment rate for those aged 15 and over in New Brunswick was 7.2% in 2022, lower than the previous year of 9.2%.⁴⁸ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.⁴⁹

In March 2023, New Brunswick had nearly 12,500 job vacancies⁵⁰ compared to 23,600 persons who were without work, looked for work in the last four weeks, and were available for work.⁵¹

Similarly, across Canada, New Brunswick noted dealing with significant labour force needs and the province's focus on maximizing recruitment and retention of employees, especially under-represented groups including newcomers.

Canada-New Brunswick Labour Market Development Agreement

In 2022-23, New Brunswick received approximately \$107.6 million through the LMDA. Approximately 26,200 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 9,200 of EI Active claimants (this shows as 181.0% as this includes claimants that received services in the previous fiscal year) were already employed which contributed to an overall savings of approximately \$42.5 million in unpaid EI benefits.

The programs and services provided under the LMDA allows New Brunswick to help address labour market opportunities and challenges. The programs and services are constantly reviewed by New Brunswick to ensure that they respond to the evolving labour market conditions of the province.

For instance, funding was provided to the New Brunswick Association of Social Workers for a thorough research and analysis of the industry and the development of a five-year Action Plan for recruitment and retention. Support was also provided for the development of a Workforce Development Strategy for the Information and Communications Technology sector. This included extensive consultations led by TechImpact with stakeholders to determine supply and demand needs for the future.

Funding was also provided to the New Brunswick Special Care Home Association for the development of a HR toolkit for all employers in the sector to access and use. Funding was also used to provide workshops, training and further supports for employers on the newly developed HR toolkit. The goal was to assist with recruitment and retention of staff in the sector.

Additionally, through the Self-Employment Benefit program, support was provided to unemployed individuals who are looking for self-employment opportunities to create a job for themselves. Support included financial assistance, coaching, and ongoing technical advice. In 2022-23, 530 LMDA clients benefited from the program.

⁴⁷ [2023-04-03-LMI-Population-Report-EN.pdf \(nbjobs.ca\)](#)

⁴⁸ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

⁴⁹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

⁵⁰ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](#)

⁵¹ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](#)

Designated and/or Under-represented Groups

In 2022-23, the Government of New Brunswick through the WorkingNB division provided supports to employers using various programs and services⁵² to assist with the recruitment and retention of newcomers. These programs and services also provided newcomers with employment counseling and fostered a strong collaboration with organizations who supported newcomers in the province.

WorkingNB provided services such as:

- language services
- experimental learning and work experiences
- job maintenance support
- work culture competencies
- foreign credential recognition support

Stakeholder Consultations

New Brunswick worked with stakeholders to ensure effective programs and services under the LMDA. Stakeholders included employers (including Francophone employers), employees, communities (including official language minority communities), and organizations.

The province also implemented Regional Labour Market Partnership Forums in 12 regions that cover all areas of New Brunswick. The Forums brought together stakeholders to assist in planning and actions covering labour force challenges and opportunities, and population growth.

New Brunswick also provided funding to Stiletto Consulting Ltd to support the development of a Workforce Development Strategy for Western New Brunswick. The Strategy included:

- a review and assessment of community assets for workforce support to employers and employees, including an online survey to identify gaps and potential opportunities in the workforce
- mapping and illustration of community workforce assets
- an assessment of current workforce and business counts in the community
- stakeholder outreach and engagement with key target stakeholders supporting employers and/or employees in the community
- development of a framework of tactical activities for the community and stakeholder groups to drive outcomes and results for workforce growth and development

⁵² Various programs and services include Labour Force Training, Labour Market Research and Analysis, Labour Force Adjustment, and Employment Assistance Services (EAS Purchase of Service) and EAS Grant.

Rural Employment and Language Project with New Brunswick Multicultural Council, Chipman and St. Stephen Newcomer Clients – Labour Market Language Readiness Pilot Program

The New Brunswick Multicultural Council offered a Labour Market Language Readiness Pilot program to assist with addressing significant barriers faced by newcomer spouses living in rural New Brunswick. These barriers included lack of language skills, unfamiliarity with the Canadian job market, and lack of employer education and networking.

The Labour Market Language Readiness Pilot program targeted newcomer spouses and non-permanent resident holders. The program focused on the province’s recent population growth strategy, New Beginnings. One of the goals of this Strategy is to improve access to employment for newcomer spouses and other dependants in New Brunswick, while considering barriers such as language skills and credentialing. Through the removal of these main barriers, newcomer families can improve their chances of reaching their goals and having a more positive settlement and integration experience in New Brunswick.

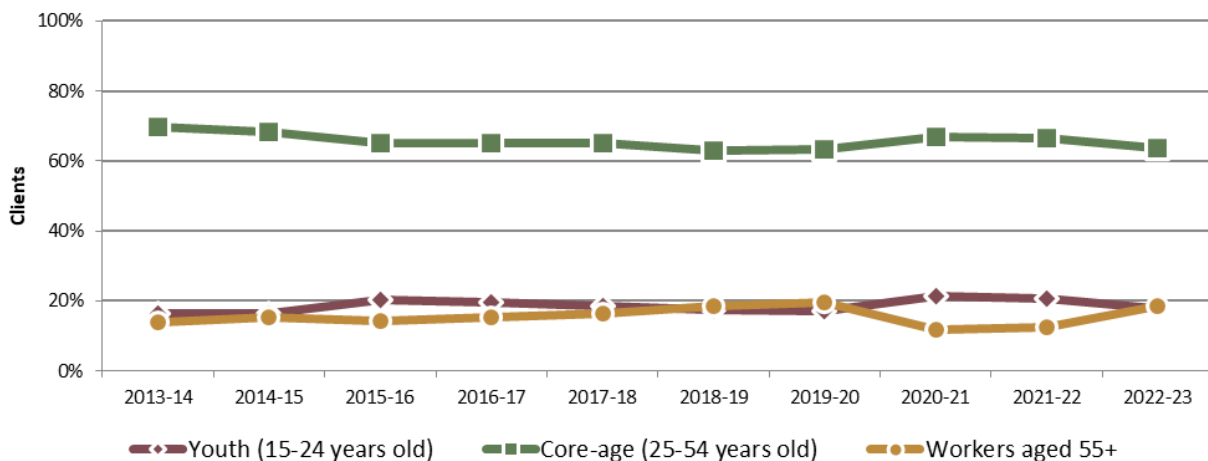
3.2.5 Quebec

EBSM Key Facts

Table 3.2.5.1 – Quebec, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	51,331	24,283	9,961	30,575	116,150
Share of Total	44.2%	20.9%	8.6%	26.3%	100.0%

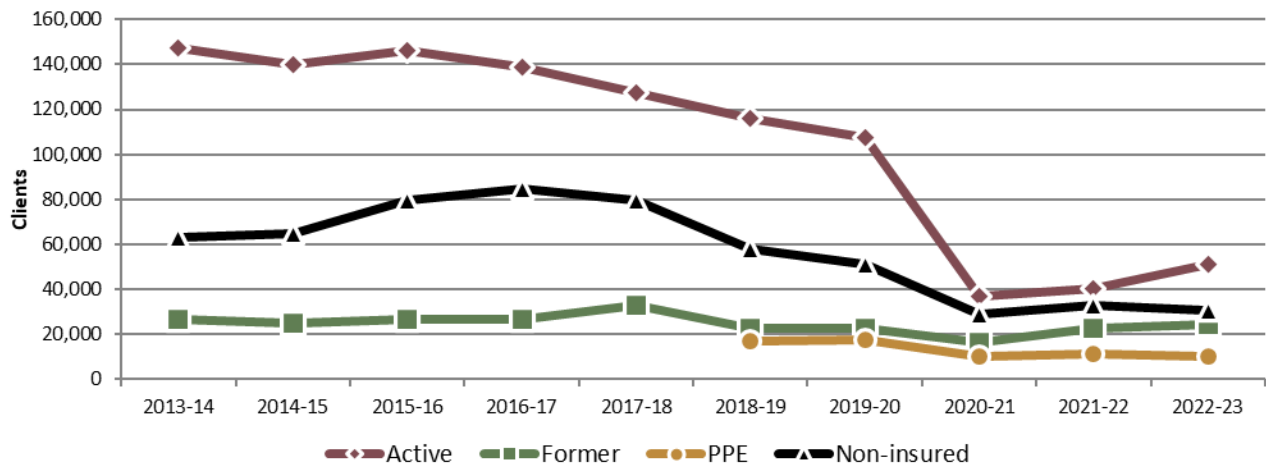
Chart 3.2.5.1 – Quebec, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.5.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	16.4%	69.8%	13.8%
2014-15	16.3%	68.3%	15.4%
2015-16	20.3%	65.3%	14.4%
2016-17	19.6%	65.0%	15.3%
2017-18	18.6%	65.1%	16.4%
2018-19	17.6%	62.8%	18.4%
2019-20	17.0%	63.5%	19.5%
2020-21	21.3%	66.9%	11.8%
2021-22	20.8%	66.6%	12.5%
2022-23	17.7%	63.6%	18.6%

Chart 3.2.5.2 – Quebec, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.5.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	147,396	26,779	n/a	63,162
2014-15	140,026	24,986	n/a	64,769
2015-16	146,359	26,946	n/a	79,814
2016-17	138,682	26,945	n/a	84,716
2017-18	127,614	32,965	n/a	79,764
2018-19	116,261	23,005	17,248	58,228
2019-20	107,330	22,990	17,524	51,110
2020-21	36,742	16,328	10,023	29,197
2021-22	40,257	22,821	11,231	32,807
2022-23	51,331	24,283	9,961	30,575

Table 3.2.5.2 – Quebec, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	27,583	-23.6%	19.4%	-7.7
Employment Assistance Services	114,709	+18.1%	80.6%	+7.7
Total Services	142,292	+6.8%	100.0%	n/a

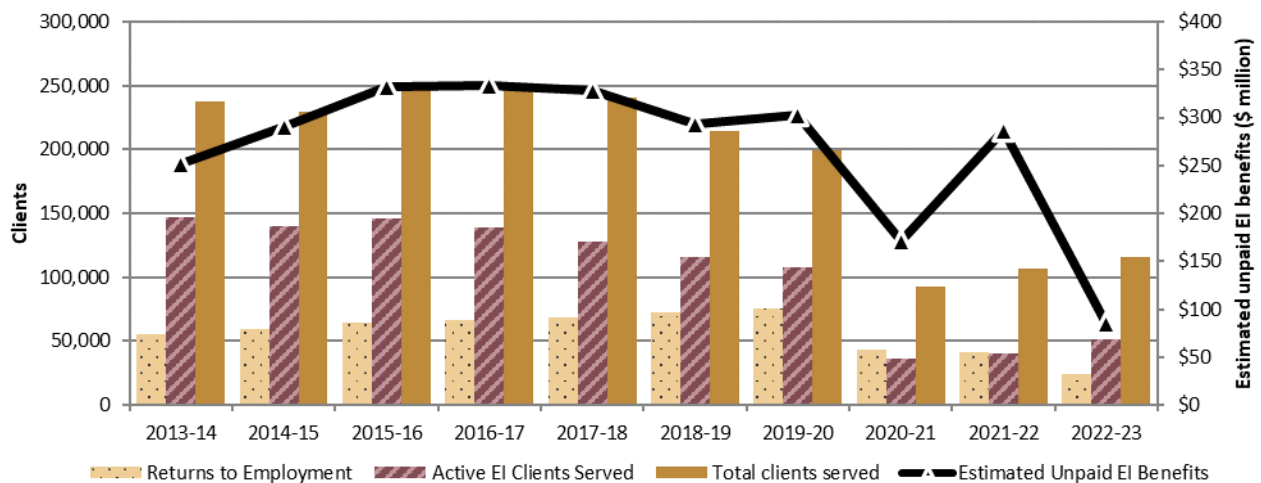
Table 3.2.5.3 – Quebec, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	6,624	-12.6%	\$93,492,000	-12.7%
Self-Employment	1,163	-15.1%	\$16,697,000	10.4%
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	19,796	-27.0%	\$309,704,000	12.1%
Skills Development-Apprentices	0	n/a	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	27,583	-23.6%	\$419,893,000	5.4%

Table 3.2.5.4 – Quebec, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	113,236	+35.2%	\$112,830,000	-9.8%
Individual Counselling	1,473	-89.0%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$108,622,000	-16.9%
Research & Innovation	n/a	n/a	\$5,299,000	46.2%
Totals	114,709	+18.1%	\$226,751,000	-12.6%

Chart 3.2.5.3 – Quebec, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.5.2

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI clients Served	Total clients Served
2013-14	\$252,381,261	55,043	147,396	237,337
2014-15	\$290,835,087	59,949	140,026	229,781
2015-16	\$332,312,524	64,697	146,359	253,119
2016-17	\$334,050,331	66,468	138,682	250,343
2017-18	\$327,619,996	68,794	127,614	240,343
2018-19	\$293,919,267	72,535	116,261	214,742
2019-20	\$302,813,344	75,735	107,330	198,954
2020-21	\$171,442,339	43,761	36,742	92,290
2021-22	\$286,041,048	41,409	40,257	107,116
2022-23	\$85,763,636	24,629	51,331	116,150

Labour Market Context

Quebec's labour market context in 2022, like many other provinces, faced significant labour shortages. This was largely due to the strong economic recovery and the continued slowdown in population growth in Quebec.

The unemployment rate for those aged 15 and over in Quebec reached a new low in 2022 at 4.3%, lower than the previous year's unemployment rate of 6.1%.⁵³ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.⁵⁴

As of March 2023, there were 196,000 job vacancies for 199,000⁵⁵ unemployed people who were unemployed, looking for work in the past four weeks, and available for work.⁵⁶

In addition, the employment rate for women aged 15 to 64 has increased by nearly 20 percentage points over the past 40 years in Quebec, from 55.9% in 1980 to 75.3% in 2022. Quebec's employment rate for women is the highest among Canadian provinces.⁵⁷

According to the demographic forecasts of the *Institut de la statistique du Québec*, the next few years will see a relative stagnation in the number of people of working age (15 to 64 years old). Younger people are in fact fewer in number than people from the baby boomers generation (born between 1946 and 1965) who continue to leave the labour market. Population aging will continue to be the largest contributor to the labour shortage in Quebec in the coming years.

Canada-Quebec Labour Market Development Agreement

In 2022-23, Quebec received approximately \$706 million Quebec through the LMDA. Approximately 142,000 participants received training and employment supports. Quebec reported that within three months of receiving training and employment supports, more than 63,000 EI claimants were already employed which contributed to in savings of approximately \$46 million in unpaid EI benefits to active claimants.⁵⁸

The Government of Quebec recorded more than 25,000 new participants in the Workforce Training Measure – Individuals component in 2022-23. For more than 19,000 individuals the amount of the weekly employment assistance allowance increased to \$475 per week as of April 2022. In addition, 4,320 people were enrolled in the Programme d'apprentissage en milieu de travail, and the following trades have been successful:

- cook
- landscaping worker
- food and beverage service worker
- welder
- hairdresser
- cabinetmaker
- welder

⁵³ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

⁵⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

⁵⁵ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](#)

⁵⁶ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](#)

⁵⁷ [Labour force characteristics by sex and detailed age group, annual \(statcan.gc.ca\)](#)

⁵⁸ Note that other PT sections show this information on a six-month basis. For Quebec, it would be approximately 29.4% of active EI claimants were already employed within six months of receiving training and employment supports, which contributed to an overall savings of approximately \$85.8 million in unpaid EI benefits.

- construction equipment mechanic
- home help worker
- industrial mechanic
- retail butcher or butcher

Designated and/or Under-represented Groups

In Quebec, 522 wage subsidy agreements were signed with businesses to hire unemployed individuals over the age of 55, and more than 1,000 agreements were in place to hire people with less than secondary 5 education (equivalent to grade 11 outside Quebec). In addition, 5,431 agreements allowed the hiring of unemployed persons with disabilities through the Contrat d'intégration au travail.

Within the framework of Opération main-d'œuvre and the Plan d'action pour le secteur de la construction, the use of wage subsidies aimed at the integration into employment of designated and/or under-represented groups in the labour market, including women and newcomers to Quebec, was favoured.

Stakeholder Consultations

As part of the development and implementation of its employment services, the Government of Quebec collaborates with the Commission des partenaires du marché du travail, a public body made up of representatives of the workforce, businesses, the education sector, community organizations active in the field of employability and government agencies.

To achieve its mandate to ensure that training provision, workforce skills and labour market needs are matched, the Commission des partenaires du marché du travail relies on a network of sectoral, regional, and representative organizations of designated and/or under-represented groups, including sectoral workforce committees, regional councils of labour market partners and advisory committees. The partnership structure established in Quebec allows public employment services to adapt effectively to the changing needs of the labour market. In particular, the Commission des partenaires du marché du travail collaborates in the development of an annual action plan for public employment services. It also plays an active role in monitoring the measures implemented by Quebec and the achievement of the objectives targeted in the action plan.

Opération main-d'œuvre initiative

During 2022-23, the Government of Quebec continued its actions to respond to the challenge of the labour shortage as part of the government's Opération main-d'œuvre initiative. Since 2021, the Government of Quebec has been rolling out nearly 80 targeted measures and initiatives, 10 of which are partially funded by the Canada- Quebec LMMA, to address labour shortages in priority areas and improve the provision of public services.

The objectives of Opération main-d'œuvre initiative are to attract, train and retrain 170,000 workers in the health and social services, education and educational childcare sectors. The initiative also aims to add 110,000 workers in the information technology, engineering, and construction sectors.

In this context, marked by the shrinking pool of unemployed clients, an enhanced income support policy has been implemented, which targets individuals enrolled in training to assist their integration into employment. The initiative offers an employment assistance allowance of \$475 per week for training in the trades or occupations, and \$370 per week for general training to support participants. In 2022-23 alone, nearly 30,000 active participants benefited from this enhanced support, including more than 20,000 who were eligible or active on EI.

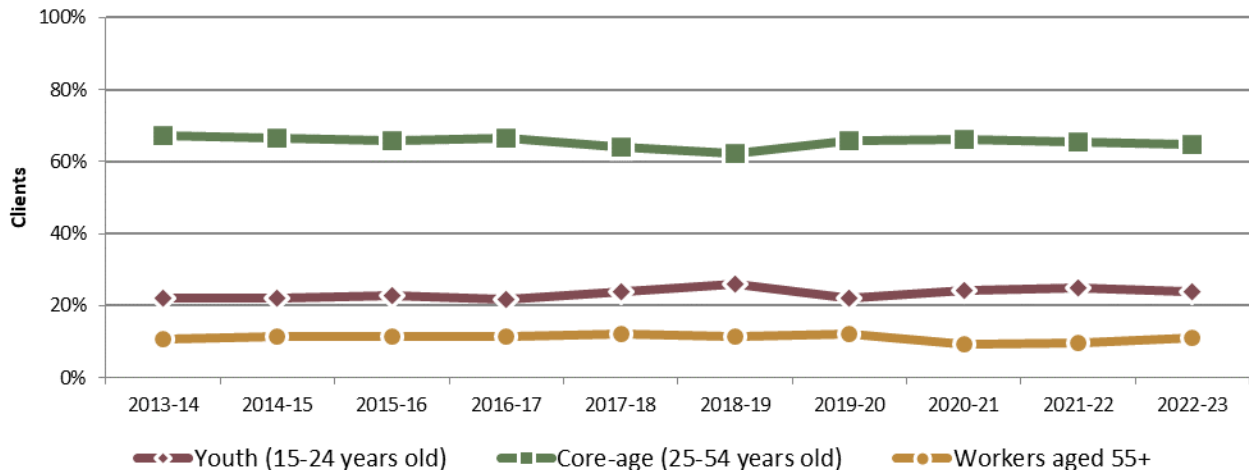
3.2.6 Ontario

EBSM Key Facts

Table 3.2.6.1 – Ontario, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	26,667	38,406	18,311	68,801	152,185
Share of Total	17.5%	25.2%	12.0%	45.2%	100.0%

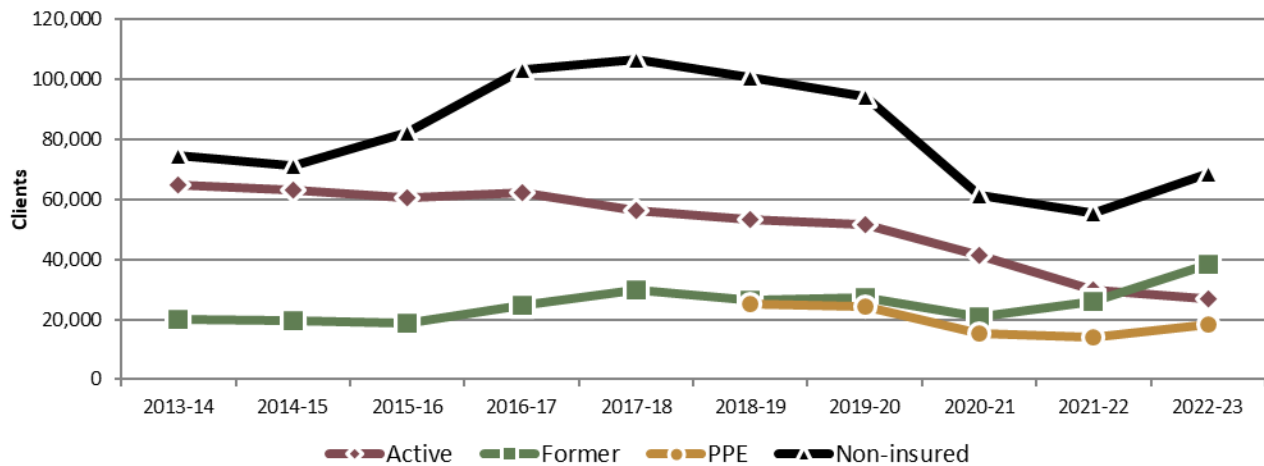
Chart 3.2.6.1 – Ontario, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.6.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	22.0%	67.2%	10.8%
2014-15	22.2%	66.4%	11.3%
2015-16	22.8%	65.7%	11.5%
2016-17	21.7%	66.7%	11.6%
2017-18	23.7%	64.2%	12.0%
2018-19	26.1%	62.3%	11.4%
2019-20	21.9%	65.9%	12.0%
2020-21	24.4%	66.2%	9.4%
2021-22	24.8%	65.5%	9.6%
2022-23	24.0%	64.9%	11.0%

Chart 3.2.6.2 – Ontario, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.6.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	64,689	20,145	n/a	74,533
2014-15	63,061	19,734	n/a	71,278
2015-16	60,489	18,611	n/a	82,458
2016-17	62,339	24,796	n/a	103,402
2017-18	56,484	29,702	n/a	106,483
2018-19	53,221	26,626	25,228	100,631
2019-20	51,739	27,360	24,302	94,111
2020-21	41,545	21,023	15,325	61,254
2021-22	29,780	25,828	14,027	55,578
2022-23	26,667	38,406	18,311	68,801

Table 3.2.6.2 – Ontario, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	39,242	+12.0%	19.1%	-1.8
Employment Assistance Services	166,210	+25.0%	80.9%	+1.8
Total Services	205,452	+22.3%	100.0%	n/a

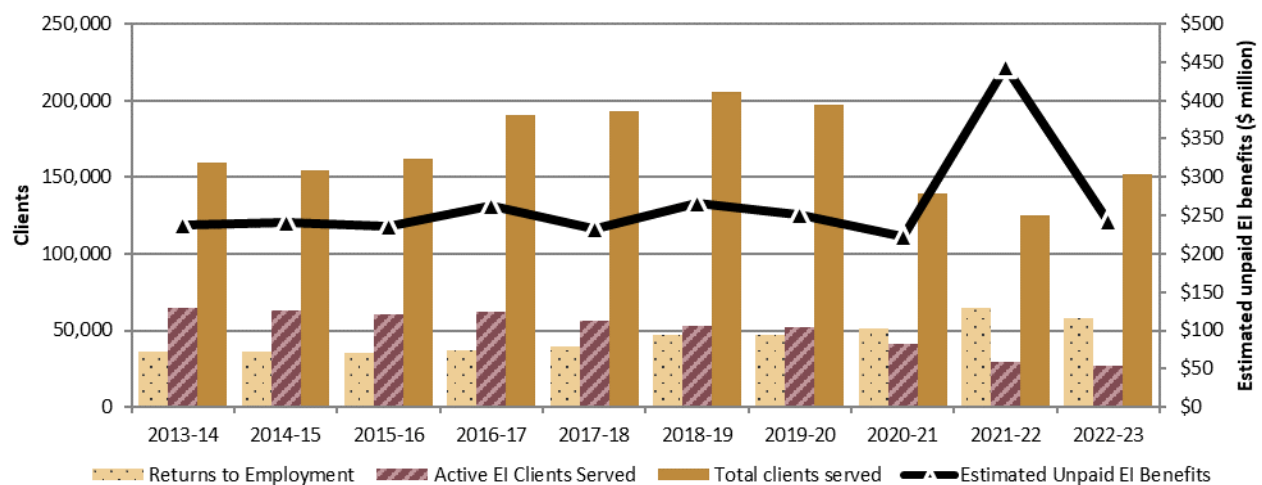
Table 3.2.6.3 – Ontario, 2022-23, Employment Benefits Key Facts

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	57	-9.5%	\$1,357,188	15.0%
Skills Development-Regular	7,546	+10.1%	\$198,575,660	13.7%
Skills Development-Apprentices	31,639	+12.5%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	39,242	+12.0%	\$199,932,848	13.7%

Table 3.2.6.4 – Ontario, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	164,411	+24.7%	\$343,404,695	15.0%
Individual Counselling	1,799	+70.5%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$52,044,078	-21.8%
Research & Innovation	n/a	n/a	\$137,390,583	-19.3%
Totals	166,210	+25.0%	\$532,839,356	-0.5%

Chart 3.2.6.3 – Ontario, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.6.3

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$237,588,840	36,018	64,689	159,367
2014-15	\$240,958,877	36,166	63,061	154,073
2015-16	\$236,037,611	35,625	60,489	161,558
2016-17	\$262,656,120	37,044	62,339	190,537
2017-18	\$233,152,537	39,678	56,484	192,669
2018-19	\$265,220,824	47,400	53,221	205,706
2019-20	\$250,508,356	46,864	51,739	197,512
2020-21	\$222,913,962	51,561	41,545	139,147
2021-22	\$443,437,968	64,607	29,780	125,213
2022-23	\$242,171,435	58,137	26,667	152,185

Labour Market Context

In 2022-23, Ontario experienced tighter labour market conditions than in 2021-22, driven by its low unemployment rate, slowing labour force growth and an elevated number of unfilled jobs.

The unemployment rate for those aged 15 and over in Ontario was 5.6% in 2022, significantly lower than the unemployment rate of 8.1% in 2021.⁵⁹ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 it was 7.5%.⁶⁰

In March 2023, the province had approximately 281,000 job vacancies⁶¹ compared to approximately 424,000 persons who were without work, looked for work in the last four weeks, and were available for work.⁶² In general, job vacancies were higher in most sectors in 2022-23 than in the previous fiscal year 2021-22, including in construction, healthcare and social assistance, and wholesale and retail trade.⁶³ However, job vacancies in the province largely declined in the second half of 2022-23, signaling a shift to loosening labour market conditions in the province.

Similar to other provinces, Ontario's labour force is aging and there is an increased need to replace retiring workers, particularly in the skilled trades. In 2021, for example, one-in-three workers in Ontario with a skilled trades certificate as their highest level of education was aged 55 or older.⁶⁴ Ontario has indicated that it will look to double the number of economic immigrants as of 2025 to help address labour market challenges and gaps.

Canada-Ontario Labour Market Development Agreement

In 2022-23, Ontario received approximately \$790 million through the LMDA. Approximately 205,000 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 93.6%⁶⁵ of EI Active claimants were already employed which contributed to an overall savings of approximately \$242 million in unpaid EI benefits.

In 2022-23, 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
- 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 Better Jobs Ontario program focused on laid-off, unemployed individuals with skills training to assist in locating employment. The focus of the program was to return individuals to employment through the most cost-effective path. In 2022-23, the program served 2,347 clients.

Furthermore, the Apprentice Development Benefit provided financial support to eligible apprentices while they are attending full-time apprenticeship in-class training. In 2022-23, the program served 11,022 clients.

⁵⁹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁶⁰ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁶¹ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁶² [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁶³ [Job vacancies, payroll employees, job vacancy rate, and average offered hourly wage by industry sector, quarterly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁶⁴ Statistics Canada, 2021 Census

⁶⁵ EI Active claimants may be overstated as a percentage as it may include clients who completed their training and employment supports or services prior to the start of the current reporting period.

Designated and/or Under-represented Groups

Ontario's LMDA programming served a broad client base. The province is committed to serving designated and/or under-represented groups through its training and employment programs. Increasing the labour market participation rates of designated and/or under-represented groups is important to help address tight labour market conditions and elevated job vacancies in select sectors.

The Integrated Employment Services program continued to support the creation of a more efficient employment and assistance system that is responsive to local conditions, is easier to use and creates better outcomes for job seekers, including those on social assistance and people with disabilities. In 2022-23, the program served 36,365 clients, which included:

- 49% women
- 41% newcomers
- 35% persons with disabilities
- 49% visible minorities
- 4% Indigenous peoples
- 16% youth (15-24)
- 13% older workers (55+)

Additionally, the Youth Job Connection program offered a variety of resources, supports and services to assist youth aged 15 to 29 who are not working, in school or in training, and experience multiple and/or complex barriers to employment. In 2022-23, the program served 12,041 clients, which included:

- 45% women
- 21% newcomers
- 31% persons with disabilities
- 32% visible minorities
- 11% Indigenous peoples
- 77% youth (15-24)

Stakeholder Consultations

Ontario engaged with several stakeholders in 2022-23, including official language minority community stakeholders, organizations representing employers, and organizations representing employees.

In late 2022 and early 2023, Ontario held consultations in preparation for the *Ontario Budget*. During these consultations, themes emerged that included:

- challenges in attracting and retaining staff, especially in the skilled trades, farming, and manufacturing sectors
- acute labour shortages and the need to invest in training new and current employees
- supporting the removal of foreign credential recognition barriers for newcomers,
- addressing labour challenges for under-represented groups

- continuing support for a full range of employment services and other supports, such as bridge training, housing, childcare assistance, and language skills training

Additionally, Ontario continued to hold meetings of the Urban Indigenous Engagement Table in 2022-23. Representatives from Tungasuvvingat Inuit, Metis Nation of Ontario, Ontario Native Women’s Association, and the Ontario Federation of Native Friendship Centres met tri-weekly and provided input to improve the Service System Manager model and improve employment outcomes for Indigenous workers. Ontario also established a working group with the Chiefs of Ontario to discuss the future of employment services on-reserve.

In-Class Enhancement Fund

Ontario’s skilled trades system is vital to the health and growth of the economy, offering careers that lead to secure jobs and a good quality of life. Ontario’s Skilled Trades Strategy was launched in 2020 to modernize the skilled trades and apprenticeship system to help enable the province’s economic recovery by breaking the stigma associated with the trades and attracting more youth, simplifying the system, and encouraging employer participation.

Apprenticeship includes on-the-job and in-class training for people who want to work in a skilled trade. Apprentices attend training either full-time or part-time and learn about the theoretical aspects of a trade to compliment the practical on-the-job training they receive.

In 2022-23, the In-Class Enhancement Fund supported the delivery of high-quality in-class training by Training Delivery Agents and improved access to training for 35,887 apprentices. Approximately 80 Training Delivery Agents, including both colleges and union or employer sponsored training centres, deliver classroom training for apprentices in Ontario.

The In-Class Enhancement Fund is one way that Ontario is helping apprentices complete their progression and take the next steps towards rewarding and in-demand careers. In 2022-23, 83% of those who took an exit survey upon completion of this program reported being employed. Young people are also being assisted by this program, as 54% of 2022-23 clients identified as being between the ages of 15 and 24.

Investments made through the Skilled Trades Strategy, and supported with funding under the LMDA, remain a vital part of Ontario’s efforts to prepare people for the future of work.

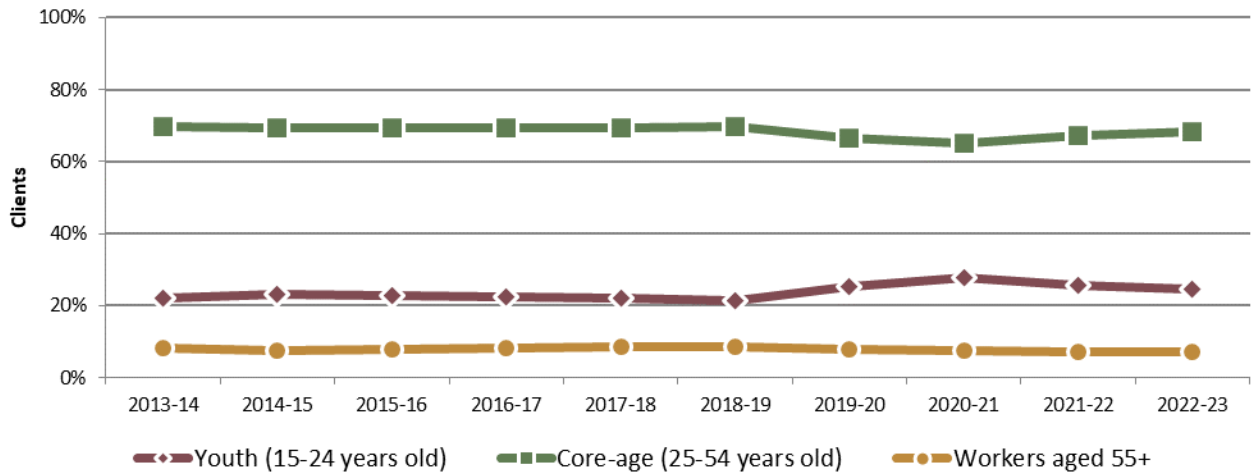
3.2.7 Manitoba

EBSM Key Facts

Table 3.2.7.1 – Manitoba, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	5,856	4,416	2,591	11,490	24,353
Share of Total	24.0%	18.1%	10.6%	47.2%	100.0%

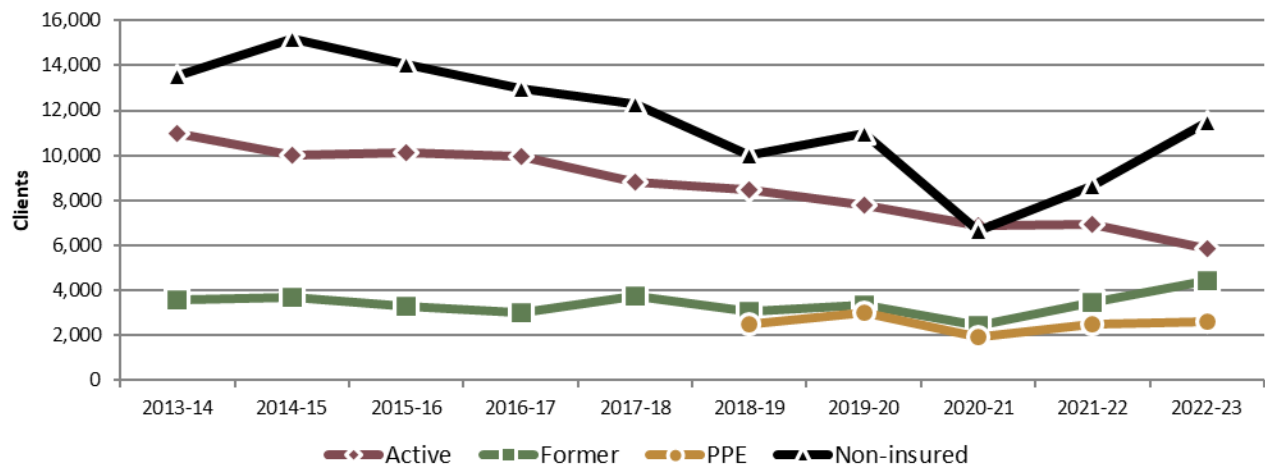
Chart 3.2.7.1 – Manitoba, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.7.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	22.2%	69.6%	8.2%
2014-15	23.2%	69.2%	7.5%
2015-16	22.8%	69.3%	7.8%
2016-17	22.6%	69.3%	8.0%
2017-18	22.0%	69.2%	8.7%
2018-19	21.3%	69.9%	8.6%
2019-20	25.3%	66.6%	8.0%
2020-21	27.6%	65.0%	7.4%
2021-22	25.5%	67.2%	7.3%
2022-23	24.5%	68.3%	7.1%

Chart 3.2.7.2 – Manitoba, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.7.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	10,988	3,579	n/a	13,540
2014-15	9,996	3,672	n/a	15,174
2015-16	10,132	3,292	n/a	14,056
2016-17	9,941	3,011	n/a	12,963
2017-18	8,792	3,729	n/a	12,279
2018-19	8,453	3,085	2,518	10,022
2019-20	7,801	3,352	3,013	10,990
2020-21	6,854	2,460	1,949	6,639
2021-22	6,944	3,444	2,519	8,668
2022-23	5,856	4,416	2,591	11,490

Table 3.2.7.2 – Manitoba, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	18,213	+8.0%	18.4%	-3.5
Employment Assistance Services	80,569	+33.7%	81.6%	+3.5
Total Services	98,782	+28.1%	100.0%	n/a

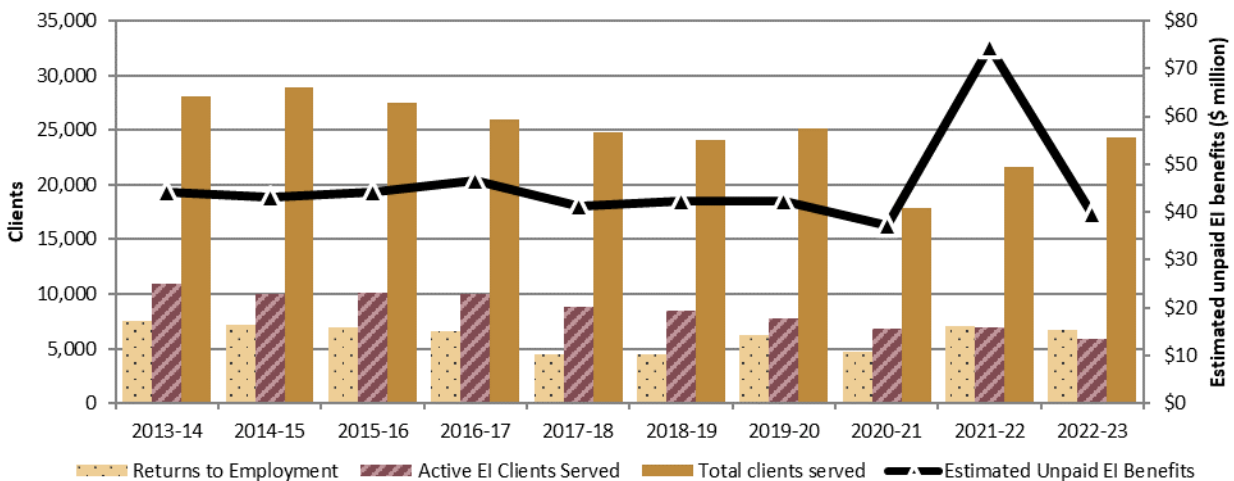
Table 3.2.7.3 – Manitoba, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	79	-70.2%	\$94,178	42.7%
Self-Employment	90	-71.1%	\$436,476	-29.6%
Job Creation Partnerships	395	-44.4%	\$6,575,453	384.6%
Skills Development-Regular	14,499	+17.2%	\$29,225,620	-16.8%
Skills Development-Apprentices	3,150	-1.5%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	18,213	+8.0%	\$36,331,727	-2.3%

Table 3.2.7.4 – Manitoba, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	28,856	+32.3%	\$10,805,237	8.7%
Individual Counselling	51,713	+34.5%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$10,383,982	-3.2%
Research & Innovation	n/a	n/a	\$975,661	559.2%
Totals	80,569	+33.7%	\$22,164,881	6.4%

Chart 3.2.7.3 – Manitoba, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.7.3

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$44,283,404	7,526	10,988	28,107
2014-15	\$43,089,409	7,156	9,996	28,842
2015-16	\$44,139,791	6,957	10,132	27,480
2016-17	\$46,591,343	6,565	9,941	25,915
2017-18	\$41,310,812	4,505	8,792	24,800
2018-19	\$42,169,989	4,470	8,453	24,078
2019-20	\$42,246,459	6,279	7,801	25,156
2020-21	\$37,080,692	4,751	6,854	17,902
2021-22	\$74,444,682	7,093	6,944	21,575
2022-23	\$39,556,692	6,685	5,856	24,353

Labour Market Context

Like many Canadian jurisdictions, Manitoba continues to face labour and skills shortages, and low unemployment rates that are impacting economic growth and productivity. In 2022-23, Manitoba's labour market had positive signs of recovery with increased employment in the finance, insurance, real estate, rental and leasing, educational services, and public administration sectors. Other sectors, like agriculture and retail trade, continued to struggle with workforce supply shortages despite an improved labour force participation rate compared to the 2019-20.

The unemployment rate for those aged 15 and over in Manitoba was 4.6% in 2022, significantly lower than the unemployment rate of 6.5% in 2021.⁶⁶ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.⁶⁷

Manitoba witnessed higher employment levels for youth (15-24) and core working age (25-54) persons, but employment levels for older workers (55+) remained lower than in 2019. More women were employed in Manitoba, but the labour force participation of men was lower, particularly older male workers (55+).

In March 2023, the province had close to 29,000 job vacancies⁶⁸ compared to approximately 34,100 persons who were without work, looked for work in the last four weeks, and were available for work.⁶⁹ Although there was a surplus of job seekers, many sectors could not find a sufficient number of skilled Manitobans to fill vacancies, which restricted opportunities for economic growth in those sectors. In response, the province is working to modernize programs and services for employees and employers to address skills mismatches and enhance labour market information to support career planning.

Canada-Manitoba Labour Market Development Agreement

In 2022-23, Manitoba received approximately \$62.9 million through the LMDA. Approximately 98,800 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 67.1% of EI Active claimants were already employed which contributed to an overall savings of approximately \$39.6 million in unpaid EI benefits.

⁶⁶ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2022001/article/00001-eng.htm)

⁶⁷ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2022001/article/00001-eng.htm)

⁶⁸ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2022001/article/00001-eng.htm)

⁶⁹ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2022001/article/00001-eng.htm)

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 2022-23, the LMDA programming included:

- Employment Assistance Services
- Employment Partnerships
- Labour Market Partnerships
- Research and Innovation
- Self Employment
- Skills Development
- Skills Development Apprenticeship
- Wage Subsidy

For example, the Employment Assistance Services program partners with community organizations to offer short-term employability services to help individuals find and keep good jobs. In 2022-23, the program served 13,038 clients.

Additionally, the Skills Development program helps individuals find employment and access apprenticeship/occupational skills training, academic upgrading and literacy programming, and co-operative education programs. In 2022-23, the program served 7,079 clients.

Designated and/or Under-represented Groups

To address labour shortages and improve inclusion and diversity in their workforce, Manitoba is working to increase participation by designated and/or under-represented groups by:

- 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
- improving participation rates of under-represented groups, particularly Indigenous peoples

Manitoba has engaged with stakeholders to solicit feedback about the barriers to labour market entry and advance solutions that improve workforce participation by under-represented groups. 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. Additionally, the province has identified that there is a need for further consultations to overcome barriers in delivering programs and services for persons with disabilities.

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 2022-23, Manitoba held two major stakeholder engagement forums on the topics of economic growth priorities and workforce development. Stakeholders included economic and industry partners, post-secondary institutions, Indigenous organizations, sector councils, employment and training organizations, and settlement organizations.

Key stakeholder observations from the forums included:

- There have been increases in regional job vacancies, with demand increasing for certain occupations such as transportation, construction trades and health care professionals
- Accessible and accurate labour market information is essential to workforce development
- There are unique challenges for job seekers in northern and remote communities, such as limited internet access
- Better alignment between post-secondary institutions, training and employment services providers is needed
- Newcomers and international students need more supports after arrival to help them transition into employment and remain in Manitoba
- The credential recognition process requires streamlining to be more responsive and affordable for newcomers
- A collaborative approach is needed to support full economic participation of Indigenous Manitobans and communities

Uncertified Health Care Aide Bridging Program

As part of the ongoing efforts to address labour shortages, skills mismatches, and to relieve pressure from the healthcare system, uncertified health care aides are being hired into the public health care system. Manitoba is making long-term investments in the upskilling of 850 UHCAs already working in the field to provide training through an uncertified health care aides bridging program to become certified with the necessary credentials for permanent, long-term employment in personal care homes and regional home care programs across Manitoba. With a referral through a Memorandum of Understanding with their employer, 173 uncertified health care aides with a minimum standard of experience were supported with skills development funding of \$353,000 to receive training, improving the strength of the healthcare system.

This initiative supports Manitoba's priorities of increasing the number of direct care staff in the public health system (including health care aides) graduating from provincial training programs and is intended to help address the gap between uncertified and certified health care aides. With just 24 weeks of part-time study through a mix of virtual and in-person learning, participants expanded their skills and increased their earning potential while continuing to work and provide essential support and care for Manitoba seniors.

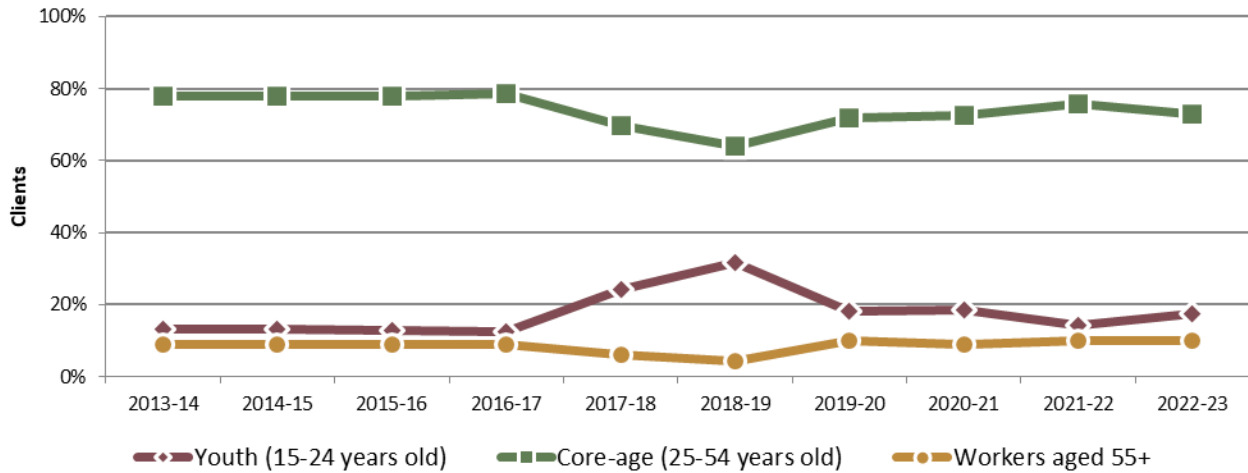
3.2.8 Saskatchewan

EBSM Key Facts

Table 3.2.8.1 – Saskatchewan, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	5,412	5,843	4,876	798	16,929
Share of Total	32.0%	34.5%	28.8%	4.7%	100.0%

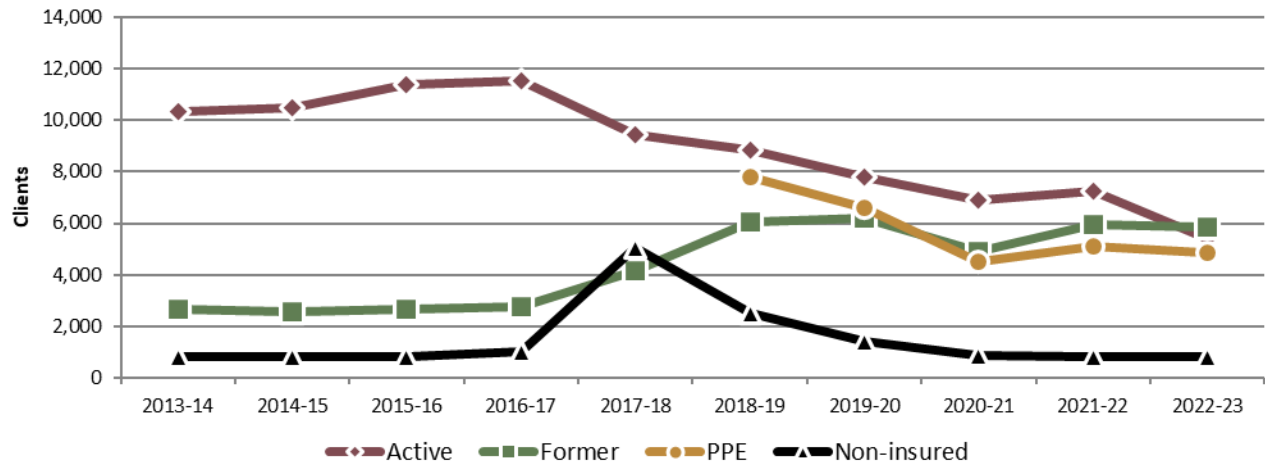
Chart 3.2.8.1 – Saskatchewan, 2022-23, Relative Shares – Client Age



Text Description for Chart 3.2.8.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	13.2%	77.9%	8.8%
2014-15	13.1%	77.9%	8.9%
2015-16	13.0%	78.0%	8.9%
2016-17	12.4%	78.7%	8.9%
2017-18	24.2%	69.6%	6.2%
2018-19	31.7%	63.9%	4.1%
2019-20	18.0%	72.0%	9.8%
2020-21	18.6%	72.5%	8.8%
2021-22	14.3%	75.6%	10.0%
2022-23	17.3%	72.8%	9.9%

Chart 3.2.8.2 – Saskatchewan, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.8.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	10,308	2,687	n/a	798
2014-15	10,503	2,565	n/a	813
2015-16	11,362	2,667	n/a	799
2016-17	11,542	2,742	n/a	1,040
2017-18	9,442	4,156	n/a	5,035
2018-19	8,850	6,058	7,772	2,527
2019-20	7,799	6,187	6,600	1,423
2020-21	6,882	4,924	4,511	858
2021-22	7,242	5,927	5,094	839
2022-23	5,412	5,843	4,876	798

Table 3.2.8.2 – Saskatchewan, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	14,181	-16.4%	61.0%	-3.4
Employment Assistance Services	9,061	-3.5%	39.0%	+3.4
Total Services	23,242	-11.8%	100.0%	n/a

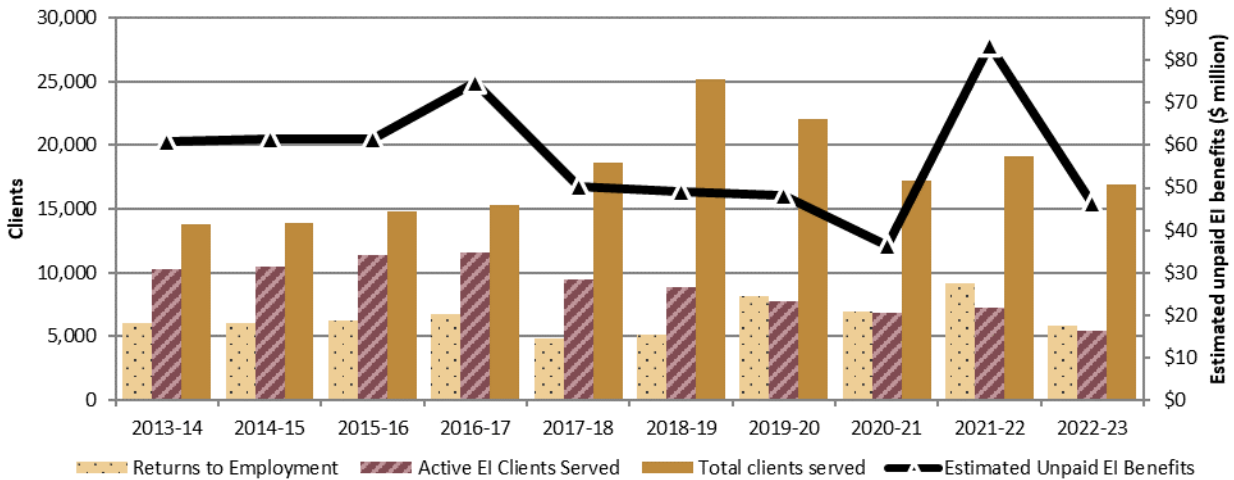
Table 3.2.8.3 – Saskatchewan, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	0	n/a	\$0	n/a
Self-Employment	36	+33.3%	\$384,715	47.4%
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	10,434	-12.7%	\$25,146,916	9.9%
Skills Development-Apprentices	3,711	-25.5%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	14,181	-16.4%	\$25,531,631	10.4%

Table 3.2.8.4 – Saskatchewan, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	1,690	+22.7%	\$14,692,466	-22.8%
Individual Counselling	7,371	-8.0%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$9,191,581	7.1%
Research & Innovation	n/a	n/a	\$101,921	24.3%
Totals	9,061	-4.0%	\$23,985,968	-13.4%

Chart 3.2.8.3 – Saskatchewan, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.8.3

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$60,805,018	6,038	10,308	13,793
2014-15	\$61,595,865	6,038	10,503	13,881
2015-16	\$61,550,486	6,204	11,362	14,828
2016-17	\$74,734,297	6,716	11,542	15,324
2017-18	\$50,378,925	4,879	9,442	18,633
2018-19	\$49,071,838	5,148	8,850	25,207
2019-20	\$48,249,012	8,127	7,799	22,009
2020-21	\$36,529,501	6,940	6,882	17,175
2021-22	\$83,581,517	9,182	7,242	19,102
2022-23	\$46,389,772	5,870	5,412	16,929

Labour Market Context

Overall, in 2022-23, Saskatchewan’s labour market continued to have a strong recovery and returned to levels seen prior to March 2020. Saskatchewan’s labour market was one of the tightest in the country, with a ratio of 1.1 unemployed people to every vacant job. As a result, many sectors (e.g., professional, scientific and technical services, health care and social assistance) were challenged with low/dwindling supplies of available workers. As of the end of 2022-23, Saskatchewan ranked second in labour force participation rate of 67.8% and employment rate of 64.6% among all provinces.

The unemployment rate for those aged 15 and over in Saskatchewan was 4.7% in 2022, significantly lower than the unemployment rate of 6.6% in 2021.⁷⁰ In comparison, Canada’s unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.⁷¹ At the end of fiscal year 2022-23, Saskatchewan had the second lowest unemployment rate among the provinces at 4.3%.

⁷⁰ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2022001/article/00001-eng.htm)

⁷¹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2021001/article/00001-eng.htm)

In March 2023, the province had close to 24,200 job vacancies⁷² compared to approximately 34,100 persons who were without work, looked for work in the last four weeks, and were available for work.⁷³

Saskatchewan continued to focus on improving employment and education/skills training outcomes for residents of the province through the delivery of the LMDA programs. These programs intended to address skills mismatches and to increase labour market participation for designated and/or under-represented groups.

Canada-Saskatchewan Labour Market Development Agreement

In 2022-23, Saskatchewan received approximately \$54.8 million through the LMDA. Approximately 23,200 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 74.0% of EI Active claimants were already employed which contributed to an overall savings of approximately \$46.3 million in unpaid EI benefits.

Saskatchewan's LMDA programming helps individuals prepare for, obtain, and maintain employment as well as assist employers to recruit, train, and retain workers. LMDA funding supports the development, delivery, and evaluation of programs and services designed to meet labour market needs in the province.

In 2022-23, Saskatchewan provided career and employment services through 10 offices across the province. The province also worked with a broad range of third-party service providers whose services target specialized needs such as career counselling, vocational assessments, employment support 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 support apprenticeship training to address the demand for skills tradespeople. In recent years, private companies have committed to a significant number of large-scale projects in Saskatchewan, resulting in billions in investment for the province. This has resulted in a large demand for apprentices and skilled tradespeople. In 2022-23, approximately 4,100 apprentices completed training.

Through the Workforce Development Programming, the province also continued to expand experiential and work-integrated training opportunities for job seekers. Programming 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 assessment
- career counselling
- job readiness
- life skills
- entry-level skills

⁷² [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁷³ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00002-eng.htm)

- digital literacy skills
- job development
- basic skills training
- job coaching
- individualized employment-related supports

The services under the Workforce Development Programming target unemployed and under-employed Saskatchewan residents, including Indigenous peoples, 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 2022-23, 12,339 clients completed programming with 53% of participants finding employment and/or moving on to further education/training.

Designated and/or Under-represented Groups

Saskatchewan is focusing on addressing the growing labour shortage by increasing the labour market participation of designated and/or under-represented groups. For example, the province is:

- addressing critical shortages in healthcare by supporting newcomers through the international recruitment of healthcare professionals and the Saskatchewan Immigrant Nominee Program
- continuing to offer its Northern Skills Training program to address academic and skills barriers for residents living in North Saskatchewan
- continuing to deliver its 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 2022-23, 51% of participants found employment and/or went on to further education/training
- providing funding to the Saskatchewan Apprenticeship and Trade Certification Commission 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. As of February 2023, 17.4% of registered apprentices self-declared as Indigenous

In addition, Saskatchewan maintained financial support for the Assemblée Communautaire Fransaskoise and the Conseil économique et Coopératif de la Saskatchewan so both organizations are able to offer French-language reception and settlement services to newcomers. In 2022-23, both organizations provided settlement and employment services to 174 clients. There have also been over 500 requests to translate SaskJobs.ca job postings from English into French.

Stakeholder Consultations

In 2022-23, Saskatchewan engaged and consulted a range of stakeholder organizations including employers, chambers of commerce, industry associations, economic development organizations, community-based organizations, organizations providing employment services for people from designated and/or under-represented groups, post-secondary institutions, and labour groups.

Stakeholder engagement allowed Saskatchewan to receive feedback on programs and services as well as provide information on these programs.

Through these engagements, key themes were raised by stakeholders that align with Saskatchewan labour market goals:

- Meeting employer demand for a skilled workforce
- Developing skills for in-demand jobs
- Attracting a stable labour supply

Key themes raised under the labour market goal of meeting employer demand for a skilled workforce include:

- the pool of unemployed workers continues to decline and has fallen below pre-pandemic levels
- increased demand for health care workers, including Continuing Care Aides, nurses, laboratory technicians and respiratory therapists
- shortage of transport drivers, material handlers and other logistics-related occupations
- continued shortage of workers in construction-related trades while public infrastructure and private capital investments are increasing
- shortages of millwrights, machinists, welders, and product processing resources are impacting both industrial and food manufacturing, especially in rural locations
- increased demand for more general skills including digital literacy, micro-credentialing courses, and office administration courses

Key themes raised under the labour market goal of development of skills for in-demand jobs include:

- more robust analysis of labour demand and labour supply will create a better alignment between post-secondary investments and the needs of the economy
 - targeted programming needed in healthcare, mining, forestry, agriculture, manufacturing, oil and gas and small nuclear power generation
- skilled trade shortages in the construction sector are impacting the progress of large capital investments in the province

Key themes raised under the labour market goal of attraction of a stable and diverse labour supply include:

- ongoing expansion of economic projects as Saskatchewan employers are interested in international recruitment to address job vacancies that are not currently being filled by the provincial population
- newcomers facing barriers to employment such as foreign credential recognition and English language proficiency which impacts their ability to work in Saskatchewan
- collaboration between different orders of government and community-based organizations to support clients who are dealing with poverty, poor mental health, addictions, and homelessness to help provide them with a better quality of life and opportunities to develop skills and secure employment

YWCA Saskatoon

The province of Saskatchewan has partnered with YWCA Saskatoon for over 10 years to deliver specialized services for participants to successfully enter the labour market. Participants have basic workplace essential skills, but require job search tools, job management skills, employment supports and/or certification for labour market attachment and retention.

Services to clients include:

- Individual Employment Counselling: building on participant action plans
- Job Finding Club: a collaborative group setting that offers additional support to assist with goal setting, interview preparation and role/practice skills
- Interactive Learning Environment through the YWCA's computer lab and job search/career resources
- Sustainable Employment/Job Management: ongoing support to help participants successfully maintain employment during the first few months
- Employer Connections: collaboration with employers and stakeholders to provide networking opportunities
 - These occur through job shadows, workplace tours and visits, career fairs, and promoting job opportunities to participants

This program has a budget of \$673,000 and serves over 400 participants. Outcomes are strong with 62% finding employment or being job ready upon completion and 20% enrolling in higher education or further training.

The partnership with the YWCA Saskatoon led to additional successful programs including Trade Journey and Women Shifting Gears, two programs designed to support women in non-traditional roles within sectors in high-demand, such as construction and trucking.

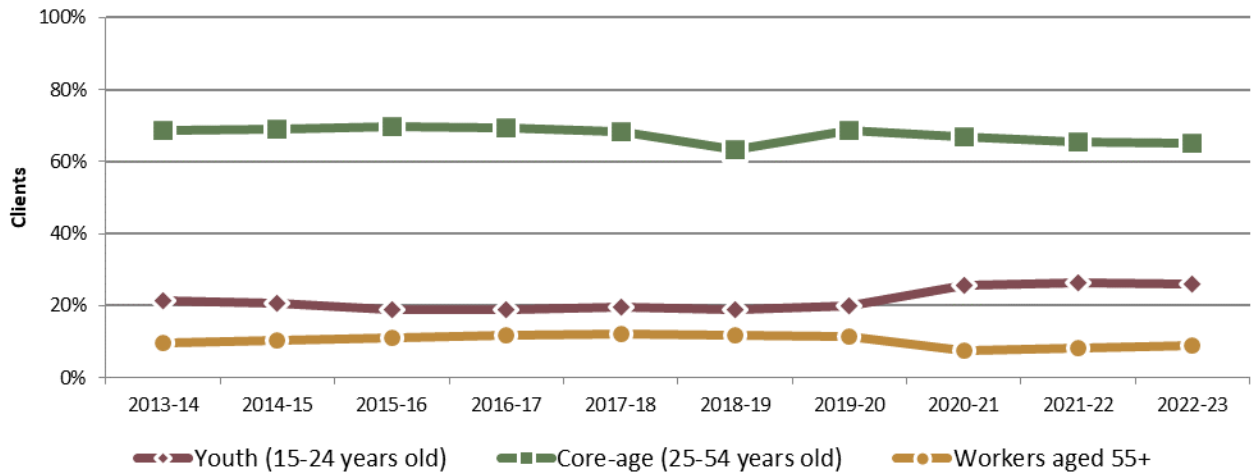
3.2.9 Alberta

EBSM Key Facts

Table 3.2.9.1 – Alberta, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	19,654	10,756	3,886	17,455	51,751
Share of Total	38.0%	20.8%	7.5%	33.7%	100.0%

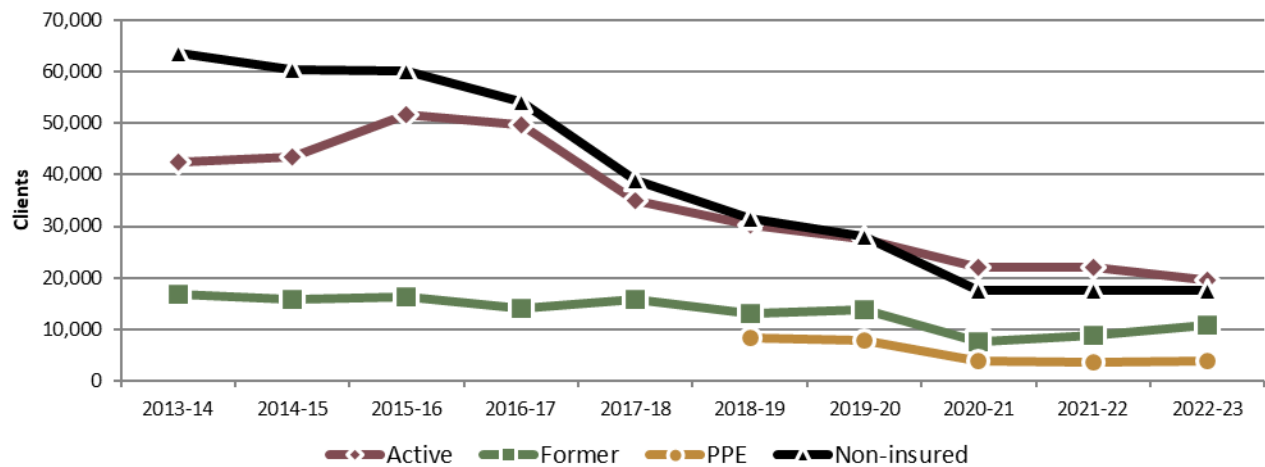
Chart 3.2.9.1 – Alberta, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.9.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	21.4%	68.8%	9.7%
2014-15	20.8%	69.0%	10.2%
2015-16	18.9%	69.9%	11.2%
2016-17	18.8%	69.5%	11.7%
2017-18	19.6%	68.1%	12.3%
2018-19	19.0%	63.2%	11.8%
2019-20	19.8%	68.6%	11.4%
2020-21	25.6%	66.7%	7.6%
2021-22	26.2%	65.5%	8.3%
2022-23	25.9%	65.3%	8.8%

Chart 3.2.9.2 – Alberta, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.9.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	42,472	16,819	n/a	63,516
2014-15	43,398	15,820	n/a	60,344
2015-16	51,694	16,213	n/a	60,191
2016-17	49,720	14,087	n/a	54,258
2017-18	35,101	15,856	n/a	38,909
2018-19	30,363	13,036	8,388	31,484
2019-20	27,561	13,704	7,759	27,886
2020-21	22,094	7,577	3,796	17,506
2021-22	22,074	8,962	3,675	17,642
2022-23	19,654	10,756	3,886	17,455

Table 3.2.9.2 – Alberta, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	20,099	+1.1%	20.9%	-0.4%
Employment Assistance Services	75,966	+3.6%	79.1%	+0.4%
Total Services	96,065	+3.1%	100.0%	n/a

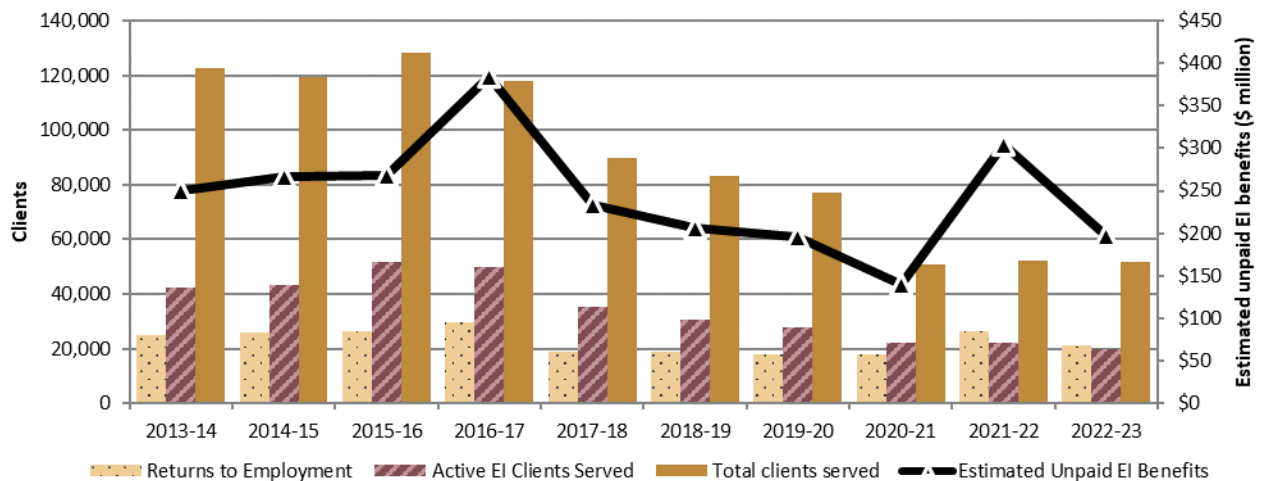
Table 3.2.9.3 – Alberta, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	146	-30.1%	\$1,875,896	n/a
Self-Employment	204	-9.3%	\$1,793,696	-2.6%
Job Creation Partnerships	0	n/a	\$15,934,663	-21.2%
Skills Development-Regular	3,267	-12.1%	\$144,763,505	72.6%
Skills Development-Apprentices	16,482	+4.7%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	20,099	+1.1%	\$164,367,760	55.2%

Table 3.2.9.4 – Alberta, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	11,495	+15.2%	\$48,243,706	-0.6%
Individual Counselling	64,471	+1.8%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$6,334,867	169.3%
Research & Innovation	n/a	n/a	\$7,655,188	n/a
Totals	75,966	+3.6%	\$62,233,761	22.2%

Chart 3.2.9.3 – Alberta, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.9.3

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI clients Served	Total Clients Served
2013-14	\$249,344,879	25,092	42,472	122,807
2014-15	\$266,985,993	25,745	43,398	119,562
2015-16	\$267,881,263	26,525	51,694	128,098
2016-17	\$384,909,915	29,671	49,720	118,065
2017-18	\$233,417,003	18,726	35,101	89,866
2018-19	\$205,883,273	18,669	30,363	83,271
2019-20	\$195,730,747	18,094	27,561	76,910
2020-21	\$139,176,642	17,867	22,094	50,973
2021-22	\$303,807,613	26,311	22,074	52,353
2022-23	\$197,849,296	21,405	19,654	51,751

Labour Market Context

In 2022-23, Alberta was focused on economic recovery. Since 2020, job vacancies continue to rise; however, labour supply continues to be a major issue. There is a continued need for upskilling to respond to the changing labour environment due to automation and digitization.

The unemployment rate for those aged 15 and over in Alberta was 5.8% in 2022, significantly lower compared to the unemployment rate of 8.6% in 2021.⁷⁴ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5 %.⁷⁵

In March 2023, the province had over 87,600 job vacancies⁷⁶ compared to approximately 148,400 persons who were without work, looked for work in the last four weeks, and were available for work.⁷⁷

Similar to other provinces, Alberta noted that it is facing an aging population as well as fluctuating population growth. Employers have noted that fewer applicants and lack of skills or skills mismatch are two key challenges in the current labour market. Alberta is focused on increasing the participation rates for youth and other designated and/or under-represented groups, as well as increasing interprovincial and international migration to fill job vacancies.

Canada-Alberta Labour Market Development Agreement

In 2022-23, Alberta received approximately \$218 million through the LMDA. Approximately 96,100 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 76.9% of EI Active claimants already were employed which contributed to an overall savings of approximately \$198 million in unpaid EI benefits.

In 2022-23, Alberta used the funding from the LMDA to assist employers to connect with individuals looking for work as well as provide training for new jobs in sectors with growth potential. These sectors included energy, agriculture/forestry, tourism, culture, technology, aviation and aerospace, logistics, and finance.

⁷⁴ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

⁷⁵ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

⁷⁶ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

⁷⁷ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

Overall, LMDA funding offers a variety of programming for Albertans. For example, in 2022-23, Alberta provided a training program for apprentices. This program covered the cost of technical apprentice training delivered by an approved training provider to individuals registered in an apprenticeship program in Alberta. In 2022-23, the program provided over 16,400 apprenticeships.

Furthermore, the Driving Back to Work Grant program received funding through the LMDA to support the commercial truck driver shortage. The program supported unemployed Albertans in obtaining a Class 1 driver's license for commercial truck driving. The province covered up to 90% of the costs for unemployed individuals for the training and testing to become a licensed Class 1 driver. In 2022-23, the program served over 460 clients.

Designated and/or Under-represented Groups

Alberta's LMDA programming serves a diverse client base and its programming continues to also serve designated and/or under-represented groups. 2022-23 funding helped to address labour shortages, unemployment, and removing barriers to employment for designated and/or under-represented groups. This was done through skills training, increased access to education and training, and improved support for those seeking work.

The Employment Partnerships program provided support to Indigenous communities and organizations to increase labour market participation and inclusion for Indigenous Albertans. Interim program results suggest that the program served approximately 8,700 clients in 2022-23.

Alberta also works with Indigenous Communities through the Career and Employment Information Services. Career and Employment Information Services works with service providers to deliver career and employment preparation workshops for Indigenous communities on reserves. Services provided by the Career and Employment Information Services are designed to increase labour market participation by assisting clients to find and maintain employment. CEIS staff also work with Indigenous partners to build relationships and career services capacity both on and off reserve.

The Career and Employment Information Services funded an Alberta First Nation to provide virtual services to the Nation's members. The project was delivered in collaboration with a workplace skills and training organization that provides workshops specializing in digital competency. Other Alberta First Nations are now pursuing similar virtual services projects with this organization.

Stakeholder Consultations

Throughout 2022-23, Alberta regularly met with stakeholder through formal meetings as well as day-to-day informal interactions. Stakeholders focused on understanding the current labour market context as well as targeting in-demand sectors and jobs. These consultations helped Alberta plan for programming and future workforce demands and skills training. Stakeholders included community stakeholder, training providers, employers, industry groups, and other government organizations.

For example, Alberta met with industry stakeholders through roundtables, national advisory committees, and labour market information sessions to discuss labour market partnerships and attraction and retention partnerships.

Alberta also met with regional stakeholders to identify and address region-specific workforce needs across the province. Employers and industry stakeholders are consulted in the development of regional training programs or services and hire clients who complete these programs. This process ensures that industry and employers are involved and are interested in having these programs in their community.

Furthermore, the province engages stakeholders annually in budget planning processes to ensure that programs and services delivered under the LMDA are efficient and viable and also meet Alberta’s priorities.

Transition to Employment Services and Workplace Training Program

Central Alberta communities were supported by LMDA funding through two programs:

Transition to Employment Services in Airdrie provides 16 weeks of individualized employment services to unemployed Albertans. These services include workshops, job coaching, job placement, job matching and unpaid work exposure to facilitate rapid attachment or reattachment to the labour market. Service providers report that approximately 81% of clients have obtained and maintained employment 90 days after services ended. In terms of clients served by Transition to Employment Services, data indicate that 31% of clients identified as immigrants and 38% are mature workers aged 45+.

Workplace Training Program services in the communities of Lloydminster, Vermillion, Wainwright and Vegreville provide an employer-delivered work-site training program that enables on-site training for unemployed Albertans who are having difficulty entering the workforce due to a lack of skills. Service providers report approximately 73% of clients have obtained and maintained employment 90 days after completing the program. In terms of clients served by the Workplace Training Program, program data indicate that 53% of clients are women, 30% are above the age of 45, and 18% self-identify as Indigenous.

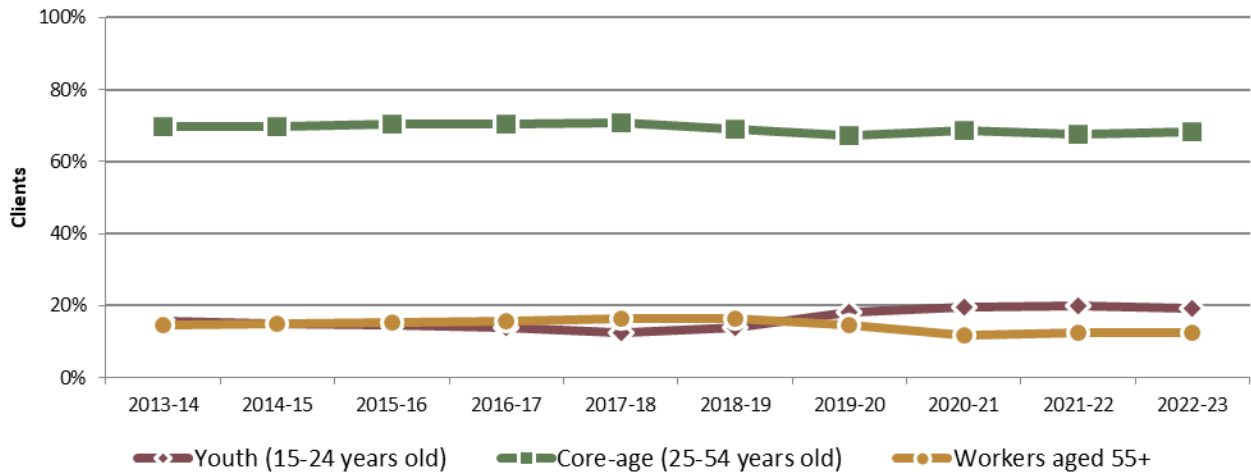
3.2.10 British Columbia

EBSM Key Facts

Table 3.2.10.1 – British Columbia, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	18,577	9,296	3,706	19,541	51,120
Share of Total	36.3%	18.2%	7.2%	38.2%	100.0%

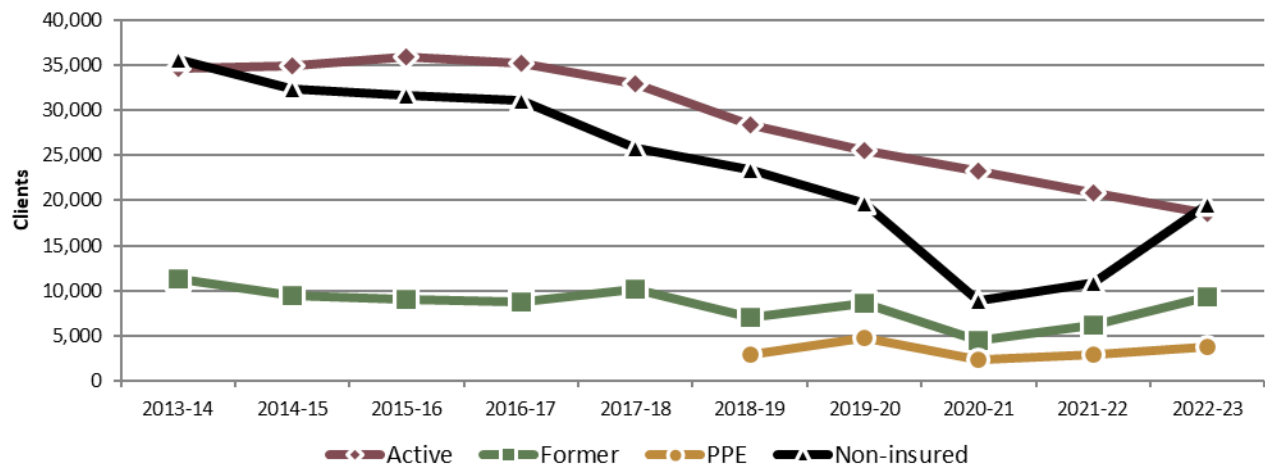
Chart 3.2.10.1 – British Columbia, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.10.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	15.5%	69.8%	14.6%
2014-15	15.0%	69.9%	15.1%
2015-16	14.5%	70.3%	15.2%
2016-17	13.9%	70.6%	15.5%
2017-18	12.6%	70.9%	16.5%
2018-19	14.1%	69.1%	16.4%
2019-20	18.0%	67.3%	14.6%
2020-21	19.7%	68.7%	11.6%
2021-22	19.8%	67.6%	12.5%
2022-23	19.2%	68.2%	12.5%

Chart 3.2.10.2 – British Columbia, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.10.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	34,612	11,336	n/a	35,680
2014-15	34,937	9,502	n/a	32,365
2015-16	35,891	9,007	n/a	31,706
2016-17	35,272	8,733	n/a	31,073
2017-18	32,881	10,209	n/a	25,883
2018-19	28,399	7,055	2,904	23,332
2019-20	25,584	8,607	4,794	19,677
2020-21	23,215	4,511	2,393	8,876
2021-22	20,839	6,132	2,952	10,878
2022-23	18,577	9,296	3,706	19,541

Table 3.2.10.2 – British Columbia, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	47,474	+21.4%	43.9%	-4.3
Employment Assistance Services	60,549	+43.8%	56.1%	+4.3
Total Services	108,023	+33.0%	100.0%	n/a

Table 3.2.10.3 – British Columbia, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	3,944	+5.9%	\$44,492,720	18.6%
Self-Employment	600	-42.1%	\$13,511,716	60.7%
Job Creation Partnerships	54	-30.8%	\$3,114,671	-25.2%
Skills Development-Regular	29,686	+36.0%	\$153,792,611	-25.9%
Skills Development-Apprentices	13,190	+6.1%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	47,474	+21.4%	\$214,911,718	-16.5%

Table 3.2.10.4 – British Columbia, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	29,330	+33.0%	\$44,617,249	-3.8%
Individual Counselling	31,219	+55.7%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$12,895,243	-11.7%
Research & Innovation	n/a	n/a	\$115,298,091	1,818.8%
Totals	60,549	+43.8%	\$172,810,583	158.0%

Chart 3.2.10.3 – British Columbia, 2013-14 to 2022-23, Key Performance Indicators

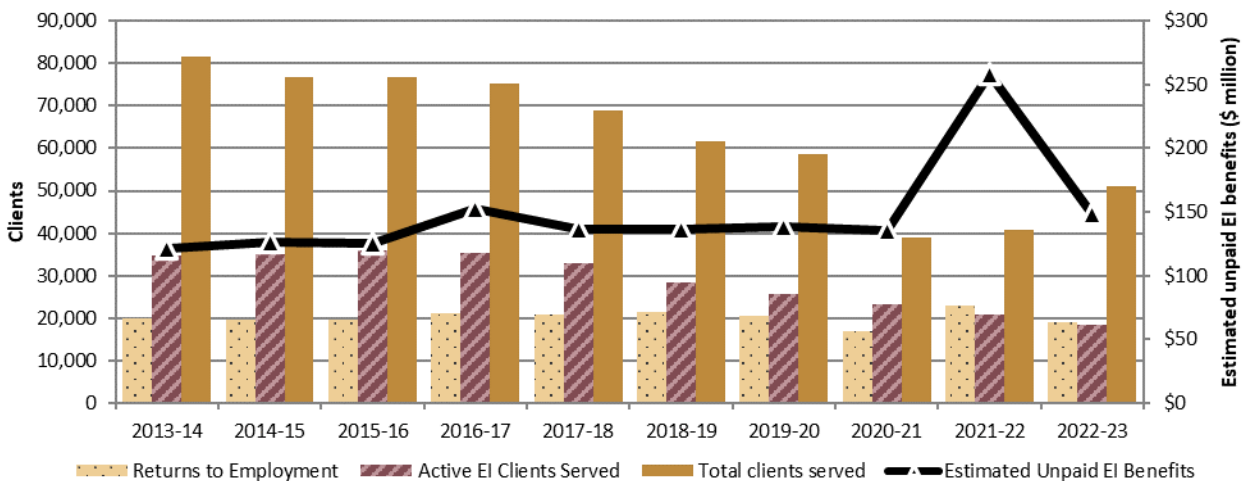


Table 3.2.10.7 – Text Description of Chart 3.2.10.2

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$121,846,795	20,040	34,612	81,628
2014-15	\$126,683,222	19,818	34,937	76,804
2015-16	\$125,294,701	19,552	35,891	76,604
2016-17	\$152,689,817	21,050	35,272	75,078
2017-18	\$136,556,392	20,997	32,881	68,973
2018-19	\$136,811,084	21,515	28,399	61,690
2019-20	\$138,735,969	20,491	25,584	58,662
2020-21	\$135,929,742	17,002	23,215	38,995
2021-22	\$258,134,870	23,086	20,839	40,801
2022-23	\$148,383,657	18,924	18,577	51,120

Labour Market Context

British Columbia’s economic outlook calls for slower growth in the near-term as higher interest rates cool domestic and global demand. In 2022-23, British Columbia experienced a tight labour market with job vacancies high, employment participation rate high, and unemployment low. The province is facing challenges finding workers with the right skills to meet employers’ needs in some occupations.

The unemployment rate for those aged 15 and over in British Columbia was 4.6% in 2022, significantly lower than the unemployment rate of 6.6% in 2021.⁷⁸ In comparison, Canada’s unemployment rate in 2022 was 5.3% and in 2021 was 7.5 %.⁷⁹

In March 2023, the province had approximately 129,000 job vacancies⁸⁰ compared to approximately 131,500 persons who were without work, looked for work in the last four weeks, and were available for work.⁸¹

British Columbia’s reported priorities were reducing poverty, creating work opportunities, and increasing inclusion. The province focused on enhancing economic growth and prosperity and ensuring that individuals in British Columbia can fully participate in the labour market and reach their full potential. To continue this in the future, the province plans to enhance training and employment programs and services to ensure that British Columbians are prepared for the future labour force.

Canada-British Columbia Labour Market Development Agreement

In 2022-23, British Columbia received approximately \$345 million through the LMDA. Approximately 108,000 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 75.0% of EI Active claimants were already employed which contributed to an overall savings of approximately \$148 million in unpaid EI benefits.

LMDA funding in British Columbia helped to fulfill the following priorities:

- Providing flexible, accessible, and individualized employment services that make it easier for British Columbians to get and keep good paying jobs

⁷⁸ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

⁷⁹ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

⁸⁰ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

⁸¹ [Labour force characteristics by province, monthly, seasonally adjusted \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-602-x/2023001/article/00001-eng.htm)

- Contributing to meaningful reconciliation and providing inclusive and culturally safe programs, supports, and services to help all individuals reach their full potential for better jobs and better lives
- Building an efficient labour market to support communities in a way that works for everyone
- Creating new and modernized programs and services for people and communities by using evidence, best practices, and innovation

For example, in 2022-23, over 31,600 active, former, and premium paid Employment Insurance (EI) claimants received services from WorkBC. Due to British Columbia's stronger labour market conditions in recent years, the number of people accessing WorkBC has declined as unemployed individuals have been able to re-enter the labour market without using employment services assistance. However, in 2022-23, WorkBC served a higher proportion of individuals who have more complex labour market barriers. In 2022-23, 60% of Active EI, Former EI and past premium contributing clients who received services from WorkBC have found jobs.

Additionally, under the Targeting, Referral and Feedback (TRF) initiative, over 56,000 EI applicants were referred and close to 3,000 started working with a WorkBC Case Manager in 2022-23. The TRF assisted EI applicants return to employment more quickly by connecting these individuals with their local WorkBC Centre. WorkBC works to individualize services to clients to support them in achieving their employment goals.

Designated and/or Under-represented Groups

British Columbia serves a wide population base. The province is focused on creating a diverse labour market that is inclusive of all populations. This allows for a wider pool for employers to draw on and provides a broader choice of job applicants. Furthermore, a diverse workplace provides a wealth of skills, new knowledge, and fresh viewpoints.

In 2022, the province attended a Housing Central Conference, hosted by BC Not-for-Profit Housing. At the conference, British Columbia presented information about inclusive hiring practice, Indigenous skills, and Employment Training Representatives. This presentation raised awareness of WorkBC services which receives funding through the LMDA.

British Columbia also presented at the Vantage Point Building Organizational and Sector Sustainability Conference to not-for-profit leaders. The presentation discussed equitable, inclusive, and sustainable practices focusing on strengthening Indigenous, under-represented, and emerging not-for-profit leaders.

In 2022-23, WorkBC served over 12,000 persons with disabilities. After receiving case management services, 41% were able to achieve a positive employment outcome or secured a volunteer activity within their community.

Stakeholder Consultations

British Columbia continued to engage several stakeholders on a regular basis. In 2022-23, the province held 20 sector specific information sessions and four roundtable discussions. Stakeholders included sectors and employers, communities, Indigenous Communities, organizations representing employees, provincial ministries, persons with disabilities, service providers, and Francophone service providers.

In 2022, British Columbia met with the BC Trucking Association to address hiring trends and challenges within the trucking sector. The roundtable also discussed the new Mandatory Entry Level Training for truck drivers.

The province also met with various employers and unions, WorkBC Centres, and other provincial ministries to discuss a coordinated response to communities that are facing significant job loss. The response included a streamlined approach to access government programs as well as immediate interaction with employers, unions, WorkBC, local governments, and other stakeholders who can provide support services.

The Foundry Work and Education program

Changing the Landscape of Youth Employment and Education Supports

The Foundry Work and Education program uses an Integrated Placement and Support model to support youth with mental health and substance use issues in developing skills and gaining paid work experience to successfully transition into the labour market.

On average, youth accessing this program experience three or more complex barriers to employment and education, such as poverty, lack of housing, trauma, and mental health challenges.

- 67% of participants reported mental health challenges
- 54% identify as having a disability
- 18% have a history of trauma

Youth participating in the program can access high-quality health care and social supports in one place, by one team, and this approach is achieving strong and consistent outcomes. This past year, 70% of youth completing the program reached a work or education outcome. The impact of program on participants’ health and wellbeing has also been significant, with 56% of youth reporting an increase in their self-rated mental health.

This year, the program was nominated for a Premier’s Award under the category of Evidence and Research. Youth as well as the Foundry Work and Education program staff across the province say Foundry’s innovative service is filling gaps and creating real impact.

3.2.11 Yukon

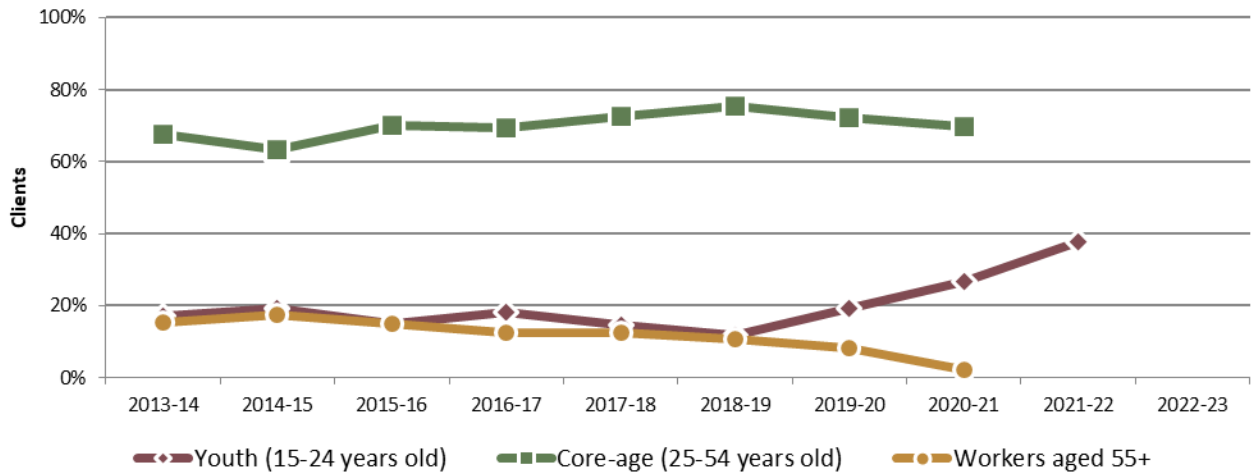
EBSM Key Facts

Table 3.2.11.1 – Yukon, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	n/a	n/a	n/a	n/a	450
Share of Total	n/a	n/a	n/a	n/a	100.0%

Note: Numbers for Yukon are not available.

Chart 3.2.11.1 – Yukon, 2022-23, Relative Shares – Client Age



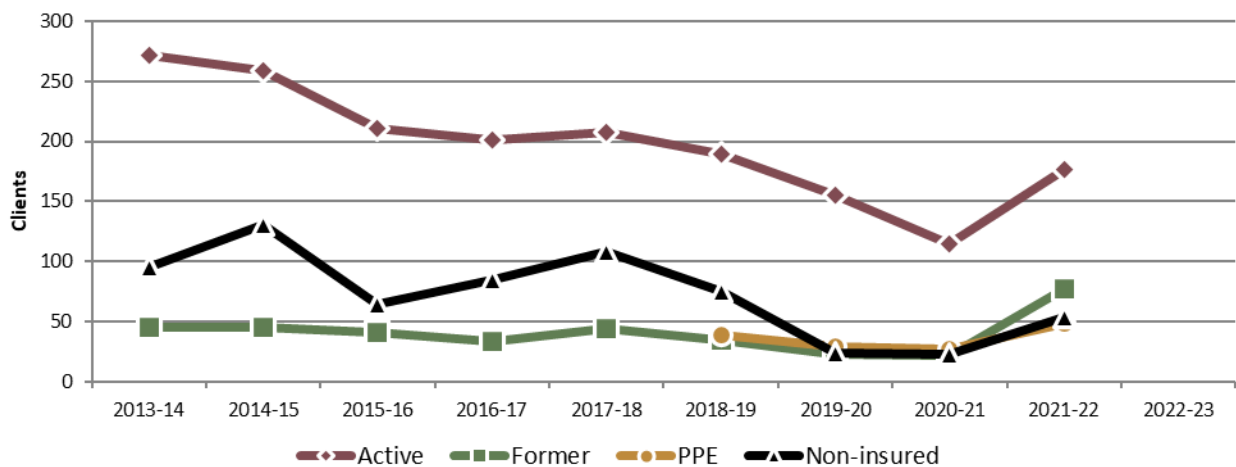
Note: Some 2021-22 numbers for Yukon are not available. 2022-23 numbers for Yukon are not available.

Text Description of Chart 3.2.11.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	17.0%	67.6%	15.4%
2014-15	19.3%	63.3%	17.5%
2015-16	15.0%	70.1%	15.0%
2016-17	18.1%	69.4%	12.4%
2017-18	14.8%	72.6%	12.6%
2018-19	11.6%	75.5%	10.7%
2019-20	19.3%	72.4%	8.3%
2020-21	26.7%	69.9%	2.3%
2021-22	37.7%	n/a	n/a
2022-23	n/a	n/a	n/a

Note: Some 2021-22 numbers for Yukon are not available. 2022-23 numbers for Yukon are not available.

Chart 3.2.11.2 – Yukon, 2013-14 to 2022-23, Clients served by Client Type



Note: 2022-23 numbers for Yukon are not available.

Text Description of Chart 3.2.11.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	271	45	n/a	96
2014-15	259	45	n/a	131
2015-16	211	41	n/a	65
2016-17	201	34	n/a	85
2017-18	208	44	n/a	108
2018-19	189	35	39	75
2019-20	155	23	29	24
2020-21	115	22	27	23
2021-22	177	77	49	54
2022-23	n/a	n/a	n/a	n/a

Note: 2022-23 numbers for Yukon are not available.

Table 3.2.11.2 – Yukon, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	324	n/a	43.3%	-38.5
Employment Assistance Services	425	n/a	56.7%	+38.5
Total Services	749	n/a	100.0%	n/a

Note: Year over year change is not included as data availability was not consistent between years.

Table 3.2.11.3 – Yukon, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	0	n/a	\$112,148	-73.1%
Self-Employment	4	n/a	\$0	n/a
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	108	n/a	\$1,965,642	6.7%
Skills Development-Apprentices	212	n/a	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	324	n/a	\$2,077,790	-8.0%

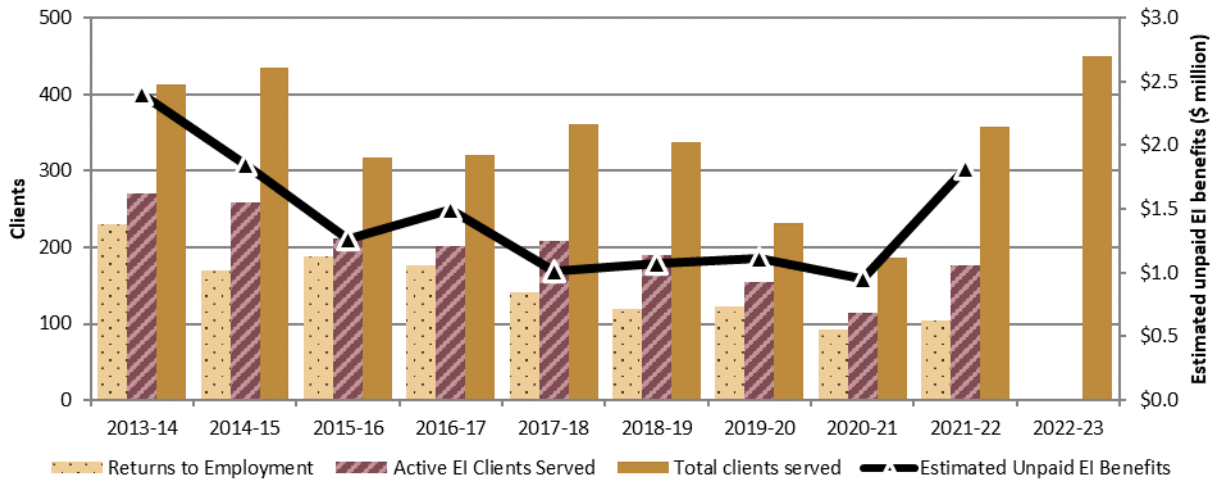
Note: Year over year change is not included as data availability was not consistent between years.

Table 3.2.11.4 – Yukon, 2022-23, Support Measures Key Facts¹

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	338	n/a	\$2,605,041	12.8%
Individual Counselling	87	n/a	included above	Included above
Labour Market Partnerships	n/a	n/a	\$120,406	3,913.5%
Research & Innovation	n/a	n/a	\$211,308	-65.1%
Totals	425	n/a	\$2,936,755	0.6%

Note: Year over year change is not included as data availability was not consistent between years.

Chart 3.2.11.3 – Yukon, 2013-14 to 2022-23, Key Performance Indicators



Note: 2022-23 numbers for Yukon are not available.

Text Description of Chart 3.2.11.3

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI clients Served	Total clients Served
2013-14	\$2,397,649	230	271	412
2014-15	\$1,851,947	170	259	435
2015-16	\$1,266,470	188	211	317
2016-17	\$1,498,718	176	201	320
2017-18	\$1,011,003	141	208	360
2018-19	\$1,069,493	120	189	338
2019-20	\$1,117,099	123	155	231
2020-21	\$957,323	92	115	187
2021-22	\$1,821,872	105	177	357
2022-23	n/a	n/a	n/a	450

Note: 2022-23 numbers for Yukon are not available.

Labour Market Context

In 2022-23, Yukon’s biggest challenge was the large number of job vacancies as its demand for workers surpassed its supply. A large percentage of the population who were working age (18 to 65) were not engaged in seeking or accepting work. Job vacancies are projected to remain the largest labour market challenge for years to come. To overcome this, Yukon continues to focus on economic growth by strengthening its labour force participation and finding available workers with the right skills for the available jobs.

The unemployment rate for those aged 15 and over in Yukon was 4.5% in 2022, lower in comparison to the unemployment rate of 6.3% in 2021.⁸² In comparison, Canada’s unemployment rate in 2022 was 5.3% and in 2021 was 7.5 %.⁸³

⁸² [fin-yukon-employment-annual-review-2022.pdf](#)

⁸³ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

In December 2022, the territory had approximately 1,310 job vacancies.⁸⁴ In comparison, in 2022 the territory had on average approximately 1,100 individuals who were unemployed.⁸⁵

Yukon's reported that its key priority is to address the issue of unfilled jobs. The territory will continue to delivery quality training and employment programs and services to continue to focus on economics growth and strengthening the labour market.

Canada-Yukon Labour Market Development Agreement

In 2022-23, Yukon received approximately \$4.69 million through the LMDA. Approximately 750 participants received training and employment supports.⁸⁶

In 2022-23, LMDA funding in Yukon was used 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
- Improve engagement with employers and employer organizations with the goal of facilitating positive change in recruitment and employer-driven workforce development
- Leverage the current labour market situation and recent work in Skills for Success to develop stronger solutions to support disengaged working-age Yukoners to enter or re-enter the labour market
- Determine the most effective means to support the shift from demand-driven to supply-driven thinking and processes and maintain the flexibility to shift again as the labour market continues to evolve

In 2022-23, Yukon funded the Staffing UP – Employer Funding Support program to help employers hire, retain, train, develop workplace supports for employees as well as enhance employers human resource knowledge and practice. In 2022-23, the program served 63 employers.

Additionally, in 2022-23, the territory was working on continuing to improve its data gathering and analysis for LMDA funded programs and services.

Designated and/or Under-represented Groups

Yukon continued to regularly engage several designated and/or under-represented stakeholders, including First Nations, official language minority communities, and persons with disabilities.

For example, in 2022-23, Yukon was working with stakeholders for persons with disabilities to improve labour market outcomes for participants as well as work to develop consistent job coaching and work placement opportunities.

Labour market participants from designated and/or under-represented groups can assist Yukon in helping to fill job vacancies. In 2022-23, the territory funded the Building Up – Organizational Funding

⁸⁴ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/75-662-x/2023001/article/00001-eng.htm)

⁸⁵ [fin-yukon-employment-annual-review-2022.pdf](#)

⁸⁶ For 2022-23, data is not available to calculate the percentage of EI Active Claimants that were employed within six months of receiving training and employment supports as well as approximate savings to unpaid EI benefits.

Support program. 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. The program targeted members of designated and/or under-represented groups, such as Yukon First Nation citizens, youth, older workers, persons with disabilities, women in trades and technology, and newcomers in professional sectors.

Stakeholder Consultations

Yukon continued to engage several stakeholders on a regular basis, including one-on-one engagement. In 2022-23, stakeholders included First Nations, official language minority communities, organizations representing employers, organizations representing workers, persons with disabilities, and Government of Yukon departments.

For instance, the territory was working with employers and other government departments to focus on increasing employment and training opportunities in health care, tourism, and hospitality. As well, Yukon was working with employers to support those who need to make changes in their operations to respond to the evolving labour market.

The Warrior Program Training Component

In 2022-23, Yukon First Nation Wildfire LP successfully developed and delivered two offerings of the Warrior Program Training Component. This program was designed to bridge the gap between First Nations youth and industry. The Warrior curriculum supported First Nation youth aged 16 – 30 in building new skills and experience through mentorship and training guided by First Nation leaders and First Nation Wildfire firefighters.

Over the two intakes, 33 participants learned essential skills such as first aid, computer skills and interview techniques. Through a powerful mixture of mentorship and hands-on learning which incorporated the knowing, being and doing of Yukon First Nations, participants gained new skills and knowledge that will help them in their future careers.

Employer Engagement was a priority for the Warrior program and resulted in 20 businesses in and around Whitehorse committed to participating in the cohorts. Work experience opportunities for participants were provided based on participant interest and capacity.

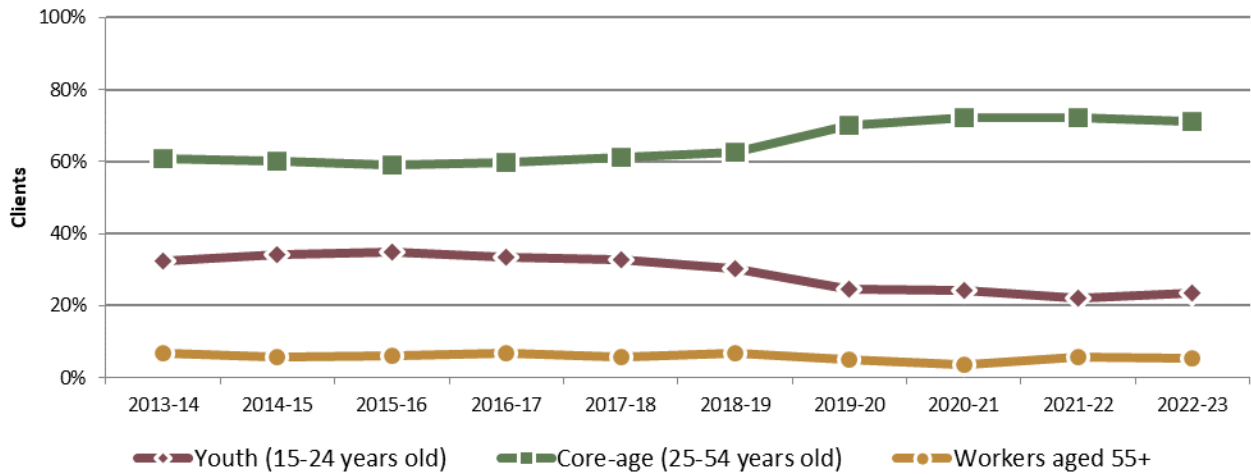
3.2.12 Northwest Territories

EBSM Key Facts

Table 3.2.12.1 – Northwest Territories, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	121	157	141	31	450
Share of Total	26.9%	34.9%	31.3%	6.9%	100.0%

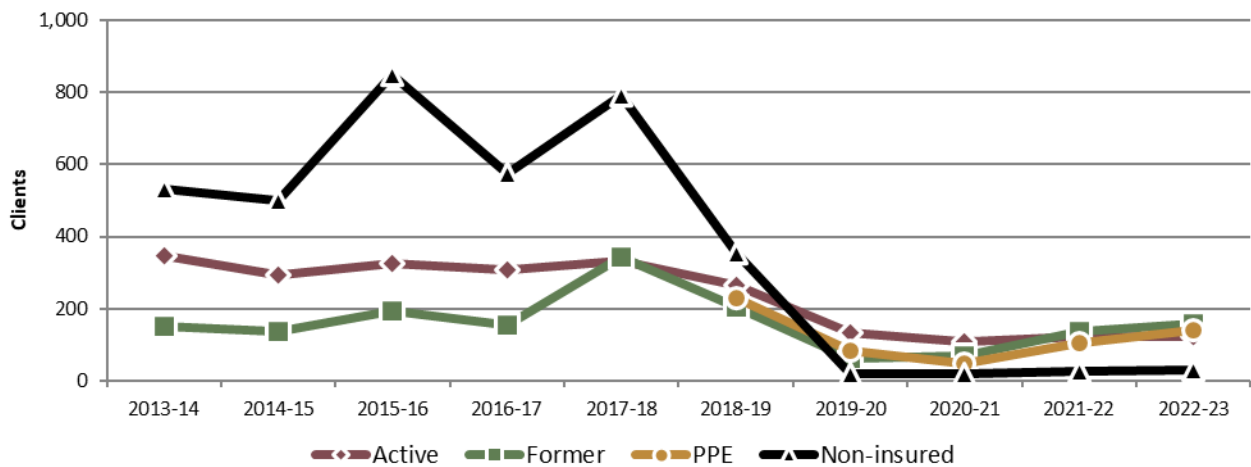
Chart 3.2.12.1 – Northwest Territories, 2022-23, Relative Shares – Client Age



Text Description of Chart 3.2.12.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	32.3%	60.9%	6.6%
2014-15	34.2%	60.0%	5.6%
2015-16	34.9%	58.9%	6.1%
2016-17	33.5%	59.8%	6.7%
2017-18	32.9%	61.3%	5.8%
2018-19	30.3%	62.7%	6.8%
2019-20	24.7%	70.1%	5.2%
2020-21	24.3%	72.1%	3.6%
2021-22	21.9%	72.2%	5.9%
2022-23	23.4%	71.3%	5.3%

Chart 3.2.12.2 – Northwest Territories, 2013-14 to 2022-23, Clients served by Client Type



Text Description of Chart 3.2.12.2

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	347	151	n/a	532
2014-15	294	138	n/a	500
2015-16	325	195	n/a	849
2016-17	306	156	n/a	573
2017-18	333	343	n/a	793
2018-19	266	205	229	355
2019-20	134	61	85	19
2020-21	110	70	48	20
2021-22	124	137	106	27
2022-23	121	157	141	31

Table 3.2.12.2 – Northwest Territories, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	259	-1.5%	36.7%	-4.3
Employment Assistance Services	446	+17.7%	63.3%	+4.3
Total Services	705	+9.8%	100.0%	n/a

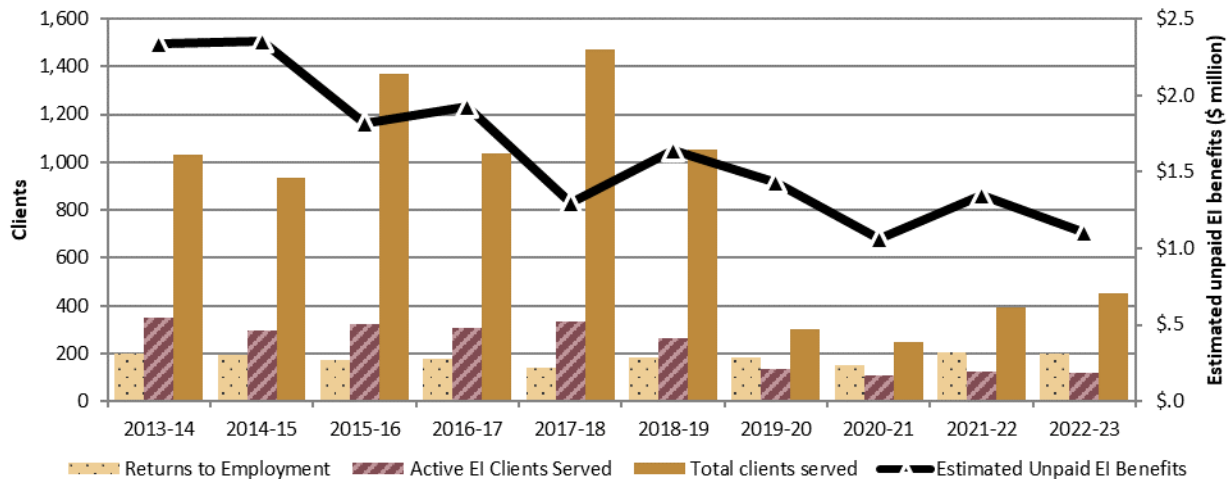
Table 3.2.12.3 – Northwest Territories, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	24	-17.2%	\$1,372,737	78.3%
Self-Employment	7	+75.0%	\$377,198	84.0%
Job Creation Partnerships	0	n/a	\$0	-100.0%
Skills Development-Regular	125	+22.5%	\$482,917	-65.4%
Skills Development-Apprentices	103	-19.5%	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	259	-1.5%	\$2,232,852	-15.5%

Table 3.2.12.4 – Northwest Territories, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	4	n/a	\$965,138	-7.1%
Individual Counselling	442	+17.9%	included above	Included above
Labour Market Partnerships	n/a	n/a	\$230,177	-22.0%
Research & Innovation	n/a	n/a	\$0	-100.0%
Totals	446	+17.7%	\$1,195,315	-10.9%

Chart 3.2.12.3 – Northwest Territories, 2013-14 to 2022-23, Key Performance Indicators



Text Description of Chart 3.2.12.3

Year	Estimated Unpaid EI Benefits	Returns to Employment	Active EI Clients Served	Total Clients Served
2013-14	\$2,332,104	200	347	1,030
2014-15	\$2,351,982	193	294	932
2015-16	\$1,820,141	173	325	1,369
2016-17	\$1,924,873	177	306	1,035
2017-18	\$1,298,865	142	333	1,469
2018-19	\$1,640,575	181	266	1,055
2019-20	\$1,430,328	185	134	299
2020-21	\$1,063,755	152	110	248
2021-22	\$1,345,869	207	124	394
2022-23	\$1,101,443	197	121	450

Labour Market Context

In 2022-23, the Northwest Territories were facing labour shortages and a tight labour market. However, there was a difference in the labour market conditions of Yellowknife and those of smaller communities in the Northwest Territories. In Yellowknife and the capital region, there was low unemployment whereas in the smaller communities there was higher unemployment due to limited employment opportunities. The Northwest Territories faced large labour shortages in trades, transport and equipment operations, and the service industry.

The unemployment rate for those aged 15 and over in the Northwest Territories was 5.0% in 2022, lower in comparison to the unemployment rate of 6.0% in 2021.⁸⁷ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5 %.⁸⁸

In 2022 the territory had on average approximately 1,280 individuals who were unemployed.^{89,90}

The labour market needs identified for the Northwest Territories vary from essential skills to advanced technical skills development. There are job seekers that face significant barriers to the labour market including lack of high school diplomas or equivalency. Job forecasts indicate that in the next 20 years, a large majority of jobs will require some kind of post-secondary education. The Northwest Territories is focused on using funding through the LMDA to deliver labour market programs and services to increase labour force participation, particularly for those not currently in the labour force or those considering re-entering.

Canada-Northwest Territories Labour Market Development Agreement

In 2022-23, Northwest Territories received approximately \$4.62 million through the LMDA. Approximately 705 participants received training and employment supports. Within six months of receiving training and employment supports, approximately 78.5% of EI Active claimants were already employed which contributed to an overall savings of approximately \$1.10 million in unpaid EI benefits.

⁸⁷ [Economic Scan - Yukon, Northwest Territories and Nunavut - Job Bank](#)

⁸⁸ [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

⁸⁹ [Northwest Territories Labour Market Dashboard .navbar-header a {color: #000 !important;} Bureau of Statistics \(shinyapps.io\)](#)

⁹⁰ The number of job vacancies for December 2022 or March 2023 were too unreliable and were not published by Statistics Canada. [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](#)

In 2022-23, the Northwest Territories continued to use its LMDA funding to support its residents in reaching their labour market goals. For example, the territory funded the Skills Development program to provide training opportunities to update skills and knowledge and/or develop essential employability skills. Eligible activities included education and training programs that led towards labour market attachment. 136 clients benefited from this program in 2022-23.

Furthermore, the territory administered the Job Creation Partnerships program that provided work experience opportunities to improve employability of participants. The goal of the program was to help unemployed individuals who need work experience and/or training to be able to find meaningful long-term employment. In 2022-23, 14 clients were served.

Designated and/or Under-represented Groups

The Northwest Territories delivered LMDA programming that encouraged greater employer involvement in training to ensure that skills are better aligned to job opportunities. These programs and services also targeted designated and/or under-represented groups. For example, Through Employment Assistance Services funding, Conseil de développement économique des Territoires du Nord-Ouest operates the NWT Career Centre, providing career and employment assistance targeted to local needs for NWT residents, which includes designated and/or under-represented groups.

Stakeholder Consultations

In 2022-23, the Northwest Territories continued to engage stakeholders through its Regional Service Centres. Engagement sessions were held with other government departments, local employers, community and non-governmental organizations, and Indigenous Governments and Organizations.

For example, the territory held Regional Training Committee engagements in the Dehcho Region every two months. These engagements included training partners, Indigenous Governments and Organizations, as well as employers and other organizations.

Consultation processes were also tailored to each region and their circumstances. Themes that have emerged from consultations include:

- focusing on regional projects and local training needs
- forecasting of labour training
- other funding programs available to individuals, employers, and communities
- training in communities and challenges faced by individuals having to travel far from their home to access training and skills development
- the need for targeted supports such as financial
- the need for more experienced journeypersons to supervise apprentices

Wage Subsidy Program

A small Yellowknife business that is known for being a glass recycler co-op in operation since 1994 has three staff. The business offers workshops and sells giftware produced on site from locally-harvested recycled glass. The business applied to the Wage Subsidy Program to hire an additional staff member and was approved.

The new staff member had a background in administration and came to Yellowknife as a military partner. She was hired on as an office manager in training with a goal of learning Quickbooks/Bookkeeping/Recruitment/Hiring and Supervising staff. She learned these skills through job shadowing and having unlimited access to recruiting software and some one-on-one time with their accountant as well as being given dedicated time in the day to focus on the learning.

During visits by the career development officer responsible for the file, it was observed that the Wage Subsidy Program client had been very successful in learning her new job. The business owner commented that the client/trainee was a significant asset to the business, highlighting that the WSP had been instrumental in offering the business some breathing room in their budget to allow them to train a new hire in both the technical and personal side of their business.

3.2.13 Nunavut

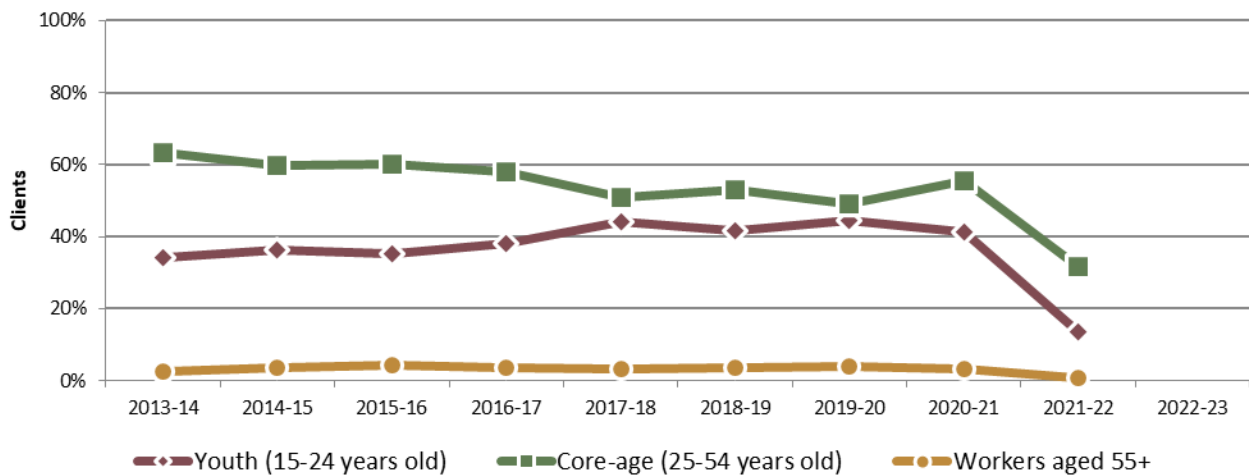
EBSM Key Facts

Table 3.2.13.1 – Nunavut, 2022-23, Clients Served and Relative Shares

Indicator	Active Claimants	Former Claimants	PPE Clients	Non-insured Clients	Total
Number Served	n/a	n/a	n/a	n/a	1,192
Share of Total	n/a	n/a	n/a	n/a	100.00%

Note: Numbers for Nunavut are not available.

Chart 3.2.13.1 – Nunavut, 2022-23, Relative Shares – Client Age



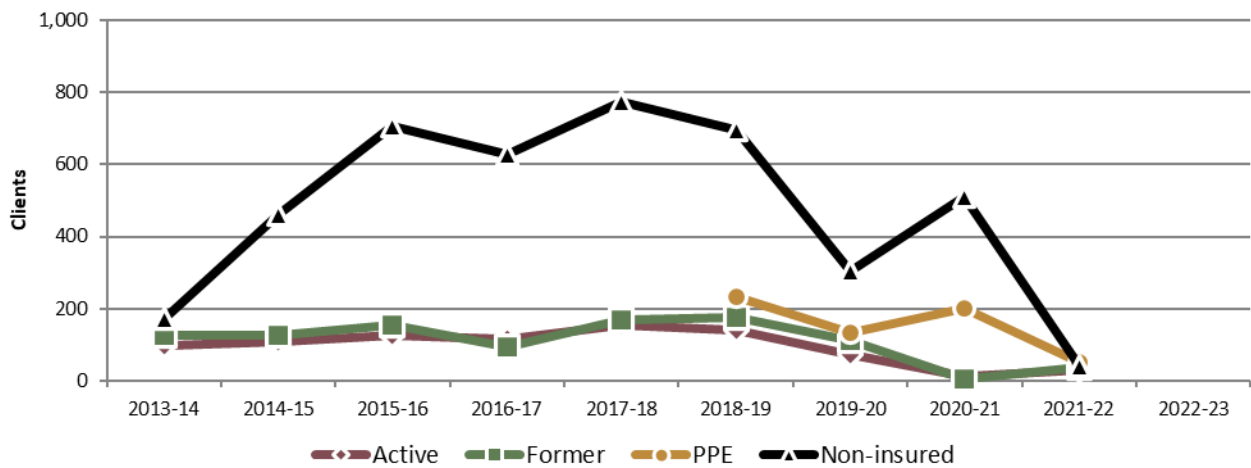
Note: 2022-23 numbers for Yukon are not available.

Text Description of Chart 3.2.13.1

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+
2013-14	34.0%	63.2%	2.5%
2014-15	36.1%	59.8%	3.7%
2015-16	35.2%	60.2%	4.5%
2016-17	38.1%	57.9%	3.5%
2017-18	44.1%	50.9%	3.2%
2018-19	41.7%	53.2%	3.4%
2019-20	44.6%	49.1%	3.9%
2020-21	41.2%	55.5%	3.3%
2021-22	13.4%	31.5%	0.7%
2022-23	n/a	n/a	n/a

Note: 2022-23 numbers for Yukon are not available.

Chart 3.2.13.2 – Nunavut, 2013-14 to 2022-23, Clients served by Client Type



Note: 2022-23 Numbers for Nunavut are not available.

Text Description of Chart 3.2.13.1

Year	Active EI Clients	Former EI Clients	PPE Clients	Non-insured Clients
2013-14	98	128	n/a	173
2014-15	110	126	n/a	460
2015-16	126	154	n/a	706
2016-17	116	95	n/a	628
2017-18	153	168	n/a	773
2018-19	142	177	234	694
2019-20	74	113	135	305
2020-21	11	4	202	511
2021-22	29	37	52	40
2022-23	n/a	n/a	n/a	n/a

Note: 2022-23 numbers for Nunavut are not available.

Table 3.2.13.2 – Nunavut, 2022-23, Services Delivered Key Facts

Service Type	Services Delivered	Year-over-year Change	Share of Total	Year-over-year Change (p.p.)
Employment Benefits	1,036	n/a	43.4%	-55.5
Employment Assistance Services	1,351	n/a	56.6%	+55.5
Total Services	2,387	n/a	100.0%	n/a

Note: Year over year change is not included as data availability was not consistent between years.

Table 3.2.13.3 – Nunavut, 2022-23, Employment Benefits Key Facts

Employment Benefits	Services	Year-over-year Change	Expenditures	Year-over-year Change
Targeted Wage Subsidies	28	n/a	\$436,026	-25.3%
Self-Employment	0	n/a	\$0	n/a
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	971	n/a	\$1,658,598	-4.5%
Skills Development-Apprentices	37	n/a	included above	Included above
Targeted Earning Supplements	0	n/a	\$0	n/a
Totals	1,036	n/a	\$2,094,624	-9.7%

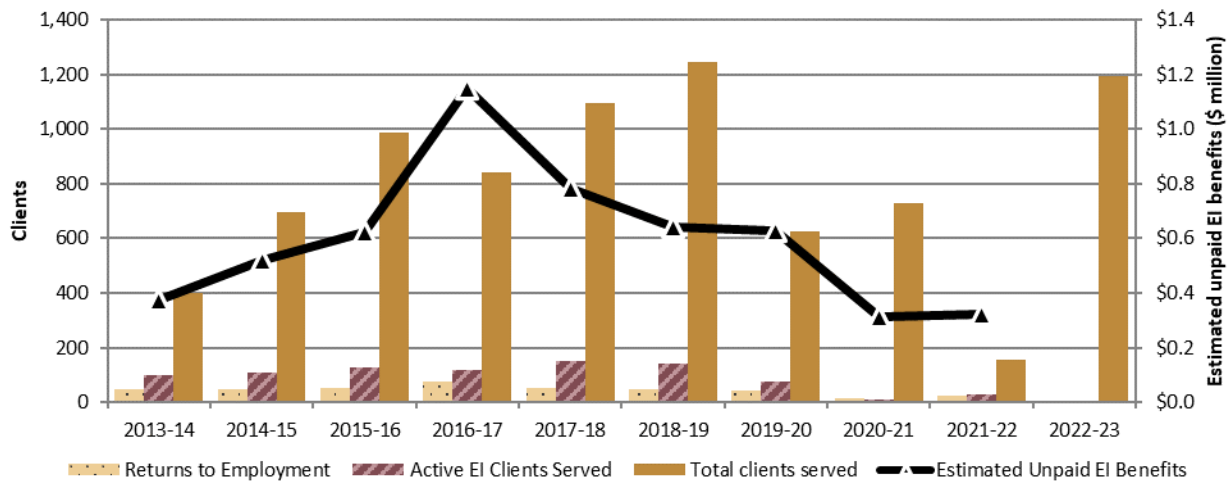
Note: Year over year change is not included as data availability was not consistent between years.

Table 3.2.13.4 – Nunavut, 2022-23, Support Measures Key Facts

Support Measures	Services	Year-over-year Change	Expenditures	Year-over-year Change
Employment Services	1,351	n/a	\$478,077	n/a
Individual Counselling	0	n/a	included above	Included above
Labour Market Partnerships	n/a	n/a	\$0	-100.0%
Research & Innovation	n/a	n/a	\$1,615,075	n/a
Totals	1,351	n/a	\$2,093,152	146.8%

Note: Year over year change is not included as data availability was not consistent between years.

Chart 3.2.13.3 – Nunavut, 2013-14 to 2022-23, Key Performance Indicators



Note: 2022-23 numbers for Nunavut are not available.

Text Description of Chart 3.2.13.3

Year	Estimated Unpaid EI benefits	Returns to Employment	Active EI clients Served	Total clients Served
2013-14	\$375,552	50	98	399
2014-15	\$519,522	47	110	696
2015-16	\$624,023	53	126	986
2016-17	\$1,149,451	75	116	839
2017-18	\$780,375	52	153	1,094
2018-19	\$640,855	48	142	1,247
2019-20	\$626,866	42	74	627
2020-21	\$314,051	17	11	728
2021-22	\$323,897	25	29	158
2022-23	n/a	n/a	n/a	1,192

Note: 2022-23 numbers for Nunavut are not available.

Labour Market Context

In 2022-23, Nunavut's unemployment rate was higher than that of the previous year and was the highest unemployment rate in Canada. The labour market outlook for Nunavut should improve in the near future as the territory is expecting more funding from all levels of government to create more job opportunities for its residents.

The unemployment rate for those aged 15 and over in Nunavut was 14.0% in 2022, significantly higher than the unemployment rate of 10.4% in 2021.⁹¹ In comparison, Canada's unemployment rate in 2022 was 5.3% and in 2021 was 7.5%.⁹²

In December 2022, the territory had approximately 550 job vacancies.^{93,94}

Through the delivery of programs and services under the Canada-Nunavut LMDA, the territory reported that it continued to deliver enhanced training and employment opportunities for job seekers and employers. These programs and services worked towards strengthening Nunavut's labour market and increasing its labour force participation.

Canada-Nunavut Labour Market Development Agreement

In 2022-23, Nunavut received approximately \$3.74 million through the LMDA. Approximately 2,390 participants received training and employment supports.⁹⁵

In 2022-23, LMDA funding was used to fund programs and services to deliver:

- training
- upskilling
- employment supports
- career counselling
- job search assistance

For example, the Training Assistance Program and the Apprenticeship Training on the Job program provided work experience, training, and skills development to job seekers. Participants of the program were unemployed and required skill upgrading. In 2022-23, 118 clients benefited from the program to gain job training and mentorship to enhance their employability.

The Employment Assistance Services was also funded by the LMDA in 2022-23. The program provided employment assistance services through service delivery partners to all Nunavummiut who were unemployed or underemployed and needed employment counseling, job preparation, job search, and employment placement services. In 2022-23, 2642 clients were served.

⁹¹ [Economic Scan - Yukon, Northwest Territories and Nunavut - Job Bank](#)

⁹² [Unemployment rate, participation rate and employment rate by educational attainment, annual \(statcan.gc.ca\)](#)

⁹³ [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(statcan.gc.ca\)](#)

⁹⁴ The number of individuals unemployed in December 2022 is not available.

⁹⁵ For 2022-23, data is not available to calculate the percentage of EI Active Claimants that were employed within six months of receiving training and employment supports as well as approximate savings to unpaid EI benefits.

Designated and/or Under-represented Groups

Nunavut continued to deliver programming under the LMDA that targeted members of designated and/or under-represented groups. For instance, in 2022-23, the Targeted Labour Market programs provided funding to employers, institutions, training providers, community organizations, and Inuit organizations to provide training for in-demand occupations and skills. The program served 2,935 clients and priority was given to Nunavut based organizations that target designated and/or under-represented groups such as persons with disabilities, at risk youth, persons who face multiple barriers to employment, and persons who are unemployed, underemployed, or persistently unemployed.

Also in 2022-23, Nunavut provided funding for youth looking for valuable work experience through the Hamlets Employing Youth program. This program targeted youth (aged 18-30) that were out of school and not returning to school and were either unemployed or underemployed. The focus of the program was to provide job training and mentorship over a six-month period to enhance employability. Youth also earned a livable wage while training. In 2022-23, 52 clients benefited from this program.

Stakeholder Consultations

As a number of Nunavut's consultations during 2020-21 and 2021-22 were postponed due to COVID-19, there was a ramp up of consultations in 2022-23. Consultations were held with various stakeholders, including industry representatives, employers, journeypersons, apprentices, Inuit organizations, economic development officers, hamlets, Nunavut Arctic College officials, and Nunavut Housing Corporation officials.

Several topics were discussed during community consultations including:

- trades and occupation certification options
- on-the-job training and support
- technical training support
- Trades Entrance Exam
- compulsory certification
- rates of pay for apprentices
- governance of the apprenticeship system
- high school involvement
- outreach

Skills Canada Nunavut

Skills Canada Nunavut is a non-profit organization working with teachers, parents, community volunteers and employers to promote skilled trades and technology careers to youth across Nunavut. In 2022-23, Skills Canada Nunavut worked with close to 1,500 youth across the Territory. Youth aged 15 to 29 make up about 24% of Nunavut's population.

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 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
- encourage students who participate in Skills Canada Nunavut activities to stay in school

In 2022-23, Skills Canada Nunavut's programming included the Territorial Skills Competitions, Skills Canada National Competitions, Skills Clubs, and Career Fairs. To make this program possible, the Department of Family Services provides annual funding of \$400,000.

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. The studies, carried out as part of the second and third evaluation cycles, cover all LMDA-funded programs and services.

The evaluation of the impact and effectiveness of Employment Benefits and Support Measures is required under the bilateral LMDAs. The LMDA evaluation builds on the findings of previous LMDA evaluation cycles and to fill in knowledge gaps about the effectiveness, efficiency, as well as design and delivery of employment benefits and support measures funded through LMDAs 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 2022.⁹⁶ Twelve provincial and territorial-level LMDA evaluation reports were approved through bilateral joint evaluation committees and received approval from the Deputy Minister for publication in 2023.⁹⁷ The national and provincial/territorial-level evaluation reports are available at <https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations.html>.

The evaluation findings are based on the results of nine separate evaluation studies⁹⁸ that used a mix of qualitative and quantitative methods, including:

- incremental impact analysis for participants in LMDA-supported programming between 2010 and 2012, with their post participation labour market outcomes tracked up to 2017
- outcome analysis
- cost-benefit analysis (including savings to health care)
- key informant interviews with 287 provincial/territorial representatives, service providers, agreement holders, and key stakeholders
- provincial/territorial questionnaires
- a national survey of 2,023 self-employment participants
- document and literature reviews

⁹⁶ Findings from the Horizontal Evaluation of the Labour Market Development Agreements were included in the 2021-2022 EI MAR.

⁹⁷ As stipulated in the Canada-Quebec LMDA, Quebec is responsible for undertaking its own evaluation.

⁹⁸ 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 due to the fact that because 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.

Summary of findings

Overall, with some variation across provinces and territories, the evaluation found that participation in LMDA-funded programs and services has two advantages. First, it improves participants' labour market attachment, and second, it reduces the participants' use of government income supports compared to similar non-participants. For example, relative to similar non-participants, employment increased by:

- 4.0 percentage points for participants in Skills Development while collecting EI benefits
- 6.2 percentage points for participants in Targeted Wage Subsidy programming who had collected EI benefits before their participation
- 4.8 percentage points for participants in Job Creation Partnerships while collecting EI benefits

These results are consistent with those of the second LMDA evaluation cycle (between 2012 and 2017).

The impact of participation in LMDA-funded programs is measured by intervention, by jurisdiction, and by participant subgroup. Relative to similar non-participants, participants (including those from designated and/or under-represented groups) reaped the greatest benefits from Skills Development, Targeted Wage Subsidies, and Employment Assistance Services. For example:

- the employment rate of participants in Skills Development while collecting EI benefits and older workers increased by 11.8 percentage points, while the employment rate of Indigenous participants increased by 7.4 percentage points
- participants in Targeted Wage Subsidies who had collected EI benefits before their participation and persons with disabilities increased their employment rate by 11.5 percentage points, while young workers who participated in Targeted Wage Subsidies increased their employment rate by 5.1 percentage points
- participants in Employment Assistance Services while collecting EI benefits and recent immigrants increased their employment rate by 4.7 percentage points. In addition, the employment rate among women who participated in Employment Assistance Services increased by 1.4 percentage points

In all provinces and territories where a cost-benefit analysis was completed, the social benefits of participating in LMDA-funded programs and services exceeded the initial investment made in these programs. For example:

- after 8.3 years, the social benefits for participants in Skills Development initiatives exceed the cost of this participation
- it takes less than 1 year of social benefits for participants in Targeted Wage Subsidies who had collected EI benefits before their participation to exceed the cost of their participation
- after 7.7 years, the social benefits for participants in Employment Assistance Services exceed the cost of their participation

A series of supplementary studies completed in 2022 address information gaps for LMDA-funded programs that are not met by incremental impact analysis; these included Self-Employment, Job Creation Partnerships, Labour Market Partnerships, and Research and Innovation.

Each study documented program design and delivery challenges and lessons learned, and included key considerations to inform future program delivery and design.

Supplemental Study: Long-term Unemployed (please see Annex 6 for additional information)

A supplemental study on the long-term unemployed (LTU) was prepared for the 2022-23 EI MAR. Focusing on the LTU in the period from 2005 to 2012, the study:

- explored the profile of the LTUs who ended their EI benefits entitlement
- analyzed the likelihood of EI regular claimants becoming LTU
- examined the labour market outcomes of the LTU in EI-Part II (LMDA) funded skills training, as compared to the outcomes of the LTU who did not participate

Key Findings:

- Four percent of EI regular benefit claimants between 2005 and 2012 became LTU. This percentage was higher among women and claimants from under-represented groups, such as:
 - Indigenous peoples 21%
 - persons with disabilities 8%
 - visible minority groups 8%
 - recent immigrants 7%
 - older claimants 7%
- The industry groups that experienced the highest incidence of long-term unemployment were public administration (11%) and finance and insurance occupations (7%). EI claimants who had a university degree or college, vocational education, or apprenticeship had a lower incidence of long-term unemployment than those who had less formal education
- The LTU were more likely to participate in LMDA-funded interventions (7%) than EI regular claimants (3%)
- Taking part in LMDA-funded interventions slightly reduced the risk of experiencing a spell of long-term unemployment among EI claimants, whereas an economic shock increased the likelihood of becoming LTU
- In the four-year period following participation in Skills Development, LTU participants experienced:
 - An average annual increase of about \$5,710 in employment income
 - A higher probability of re-employment
 - An average annual decrease of about \$175 in social assistance benefits received

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 responding to challenges that extend beyond local and regional labour markets. Pan-Canadian activities have 4 primary objectives:

- promote an efficient and integrated national labour market

- preserve and enhance Canadian economic unity
- help address common labour market challenges and priorities of national and/or international scope that surpass provincial and territorial borders
- promote equality of opportunity for all Canadians, with a focus on helping designated and/or under-represented groups reach their full potential in the Canadian labour market

In 2022-23, a total of \$179 million was invested in Pan-Canadian activities to support these objectives through 3 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 Platform⁹⁹
 - Labour Market Information
- Exploring New Opportunities to Improve Labour Market Participation and Outcomes
 - National Essential Skills Initiative
 - Work Integration Social Enterprises research

3.4.1 Indigenous programming¹⁰⁰

Pan-Canadian funding delivered through the Indigenous Skills and Employment Training (ISET) program is intended to increase the skills of Indigenous peoples and support their participation in the Canadian labour market. The ISET program works to ensure that First Nations, Inuit, Métis, and Urban/Non-affiliated Indigenous peoples have access to skills development training and employment supports to meet their long-term career goals and become employed.

In 2023, the ISET program received approximately \$125 million from EI Part II funds and \$256 million from the Consolidated Revenue Fund (CRF) to support training and other supports for Indigenous clients. ISET funds a network of over 115 Indigenous contribution recipients (Indigenous organizations or governance bodies), with over 650 points of service across Canada. ISET Program results for 2022-23 are funded both under EI Part II and from the Government's CRF. In addition, \$23,744,883 in ISET program funds were transferred to Crown-Indigenous Relations and Northern Affairs Canada, and from there flowed to self-governing Indigenous governments through their Fiscal Financing Agreements or other related self-governing grants.

The ISET program has two objectives: to reduce the skills gap, and to reduce the employment gap, between Indigenous and non-Indigenous peoples. The ISET program was co-developed with Indigenous partners. It includes four distinct labour market strategies with separate funding envelopes for First Nations, Inuit, Métis, Urban and Non-affiliated Indigenous peoples.

⁹⁹ 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.

¹⁰⁰ Program results for ISET 2022-23 are funded under EI Part II and the CRF.

The program provides new investments and more flexible longer-term agreements to Indigenous service delivery organizations. This supports efforts to advance reconciliation, self-determination, and address systemic inequities between Indigenous and non-Indigenous peoples in Canada by creating more job training opportunities for Indigenous peoples. Eligible program activities encompass a wide range of labour market activities, including locally-designed programs supporting each labour market strategy. Indigenous service delivery organizations may provide:

- employment-related and career development assistance
- wrap-around supports such as living expenses
- financial assistance to support individuals in obtaining skills for employment
- tuition
- business coaching and mentorship
- disability-related supports

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 these organizations to support clients who meet EI Part II employment support measures eligibility criteria. In 2022-23, the ISET program served almost 55,000 Indigenous clients (new and ongoing). More than 87% of them were new clients, of which 46% were EI Part II funded clients. Of the total number of clients, more than 36% found a job within six months of participating in training and employment programs, half of them were EI funded clients and a third of them returned to school for further training.

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 each of the designated Red Seal trades, against or by which tradespeople can be trained and assessed. These standards and examinations are used to harmonize apprenticeship training in provinces and territories, provide the public with up-to-date descriptions of trades in Canada, and serve as the basis for 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.

Experienced tradespeople and apprentices who have completed their training may take the interprovincial Red Seal examination. If successful, they receive a Red Seal endorsement on their provincial or territorial certificate of qualification, indicating they have met both the provincial/territorial requirements and have demonstrated the knowledge required for the national standard in that trade.

In most provinces and territories, the Red Seal examination has been adopted as the final examination for certification for Red Seal trades. The collaboration involved in developing interprovincial Red Seal standards and examinations results in cost-savings for governments.

The Canadian Council of Directors of Apprenticeship (CCDA) is responsible for the Red Seal Program. The Government of Canada and all provinces and territories – which are responsible for apprenticeship training and trade certification in their jurisdictions – are members of the CCDA. ESDC sponsors a Red Seal Secretariat to provide strategic and secretariat support to the CCDA and the Red Seal Program.

Red Seal Program

The Red Seal Program currently covers 54 skilled trades, representing 76% of registered apprentices, 82% of new registrations, and 84% of completing apprentices.

The top 5 Red Seal trades by number of endorsements issued in 2022 are:

- construction electrician
- automotive service technician
- plumber
- truck and transport mechanic
- industrial mechanic (millwright)

Red Seal Program Highlights:

- In 2022, 43,510 Red Seal examinations were written, and 22,421 Red Seals issued
- Five new Red Seal Occupational Standards were completed in 2022-23
- 16 examinations were published for five trades in 2022-23

Red Seal Program products are updated regularly to reflect evolving labour market needs. In 2022-23, approximately 200 subject matter experts participated in ESDC-organized workshops to develop Red Seal standards and examinations and harmonize apprenticeship training. More than 650 stakeholders were consulted via online surveys, and 220 were consulted through provincial and territorial consultations to validate and peer review standards and examinations.

The Government of Canada continues to work closely with provinces, territories, and industries to reduce barriers to certification in the skilled trades and increase opportunities for apprentices in Canada. The CCDA facilitates the harmonization of apprenticeship training requirements in Red Seal trades. Harmonization leads to greater labour mobility across the country and helps more apprentices complete their training when they relocate to another jurisdiction during their apprenticeship.

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 provinces and territories on the number of registered apprentices taking in-class and on-the-job training in trades that are either Red Seal or non-Red Seal. It also compiles data on the number of certificates granted to apprentices or trade qualifiers (challengers).

The 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 2018-2019. The Platform provides up-to-date labour market information Canadians need to make informed career decisions.

The core foundation systems linked to the Platform are the RAIS, the Post-Secondary Information System, and Canada Revenue Agency's T1 Family File. RAIS longitudinal indicators, published annually, provide insights on a number of key topics including apprenticeship pathways, labour market outcomes, and interprovincial mobility.

The latest 2021 RAIS results showed that there were more than 330,000 continuing apprentices, 76% of which were in Red Seal trades. There were more than 72,000 new registrations, 82% of which were in Red Seal trades. Also, there were more than 35,000 apprentices that received certification, 84% of which were in Red Seal trades.

Sectoral Workforce Solutions Program (SWSP)

In 2022-23, the Department worked to implement the newly established Sectoral Workforce Solutions Program (SWSP) announced in Budget 2021, while advancing projects launched under the former program, the Sectoral Initiatives Program (SIP). In 2022-23, the SWSP incorporated and expanded on the activities supported by the SIP and relied on two sources of funds, \$19 million in EI Part II and the \$128.2 million in CRF funding. The 2022-23 CRF investment includes a temporary top-up of \$122.5 million provided through Budget 2021.

The SWSP offers a broad range of supports to train workers and help employers develop practical and effective solutions for their workforce needs. These supports include helping sectors and employers address current and future skills shortages by funding the development and distribution of sector-specific labour market intelligence, national occupational standards, and skills certification and accreditation systems.

The SWSP also places a priority on supporting equity-deserving groups and promoting a diverse and inclusive workforce. This will help employers find skilled workers and connect Canadians with the training they need to access good jobs in key sectors.

While the Program supports both employers and workers, its EI Part II funding is primarily focused on solutions to help employers, particularly small and medium-sized businesses, attract and retain a skilled and innovative workforce. The key stakeholders are primarily partnership-based organizations engaged in skills and workforce development in their respective economic sectors or employment groups across Canada. Eligible organizations include not-for-profit organizations, for-profit organizations, municipal governments, Indigenous organizations, and provincial and territorial governments, institutions, agencies, and Crown Corporations.

In 2022-23, the SWSP invested \$0.7 million¹⁰¹ in EI Part II funding and \$2.1 million in CRF funding to support 10 legacy projects originally launched under the SIP; \$18.2 million in EI Part II funding and \$14.8

¹⁰¹ Listed SWSP funding figures may not add up due to rounding.

million in CRF funding to support 22 tourism projects and 10 persons with disabilities projects launched through a 2020 call for proposals (CFP); and \$111.2 million in CRF funding for 21 SWSP projects, through a 2022 CFP.¹⁰²

More specifically, about \$19 million in EI Part II funding was invested in the following projects in 2022-23:

- \$0.7 million for 7 of the 10 SIP legacy projects aimed at developing labour market information and workforce tools in the following sectors:
 - agriculture and agri-food
 - information and communications technology
 - manufacturing
 - natural resources and environment
 - transportation
- \$12.6 million for all 10 persons with disabilities projects to remove barriers to persons with disabilities participation in the labour market, provide training tools, and support employment and career-building opportunities across multiple sectors, including ICT and transportation
- \$5.5 million for 7 of the 22 tourism projects, to help one of the sectors hardest hit by the pandemic develop labour market information and workforce tools to attract and retain skilled workers, conduct training activities, and remove barriers for designated and/or under-represented groups

Overall, the SWSP supported 63 projects (24 projects funded through EI Part II and 39 projects funded through the CRF) in 2022-23, resulting in:

- 27,870 individual participants in training activities
- 36 labour market intelligence reports and forecasting systems
- 58 national occupational standards
- 21 certification and accreditation systems
- 445 onboarding and retention tools
- 13,671 employers and other end users participating in and/or accessing the above solutions and tools

SWSP Supported Projects

Below are the SWSP projects that were funded through EI Part II. \$19.0 million was allocated to 24 projects.

Organization name — Project title

Persons with Disabilities Projects

1. Abilities to Work Employment Support — Employability Health Support Services Project

¹⁰² No EI Part II funding was invested in the 21 SWSP projects through the 2022 CFP in 2022-23.

2. Canadian Associated for Supported Employment — Case Innovations Lab Initiative
3. Canadian Council on Rehabilitation and Work — Accessibility First West Coast
4. Canadian Cultural Society of the Deaf — Building Capacity for Sign Languages Employment
5. Canadian National Institute for the Blind — Apprenticeship Training for New Guide Dog Trainers and Guide Dog Mobility Instructors
6. Disabled Workers Foundation of Canada — Towards Excellence in Return to Work and Disability Management Professionalization
7. Gateway Association for Community Living — GEDI-Hub: Gateway to Equity, Diversity and Inclusion Hub
8. Playing and Learning Together — PLT Training Institute: Structured Recreation
9. Realwheels Society — Customized Actor Training for Persons with Disabilities
10. Rick Hansen Foundation — Building National Capacity for Accessibility Training and Credentials

Tourism Projects

11. Cape Breton University — Cape Breton Island's Tourism Training Network
12. Conseil de la nation Huronne-Wendat — Tous ensemble pour notre avenir
13. Further Education Society of Alberta — Pathways Creating Opportunities for Indigenous Youth Employment in Tourism and Government
14. Gros Morne Institute for Sustainable Tourism Inc. — Leadership and Innovation for the Future of Tourism in Atlantic Canada (LIFT Canada)
15. Groupe artisanal féminin francophone de l'Ontario — La relance de l'industrie hôtelière et touristique comme voie de relance économique
16. Refiner's House of Prayer — Placement Aid and Skills Development (PASD) Project
17. Wheatland Express Inc. — East-central Saskatchewan Tourism and Learning Centre

SIP Legacy Projects

18. BioTalent Canada — Occupational Competencies for Canada's Bio-economy
19. Canadian Council for Aviation and Aerospace — Labour Market Intelligence in the Aerospace Sector
20. Efficiency Canada (Carleton University) — Energy Efficiency Career Hub
21. Food Processing Skills Canada — Professionalizing the Food and Beverage Processing Sector
22. Food Processing Skills Canada — Securing Canada's Food and Beverage Processing Workforce: Labour Market Information Study
23. Information and Communications Technology Council — Towards an Inclusive Smart Economy and Vibrant Society
24. Motor Carrier Passenger Council of Canada — Working Hands-on for an Environment and Effective Labour System (WHEELS)

3.4.3 Labour Market Information

Labour Market Information (LMI) remains an integral component of the Government of Canada's economic agenda.

LMI in Canada includes any employment-related information, whether qualitative or quantitative, that can help Canadians make informed decisions regarding the labour market. More precisely, LMI can include relevant information on the supply and demand of jobs, where they are located, and what they require. It also includes information on wages and other forms of compensation, as well as detailed and aggregate-level information about skills needs and gaps.

ESDC publishes large segments of its LMI online using the Job Bank platform. ESDC also invests in a number of foundational LMI frameworks programs to streamline data collection and measurement of occupational and competency-based information across the country. Foundational frameworks (i.e., classifications, taxonomies, and information systems) provide a common lens and terminology from which to improve the capture and interpretation of LMI data.

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 (NOC 2021 V1.0) gathers information for more than 40,000 job titles classified into 516 unit groups (i.e., occupations that have similar duties and employment requirements). These unit groups are classified based on broad occupational categories within the labour market.

Labour market surveys, research, analysis, and reports are usually based on the NOC. Employment-based programming, such as EI, the Temporary Foreign Worker Program, and programming for the integration of injured workers and persons with disabilities rely on NOC-based information for their policy development, program design, and service delivery.

ESDC, in collaboration with Statistics Canada, undertakes major structural revision of the NOC every 10 years to improve its accuracy and relevance. Structural revisions may include the introduction of new occupations, the merger or deletion of occupations, as well as a review of occupational groupings. This work is informed by research and feedback from stakeholders through an extensive consultation process.

On September 21, 2021, ESDC and Statistics Canada released the new NOC 2021. The redesign of the classification notably moves away from current NOC "Skill Level" categories to an innovative Training, Education, Experience and Responsibilities categorization. This change allows for a clearer distinction between occupations based on their formal training and education requirements.

The Department has worked closely with partners and stakeholders over the past year, including other federal departments and the provinces and territories, to prepare for the implementation of the new

NOC 2021. The new classification was used for the administration of Census 2021. Since that time, programs throughout the federal portfolio have taken steps to integrate elements of the new NOC into their policies and the administration of their programs.

The Skills and Competency Taxonomy (SCT), and the Occupational and Skills Information System (OASIS)

As a natural extension to the NOC, ESDC is developing skills frameworks and systems that outline the competency requirements of Canadian occupations.

ESDC developed a Skills and Competencies Taxonomy (SCT). The SCT is a dictionary of approximately 200 descriptors and accompanying definitions that streamlines terminology across skills, competencies, and occupational domains to improve their comparability across sectors and time.¹⁰³ This work is essential to the development of a Canadian system akin to that of the American O*NET system, which is recognized as an effective model for the provision of detailed skill information for all occupations.

ESDC is also developing its own system that maps skills and competency requirements for all Canadian occupations. This system is known as the Occupational and Skills Information System (OASIS). The OASIS will allow users to understand how over 200 skills, competencies, and occupational work activities from the SCT are applied to approximately 900 occupational profiles. This work has gained in importance as the pandemic has accelerated the transformation of the labour market.

The economic context calls for more granular information about skills to support Canadians through labour market transitions. Furthermore, the need for comprehensive, appropriately structured information on skills is of paramount importance, as job searches, job match processes, and training advice continue to be made available to Canadians online, through modern digital formats.

Canada is adopting common international practises and is leading the way in the development of algorithms that draw on artificial intelligence, 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. Regional and labour market analysts develop and deliver regular LMI based on the NOC and other LMI classifications. These information products and services, which include data on wages, wage analyses, job market snapshots, employment outlooks, and economic forecasts, are made available to all Canadians on the Job Bank website. LMI products help match current and future job seekers, including students and immigrants, to available and potential job opportunities. It also provides them with access to LMI to help facilitate their exploration of educational and training choices and career decisions.

Job Bank is a free-to-use and bilingual platform, which is co-delivered with provincial and territorial governments. Job Bank provides a listing of job opportunities across Canada. Employers can use Job Bank to post their job vacancies and find qualified candidates. Job Bank also supports the delivery of

¹⁰³ LMI Insights Report no. 16, Bridging the Gap between Skills and Occupations: A Concept Note to Identify the Skills Associated with NOC — LMIC-CIMT

other ESDC employment programs and works with private job boards to increase the diversity of jobs that it can offer.

In 2022-23, Job Bank completed several online service enhancements aimed at helping Canadians succeed in the labour market. These included enhancements focused on sustainable employment and responding to skill mismatches.

- Employers can specify if their employment opportunities contribute to the protection or restoration of the environment. They can also indicate if their workplaces have green features via their Business Profiles. A Job Seeker can now select the “Green jobs” filter when looking for employment opportunities
- Employers have two new employment options for targeting the audiences of a Job posting: student job and internship opportunities
- The [Career Planning](#) landing page was revamped. Users now have access to a concise overview of the key steps in a typical career planning model. Advice, resources, and tools are available in a centralized place to help guide users throughout their career planning journeys
- Job Bank introduced the “[Jobs for Ukraine](#)” initiative. Employers who wish to support Ukrainian job seekers can see their job postings identified and found under a specific job search link. Ukrainian job seekers have access to a dedicated page where information about foreign credentials recognition and finding employment are available. Documentation in Ukrainian, Russian, and Polish is available

Key Highlights of 2022-23 - Job Seekers

- 1.71 million of job seekers created a user account on Job Bank, up from \$1.58 million in 2021-22
- Job alerts users, enrolled via AppliWeb, accounted for 87% of the new Job Alerts users, decreasing from 90% last year
- Top occupations of Job Alerts users were in the construction, elementary and secondary teacher assistants, elementary school and kindergarten, and carpenters, which is similar to last year
- 47% of Job Alerts Exit survey respondents stated having found a job up from 46% last year

Website Content Enhancements

The [Hire Newcomers in Canada](#) page has been revamped to better assist employers, with the Foreign Credential Recognition in Canada tool, funding opportunities and resources to hire, integrate, and retain newcomers are now available. Additionally, the [Hire Persons with Disabilities](#) page was updated. It provides several resources to assist employers at each step of the recruitment process - whether national or local in scope.

The diversity and inclusion pages were revamped for both [employers](#) and [job seekers](#). Enhancements are part of ongoing efforts to help equity group members find employment. The [Labour Market News](#) page was also enhanced to provide an overall better user experience.

The Job Bank mobile application completed multiple updates in 2022-23 to align with website changes. Job Bank also launched a specific satisfaction survey for the Mobile App to orient future development. Several back-end changes were also made to maintain the application and to provide job seekers with a seamless experience.

Job Bank receives job feeds from 16 “external” contributors, including some provinces and private job boards, and federal government agencies or departments. In 2022-23, those 16 “external” feeds permitted a total of 811,042 jobs to be added to the Job Bank’s site.

Increased Integrity, Efficiency and Interoperability

Job Bank also worked with stakeholders within ESDC to increase interoperability between programs.

- For the fifth year, Job Bank continued to leverage its job posting capabilities to post Canada Summer Jobs on the Job Bank website and Mobile App
- Job Bank also enhanced its data connection with the EI registration system. This change further improves the results for auto-enrolled users receive via Job Alerts
- Labour Market Bulletins have been changed to a snapshot format. Information is presented as an overview of current labour market conditions. The change provides a summarized and easy-to-read format
- Job Bank completed changes that lead to efficiency improvements. Indicators for both the Job Posting auto-approval rate and the employer file approval rate increased in 2022-23
- Job Bank also updated registration features, such as “Mother’s Maiden Name”: this was changed to the more inclusive “Mother’s maiden name or Parent’s last name at birth”

Key Highlights of 2022-23 - Web Analytics and Job Postings

- The Job Bank website received 79.7 million visits up from 60.2 million visits last year. This represents 218,000 site sessions and 1,552,550 page views per day
 - Of the total visits, 53% viewed job postings down from 54% in the previous fiscal year, leading to over 150 million job posting views, up from 100 million views in the previous fiscal year
 - The Trend Analysis sections (LMI) received about 27,000 site visits per day, an increase from 23,000 in the previous fiscal year, leading to the generation of over 53,000 job profiles daily, up from 48,000 in the previous fiscal year
 - The Career Planning section received close to 1.9 million site visits this year
- The Mobile App received over 1.8 million sessions, an increase from 1.7 million in the previous fiscal year, which led to over 4.0 million job posting views, up from 3.3 million in the previous fiscal year
- Over 1.2 million job postings were available on Job Bank from all sources in 2022-23, reflecting an increase compared with 1.0 million in the previous fiscal year
- Over 86,000 employers, up from 72,000 in the previous fiscal year, directly posted more than 364,000 job postings on Job Bank, an increase from 297,000 in the previous fiscal year. This volume represented over 946,000 job vacancies, up from 788,000 in the previous fiscal year
- About 51,000 job postings directly advertised on Job Bank were associated with the TFW Worker Program up from 36,000 in the previous fiscal year:
 - This represented 14% of the job postings that employers directly advertised on Job Bank, up from 12% last year, and 4% of job postings displayed from all sources, representing a 3% increase from the previous fiscal year
 - Over 60,000 job postings, down from over 110,000 in the previous fiscal year (covering approximately 90,000 distinct vacancies down from 162,500 in the previous fiscal year), were available on Job Bank's Canada Summer Job feature, received from 26,446 employers (down from 40,790 employers in the previous fiscal year)

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 helps Canadians improve their foundational and transferable skills so that they can better prepare for, get, and keep jobs, as well as adapt and succeed at work. This program aligns with the Government of Canada's goal of helping Canadians develop the skills they need for good quality jobs.

Past evaluations of the SFS Program's predecessor, including NESI funded activities, have shown positive results from the 2016-2021 evaluation ([The 2022 Literacy and Essential Skills Program Evaluation](#)).

NESI focuses on research projects that anticipate and help predict emerging foundational and transferable skills needs of designated and/or under-represented groups in the labour market. In line

with departmental direction, 30% of NESI funding supports research projects that target persons with disabilities (10%) and racialized Canadians (20%). Research funded through NESI will allow the SFS Program to:

- understand the evolving foundational and transferable skills gaps across the country, specifically in the context of a changing labour market and through an intersectional lens
- target future project intake processes to respond to emerging priorities and trends

The latest project intake process for NESI funding experienced delays for various reasons. As a result, fewer projects were funded than expected, and many of the projects began in 2023-24, later than expected. Results for those projects will be reported next year.

In 2022-23, NESI funded five projects, which helped to build foundational and transferable skills for refugees, workers in the food manufacturing sector, new and current workers in the fisheries sector in the Atlantic provinces, and Indigenous workers in the hospitality sector.

As an example of results from a NESI project that ended in 2022-23, Classroom Connections' "Employment Essentials: Building sustainable and expandable literacy and essential skills" project offered targeted training for on-reserve First Nations participants in the welding, metalwork, and hospitality services sectors. It created, tested, and evaluated innovative training services to improve the foundational and transferable skills of First Nations members of the Maskwacis region. In its final year, 193 practitioners completed the program, working with 18 partners. This project created assessment tools focusing on five of the Skills for Success: communication, collaboration, creativity/innovation, problem solving, and adaptability skills.

3.4.5 Sustainable Jobs

The Government of Canada is taking action to reduce greenhouse gas emissions to fight climate change, while strengthening our economy by fostering the creation of sustainable jobs. This shift towards a low-carbon economy presents significant opportunities across existing and emerging sectors and will require 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. This document is an interim plan for 2023-25 that precedes and sets an initial framework for the Sustainable Jobs Action Plans that will be released every five years, starting in 2025, to guide and organize efforts to support workers in the economy of the future. This interim Sustainable Jobs 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

Work on these 10 actions is underway, informed by over two years of consultations and conversations with provinces and territories, Indigenous peoples, workers and unions, industry, environmental and civil society organizations, and interested Canadians.

In addition to the release of the interim Sustainable Action Plan, ESDC made several investments in 2022-23, funded in part by EI Part II, that have helped to advance sustainable jobs.

- Each year, the Government provides funding for individuals and employers to obtain training and employment supports through the bilateral **LMDAs** with provinces and territories. Training and employment supports are offered to individuals and employers under these agreements each year, including some that support the net-zero transition

While the Government of Canada provides funding through these agreements, the LMDAs require PTs to consult annually with labour market stakeholders in their jurisdictions to inform the programming that best meets the needs of their respective jurisdictions.

- Through Canada's **ISSET program**, First Nations, Inuit, Métis, and Urban/Non-affiliated organizations have the autonomy to determine their priorities for training and employment supports based on the needs of their people and communities. This includes initiatives that support Indigenous participation in net-zero transition
- Through the **Red Seal Program** there is more specific content being added to national occupational standards that cover 'green learning' objectives and topics such as lowering emissions and pollution, to emerging technologies that impact net-zero climate goals and a reduction in the trades' environmental footprint. For example, in 2022-23, the Red Seal Occupational Standard for Plumber was published, adding learning objectives related to hydronic heating and cooling systems, such as solar and geothermal energy. These can have an impact on achieving net-zero and carbon-neutral commitments. In addition to trade-specific technical content, every Red Seal trade's occupational standard was updated with an overarching section that underlines the importance of the trades in building a sustainable future. This is intended to not only support the "how" but also impact attitudes and awareness among tradespeople and instructors
- Investments in the development and dissemination of **labour market information** to Canadians, using labour market information tools, such as surveys, contributes to a better understanding of the labour demands of a net-zero future, and facilitates informed decision making related to career, education, training and hiring
- Investments in the **Job Bank** green jobs features has helped connect Canadian job seekers with employers contributing to positive environmental outcomes, supporting green economy sectors, or seeking workers with specialized environmental skills and knowledge

The Government will continue to support the creation of sustainable jobs by leveraging current programming and by working closely with stakeholders to help identify the skill sets needed for a low carbon economy and ensure that Canada's entire workforce is equipped to succeed.

3.4.6 Work Integration Social Enterprises research

The Work Integration Social Enterprises (WISE) research program is expected to provide evidence to support the achievement of the Government of Canada's and ESDC's objectives to create a skilled, adaptable, and inclusive workforce and an efficient labour market. This evidence will guide policy and program funding decisions for Government of Canada investments in these areas. These objectives emphasize collaboration with the not-for-profit sector and private business on the implementation of innovative ideas, social partnerships, and social finance approaches. As such, the approach undertaken for the research program itself is an example of this type of collaboration.

This research strategy aligns well with the Government's Social Innovation and Social Finance Strategy and more broadly with long standing initiatives by various governments to support social enterprise as a key business model. WISEs are primary examples of community organizations developing solutions for society's most challenging problems. WISEs continuously look for new sources of revenue and innovative financing to become more sustainable and achieve greater impact.

WISEs may have the capacity to (re)integrate vulnerable populations into existing labour markets, or to create long-term new jobs, and more broadly to increase the employability of disadvantaged populations. The lack of empirical data on the direct labour market impact and other relevant social outcomes of WISEs for different vulnerable populations in Canada presents a barrier to evidence-based policy and program development.

WISE Phase I

ESDC launched the WISE Research program in 2017. It consisted of a five-year longitudinal study composed of six main projects to measure the impact of social enterprises on labour market outcomes for vulnerable populations including specifically: persons with disabilities, youth, recent immigrants, homeless or individuals at risk of homelessness, and Indigenous peoples. Funding was strictly for research purposes and did not cover the WISE organizations/interventions themselves.

The WISE Phase I Research Program was guided by the following key policy research questions:

- Are WISE projects effective in promoting the social and labour market integration of vulnerable individuals?
- Which WISE models and type of training programs work best for their targeted clients?
- How does the success of interventions vary based on different circumstances?
- What is the return on public investment?

These six longitudinal research projects included one project based on a quasi-experimental design and five projects based on multi-site extended case studies. Four of the projects were located in Ontario, one in Quebec, and one in British Columbia. They focused on different at-risk groups, WISE modes of

labour market integration, and training programs. Some of these projects built on previous case study research.

Achievements for the WISE Phase I Research Program in 2022-23:

- The six research teams completed their projects in 2022, marking the end of the WISE Phase I Research Program
- Each team produced and publicly published a final report, highlighting the key results from their research
- Overall, the WISE Phase I Research Program provided evidence that WISE interventions generally lead to improvements in employment and financial outcomes for participants, including increases in the ability to find and keep employment and higher incomes. These interventions were also associated with other positive outcomes for participants, including:
 - on-the-job skills improvements and ability to adapt to change
 - expansion of social networks
 - stronger community relations
 - increased physical and mental wellbeing

One project provided evidence that funding WISE programs can have a positive return on investment.

- The ESDC organised a final workshop in February 2023. A summary report of the final workshop was produced and publicly shared (<https://sprott.carleton.ca/scse/scse-publicationspublications-du-cses/>)

WISE Phase II

As a follow-up to the WISE Phase I Research Program, a Phase II was developed with a focus on the role of the broader social enterprises sector in the work and social integration of Black and racialized groups in Canada. The WISE Phase II Research Program is a multi-project longitudinal study spanning over five fiscal years, from 2022-23 to 2026-2027. It was officially launched in 2023.

The WISE Phase II Research Program will shed light on the following 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)?

The proposed research program is timely as the issue of racial equity and justice is high on the agenda of the Government of Canada. This initiative aligns with the Research & Innovation (R&I) objectives of EI Part II. The initiative also responds directly to a growing need to improve labour market outcomes for equity-deserving groups and racialized workers.

Achievements for the WISE Phase II Research Program in 2022-23:

- A call for proposals for the Longitudinal Research Projects was issued from August to October 2022
- In winter 2022, evaluation and assessment of the proposals were completed. Eleven research projects were selected. Contribution agreements for all eleven research projects were signed in March 2023

ESDC is planning the first workshop, to be held in fall 2023. It will bring together the eleven research teams and a few stakeholders from ESDC to discuss common challenges faced by research teams in launching their research activities.



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, "2022–23" refers to the period starting on April 1, 2022, and ending on March 31, 2023.

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 focuses on Service Canada's administration of the EI program. This includes data on service delivery, the client experience, application intake, claims processing, accuracy reviews, appeals, and recourse.

In 2022–23 as Canadians were adjusting to life following the peak of COVID-19, Service Canada worked to rebuild following several challenging years by bolstering its staffing level and training strategies. The Department saw many of its metrics, including claims applications and inquiries, return to levels last seen before the pandemic. This year Service Canada focused on improvement strategies to address the claims awaiting processing, streamlining the way in which EI workload is assigned, and enhancing the ease with which a claimant can apply for benefits online. All of these measures will enable quick and accurate processing of claims while ensuring mechanisms in place for appeals remain accessible.

2022–23 saw Canadians submit over 2.9 million claims for EI and, on average, eligible claimants received their first payment 24 days after filing. To help ensure that clients are receiving the services they need in a timely manner, a new strategy was implemented to better handle the inevitable peaks in workload faced by call centre and EI processing staff. Staff are now being cross-trained and can move between taking calls and processing claims, as the workload requires.

Over the past several years, there have been more and more fraudulent attempts to access EI benefits. The Department must balance protecting the program from these malicious applicants without hindering the experience of legitimate clients. The department has leveraged new IT solutions and data analytics in an action plan to prevent payments from going to fraudsters. These measures help ensure that honest claimants will receive their payments on time.

Service Canada prioritizes the client experience with the EI program and takes findings from its annual client experience survey seriously. By building upon those findings, listening to Canadians, paying close attention to security, ensuring staff is well-trained, and rebuilding while continuing to deliver improvements to clients, the EI program maintains its firm footing as a statutory benefit available to those who need it.

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 2022–23:** The Service Canada Outreach Support Centre met this target by answering 98% of calls within 5 minutes, compared to 99% last year
- For more on the Outreach Support Centre consult [section 4.3.1](#)

4.1.2 Employment Insurance Call Centre

- **Standard:** For agents to answer EI calls within 10 minutes (once a caller is in the queue to speak to an agent)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2022–23:** The EI Call Centre answered 39.8% of calls within 10 minutes, compared to 40.6% last year

- For more on the EI Call Centre consult [section 4.3.2](#)

4.1.3 Employer Contact Centre

- **Standard:** For agents to answer Employer Contact Centre (ECC) calls within 10 minutes (once a caller is in the queue to speak to an agent)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2022–23:** The ECC answered 79% of calls within 10 minutes, compared to 95.2% last year
- For more on the Employer Contact Centre consult [section 4.3.2](#)

4.1.4 Payment of Employment Insurance

- **Standard:** For EI benefit payments or non-benefit notifications to be issued within 28 calendar days of filing an application for benefits
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2022–23:** ESDC met this standard 76.2% of the time, compared to 85.4% last fiscal year
- For more on EI claims processing and 2022–23 results, consult [section 4.4.2](#)

4.1.5 Employment Insurance requests for reconsideration

- **Standard:** For EI requests for reconsideration decisions to be finalized within 30 days of the request being received
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2022–23:** ESDC met this standard 33.8% of the time, compared to 83.7% last fiscal year
- For more on EI requests for reconsideration and 2022–23 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 2022–23:** SST met this standard 7.4% of the time (compared to 68.8% in 2020–21), with an average processing time of 113.1 days (compared to 42.9 in 2021–22)
 - When including group appeals, the SST met this goal 7.2% of the time with an average processing time of 118.7 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 2022–23:** the SST met this standard 61.2% of the time (down from 82.5% in 2021–22¹), averaging 17.7 days to issue a decision after the hearing compared with 9.0 days in 2021–22
 - When including group appeals, the SST met this goal 59.4% of the time, averaging 18.6 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 2022–23:** SST met this standard approximately 64.3% of the time (down from 95% in 2021–22), with an average processing time of 41.3 days (compared to 23.1 in 2021–22)
 - Including group appeals, the SST met this goal 53.9% of the time with an average processing time of 46.9 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 2022–23:** the SST met this standard 80.8% of the time (compared to 93.9% in 2021–22), with an average processing time of 105 days (compared to 89 days in 2021–22)
- For more information consult [section 4.6.2](#)

4.2 Transformations to improve the future of EI service delivery

Aligned with the Government of Canada [Policy on Service and Digital](#), ESDC is committed to delivering easy-to-use, seamless, digitally enabled services that put the needs of Canadians first. ESDC is undertaking a wide variety of business improvements, modernization and transformation initiatives designed to meet client needs and expectations.

ESDC's transformation work is organized around the following goals that represent the future of the organization:

- **Seamless digital experience:** to provide clients with responsive and digitally enabled services via the channel of their choice
- **Service accessibility:** to improve access for all clients and recipients, develop partnerships, and proactively include all communities

¹ *Erratum:* Last year's Report incorrectly indicated that the SST met this standard 68.8% of the time when, in fact, it was met 82.5% of the time.

- Empowered ways of working: to further empower employees with better tools, technological platforms, and ways of working
- Aligned policy and service design to maximize results: to deliver better results and outcomes by embedding policy and service considerations at the beginning of the design process

To reach these goals, the Department will take a strategic, incremental, flexible, and targeted approach to deliver real solutions of high value to Canadians.

4.2.1 Service transformation and the Benefits Delivery Modernization programme

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 2022–23, BDM continued to build on the foundations it laid in 2021–22 and also took the first steps needed to prepare for the onboarding of EI clients onto the multi-benefit platform over the coming years.

4.2.2 Transformations to the Employment Insurance Program

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 My Service Canada Account (MSCA). The document upload tool:

- is a simpler and faster alternative for claimants
- allows documents to be immediately viewable in their file
- reduces the need for manual intervention from staff

As of April 2022, claimants can now upload most of the documents that Service Canada requires for an EI claim.

Image 1. Annual progression of documents accepted for electronic submission

GOING DIGITAL

Each year since 2020-21, Service Canada has accepted more supporting documents electronically for EI

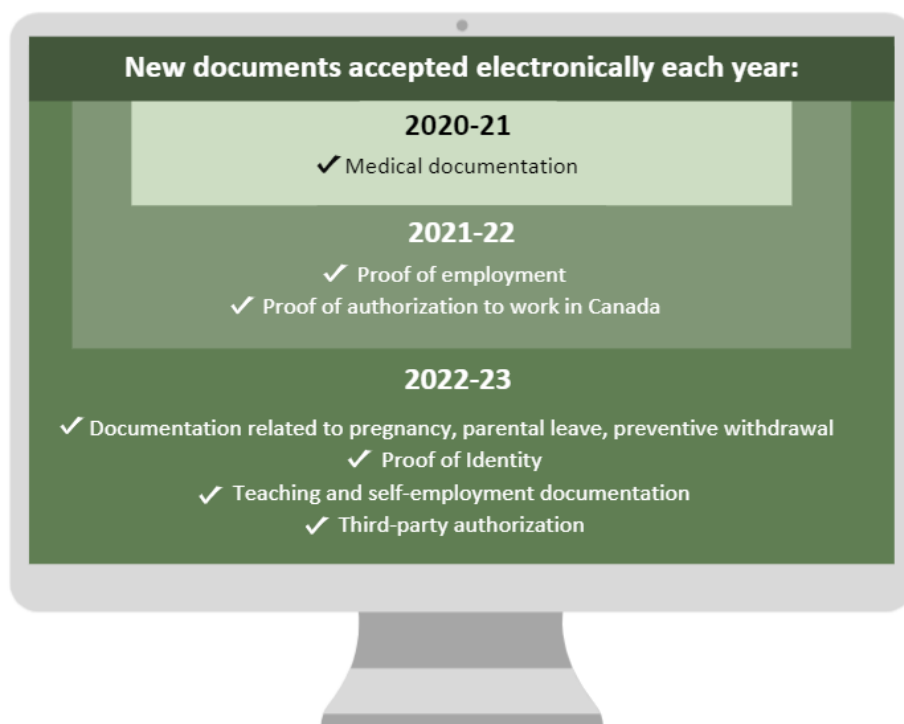


Table 1. Volume of documents uploaded

Fiscal Year	2021-22	2022-23
Number of claimants who have used Document Upload	424,589	555,443
Number of documents uploaded	717,816	1,046,367

In 2022-23, the volume of documents uploaded has increased due to:

- the end of the COVID-19 pandemic temporary measures and the return to standard requirements on documentation needed for an EI claim
- the addition of new document types to the list of documents that can be uploaded

4.2.3 Call Centre improvement strategy

In 2022-23, Call Centres worked on the following improvements and modernization initiatives:

- Technology stabilization work to support Robotic Process Automation (RPA)
 - Call centre agents piloted automations and provided feedback
- Adjusted the system for assigning workload to call centre agents to allow automatic distribution of work and better management of client files
- Continued preparations for future technology upgrades

- Offer a voluntary automated questionnaire to callers to complete at the end of a call. This will be used to measure and rate the client’s satisfaction with their call centre experience
- Improve the client experience to offer a callback when wait times are higher instead of requiring them to wait on hold to talk to a call centre employee
- Enable replacing outdated TTY technology to offer a more modern and real-time service
- Piloted the Integrated Workload and Workforce project, in which call centre and processing resources are managed collaboratively, to achieve the best client outcomes as efficiently as possible. This approach is intended to increase:
 - efficiency in processing by reducing escalations
 - resolutions on calls
 - effective use of employees by placing them where they are needed
- Ongoing work to improve job satisfaction and staff retention

The Call Centre also continued with the following improvement initiatives which began in 2021–22:

- Identifying and training a group of employees to manage overpayments resulting from the EI Emergency Response Benefit (EI ERB)
- Assisting with eServiceCanada requests, providing support to in-person services in response to online enquires
- Reallocating EI Call Centre employees to offline processing work during periods of lower call volumes
 - This increased capacity to address processing inventory volumes allows for more alignment between employees with specific training and knowledge and areas of demand

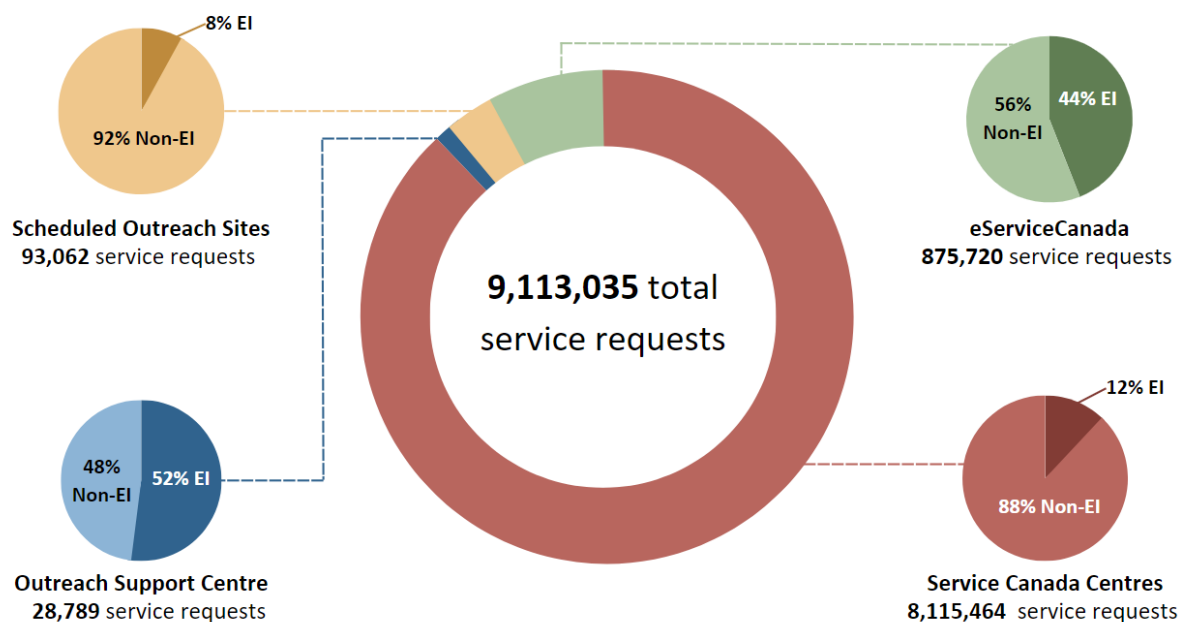
4.3 Client Experience with the EI Program

4.3.1 In person

Service Canada provides services to EI clients in English and French in its 138 bilingual Service Canada Centres (SCC), as per the Official Languages Act. 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 about 100 languages in all SCCs and outreach locations across the country.

Across all programs, Service Canada completed over 9.1 million service requests to clients via eServiceCanada, through the Outreach Support Centres, and in person at SCCs and Scheduled Outreach sites. Of these, over 1.3 million were EI clients. Chart 1, below, provides a summary of how many EI clients and non-EI clients accessed those services in 2022–23.

Chart 1. Service delivery summary



Enhancing the Client Experience

In 2022–23, Service Canada continued to improve its services by:

- upgrading the services provided via eServiceCanada to more efficiently direct EI clients to the channel best suited to their needs
- enhancing training and knowledge for SCC employees to allow them to better assist clients and resolve more cases upon a client’s first contact with Service Canada
 - this initiative introduces functions that an SCC employee can perform with the client, which may avoid a delay in the processing of a claim
 - because clients' issues are resolved immediately, their payments are often issued within just a few days

Service Canada Centres

Service Canada Centres (SCCs) are focused on providing clients with a good experience when they visit an in-person office. Although SCC employees do not process EI claims, they perform support functions for the EI program by providing EI clients with help completing their requests.

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
- clarifying emergency pandemic benefit overpayments
- assisting with converting and EI claim from regular to sickness benefits (or vice versa)

As of March 31, 2023, Canadians were able to access services 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
- 247 Service Canada Scheduled outreach sites and
- 21 Service Canada Centre Passport Services sites that do not provide EI program delivery

In 2022–23, Service Canada in-person staff completed over 940,000 service requests related to EI, which represents 83% of all EI clients served through the various channels. Also in 2022–23, there were almost 180,000 cases where EI Clients self-served using Client Assisted Workstations located in SCCs.

Table 2. 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	536,251	57%
Information	297,044	32%
Application	82,642	9%
Other (including first point of contact, processing support, and T4E inquiries)	24,549	3%
Total EI Service Requests	940,486	100%

**+/- due to rounding %

Consult [annex 4.3.1c](#) for information on the volume of EI service requests at SCCs, Scheduled Outreach Sites, and Client Assisted Workstations.

eServiceCanada

[eServiceCanada](#) remained available in 2022–23 for Canadians who wanted to use the online portal instead of going in person to an SCC. eServiceCanada 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. These requests are routed to staff who contact the client within 2 business days. Staff is available to answer questions, help with applications, and provide individualized support to EI clients.

Over 875,000 requests were made via eServiceCanada in 2022–23, of which 382,000 were for EI. Consult [annex 4.3.1d](#) for volume of EI eServiceCanada requests by region.

In 2022–23, 77% of clients who made an eServiceCanada request were contacted by Service Canada staff within 2 business days, and 25% of those service requests were related to EI.

Table 3. EI services requested through the eServiceCanada portal

EI service request selections*	Number of times selected	% of Total
Help applying for EI	110,082	23.61%
General EI information	95,517	20.48%
Update direct deposit/address	78,288	16.79%
Obtain overpayment information on the CERB initial \$2000 payment	72,450	15.54%
Submit additional information and/or supporting documents	47,131	10.11%
Help with claimant reports	37,015	7.94%
ROE web - Primary Officer identity validation	13,798	2.96%
Get an access code to register for My Service Canada/temporary EI access code	7,364	1.58%
Obtain information on a T4E	4,658	1.00%
Grand total	466,303	100.00%

*Clients can identify multiple reasons for one single eService request

Reaching at risk and remote populations

In 2022–23, the department continued to help Canadians and implement strategies to take into account marginalized, underrepresented, and at-risk clients who can sometime face difficulties and barriers in accessing and obtaining services. Through services such as Scheduled Outreach Sites, Community Outreach and Liaison Service, Service Canada Outreach Support Centre, and service referrals, Service Canada enhances access to government services and benefits for all clients, with a particular focus on those who are at risk of not receiving the benefits to which they may be entitled.

Scheduled outreach sites

Scheduled outreach sites provide different points of service located in host sites within communities, on a scheduled basis. These sites offer services as an extension to SCCs². To accomplish this, the Service Canada staff travels to a pre-determined location, typically in rural or remote areas, that are otherwise underserved.

During 2021–22, the scheduled outreach sites were closed due to COVID-19. However, an assessment exercise was conducted at the end of that year to ensure host communities and Service Canada were ready to safely reopen these sites. The reactivation of scheduled outreach sites was implemented in a phased approach³. As of March 31, 2023, 208 out of all 247 scheduled outreach sites had been reactivated.

² Scheduled outreach sites can be found as extensions to SCCs 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.

In 2022–23, the in-person service staff in scheduled outreach sites completed a total of 93,062 service requests, of which, 7,226 were related to the EI Program.

Table 4. 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	3,962	55%
Information	2,009	28%
Application	1,131	16%
Other (including first point of contact, processing support, and T4E inquiries)	124	2%
Total EI service requests	7,226	100%

*+/- due to rounding %

Community Outreach and Liaison Service

Another service provided by Service Canada to support at-risk populations is the Community Outreach and Liaison Service (COLS). This service focuses on building relationships with communities and stakeholders to facilitate the delivery of services to populations who otherwise may face barriers to access, are facing labour market adjustments⁴, or have been impacted by hazardous weather events. It provides expanded reach and scope to support vulnerable clients to have access to programs, services, and benefits provided by ESDC. COLS helps to create awareness of the programs and connects clients with EI personnel.

In 2022–23, COLS continued to provide outreach to employers and workers facing labour market adjustments by offering EI application assistance, EI information sessions for those affected by mass layoffs, and program information for employers.

Through partnership with provincial and territorial governments, information sessions guide workers through the different steps and stages of applying and receiving EI. These sessions also include information on other federal programs and services, including the Canada Pension Plan (CPP), Old Age Security (OAS), the Job Bank, and My Service Canada Account.

In 2022–23, the COLS teams conducted 1,039 EI-related information sessions, to 12,921 participants.

Table 5. EI-related COLS activities delivered to various client groups in 2022–23

Client group	Number of EI information/application sessions	Number of mass layoff sessions	Number of work-sharing sessions	Number of attendees
Citizens	177	228	147	8,334
Employers	58	71	157	2,936
Other stakeholders	173	19	9	1,651

For more on COLS information sessions, consult [annexes 4.3.1e–i](#)

⁴ Labour market adjustments refer to fluctuations in the labour market that affect employees and employers.

Service Canada Outreach Support Centre

The Service Canada Outreach Support Centre (OSC) is a toll-free service that acts as an alternate service delivery mechanism through which Indigenous, underserved, and at-risk populations can access Service Canada programs and services. Originally launched during the COVID-19 pandemic as a stopgap measure, it is now a permanent service delivery option that ensures continuity of service when face-to-face interaction is not possible. Among its services, the OSC assists clients facing barriers to access with the completion of their EI applications and support in emergencies, such as during wildfires and flooding across the country. Furthermore, the OSC is expanding Service Canada's reach in communities by collaborating with various national and community partners to better support EI clients through transfers, including the [2-1-1 service](#) and the Canada Revenue Agency's Individual Tax Filing Assistance line.

In 2022–23, the OSC continued to connect clients with Service Canada representatives to receive assistance with enquiries regarding the EI program. It also provides support to hearing-impaired clients by enabling them to communicate directly, and in real time, with OSC staff through the VOCALLS system, using a teletypewriter (TTY).

In 2022–23, the OSC received 24,500 calls and completed 28,789 service requests.

Of these service requests:

- 2,386 were for EI information
- 12,723 were for EI related service requests

In 2022–23, the OSC surpassed its service standard (90% of calls answered within 5 minutes). 98% of calls were answered within 5 minutes, compared with 99% last fiscal year.

As of March 31, 2023, 468 unique Indigenous communities received services through the OSC. From these communities, 3,532 callers were assisted with 3,663 EI service requests, which include:

- 430 Information requests
- 471 Application assistance
- 2,762 Follow up / First Point of Contact Resolution

Service Referral Initiative

Service Canada leans on community organizations to help identify at-risk Canadians that may be eligible for federal services and benefits, including EI benefits. The Service Referral Initiative builds on Service Canada's and local organizations' shared commitment to helping those most in need. Community organizations have knowledge, connections, and build trust with certain segments of the Canadian population. Partnering organizations offer referral services to Canadians, such as sharing basic information on government benefits and services, including EI. And can also refer them directly to a Service Canada staff member through a form referral, or to the OSC for tailored support.

In 2022–23, 736 referrals were made by 64 partners in every Service Canada region across the country, including 91 referrals 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 agents respond to questions about the application process for EI, eligibility for EI benefits, and enquiries specific to claimants' EI files. Agents resolve enquiries by:

- providing claim-specific information
- updating information on the claimant's file (for example, changing an address or direct deposit information)
- processing claimant reports for which a client requires an agent's intervention in order to access the payment to which they are entitled
- adjudicating a wide variety of non-contentious issues (such as claim calculation and reason for separation)

In 2022–23, staffing levels decreased from approximately 3,000 full time agents in 2021–22 to an average of 2,625 agents over the year. This reduction is due to the forecast of reduced call demand. The EI Call Centre had a turnover rate of 47.5%, up from 38% last year, of which approximately two thirds permanently left (including resignations and retirements).

Call volume

Image 2. EI Call centre call volume



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 2022–23, 56% of calls (10.0 million) were resolved⁵ in the IVR system without the need to speak to an agent. This is a decrease in the percentage of calls resolved in the IVR, compared to 60% in 2021–22, but remains higher than 2020–21 (54%) (consult [annex 4.3.2a](#)).

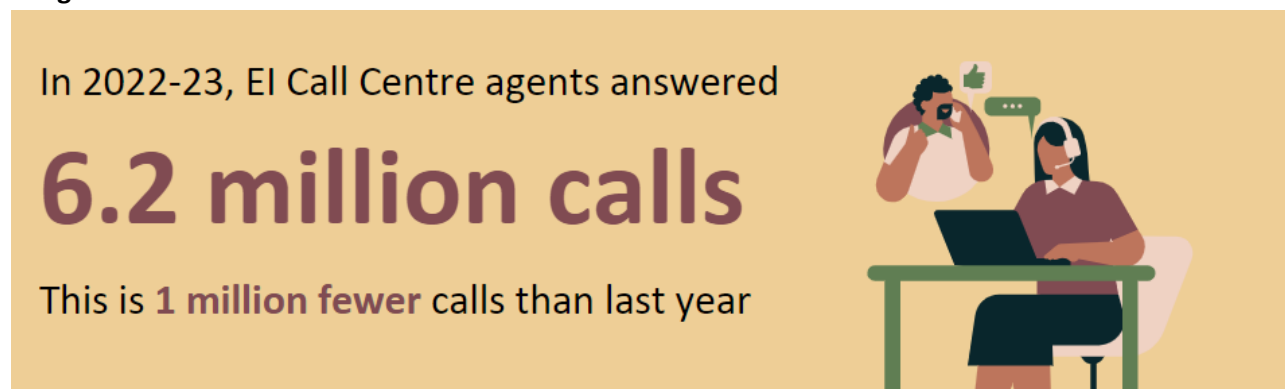
Agents are available to guide clients through issues not resolved by self-service. For this reporting year, the top 5 reasons clients requested agent-assisted services were regarding:

1. Questions about the status of a claim/decision
2. Support to complete a claimant report
3. Support to complete an electronic claimant’s report started through a self-service option
4. Help on how to file their application
5. Questions about the status of an expected payment

Calls answered

Coming off a historic peak in number of calls answered in 2021–22, 2022–23 saw a decrease of 1 million calls answered to 6.2 million calls answered by a call centre agent (consult [annex 4.3.2b](#)). The volume of new revisions of claims as well as revisions waiting to be processed remained high.

Image 3. Calls answered at the EI Call Centre



In 2022–23, the average call length was about 3 minutes longer than in 2021–22, at approximately 19 minutes. Call length is affected by the nature and complexity of the calls received, such as calls related to potentially fraudulent activity. The fiscal year 2021–22 had additional complex situations such as EI Emergency Response Benefit repayments. Call length is also affected by the proportion of new staff, who generally have longer call lengths than more experienced agents. In 2022–23, the number of call centre agents who had at least a year of experience increased to 54.2% (from 44.4% in 2021–22). It remains below the level in 2019–20 when 68.9% had at least 1 year of experience.

⁵ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to an agent afterward.

Agent availability and caller wait times are two important performance indicators for call centres:

- Agent availability represents the percentage of call attempts⁶ that are successfully placed in queue to wait to speak to an agent.
- Caller wait times represents the amount of time a caller is in queue waiting to speak to a call centre agent.

In 2022–23 agent availability increased to 99.7% compared to 2021–22 when agent availability was 98.9%. Also in 2022–23, the average annual wait time to reach an agent was 18 minutes, which was 2 minutes shorter than in 2021–22. For information on the rate of callers who chose to hang-up, rather than wait to speak to an agent, consult [annex 4.3.2c](#). The changes and improvements to agent availability and caller wait times is directly related to the following initiatives:

- the 2019–20 migration to the modernized call centre platform, the Hosted Contact Centre Solution (HCCS)
- upgrades to queue capacity
- maintaining a higher staffing level

HCCS allows all callers to access the call centre queue and wait to speak to an agent. Consequently, the increase in agent availability for the EI Call Centre results in longer wait times for callers but more answered calls.

Factors affecting Call Centre performance

The number of calls received throughout the year from clients waiting for EI claim decisions remained high in 2022–23. Claim status enquiries are directly correlated with the volume of EI claims submitted or referred but not yet processed.

Increased fraudulent attempts to access EI benefits resulted in more calls from impacted clients. Calls from these clients also took longer to handle. Consult [“Balancing integrity measures and the client experience”](#) in section 4.5.3 for further details on the Department’s response to fraudulent activities.

Calls resolved at first point of contact

Once a client connects to a call centre agent, most of their telephone enquiries are resolved at that initial point of contact. There may be cases where the call centre environment is not well suited to handle a request. If this is the case, the call centre agent sends the request to EI processing staff 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 agent can address the client’s enquiry during the telephone interaction.

⁶ A single client may represent multiple call attempts to call centres.

During 2022–23, the percentage of calls that were resolved by a call centre agent with no additional follow-up required increased by 4.4% to 87.8 % (consult [annex 4.3.2d](#)), continuing to stay above the 81.5% result for 2018–19, the last full year before the COVID-19 pandemic. This increase is due to a higher ratio of experienced call centre staff. Having more experienced staff means that call centre agents can make decisions in more cases, have better access to advisors during complex calls, and submit fewer callback requests. Furthermore, if a new (or reactivated) claim is already in the queue for processing and all the necessary information is in the file, call centres no longer request that clients be called back on status enquiries. These changes streamline the work and mean that call centre staff are better able to concentrate on resolving enquiries and facilitate the processing of more claims.

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 70 full-time agents.

Call volume

Clients made 491,169 calls to the ECC in 2022–23, which is up by just 434 calls over last year. This volume includes:

- calls answered by ECC agents
- calls for which the self-serve option resolved the clients' needs
- calls for which the caller chose to abandon while waiting to speak to an agent
- calls prevented from accessing an agent

In 2022–23, 162,494 calls were resolved in the IVR system⁷, which was a decrease compared to 175,964 calls the previous fiscal year.

Calls answered

The ECC answered 303,274 calls in 2022–23, which is 4,312 fewer calls than in 2021–22. 99.7% of clients who opted to speak to an ECC agent were placed in queue in 2022–23 compared to 100% last fiscal year.

The following are the top 5 reasons employers called the ECC to speak to an agent for assistance:

1. To enquire about record of employment (ROE) Web registration and login.
2. To order paper ROE forms (consult [section 4.4.1](#)).
3. To receive help about block specific information on ROEs.
4. To enquire about the status of an application for a Labour Market Impact Assessment through the Temporary Foreign Worker Program.

⁷ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to an agent afterward. It does not measure client satisfaction and is an internal organizational performance indicator.

5. To receive help on how and when to issue an ROE.

In 2022–23, record of employment on the web (ROE Web) remained the ECC’s main service offering for the third consecutive year. The shift from requests for paper ROE forms to ROE Web observed in 2020–21 has become a general trend.

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 79% (245,956) of calls within 10 minutes, which is a decrease of 16.2% compared to the previous fiscal year. The average length of time clients had to wait to speak to an agent increased to 5.4 minutes from 1.4 minutes in 2021–22. The number of clients who chose to hang up after being placed in queue increased to 24,058 from 6,979 calls the previous year. One reason for this year-over-year increase in wait time relates to fluctuation in staffing during peak periods. Also, even though the top reasons people called the ECC remained consistent, there were some shifts in the volumes and types of these calls due to fewer short and straightforward calls (such as paper ROE orders and referrals) and more complex calls (such as ROE Web support).

In 2022–23, the ECC improved its service delivery and ability to address client issues. Historically, ECC agents had to refer the callers to the EI Call Centre when a change was required to an ROE. Effective May 2, 2022, ECC agents were granted new system access allowing them to make some ROE corrections and to advise callers on how to amend an ROE in real time, while the caller is on the phone. This implementation supports the ongoing commitment to improve service delivery and aligns with the integrated channels service strategy.

Training for call centre agents

The EI Call Centre and the ECC are committed to ensuring that clients receive consistent high-quality service. Agents are supported in delivering on this commitment from the moment they are hired, beginning with an extensive training program.

The initial training for call centre agents varies by program. EI Call Centre agents receive a minimum of 10 weeks of onboarding training, whereas ECC agents receive a minimum of 8 weeks. The training takes various forms, including computer-based learning, classroom instruction, practical exercises, and reading materials. A post-training monitoring program ensures that agents are supported as they begin to answer calls. Even once agents begin to work more independently, ongoing support is available through a dedicated agent-assist telephone line. Call centre agents receive additional training as required when 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 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 92%.

The objectives of this 1-day session are to:

- help employees improve their ability to recognize an emotional or mental crisis in themselves, their co-workers, or their clients
- identify and apply coping mechanisms to help them through a crisis
- identify and apply tools to de-escalate issues present because of a crisis
- identify available resources

The Department ensures that ongoing support is available to employees as they progress in their call centre careers with the implementation of a 3-year training cycle. 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 agents through training, Service Canada ensures the delivery of high-quality service to clients. The Department does this through its National Quality and Coaching Program (NQCP) for Call Centres.

Through the program, agent calls are monitored on an ongoing basis. Agents receive regular feedback to ensure that they provide accurate and complete information. Feedback may include coaching or training plans tailored to individual needs. Additional monitoring can also be completed as part of these plans to ensure continued performance improvements. To ensure consistency across the network, national calibration sessions are held to ensure that the same monitoring criteria is applied across all call centres.

The NQCP evaluates specific elements of calls to the call centres to ensure quality of service. These elements include professionalism, authentication, accuracy, and resolution of the client's needs. The elements are categorized as meeting, partially meeting, or not meeting quality expectations. Of note, when the program categorizes an element as partially meeting quality expectations, it denotes that the agent has adequately fulfilled the essential criteria for that element, but observations for minor areas of improvement that did not affect the client have been identified.

In 2022–23, 84.75% of the reviewed calls to the EI Call Centre adequately fulfilled the essential criteria for calls. The specific element "Provides Accurate and Complete Information" is a key indicator of the result achieved for the client. For this element, 88.87% of reviewed EI calls adequately fulfilled the essential criteria.

For the ECC, 95.59% of calls monitored adequately fulfilled the essential criteria for calls, and 95.60% of reviewed ECC calls adequately fulfilled the essential criteria for the element "Provides Accurate and Complete Information."

In addition to the Department's formal quality program, clients may provide feedback about their service delivery experience, either directly to a call centre agent or to the Office of Client Satisfaction. Call centre agents have an ID number assigned to them. Clients can request this number during any call and reference it when providing feedback.

4.3.3 Online

Canada.ca

Clients are encouraged to visit the [main website of the Government of Canada](#), to find detailed information on the EI program.

The EI information and services available online, remains some of the most popular content visited in 2022–23.

As of March 31, 2023, there were 39 million visits across all EI web pages, down from 60 million visits in 2021–22.

In 2022–23, 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

The EI regular benefits pages had 7.2 million visits in 2022–23. There were 22% fewer visits than in 2021–22. 38% of those visits went on to start applications using AppliWeb, similar to the 39%⁸ in 2021–22.

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.

⁸ *Erratum*: last year's Report incorrectly indicated this percentage as 46%.

In 2022–23, the data shows that:

- 421,097 clients used the estimator tool, generating 879,045 estimates
- there were 2.7 million visits to the EI maternity and parental benefits information pages, a 10% increase over 2021–22
- 15% of visitors to the maternity and parental benefits pages went on to start applications for benefits

EI sickness benefits pages

The EI sickness benefits pages had 2.4 million visits in 2022–23, which is 7% fewer visits than in the previous year. About 26% of those visits went on to start applications.

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 Service Canada Centres. Information shared by claimants is automatically transferred to their EI files and used to support claim processing automation.

Image 4. Applications submitted using AppliWeb



For more on AppliWeb, consult [annex 4.3.3a](#).

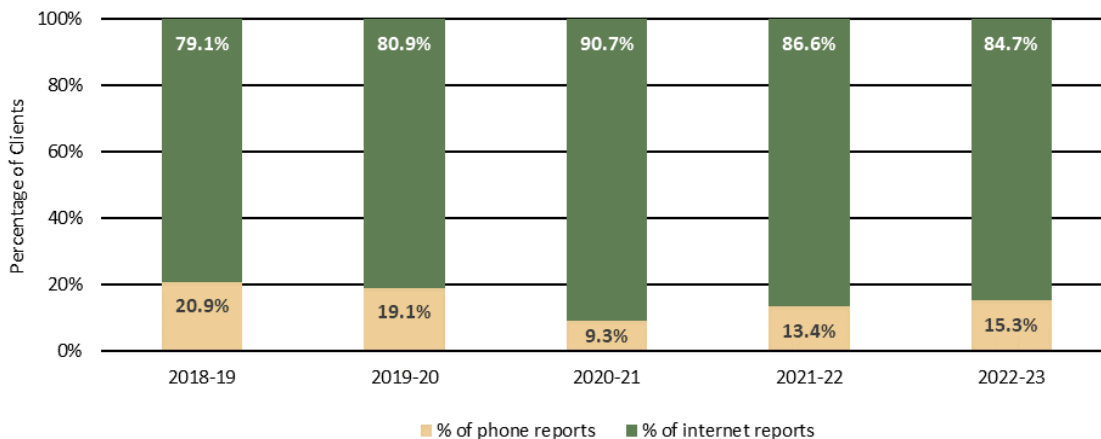
Electronic reporting

Every 2 weeks, claimants must complete EI reports. In their reports, claimants provide responses to a series of questions. Their answers determine if they are entitled to benefits.

Electronic reports can be completed using the phone or the internet reporting services. While both services are simple, secure, and always available, the internet reporting service offers additional electronic questionnaires. Instead of having to contact the call centre, claimants are prompted to provide supplemental information directly in their reports. The information is instantly transferred to their EI file and may result in faster payment processing for claimants.

In 2022–23, the internet service remained the preferred electronic reporting method for EI at 84.7%. The remaining 15.3% of electronic reports were completed by phone, returning to pre-pandemic levels.

Chart 2. Preferred methods for completing EI reports



My Service Canada Account

My Service Canada Account (MSCA) is an online portal that can be accessed through Canada.ca.

MSCA allows users to view and update their information for:

- EI
- Canada Pension Plan (CPP)
- CPP disability
- Old Age Security (OAS)

MSCA offers self-serve options and is available 24 hours a day, 7 days a week, from anywhere with internet access. The MSCA portal contributes to accessible, accurate, and timely services for Canadians. Also through the MSCA secure online portal, users can access a virtual assistant chatbot that helps them find information on many programs and services, including EI. In 2022–23, a total of 327,127 chat sessions were conducted.

Using MSCA, EI claimants can:

- check the status of their applications and transactions, including payment information
- receive information from Service Canada about their claim
- get their T4E tax slip
- view previous EI claim information
- submit, view, or print supporting documents
- view and print their electronic records of employment

In 2022–23, ESDC introduced features enabling claimants to view, download and print copies of uploaded documents, including EI decision letters. This year, a total of 69,267 EI decision letters were issued and 84% 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](#).

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 2022–23 and continues to help to protect user’s personal information and prevent unauthorized access to MSCA.

Online literacy and accessibility

ESDC’s top 150 web pages (which generate over 90% of all visits to ESDC pages) continue to meet the grade 6–8 literacy standard level.

In 2022–23, 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 2022–23

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. The 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 2022–23 Survey results⁹ for EI clients reflect the service experience of claimants who received an initial decision between January 1 and March 31, 2023, inclusively. This is the sixth wave of the annual Service Canada CX survey and was preceded by the EI Service Quality Review Survey in 2017.

⁹ The detailed Client Experience Survey report including the 2022–23 results will be available in the spring of 2024 on the Library and Archives website and on Canada.ca.

El sample, statistical information, and statistical errors

For the current survey, ESDC selected a random sample of recent clients, organized by province and territory, from the EI administrative databases¹⁰. The sample included new and repeat clients, whether granted or denied benefits, including all benefit types¹¹. 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 findings

Overall

Results from the Service Canada Client Experience Survey 2022–23 found that 78% of EI clients were satisfied with their overall service experience. This is comparable to the 76% of EI clients who were satisfied in 2021–22, but lower than the 84% of EI clients satisfied in 2020–21.

Client groups

- Satisfaction was higher among the following client groups:
 - Seniors (aged 60 and over), 87% of whom were satisfied
 - EI clients residing in the Atlantic region, 90% of whom were satisfied
- Overall 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 among clients with disabilities (69%) and clients who experienced restrictions accessing services (71%)

Service accessibility

40% (2 out of 5) of the surveyed EI clients responded that they encountered a barrier to access services, compared to 43% in 2021–22. The access barriers varied from not having access to internet (8%) or a device (8%) to not being able to visit a Service Canada office during business hours (21% of EI clients).

Drivers of satisfaction

Improving the following service attributes would have the greatest positive impact on overall satisfaction for EI clients in 2022–23:

- Reasonable timeliness
 - 66% of EI clients found the timeliness for going through the client journey¹² reasonable, compared to 69% of EI clients that found the timeliness reasonable in 2021–22
- Getting help on their application when needed

¹⁰ The 2022–23 CX survey overall results for EI are based on answers from 1035 clients that submitted a claim and received a service outcome in 2022–23. The margin of error is +/- 3.0%. For smaller subgroups of respondents, the research company calculates whether a variation in a result is statistically significant.

¹¹ Renewals and revisions claims were not included in the sample as these actions occur after clients have accessed the program.

¹² Client journey is defined as from when clients started gathering information to when they receive a decision.

- 63% of EI clients found it easy to get help on their claim application when they needed it, compared to 58% of EI clients in 2021–22
- Receiving consistent information
 - 78% of EI clients agreed that they received consistent information throughout their client journey, compared to 76% of EI clients in 2021–22

Service channel satisfaction

EI client satisfaction across various service channels changed as follows (consult annex [4.3.4a](#)):

- Specialized call centre satisfaction increased to 71% in 2022–23 compared to 63% in 2021–22
- Online channel satisfaction stayed stable at 72% in 2022–23 compared to 71% in 2021–22
- In-person channel satisfaction stayed stable at 73% in 2022–23, also 73% in 2021–22

Service channel usage

- 36% of EI clients reported only using self-service tools (without assistance by phone or in person) to complete their client journey, 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, 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 all stages of their client journey compared to last year and they were also less likely to have self-served at the application stage
- EI clients were also 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

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 ROE to:

- determine eligibility to benefits
- calculate the benefit rate
- calculate the number of weeks of entitlement to benefits

Employers and payroll service providers play a crucial role in EI claim processing. To avoid delays in the payment of EI benefits, employers must complete ROEs in a timely and correct manner. Failing to issue ROEs, issuing incorrect ROEs, or delays in issuing ROEs can affect payments for eligible claimants, since obtaining information from employers or manual interventions may then be necessary to process claims.

Image 5. Number of records of employment issued



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 2022–23, 42,939 employers registered to ROE Web, compared to 40,231 in 2021–22.

For more on electronic ROEs, 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, EI systems stop the claim automation process if comments are detected. Staff must then review and process the comments manually.

In 2020, Service Canada started using an artificial intelligence (AI) model to process employer comments on ROEs. The AI model reduces the need for human intervention and supports claim processing automation. In 2022–23, the AI model processed a percentage of comments similar to 2021–22.

Table 6. Percent of ROE comments processed by artificial intelligence

Fiscal Year	2020–21	2021–22	2022–23
Number of ROEs with comments issued	1,250,000	1,300,000	910,000
% processed by AI	47.9%	34.5%	33.7%

4.4.2 Claimant application intake and processing

A national network of staff processes EI claims. They sort, review, and make decisions about EI applications with support from EI processing systems. These systems automate the processing of claims and the management of the workload.

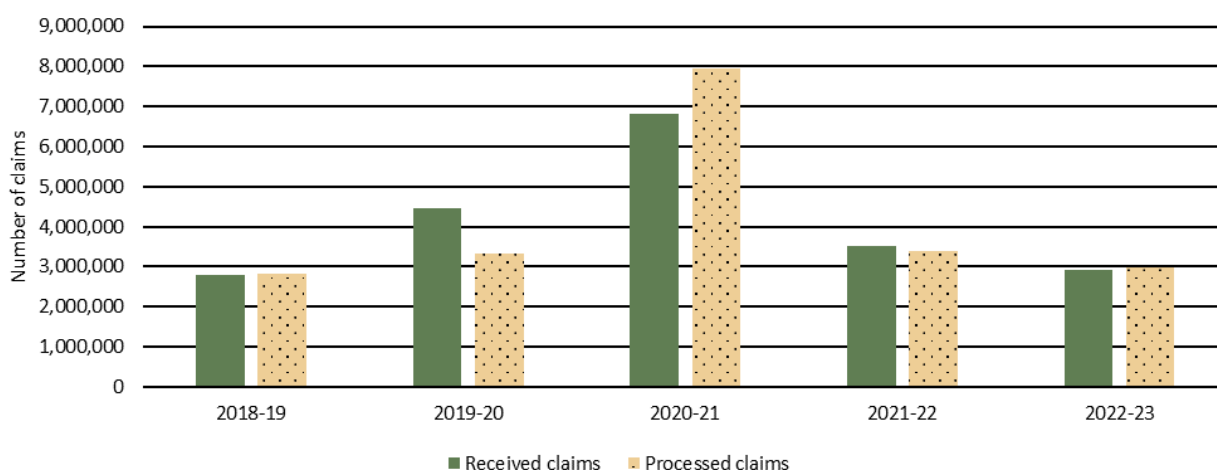
Claims received

In 2022–23, 2,904,173 EI claims were received, compared to 3,512,858 in 2021–22. The decrease in these numbers indicates a return to pre-pandemic claim volumes.

Claims processed

In 2022–23, the Department processed 2,975,644 EI claims, compared to 3,387,201 in 2021–22. The average time for eligible claimants to receive a first payment was 24 days from filing an application, compared to 18 days in 2021–22.

Chart 3. Claims received and 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 had increased claim automation, resulting in faster processing times. In September 2022, the simplified measures ended, which reduced claim automation and increased the need for manual intervention to process claims. This greatly contributed to longer processing times, compared to 2021–22.

Table 7. Percentage of claims processed within a given number of days

Number of days	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%

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. Staff then review those claims. 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, there is an important inventory of claims pending review.

Most of the claims pending review require fully trained and experienced staff. In 2021–22, only a limited number of staff members had all the knowledge required to review claims.

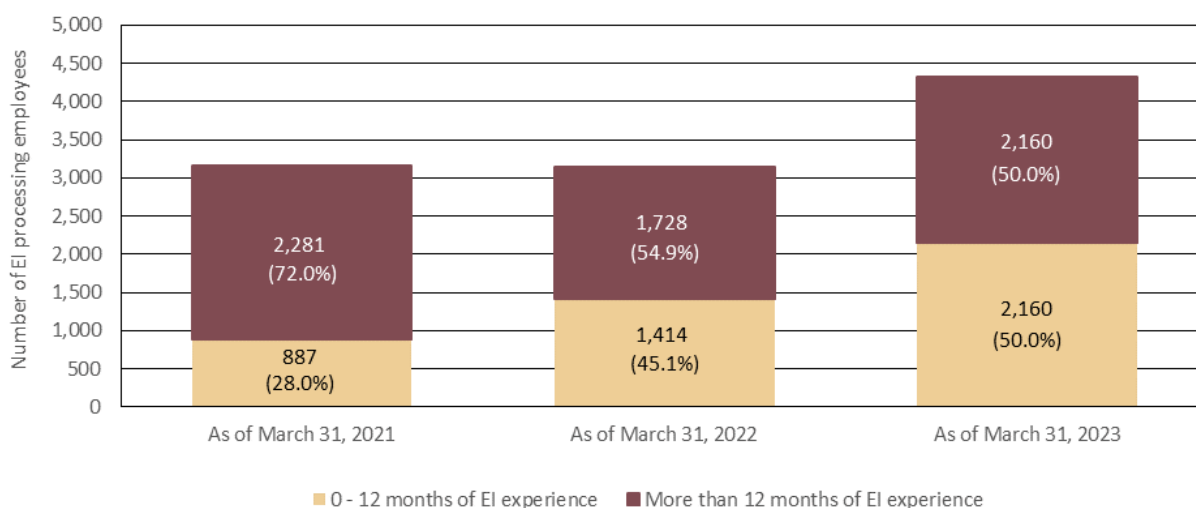
In 2022–23, the Department implemented a multi-year strategy to reduce the inventory of claims pending review to a sustainable level and to improve its capacity to meet service standards. This year, the following measures were put in place:

- hiring new resources and enhancing the skills of existing staff
- integrating its workforce to better manage workload peaks

Hiring and training

In 2022–23, ESDC increased its workforce and continued to train new and experienced employees to maintain EI processing operations. The Department hired and trained 640 additional staff to meet the service standards moving forward.

Chart 4. Number of EI processing staff with over 12 months experience



New staff must go through extensive training, and it takes up to 2 years before they are able to perform all the duties of an EI processing officer. The training program is comprised of multiple modules staggered over time. The format is designed to:

- handle large volumes of staff in training
- remain flexible in the face of legislative changes
- support managers' plans for future hiring needs

As in previous years, Service Canada had a consistent turnover rate of EI processing staff, mostly due to experienced staff progressing in their career paths and moving into management and expertise positions. To lessen the impact of staff turnover, the Department dedicated additional training efforts to further develop the skills of its less experienced staff.

Results of this hiring and training initiative on EI processing operations will be reported upon in future iterations of this Report.

Integrated Workload and Workforce

In 2022–23, the Department implemented the Integrated Workload and Workforce (IWW) strategy. This strategy combines call centre and processing staff to better manage workload peaks.

Based on the EI call centre volume of calls during the week, these staff members are assigned where they are most needed: answering the phone in busy call centre periods or processing EI claims. Normally, call centre staff can only make simple decisions on EI claims. With this strategy, while on the phone with claimants, staff can also process cases that would otherwise be sent to the processing centre. By extending the services offered over the phone, the IWW strategy speeds up processing times for claimants.

This year, this initiative led to staff resolving 87% of calls with no outstanding issues or decisions.

4.5 Service quality

Canadians expect sound stewardship and accountability from the EI program. Service Canada has well-established activities, processes, and tools in place to prevent, detect, and manage errors both while claims are being processed and afterward. These quality assurance activities ensure that the right benefits are paid to the right person in the right amount the first time. Having these assurances in place improves the quality of EI services, strengthens the integrity of ESDC programs, and demonstrates effective and prudent stewardship of public resources. 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

In August 2022, the Department created the EI Quality Council. This entity brings together officials from across the EI program with a mandate to analyze the results of the PAAR and PEAQ programs and identify solutions to known quality issues. Results of the EI Quality Council work will be discussed in future iterations of this Report.

4.5.1 EI Payment Accuracy

The EI Payment Accuracy Review (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

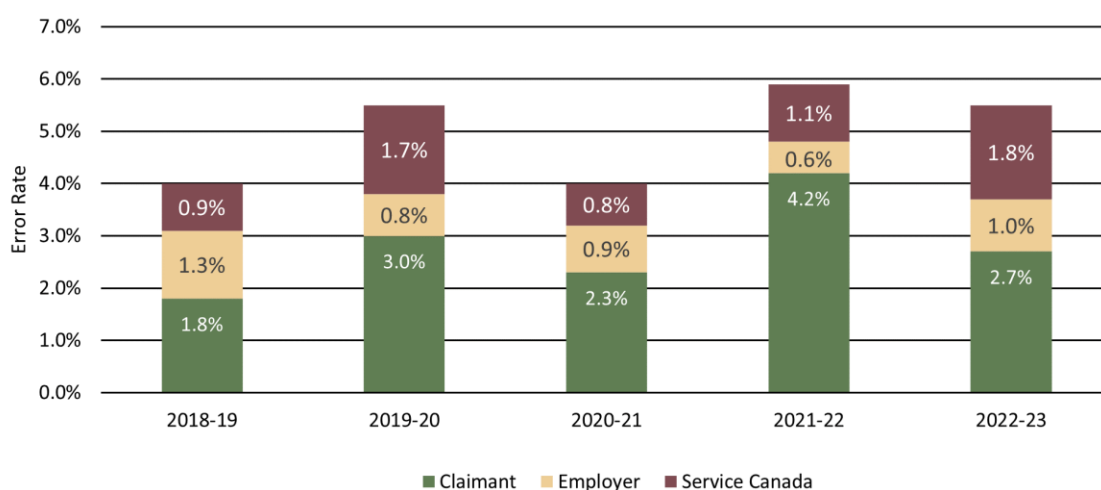
For the 2022–23 fiscal year, the EI PAAR sample consisted of files selected monthly using a stratified Simple Random Sampling (SRS) method. Estimates were produced using results combined over 12 months based on a total of 504 reviewed files.

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 claimants, employers, and Service Canada generated errors. As was the case last fiscal year, the EI PAAR rate for 2022–23 is slightly below target and stands at 94.5% (consult [annex 4.5.1a](#)).

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.

Claimant error rate

This year, the claimant error was 2.7%. 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 1.0% 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 95% 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

Finally, errors attributed to Service Canada processing staff account for 1.8% of the errors identified in 2022–23. 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 investigating these errors to identify areas for improvement and enhance accuracy and Service Canada persists in its endeavours to automate processing and improve policies, procedures, and tools, aiming to effectively mitigate the error rate.

4.5.2 Processing Excellence, Accuracy and Quality program

The EI Processing Excellence, Accuracy and Quality (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 2022–23 fiscal year, the organisation committed to reviewing a certain number of work items (WI) per person for all processing staff. This resulted in a total of 19,640 WIs 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 approved by the National Operations Committee) was met last fiscal with a result of exactly 80%. Specifically, as PEAQ reporting on errors includes both confirmed and potential errors, a minimum of 80% of the WIs reviewed did not contain any issues that would affect client outcomes. PEAQ Quality Services collaborates closely with the Business Expertise Advisors (BEAs) to ensure consistency and accuracy through regular bi-weekly calibration sessions. 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, which are intended to confirm whether claimants met the 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.

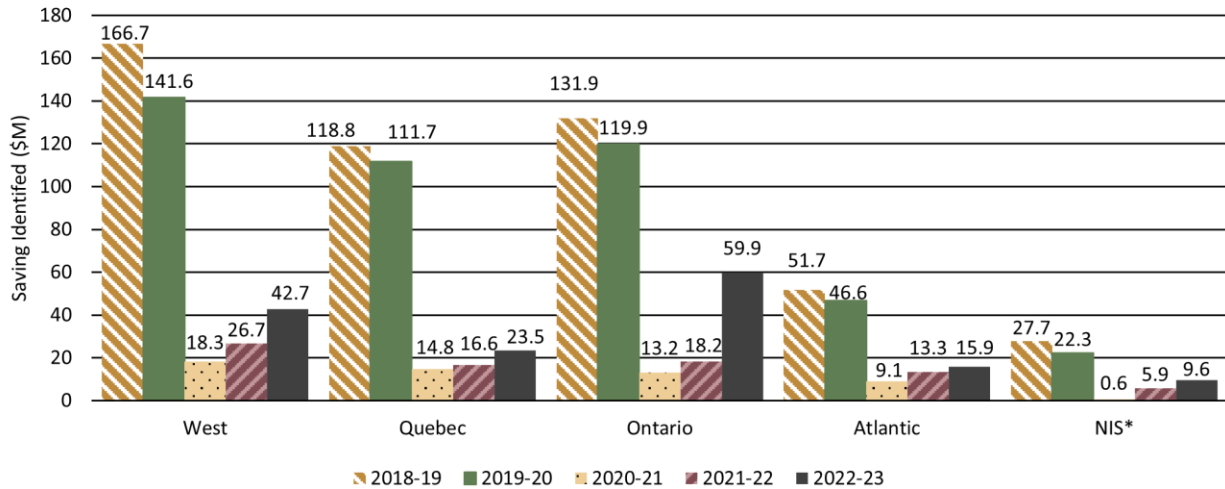
During 2022–23 ESDC conducted over 162,000 compliance reviews relating to the EI program. This reflects significantly more than the approximately 93,000 reviews conducted last fiscal year, but the number has not returned to the amount seen before the COVID-19 pandemic (324,000 in 2018–19, the last full year before the pandemic). This is largely due to resources being allocated to addressing issues related to emergency pandemic benefits.

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 report absences from Canada

Compliance reviews generate significant savings for the EI Operating Account. In 2022–23, savings of \$151.6 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. These include:

- the automatic recovery of monies from active EI benefit claims (either the full amount or an agreed upon partial deduction)
- voluntary cash payments, or the collection of debts by the CRA through an agreed upon repayment schedule
- tax offsets¹³

Balancing integrity measures and the client experience

Balancing robust integrity measures with client needs and expectations is a priority for the Department. Due to increased identity theft resulting in fraudulent attempts to access EI benefits, the Department took measures to address the increase in fraudulent activity to mitigate impacts on legitimate EI applicants. Advanced data analytics and intelligence capabilities were leveraged to enhance detection and new IT solutions were developed to manage potential cyber vulnerabilities. New processes were put in place quickly and efficiently to prevent payments from going to potential fraudsters. Taken together, these measures have reduced the risk of legitimate claimants losing payments or not getting their benefit on time.

¹³ Offsetting involves proactively applying tax refunds and benefit payments (such as the GST/HST credit) to government debts.

In 2022–23, the Department developed an Integrated Action Plan to resolve potentially fraudulent activity on client files and to ensure claimants receive the benefits to which they are entitled in a timely manner. As a result, processes and procedures were reviewed and streamlined to increase the resolution of files at the first point of contact for the client (SCCs, EI Call Centre), where possible. In the end, the Action Plan successfully addressed the backlog of pending claims, and the Department was able to proactively address files involving identity theft.

Employment Insurance Emergency Response Benefit

In 2022–23, EI Emergency Response Benefit (EI ERB) post-payment verifications and reconciliation activities continued and focused mainly on confirming compliance with the qualifying income eligibility requirement (claimants who earned less than \$5,000 before taxes in 2019 or in the 52 weeks prior to the claim)—close to 31,000 reviews were completed and approximately \$51 million in savings were identified. Going forward, these activities will continue as per the Department’s multi-year operational plan.

4.5.4 Evolution of integrity in the Department

ESDC's transformation efforts, such as Benefits Delivery Modernization, represent an opportunity to use newer technologies within the integrity process. Through the design of a more proactive approach and the use of analytical tools, ESDC will further improve the accuracy of payments and ensure good stewardship of public funds.

In 2022–23, the Department continued to enhance its integrity systems, processes, and services to strengthen the stewardship of the EI program. Some examples include:

- implemented the Integrity Investigation Document Upload System to provide clients with direct access for updates
- utilized business intelligence and automated solutions to enhance the investigative process
- employed data analytics and business intelligence to correct T4E slips associated with identity misrepresentations before issuance to true SIN holders

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

In 2022–23, ESDC implemented a revised Integrity Quality Assurance Program to assess the accuracy, or the monitoring of investigations conducted by regional experts. Investigations that

were already monitored are assessed to ensure the quality guidelines and interpretations are being applied consistently across all regions and to reduce or prevent bias in the monitoring results.

Results are tracked and reported regionally and nationally. They are used to indicate trends, identify best practices and areas for improvement.

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 amounts to approximately 35 million validations annually. These efforts ensure, not only an efficient application process, but also that the individual requesting benefits is the correct SIN holder.

Risk management

ESDC uses various risk-based strategies to improve the overall integrity of the EI program and to ensure resources are directed to higher-risk cases. These cases have an increased probability of misrepresentation, abuse, payment errors, or fraud. Detecting and flagging potential issues with higher-risk cases in the early stages of the benefit life cycle allows the Department to allocate integrity resources to high priority investigation activities.

Generally, the number of EI administrative reviews and investigations that are conducted annually is in line with the number of cases that are considered high-risk. However, in any given year, the volume might vary based on the changing nature and significance of identified risks.

ESDC also has a risk analysis function to assess program integrity risks and to understand better the root cause of "mispayments." This function includes developing appropriate mitigation strategies, which may involve implementing more controls, to address any identified vulnerabilities.

4.6 Recourse

4.6.1 Employment Insurance requests for reconsideration

If claimants or employers disagree with an EI claim decision, they have the right to ask Service Canada to reconsider the decision. A request for reconsideration provides clients with the opportunity to submit new or additional information, and to have the decision reviewed.

A reconsideration is never done by the officer who made the first decision. A different officer considers all information on file, as well as the legislation and policies that apply. Following the review, the first decision is either kept, reversed, or changed. Once the review is completed, Service Canada informs the client of the outcome¹⁴.

This year, the Service Canada received nearly 110,000 requests for reconsideration, which is more than double the volume of 48,545 requests received in 2021–22. This increase is due to claimants who requested reconsideration of overpayments resulting from the EI Emergency Response Benefit (EI ERB)¹⁵.

In 2022–23, the Department completed 37,000 requests for reconsideration compared to 31,000 in 2021–22, an increase of 19.4%.

At the end of year, of the nearly 80,000 requests for reconsideration still awaiting a decision, over 70,000 were related to the EI ERB advance payment, representing 88% of pending requests. Due to the significant increase of requests, the Department was not able to meet its service standard to finalize requests for reconsideration within 30 days of the request being received. The standard was met for 33.8% of the requests in 2022–23, compared to 83.7% in 2021–22. In addition, the average time to complete a request for reconsideration increased from 21 to 49 days between 2021–22 and 2022–23.

In 2020, an internal assessment was completed to better understand why decisions were changed or overturned at the request for reconsideration stage. The two main reasons identified were:

- new or additional information provided by clients
- errors made by Service Canada

¹⁴ For more explanation on requests for reconsideration, consult [EI Reconsideration - Canada.ca](https://www.canada.ca/en/service-canada/services/reconsideration).

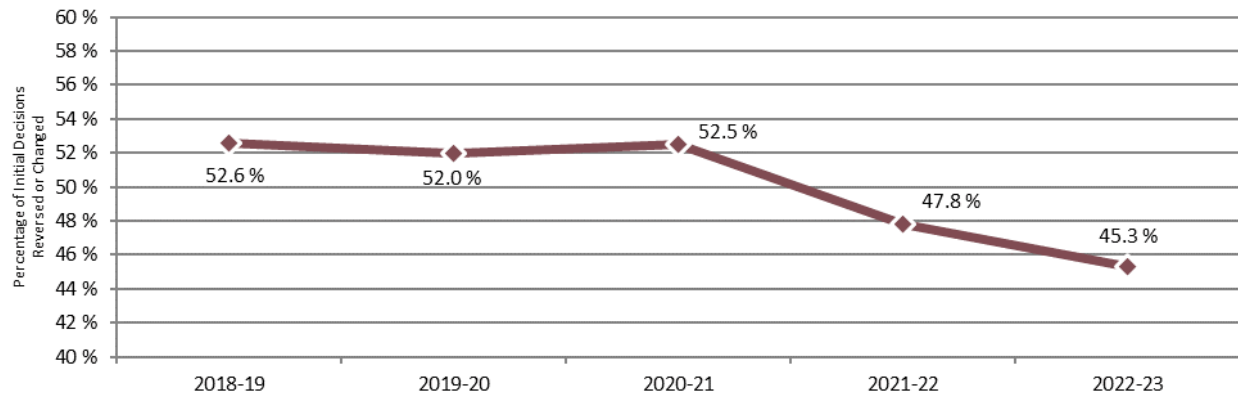
¹⁵ Between November 2021 and July 2022, Service Canada issued 1.8 million notices of debts to clients who had received the EI ERB advance payment. The high volume of notices resulted in an increase in the number of requests for reconsideration from clients in 2022–23.

In 2021–22, to ensure consistent decisions on EI claims, the following improvements were put in place:

- introduction of national tools
- updates to training and procedures

In 2022–23, there was a decrease in the percentage of reversed or changed decisions compared to the previous years (consult chart 7 below).

Chart 7. Percentage of initial decisions reversed or changed following review



4.6.2 Employment Insurance appeals and the Social Security Tribunal of Canada

The Social Security Tribunal (SST) is an independent administrative tribunal that makes decisions on appeals related to:

- EI benefits
- CPP disability benefits
- other CPP benefits
- OAS and Guaranteed Income Supplement (GIS) benefits

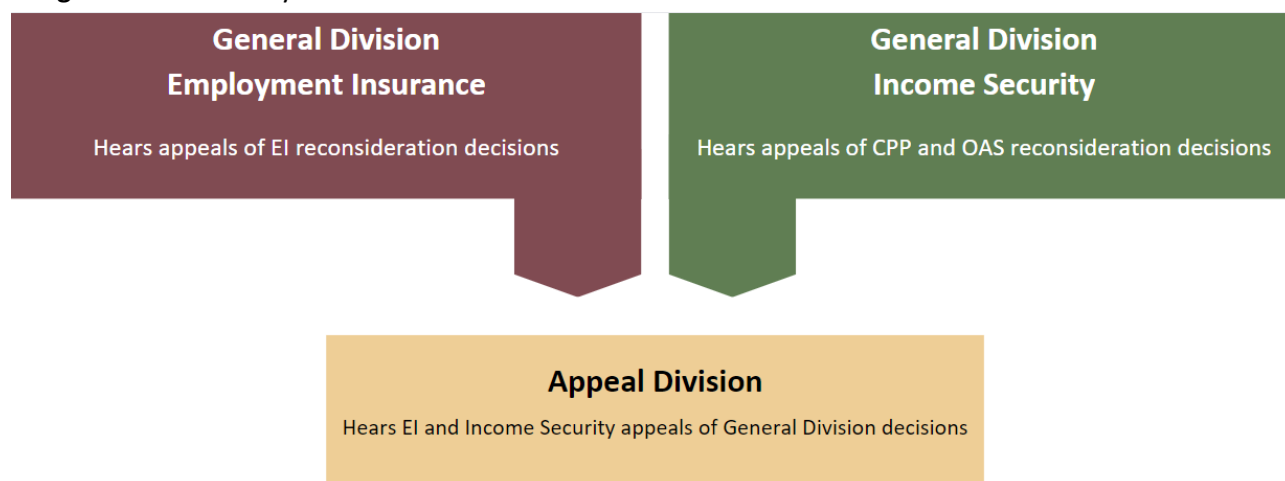
The SST is separate and independent from the CEIC and ESDC. SST’s activities are funded by the EI Operating Account, the CPP Operating Account, and the Consolidated Revenue Fund for OAS cases.

The SST is divided into:

- the General Division, Employment Insurance Section
- the General Division, Income Security Section
- the Appeal Division

Members appointed by the Governor in Council decide these appeals.

Image 6. Social Security Tribunal Divisions



The mandate of the SST is to provide the Canadian public with a user-centered appeal process that is simple, quick, and fair. The SST’s recourse process was studied in 2017 and a review was published in January 2018 that made several recommendations. Based on those recommendations, the SST put together an in-depth plan to make the process better and continues to build upon those initiatives. Most recently, during 2022–23, the SST:

- adopted new Rules of Procedure, written in plain language, to help people understand the appeal process and expectations
- made the appeal process simpler by:
 - making it easier to get more time to file an appeal
 - automatically rescheduling a hearing date if the party needs a time extension for a variety of reasons
- continued to improve the navigator service
- continued to hold information sessions with community partners
- made improvements to its website
- developed new visual guides for the appeal processes as part of its user-centred approach to providing justice services
- simplified its decisions, using plain language, to make them easier to understand
- added new options for searching decisions online to help claimants find the decisions they need to support their appeal
- developed a glossary to explain what complicated legal terms mean in plain language
- conducted a gender-based analysis plus survey to better understand its users, address barriers in its process, and improve access to its services

User-centred initiatives have led to improvements in SST’s justice services. EI claimants reported a 96% rate of satisfaction with the SST.

The Social Security Tribunal's Progress Report 2022–23: Next steps... the path to accessible justice includes more information on some of these initiatives, as well as statistics on the SST's performance and service standards in 2022–23.

Social Security Tribunal – 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. In 2022–23, the SST received 3,990 appeals (including 16 group appeal files) and it concluded 3,398 (including 201 group appeal files). This resulted in an increase of inventory from 1,243 active appeals (including 398 group appeal files) in March 2022 to 1,835 (including 213 group appeal files) in March 2023. For more information, consult annex 4.6.2a.¹⁶

On behalf of the CEIC, Service Canada provides the SST with the reconsideration file. The file includes all relevant documents used in making the initial and reconsideration decisions. When requested, the CEIC will answer questions or requests for more information from the SST and may attend appeal hearings.

Regular and Group Appeals

The SST manages and tracks EI appeals in 2 categories:

- Group appeals
 - A Group appeal includes more than 1 claimant appealing decisions made in the same or a similar matter
 - Group appeals are more complex and require more time to complete than regular appeals
- Regular appeals
 - An appeal filed at the Tribunal that is not a part of a group is considered a Regular appeal

Service standards and performance

Surveys indicate that overall satisfaction for Employment Insurance appellants remained at 96%, unchanged from 2021–22.

The General Division has the following service standards:

- Decisions are made within 45 days from the date the appeal is filed with the SST, 80% of the time.
 - For 2022–23, the SST met this goal 7.4% of the time (down from 68.8% in 2021–22), with an average processing time of 113.1 days (up from 42.9 in 2021–22). When

¹⁶ Note that this number of active appeals differs from the number listed in the SST's 2022 Progress Report due to the inclusion of group appeals.

including group appeals, the SST met this goal 7.2% of the time with an average processing time of 118.7 days

- For more information, consult [annex 4.6.2b](#)
- Decisions are made within 15 days after a hearing, 80% of the time
 - For 2022–23, the SST met this goal 61.2% of the time (down from 82.5%¹⁷ in 2021–22), averaging 17.7 days to issue a decision after the hearing compared with 9.0 days in 2021–22. When including group appeals, the SST met this goal 59.4% of the time, averaging 18.6 days to issue a decision after the hearing
 - For more information, consult [annex 4.6.2c–d](#)

Across the SST, there were not enough members to deal with all of the appeals. Gaps in reappointments in 2021 and early 2022 meant that the SST started the fiscal year with a backlog of appeals at the General Division and the Appeal Division. A large increase in EI appeals meant that the backlog of appeals at the General Division, EI section and at the Appeal Division grew as the year went on.

It was difficult to meet service standards even for newer appeals because the SST had to assign the older ones first. In many cases, the service standard had passed before the SST member even received the file.

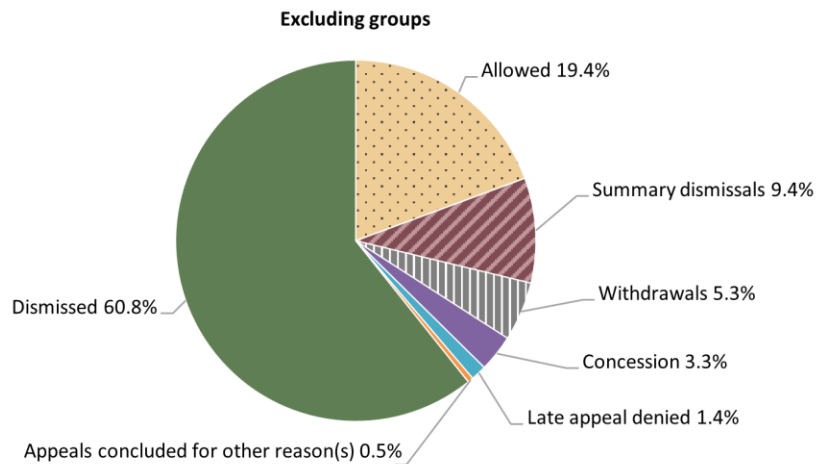
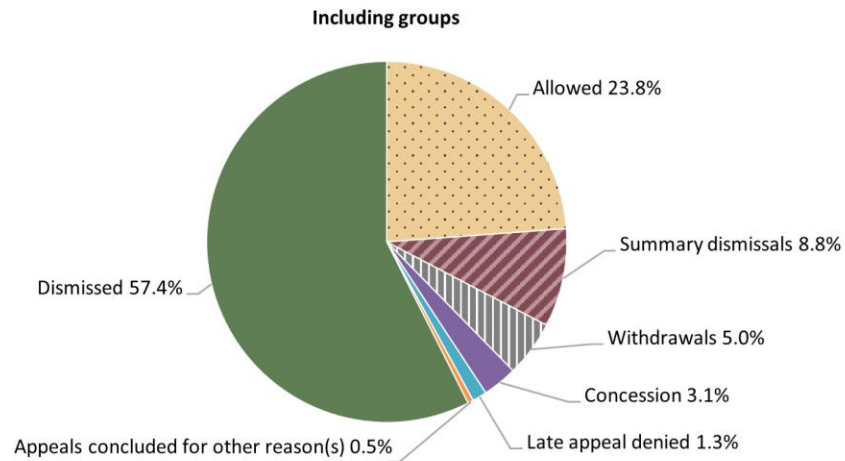
The SST will continue to increase its member capacity and continue streamlining its processes. With these efforts, the SST will reduce or eliminate its backlog of appeals in the 2023–24 fiscal year. This will bring the SST closer to meeting its service standards.

Outcomes at the General Division, Employment Insurance section

An appeal to the General Division, EI section may be concluded by a written decision or a withdrawal. In 2022–23, 23.8% of cases were allowed (19.4% excluding groups), 57.4% were dismissed (60.8% excluding groups), 5.0% were withdrawn (5.3% excluding groups) and the remaining were summarily dismissed or concluded for other reasons.

¹⁷ *Erratum:* Last year's Report incorrectly indicated that the SST met this standard 68.8% of the time when, in fact, it was met 82.5% of the time in 2021–22.

Chart 8. Outcomes of Employment Insurance General Division in 2022–23



Note:

Dismissed – decision not in the claimant’s favour

Allowed – decision is in the claimant’s favour

Withdrawals – claimant either withdraws or abandons the appeal

Concession – Service Canada recommends that the Tribunal allows the appeal

Summary dismissals – the Tribunal decides, based on the information in the file, that the appeal has no reasonable chance of success

Late appeal denied – the Tribunal refuses the appeal filed beyond the 30-day deadline

Appeals concluded for other reason(s) – administrative closures

Social Security Tribunal – Employment Insurance Appeal Division

When a party to an appeal disagrees with the decision made by the General Division, they may dispute this decision 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 the leave to appeal is granted, the Tribunal will then move to consider whether the appeal should be granted or denied based on the merits of the appeal in greater detail. The grounds of appeal to the Appeal Division are limited to certain errors of fact, law, jurisdiction, or procedural fairness.

In 2022–23, the SST Appeal Division received 878 appeals and concluded 787. This resulted in an increase of inventory from 140 active appeals in March 2022 to 231 in March 2023. For more information, consult [annex 4.6.2e](#).

There were 108 group appeals received all of which were concluded in 2022–23.

Service standards and performance

The Appeal Division has the following service standards:

- Leave to appeal decisions are made within 45 days, 80% of the time
 - For 2022–23, the SST met this goal approximately 64.3% of the time, which is down from 94.8% in 2021–22, with an average processing time of 41.3 days (up from 23.1 in 2021–22). Including group appeals, the SST met this goal 53.9% of the time with an average processing time of 46.9 days
 - For more information, consult [annex 4.6.2f](#)
- Final decisions are made within 150 days of the leave to appeal decision, 80% of the time
 - For 2022–23, the SST met this goal 80.8% of the time (down from 93.9% in 2021–22), with an average processing time of 105 days (up from 89 days in 2021–22)
 - For more information, consult [annex 4.6.2g](#)

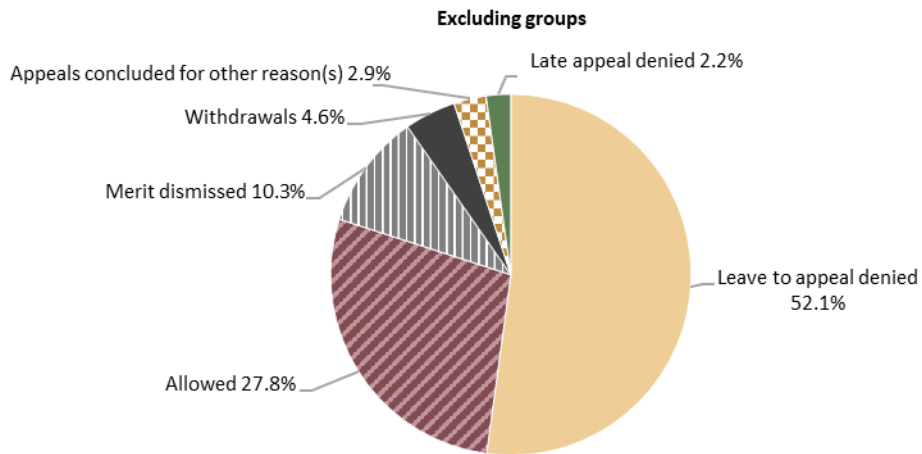
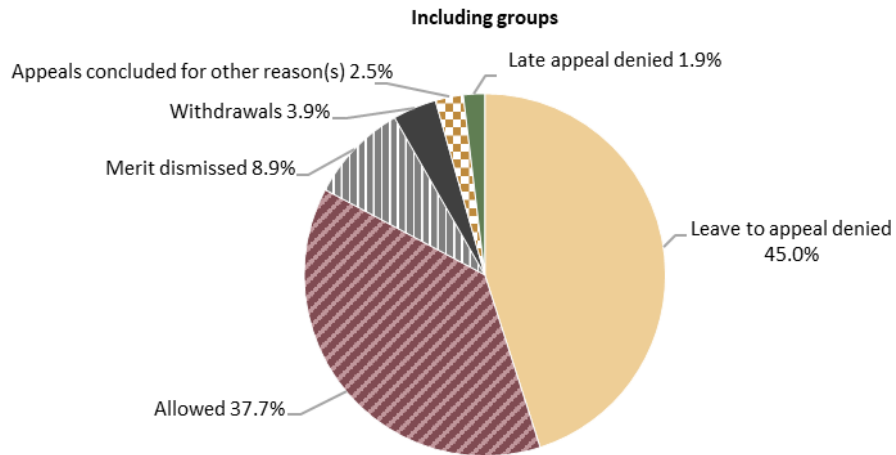
Alternative dispute resolution at the Appeal Division

The Appeal Division brings the parties together for alternative dispute resolution (ADR) when there is a reasonable expectation that the appeal can be resolved informally, without a hearing. For 2022–23, 7% (or 55) of concluded Appeal Division cases went through the ADR process. Of these cases, 65% (or 36) were resolved by ADR.

Outcomes at the Appeal Division

An appeal to the Appeal Division may be concluded by either a written decision or a withdrawal. In 2022–23, excluding group appeals, 27.8% of cases were allowed, 10.3% were dismissed, 52.1% were denied leave to appeal, 4.6% were withdrawn, and the remaining were concluded for other reasons. Including group appeals, 37.7% of cases were allowed, 8.9% were dismissed, 45.0% were denied leave to appeal, 3.9% were withdrawn, and the remaining were concluded for other reasons.

Chart 9. 2022–23 Appeal Division outcomes



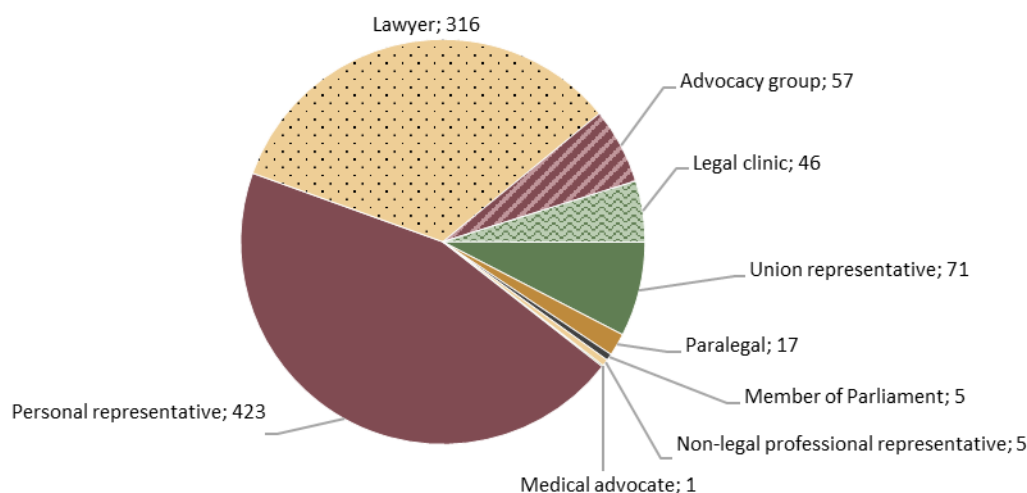
Note:
 Merit dismissed – decision unfavourable to the appellant
 Leave to appeal denied – the Appeal Division denies permission to appeal
 Allowed – decision is in the appellant’s favour
 Withdrawals – appellant withdraws the appeal
 Late appeal denied – the Appeal Division refuses the appeal filed beyond the 30-day deadline
 Appeals concluded for other reason(s) – administrative closures

Representation at the Social Security Tribunal

At each level of appeal, appellants can choose either to represent themselves or to have a representative assist them during the appeal process. 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 files that were concluded in 2022–23, 20% (941 of 4785) of appeals had a representative.

Chart 10. Distribution of appellant representation types, as identified by the representatives



Keeping the Social Security Tribunal accountable

The SST is responsible for handling appeals in a way that is simple, quick, and fair. It does so with the help of its stakeholders who have a lot of insight into what works, or does not work, for the parties.

The SST's EI stakeholders include:

- 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 2022–23, fall and spring stakeholder meetings were held for the Employment Insurance Appeals Consultative Committee. The SST also meets twice a year with its stakeholders for the Income Security Appeals Consultative Committee. The SST also consulted with stakeholders regarding legislative changes and new rules of procedure that came into effect on December 5, 2022. The information and advice provided by stakeholders is summarized on the SST website.

4.7 Conclusion

Learning from past successes and challenges, Service Canada is striving to improve the administration of the EI program to best meet the requirements of those who rely upon it. Rebuilding following several challenging pandemic years has provided opportunities to improve hiring and training strategies and to innovate ways to streamline the workload for the benefit of clients and staff alike. Looking to the future, the Department is making advances to ensure timely service delivery, client satisfaction, accuracy, ease of application, and a reduction in fraudulent

claims. Taken together, this means that the EI program will be even more robust and responsive to the changing needs of Canadians.



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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>

Concept	Definition
Job vacancy rate	The number of job vacancies expressed as a percentage of total labour demand; e.g., the sum of filled and vacant jobs.

Sources: Statistics Canada, "Guide to the Labour Force Survey", catalogue no. 71-543-G, Ottawa: Statistics Canada, 2020. Statistics Canada, "Labour Force Information: February 9 to 15, 2020", Catalogue no. 71-001-X, Ottawa: Statistics Canada, 2020. Statistics Canada, "Guide to the Job Vacancy and Wage Survey", Catalogue no. 75-514-G, Ottawa: Statistics Canada, 2023.

Annex 1.2 – Key labour market statistics¹

Labour market characteristics (levels in thousands)				
Statistics	2020-21^R	2021-22^R	2022-23	Change (%) 2021-22 to 2022-23
Population ²	31,118.5	31,419.5	31,909.6	+1.6
Labour force	20,022.9 ^R	20,581.9 ^R	20,897.9	+1.5
Employment	17,987.8 ^R	19,178.9 ^R	19,834.4	+3.4
Unemployment	2,035.2 ^R	1,403.0 ^R	1,063.5	-24.2
Labour market characteristics (rates in %)				
Statistics	2020-21	2021-22	2022-23	Change (% points) 2021-22 to 2022-23
Unemployment rate	10.2	6.8	5.1	-1.7
Participation rate	64.3	65.5	65.5	0.0
Employment rate	57.8	61.0	62.2	+1.1

Note: Data may not add up to the total due to rounding. Changes in percentage and percentage points are based on unrounded numbers.

¹ Statistics exclude the territories.

² Number of working-age persons, 15 years of age and older.

^R Revised data.

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

Annex 1.3 – Employment by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency (levels in thousands)

Characteristics ¹	2020-21 ^R	2021-22 ^R	2022-23	Change (%) 2021-22 to 2022-23
Province or territory				
Newfoundland and Labrador	214.2 ^R	224.6 ^R	234.5	+4.4
Prince Edward Island	76.4 ^R	81.2	84.8	+4.4
Nova Scotia	445.9 ^R	470.6	489.7	+4.0
New Brunswick	353.0	364.2	377.9	+3.8
Quebec	4,077.5 ^R	4,322.8 ^R	4,437.9	+2.7
Ontario	6,994.2 ^R	7,506.6	7,784.6	+3.7
Manitoba	628.8 ^R	664.8	680.4	+2.4
Saskatchewan	543.6 ^R	567.8	584.5	+2.9
Alberta	2,136.2 ^R	2,290.6 ^R	2,400.7	+4.8
British Columbia	2,518.1 ^R	2,685.8 ^R	2,759.4	+2.7
Yukon ²	21.7	22.8	23.2	+1.7
Northwest Territories ²	21.9	23.8	24.4	+2.6
Nunavut ²	12.1	13.9	14.5	+3.9
Gender				
Men	9,518.7 ^R	10,076.4 ^R	10,380.2	+3.0
Women	8,469.0 ^R	9,102.6 ^R	9,454.1	+3.9
Age category				
15 to 24 years	2,191.1 ^R	2,545.6 ^R	2,653.7	+4.2
25 to 54 years	11,810.3 ^R	12,453.6 ^R	12,890.0	+3.5
55 years and older	3,986.4 ^R	4,179.8 ^R	4,290.6	+2.7
Educational attainment				
Less than high school ³	1,294.4	1,407.4	1,473.2	+4.7
High school diploma ⁴	4,199.6	4,397.3	4,535.7	+3.1
Post-secondary certificate or diploma ⁵	6,279.9	6,692.7	6,891.0	+3.0
University degree ⁶	6,215.0	6,672.7	6,931.8	+3.9
Industry				
Goods-producing industries	3,789.9^R	3,949.7^R	4,099.1	+3.8
Agriculture	274.6 ^R	253.8 ^R	260.2	+2.5
Forestry, fishing, mining, quarrying, and oil and gas extraction	308.5 ^R	328.8 ^R	327.5	-0.4
Utilities	134.3 ^R	139.1 ^R	151.2	+8.7
Construction	1,397.8 ^R	1,469.6 ^R	1,572.8	+7.0
Manufacturing	1,674.7 ^R	1,758.6 ^R	1,787.5	+1.6
Services-producing industries	14,197.9^R	15,229.2^R	15,735.3	+3.3
Wholesale and retail trade	2,743.5 ^R	2,939.0 ^R	2,972.0	+1.1
Transportation and warehousing	933.9 ^R	989.8 ^R	979.4	-1.1
Finance, insurance, real estate, rental and leasing	1,255.3 ^R	1,338.9 ^R	1,378.6	+3.0
Professional, scientific and technical services	1,581.2 ^R	1,716.7 ^R	1,837.6	+7.0
Business, building and other support services ⁷	670.0 ^R	683.8 ^R	698.2	+2.1
Educational services	1,349.9 ^R	1,460.5 ^R	1,470.5	+0.7
Health care and social assistance	2,403.5 ^R	2,551.3 ^R	2,615.9	+2.5
Information, culture and recreation ⁸	658.5 ^R	749.0 ^R	818.8	+9.3
Accommodation and food services	893.1 ^R	987.1 ^R	1,082.8	+9.7
Other services (except public administration)	692.1 ^R	715.9 ^R	726.6	+1.5
Public administration	1,016.9 ^R	1,097.1 ^R	1,155.0	+5.3
Employment type				

Full-time employment ⁹	14,776.6 ^R	15,636.3 ^R	16,245.8	+3.9
Part-time employment ¹⁰	3,221.2 ^R	3,542.6	3,588.6	+1.3
Class of worker				
Employees	15,285.2	16,525.1	17,180.0	+4.0
Public sector employees	3,785.7	4,069.8	4,195.1	+3.1
Private sector employees	11,499.5	12,455.3	12,984.9	+4.3
Self-employed	2,703.8	2,645.1	2,651.8	+0.3
Job permanency				
Employees	15,285.2	16,525.1	17,180.0	+4.0
Permanent employees ¹¹	13,549.7	14,533.9	15,155.4	+4.3
Temporary employees ¹²	1,735.4	1,991.1	2,024.7	+1.7
Canada	17,987.8^R	19,178.9^R	19,834.4	+3.4

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

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) also excludes territorial data.

² Figures for the territories are calculated based on 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 combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁸ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

⁹ Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.

¹⁰ Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job.

¹¹ A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.

¹² A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs, including work done through a temporary help agency; casual jobs; and other temporary work.

^R Revised data.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0355-01, seasonally adjusted (for data by industry); 14-10-0026-01, seasonally adjusted (for data by class of workers); 14-10-0071-01, unadjusted (for data by job permanency); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.4 –Unemployment by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration (levels in thousands)

Characteristics ¹	2020-21 ^R	2021-22 ^R	2022-23	Change (%) 2021-22 to 2022-23
Province or territory				
Newfoundland and Labrador	37.3 ^R	33.6 ^R	27.5	-18.2
Prince Edward Island	9.3	9.0 ^R	6.4	-29.2
Nova Scotia	49.2 ^R	41.3	32.6	-20.9
New Brunswick	42.0	35.0	27.9	-20.2
Quebec	414.9 ^R	249.7 ^R	194.4	-22.1
Ontario	820.6 ^R	598.4 ^R	441.1	-26.3
Manitoba	59.3 ^R	40.5	32.1	-20.8
Saskatchewan	50.2	36.4 ^R	27.6	-24.2
Alberta	289.1	189.8 ^R	142.5	-24.9
British Columbia	263.4	169.3 ^R	131.3	-22.5
Yukon ²	1.4	1.3	1.0	-25.6
Northwest Territories ²	2.3	1.4	1.4	-0.6
Nunavut ²	2.2	1.9	2.1	+11.5
Gender				
Men	1,094.8 ^R	760.1 ^R	574.5	-24.4
Women	940.4 ^R	643.0 ^R	489.0	-23.9
Age category				
15 to 24 years	582.1 ^R	345.4 ^R	289.2	-16.3
25 to 54 years	1,071.5 ^R	735.8 ^R	569.7	-22.6
55 years and older	381.6 ^R	321.9 ^R	204.6	-36.4
Educational attainment				
Less than high school ³	274.5	209.1	174.3	-16.6
High school diploma ⁴	676.4	432.8	319.9	-26.1
Post-secondary certificate or diploma ⁵	616.7	433.4	297.8	-31.3
University degree ⁶	465.9	329.2	272.8	-17.1
Industry⁷				
Goods-producing industries	345.6	192.2	169.3	-11.9
Agriculture	14.6	13.2	10.3	-21.8
Forestry, fishing, mining, quarrying, and oil and gas extraction	40.2	22.1	20.4	-7.7
Utilities	2.9	2.8	3.0	+5.1
Construction	151.2	83.8	79.1	-5.6
Manufacturing	136.9	71.0	57.1	-19.7
Services-producing industries	1,183.3	542.8	455.0	-16.2
Wholesale and retail trade	252.7	115.2	100.4	-12.9
Transportation and warehousing	83.9	40.0	26.5	-33.9
Finance, insurance, real estate, rental and leasing	47.1	20.4	20.2	-0.7
Professional, scientific and technical services	87.3	36.8	42.5	+15.4
Business, building and other support services ⁸	87.9	43.7	36.9	-15.5
Educational services	92.4	59.3	52.6	-11.3
Health care and social assistance	93.4	47.6	42.0	-11.7
Information, culture and recreation ⁹	112.9	54.5	41.9	-23.1
Accommodation and food services	227.2	73.9	55.7	-24.7

Other services (except public administration)	69.0	28.6	17.8	-37.8
Public administration	29.4	22.8	18.5	-18.9
Unclassified industries ¹⁰	504.5	669.6	440.5	-34.2
Reasons for unemployment				
People who have left their job	238.9	176.5	208.2	+18.0
People who have lost their job	1,290.1	558.5	416.1	-25.5
People who have not worked in the last year or who have never worked	504.5	669.6	440.5	-34.2
Duration of unemployment¹¹				
1 to 4 weeks	580.0	450.4 ^R	392.7	-12.8
5 to 13 weeks	638.6 ^R	326.8 ^R	289.1	-11.5
14 to 26 weeks	411.1 ^R	198.8 ^R	150.9	-24.1
27 weeks or more	343.0 ^R	360.5 ^R	172.3	-52.2
52 weeks or more	123.5	223.2	101.6	-54.5
Duration unknown ¹²	62.6 ^R	66.5 ^R	58.6	-11.9
Canada	2,035.2^R	1,403.0^R	1,063.5	-24.2

Note: Data may not add up to the total due to rounding. Monthly data that are confidential under the Statistics Act are excluded from the calculation of the fiscal year average.

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, reason for unemployment and duration of unemployment) also excludes territorial data.

² Figures for the territories are calculated based on 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 combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁹ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

¹⁰ People who have not worked in the last year or who have never worked are not classified as belonging to any industry.

¹¹ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

¹² Duration of unemployment is not reported for unemployed people who reported having a job to start in the next 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	2020-21 ^R	2021-22 ^R	2022-23	Change (% points) 2021-22 to 2022-23
Province or territory				
Newfoundland and Labrador	14.8	13.0	10.5	-2.5
Prince Edward Island	10.8 ^R	10.0 ^R	7.0	-3.0
Nova Scotia	9.9	8.1	6.2	-1.8
New Brunswick	10.6	8.8	6.9	-1.9
Quebec	9.2	5.5	4.2	-1.3
Ontario	10.5	7.4	5.4	-2.0
Manitoba	8.6	5.7	4.5	-1.2
Saskatchewan	8.5	6.0	4.5	-1.5
Alberta	11.9	7.7 ^R	5.6	-2.0
British Columbia	9.5	5.9	4.5	-1.4
Yukon ²	6.2	5.5	4.1	-1.4
Northwest Territories ²	9.4	5.6 ^R	5.5	-0.2
Nunavut ²	15.2	11.9	12.7	+0.8
Gender				
Men	10.3	7.0	5.2	-1.8
Women	10.0	6.6	4.9	-1.7
Age category				
15 to 24 years	21.0	11.9	9.8	-2.1
25 to 54 years	8.3	5.6	4.2	-1.3
55 years and older	8.7	7.2 ^R	4.6	-2.6
Educational attainment				
Less than high school ³	17.5	12.9	10.6	-2.4
High school diploma ⁴	13.9	9.0	6.6	-2.4
Post-secondary certificate or diploma ⁵	8.9	6.1	4.1	-1.9
University degree ⁶	7.0	4.7	3.8	-0.9
Industry				
Goods-producing industries				
Agriculture	5.0	4.9	3.8	-1.1
Forestry, fishing, mining, quarrying, and oil and gas extraction	11.5	6.3	5.9	-0.4
Utilities	2.1	2.0	1.9	-0.1
Construction	9.8	5.4	4.8	-0.6
Manufacturing	7.6	3.9	3.1	-0.8
Services-producing industries				
Wholesale and retail trade	8.4	3.8	3.3	-0.5
Transportation and warehousing	8.2	3.9	2.6	-1.3
Finance, insurance, real estate, rental and leasing	3.6	1.5	1.4	-0.1
Professional, scientific and technical services	5.2	2.1	2.3	+0.2
Business, building and other support services ⁷	11.6	6.0	5.0	-1.0
Educational services	6.4	3.9	3.5	-0.5
Health care and social assistance	3.7	1.8	1.6	-0.2
Information, culture and recreation ⁸	14.6	6.8	4.9	-1.9
Accommodation and food services	20.3	7.0	4.9	-2.1
Other services (except public administration)	9.1	3.8	2.4	-1.4
Public administration	2.8	2.0	1.6	-0.5
Canada	10.2	6.8	5.1	-1.7

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 combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁸ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

^R Revised data.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); and 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.6 – Average duration of unemployment^{1,2} by province, gender and age (number of weeks)

Characteristics ³	2020-21 ^R	2021-22 ^R	2022-23	Change (%) 2021-22 to 2022-23
Province				
Newfoundland and Labrador	18.5	21.6	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	-5.5
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	17.5	20.2	17.1	-15.6
Gender				
Men	18.3	23.2	19.6	-15.7
Women	16.3	21.1 ^R	17.6	-16.9
Age category				
15 to 24 years old	12.6 ^R	12.9	10.0	-22.7
25 to 54 years old	18.3 ^R	23.5	19.7	-16.1
55 years old and over	22.0	29.4	27.9	-5.2
Canada	17.4	22.3	18.7	-16.3

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 2020-21	Last 2 quarters of 2021-22	Last 2 quarters of 2022-23	Change (%) Last 2 quarters of 2021-22 to 2022-23
Province or territory				
Newfoundland and Labrador	4,395	6,863	6,343	-7.6
Prince Edward Island	1,760	3,245	3,190	-1.7
Nova Scotia	12,903	19,353	20,233	+4.5
New Brunswick	11,038	13,990	13,200	-5.6
Quebec	147,663	231,255	202,653	-12.4
Ontario	203,300	342,510	301,413	-12.0
Manitoba	17,853	26,643	26,998	+1.3
Saskatchewan	11,310	20,038	23,353	+16.5
Alberta	47,545	87,045	89,933	+3.3
British Columbia	97,100	149,033	127,953	-14.1
Yukon	805	1,243	1,240	-0.2
Northwest Territories	730	1,305	1,468	+12.5
Nunavut	445	443	585	+32.2
Industry				
Goods-producing industries	110,333	176,858	154,143	-12.8
Agriculture, forestry, fishing and hunting	11,743	13,493	10,995	-18.5
Mining and quarrying, and oil and gas extraction	4,520	8,173	8,238	+0.8
Utilities	1,583	2,558	2,860	+11.8
Construction	42,898	70,565	66,930	-5.2
Manufacturing	49,590	82,070	65,120	-20.7
Services-producing industries	446,518	726,108	664,408	-8.5
Wholesale trade	22,045	34,548	29,830	-13.7
Retail trade	70,993	99,643	91,065	-8.6
Transportation and warehousing	29,148	44,085	43,745	-0.8
Finance and insurance	23,038	33,568	33,795	+0.7
Real estate and rental and leasing	6,393	10,858	10,310	-5.0
Professional, scientific and technical services	42,828	67,510	54,400	-19.4
Business, building and other support services ¹	41,893	65,175	51,170	-21.5
Educational services	15,953	22,290	24,915	+11.8
Health care and social assistance	99,530	130,785	143,783	+9.9
Information, culture and recreation ²	17,163	33,893	28,223	-16.7
Accommodation and food services	47,760	132,463	104,165	-21.4
Other services (except public administration)	20,538	36,758	34,298	-6.7
Public administration	9,240	14,535	14,710	+1.2
Job vacancy type				
Full-time positions ³	401,165	670,868	605,378	-9.8
Part-time positions ⁴	155,683	232,098	213,170	-8.2
Job permanency				
Permanent positions ⁵	433,245	763,320	690,658	-9.5
Temporary positions ⁶	123,603	139,648	127,890	-8.4
Seasonal positions ⁷	69,545	80,893	76,200	-5.8
Job vacancy duration				
Less than 15 days	145,693	154,845	141,805	-8.4
15 to 29 days	109,473	150,545	132,195	-12.2
30 to 59 days	101,550	167,435	141,743	-15.3
60 to 89 days	50,828	98,018	89,505	-8.7
90 days or more	149,305	332,123	313,298	-5.7
Canada	556,848	902,965	818,548	-9.3

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers.

¹ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

³ A full-time vacant position consists of position which requires 30 or more hours of work per week.

⁴ A part-time vacant position consists of position which requires less than 30 hours of work per week.

⁵ A permanent position consists of a position which is expected to last as long as the employee wants it, given that business conditions permit. That is, there is no predetermined termination date.

⁶ A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

⁷ A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

Sources: Statistics Canada, Job Vacancy and Wage Survey, Tables 14-10-0326-01, seasonally unadjusted data (for data by industry and province or territory) and 14-10-0328-01, seasonally unadjusted data (for data by job vacancy type, job permanency and job vacancy duration).

Annex 1.8 – Job vacancy rates by province or territory and industry (%)

Characteristics	Last 2 quarters of 2020-21	Last 2 quarters of 2021-22	Last 2 quarters of 2022-23	Change (% points) Last 2 quarters of 2021-22 to 2022-23
Province or territory				
Newfoundland and Labrador	2.3	3.5	3.1	-0.4
Prince Edward Island	2.9	4.8	4.6	-0.3
Nova Scotia	3.3	4.6	4.7	+0.1
New Brunswick	3.6	4.4	4.0	-0.4
Quebec	4.2	5.9	5.0	-0.9
Ontario	3.4	5.2	4.4	-0.8
Manitoba	3.1	4.4	4.3	0.0
Saskatchewan	2.5	4.1	4.6	+0.5
Alberta	2.6	4.4	4.3	0.0
British Columbia	4.4	6.1	5.1	-1.1
Yukon	4.6	6.5	6.2	-0.3
Northwest Territories	3.6	6.0	6.3	+0.3
Nunavut	3.1	2.9	3.6	+0.7
Industry				
Goods-producing industries	3.2	4.6	4.0	-0.5
Agriculture, forestry, fishing and hunting	5.0	5.6	4.6	-1.1
Mining and quarrying, and oil and gas extraction	2.4	4.0	3.8	-0.2
Utilities	1.3	2.0	2.2	+0.2
Construction	4.1	6.1	5.6	-0.6
Manufacturing	3.3	5.1	4.1	-1.1
Services-producing industries	3.3	5.0	4.4	-0.7
Wholesale trade	2.8	4.2	3.5	-0.7
Retail trade	3.6	4.8	4.3	-0.5
Transportation and warehousing	3.7	5.4	5.0	-0.4
Finance and insurance	3.1	4.1	3.9	-0.2
Real estate and rental and leasing	2.5	3.8	3.5	-0.4
Professional, scientific and technical services	4.2	5.8	4.4	-1.5
Business, building and other support services ¹	3.5	5.3	4.4	-1.0
Educational services	1.2	1.6	1.7	+0.1
Health care and social assistance	4.6	5.7	6.0	+0.4
Information, culture and recreation ²	3.2	5.3	4.2	-1.2
Accommodation and food services	4.9	10.4	7.6	-2.8
Other services (except public administration)	4.1	6.6	5.9	-0.7
Public administration	1.9	2.8	2.7	0.0
Canada	3.6	5.3	4.6	-0.7

Note: Percentage points change is based on unrounded numbers.

¹ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

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

Annex 1.9 – Average hourly wage rate^{1,2,3} by province, gender, age and industry (current dollars)

Characteristics	2020-21	2021-22	2022-23	Change (%) 2021-22 to 2022-23
Province				
Newfoundland and Labrador	28.02	28.50	32.36	+13.5
Prince Edward Island	24.56	25.76	29.74	+15.5
Nova Scotia	25.86	26.34	27.31	+3.7
New Brunswick	25.04	26.05	27.86	+7.0
Quebec	28.90	29.56	27.74	-6.2
Ontario	31.30	31.83	31.44	-1.2
Manitoba	27.16	27.30	33.33	+22.1
Saskatchewan	29.89	29.91	28.62	-4.3
Alberta	33.71	33.13	30.80	-7.1
British Columbia	30.52	31.59	33.86	+7.2
Gender				
Men	32.33	32.98	34.63	+5.0
Women	28.35	28.73	30.02	+4.5
Age				
15 to 24 years	17.87	18.41	19.43	+5.6
25 to 54 years	32.60	33.32	35.00	+5.0
55 years and older	31.72	32.28	33.44	+3.6
Industry				
Goods-producing industries	31.54	32.31	33.94	+5.0
Agriculture	20.45	21.18	21.99	+3.8
Forestry, fishing, mining, quarrying, and oil and gas extraction	43.05	44.48	45.02	+1.2
Utilities	46.61	47.10	48.43	+2.8
Construction	31.52	32.39	34.19	+5.5
Manufacturing	29.18	29.77	31.50	+5.8
Services-producing industries	30.09	30.53	31.96	+4.7
Wholesale and retail trade	23.34	23.68	24.99	+5.5
Transportation and warehousing	29.02	30.06	30.79	+2.4
Finance, insurance, real estate, rental and leasing	36.46	37.56	39.30	+4.6
Professional, scientific and technical services	38.15	39.02	42.48	+8.9
Business, building and other support services ⁴	23.24	23.79	25.17	+5.8
Educational services	36.70	36.88	37.93	+2.9
Health care and social assistance	29.45	29.63	31.04	+4.7
Information, culture and recreation ⁵	30.99	31.30	31.12	-0.6
Accommodation and food services	17.15	17.44	18.86	+8.2
Other services (except public administration)	26.72	26.92	27.69	+2.9
Public administration	39.89	40.07	41.11	+2.6
Canada	30.39	30.89	32.36	+4.8

¹ Hourly wage rate includes wage/salary before taxes and other deductions, and includes tips, commissions and bonuses for the main job.

² Annual average hourly wage rate is calculated as the average of the monthly data.

³ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by industry, gender and age) also excludes territorial data.

⁴ This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁵ This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0063-01, seasonally adjusted data.



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 2022 (in 2022-23) and for which benefits paid to an Employment Insurance claimant began in December 2022 (in 2022-23) and ended in June 2023 (in 2023-24) is included in the 2022-23 statistics, but is not counted in the 2023-24 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>

(continued)

Concept	Definition
<p>Average actual duration (cont'd)</p>	<p>For claims associated with most benefits types, the average actual duration is calculated by dividing the sum of the number of weeks of benefits during which at least one dollar was paid per claim by the number of claims that were completed based on the variable assessed (that is, the average actual duration for Ontario is equal to the sum of the number of weeks of benefits paid in Ontario for all claims completed during a fiscal year divided by the number of claims that were completed in Ontario during the same period).</p> <p>Average actual duration for claims for Employment Insurance fishing benefits and family caregiver benefits for adults and children are calculated using claims established during the reference period rather than claims completed during the reference period.</p> <p>The average actual duration is a different concept than the average maximum duration: the latter is the maximum number of weeks during which benefits may be paid (under sections 12 and 152.14 of the <i>Employment Insurance Act</i>, and Section 8 of the <i>Employment Insurance (Fishing) Regulations</i>), while the former is the number of weeks for which benefits are actually paid.</p>
<p>Average weekly benefit rate</p>	<p>The average weekly benefit rate, or level of EI benefits, refers to the rate of weekly benefits payable on average for an Employment Insurance claim.</p> <p>The average weekly benefit rate is calculated by dividing the sum of the weekly benefit rate of each claim by the number of claims that were established.</p> <p>The Family Supplement is always included in the calculation of the average weekly benefit rate, unless otherwise specified.</p> <p>The average weekly benefit rate is not necessarily equal to the amount of benefits actually paid on average per claim established. The amount paid may be less than the benefit rate, especially if the weekly benefits are reduced because the claimant worked while on claim (for more information, consult subsection 2.2.7 of Chapter II relating to the Working While on Claim provision).</p>
<p>Amount paid</p>	<p>The amount paid refers to the sum of benefit payments that claimants who have established an Employment Insurance claim have received. In other words, it is the value of Employment Insurance benefits that were paid to Employment Insurance claimants.</p>

(continued)

Concept	Definition
Amount paid (cont'd)	The amount paid is always reported on a cash basis, meaning that they are reported in the year in which they were paid regardless of when the claim was established. Thus, the amount paid in benefits to an Employment Insurance claimant who, for example, had a claim established in November 2022 (in 2022-23) and received payment starting in December 2022 (in 2022-23) and ending in June 2023 (in 2023-24) are included in the fiscal year statistics for 2022-23 and 2023-24. If this claimant received \$200 per week for 17 weeks between December 2022 and March 2023, and \$200 per week for 12 weeks between April and June 2023, an amount of \$3,400 will be allocated to 2022-23 and \$2,400 will be allocated to 2023-24.
Long-Tenured workers	Long-Tenured workers are Employment Insurance (EI) claimants who have paid at least 30% of the maximum annual EI premiums in 7 of the past 10 years and who, over the last five years, have collected EI regular or fishing benefits for 35 weeks or less.
Frequent claimants	Frequent claimants are EI claimants who have had three or more EI regular or fishing claims and have collected benefits for a total of more than 60 weeks in the past five years.
Occasional claimants	Occasional claimants are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.
Seasonal claimants	EI claimants who had at least three regular or fishing claims within past five years from the reference year, with at least two of these claims having started during the same period of the year as the current claim, are referred to as seasonal claimants . A claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.
Active claims	Active claims are claims for which benefits are still being paid during the reference period.
Open claims	Open claims are those for which the claimants are still receiving or still can receive EI benefits.

(continued)

Concept	Definition
Completed claims	Completed claims refer to claims that are terminated and those that are dormant.
Terminated claims	Terminated claims are those that have ended and for which claimants are no longer eligible to receive Employment Insurance benefits. The main reasons associated with the termination of claims is either that all weeks of benefits the claimant was entitled to be paid or that the claim reached the last week of the benefit period, that is the last week for which Employment Insurance benefits could be paid.
Dormant claims	Dormant claims are those that, as of August of the reference year following the reporting fiscal year, are open but are not active.
Combined or mixed claims	<p>A combined or mixed claim refers to an Employment Insurance claim for which the claimant receives more than one type of benefit during the claimant’s benefit period. The eight types of benefits available under the Employment Insurance program as stipulated in Chapter II and Annex 2 are: regular benefits, fishing benefits, maternity benefits, parental benefits, sickness benefits, compassionate care benefits, family caregiver benefit for adults, family caregiver benefit for children and Work-Sharing benefits. Regular and fishing benefits can never be combined in the same claim.</p> <p>A claim for which a claimant receives both regular benefits and maternity benefits during its benefit period is treated as two separate claims in cases where information on regular benefits or maternity benefits is reported separately (as in the case of Annexes 2.5 and 2.14, which report data on the two types of benefits separately; in this example, each of the two annexes would add one claim to its totals). Conversely, if aggregated information is presented, the claim is considered a single claim (as in the case of Annex 2.3, which presents data on all Employment Insurance benefits).</p>

Annex 2.2 – Employment Insurance maximum number of benefit weeks entitlement

Applied under Employment Insurance original rules, however temporary measures were in effect in 2022-23^{1,2}

Number of hours of insurable employment in qualifying period	Regional rate of unemployment											
	6% and under	More than 6% but not more than 7%	More than 7% but not more than 8%	More than 8% but not more than 9%	More than 9% but not more than 10%	More than 10% but not more than 11%	More than 11% but not more than 12%	More than 12% but not more than 13%	More than 13% but not more than 14%	More than 14% but not more than 15%	More than 15% but not more than 16%	More than 16%
420-454	0	0	0	0	0	0	0	0	26	28	30	32
455-489	0	0	0	0	0	0	0	24	26	28	30	32
490-524	0	0	0	0	0	0	23	25	27	29	31	33
525-559	0	0	0	0	0	21	23	25	27	29	31	33
560-594	0	0	0	0	20	22	24	26	28	30	32	34
595-629	0	0	0	18	20	22	24	26	28	30	32	34
630-664	0	0	17	19	21	23	25	27	29	31	33	35
665-699	0	15	17	19	21	23	25	27	29	31	33	35
700-734	14	16	18	20	22	24	26	28	30	32	34	36
735-769	14	16	18	20	22	24	26	28	30	32	34	36
770-804	15	17	19	21	23	25	27	29	31	33	35	37
805-839	15	17	19	21	23	25	27	29	31	33	35	37
840-874	16	18	20	22	24	26	28	30	32	34	36	38
875-909	16	18	20	22	24	26	28	30	32	34	36	38
910-944	17	19	21	23	25	27	29	31	33	35	37	39
945-979	17	19	21	23	25	27	29	31	33	35	37	39
980-1,014	18	20	22	24	26	28	30	32	34	36	38	40
1,015-1,049	18	20	22	24	26	28	30	32	34	36	38	40
1,050-1,084	19	21	23	25	27	29	31	33	35	37	39	41
1,085-1,119	19	21	23	25	27	29	31	33	35	37	39	41
1,120-1,154	20	22	24	26	28	30	32	34	36	38	40	42
1,155-1,189	20	22	24	26	28	30	32	34	36	38	40	42
1,190-1,224	21	23	25	27	29	31	33	35	37	39	41	43
1,225-1,259	21	23	25	27	29	31	33	35	37	39	41	43
1,260-1,294	22	24	26	28	30	32	34	36	38	40	42	44
1,295-1,329	22	24	26	28	30	32	34	36	38	40	42	44
1,330-1,364	23	25	27	29	31	33	35	37	39	41	43	45
1,365-1,399	23	25	27	29	31	33	35	37	39	41	43	45
1,400-1,434	24	26	28	30	32	34	36	38	40	42	44	45
1,435-1,469	25	27	29	31	33	35	37	39	41	43	45	45
1,470-1,504	26	28	30	32	34	36	38	40	42	44	45	45
1,505-1,539	27	29	31	33	35	37	39	41	43	45	45	45
1,540-1,574	28	30	32	34	36	38	40	42	44	45	45	45
1,575-1,609	29	31	33	35	37	39	41	43	45	45	45	45
1,610-1,644	30	32	34	36	38	40	42	44	45	45	45	45
1,645-1,679	31	33	35	37	39	41	43	45	45	45	45	45
1,680-1,714	32	34	36	38	40	42	44	45	45	45	45	45
1,715-1,749	33	35	37	39	41	43	45	45	45	45	45	45
1,750-1,784	34	36	38	40	42	44	45	45	45	45	45	45
1,785-1,819	35	37	39	41	43	45	45	45	45	45	45	45
1,820+	36	38	40	42	44	45	45	45	45	45	45	45

¹ Under the temporary measures introduced to facilitate access to EI benefits in response to the economic disruptions due to COVID-19, a minimum unemployment rate of 13.1% was in effect in all EI economic regions for claims established between September 26, 2021 and September 24, 2022. This set a uniform eligibility requirement of 420 hours of insurable employment and a minimum of 26 weeks of EI regular benefits.

² Under Bill C-24 in March 2021, the maximum entitlement for EI regular benefits was increased temporarily to 50 weeks for claims established between September 27, 2020 and September 25, 2021.

Source: *Employment Insurance Act, Schedule I.*

Annex 2.3.1 – Employment Insurance benefits: New claims established¹

Province or territory	2018-19	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total of 2022-23 ³
Newfoundland and Labrador	86,070	81,790	100,110	85,720	29,210	53,670	82,880
Prince Edward Island	22,480	21,770	25,190	24,040	8,820	13,910	22,730
Nova Scotia	84,570	82,540	103,060	91,660	34,080	44,350	78,430
New Brunswick	89,820	89,380	110,670	97,090	28,990	54,610	83,600
Quebec	473,060	475,220	749,310	538,340	185,060	291,420	476,480
Ontario	556,900	585,670	1,067,890	680,230	280,350	330,320	610,670
Manitoba	64,020	64,780	102,110	71,470	31,450	35,900	67,350
Saskatchewan	54,210	57,280	77,500	57,850	23,400	29,870	53,270
Alberta	188,870	200,450	364,420	210,600	92,640	103,560	196,200
British Columbia	198,240	210,060	340,390	237,110	104,510	119,100	223,610
Yukon	2,310	2,300	3,210	2,620	780	1,500	2,280
Northwest Territories	2,310	2,030	2,860	2,290	1,030	830	1,860
Nunavut	1,470	1,210	1,970	1,580	750	610	1,360
Gender							
Men	988,250	1,018,710	1,605,540	1,104,940	344,620	661,970	1,006,590
Women	836,080	855,770	1,443,150	995,660	476,450	417,680	894,130
Age							
24 years old and under	170,480	171,760	440,960	238,000	71,180	103,690	174,870
25 to 44 years old	882,780	914,700	1,382,320	1,033,500	430,410	525,960	956,370
45 to 54 years old	352,640	352,040	524,550	358,210	143,190	184,630	327,820
55 years old and over	418,430	435,980	700,860	470,890	176,290	265,370	441,660
Canada	1,824,330	1,874,840	3,048,690	2,100,600	821,070	1,079,650	1,900,720

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

¹ 2018-19 and 2019-20 exclude 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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.3.2 – Employment Insurance benefits: Average weekly benefit rate^{1,2} (\$)

Province or territory	2018-19	2019-20	2022-23
Newfoundland and Labrador	464	477	525
Prince Edward Island	437	455	502
Nova Scotia	437	453	501
New Brunswick	440	454	515
Quebec	454	471	535
Ontario	473	486	539
Manitoba	453	463	501
Saskatchewan	477	487	527
Alberta	499	508	549
British Columbia	468	486	544
Yukon	517	526	603
Northwest Territories	520	527	590
Nunavut	500	542	561
Gender			
Men	492	506	565
Women	433	448	500
Age			
24 years old and under	421	434	476
25 to 44 years old	478	493	551
45 to 54 years old	472	488	544
55 years old and over	452	466	515
Canada	465	480	535

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

¹ Excludes extended parental benefits which are calculated at a lower benefit rate. 2018-19 and 2019-20 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. 2022-23 includes family caregiver benefits for adults and children, 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. Data are based on a 10% sample of EI administrative data.

Annex 2.3.3 – Employment Insurance benefits: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	1,022.9	992.5	1,274.8	1,552.8	1,141.1
Prince Edward Island	231.1	226.0	293.8	361.2	279.7
Nova Scotia	845.1	851.3	1,187.6	1,542.7	933.0
New Brunswick	869.6	925.1	1,248.4	1,542.6	1,054.6
Quebec	3,106.0	3,210.3	6,547.8	7,249.5	3,653.0
Ontario	5,240.4	5,680.5	11,347.0	13,143.7	6,554.1
Manitoba	619.2	631.2	1,082.2	1,257.5	725.5
Saskatchewan	624.7	639.3	952.5	1,101.4	654.9
Alberta	2,171.0	2,266.4	4,304.4	4,562.1	2,334.7
British Columbia	1,878.1	2,004.3	3,734.2	4,300.3	2,308.5
Yukon	25.0	26.0	39.5	50.1	28.7
Northwest Territories	31.1	29.7	37.0	49.4	28.9
Nunavut	21.0	20.0	25.7	38.7	22.5
Gender					
Men	8,416.6	8,833.7	16,252.2	17,838.7	9,581.6
Women	8,268.7	8,669.0	15,822.8	18,913.2	10,137.6
Age					
24 years old and under	1,284.6	1,302.6	3,601.1	4,297.4	1,521.9
25 to 44 years old	9,038.7	9,554.9	15,819.2	17,803.7	10,929.3
45 to 54 years old	2,883.7	2,915.8	5,272.4	5,893.0	2,969.3
55 years old and over	3,478.3	3,729.3	7,382.4	8,757.8	4,298.6
Canada	16,685.3	17,502.7	32,075.0	36,751.9	19,719.2

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 2018-19 and 2019-20 exclude 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. Data are based on a 10% sample of EI administrative data.

Annex 2.4.1 – Employment Insurance benefits by EI economic region: New claims established¹

El economic region	2018-19	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total of 2022-23 ³
Newfoundland and Labrador							
St. John's	15,260	14,470	24,230	16,510	7,330	8,070	15,400
Newfoundland - Labrador	70,810	67,320	75,880	69,210	21,880	45,600	67,480
Prince Edward Island							
Charlottetown	5,680	4,850	8,600	7,220	2,930	2,930	5,860
Prince Edward Island (excluding Charlottetown)	16,800	16,920	16,590	16,820	5,890	10,980	16,870
Nova Scotia							
Eastern Nova Scotia	30,890	28,710	30,220	29,690	11,410	16,040	27,450
Western Nova Scotia	33,640	34,130	40,970	36,360	13,690	17,780	31,470
Halifax	20,040	19,700	31,870	25,610	8,980	10,530	19,510
New Brunswick							
Fredericton-Moncton-Saint-John	28,170	27,810	41,760	33,480	11,550	16,420	27,970
Madawaska-Charlotte	14,410	14,580	17,270	15,030	4,590	8,020	12,610
Restigouche-Albert	47,240	46,990	51,640	48,580	12,850	30,170	43,020
Quebec							
Gaspésie-Îles-de-la-Madeleine	27,020	26,450	26,720	25,710	8,560	16,050	24,610
Quebec	39,530	37,940	67,730	45,900	15,090	23,260	38,350
Trois-Rivières	9,310	10,320	15,930	11,490	3,610	5,760	9,370
South Central Quebec	8,870	10,430	16,220	11,920	4,450	7,410	11,860
Sherbrooke	9,960	10,080	17,290	12,680	3,840	6,770	10,610
Montérégie	30,950	33,540	55,830	38,840	13,260	23,310	36,570
Montréal	170,940	172,740	324,500	201,960	74,080	99,920	174,000
Central Quebec	85,820	85,120	109,250	94,470	29,280	57,130	86,410
North Western Quebec	20,750	19,950	24,660	21,640	8,290	11,070	19,360
Lower Saint Lawrence and North Shore	46,140	45,370	54,330	46,450	14,220	26,590	40,810
Hull	12,700	12,270	21,440	15,210	5,750	7,130	12,880
Chicoutimi-Jonquière	11,070	11,010	15,410	12,070	4,630	7,020	11,650
Ontario							
Ottawa	32,410	33,950	65,530	43,110	20,140	18,470	38,610
Eastern Ontario	25,490	23,600	32,720	27,750	10,690	13,880	24,570
Kingston	5,570	6,580	11,050	7,450	3,550	3,710	7,260
Central Ontario	58,130	61,510	99,240	69,080	25,630	34,640	60,270
Oshawa	16,100	18,300	31,480	21,910	9,910	9,430	19,340
Toronto	204,030	213,050	455,220	249,730	108,100	119,430	227,530
Hamilton	29,040	31,550	58,950	37,280	16,040	18,170	34,210
St. Catharines	20,090	21,490	44,760	27,590	9,430	12,010	21,440
London	19,090	22,040	40,500	26,870	10,780	13,560	24,340
Niagara	17,390	18,570	23,750	17,660	6,730	9,620	16,350
Windsor	21,290	20,970	35,230	25,520	9,270	11,570	20,840
Kitchener	21,540	23,130	40,540	27,410	10,580	13,640	24,220
Huron	17,880	19,220	25,470	19,300	7,350	11,150	18,500
South Central Ontario	20,780	23,430	37,800	27,290	12,510	15,140	27,650
Sudbury	7,860	8,250	14,340	11,200	3,960	4,260	8,220
Thunder Bay	5,900	6,240	10,160	6,640	2,760	3,520	6,280
Northern Ontario	34,310	33,790	41,150	34,440	12,920	18,120	31,040
Manitoba							
Winnipeg	34,910	35,910	66,440	41,450	18,540	20,830	39,370
Southern Manitoba	17,750	17,860	24,070	18,880	7,870	10,020	17,890
Northern Manitoba	11,360	11,010	11,600	11,140	5,040	5,050	10,090
Saskatchewan							
Regina	10,310	10,580	17,050	10,860	4,670	5,990	10,660
Saskatoon	13,990	15,840	21,860	15,800	6,180	7,690	13,870
Southern Saskatchewan	13,820	14,320	17,920	14,690	5,660	7,200	12,860

Northern Saskatchewan	16,090	16,540	20,670	16,500	6,890	8,990	15,880
Alberta							
Calgary	57,720	61,950	124,830	67,590	30,800	32,550	63,350
Edmonton	68,520	71,530	126,950	75,220	32,600	36,810	69,410
Northern Alberta	16,540	16,690	24,080	15,730	7,500	7,730	15,230
Southern Alberta	46,090	50,280	88,560	52,060	21,740	26,470	48,210
British Columbia							
Southern Interior British Columbia	40,710	42,500	60,500	45,530	17,360	25,940	43,300
Abbotsford	9,760	10,390	14,550	12,080	4,850	6,030	10,880
Vancouver	82,480	88,030	168,240	106,150	50,490	51,410	101,900
Victoria	12,360	13,150	22,140	15,710	7,270	6,320	13,590
Southern Coastal British Columbia	30,350	31,710	45,400	34,010	14,070	17,320	31,390
Northern British Columbia	22,580	24,280	29,560	23,630	10,470	12,080	22,550
Territories							
Whitehorse	1,480	1,480	2,140	1,760	560	990	1,550
Yukon (excluding Whitehorse)	830	820	1,070	860	220	510	730
Yellowknife	830	750	1,050	880	450	260	710
Northwest Territories (excluding Yellowknife)	1,480	1,280	1,810	1,410	580	570	1,150
Iqaluit	290	290	350	330	120	140	260
Nunavut (excluding Iqaluit)	1,180	920	1,620	1,250	630	470	1,100
Canada	1,824,330	1,874,480	3,048,690	2,100,600	821,070	1,079,650	1,900,720

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

¹ 2018-19 and 2019-20 exclude 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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.4.2 – Employment Insurance benefits by EI economic region: Average weekly benefit rate^{1,2} (\$)

EI economic region	2018-19	2019-20	2022-23
Newfoundland and Labrador			
St. John's	468	475	514
Newfoundland - Labrador	463	477	527
Prince Edward Island			
Charlottetown	408	427	452
Prince Edward Island (excluding Charlottetown)	447	463	519
Nova Scotia			
Eastern Nova Scotia	449	467	514
Western Nova Scotia	426	441	486
Halifax	439	454	505
New Brunswick			
Fredericton-Moncton-Saint-John	432	443	509
Madawaska-Charlotte	425	436	490
Restigouche-Albert	449	465	526
Quebec			
Gaspésie-Îles-de-la-Madeleine	460	478	535
Quebec	467	482	547
Trois-Rivières	441	467	524
South Central Quebec	451	478	541
Sherbrooke	452	474	536
Montréal	452	470	534
Central Quebec	447	466	532
North Western Quebec	464	473	530
Lower Saint Lawrence and North Shore	456	470	531
Hull	470	478	544
Chicoutimi-Jonquière	448	465	538
Ontario			
Ottawa	480	491	550
Eastern Ontario	460	473	522
Kingston	466	468	520
Central Ontario	461	477	528
Oshawa	486	492	551
Toronto	478	491	545
Hamilton	479	489	545
St. Catharines	450	465	513
London	463	484	530
Niagara	468	484	534
Windsor	485	500	543
Kitchener	480	493	544
Huron	467	478	536
South Central Ontario	474	491	544
Sudbury	481	497	546
Thunder Bay	483	503	560
Northern Ontario	469	482	530
Manitoba			
Winnipeg	456	469	506
Southern Manitoba	449	463	492
Northern Manitoba	448	446	498
Saskatchewan			
Regina	490	498	543
Saskatoon	482	490	522
Southern Saskatchewan	472	489	518
Northern Saskatchewan	468	477	528
Alberta			
Calgary	496	504	545
Edmonton	505	515	555
Northern Alberta	508	514	564
Southern Alberta	490	502	540
British Columbia			

Southern Interior British Columbia	464	480	540
Abbotsford	423	449	507
Vancouver	471	489	549
Victoria	478	494	546
Southern Coastal British Columbia	465	482	543
Northern British Columbia	482	499	554
Territories			
Whitehorse	517	527	612
Yukon (excluding Whitehorse)	517	525	586
Yellowknife	528	532	591
Northwest Territories (excluding Yellowknife)	516	524	589
Iqaluit	541	560	610
Nunavut (excluding Iqaluit)	489	537	552
Canada	465	480	535

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

¹ Excludes extended parental benefits which are calculated at a lower benefit rate. 2018-19 and 2019-20 exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources. 2022-23 includes family caregiver benefits for adults and children, 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. Data are based on a 10% sample of EI administrative data.

Annex 2.4.3 – Employment Insurance benefits by EI economic region: Amount paid¹ (\$ million)

EI economic region	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador					
St. John's	163.2	148.6	246.8	311.8	162.2
Newfoundland - Labrador	859.7	843.9	1,028.1	1,241.0	979.0
Prince Edward Island					
Charlottetown	47.0	44.8	79.5	115.6	59.7
Prince Edward Island (excluding Charlottetown)	184.0	181.2	214.4	245.6	220.0
Nova Scotia					
Eastern Nova Scotia	356.5	352.0	402.6	514.8	379.2
Western Nova Scotia	307.3	307.1	445.7	588.4	346.1
Halifax	181.3	192.2	339.4	439.5	207.6
New Brunswick					
Fredericton-Moncton-Saint-John	246.4	259.8	421.1	525.3	302.6
Madawaska-Charlotte	121.4	130.6	171.8	223.0	136.3
Restigouche-Albert	501.8	534.8	655.5	794.2	615.8
Quebec					
Gaspésie-Îles-de-la-Madeleine	280.2	293.4	339.3	401.4	317.8
Quebec	231.5	229.4	537.5	555.3	250.5
Trois-Rivières	58.0	65.4	132.4	143.9 ^R	70.6
South Central Quebec	46.7	54.6	113.6	127.0	67.4
Sherbrooke	59.0	59.8	126.5	142.6	70.3
Montérégie	184.1	197.6	433.6	478.9	249.7
Montréal	1,114.3	1,132.9	2,891.9	3,099.8 ^R	1,306.9
Central Quebec	519.9	542.0	938.4	1,066.9	626.1
North Western Quebec	149.0	151.0	220.6	292.8	167.9
Lower Saint Lawrence and North Shore	311.7	331.9	497.6	576.1	340.0
Hull	80.4	80.9	192.4	220.2	98.4
Chicoutimi-Jonquière	71.2	71.3	123.9	144.5	87.4
Ontario					
Ottawa	328.2	346.7	687.7	827.9	422.3
Eastern Ontario	222.2	220.9	333.3	418.6	238.8
Kingston	47.2	59.3	112.8	138.3	70.4
Central Ontario	495.8	538.4	991.7	1,188.5	613.3
Oshawa	153.1	171.5	346.2	409.9	216.8
Toronto	2,087.5	2,261.3	5,115.9	5,677.4	2,608.5
Hamilton	270.8	297.9	594.0	695.7	358.8
St. Catharines	154.1	176.5	460.5	519.2	209.3
London	177.1	190.7	377.8	483.9	246.7
Niagara	156.6	168.0	248.0	283.9	164.5
Windsor	135.6	162.2	356.1	433.0	214.8
Kitchener	206.8	222.2	410.8	471.2	255.9
Huron	147.8	156.8	249.0	296.4	182.0
South Central Ontario	189.7	209.0	358.8	431.2	268.5
Sudbury	70.5	78.3	136.8	187.0	87.3
Thunder Bay	51.6	54.6	101.1	114.9	61.3
Northern Ontario	345.7	366.1	466.4	566.7	334.8
Manitoba					
Winnipeg	326.0	335.8	674.4	755.4	401.0
Southern Manitoba	156.5	164.6	249.5	288.0	177.1
Northern Manitoba	136.7	130.8	158.3	214.1	147.5
Saskatchewan					
Regina	109.0	110.8	198.3	222.2	121.9
Saskatoon	160.2	165.9	259.2	284.7	158.8
Southern Saskatchewan	147.2	154.3	221.1	253.9	152.3
Northern Saskatchewan	208.2	208.3	273.9	340.5	221.9
Alberta					
Calgary	716.3	725.1	1,470.8	1,573.1	771.7
Edmonton	785.2	791.7	1,512.8	1,588.3	817.1
Northern Alberta	199.2	212.9	313.3	331.6	205.3
Southern Alberta	470.3	536.7	1,007.5	1,069.1	540.5

British Columbia					
Southern Interior British Columbia	380.8	383.6	624.7	742.5	414.0
Abbotsford	82.7	89.8	152.4	188.7	110.8
Vancouver	810.7	873.5	1,899.7	2,120.6	1,093.3
Victoria	112.9	124.4	233.0	271.2	142.8
Southern Coastal British Columbia	258.3	285.4	484.5	570.6	306.6
Northern British Columbia	232.7	247.6	339.9	406.8	240.9
Territories					
Whitehorse	15.9	17.3	25.3	32.7	20.2
Yukon (excluding Whitehorse)	9.1	8.6	14.2	17.3	8.5
Yellowknife	10.1	10.2	12.9	17.9	12.2
Northwest Territories (excluding Yellowknife)	21.1	19.5	24.2	31.5	16.7
Iqaluit	3.9	4.4	5.3	6.5	4.7
Nunavut (excluding Iqaluit)	17.1	15.7	20.4	32.2	17.7
Canada	16,685.3	17,502.7	32,075.0	36,751.8	19,719.2

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 2018-19 and 2019-20 exclude 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.

⁸ Revised data.

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

Annex 2.5.1 – Regular benefits: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	First half of 2022-23 ²	Second half of 2022-23	Total of 2022-23 ²
Newfoundland and Labrador	66,680	62,980	81,400	63,620	18,610	41,020	59,630
Prince Edward Island	15,540	14,860	18,820	16,470	4,490	9,850	14,340
Nova Scotia	61,800	62,100	81,630	66,670	22,320	32,730	55,050
New Brunswick	68,320	68,720	91,520	72,500	18,940	44,270	63,210
Quebec	384,500	400,460	653,980	431,360	139,090	237,590	376,680
Ontario	363,620	393,950	848,920	436,290	163,310	213,790	377,100
Manitoba	42,610	42,900	76,120	46,700	19,630	23,570	43,200
Saskatchewan	37,570	40,800	60,370	39,390	14,620	20,740	35,360
Alberta	127,090	140,540	296,840	138,620	59,210	66,770	125,980
British Columbia	120,860	135,800	257,310	141,910	61,300	72,980	134,280
Yukon	1,640	1,680	2,440	1,670	440	1,010	1,450
Northwest Territories	1,580	1,520	2,200	1,600	660	530	1,190
Nunavut	900	770	1,310	950	450	320	770
Gender							
Men	791,220	830,770	1,371,140	846,940	231,030	528,960	759,990
Women	501,490	536,310	1,101,720	610,810	292,040	236,210	528,250
Age							
24 years old and under	113,780	122,860	381,160	174,040	43,850	73,380	117,230
25 to 44 years old	568,800	603,290	1,042,340	638,470	242,280	339,570	581,850
45 to 54 years old	278,900	286,640	445,220	275,570	106,520	143,310	249,830
55 years old and over	331,230	354,290	604,140	369,670	130,420	208,910	339,330
EI claimant category							
Long-tenured workers	294,820	340,900	671,790	341,630	134,860	143,980	278,840
Occasional claimants	700,580	738,600	1,511,990	839,210	328,930	400,970	729,900
Frequent claimants	297,310	287,580	289,080	276,910	59,280	220,220	279,500
Canada	1,292,710	1,367,080	2,472,860	1,457,750	523,070	765,170	1,288,240

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 2020-21F due to the implementation of the Canada Emergency Response Benefits (CERB).

² EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.5.2 – Regular benefits: Average actual duration¹ (number of weeks)

Province or territory	2018-19	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, R}	Claims established on or after September 26, 2021 and completed in 2021-22 ^R	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{2, P}	Claims established on or after September 26, 2021 and completed in 2022-23 ^P
Newfoundland and Labrador	28.7	27.1	30.0	7.6	33.7	9.7 ^R	37.8	26.1
Prince Edward Island	22.3	22.2	24.6	8.9	28.2	11.4	27.9	22.1
Nova Scotia	22.0	22.1	24.8	9.5	31.2 ^R	11.2 ^R	37.2	21.0
New Brunswick	20.5	21.3	24.0	8.8	29.8	9.9 ^R	28.7	21.7
Quebec	15.6	15.8	18.1	7.5	26.7	8.9 ^R	30.3	14.4
Ontario	16.9	17.0	20.2	9.0	31.1	8.5 ^R	33.4	15.4
Manitoba	18.6	18.8	21.6	9.4	30.4 ^R	11.1 ^R	33.0	17.0
Saskatchewan	22.8	20.5	23.6	10.3	31.6	11.2 ^R	36.5	18.8
Alberta	21.6	19.6	23.5	9.5	31.7	10.3 ^R	34.7	17.0
British Columbia	17.9	17.2	20.4	9.4	31.8	10.4 ^R	30.9	15.1
Yukon	20.0	19.6	20.6	9.3	32.8	15.5 ^R	40.0	17.5
Northwest Territories	22.6	22.9	26.7	11.6	36.8	13.2 ^R	40.6	17.0
Nunavut	28.1	28.0	33.6	8.1	36.9	6.2 ^R	41.4	22.7
Gender								
Men	18.8	18.6	21.2	8.7	29.7	9.3 ^R	34.5	16.8
Women	18.0	17.5	20.9	8.6	30.7	9.2 ^R	31.1	16.1
Age								
24 years old and under	16.6	16.3	18.9	8.1	26.7	8.3	29.7	14.5
25 to 44 years old	17.4	17.3	20.4 ^r	8.7	28.9	8.6 ^R	31.7	15.5
45 to 54 years old	19.0	18.5	21.4	8.8	30.4	9.3 ^R	32.0	16.7
55 years old and over	20.5	20.1	22.8	8.8	34.1	11.4 ^R	36.2	19.0
EI claimant category								
Long-tenured workers	18.0	16.8	19.7	8.1	29.0 ^R	6.8 ^R	29.9	14.4
Occasional claimants	17.8	17.6	20.6	8.8	30.9 ^R	9.2 ^R	33.5	15.6
Frequent claimants	20.7	20.9	23.7	11.2	29.0	13.9 ^R	36.5	20.6
Canada	18.5	18.2	21.1	8.6	30.2^R	9.3^R	32.7	16.5

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

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult sections [2.1](#) and [2.2.4](#) of Chapter 2 for details.

^R Revised data.

^P Preliminary data.

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

Annex 2.5.3 – Regular benefits: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	456	468	536	535	496	493	510
Prince Edward Island	433	446	528	530	488	488	499
Nova Scotia	433	447	530	530	492	473	490
New Brunswick	447	459	531	528	496	494	516
Quebec	462	478	534	546	490	511	544
Ontario	477	489	532	552	497	509	538
Manitoba	456	462	529	535	495	495	500
Saskatchewan	481	490	540	542	520	532	525
Alberta	507	512	542	554	533	549	551
British Columbia	472	488	535	552	506	523	543
Yukon	519	528	549	565	558	530	597
Northwest Territories	523	527	557	568	555	575	583
Nunavut	502	550	550	557	543	567	579
Gender							
Men	493	507	544	555	524	540	564
Women	432	444	522	541	459	453	494
Age							
24 years old and under	433	445	514	519	454	443	483
25 to 44 years old	481	495	539	553	512	527	552
45 to 54 years old	475	490	541	555	514	530	546
55 years old and over	455	468	534	548	493	498	517
EI claimant category							
Long-tenured workers	503	515	547	566	543	564	583
Occasional claimants	452	464	526	538	475	483	512
Frequent claimants	477	491	547	550	516	530	547
Canada	469	483	534	547	500	511	535

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

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.5.4 – Regular benefits: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	799.2	759.2	1,029.1	1,258.3	843.7
Prince Edward Island	160.3	155.5	211.6	270.0	189.1
Nova Scotia	595.2	588.6	905.1	1,213.5	632.5
New Brunswick	632.2	680.0	989.9	1,251.4	782.1
Quebec	2,577.5	2,622.2	5,906.0	6,464.9	3,000.0
Ontario	2,775.9	3,011.1	8,352.1	9,766.4	3,412.9
Manitoba	371.1	370.7	785.2	920.0	430.1
Saskatchewan	393.0	405.9	700.7	819.1	403.0
Alberta	1,331.3	1,354.1	3,304.1	3,477.9	1,354.7
British Columbia	988.5	1,068.7	2,675.9	3,081.6	1,216.1
Yukon	16.5	17.0	27.6	35.7	16.5
Northwest Territories	21.4	19.5	26.4	36.3	16.0
Nunavut	11.7	12.2	16.4	27.0	13.2
Gender					
Men	7,072.5	7,348.8	14,578.4	15,982.2	7,860.1
Women	3,601.3	3,715.6	10,351.7	12,639.8	4,449.9
Age					
24 years old and under	922.7	939.3	3,157.6	3,759.0	1,139.3
25 to 44 years old	4,585.2	4,783.1	10,578.0	11,843.5	5,358.9
45 to 54 years old	2,335.9	2,342.4	4,660.7	5,191.2	2,358.9
55 years old and over	2,830.0	2,999.6	6,533.9	7,828.3	3,452.9
EI claimant category					
Long-tenured workers	2,467.4	2,518.1	6,533.0	6,885.5	2,551.1
Occasional claimants	5,505.2	5,746.6	14,933.4	17,856.2	6,650.0
Frequent claimants	2,701.2	2,799.7	3,463.6	3,880.4	3,108.9
Canada	10,673.8	11,064.4	24,930.1	28,622.1	12,310.0

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

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

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

Annex 2.6.1 – Regular benefits (by industry): New claims established

Industry	2018-19	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	First half of 2022-23 ²	Second half of 2022-23	Total of 2022-23 ²
Goods-producing industries	505,200	523,350	667,470	500,780	119,700	354,460	474,160
Agriculture, forestry, fishing and hunting	52,440	51,240	59,370	55,550	16,890	34,520	51,410
Mining, quarrying, and oil and gas extraction	24,980	24,130	33,730	21,730	6,470	13,790	20,260
Utilities	4,150	4,870	3,980	4,250	1,020	2,670	3,690
Construction	292,720	289,330	350,210	285,790	54,360	225,310	279,670
Manufacturing	130,910	153,780	220,180	133,460	40,960	78,170	119,130
Services-producing industries	764,220	801,070	1,671,510	912,730	389,500	384,930	774,430
Wholesale trade	38,920	41,670	83,080	37,760	14,890	19,860	34,750
Retail trade	69,330	76,100	286,270	89,520	23,670	38,830	62,500
Transportation and warehousing	62,640	64,460	114,250	69,100	27,990	35,340	63,330
Finance and insurance	12,630	12,480	22,230	13,310	5,300	6,170	11,470
Real estate, rental and leasing	18,270	18,800	39,840	17,690	5,950	9,500	15,450
Professional, scientific and technical services	50,950	55,220	87,120	58,260	25,640	39,480	65,120
Business, building and other support services ³	88,130	85,720	170,190	95,540	27,150	57,320	84,470
Educational services	163,030	170,300	120,670	191,150	155,460	38,070	193,530
Health care and social assistance	45,870	50,050	105,120	62,290	29,350	20,630	49,980
Information, culture and recreation ⁴	40,250	39,900	110,510	50,820	12,000	25,330	37,330
Accommodation and food services	63,280	72,130	317,070	105,100	19,020	36,410	55,430
Other services (excluding public administration)	42,010	45,450	116,740	45,530	15,950	20,850	36,800
Public administration	68,910	68,790	98,420	76,660	27,130	37,140	64,270
Unclassified⁵	23,290	42,660	133,880	44,240	13,870	25,780	39,650
Canada	1,292,710	1,367,080	2,472,860	1,457,750	523,070	765,170	1,288,240

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 EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

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

Annex 2.6.2 – Regular benefits (by industry): Average actual duration¹ (number of weeks)

Industry	2018-19	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 on or after September 27, 2020 and completed in 2021-22 ^{2, R}	Claims established on or after September 26, 2021 and completed in 2021-22 ^R	Claims established on or after September 27, 2020 and completed in 2022-23 ^{2, P}	Claims established on or after September 26, 2021 and completed in 2022-23 ^P
Goods-producing industries	18.3	18.1	20.4	8.1	26.6	9.1^R	31.8	16.3
Agriculture, forestry, fishing and hunting	20.7	20.8	23.5	10.6	30.1	13.8 ^R	34.3	20.8
Mining, quarrying and oil and gas extraction	21.4	20.6	23.9	9.6	29.6 ^R	9.9 ^R	34.0	18.2
Utilities	17.3	15.5	21.1	6.7	23.2	5.6 ^R	29.9	13.5
Construction	17.7	17.4	19.8	7.7	24.8	8.8 ^R	32.7	15.3
Manufacturing	18.2	18.0	19.9	7.9	27.9 ^R	7.7 ^R	30.0	16.6
Services-producing industries	18.5	18.2	21.5	8.9	31.4	9.4^R	32.7	16.6
Wholesale trade	22.0	22.2	24.5	9.3	34.9 ^R	9.5 ^R	38.1	19.3
Retail trade	21.4	21.1	22.2	7.0	32.0	10.4 ^R	37.3	18.5
Transportation and warehousing	18.4	18.3	21.5	9.1	31.0	9.9 ^R	34.8	17.2
Finance and insurance	23.9	22.4	26.4	10.0	35.0	9.6 ^R	39.9	20.0
Real estate, rental and leasing	21.2	20.7	23.6	9.4	35.2	10.0 ^R	39.9	18.5
Professional, scientific and technical services	19.7	19.4	23.4	9.8	30.5	10.1 ^R	36.1	17.4
Business, building and other support services ³	19.9	20.0	22.1	9.6	33.6	10.8 ^R	38.0	17.8
Educational services	11.8	11.2	14.8	8.7	19.1 ^R	7.6 ^R	20.5	11.3
Health care and social assistance	19.9	19.5	21.4	7.9	32.2	9.4 ^R	33.6	17.8
Information, culture and recreation ⁴	19.1	19.5	22.1	10.3	32.7	9.2 ^R	35.0	17.0
Accommodation and food services	20.9	21.4	23.0	10.0	35.8	7.5 ^R	38.5	17.9
Other services (excluding	20.1	20.2	22.2	8.4	32.6	9.7 ^R	36.0	17.9

public administration)								
Public administration	20.3	19.9	23.3	9.5	29.7	11.5 ^R	37.4	19.1
Unclassified⁵	21.1	20.1	23.2	9.1	34.5^R	9.7^R	40.1	17.8
Canada	18.5	18.2	21.1	8.6	30.2^R	9.3^R	32.7	16.5

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

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult sections [2.1](#) and [2.2.4](#) of Chapter 2 for details.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

^R Revised data.

^P Preliminary data.

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

Annex 2.6.3 – Regular benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	2018-19	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
Goods-producing industries	503	519	555	564	539	562	580
Agriculture, forestry, fishing and hunting	459	479	542	555	522	505	524
Mining, quarrying, and oil and gas extraction	541	554	571	588	579	597	622
Utilities	538	552	567	585	567	596	620
Construction	521	536	562	571	552	575	601
Manufacturing	474	494	545	557	519	533	546
Services-producing industries	447	460	527	543	476	471	509
Wholesale trade	462	477	536	553	518	506	529
Retail trade	405	421	518	523	433	435	460
Transportation and warehousing	431	449	537	541	511	463	476
Finance and insurance	493	510	542	563	519	528	564
Real estate, rental and leasing	469	480	535	548	472	496	522
Professional, scientific and technical services	497	515	549	563	534	553	577
Business, building and other support services ³	447	463	531	537	473	489	529
Educational services	479	488	533	552	499	515	487
Health care and social assistance	423	440	524	539	458	460	428
Information, culture and recreation ⁴	435	439	525	540	425	457	490
Accommodation and food services	374	390	513	518	423	395	533
Other services (excluding public administration)	439	449	525	536	481	456	500
Public administration	468	479	537	545	518	506	513
Unclassified⁵	440	457	527	538	487	482	518
Canada	469	483	534	547	500	511	535

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

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

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

Annex 2.6.4 – Regular benefits (by industry): Amount paid¹ (\$ million)

Industry	2018-19	2019-20	2020-21	2021-22	2022-23
Goods-producing industries	4,473.4	4,590.7	7,138.4	7,965.0	4,858.9
Agriculture, forestry, fishing and hunting	496.8	525.8	689.3	940.2	615.6
Mining, quarrying, and oil and gas extraction	274.2	270.0	430.8	417.2	251.5
Utilities	36.4	42.2	46.8	46.7	35.9
Construction	2,640.3	2,592.1	3,691.3	4,012.0	2,762.5
Manufacturing	1,025.7	1,160.7	2,280.1	2,549.0	1,193.4
Services-producing industries	5,995.6	6,151.8	16,428.9	19,915.0	7,080.3
Wholesale trade	402.6	425.2	937.8	1,042.6	411.5
Retail trade	620.9	610.1	2,405.4	2,908.0	661.8
Transportation and warehousing	466.0	499.1	1,131.8	1,410.9	571.7
Finance and insurance	155.0	148.8	258.8	346.0	147.7
Real estate, rental and leasing	175.4	174.8	445.6	464.2	172.8
Professional, scientific and technical services	479.4	516.5	996.0	1,140.4	647.2
Business, building and other support services ²	768.8	768.0	1,845.5	2,275.7	872.9
Educational services	774.6	823.5	793.5	1,823.9	1,059.3
Health care and social assistance	349.6	359.2	978.2	1,383.4	530.4
Information, culture and recreation ³	324.7	317.1	1,156.8	1,116.3	343.9
Accommodation and food services	487.2	489.4	3,383.5	3,300.9	526.7
Other services (excluding public administration)	371.7	376.7	1,126.7	1,315.9	385.5
Public administration	619.7	643.4	969.2	1,386.8	748.8
Unclassified⁴	204.8	321.8	1,362.9	742.0	370.7
Canada	10,673.8	11,064.4	24,930.1	28,622.1	12,310.0

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

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

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

Annex 2.7.1 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): New claims established²

Category	2018-19	2019-20	2022-23
Regional unemployment rate: 6.0% and under	411,230	685,050	835,500
Regional unemployment rate: 6.1% to 7.0%	479,030	284,170	227,280
Regional unemployment rate: 7.1% to 8.0%	129,350	134,670	43,960
Regional unemployment rate: 8.1% to 9.0%	40,770	34,970	13,810
Regional unemployment rate: 9.1% to 10.0%	13,870	9,600	18,280
Regional unemployment rate: 10.1% to 11.0%	36,950	28,700	43,630
Regional unemployment rate: 11.1% to 12.0%	49,040	34,790	25,350
Regional unemployment rate: 12.1% to 13.0%	4,070	23,840	6,850
Regional unemployment rate: 13.1% to 14.0%	6,980	47,370	3,630
Regional unemployment rate: 14.1% to 15.0%	17,860	9,010	50,970
Regional unemployment rate: 15.1% to 16.0%	24,980	14,470	4,260
Regional unemployment rate: 16.1% or greater	78,580	60,440	14,720
Hours of insurable employment from previous employment: 420 to 559	18,220	17,250	47,400
Hours of insurable employment from previous employment: 560 to 699	41,930	35,380	54,600
Hours of insurable employment from previous employment: 700 to 839	102,040	102,240	104,470
Hours of insurable employment from previous employment: 840 to 979	110,600	111,140	104,920
Hours of insurable employment from previous employment: 980 to 1,119	117,460	118,120	107,400
Hours of insurable employment from previous employment: 1,120 to 1,259	122,190	125,460	114,030
Hours of insurable employment from previous employment: 1,260 to 1,399	114,270	119,750	110,560
Hours of insurable employment from previous employment: 1,400 to 1,539	129,220	134,370	130,010
Hours of insurable employment from previous employment: 1,540 to 1,679	106,130	113,360	105,530
Hours of insurable employment from previous employment: 1,680 to 1,819	107,350	118,180	106,350
Hours of insurable employment from previous employment: 1,820 or more	323,300	371,830	302,970
Canada	1,292,710	1,367,080	1,288,240

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 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 during these periods. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.7.2 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Average actual duration^{2,3} (number of weeks)

Category	2018-19	2019-20 ^R	Claims established on or after September 26, 2021 and completed in 2022-23 ^P
Regional unemployment rate: 6.0% and under	15.6	15.1 ^R	13.0
Regional unemployment rate: 6.1% to 7.0%	15.7	17.8 ^R	15.6
Regional unemployment rate: 7.1% to 8.0%	19.4	18.4 ^R	18.1
Regional unemployment rate: 8.1% to 9.0%	22.5	19.9 ^R	21.3
Regional unemployment rate: 9.1% to 10.0%	23.3	20.7	21.5
Regional unemployment rate: 10.1% to 11.0%	20.5	22.6 ^R	17.4
Regional unemployment rate: 11.1% to 12.0%	23.3	23.0	20.9
Regional unemployment rate: 12.1% to 13.0%	28.4	20.0 ^R	26.8
Regional unemployment rate: 13.1% to 14.0%	23.7	21.2 ^R	25.6
Regional unemployment rate: 14.1% to 15.0%	25.9	25.9	20.4
Regional unemployment rate: 15.1% to 16.0%	25.8	26.9	28.9
Regional unemployment rate: 16.1% or greater	29.8	27.9 ^R	28.3
Hours of insurable employment from previous employment: 420 to 559	26.2	26.6 ^R	16.6
Hours of insurable employment from previous employment: 560 to 699	20.7	22.0 ^R	16.7
Hours of insurable employment from previous employment: 700 to 839	16.8	16.8 ^R	16.6
Hours of insurable employment from previous employment: 840 to 979	17.9	17.9 ^R	17.4
Hours of insurable employment from previous employment: 980 to 1,119	18.3	18.2 ^R	17.8
Hours of insurable employment from previous employment: 1,120 to 1,259	17.8	17.6 ^R	17.6
Hours of insurable employment from previous employment: 1,260 to 1,399	17.5	17.3 ^R	16.9
Hours of insurable employment from previous employment: 1,400 to 1,539	16.0	15.7 ^R	15.1
Hours of insurable employment from previous employment: 1,540 to 1,679	17.5	17.1 ^R	15.5
Hours of insurable employment from previous employment: 1,680 to 1,819	18.4	18.3 ^R	15.3
Hours of insurable employment from previous employment: 1,820 or more	20.4	19.6 ^R	16.5
Canada	18.5	18.2^R	16.5

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 moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

² The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³ 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 during these periods. Consult [Section 2.1](#) of Chapter 2 for details.

^P Preliminary data.

^R Revised data.

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

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	2018-19	2019-20	2022-23
Regional unemployment rate: 6.0% and under	471	482	540
Regional unemployment rate: 6.1% to 7.0%	472	483	530
Regional unemployment rate: 7.1% to 8.0%	466	501	521
Regional unemployment rate: 8.1% to 9.0%	476	470	558
Regional unemployment rate: 9.1% to 10.0%	491	486	526
Regional unemployment rate: 10.1% to 11.0%	474	500	533
Regional unemployment rate: 11.1% to 12.0%	459	478	525
Regional unemployment rate: 12.1% to 13.0%	472	468	497
Regional unemployment rate: 13.1% to 14.0%	457	468	480
Regional unemployment rate: 14.1% to 15.0%	443	480	517
Regional unemployment rate: 15.1% to 16.0%	456	462	497
Regional unemployment rate: 16.1% or greater	455	466	494
Hours of insurable employment from previous employment: 420 to 559	342	357	328
Hours of insurable employment from previous employment: 560 to 699	382	396	394
Hours of insurable employment from previous employment: 700 to 839	388	396	439
Hours of insurable employment from previous employment: 840 to 979	421	425	482
Hours of insurable employment from previous employment: 980 to 1,119	441	448	504
Hours of insurable employment from previous employment: 1,120 to 1,259	457	465	525
Hours of insurable employment from previous employment: 1,260 to 1,399	473	487	549
Hours of insurable employment from previous employment: 1,400 to 1,539	493	504 ^R	570
Hours of insurable employment from previous employment: 1,540 to 1,679	493	504	579
Hours of insurable employment from previous employment: 1,680 to 1,819	498	512	589
Hours of insurable employment from previous employment: 1,820 or more	516	529	606
Canada	469	483	535

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 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 during these periods. Consult [Section 2.1](#) of Chapter 2 for details.

^R Revised data.

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

Annex 2.7.4 – Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Amount paid^{2,3} (\$ million)

Category	2018-19	2019-20	2022-23
Regional unemployment rate: 6.0% and under	2,931.4	4,285.2	5,513.6
Regional unemployment rate: 6.1% to 7.0%	3,341.8	2,707.0	2,267.1
Regional unemployment rate: 7.1% to 8.0%	1,135.3	1,181.7	1,240.1
Regional unemployment rate: 8.1% to 9.0%	599.1	270.0	644.1
Regional unemployment rate: 9.1% to 10.0%	186.0	129.8	364.0
Regional unemployment rate: 10.1% to 11.0%	287.9	307.8	341.1
Regional unemployment rate: 11.1% to 12.0%	590.9	412.7	277.8
Regional unemployment rate: 12.1% to 13.0%	54.3	202.5	229.2
Regional unemployment rate: 13.1% to 14.0%	118.5	394.0	343.6
Regional unemployment rate: 14.1% to 15.0%	232.6	111.3	449.1
Regional unemployment rate: 15.1% to 16.0%	207.4	262.3	46.3
Regional unemployment rate: 16.1% or greater	988.7	800.1	594.0
Hours of insurable employment from previous employment: 420 to 559	169.7	169.0	447.7
Hours of insurable employment from previous employment: 560 to 699	351.5	328.5	528.2
Hours of insurable employment from previous employment: 700 to 839	679.4	686.6	837.5
Hours of insurable employment from previous employment: 840 to 979	823.6	841.4	932.6
Hours of insurable employment from previous employment: 980 to 1,119	900.8	929.9	990.7
Hours of insurable employment from previous employment: 1,120 to 1,259	927.8	960.9	1,049.9
Hours of insurable employment from previous employment: 1,260 to 1,399	875.9	923.1	1,005.6
Hours of insurable employment from previous employment: 1,400 to 1,539	932.5	973.1	1,101.8
Hours of insurable employment from previous employment: 1,540 to 1,679	830.0	877.8	938.5
Hours of insurable employment from previous employment: 1,680 to 1,819	915.2	971.6	982.0
Hours of insurable employment from previous employment: 1,820 or more	3,267.2	3,402.6	3,495.7
Canada	10,673.8	11,064.4	12,310.0

Note: Data may not add up due 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 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 during these periods. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.8.1 – Regular benefits (by Employment Insurance economic region): New claims established

El economic region	2018-19	2019-20	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	First half of 2022-23 ²	Second half of 2022-23	Total of 2022-23 ²
Newfoundland and Labrador							
St. John's	11,510	11,070	20,320	11,900	5,020	5,450	10,470
Newfoundland-Labrador	55,170	51,910	61,080	51,720	13,590	35,570	49,160
Prince Edward Island							
Charlottetown	3,730	3,410	6,670	4,870	1,320	1,910	3,230
Prince Edward Island (excluding Charlottetown)	11,810	11,450	12,150	11,600	3,170	7,940	11,110
Nova Scotia							
Eastern Nova Scotia	24,190	22,610	24,760	23,290	8,370	12,670	21,040
Western Nova Scotia	24,810	26,000	32,160	26,640	8,860	13,550	22,410
Halifax	12,800	13,490	24,710	16,740	5,090	6,510	11,600
New Brunswick							
Fredericton-Moncton-Saint-John	19,270	19,540	33,220	22,890	6,750	11,730	18,480
Madawaska-Charlotte	10,840	11,060	14,090	10,750	3,020	6,320	9,340
Restigouche- Albert	38,210	38,120	44,210	38,860	9,170	26,220	35,390
Quebec							
Gaspésie-Île-de-la Madeleine	24,030	23,740	23,980	22,640	7,250	14,470	21,720
Québec	30,760	31,440	58,860	36,270	10,930	18,510	29,440
Trois-Rivières	7,550	8,560	13,820	8,650	2,490	4,620	7,110
South Central Quebec	6,820	8,560	13,190	9,140	3,070	5,870	8,940
Sherbrooke	7,690	8,290	14,730	9,400	2,970	5,260	8,230
Montréal	24,240	27,820	47,530	30,160	9,670	18,800	28,470
Montreal	138,980	145,090	285,330	162,640	55,950	80,800	136,750
Central Quebec	68,910	71,350	94,470	74,840	21,560	46,670	68,230
North Western Quebec	17,610	17,150	21,950	17,330	6,640	9,070	15,710
Lower Saint Lawrence and North Shore	39,620	39,520	47,950	39,170	11,090	22,470	33,560
Hull	9,420	9,710	18,950	11,880	4,060	5,660	9,720
Chicoutimi-Jonquière	8,870	9,230	13,220	9,240	3,410	5,390	8,800
Ontario							
Ottawa	19,130	19,290	50,390	25,020	11,270	10,460	21,730
Eastern Ontario	17,530	16,420	24,930	18,470	6,080	9,610	15,690
Kingston	3,530	4,280	8,690	4,880	2,170	2,270	4,440
Central Ontario	39,720	43,440	78,060	45,750	14,540	23,780	38,320
Oshawa	10,470	12,460	24,710	13,460	5,680	5,420	11,100
Toronto	129,050	139,560	368,300	157,100	63,940	75,010	138,950
Hamilton	18,330	19,990	45,520	23,190	8,920	11,130	20,050
St. Catharines	14,030	15,560	37,690	19,880	5,430	8,410	13,840
London	11,870	14,680	32,370	16,840	6,360	8,820	15,180
Niagara	11,150	12,850	18,040	11,260	3,750	6,400	10,150
Windsor	16,180	16,550	29,740	19,110	6,110	8,450	14,560
Kitchener	13,240	14,710	30,750	16,600	5,610	8,310	13,920
Huron	12,560	13,380	19,730	12,480	4,290	8,120	12,410
South Central Ontario	12,130	14,840	27,280	15,990	6,420	9,090	15,510
Sudbury	5,180	5,710	11,060	7,430	2,390	2,730	5,120
Thunder Bay	4,130	4,240	8,270	4,360	1,640	2,350	3,990
Northern Ontario	25,390	25,990	33,390	24,470	8,710	13,430	22,140
Manitoba							
Winnipeg	22,750	23,040	50,200	26,560	11,200	13,260	24,460
Southern Manitoba	11,140	11,390	16,420	11,550	4,530	6,330	10,860

Northern Manitoba	8,720	8,470	9,500	8,590	3,900	3,980	7,880
Saskatchewan							
Regina	6,460	6,570	12,710	6,610	2,540	3,680	6,220
Saskatoon	9,080	10,760	16,530	9,990	3,310	5,000	8,310
Southern Saskatchewan	9,380	10,210	14,030	10,120	3,610	4,980	8,590
Northern Saskatchewan	12,650	13,260	17,100	12,670	5,160	7,080	12,240
Alberta							
Calgary	37,950	42,350	101,330	42,990	19,180	20,390	39,570
Edmonton	47,140	51,080	103,540	50,890	21,190	24,030	45,220
Northern Alberta	12,220	12,590	20,300	11,090	5,090	5,480	10,570
Southern Alberta	29,780	34,520	71,670	33,650	13,750	16,870	30,620
British Columbia							
Southern Interior British Columbia	29,410	31,230	48,000	31,440	10,410	18,780	29,190
Abbotsford	5,830	6,290	9,950	6,900	2,700	3,600	6,300
Vancouver	43,640	51,220	125,580	58,310	28,810	28,650	57,460
Victoria	6,480	7,390	15,900	7,980	3,970	3,150	7,120
Southern Coastal British Columbia	19,010	21,490	34,170	21,050	8,040	10,370	18,410
Northern British Columbia	16,490	18,180	23,710	16,230	7,370	8,430	15,800
Territories							
Whitehorse	920	930	1,470	970	260	540	800
Yukon (excluding Whitehorse)	720	750	970	700	180	470	650
Yellowknife	430	470	720	510	260	140	400
Northwest Territories (excluding Yellowknife)	1,150	1,050	1,480	1,090	400	390	790
Iqaluit	130	140	170	170	20	50	70
Nunavut (excluding Iqaluit)	770	630	1,140	780	430	270	700
Canada	1,292,710	1,367,080	2,472,860	1,457,750	523,070	765,170	1,288,240

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 EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.8.2 – Regular benefits (by Employment Insurance economic region): Average actual duration¹ (number of weeks)

El economic region	2018-19	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,R}	Claims established on or after September 26, 2021 and completed in 2021-22 ^R	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{2,P}	Claims established on or after September 26, 2021 and completed in 2022-23 ^P
Newfoundland and Labrador								
St. John's	20.8	20.4	21.7	7.4	31.2	11.1 ^R	34.7	16.9
Newfoundland-Labrador	30.4	28.5	31.4	8.0	34.6	7.8 ^R	38.6	28.3
Prince Edward Island								
Charlottetown	17.5	18.3	21.0	8.0	26.8	12.0 ^R	26.8	16.7
Prince Edward Island (excluding Charlottetown)	23.7	23.5	25.5	9.8	28.9	10.7 ^R	29.0	23.7
Nova Scotia								
Eastern Nova Scotia	26.1	26.7	28.5	9.9	32.5	11.1	37.5	25.5
Western Nova Scotia	20.1	19.6	22.9	9.2	30.8	12.2 ^R	37.5	19.8
Halifax	18.5	18.6	20.9	9.6	30.3	10.0 ^R	36.3	16.2
New Brunswick								
Fredericton-Moncton-Saint-John	17.5	17.9	20.7	8.5	29.7	9.5	27.7	16.9
Madawaska-Charlotte	18.7	20.0	21.8	8.9	28.4	13.5 ^R	25.5	19.4
Restigouche-Albert	22.5	23.4	26.1	9.4	30.3	7.2 ^R	30.3	25.0
Quebec								
Gaspésie-Île-de-la Madeleine	23.8	24.5	27.0	8.0	30.0	10.6 ^R	34.8	23.9
Québec	13.5	13.5	16.4	7.6	23.4 ^R	7.9 ^R	27.7	12.0
Trois-Rivières	15.0	14.7	17.1	7.1	26.7	8.9 ^R	28.6	13.8
South Central Quebec	12.8	12.5	13.9	6.4	21.1 ^R	8.2 ^R	25.5	11.1
Sherbrooke	14.3	13.1	15.9	6.6	22.6 ^R	7.7	29.4	12.1
Montérégie	14.2	14.0	16.2	6.8	24.9	9.0 ^R	26.7	12.8
Montreal	15.7	15.6	18.2	7.7	28.7	8.5 ^R	30.5	14.0
Central Quebec	14.7	15.1	17.0	7.3	25.1	9.5 ^R	29.8	14.0
North Western Quebec	16.5	16.6	18.3	7.0	27.0 ^R	10.2 ^R	31.9	16.4
Lower Saint Lawrence and North Shore	15.4	16.6	18.4	7.2	24.9	10.6 ^R	31.7	15.1
Hull	14.3	14.9	17.5	8.8	27.8	8.5	30.8	14.2
Chicoutimi-Jonquière	14.8	15.1	17.0	7.1	25.0 ^R	8.8 ^R	32.4	14.1

Ontario								
Ottawa	15.7	15.5	19.6	9.0	30.1	9.2 ^R	35.2	14.3
Eastern Ontario	16.4	16.3	18.6	8.3	29.2	9.3 ^R	32.5	15.1
Kingston	16.0	16.2	20.9	8.2	30.9	10.1	36.3	15.4
Central Ontario	16.2	16.4	19.7	8.5	29.3	9.5 ^R	32.2	14.9
Oshawa	15.3	15.6	21.1	8.7	31.0	7.8 ^R	32.2	14.8
Toronto	17.2	17.8	20.9	9.5	33.2	7.8 ^R	34.2	16.2
Hamilton	15.6	16.2	19.5	9.0	29.3	8.5	33.2	14.4
St. Catharines	15.9	16.4	19.8	9.1	32.0	8.0	35.2	14.9
London	16.0	16.0	18.1	8.2	28.8 ^R	7.9 ^R	32.2	15.0
Niagara	16.3	17.1	19.6	8.2	29.1	7.9 ^R	33.1	14.6
Windsor	14.2	13.7	17.8	8.5	29.2	6.7 ^R	28.6	15.6
Kitchener	15.9	16.5	19.6	8.4	27.8	7.6 ^R	31.3	14.5
Huron	15.7	15.1	18.0	7.9	27.7	9.2 ^R	34.5	14.9
South Central Ontario	15.1	15.4	17.5	8.2	26.8	8.1 ^R	27.1	13.3
Sudbury	18.0	16.7	20.4	8.4	26.9	8.2 ^R	34.2	15.0
Thunder Bay	16.1	15.8	19.3	8.6	28.6 ^R	8.3 ^R	34.0	14.3
Northern Ontario	23.4	21.5	24.5	8.6	30.7	11.5 ^R	36.4	17.7
Manitoba								
Winnipeg	16.1	16.5	19.5	9.4	30.2	11.0 ^R	29.7	15.2
Southern Manitoba	16.1	17.0	19.8	9.3	28.3	12.1 ^R	31.8	15.2
Northern Manitoba	28.2	26.6	29.1	9.9	34.1	7.6 ^R	41.1	25.6
Saskatchewan								
Regina	16.0	16.8	20.0	10.2	31.5	11.2 ^R	34.7	15.7
Saskatoon	20.5	18.0	19.6	10.3	31.3	11.1 ^R	33.7	16.1
Southern Saskatchewan	21.0	18.5	21.9	10.2	30.2	12.3 ^R	36.9	17.6
Northern Saskatchewan	28.5	25.7	29.0	10.5	33.2	9.4 ^R	38.7	23.6
Alberta								
Calgary	23.0	20.1	23.7	9.8	32.5	9.7	34.5	16.9
Edmonton	20.5	19.0	22.9	9.2	31.1	10.5 ^R	34.4	16.5
Northern Alberta	24.3	22.7	26.3	9.1	31.9	9.1 ^R	34.5	20.6
Southern Alberta	20.5	18.7	23.0	9.4	31.5	10.9 ^R	35.5	16.8
British Columbia								
Southern Interior British Columbia	20.5	17.8	20.4	10.2	30.1 ^R	11.6 ^R	31.7	14.8
Abbotsford	15.8	15.7	17.9	9.2	31.0 ^R	9.7 ^R	35.3	15.2
Vancouver	16.2	16.5	20.2	9.3	33.2	9.8 ^R	30.8	15.2
Victoria	15.2	16.0	19.6	9.3	31.7	9.8 ^R	26.8	13.6
Southern Coastal British Columbia	16.2	16.9	20.1	9.3	30.5	9.8	32.4	14.8
Northern British Columbia	21.7	19.4	22.7	8.7	30.1	11.8 ^R	28.8	16.6
Territories								
Whitehorse	19.4	18.2	19.5	9.1	31.8	14.0 ^R	40.1	16.9

Yukon (excluding Whitehorse)	20.7	21.4	22.0	13.8	34.2	17.7 ^R	39.8	18.2
Yellowknife	18.0	18.9	21.2	11.5	34.6	8.7	45.9	17.4
Northwest Territories (excluding Yellowknife)	24.5	24.5	28.5	11.1	37.8	14.6 ^R	38.3	16.7
Iqaluit	20.1	22.0	24.3	5.0	33.4	3.5	28.0	17.1
Nunavut (excluding Iqaluit)	29.7	29.1	35.5	8.8	37.4	7.5	43.5	24.0
Canada	18.5	18.2	21.1	8.6	30.1	9.3^R	32.7	16.5

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

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult sections [2.1](#) and [2.2.4](#) of Chapter 2 for details.

^R Revised data.

^P Preliminary data.

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

Annex 2.8.3 – Regular benefits (by Employment Insurance economic region): Average weekly benefit rate¹ (\$)

El economic region	2018-19	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
Newfoundland and Labrador							
St. John's	470	477	535	543	486	481	515
Newfoundland-Labrador	453	466	536	532	497	496	509
Prince Edward Island							
Charlottetown	418	423	520	528	454	450	478
Prince Edward Island (excluding Charlottetown)	438	453	532	532	495	501	506
Nova Scotia							
Eastern Nova Scotia	443	459	536	531	507	492	503
Western Nova Scotia	423	434	529	529	479	463	476
Halifax	432	452	526	531	481	468	495
New Brunswick							
Fredericton-Moncton-Saint-John	442	453	527	525	465	487	518
Madawaska-Charlotte	430	440	527	528	463	471	489
Restigouche- Albert	453	468	534	531	512	505	523
Quebec							
Gaspésie-Île-de-la-Madeleine	460	478	539	545	519	527	537
Québec	481	493	535	546	502	516	560
Trois-Rivières	454	476	531	547	474	492	540
South Central Quebec	465	484	539	548	465	516	550
Sherbrooke	463	483	534	546	481	506	546
Montérégie	464	477	536	546	475	514	550
Montreal	459	477	532	546	494	507	542
Central Quebec	456	473	534	545	467	511	541
North Western Quebec	470	480	538	551	501	512	536
Lower Saint Lawrence and North Shore	462	476	538	542	484	518	539
Hull	477	485	535	542	510	519	552
Chicoutimi-Jonquière	458	473	532	548	484	499	550
Ontario							
Ottawa	477	485	528	548	492	499	538
Eastern Ontario	463	476	533	543	477	509	521
Kingston	466	468	528	539	493	478	508
Central Ontario	465	481	532	547	483	504	527
Oshawa	493	497	533	552	493	510	547
Toronto	482	493	531	555	510	511	545
Hamilton	483	495	533	556	515	523	544
St. Catharines	456	471	528	547	457	470	510
London	464	484	530	544	485	491	528
Niagara	473	486	536	548	497	511	534
Windsor	496	506	537	559	472	531	551
Kitchener	483	496	532	554	499	507	541
Huron	474	483	537	546	494	521	545
South Central Ontario	481	496	537	554	503	517	543
Sudbury	489	504	536	568	523	514	554
Thunder Bay	494	514	536	559	534	548	570
Northern Ontario	472	483	536	547	496	520	526
Manitoba							
Winnipeg	461	472	527	537	498	495	507
Southern Manitoba	451	461	531	529	485	486	487
Northern Manitoba	448	439	534	535	498	511	495

Saskatchewan							
Regina	501	506	538	555	511	533	542
Saskatoon	491	495	535	543	525	522	524
Southern Saskatchewan	474	489	545	536	512	536	514
Northern Saskatchewan	468	479	542	540	526	538	526
Alberta							
Calgary	502	506	539	552	521	542	546
Edmonton	514	519	544	557	544	552	559
Northern Alberta	511	515	550	560	550	563	565
Southern Alberta	499	507	543	550	525	547	539
British Columbia							
Southern Interior British Columbia	471	485	537	546	489	525	543
Abbotsford	416	440	528	538	494	487	489
Vancouver	473	488	532	555	509	517	545
Victoria	486	494	534	547	527	515	542
Southern Coastal British Columbia	470	490	535	550	504	526	545
Northern British Columbia	487	504	547	555	535	555	559
Territories							
Whitehorse	521	530	552	567	574	545	609
Yukon (excluding Whitehorse)	516	525	545	562	543	509	583
Yellowknife	537	538	557	576	574	584	585
Northwest Territories (excluding Yellowknife)	518	522	557	563	548	571	582
Iqaluit	546	563	557	580	n/a	539	623
Nunavut (excluding Iqaluit)	494	547	549	554	543	583	574
Canada	469	483	534	547	500	511	535

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

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.8.4 – Regular benefits (by Employment Insurance economic region): Amount paid¹ (\$ million)

El economic region	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador					
St. John's	112.8	100.5	191.5	247.8	106.9
Newfoundland-Labrador	686.4	658.7	837.7	1,010.5	736.9
Prince Edward Island					
Charlottetown	29.2	29.0	58.7	86.7	38.7
Prince Edward Island (excluding Charlottetown)	131.2	126.4	152.9	183.3	150.4
Nova Scotia					
Eastern Nova Scotia	276.5	272.4	322.9	421.4	286.0
Western Nova Scotia	212.1	208.5	335.4	461.3	235.8
Halifax	106.5	107.7	246.8	330.8	110.8
New Brunswick					
Fredericton-Moncton- Saint-John	151.5	160.0	315.9	402.7	194.5
Madawaska-Charlotte	88.5	97.8	136.5	180.3	98.4
Restigouche- Albert	392.1	422.1	537.5	668.4	489.2
Quebec					
Gaspésie-Île-de-la Madeleine	252.0	265.2	308.7	367.5	286.1
Québec	183.7	181.2	477.9	488.3	195.9
Trois-Rivières	47.0	50.0	116.4	124.1	56.0
South Central Quebec	35.4	39.4	94.5	105.9	50.2
Sherbrooke	46.3	46.5	110.2	120.7	55.1
Montréal	146.6	153.9	384.0	417.7	199.5
Montreal	939.7	935.2	2,661.7	2,825.3	1,084.6
Central Quebec	420.7	431.8	830.3	925.6	505.3
North Western Quebec	126.7	128.0	199.5	259.2	141.1
Lower Saint Lawrence and North Shore	262.6	272.7	441.4	510.3	281.3
Hull	60.8	63.0	174.7	197.6	78.1
Chicoutimi-Jonquière	56.0	55.2	106.7	122.6	66.8
Ontario					
Ottawa	140.9	138.8	465.7	567.4	180.9
Eastern Ontario	130.1	125.8	232.6	304.4	136.2
Kingston	23.6	32.7	76.8	103.3	35.3
Central Ontario	292.5	316.9	724.0	876.0	335.1
Oshawa	78.4	88.3	252.2	296.2	100.2
Toronto	1,035.5	1,131.2	3,842.6	4,293.7	1,313.3
Hamilton	137.9	138.0	419.8	493.2	171.2
St. Catharines	92.2	103.5	376.9	418.1	116.1
London	89.3	94.6	275.0	355.7	133.2
Niagara	85.4	94.5	173.7	205.4	88.0
Windsor	78.2	103.1	287.5	348.8	142.8
Kitchener	97.4	115.0	274.8	329.9	117.1
Huron	85.1	88.3	175.7	213.5	106.2
South Central Ontario	85.8	99.5	233.3	286.1	124.4
Sudbury	41.4	47.0	98.4	137.2	48.6
Thunder Bay	32.3	31.6	75.5	86.7	36.0
Northern Ontario	250.0	262.2	367.6	450.7	228.3
Manitoba					
Winnipeg	177.9	179.3	493.0	549.0	218.3
Southern Manitoba	88.1	91.9	164.3	192.2	95.4
Northern Manitoba	105.1	99.5	127.8	178.8	116.4
Saskatchewan					

Regina	52.0	54.2	134.4	156.1	59.6
Saskatoon	89.0	93.0	181.8	197.8	82.6
Southern Saskatchewan	88.0	96.0	160.0	184.0	91.0
Northern Saskatchewan	164.0	162.7	224.6	281.2	169.9
Alberta					
Calgary	415.8	413.3	1,114.3	1,179.8	414.2
Edmonton	495.0	471.0	1,165.6	1,211.8	479.8
Northern Alberta	139.9	146.8	244.7	265.9	136.6
Southern Alberta	280.6	322.9	779.6	820.4	324.2
British Columbia					
Southern Interior British Columbia	258.7	254.2	481.0	565.6	259.0
Abbotsford	39.4	41.5	98.3	122.8	53.9
Vancouver	342.3	379.1	1,332.5	1,488.1	516.8
Victoria	49.9	56.4	160.7	179.3	63.4
Southern Coastal British Columbia	140.6	164.6	346.9	411.6	165.4
Northern British Columbia	157.6	173.1	256.7	314.2	157.6
Territories					
Whitehorse	8.9	9.2	15.8	20.9	9.2
Yukon (excluding Whitehorse)	7.6	7.8	11.8	14.9	7.3
Yellowknife	5.2	5.1	7.6	11.1	5.4
Northwest Territories (excluding Yellowknife)	16.2	14.4	18.8	25.2	10.6
Iqaluit	1.3	1.5	2.0	3.5	0.8
Nunavut (excluding Iqaluit)	10.4	10.6	14.5	23.5	12.4
Canada	10,673.8	11,064.4	24,930.1	28,622.1	12,310.0

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

¹ Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

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

Annex 2.9.1 – Seasonal regular claimants¹: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total of 2022-23 ³
Newfoundland and Labrador	21,170	28,100	24,750	25,400	4,140	24,320	28,460
Prince Edward Island	8,120	7,710	6,210	6,480	1,130	5,800	6,930
Nova Scotia	24,640	24,710	17,190	18,100	5,990	15,530	21,520
New Brunswick	33,650	32,990	26,070	26,180	3,710	26,010	29,720
Quebec	153,030	150,240	114,120	124,820	26,860	106,310	133,170
Ontario	99,060	102,940	60,960	79,280	29,140	61,590	90,730
Manitoba	11,720	12,360	7,290	9,990	4,470	7,660	12,130
Saskatchewan	6,010	8,480	7,430	8,940	2,690	7,250	9,940
Alberta	11,980	17,760	15,870	20,310	8,620	13,690	22,310
British Columbia	25,220	27,390	16,170	22,560	11,090	15,400	26,490
Yukon	400	420	420	440	50	290	340
Northwest Territories	250	220	230	240	90	140	230
Nunavut	30	50	40	60	X	X	X
Gender							
Men	245,400	255,940	230,780	231,180	231,180	28,640	211,700
Women	149,880	157,430	65,970	111,620	111,620	69,340	72,310
Age							
24 years old and under	7,630	7,960	7,590	6,850	800	6,870	7,670
25 to 44 years old	149,160	153,940	118,510	130,800	31,980	108,740	140,720
45 to 54 years old	99,610	103,210	63,800	79,460	28,290	61,370	89,660
55 years old and over	138,880	148,260	106,850	125,690	36,910	107,030	143,940
Canada	395,280	413,370	296,750	342,800	97,980	284,010	381,990

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

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

X Suppressed due to confidentiality reason.

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

Annex 2.9.2 – Seasonal regular claimants¹: Average actual duration² (number of weeks)

Province or territory	2018-19	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 ³	Claims established on between September 27, 2020 and September 25, 2021 and completed in 2021-22 ^{3,R}	Claims established on or after September 26, 2021 and completed in 2021-22 ^R	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ^{3,P}	Claims established on or after September 26, 2021 and completed in 2022-23 ^P
Newfoundland and Labrador	27.5	27.4	31.2	9.0	32.7	9.8 ^R	37.5	27.9
Prince Edward Island	23.3	24.2	26.2	10.5	30.1	12.7 ^R	33.3	25.0
Nova Scotia	22.4	22.6	25.9	8.7	29.5	13.4 ^R	33.6	22.3
New Brunswick	21.0	22.4	25.2	9.6	28.9	11.9 ^R	32.3	23.9
Quebec	14.4	15.0	18.0	7.7	20.0	10.3 ^R	19.3	14.8
Ontario	13.3	13.8	17.4	9.3	20.0	11.3 ^R	16.0	14.1
Manitoba	14.6	15.8	18.9	10.4	22.4	12.7 ^R	16.1	16.9
Saskatchewan	19.1	17.9	21.8	11.6	24.9 ^R	13.1 ^R	21.6	18.9
Alberta	18.0	16.7	20.8	10.3	23.1	12.4 ^R	20.0	16.2
British Columbia	14.9	14.6	17.0	11.5	24.9	13.9 ^R	15.1	14.2
Yukon	20.0	21.7	20.8	13.2	29.6	18.1 ^R	33.7	19.5
Northwest Territories	23.3	21.9	23.5	X	34.0	14.0 ^R	X	18.2
Nunavut	37.8	15.8	X	n/a	28.8	n/a	X	25.8
Gender								
Men	17.0	17.9	20.7	8.8	23.6	10.9 ^R	26.9	17.4
Women	14.8	15.0	20.0	10.6	22.1	13.6 ^R	18.4	16.3
Age								
24 years old and under	16.8	17.3	20.8	9.1	23.5	9.8 ^R	23.9	17.1
25 to 44 years old	15.1	15.7	19.3	8.6	21.1	9.9 ^R	20.2	15.5
45 to 54 years old	16.0	16.3	20.1	9.0	21.7 ^R	11.2 ^R	18.4	16.4
55 years old and over	17.4	18.2	22.0	10.3	26.2	13.9 ^R	22.7	19.1
Canada	16.2	16.8	20.5	9.1	23.1	11.5^R	20.6	17.1

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

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³ EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult sections [2.1](#) and [2.2.4](#) of Chapter 2 for details.

^P Preliminary data.

^R Revised data.

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

Annex 2.9.3 – Seasonal regular claimants¹: Average weekly benefit rate²

Province or territory	2018-19	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
Newfoundland and Labrador	466	487	547	541	508	528	540
Prince Edward Island	454	471	536	542	491	516	527
Nova Scotia	455	470	543	537	488	525	521
New Brunswick	474	487	543	544	517	536	552
Quebec	486	502	554	555	501	558	575
Ontario	498	511	558	571	504	569	571
Manitoba	474	480	553	531	532	559	535
Saskatchewan	490	501	558	535	548	567	552
Alberta	515	524	567	555	568	592	570
British Columbia	470	485	549	551	516	548	545
Yukon	544	547	561	563	561	569	622
Northwest Territories	539	560	569	595	557	581	613
Nunavut	494	510	555	n/a	n/a	627	n/a
Gender							
Men	506	521	559	565	534	571	588
Women	448	462	530	555	464	488	516
Age							
24 years old and under	502	513	551	550	518	542	568
25 to 44 years old	504	519	559	564	531	572	586
45 to 54 years old	486	501	555	558	518	564	568
55 years old and over	460	476	544	550	496	531	533
Canada	484	499	553	557	512	556	561

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

¹ Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.9.4 – Seasonal regular claimants¹: Amount paid² (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	206.0	308.2	404.7	429.2	412.5
Prince Edward Island	83.5	83.4	90.4	98.6	86.9
Nova Scotia	238.8	247.4	244.7	273.5	244.3
New Brunswick	319.8	340.5	366.0	387.6	362.2
Quebec	963.9	995.7	1,206.4	1,236.7	1,059.8
Ontario	599.3	646.9	668.3	839.5	706.9
Manitoba	78.0	88.0	96.9	115.1	105.7
Saskatchewan	49.2	67.6	97.0	118.3	104.4
Alberta	96.6	134.8	216.3	267.4	232.4
British Columbia	156.2	175.2	200.3	271.2	218.2
Yukon	4.3	4.5	5.5	7.2	5.1
Northwest Territories	3.4	2.6	3.9	4.8	2.6
Nunavut	0.6	0.4	0.4	1.3	0.8
Gender					
Men	1,964.5	2,173.4	2,758.7	2,878.6	2,523.1
Women	834.9	921.7	842.1	1,171.7	1,018.8
Age					
24 years old and under	61.5	64.9	95.7	98.8	95.1
25 to 44 years old	1,030.4	1,121.2	1,360.0	1,487.4	1,283.1
45 to 54 years old	696.3	745.5	785.1	877.7	782.8
55 years old and over	1,011.2	1,163.5	1,360.0	1,586.4	1,380.9
Canada	2,799.4	3,095.1	3,600.7	4,050.3	3,541.8

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 Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

² Takes into account Family Supplement top-ups paid to seasonal regular claimants.

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

Annex 2.10.1 – Fishing benefits: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	First half of 2022-23 ¹	Second half of 2022-23	Total of 2022-23 ¹
Newfoundland and Labrador	12,682	13,041	12,066	13,816	6,352	8,056	14,408
Prince Edward Island	3,278	3,236	3,145	3,105	1,149	2,020	3,169
Nova Scotia	5,701	5,750	5,369	5,359	2,958	2,536	5,494
New Brunswick	3,203	3,244	3,021	3,124	1,242	1,765	3,007
Quebec	1,408	1,372	1,289	1,284	528	736	1,264
British Columbia	2,843	2,424	2,434	2,139	257	1,749	2,006
Other provinces and territories	1,252	1,318	964	1,128	497	602	1,099
Gender							
Men	24,319	24,203	22,608	23,669	10,359	13,585	23,944
Women	6,048	6,182	5,680	6,286	2,624	3,879	6,503
Age							
24 years old and under	1,535	1,593	1,341	1,560	751	878	1,629
25 to 44 years old	8,556	8,428	7,494	7,882	3,473	4,657	8,130
45 to 54 years old	8,095	7,901	7,231	7,252	3,198	3,932	7,130
55 years old and over	12,181	12,463	12,222	13,261	5,561	7,997	13,558
Canada	30,367	30,385	28,288	29,955	12,983	17,464	30,447

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

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.4](#) of Chapter 2 for details.

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

Annex 2.10.2 – Fishing benefits: Average actual duration (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	19.1	21.1	19.9	22.2	22.9	+3.2
Prince Edward Island	18.8	19.9	19.7	21.2	20.6	-2.6
Nova Scotia	19.8	20.1	20.4	21.5	21.1	-2.1
New Brunswick	19.1	20.2	19.8	21.4	21.2	-1.0
Quebec	17.1	18.7	18.6	21.2	20.7	-2.4
British Columbia	23.3	23.3	23.3	23.0	22.9	-0.3
Other provinces and territories	23.0	23.2	23.6	23.9	23.2	-2.9
Gender						
Men	19.3	20.5	20.0	21.7	21.8	+0.5
Women	21.2	22.2	21.6	23.2	23.3	+0.6
Age						
24 years old and under	20.1	20.8	19.9	20.6	20.3	-1.6
25 to 44 years old	20.1	21.1	20.5	21.6	21.8	+0.6
45 to 54 years old	19.0	20.4	19.8	21.8	21.9	+0.2
55 years old and over	19.8	20.9	20.5	22.4	22.6	+0.9
Canada	19.7	20.8	20.3	22.0	22.1	+0.5

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. Data are based on a 100% sample of EI administrative data.

Annex 2.10.3 – Fishing benefits: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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 ²	2022-23
Newfoundland and Labrador	517	533	511	561	576	560	568	604
Prince Edward Island	528	545	563	570	593 ^R	552 ^R	583	614
Nova Scotia	521	538	558	567	591	529	570	600
New Brunswick	529	546	552	573	592	570	582	603
Quebec	538	551	565	570	591	545	584	596
British Columbia	475	466	482	567	573 ^R	475	498	518
Other provinces and territories	444	446	441	548	555	475	461	479
Gender								
Men	518	532	537	567	584	543	568	597
Women	499	515	506	559	575	531	549	579
Age								
24 years old and under	493	511	517	557	572	521	541	574
25 to 44 years old	512	526	534	565	583	539	562	590
45 to 54 years old	522	536	540	567	586	547	573	602
55 years old and over	514	527	527	565	581	538 ^R	565	594
Canada	514	528	532	565	582	539	565	594

Note: 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. Consult [Section 2.4](#) of Chapter 2 for details.

^R Revised data.

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

Annex 2.10.4 – Fishing benefits: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	118.4	126.5	133.7	163.0	178.0
Prince Edward Island	29.1	30.0	36.1	34.3	38.0
Nova Scotia	59.9	59.2	63.4	65.7	68.1
New Brunswick	34.1	36.5	38.6	41.8	40.8
Quebec	12.0	11.6	13.0	13.7	13.2
British Columbia	29.8	26.1	26.8	22.4	21.4
Other provinces and territories	14.5	13.2	12.1	13.8	13.0
Gender					
Men	238.9	242.9	260.2	280.7	295.4
Women	58.8	60.2	63.4	74.1	77.1
Age					
24 years old and under	16.4	16.9	15.5	18.8	20.4
25 to 44 years old	89.9	88.5	92.8	98.0	102.1
45 to 54 years old	78.4	75.3	77.2	81.8	82.7
55 years old and over	113.0	122.4	138.1	156.2	167.4
Canada	297.7	303.1	323.6	354.8	372.5

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. Data are based on a 10% sample of EI administrative data.

Annex 2.11.1 – Special benefits¹: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total of 2022-23 ³
Newfoundland and Labrador	13,230	12,940	13,120	14,190	6,760	8,170	14,930
Prince Edward Island	6,680	6,950	6,050	6,830	2,510	3,990	6,500
Nova Scotia	26,430	27,090	24,980	28,520	12,820	13,290	26,110
New Brunswick	33,590	33,970	30,050	33,060	12,750	18,920	31,670
Quebec	136,230	135,310	139,530	147,550	61,080	73,070	134,150
Ontario	207,380	214,170	243,530	255,620	125,480	115,960	241,440
Manitoba	20,680	21,340	24,190	25,050	11,950	10,680	22,630
Saskatchewan	17,310	17,070	18,260	18,730	8,990	8,740	17,730
Alberta	62,920	66,100	76,610	74,480	35,610	34,570	70,180
British Columbia	80,150	82,590	92,670	98,350	46,320	44,000	90,320
Yukon	670	770	880	940	380	490	870
Northwest Territories	750	580	720	690	420	300	720
Nunavut	520	390	670	610	290	280	570
Gender							
Men	220,000	237,370	254,480	272,760	117,450	134,640	252,090
Women	386,540	381,900	416,780	431,860	207,910	197,820	405,730
Age							
24 years old and under	42,050	40,890	60,350	52,740	22,110	20,430	42,540
25 to 44 years old	342,800	358,740	381,580	422,600	200,810	191,380	392,190
45 to 54 years old	99,400	95,000	97,570	101,030	44,450	48,920	93,370
55 years old and over	122,290	124,640	131,760	128,250	57,990	71,730	129,720
Employment status							
Employees	605,930	618,400	670,420	703,510	324,870	331,950	656,820
Self-employed persons	610	870	840	1,110	490	510	1,000
Canada	606,540	619,270	671,260	704,620	325,360	332,460	657,820

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

¹ 2018-19 to 2019-20 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in 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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.11.2 – Special benefits¹: Average weekly benefit rate² (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	450	462	506	533	543	487	471	511
Prince Edward Island	438	456	508	538	546	509	485	504
Nova Scotia	431	449	500	535	544	485	472	496
New Brunswick	438	459	496	534	540	502	483	505
Quebec	427	445	495	533	542	481	489	508
Ontario	462	477	522	542	558	515	522	537
Manitoba	443	459	493	535	546	491	492	500
Saskatchewan	461	477	513	542	555	516	509	528
Alberta	477	495	527	545	559	521	528	537
British Columbia	454	477	519	542	556	515	525	540
Yukon	511	519	550	564	579	587	557	609
Northwest Territories	513	526	555	569	586	525	587	597
Nunavut	499	538	513	565	575	515	590	569
Gender								
Men	481	500	549	548	561	530	543	560
Women	432	448	507	532	548	484	483	503
Age								
24 years old and under	375	389	417	516	522	430	408	426
25 to 44 years old	466	485	525	545	559	517	528	545
45 to 54 years old	452	470	513	540	552	510	514	529
55 years old and over	434	449	497	534	547	490	482	500
Employment status								
Employees	450	468	518	539	553	503	508	526
Self-employed persons	329	356	418	525	517	392	397	381
Canada	450	468	518	539	553	503	508	525

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

¹ Excludes extended parental benefits which are calculated at a lower benefit rate. 2018-19 to 2019-20 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years.

Starting in 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. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.11.3 – Special benefits¹: Amount paid² (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	106.6	107.1	111.5	132.1	119.8
Prince Edward Island	42.3	40.8	46.0	56.7	52.5
Nova Scotia	192.3	204.2	216.3	260.6	232.2
New Brunswick	205.2	209.3	217.7	249.0	232.8
Quebec	528.2	574.5	592.8	749.4	628.4
Ontario	2,502.0	2,678.5	2,931.7	3,341.8	3,133.4
Manitoba	239.9	249.5	279.2	324.1	285.3
Saskatchewan	233.9	232.6	245.8	280.7	249.7
Alberta	848.6	914.9	971.0	1,076.8	980.0
British Columbia	870.3	913.2	1,013.1	1,189.2	1,069.6
Territories	26.5	25.5	30.7	37.4	33.8
Unknown ³	0.4	n/a	n/a	n/a	n/a
Gender					
Men	1,127.2	1,236.3	1,296.0	1,518.9	1,408.6
Women	4,669.0	4,913.8	5,359.7	6,178.7	5,608.9
Age					
24 years old and under	347.1	346.1	422.4	516.8	360.5
25 to 44 years old	4,407.5	4,694.4	5,081.1	5,840.5	5,469.2
45 to 54 years old	485.9	498.5	487.8	597.3	520.3
55 years old and over	555.7	611.2	664.5	743.0	667.5
Employment status					
Employees	5,787.0	6,140.1	6,643.1	7,678.9	7,008.3
Self-employed persons	9.2	10.0	12.6	18.7	9.2
Canada	5,796.2	6,150.1	6,655.7	7,697.6	7,017.5

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

¹ Includes maternity, parental, sickness and compassionate care benefits, as well as family caregiver benefits for adults and children.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

³ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on maternity, parental and sickness benefits are based on a 10% sample of EI administrative data, whereas data on compassionate care benefits, and family caregiver benefits for adults and children are based on a 100% sample.

Annex 2.12.1 – Special Benefits (by Employment Insurance economic region)¹: New claims established

EI Economic region	2018-19	2019-20	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total of 2022-23 ³
Newfoundland and Labrador							
St. John's	4,660	4,620	5,180	5,280	2,600	2,800	5,400
Newfoundland-Labrador	8,570	8,320	7,940	8,910	4,160	5,370	9,530
Prince Edward Island							
Charlottetown	1,940	1,670	2,200	2,300	970	960	1,930
Prince Edward Island (excl. Charlottetown)	4,740	5,280	3,850	4,530	1,540	3,030	4,570
Nova Scotia							
Eastern Nova Scotia	8,180	8,880	6,840	8,150	3,950	3,980	7,930
Western Nova Scotia	10,220	10,180	9,770	10,730	4,740	5,050	9,790
Halifax	8,030	8,030	8,370	9,640	4,130	4,260	8,390
New Brunswick							
Fredericton-Moncton-Saint-John	11,540	11,260	11,700	12,740	5,580	6,350	11,930
Madawaska-Charlotte	4,780	4,710	4,250	5,030	1,730	2,530	4,260
Restigouche-Albert	17,270	18,000	14,100	15,290	5,440	10,040	15,480
Quebec							
Gaspésie-Îles-de-la-Madeleine	4,240	4,570	3,760	4,340	2,150	2,660	4,810
Québec	13,060	11,580	13,210	13,000	5,470	6,260	11,730
Trois-Rivières	3,290	3,810	3,680	4,120	1,530	1,870	3,400
South Central Quebec	3,210	3,590	4,700	4,110	1,800	1,860	3,660
Sherbrooke	3,480	3,190	3,630	4,080	1,200	2,070	3,270
Montréal	9,700	10,140	11,400	11,230	4,700	5,550	10,250
Montreal	44,090	44,330	49,750	49,990	22,120	23,420	45,540
Central Quebec	26,910	26,130	24,070	28,340	10,540	14,450	24,990
North Western Quebec	5,220	4,880	4,680	5,740	2,420	2,700	5,120
Lower Saint Lawrence and North Shore	14,420	15,260	13,050	13,830	5,100	7,820	12,920
Hull	4,150	3,470	3,520	4,260	2,090	1,650	3,740
Chicoutimi-Jonquière	4,460	4,360	4,080	4,510	1,960	2,760	4,720
Ontario							
Ottawa	13,850	15,280	16,500	19,110	9,420	7,850	17,270
Eastern Ontario	9,030	8,460	8,970	10,020	4,840	4,200	9,040
Kingston	2,220	2,610	2,770	2,760	1,450	1,410	2,860
Central Ontario	19,780	20,680	23,370	24,410	11,750	10,470	22,220
Oshawa	5,990	6,800	7,720	8,900	4,470	3,980	8,450
Toronto	79,030	79,040	95,190	95,740	47,030	44,240	91,270
Hamilton	11,570	13,230	14,450	14,950	7,760	7,060	14,820
St. Catharines	7,020	7,300	8,460	8,400	4,290	3,810	8,100
London	7,320	8,200	9,010	10,310	4,760	4,730	9,490
Niagara	6,670	6,490	6,440	6,730	3,310	2,980	6,290
Windsor	6,090	5,610	7,300	7,490	3,580	3,310	6,890
Kitchener	8,590	9,140	10,410	11,190	5,230	5,200	10,430
Huron	6,260	7,420	6,830	7,300	3,460	3,430	6,890
South Central Ontario	8,640	8,970	10,460	10,860	6,270	5,500	11,770
Sudbury	3,120	3,050	3,910	4,320	1,830	1,600	3,430
Thunder Bay	2,180	2,150	2,400	2,370	1,200	1,260	2,460
Northern Ontario	10,020	9,740	9,340	10,760	4,830	4,930	9,760
Manitoba							
Winnipeg	12,770	13,490	15,490	15,760	7,830	6,570	14,400
Southern Manitoba	6,060	5,870	6,800	7,100	3,160	3,360	6,520
Northern Manitoba	1,850	1,980	1,900	2,190	960	750	1,710
Saskatchewan							
Regina	4,180	4,270	4,480	4,360	2,160	2,320	4,480
Saskatoon	4,980	5,300	5,660	5,710	2,900	2,600	5,500
Southern Saskatchewan	4,540	3,980	4,340	4,720	2,060	2,020	4,080
Northern Saskatchewan	3,610	3,520	3,780	3,940	1,870	1,800	3,670
Alberta							
Calgary	20,270	21,740	25,790	25,380	12,230	11,750	23,980

Edmonton	22,170	23,090	26,750	25,880	12,270	12,260	24,530
Northern Alberta	4,680	4,790	5,060	5,020	2,570	2,150	4,720
Southern Alberta	15,800	16,480	19,010	18,200	8,540	8,410	16,950
British Columbia							
Southern Interior British Columbia	12,840	13,960	14,940	15,870	7,600	7,450	15,050
Abbotsford	4,980	5,030	5,460	6,010	2,520	2,680	5,200
Vancouver	38,770	39,460	45,680	48,550	22,630	21,830	44,460
Victoria	5,640	6,070	6,510	7,640	3,410	2,770	6,180
Southern Coastal British Columbia	11,570	11,380	13,240	13,140	6,590	6,040	12,630
Northern British Columbia	6,350	6,690	6,840	7,140	3,570	3,230	6,800
Territories							
Whitehorse	550	610	760	750	320	450	770
Yukon (excluding Whitehorse)	120	160	120	190	60	40	100
Yellowknife	410	290	360	380	220	130	350
Northwest Territories (excl. Yellowknife)	340	290	360	310	200	170	370
Iqaluit	160	170	190	190	100	100	200
Nunavut (excl. Iqaluit)	360	220	480	420	190	180	370
Canada	606,540	619,270	671,260	704,620	325,360	332,460	657,820

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

¹ 2018-19 to 2019-20 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in 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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.12.2 – Special benefits (by Employment Insurance economic region)¹: Average weekly benefit rate² (\$)

El Economic region	2018-19	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
Newfoundland and Labrador								
St. John's	455	462	515	532	547	481	479	511
Newfoundland-Labrador	448	463	498	533	540	490	467	511
Prince Edward Island								
Charlottetown	407	432	507	533	542	449	485	478
Prince Edward Island (excl. Charlottetown)	450	463	510	541	549	525	486	514
Nova Scotia								
Eastern Nova Scotia	457	470	524	539	546	507	487	509
Western Nova Scotia	405	423	487	530	538	461	470	472
Halifax	439	457	500	537	548	486	464	512
New Brunswick								
Fredericton-Moncton-Saint-John	429	444	487	532	542	478	483	503
Madawaska-Charlotte	417	437	505	529	537	469	463	485
Restigouche-Albert	450	473	508	537	540	521	490	512
Quebec								
Gaspésie-Îles-de-la-Madeleine	428	454	459	532	537	514	499	510
Québec	433	453	504	534	544	488	484	511
Trois-Rivières	414	452	556	528	538	461	482	496
South Central Quebec	419	457	513	532	545	465	476	504
Sherbrooke	426	441	448	531	542	473	499	515
Montréal	422	439	505	535	540	470	482	504
Montérégie	422	439	505	535	540	470	482	504
Montreal	427	445	499	532	542	482	492	510
Central Quebec	419	439	483	531	541	467	486	502
North Western Quebec	436	442	428	531	546	502	478	503
Lower Saint Lawrence and North Shore	435	448	472	535	543	487	503	508
Hull	450	452	509	536	548	512	511	518
Chicoutimi-Jonquière	425	449	533	534	541	480	487	515
Ontario								
Ottawa	483	497	541	545	565	530	551	566
Eastern Ontario	451	466	521	538	554	502	512	518
Kingston	463	461	519	533	552	518	524	537
Central Ontario	446	462	508	539	555	502	505	523
Oshawa	469	479	521	542	558	536	525	555
Toronto	467	483	525	543	560	520	529	540
Hamilton	469	477	537	544	562	511	527	541
St. Catharines	432	451	509	536	555	489	491	514
London	460	480	515	541	555	511	506	530
Niagara	452	472	513	541	555	504	511	527
Windsor	459	479	505	541	557	516	515	521
Kitchener	469	482	531	541	559	519	518	543
Huron	449	467	487	542	553	502	527	525
South Central Ontario	462	479	519	544	557	523	528	535
Sudbury	462	475	526	544	563	509	508	527
Thunder Bay	463	475	502	543	565	542	535	550
Northern Ontario	456	477	519	541	554	506	504	535
Manitoba								
Winnipeg	443	459	499	533	545	500	482	500
Southern Manitoba	440	459	480	538	544	482	502	492
Northern Manitoba	453	461	489	535	556	465	535	531
Saskatchewan								
Regina	471	482	520	548	558	538	510	544
Saskatoon	460	472	520	539	554	516	494	517
Southern Saskatchewan	458	484	495	541	556	485	516	521
Northern Saskatchewan	456	471	512	540	552	526	524	534

Alberta								
Calgary	477	495	531	544	559	512	534	536
Edmonton	483	502	532	546	560	528	526	543
Northern Alberta	494	504	535	552	563	541	551	550
Southern Alberta	462	483	512	543	559	513	514	528
British Columbia								
Southern Interior British Columbia	443	466	506	542	552	499	516	530
Abbotsford	411	445	487	536	545	504	481	502
Vancouver	462	486	524	544	558	523	535	550
Victoria	465	489	535	543	560	530	547	549
Southern Coastal British Columbia	449	463	506	540	552	506	503	535
Northern British Columbia	468	485	533	547	559	518	537	533
Territories								
Whitehorse	508	515	546	564	579	586	549	613
Yukon (excluding Whitehorse)	524	537	573	568	578	595	592	584
Yellowknife	517	520	540	573	588	537	593	594
Northwest Territories (excl. Yellowknife)	507	534	562	563	584	517	578	599
Iqaluit	536	557	526	572	595	595	631	596
Nunavut (excl. Iqaluit)	482	522	507	563	568	501	559	557
Canada	450	468	518	539	553	503	508	525

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

¹ Excludes extended parental benefits which are calculated at a lower benefit rate. 2018-19 to 2019-20 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years.

Starting in 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. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.12.3 – Special benefits (by Employment Insurance economic region)¹: Amount paid² (\$ million)

El Economic region	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador					
St. John's	46.5	43.7	50.0	58.2	50.6
Newfoundland-Labrador	58.8	63.0	60.8	73.0	68.7
Prince Edward Island					
Charlottetown	16.0	14.1	18.0	26.3	18.8
Prince Edward Island (excl. Charlottetown)	25.7	26.5	27.8	30.4	33.7
Nova Scotia					
Eastern Nova Scotia	48.0	48.3	48.2	60.1	57.9
Western Nova Scotia	70.3	73.3	80.2	97.2	80.8
Halifax	71.8	81.8	87.7	103.9	93.5
New Brunswick					
Fredericton-Moncton-Saint-John	93.3	97.8	101.3	120.6	106.6
Madawaska-Charlotte	27.8	27.8	29.4	36.7	33.3
Restigouche-Albert	82.2	83.0	86.5	91.6	91.8
Quebec					
Gaspésie-Îles-de-la-Madeleine	16.6	16.9	17.9	20.8	19.1
Québec	47.8	48.1	56.4	65.9	54.0
Trois-Rivières	10.9	15.4	15.7	19.7	14.5
South Central Quebec	11.3	15.1	18.1	20.5	16.7
Sherbrooke	12.5	12.9	15.3	21.4	15.0
Montréal	37.2	43.6	46.9	59.8	49.2
Montreal	173.9	196.8	209.7	261.1	216.9
Central Quebec	98.8	107.6	103.5	137.3	118.5
North Western Quebec	22.3	23.0	21.0	33.6	26.8
Lower Saint Lawrence and North Shore	48.7	58.9	54.8	65.2	58.2
Hull	19.6	17.9	17.4	22.4	20.3
Chicoutimi-Jonquière	15.1	16.1	16.6	21.8	20.6
Ontario					
Ottawa	187.3	207.8	219.9	259.9	241.3
Eastern Ontario	92.1	95.1	98.6	113.3	102.1
Kingston	23.6	26.5	35.7	34.8	35.0
Central Ontario	203.1	221.3	263.1	309.3	276.0
Oshawa	74.7	83.1	92.3	113.1	116.6
Toronto	1,051.2	1,127.4	1,230.5	1,357.4	1,288.2
Hamilton	132.9	159.7	171.1	201.2	186.9
St. Catharines	61.8	72.7	81.4	99.7	92.7
London	87.8	96.0	101.3	127.0	113.0
Niagara	71.0	73.2	72.5	77.2	76.1
Windsor	57.5	58.7	67.4	83.7	71.6
Kitchener	109.2	106.9	132.7	139.6	137.8
Huron	62.7	68.4	72.2	82.1	74.6
South Central Ontario	103.8	109.2	123.1	142.9	143.2
Sudbury	29.1	31.3	38.0	49.8	38.7
Thunder Bay	19.3	22.4	25.0	27.8	25.4
Northern Ontario	95.0	103.2	97.4	115.2	105.7
Manitoba					
Winnipeg	147.8	155.7	175.2	203.1	181.5
Southern Manitoba	67.6	70.4	80.1	93.8	80.3
Northern Manitoba	21.7	22.1	23.0	26.7	22.5
Saskatchewan					
Regina	57.0	56.4	61.5	65.7	62.3
Saskatoon	71.2	72.8	75.9	86.3	75.9
Southern Saskatchewan	59.0	57.8	59.5	69.7	61.2
Northern Saskatchewan	43.4	44.5	47.6	58.2	51.0
Alberta					
Calgary	299.7	311.2	345.6	389.0	356.7
Edmonton	289.9	320.4	333.5	373.2	337.1

Northern Alberta	59.2	65.9	68.1	65.6	68.7
Southern Alberta	189.6	213.2	221.1	246.9	216.1
British Columbia					
Southern Interior British Columbia	122.0	129.1	141.1	176.0	154.8
Abbotsford	42.8	47.8	52.8	65.1	56.3
Vancouver	459.8	487.5	548.4	621.7	569.6
Victoria	61.0	66.6	69.0	89.8	78.2
Southern Coastal British Columbia	106.9	111.8	125.7	150.4	132.7
Northern British Columbia	67.2	65.8	74.7	85.9	76.1
Territories					
Whitehorse	7.1	8.1	9.5	11.9	11.0
Yukon (excluding Whitehorse)	1.4	0.9	2.4	2.5	1.2
Yellowknife	4.9	5.0	5.3	6.8	6.8
Northwest Territories (excl. Yellowknife)	4.4	4.9	5.2	6.0	6.0
Iqaluit	2.5	2.7	3.1	3.0	4.0
Nunavut (excl. Iqaluit)	5.7	4.2	5.2	7.4	4.6
Canada	5,709.0	6,119.6	6,638.6	7,686.3	7,004.4

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 2018-19 to 2019-20 include maternity, parental, sickness, and compassionate care benefits, but exclude family caregiver benefits for adults and children due to the incompatibility of administrative data sources during those fiscal years. Starting in 2020-21, data on family caregiver benefits for adults and children from a 10% sample are included, which could affect comparisons with previous years. However, total amounts paid in EI special benefits by EI economic region do not match those in Annex 2.11.3.

² Takes into account Family Supplement top-ups paid to claimants with special benefits.

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

Annex 2.13 – Firms and Employment Insurance regular and special benefits (by industry)

Industry	Number of firms 2021	Distribution of firms (%) 2021	Firms' workforce ¹ 2021	Distribution of the firms' workforce (%) 2021	Number of EI regular claimants ² 2021	Distribution of EI regular claimants (%) 2021	Number of EI special claimants ² 2021	Distribution of EI special claimants (%) 2021
Goods-producing industries	271,475	21.7%	3,842,108	19.3%	830,868	27.9%	224,200	20.6%
Agriculture, forestry, fishing and hunting	52,847	4.2%	354,545	1.8%	76,231	2.6%	17,569	1.6%
Mining, quarrying, and oil and gas extraction	7,389	0.6%	227,119	1.1%	42,274	1.4%	8,918	0.8%
Utilities	838	0.1%	113,619	0.6%	5,992	0.2%	3,482	0.3%
Construction	160,751	12.9%	1,372,338	6.9%	436,001	14.6%	76,347	7.0%
Manufacturing	49,650	4.0%	1,774,487	8.9%	270,370	9.1%	117,884	10.8%
Services-producing industries	901,450	72.1%	15,819,630	79.5%	2,120,910	71.2%	854,774	78.6%
Wholesale trade	44,078	3.5%	855,829	4.3%	96,333	3.2%	38,680	3.6%
Retail trade	103,629	8.3%	2,327,573	11.7%	333,802	11.2%	131,685	12.1%
Transportation and warehousing	86,614	6.9%	926,791	4.7%	140,071	4.7%	50,930	4.7%
Finance and insurance	31,970	2.6%	776,693	3.9%	28,404	1.0%	32,634	3.0%
Real estate, rental and leasing	55,275	4.4%	321,838	1.6%	43,142	1.4%	15,177	1.4%
Professional, scientific and technical services	163,734	13.1%	1,299,077	6.5%	112,861	3.8%	47,020	4.3%
Business, building and other support services ³	59,184	4.7%	1,235,610	6.2%	227,661	7.6%	75,993	7.0%
Educational services	15,093	1.2%	1,448,044	7.3%	255,893	8.6%	62,526	5.8%
Health care and social assistance	120,444	9.6%	1,902,680	9.6%	140,476	4.7%	162,466	14.9%
Information, culture and recreation ⁴	32,075	2.6%	631,655	3.2%	124,933	4.2%	22,876	2.1%
Accommodation and food services	76,361	6.1%	1,310,988	6.6%	349,760	11.7%	67,567	6.2%
Other services (excluding public administration)	107,817	8.6%	707,636	3.6%	137,850	4.6%	41,214	3.8%
Public administration	5,176	0.4%	2,075,216	10.4%	129,723	4.4%	106,005	9.8%
Unclassified*	77,331	6.2%	241,224	1.2%	27,944	0.9%	7,965	0.7%
Canada	1,250,256	100.0%	19,902,962	100.0%	2,979,722	100.0%	1,086,939	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 employees at the first firm and 0.5 employees at the second firm.

² These columns are based on the number of individuals receiving EI regular and/or special benefits in 2021.

³ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

⁴ This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

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

Annex 2.14.1 – Maternity benefits¹: New claims established

Province or territory	2018-19	2019-20	Total 2020-21 ³	Total 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total 2022-23 ³
Newfoundland and Labrador	2,550	2,210	2,520	2,140	1,190	970	2,160
Prince Edward Island	890	830	1,100	1,170	560	460	1,020
Nova Scotia	5,410	4,640	5,040	5,510	2,570	2,500	5,070
New Brunswick	4,350	3,830	4,080	4,600	2,260	1,820	4,080
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	83,500	84,930	82,260	89,190	46,120	40,580	86,700
Manitoba	8,580	8,280	8,600	9,000	4,470	3,490	7,960
Saskatchewan	8,340	7,970	7,680	7,860	3,930	3,370	7,300
Alberta	29,360	29,580	28,190	29,080	14,620	13,770	28,390
British Columbia	26,110	24,790	26,400	27,310	14,110	12,870	26,980
Yukon	280	210	340	410	120	160	280
Northwest Territories	380	250	430	380	220	110	330
Nunavut	260	170	270	260	120	140	260
Age							
24 years old and under	14,120	12,370	12,730	11,430	6,280	5,460	11,740
25 to 29 years old	45,120	43,560	43,360	43,140	22,040	18,770	40,810
30 to 34 years old	68,240	69,010	67,760	75,500	37,910	33,810	71,720
35 to 39 years old	35,600	35,710	36,080	38,920	19,970	18,350	38,320
40 years old and over	6,930	7,040	6,980	7,920	4,090	3,850	7,940
Canada	170,010	167,690	166,910	176,910	90,290	80,240	170,530

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

¹ Figures also include maternity benefits for self-employed individuals.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.14.2 – Maternity benefits: Average actual duration¹ (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	14.2	14.5	14.5	14.3	14.4	+0.5
Prince Edward Island	14.1	14.4	14.5	14.6	14.5	-0.5
Nova Scotia	14.6	14.6	14.7	14.5	14.6	+0.6
New Brunswick	14.5	14.5	14.6	14.5	14.5	0.0
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.6	14.7	14.7	14.4	14.6	+1.3
Manitoba	14.7	14.7	14.7	14.6	14.6	-0.2
Saskatchewan	14.7	14.7	14.7	14.6	14.6	-0.1
Alberta	14.6	14.6	14.7	14.5	14.5	+0.2
British Columbia	14.7	14.7	14.7	14.6	14.6	+0.1
Yukon	14.3	14.6	14.6	14.5	14.6	+0.7
Northwest Territories	13.1	14.4	14.5	14.4	14.6	+1.5
Nunavut	14.8	14.5	14.3	14.1	14.2	+0.3
Age						
24 years old and under	14.6	14.6	14.6	14.2	14.4	+1.1
25 to 29 years old	14.6	14.7	14.7	14.5	14.6	+0.7
30 to 34 years old	14.7	14.7	14.7	14.6	14.6	+0.3
35 to 39 years old	14.6	14.7	14.7	14.4	14.6	+1.4
40 years old and over	14.5	14.6	14.6	14.5	14.5	+0.1
Canada	14.6	14.7	14.7	14.5	14.6	+0.7

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

¹ The reported duration estimates are based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada. Employment Insurance (EI) administrative data. Data for 2018-19 are based on a 10% sample of EI administrative data, whereas data for 2019-20 to 2022-23 are based on a 100% sample.

Annex 2.14.3 – Maternity benefits: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	470	476	495	545	553	557	490	545
Prince Edward Island	441	511	496	545	556	447	514	528
Nova Scotia	436	461	478	540	553	508	498	504
New Brunswick	433	434	485	538	548	473	497	528
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	470	484	515	553	563	526	542	546
Manitoba	438	453	474	542	550	483	498	494
Saskatchewan	461	476	499	550	558	516	526	529
Alberta	475	494	519	552	561	532	535	537
British Columbia	462	482	510	552	561	521	531	549
Yukon	506	516	539	573	582	578	588	607
Northwest Territories	503	525	556	574	577	553	601	591
Nunavut	466	541	508	571	570	456	638	605
Age								
24 years old and under	355	366	405	520	525	409	398	408
25 to 29 years old	447	462	489	543	550	498	500	512
30 to 34 years old	486	502	525	558	567	541	552	561
35 to 39 years old	491	505	530	560	571	538	567	568
40 years old and over	482	501	522	556	570	540	547	567
Canada	465	482	510	551	561	521	533	541

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

¹ Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.14.4 – Maternity benefits: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	17.5	16.6	17.2	19.2	16.7
Prince Edward Island	5.9	5.8	8.2	9.7	8.1
Nova Scotia	33.3	34.1	36.8	45.3	38.0
New Brunswick	27.7	26.2	30.3	36.1	33.2
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	576.3	607.0	657.4	743.1	697.3
Manitoba	55.5	55.5	66.6	70.4	60.6
Saskatchewan	58.1	55.9	59.7	65.8	56.0
Alberta	203.9	218.4	227.9	245.3	222.7
British Columbia	179.5	183.5	212.6	230.8	216.2
Yukon	2.1	1.7	2.9	3.3	2.5
Northwest Territories	2.5	2.1	3.0	3.6	2.8
Nunavut	1.8	1.3	2.0	2.1	2.2
Age					
24 years old and under	75.6	68.5	83.3	90.7	71.2
25 to 29 years old	299.1	307.3	337.8	363.2	309.6
30 to 34 years old	485.2	512.2	552.7	634.5	590.6
35 to 39 years old	255.2	268.7	294.2	323.0	318.8
40 years old and over	49.0	51.3	56.7	63.3	66.1
Canada	1,164.1	1,208.1	1,324.7	1,474.7	1,356.3

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

¹ Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

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

Annex 2.15.1 — Parental benefits (biological and adoptive): New claims established

Benefit type ¹	2018-19	2019-20	Total 2020-21 ³	Total 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total 2022-23 ³
Parental standard	168,120	174,980	174,330	195,960	102,580	90,820	193,400
Parental extended	31,910	37,770	38,770	45,940	23,530	19,210	42,740
Province or territory							
Newfoundland and Labrador	2,750	2,370	2,780	2,540	1,640	1,240	2,880
Prince Edward Island	1,030	1,060	1,370	1,690	750	600	1,350
Nova Scotia	6,140	5,930	6,660	7,750	3,910	3,590	7,500
New Brunswick	4,930	4,990	5,210	6,180	3,120	2,600	5,720
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	100,050	109,410	106,680	123,250	65,530	56,380	121,910
Manitoba	10,150	10,550	10,960	11,990	6,200	4,970	11,170
Saskatchewan	9,120	9,480	9,070	9,750	4,870	4,220	9,090
Alberta	34,340	35,780	34,920	38,340	19,540	17,880	37,420
British Columbia	30,280	32,310	34,110	39,020	19,890	17,950	37,840
Yukon	400	320	440	580	210	280	490
Northwest Territories	480	300	490	420	250	160	410
Nunavut	360	250	410	390	200	160	360
Gender							
Men	33,600	47,390	50,100	68,350	36,530	32,740	69,270
Women	166,430	165,360	163,000	173,550	89,580	77,290	166,870
Age							
24 years old and under	14,660	13,200	13,270	12,670	6,800	6,120	12,920
25 to 29 years old	48,970	49,780	49,760	52,240	27,110	22,870	49,980
30 to 34 years old	78,770	85,300	84,740	99,840	51,650	44,930	96,580
35 to 39 years old	44,950	49,560	51,000	58,160	31,160	27,430	58,590
40 years old and over	12,680	14,910	14,330	18,990	9,390	8,680	18,070
Canada	200,030	212,750	213,100	241,900	126,110	110,030	236,140

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.15.2 – Parental benefits (biological and adoptive): Amount paid¹ (\$ million)

Benefit type ²	2018-19	2019-20	2020-21	2021-22	2022-23
Parental standard	2,511.5	2,416.0	2,612.5	2,939.4	2,793.6
Parental extended	219.2	505.7	565.3	650.5	706.0
Province or territory					
Newfoundland and Labrador	38.4	37.8	39.3	45.3	44.1
Prince Edward Island	14.3	13.2	16.0	21.7	21.7
Nova Scotia	74.1	80.5	89.0	106.4	108.2
New Brunswick	63.3	66.1	69.2	84.6	85.5
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,348.3	1,468.8	1,603.6	1,787.6	1,779.7
Manitoba	131.6	139.9	150.3	178.5	166.4
Saskatchewan	135.0	133.7	145.2	163.1	148.1
Alberta	478.1	517.5	551.8	598.6	569.7
British Columbia	431.9	449.5	496.2	581.6	555.5
Yukon	4.7	4.9	5.9	8.0	7.4
Northwest Territories	5.4	5.7	6.0	7.6	8.1
Nunavut	5.8	4.1	5.3	7.0	5.3
Gender					
Men	257.8	315.5	359.2	411.0	441.8
Women	2,472.9	2,606.2	2,818.6	3,179.0	3,057.8
Age					
24 years old and under	169.7	170.2	171.8	222.1	170.9
25 to 29 years old	684.9	710.6	756.1	868.1	773.8
30 to 34 years old	1,117.3	1,200.3	1,319.4	1,484.3	1,490.2
35 to 39 years old	604.7	670.1	740.7	814.6	839.7
40 years old and over	154.1	170.4	189.8	200.9	225.0
Canada	2,730.7	2,921.7	3,177.8	3,589.9	3,499.6

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

¹ Takes into account Family Supplement top-ups paid to claimants with parental benefits.

² Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

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

Annex 2.15.3 — Parental standard benefits¹ (biological and adoptive): New claims established

Province or territory	2018-19	2019-20	Total 2020-21 ³	Total 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total 2022-23 ³
Newfoundland and Labrador	2,440	2,070	2,380	2,200	1,360	1,150	2,510
Prince Edward Island	930	830	1,170	1,400	650	540	1,190
Nova Scotia	5,430	5,410	5,570	6,360	3,290	3,090	6,380
New Brunswick	4,500	4,420	4,420	5,360	2,560	2,260	4,820
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	80,900	86,810	84,220	97,080	52,270	45,700	97,970
Manitoba	8,970	9,180	9,380	9,610	5,250	4,200	9,450
Saskatchewan	8,610	8,480	8,220	8,660	4,300	3,720	8,020
Alberta	29,370	30,680	29,510	32,540	16,080	14,930	31,010
British Columbia	25,840	26,420	28,410	31,710	16,270	14,800	31,070
Yukon	340	260	290	410	180	210	390
Northwest Territories	460	250	390	310	220	110	330
Nunavut	330	170	370	320	150	110	260
Gender							
Men	30,030	39,970	41,950	57,680	29,950	27,710	57,660
Women	138,090	135,010	132,380	138,280	72,630	63,110	135,740
Age							
24 years old and under	12,640	11,440	10,800	10,390	5,600	5,300	10,900
25 to 29 years old	42,080	41,700	41,670	42,360	22,200	19,060	41,260
30 to 34 years old	66,110	69,520	69,460	81,100	42,140	37,160	79,300
35 to 39 years old	36,850	40,160	41,070	46,820	25,180	22,360	47,540
40 years old and over	10,440	12,160	11,330	15,290	7,460	6,940	14,400
Canada	168,120	174,980	174,330	195,960	102,580	90,820	193,400

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.15.4 – Parental standard benefits¹ (biological or adoptive): Average actual duration² (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^{4,R}	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	30.4	29.9	29.2	27.5 ^R	27.4	-0.4
Prince Edward Island	30.2	27.8	27.2	25.0 ^R	25.4	+1.6
Nova Scotia	29.3	27.9	27.3	25.6 ^R	25	-2.3
New Brunswick	30.0	28.6	27.1	25.7 ^R	25.7	0.0
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	29.8	28.5	27.5	25.6 ^R	25.6	0.0
Manitoba	29.9	28.6	27.6	26.5 ^R	25.9	-2.3
Saskatchewan	30.4	29.4	28.6	27.6	27.0	-2.2
Alberta	30.8	29.7	29.2	27.1 ^R	27.0	-0.4
British Columbia	30.1	28.6	27.0	25.0 ^R	25.5	+2.0
Yukon	28.6	26.4	26.7	25.5 ^R	24.5	-3.9
Northwest Territories	27.2	28.0	26.7	26.2 ^R	26.0	-0.8
Nunavut	27.3	26.6	26.2	26.7 ^R	27.2	+1.9
Gender						
Men	16.1	13.8	12.3	10.9 ^R	10.9	0.0
Women	32.7	32.6	32.8	31.9 ^R	32.2	+0.9
Age						
24 years old and under	31.3	30.8	30.5	28.3	28.5	+0.7
25 to 29 years old	31.1	30.3	29.5	27.9 ^R	27.7	-0.7
30 to 34 years old	30.3	28.9	27.8	26.3 ^R	26.3	0.0
35 to 39 years old	29.0	27.4	26.4	24.4	24.5	+0.4
40 years old and over	25.8	24.1	23.3	19.9 ^R	20.9	+5.0
Canada	30.0	28.8	27.8	25.9^R	25.9	0.0

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Starting March 17, 2019 parents who share parental benefits could receive an additional 5 weeks of parental standard benefits or 8 weeks of extended parental benefits.

² The reported duration estimates are based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

³ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

⁴ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^P Preliminary data.

^R Revised data.

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

Annex 2.15.5 – Parental standard benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	478	490	514	551	560	539	519	562
Prince Edward Island	453	522	507	551	560	468	526	550
Nova Scotia	452	482	499	548	561	511	527	535
New Brunswick	442	457	497	544	557	505	524	544
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	478	496	525	557	569	536	553	565
Manitoba	452	474	493	548	556	502	523	520
Saskatchewan	474	489	515	556	565	525	547	551
Alberta	483	505	529	559	567	539	554	560
British Columbia	473	495	522	558	567	533	563	570
Yukon	523	530	549	571	586	582	589	615
Northwest Territories	512	544	555	581	584	516	589	596
Nunavut	493	532	508	564	575	540	629	608
Gender								
Men	517	536	557	570	581	563	590	606
Women	466	483	510	552	562	519	532	541
Age								
24 years old and under	372	382	417	525	530	432	421	425
25 to 29 years old	454	473	497	547	555	509	512	531
30 to 34 years old	491	511	533	562	571	546	565	575
35 to 39 years old	499	515	541	564	575	549	576	585
40 years old and over	499	520	538	563	574	542	586	588
Canada	475	495	521	556	567	531	552	560

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

⁴ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.15.6 – Parental standard benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	36.7	33.6	34.4	40.2	38.4
Prince Edward Island	13.8	12.2	13.7	19.7	18.9
Nova Scotia	69.6	71.0	78.1	87.8	86.1
New Brunswick	60.2	58.9	60.5	71.6	71.4
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	1,215.7	1,171.8	1,271.8	1,420.5	1,385.7
Manitoba	124.6	122.1	130.5	148.5	133.9
Saskatchewan	129.4	118.9	128.0	142.7	125.9
Alberta	445.3	445.2	479.0	518.1	483.4
British Columbia	401.3	369.6	402.6	472.1	434.3
Yukon	4.5	4.1	4.5	5.9	5.2
Northwest Territories	5.3	5.2	5.0	6.4	6.4
Nunavut	5.1	3.4	4.4	5.9	3.9
Gender					
Men	242.4	274.4	312.7	355.4	381.8
Women	2,269.1	2,141.6	2,299.9	2,584.0	2,411.8
Age					
24 years old and under	157.9	146.1	145.3	182.4	134.9
25 to 29 years old	640.1	602.8	635.2	720.4	614.9
30 to 34 years old	1,027.4	992.7	1,077.5	1,220.0	1,199.9
35 to 39 years old	547.9	537.8	600.7	655.7	667.1
40 years old and over	138.2	136.7	153.8	160.9	176.8
Canada	2,511.5	2,416.0	2,612.5	2,939.4	2,793.6

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

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

Annex 2.15.7 – Parental extended benefits¹ (biological and adoptive): New claims established

Province or territory	2018-19	2019-20	Total 2020-21 ³	Total 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total 2022-23 ³
Newfoundland and Labrador	280	290	350	320	210	110	320
Prince Edward Island	30	170	160	220	110	30	140
Nova Scotia	760	580	1,160	1,500	650	540	1,190
New Brunswick	460	590	790	890	550	350	900
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	18,720	22,390	22,290	25,870	13,240	10,480	23,720
Manitoba	1,250	1,420	1,670	2,410	1,000	810	1,810
Saskatchewan	870	1,240	1,230	1,480	740	590	1,330
Alberta	4,470	4,610	4,590	4,990	3,050	2,740	5,790
British Columbia	4,950	6,290	6,210	7,900	3,850	3,380	7,230
Yukon							
Northwest Territories	120 ^c	190 ^c	320 ^c	360 ^c	130 ^c	180 ^c	310 ^c
Nunavut							
Gender							
Men	3,570	7,420	8,150	10,670	6,580	5,030	11,610
Women	28,340	30,350	30,620	35,270	16,950	14,180	31,130
Age							
24 years old and under	2,020	1,760	2,470	2,280	1,200	820	2,020
25 to 29 years old	6,890	8,080	8,090	9,880	4,910	3,810	8,720
30 to 34 years old	12,660	15,780	15,280	18,740	9,510	7,770	17,280
35 to 39 years old	8,100	9,400	9,930	11,340	5,980	5,070	11,050
40 years old and over	2,240	2,750	3,000	3,700	1,930	1,740	3,670
Canada	31,910	37,770	38,770	45,940	23,530	19,210	42,740

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

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

Annex 2.15.8 – Parental extended benefits¹ (biological and adoptive): Average actual duration^{2,3}
(number of weeks)

Province or territory	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	50.8	52.5	44.6	48.2	+8.1
Prince Edward Island	45.6	44.6	42.6	46.5	+9.2
Nova Scotia	44.8	45.4	41.5 ^R	44.3	+6.7
New Brunswick	45.9	45.4	42.5 ^R	44.4	+4.5
Quebec ⁴	n/a	n/a	n/a	n/a	n/a
Ontario	47.0	47.1	44.7 ^R	44.9	+0.4
Manitoba	45.3	46.1	43.8 ^R	46.2	+5.5
Saskatchewan	47.4	46.7	44.9 ^R	46.7	+4.0
Alberta	49.8	51.2	47.4 ^R	48.5	+2.3
British Columbia	46.6	47.9	43.7 ^R	45.2	+3.4
Yukon	39.2 ^C	41.2 ^C	40.6 ^C	41.7 ^C	+2.7
Northwest Territories					
Nunavut					
Gender					
Men	16.9	16.7	14.0 ^R	14.5	+3.6
Women	55.0	56.0	55.1 ^R	55.8	+1.3
Age					
24 years old and under	52.5	53.8	49.8	53.0	+6.4
25 to 29 years old	51.2	51.3	48.5 ^R	50.0	+3.1
30 to 34 years old	47.5	47.9	45.0 ^R	45.9	+2.0
35 to 39 years old	44.7	45.2	42.4 ^R	42.6	+0.5
40 years old and over	38.9	39.0	36.2 ^R	35.2	-2.8
Canada	47.2	47.6	44.6 R	45.5	+2.0

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Starting March 17, 2019 parents who share parental benefits could receive an additional 5 weeks of parental standard benefits or 8 weeks of extended parental benefits.

² The reported duration estimates are based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

³ Given the low number of completed extended parental claims in 2017-18 and 2018-19, duration estimates for those claims are not reported.

⁴ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^C For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.15.9 – Parental extended benefits¹ (biological and adoptive): Average weekly benefit rate² (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	287	296	255	325	321	360	272	326
Prince Edward Island	279	311	295	319	336	269	348	330
Nova Scotia	267	289	291	333	336	303	324	318
New Brunswick	270	268	297	336	325	298	314	326
Quebec ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	294	304	318	338	342	324	339	344
Manitoba	270	285	281	328	338	308	307	318
Saskatchewan	278	289	297	331	335	313	317	325
Alberta	289	299	311	330	335	304	329	327
British Columbia	287	302	316	337	342	324	333	346
Yukon	298 ^c	337 ^c	332 ^c	342 ^c	342 ^c	346 ^c	383 ^c	375 ^c
Northwest Territories								
Nunavut								
Gender								
Men	319	330	336	346	352	345	362	372
Women	286	294	307	333	337	313	324	327
Age								
24 years old and under	217	231	247	321	321	250	259	264
25 to 29 years old	276	284	297	330	332	301	317	315
30 to 34 years old	299	308	320	339	342	330	340	347
35 to 39 years old	303	313	320	339	346	330	347	353
40 years old and over	301	316	332	339	349	321	345	359
Canada	290	301	313	336	340	320	333	339

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

⁴ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

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

Annex 2.15.10 – Parental extended benefits¹ (biological and adoptive): Amount paid² (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	1.7	4.2	4.9	5.1	5.7
Prince Edward Island	0.5	1.0	2.3	2.0	2.8
Nova Scotia	4.5	9.5	10.9	18.6	22.1
New Brunswick	3.1	7.2	8.7	13.0	14.0
Quebec ³	n/a	n/a	n/a	n/a	n/a
Ontario	132.6	297.0	331.8	367.1	394.0
Manitoba	6.9	17.8	19.8	30.0	32.4
Saskatchewan	5.6	14.9	17.2	20.4	22.2
Alberta	32.8	72.2	72.8	80.5	86.3
British Columbia	30.6	79.9	93.7	109.5	121.2
Yukon					
Northwest Territories	0.9 ^c	2.1 ^c	3.3 ^c	4.4 ^c	5.3 ^c
Nunavut					
Gender					
Men	15.4	41.1	46.6	55.6	59.9
Women	203.8	464.6	518.7	594.9	646.0
Age					
24 years old and under	11.8	24.2	26.6	39.6	36.0
25 to 29 years old	44.8	107.8	120.9	147.7	158.9
30 to 34 years old	89.9	207.6	241.9	264.3	290.3
35 to 39 years old	56.8	132.3	139.9	158.9	172.6
40 years old and over	15.9	33.8	36.0	40.0	48.2
Canada	219.2	505.7	565.3	650.5	706.0

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Takes into account Family Supplement top-ups paid to claimants with parental benefits.

³ Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

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

Annex 2.16.1 – Sickness benefits: New claims established

Province or territory	2018-19	2019-20	Total 2020-21 ^{1,2}	Total 2021-22 ²	First half of 2022-23 ²	Second half of 2022-23	Total 2022-23 ²
Newfoundland and Labrador	11,500	11,340	10,880	12,310	5,590	7,090	12,680
Prince Edward Island	5,960	6,120	4,770	5,460	1,860	3,470	5,330
Nova Scotia	21,130	21,910	18,300	21,110	9,270	9,900	19,170
New Brunswick	30,080	30,080	25,230	28,040	10,170	16,480	26,650
Quebec	134,600	134,070	135,660	143,640	59,230	71,020	130,250
Ontario	112,990	111,200	132,800	130,970	59,040	57,760	116,800
Manitoba	11,030	11,380	12,990	13,170	5,800	5,500	11,300
Saskatchewan	8,200	7,890	8,750	8,760	3,890	4,430	8,320
Alberta	31,430	32,930	42,370	37,950	17,010	16,870	33,880
British Columbia	53,190	53,390	57,700	60,240	27,320	25,950	53,270
Yukon	300	440	460	330	170	200	370
Northwest Territories	280	250	220	300	140	130	270
Nunavut	150	140	220	180	80	110	190
Gender							
Men	184,820	189,250	199,620	199,850	78,290	98,860	177,150
Women	236,020	231,890	250,730	262,610	121,280	120,050	241,330
Age							
24 years old and under	30,250	30,010	47,750	41,740	16,240	15,050	31,290
25 to 34 years old	90,000	91,570	98,030	108,020	45,390	46,440	91,830
35 to 44 years old	85,520	86,210	87,500	97,710	42,340	44,160	86,500
45 to 54 years old	94,980	90,670	90,810	92,520	40,490	44,760	85,250
55 to 64 years old	98,340	99,220	98,840	98,040	42,940	52,500	95,440
65 years old and over	21,750	23,460	27,420	24,430	12,170	16,000	28,170
Canada	420,840	421,140	450,350	462,460	199,570	218,910	418,480

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 EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.16.2 – Sickness benefits: Average actual duration¹ (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^{2,P}	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	9.5	9.3	9.4	9.7	9.2	-5.4
Prince Edward Island	8.1	7.8	8.1	8.1 ^R	8.0	-1.3
Nova Scotia	9.1	9.4	8.9	9.3	8.8	-4.9
New Brunswick	8.5	8.6	8.3	8.4	8.3	-1.5
Quebec	9.1	9.5	8.6	8.8 ^R	9.0	+2.4
Ontario	10.6	10.8	9.6	9.4	10.0	+6.4
Manitoba	10.1	10.3	9.1	8.8 ^R	9.9	+12.2
Saskatchewan	10.2	10.5	9.0	8.9 ^R	10.3	+15.8
Alberta	10.5	10.6	8.9	8.5 ^R	10.0	+17.8
British Columbia	10.6	10.8	9.7	9.9	10.5	+5.4
Yukon	11.3	9.4	10.1	10.8	11.5	+6.7
Northwest Territories	10.8	11.0	10.8	10.8	11.0	+2.2
Nunavut	11.6	10.2	10.2	9.5 ^R	10.3	+8.3
Gender						
Men	9.4	9.6	8.5	8.6	9.2	+6.5
Women	10.1	10.4	9.5	9.5	9.8	+3.1
Age						
24 years old and under	8.8	9.3	7.8	7.8 ^R	8.5	+10.2
25 to 34 years old	9.2	9.3	8.2	8.5	8.9	+5.3
35 to 44 years old	9.8	9.9	8.9	8.9	9.4	+5.9
45 to 54 years old	10.1	10.3	9.3	9.5	9.9	+3.8
55 to 64 years old	10.2	10.5	9.9	9.9	10.0	+0.9
65 years old and over	10.9	10.9	10.8	10.6 ^R	10.4	-1.9
Canada	9.8	10.0	9.1	9.1	9.5	+4.6

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

¹ The reported duration estimates are based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

² 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. Data are based on a 10% sample of EI administrative data.

Annex 2.16.3 – Sickness benefits: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	444	457	531	538	483	468	500
Prince Edward Island	433	449	536	539	511	466	492
Nova Scotia	424	440	532	537	480	455	480
New Brunswick	435	456	533	535	503	477	497
Quebec	427	445	533	541	481	489	507
Ontario	446	460	536	549	498	493	508
Manitoba	431	441	529	537	478	463	477
Saskatchewan	445	460	534	542	507	479	501
Alberta	464	482	539	551	504	498	509
British Columbia	441	464	538	549	504	499	521
Yukon	501	512	561	571	595	505	602
Northwest Territories	518	533	560	589	534	567	606
Nunavut	519	544	563	569	452	553	517
Gender							
Men	475	492	545	555	523	529	544
Women	409	426	527	539	467	453	478
Age							
24 years old and under	377	391	515	520	431	403	426
25 to 34 years old	439	458	536	544	491	488	507
35 to 44 years old	453	472	541	552	505	508	525
45 to 54 years old	450	468	540	551	508	509	526
55 to 64 years old	438	453	536	548	494	488	507
65 years old and over	413	429	528	540	477	453	469
Canada	438	456	535	545	493	488	506

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

¹ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

² Claims for sickness benefits could not be established during the first half of 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. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.16.4 – Sickness benefits: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	48.7	50.9	52.8	65.0	57.0
Prince Edward Island	21.4	21.1	20.8	24.3	21.9
Nova Scotia	81.4	85.7	85.9	103.8	81.9
New Brunswick	111.2	114.0	115.0	124.4	110.7
Quebec	507.0	553.4	567.6	719.6	602.8
Ontario	519.7	545.8	603.6	735.4	584.1
Manitoba	48.2	49.3	56.5	69.2	52.7
Saskatchewan	36.4	39.3	36.4	47.3	41.3
Alberta	150.3	162.9	173.8	213.8	169.3
British Columbia	241.5	261.4	281.8	353.7	276.8
Yukon	1.8	2.1	2.6	2.6	2.0
Northwest Territories	1.4	1.8	1.4	1.6	1.9
Nunavut	0.6	1.2	0.9	1.1	1.0
Gender					
Men	830.0	880.6	890.4	1,056.1	914.8
Women	939.6	1,008.2	1,109.0	1,405.7	1,088.6
Age					
24 years old and under	99.5	104.8	163.2	199.9	115.6
25 to 34 years old	356.4	379.2	409.9	542.9	403.6
35 to 44 years old	368.8	396.3	390.6	506.6	422.3
45 to 54 years old	426.4	436.2	418.2	519.3	441.8
55 to 64 years old	426.4	463.1	476.6	551.7	485.2
65 years old and over	92.1	109.2	140.8	141.5	134.9
Canada	1,769.6	1,888.8	1,999.3	2,461.9	2,003.4

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

¹ Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

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

Annex 2.17.1 – Sickness benefits (by industry): Employment (totals in thousands)

Industry	2018-19 Employment (000s)	2018-19 Share (%)	Total of 2022-23 Employment (000s)	Total of 2022-23 Share (%)
Goods-producing industries	3,969.4	21.1	4,099.2	20.7
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	625.2	3.3	586.9	3.0
Utilities	141.6	0.8	151.4	0.8
Construction	1,432.4	7.6	1,573.6	7.9
Manufacturing	1,770.2	9.4	1,787.3	9.0
Services-producing industries	14,850.8	78.9	15,732.7	79.3
Wholesale trade and retail trade	2,893.8	15.4	2,972.4	15.0
Transportation and warehousing	994.7	5.3	977.9	4.9
Finance, insurance, real estate, rental and leasing	1,212.9	6.4	1,378.4	7.0
Professional, scientific and technical services	1,491.4	7.9	1,837.6	9.3
Business, building and other support services ¹	784.0	4.2	698.1	3.5
Educational services	1,304.5	6.9	1,471.0	7.4
Health care and social assistance	2,414.3	12.8	2,613.9	13.2
Information, culture and recreation ²	772.5	4.1	820.7	4.1
Accommodation and food services	1,229.2	6.5	1,081.4	5.5
Other services (except public administration)	786.2	4.2	726.1	3.7
Public administration	967.4	5.1	1,155.1	5.8
Unclassified*	n/a	n/a	n/a	n/a
Canada	18,747.1	100.0	19,831.8	100.0

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

Source: Statistics Canada, Labour Force Survey, Table 14-10-0022-01.

Annex 2.17.2 – Sickness benefits (by industry): New claims established

Industry	2018-19 New claims	2018-19 Share (%)	Total of 2022-233 New claims	Total of 2022-233 Share (%)
Goods-producing industries	113,690	27.0	107,360	25.7
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	17,780	4.2	14,330	3.4
Utilities	560	0.1	570	0.1
Construction	42,290	10.0	40,920	9.8
Manufacturing	53,060	12.6	51,540	12.3
Services-producing industries	300,660	71.4	299,910	71.7
Wholesale trade and retail trade	68,730	16.3	66,860	16.0
Transportation and warehousing	22,750	5.4	22,330	5.3
Finance, insurance, real estate, rental and leasing	13,120	3.1	11,180	2.7
Professional, scientific and technical services	11,960	2.8	13,010	3.1
Business, building and other support services ¹	30,700	7.3	29,570	7.1
Educational services	12,930	3.1	14,050	3.4
Health care and social assistance	54,430	12.9	63,870	15.3
Information, culture and recreation ²	8,450	2.0	6,970	1.7
Accommodation and food services	31,560	7.5	24,860	5.9
Other services (except public administration)	18,130	4.3	16,360	3.9
Public administration	27,900	6.6	30,850	7.4
Unclassified*	6,490	1.5	11,210	2.7
Canada	420,840	100.0	418,480	100.0

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

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

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

Annex 2.17.3 – Sickness benefits (by industry): Amount paid (\$ million)

Industry	2018-19 Amount paid (\$)	2018-19 Share (%)	2022-23 Amount paid (\$)	2022-23 Share (%)
Goods-producing industries	503.7	28.5	541.4	27.0
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	79.6	4.5	79.5	4.0
Utilities	3.1	0.2	3.2	0.2
Construction	199.2	11.3	219.3	10.9
Manufacturing	221.8	12.5	239.4	11.9
Services-producing industries	1,238.4	70.0	1,416.1	70.7
Wholesale trade and retail trade	258.3	14.6	286.5	14.3
Transportation and warehousing	107.7	6.1	120.1	6.0
Finance, insurance, real estate, rental and leasing	59.6	3.4	56.4	2.8
Professional, scientific and technical services	54.0	3.1	63.1	3.2
Business, building and other support services ¹	127.6	7.2	142.0	7.1
Educational services	47.8	2.7	60.8	3.0
Health care and social assistance	234.3	13.2	310.3	15.5
Information, culture and recreation ²	34.9	2.0	32.6	1.6
Accommodation and food services	107.0	6.0	97.9	4.9
Other services (except public administration)	72.3	4.1	75.1	3.7
Public administration	134.8	7.6	171.1	8.5
Unclassified*	27.5	1.6	45.9	2.3
Canada	1,769.6	100.0	2,003.4	100.0

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

¹ This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

² This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

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

Annex 2.18.1 – Compassionate care benefits: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	First half of 2022-23 ¹	Second half of 2022-23	Total of 2022-23 ¹
Newfoundland and Labrador	92	95	87	74	42	37	79
Prince Edward Island	40	29	31	30	20	24	44
Nova Scotia	281	273	213	238	115	95	210
New Brunswick	193	173	194	180	72	69	141
Quebec	1,497	1,305	1,167	1,271	560	571	1,131
Ontario	3,574	3,223	2,826	2,887	1,438	1,382	2,820
Manitoba	346	301	264	225	122	142	264
Saskatchewan	219	175	172	145	76	75	151
Alberta	866	776	733	721	344	388	732
British Columbia	1,243	1,205	1,090	989			1,034
Yukon					522 ^{c2}	525 ^{c2}	
Northwest Territories	34 ^{c1}	26 ^{c1}	25 ^{c1}	15 ^{c1}			13 ^{c1}
Nunavut							
Gender							
Men	2,436	2,239	1,871	1,995	957	1,068	2,025
Women	5,949	5,342	4,931	4,780	2,354	2,240	4,594
Age							
24 years old and under	116	136	145	142	49	71	120
25 to 44 years old	2,723	2,446	2,197	2,151	1,095	1,058	2,153
45 to 54 years old	2,681	2,409	2,057	2,143	1,023	1,021	2,044
55 years old and over	2,865	2,590	2,403	2,339	1,144	1,158	2,302
Canada	8,385	7,581	6,802	6,775	3,311	3,308	6,619

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

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, data for the territories and British Columbia have been combined.

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

Annex 2.18.2 – Compassionate care benefits: Average actual duration¹ (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22R	2022-23P
Newfoundland and Labrador	13.3	11.9	13.4	13.1 ^R	10.8
Prince Edward Island	12.1	11.2	13.5	16.0 ^R	10.1
Nova Scotia	11.4	10.8	13.3	12.2	12.2
New Brunswick	12.2	12.7	11.9	12.2 ^R	12.0
Quebec	9.8	9.1	9.6	9.6	9.7
Ontario	11.6	11.2	12.2	11.8 ^R	11.8
Manitoba	11.5	11.1	11.9	12.2	11.5
Saskatchewan	11.9	12.1	12.5	12.6 ^R	10.9
Alberta	12.6	12.8	12.5	12.8 ^R	12.6
British Columbia	11.7	11.6	12.1	12.1	12.6
Yukon					
Northwest Territories	10.7 ^C	12.6 ^C	11.4 ^C	11.9 ^C	12.6 ^C
Nunavut					
Gender					
Men	11.8	11.4	12.3	12.2 ^R	12.2
Women	11.3	11.0	11.6	11.4	11.4
Age					
24 years old and under	10.2	11.8	10.1	10.6	11.8
25 to 44 years old	11.0	10.5	11.4	11.4	11.1
45 to 54 years old	11.2	10.8	11.5	11.2	11.5
55 years old and over	12.2	11.9	12.5	12.3 ^R	12.2
Canada	11.4	11.1	11.8	11.6	11.6

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

¹ The reported duration estimates are based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

^C For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.18.3 – Compassionate care benefits: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	458	458	476	538	563	486	514	529
Prince Edward Island	440	418	456	534	550	546	493	528
Nova Scotia	429	443	501	539	548	466	471	495
New Brunswick	430	440	478	537	533	487	483	503
Quebec	443	463	498	539	557	497	510	535
Ontario	477	491	513	553	564	532	530	553
Manitoba	459	471	486	544	554	481	506	517
Saskatchewan	484	487	494	556	557	489	552	555
Alberta	490	499	516	553	566	531	555	556
British Columbia	474	484	520	554	563	531	546	552
Yukon	496 ^c	525 ^c	556 ^c	561 ^c	573 ^c	536 ^c	627 ^c	619 ^c
Northwest Territories								
Nunavut								
Gender								
Men	498	512	536	559	572	550	565	577
Women	456	469	499	545	556	505	511	532
Age								
24 years old and under	414	416	427	528	525	417	437	466
25 to 44 years old	478	494	525	556	564	531	538	561
45 to 54 years old	477	490	509	551	564	533	539	555
55 years old and over	453	465	498	543	557	502	511	527
Canada	468	482	509	549	561	519	527	546

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

¹ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

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

Annex 2.18.4 – Compassionate care benefits: Amount paid¹ (\$ thousands)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	514.0	472.6	620.4	603.7	462.5
Prince Edward Island	248.5	163.3	247.2	253.6	220.6
Nova Scotia	1,377.0	1,320.2	1,572.8	1,513.3	1,384.0
New Brunswick	1,096.1	959.4	1,173.2	1,256.0	1,022.4
Quebec	6,468.3	5,547.0	5,905.6	6,769.7	6,035.5
Ontario	19,988.7	17,170.7	18,496.2	20,180.8	18,781.0
Manitoba	1,847.3	1,494.5	1,689.4	1,660.9	1,482.9
Saskatchewan	1,429.5	1,024.6	1,161.2	1,093.8	872.7
Alberta	5,671.1	4,806.3	5,038.9	5,411.7	5,082.6
British Columbia	6,993.7	6,486.3	7,300.9	7,106.8	6,994.6
Yukon					
Northwest Territories	200.9 ^c	128.4 ^c	182.0 ^c	143.7 ^c	75.5 ^c
Nunavut					
Gender					
Men	14,950.6	13,009.4	13,620.4	14,841.2	14,442.6
Women	30,884.4	26,563.8	29,767.5	31,152.9	27,971.8
Age					
24 years old and under	473.1	578.9	848.7	868.2	637.3
25 to 44 years old	14,449.2	12,339.1	13,757.5	14,592.2	13,424.4
45 to 54 years old	15,055.4	12,560.7	12,796.9	14,091.9	13,156.0
55 years old and over	15,857.3	14,094.5	15,984.8	16,441.7	15,196.6
Canada	45,835.0	39,573.2	43,387.9	45,994.0	42,414.4

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

¹ Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

^c For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

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

Annex 2.19.1 – Family caregiver benefit for adults: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	First half of 2022-23 ¹	Second half of 2022-23 ¹	Total of 2022-23 ¹
Newfoundland and Labrador	216	184	166	196	90	98	188
Prince Edward Island	77	87	86	73	36	45	81
Nova Scotia	330	322	382	387	180	176	356
New Brunswick	303	282	227	263	138	127	265
Quebec	2,031	1,934	2,231	2,161	1,119	1,018	2,137
Ontario	5,168	5,419 ^c	5,679 ^c	5,867 ^c	3,421 ^c	3,121 ^c	6,542 ^c
Manitoba	370	407	388	451	259	228	487
Saskatchewan	254	304	300	340	169	154	323
Alberta	1,062	1,031	1,046	1,159	666	620	1,286
British Columbia	1,399	1,575	1,668	1,616	862	706	1,568
Territories	31	47	35	28	21	18	39
Unknown*	124	n/a	n/a	n/a	n/a	n/a	n/a
Gender							
Men	3,593	3,725	3,890	4,103	2,302	2,218	4,520
Women	7,772	7,867	8,318	8,438	4,659	4,093	8,752
Age							
24 years old and under	180	229	367	259	150	126	276
25 to 34 years old	1,180	1,292	1,509	1,649	902	862	1,764
35 to 44 years old	2,106	2,128	2,238	2,351	1,373	1,219	2,592
45 to 54 years old	3,584	3,521	3,340	3,586	2,010	1,718	3,728
55 to 64 years old	3,636	3,682	3,916	3,964	2,110	1,992	4,102
65 years old and over	679	740	838	732	416	394	810
Canada	11,365	11,592	12,208	12,541	6,961	6,311	13,272

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

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

Annex 2.19.2 – Family caregiver benefit for adults: Average actual duration (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	11.0	10.8	10.9	11.4	11.0	-3.0
Prince Edward Island	10.9	11.5	10.5	11.1	10.5	-5.2
Nova Scotia	11.1	11.3	11.5	11.7	11.1	-5.0
New Brunswick	11.2	10.9	11.2	11.6 ^R	10.8	-6.8
Quebec	11.4	10.7	11.0	11.0	10.6	-3.3
Ontario	10.6	10.4 ^C	10.9 ^C	10.9 ^{C,R}	10.2 ^C	-5.8
Manitoba	10.1	10.8	11.3	11.3	10.3	-9.0
Saskatchewan	10.9	11.0	12.1	11.5	10.7	-7.1
Alberta	11.0	10.9	11.4	10.9	10.7	-1.7
British Columbia	11.1	10.7	11.4	11.3	10.9	-3.7
Territories	11.8	11.2	12.0	12.3	11.7	-5.2
Unknown [*]	5.0	n/a	n/a	n/a	n/a	n/a
Gender						
Men	10.6	10.4	10.9	10.8	10.5	-3.1
Women	10.8	10.7	11.2	11.1	10.5	-5.7
Age						
24 years old and under	9.8	10.6	10.3	11.3 ^R	9.9	-11.8
25 to 34 years old	10.2	10.0	10.5	10.4	9.8	-6.1
35 to 44 years old	10.2	10.0	10.5	10.6	10.0	-5.4
45 to 54 years old	10.7	10.4	11.1	11.0	10.3	-6.1
55 to 64 years old	11.1	11.1	11.6	11.4	11.1	-2.9
65 years old and over	12.0	12.0	12.3	12.0	11.5	-4.0
Canada	10.7	10.6	11.1	11.0	10.5	-4.9

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

^C For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^P Preliminary data.

^R Revised data.

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

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

Annex 2.19.3 – Family caregiver benefit for adults: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	431	417	455	535	545	474	498	503
Prince Edward Island	434	424	525	532	539	431	481	518
Nova Scotia	401	412	467	528	544	445	473	485
New Brunswick	400	423	464	524	533	468	455	503
Quebec	408	417	466	530	547	480	490	513
Ontario	444	456 ^c	494 ^c	544 ^c	558 ^c	512 ^c	522 ^c	538 ^c
Manitoba	431	449	484	533	544	492	487	504
Saskatchewan	462	463	486	539	558	506	495	532
Alberta	463	475	507	546	562	515	538	545
British Columbia	435	457	492	539	557	517	515	539
Territories	520	531	515	567	568	595	580	598
Unknown*	450	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gender								
Men	477	488	515	551	568	534	547	570
Women	417	431	474	534	549	486	493	510
Age								
24 years old and under	372	384	392	515	525	457	435	448
25 to 34 years old	448	466	502	545	558	518	528	548
35 to 44 years old	451	467	504	547	561	522	535	551
45 to 54 years old	445	455	497	543	558	510	529	540
55 to 64 years old	426	440	483	536	551	486	495	518
65 years old and over	395	405	439	523	539	460	448	476
Canada	436	449	488	539	555	501	512	531

Note: 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. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

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

Annex 2.19.4 – Family caregiver benefit for adults: Amount paid¹ (\$ thousands)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	991.6	783.7	1,088.0	1,346.7	1,125.2
Prince Edward Island	333.9	421.7	446.2	455.6	419.6
Nova Scotia	1,350.8	1,588.1	2,058.9	2,481.8	1,925.5
New Brunswick	1,229.4	1,310.7	1,295.4	1,567.9	1,477.7
Quebec	8,302.1	8,801.9	12,096.3	13,865.3	12,128.7
Ontario	22,753.2	25,654.8 ^c	31,877.4 ^c	37,076.1	36,280.1 ^c
Manitoba	1,511.9	1,979.0	2,251.0	2,701.2	2,553.4
Saskatchewan	1,177.9	1,586.7	1,788.6	2,007.8	1,857.1
Alberta	4,820.0	5,599.0	6,330.8	7,586.7	7,463.0
British Columbia	6,122.6	7,647.9	9,832.6	10,336.8	9,191.3
Territories	163.2	295.8	224.3	178.3	276.4
Unknown*	325.1	n/a	n/a	n/a	n/a
Gender					
Men	16,344.9	19,098.4	23,445.0	26,391.0	27,221.9
Women	32,737.1	36,570.9	45,844.5	53,213.1	47,476.2
Age					
24 years old and under	647.1	740.2	1,724.4	1,692.0	1,177.6
25 to 34 years old	5,013.7	5,831.3	8,196.6	9,889.9	9,395.7
35 to 44 years old	8,939.4	10,236.5	12,218.4	14,777.1	14,245.6
45 to 54 years old	15,901.3	17,264.8	19,364.6	22,933.2	21,025.2
55 to 64 years old	15,775.8	18,022.9	22,901.0	25,448.7	24,119.8
65 years old and over	2,804.7	3,573.7	4,884.4	4,863.3	4,734.1
Canada	49,082.0	55,669.3	69,289.4	79,604.2	74,698.0

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

¹ Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for adults.

^c For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

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

Annex 2.20.1 – Family caregiver benefits for children¹: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ²	Total of 2021-22 ²	First half of 2022-23 ²	Second half of 2022-23 ²	Total of 2022-23 ²
Newfoundland and Labrador	63	72	71	56	31	16	47
Prince Edward Island	33	25	44	31	14	16	30
Nova Scotia	103	140	123	120	69	39	108
New Brunswick	107	104	101	113	81	51	132
Quebec	1,124	1,054	1,155	1,208	611	508	1,119
Ontario	2,164	2,056 ^{c2}	2,028 ^{c2}	2,162 ^{c2}	1,278 ^{c2}	1,054 ^{c2}	2,332 ^{c2}
Manitoba	212	195	209	185	131	78	209
Saskatchewan	233	180	209	228	135	98	233
Alberta	888	798	791	773	489	400	889
British Columbia	737	759	791 ^{c3}	757 ^{c3}	X	X	734
Territories	20 ^{c1}	20 ^{c1}			X	X	22
Unknown*	38	n/a	n/a	n/a	n/a	n/a	n/a
Gender							
Men	1,224	1,201	1,281	1,356	758	687	1,445
Women	4,498	4,202	4,241	4,278	2,512	1,898	4,410
Age							
24 years old and under	253	226	242	231	97	84	181
25 to 44 years old	4,886	4,546	4,639	4,771	2,807	2,203	5,010
45 to 54 years old	505	551	546	569	321	260	581
55 years old and over	78	80	95	63	45	38	83
Canada	5,722	5,403	5,522	5,634	3,270	2,586	5,855

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid. All family caregiver benefits for children that are shared between two parents are considered as two separate claims.

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

² EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^{c3} For confidentiality purposes, data for the territories and British Columbia have been combined.

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

X Suppressed for confidentiality purposes.

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

Annex 2.20.2 – Family caregiver benefits for children¹: Average actual duration (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	22.8	19.3	19.1	17.7 ^R	14.9	-15.8
Prince Edward Island	19.1	12.0	7.6	14.7 ^R	14.3	-3.0
Nova Scotia	22.0	16.3	18.3	15.4 ^R	16.1	+4.7
New Brunswick	15.3	18.0	15.5	19.2 ^R	13.7	-28.5
Quebec	13.8	14.0	12.3	13.0	12.5	-3.6
Ontario	19.1	16.2 ^{C2}	16.2 ^{C2}	15.8 ^{C2}	14.3 ^{C2}	-9.3
Manitoba	17.1	14.5	16.9	17.1 ^R	13.4	-21.6
Saskatchewan	20.6	16.7	14.9	14.7	13.4	-8.7
Alberta	19.8	15.5	14.9	15.0	13.0	-13.6
British Columbia	17.8	15.6	14.5 ^{C3}	15.1 ^{C3}	13.4	-11.2
Territories	16.8 ^{C1}	17.2 ^{C1}			18.9 ^{C1}	+24.8
Unknown*	5.6	n/a	n/a	n/a	n/a	n/a
Gender						
Men	14.4	14.2	13.2	13.4	12.3	-7.7
Women	18.3	15.9	15.4	15.6	14.1	-9.6
Age						
24 years old and under	16.4	14.0	13.2	13.0	12.4	-4.8
25 to 44 years old	16.6	14.9	14.1	14.2	13.0	-8.8
45 to 54 years old	18.7	18.3	19.3	19.7 ^R	18.2	-7.7
55 years old and over	20.5	21.8	19.7	20.4 ^R	15.0	-26.3
Canada	17.0	15.4	14.8	15.0^R	13.6	-9.1

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

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

^{C1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{C2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^{C3} For confidentiality purposes, data for the territories and British Columbia have been combined.

^P Preliminary data.

^R Revised data.

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

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

Annex 2.20.3 – Family caregiver benefits for children¹: Average weekly benefit rate² (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	458	452	483	546	558	434	479	530
Prince Edward Island	465	387	550	542	551	475	522	522
Nova Scotia	430	429	469	543	556	452	498	506
New Brunswick	443	429	498	548	548	464	467	493
Quebec	448	457	494	549	555	517	536	545
Ontario	460	467 ^{c2}	511 ^{c2}	554 ^{c2}	565 ^{c2}	518 ^{c2}	544 ^{c2}	553 ^{c2}
Manitoba	442	443	509	538	548	520	494	536
Saskatchewan	463	449	506	552	558	539	541	551
Alberta	470	480	520	548	564	523	555	551
British Columbia	439	459	510	552	561 ^{c3}	524 ^{c3}	533 ^{c3}	556
Territories	472 ^{c1}	499 ^{c1}	475 ^{c1}	586 ^{c1}				608 ^{c1}
Unknown*	468	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gender								
Men	491	500	526	560	571	546	572	582
Women	446	452	500	547	557	505	524	536
Age								
24 years old and under	369	382	425	526	524	499	436	435
25 to 44 years old	460	467	510	552	562	521	543	554
45 to 54 years old	457	462	520	548	565	507	527	542
55 years old and over	449	435	467	548	541	481	505	515
Canada	455	462	506	551	560	517	538	549

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

^{c3} For confidentiality purposes, data for the territories and British Columbia have been combined.

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

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

Annex 2.20.4 – Family caregiver benefit for children¹: Amount paid² (\$ thousands)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	550.9	554.1	515.9	653.1	394.2
Prince Edward Island	190.6	115.0	192.2	252.8	197.9
Nova Scotia	741.4	990.4	980.7	1,033.8	823.0
New Brunswick	648.8	708.3	751.2	975.8	906.9
Quebec	6,510.0	6,724.9	7,161.2	9,170.2	7,512.1
Ontario	14,893.3	14,104.3 ^{c2}	16,636.2 ^{c2}	18,363.8 ^{c2}	17,279.2 ^{c2}
Manitoba	1,306.3	1,393.5	1,802.8	1,583.2	1,537.6
Saskatchewan	1,719.2	1,031.4	1,504.9	1,478.7	1,506.6
Alberta	5,766.2	5,715.7	6,153.3	6,016.3	5,771.6
British Columbia	4,327.6	4,820.7	5,341.2	5,735.7	5,006.7
Territories	157.3 ^{c1}	120.8 ^{c1}	180.4 ^{c1}	163.5 ^{c1}	226.0 ^{c1}
Unknown*	96.9	n/a	n/a	n/a	n/a
Gender					
Men	8,124.1	8,036.3	9,302.0	10,549.0	10,317.4
Women	28,784.2	28,242.7	31,918.0	34,877.9	30,844.4
Age					
24 years old and under	1,242.9	1,168.8	1,426.1	1,578.2	963.9
25 to 44 years old	30,968.7	30,061.8	33,250.0	36,660.8	33,844.9
45 to 54 years old	4,032.3	4,395.3	5,644.8	6,357.2	5,749.2
55 years old and over	664.5	653.2	899.2	830.7	603.7
Canada	36,908.3	36,279.1	41,220.0	45,426.9	41,161.7

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

¹ As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed Family Caregiver Benefit for Children as part of the *Budget Implementation Act, 2017, No. 1*.

² Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

^{c1} For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

^{c2} For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

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

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

Annex 2.21.1 – Work-Sharing benefits: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	First half of 2022-23 ¹	Second half of 2022-23	Total of 2022-23 ¹
Newfoundland and Labrador	0 ^c	47 ^c	498	24 ^c	X	X	15
Prince Edward Island			121		X	X	40
Nova Scotia	15	70	2,029	96	X	X	
New Brunswick	11	70	1,253	119	X	X	39 ^c
Quebec	1,001	2,385	19,666	3,816	1,146	2,520	3,666
Ontario	1,339	3,969	29,381	8,285	1,691	2,209	3,900
Manitoba	539	1,729	6,733	411	53	1,301	1,354
Saskatchewan	212	642	1,742	250	24	15	39
Alberta	600	1,089	11,770	788	126	208	334
British Columbia	98	1,045	9,758	1,289	161	411	572
Yukon	0	0	13	0	0	0	0
Northwest Territories	0	0	17	0	0	0	0
Nunavut	0	0	10	0	0	0	0
Gender							
Men	2,721	8,528	52,895	10,277	2,002	4,530	6,532
Women	1,094	2,518	30,096	4,801	1,220	2,207	3,427
Age							
24 years old and under	235	748	4,272	1,102	287	444	731
25 to 44 years old	1,409	4,644	36,683	5,708	1,184	2,335	3,519
45 to 54 years old	1,080	2,809	21,295	3,861	738	1,701	2,439
55 years old and over	1,091	2,845	20,741	4,407	1,013	2,257	3,270
Canada	3,815	11,046	82,991	15,078	3,222	6,737	9,959

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

¹ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some provinces have been combined.

X Suppressed for confidentiality purposes.

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

Annex 2.21.2 – Work-Sharing benefits: Average actual duration¹ (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P
Newfoundland and Labrador	24.8 ^C	13.0 ^C	10.3	20.2 ^R	21.9
Prince Edward Island			9.8	48.1	5.5
Nova Scotia	15.2	19.0	9.7	29.4 ^R	31.2
New Brunswick	17.0	11.2	13.6	23.7 ^R	21.1
Quebec	15.8	16.2	11.5	19.7 ^R	24.7
Ontario	13.4	13.4	11.5	23.5 ^R	25.8
Manitoba	14.5	12.1	10.8	19.3	16.1
Saskatchewan	20.9	19.0	14.5	30.0	24.9
Alberta	18.5	12.7	13.6	28.8 ^R	39.4
British Columbia	15.3	14.9	11.9	26.5 ^{2,C,R}	30.4 ^{2,C}
Yukon	0	0	11.7		
Northwest Territories	0	0	16.4		
Nunavut	0	0	7.4		
Gender					
Men	15.0	13.8	11.6	22.7	25.2
Women	17.0	15.8	12.3	25.0	26.4
Age					
24 years old and under	12.7	13.2	11.2	18.5	18.0
25 to 44 years old	15.1	13.7	11.7	22.1	23.6
45 to 54 years old	15.7	15.0	11.9	25.0	27.2
55 years old and over	16.5	15.2	12.1	25.2 ^R	28.0
Canada	15.5	14.4	11.8	23.5	25.6

Notes: Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² There was no new claims for Work-Sharing benefits established in the territories in 2021-22 and 2022-23. However, there were a few claims completed in 2021-22 and 2022-23, but the number is 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. Data are based on a 100% sample of EI administrative data.

Annex 2.21.3 – Work-Sharing benefits: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	n/a	233 ^c	131	207	X	X	X	185
Prince Edward Island			123	211				150
Nova Scotia	183	132	122	148	129	102	133	124 ^c
New Brunswick	109	114	110	121	137	106	137	
Quebec	127	136	120	144	137	176	140	139
Ontario	105	127	136	148	142	127	140	137
Manitoba	110	149	115	132	180	132	115	77
Saskatchewan	151	152	153	157	134	176	207	142
Alberta	135	159	137	148	163	164	194	138
British Columbia	167	142	128	150	136	147	179	152
Yukon	n/a	n/a	X	X	n/a	n/a	n/a	n/a
Northwest Territories	n/a	n/a	X	X	n/a	n/a	n/a	n/a
Nunavut	n/a	n/a	X	X	n/a	n/a	n/a	n/a
Gender								
Men	129	143	132	143	145	153	163	134
Women	99	124	126	148	135	117	139	123
Age								
24 years old and under	120	134	115	143	150	129	134	119
25 to 44 years old	124	139	129	142	142	146	159	132
45 to 54 years old	119	140	131	145	139	138	158	129
55 years old and over	118	138	133	150	141	144	155	132
Canada	121	139	130	145	142	142	155	130

Notes: Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some provinces have been combined.

X Suppressed for confidentiality purposes.

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

Annex 2.21.4 – Work-Sharing benefits: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	0.0 ^c	0.1 ^c	1.3 ^c	0.4 ^c	0.1
Prince Edward Island					0.03
Nova Scotia	0.03	0.1	3.8	2.3	0.2
New Brunswick	0.01	0.01	2.3	0.5	0.1
Quebec	1.8	4.2	36.1	22.2	8.7
Ontario	1.5	5.4	68.3	40.6	15.0
Manitoba	0.5	2.7	11.2	4.6	1.4
Saskatchewan	0.5	1.7	5.6	1.4	0.6
Alberta	1.1	1.4	32.9	9.6	1.4
British Columbia	0.3	1.0	21.8	7.2	3.1
Yukon	0.0	0.0	0.1 ^c	0.01	0.0 ^c
Northwest Territories	0.0	0.0			
Nunavut	0.0	0.0			
Gender					
Men	4.3	12.8	117.8	56.7	20.3
Women	1.5	3.7	65.6	32.0	10.3
Age					
24 years old and under	0.3	1.0	7.6	3.7	1.5
25 to 44 years old	2.1	6.3	76.7	30.1	10.0
45 to 54 years old	1.7	4.5	48.7	25.2	8.1
55 years old and over	1.7	4.7	50.5	29.8 ⁸	11.0
Canada	5.7	16.5	183.5	88.8	30.6

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.

⁸ Revised data.

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

Annex 2.22.1 – Work-Sharing benefits (by industry): New claims established

Industry	2018-19	2019-20	Total of 2020-21 ³	Total of 2021-22 ³	First half of 2022-23 ³	Second half of 2022-23	Total of 2022-23 ³
Goods-producing industries	3,461	9,347	43,142	12,161	2,604	6,054	8,658
Agriculture, forestry, fishing and hunting	13 ^c	107 ^c	445	82	X	X	58 ^c
Mining and oil and gas extraction			658	24	X	X	
Utilities	0		32	0	0	0	
Construction	190	215	1,761	192	50	140	190
Manufacturing	3,258	9,025	40,246	11,863	2,546	5,864	8,410
Services-producing industries	352	1,642	37,959	2,550	584	608	1,192
Wholesale trade	63	581	10,321	655	219	122	341
Retail trade	30	130	2,690	398	35	69	104
Transportation and warehousing	20 ^c	79	2,115	359	28 ^c	41 ^c	69 ^c
Finance and insurance		19	596	17			
Real estate and rental and leasing	67 ^c	65	2,011	56	0	18	18
Professional, scientific and technical services		311	8,474	261	157	137	294
Business, building and support services ¹	73	175	4,925	257	67	124	191
Educational services	23 ^c	17	768	29	14 ^c	17 ^c	31 ^c
Health care and social assistance		36	724	63			
Information, culture and recreation ²	45	96	2,016	96	43 ^c	38 ^c	81 ^c
Accommodation and food services	28 ^c	43	955	142			
Other services (except public administration)			78	2,165	211	21 ^c	42 ^c
Public administration	X	12	199	373 ^c			
Unclassified⁴	X	57	1,890			34	75
Canada	3,815	11,046	82,991	15,078	3,222	6,737	9,959

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

¹ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ EI temporary measures affecting the eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

⁴ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries have been combined.

X Suppressed for confidentiality.

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

Annex 2.22.2 – Work-Sharing benefits (by industry): Average actual duration¹ (number of weeks)

Industry	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P
Goods-producing industries	14.6	14.4	11.7	21.0^R	23.5
Agriculture, forestry, fishing and hunting	27.5 ^C	6.8	10.0	25.8 ^R	25.7
Mining and oil and gas extraction		10.9	14.0 ^C	27.6 ^R	63.2 ^C
Utilities	0.0	0.0		60.5	
Construction	13.3	15.6	14.7	24.6 ^R	31.3
Manufacturing	14.7	14.4	11.6	20.7 ^R	23.2
Services-producing industries	21.3	14.5	12.0	27.9	34.7
Wholesale trade	18.6	12.2	11.4	26.6 ^R	26.9
Retail trade	16.7	15.0	11.8	22.9 ^R	38.0
Transportation and warehousing	31.3 ^C	15.5 ^C	10.9	27.7 ^R	39.5
Finance and insurance			9.6	31.6 ^R	51.5
Real estate and rental and leasing	25.0 ^C	16.1 ^C	10.4	35.2 ^R	24.4
Professional, scientific and technical services			12.5	26.2	38.8
Business, building and support services ²	12.5	9.7	13.1	31.1 ^R	34.1
Educational services	24.7 ^C	17.4 ^C	12.7	25.0 ^R	37.2
Health care and social assistance			12.4	25.4 ^R	39.8
Information, culture and recreation ³	24.3	19.7	13.1	36.9 ^R	53.9
Accommodation and food services	27.8 ^{C,R}	15.9 ^C	12.3	23.4	28.2
Other services (except public administration)			12.8	29.7	33.5
Public administration			12.2	18.0	28.0
Unclassified⁴	X		11.2	27.1^R	33.9
Canada	15.5	14.4	11.8	23.5	25.6

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

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

^C For confidentiality purposes, data for some industries have been combined.

^P Preliminary data.

^R Revised data.

X Suppressed for confidentiality.

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

Annex 2.22.3 – Work-Sharing benefits (by industry): Average weekly benefit rate¹ (\$)

Industry	2018-19	2019-20	First half of 2020-21	Second half of 2020-21 ⁵	First half of 2021-22 ⁵	2 months in fall 2021 ⁵	Last 4 months of 2021-22	2022-23
Goods-producing industries	119	138	133	143	141	139	164	127
Agriculture, forestry, fishing and hunting	180 ^c	207 ^c	117	174	111	X	X	196 ^c
Mining and oil and gas extraction			198	143	173	144	0	
Utilities			X	X	0	0	0	
Construction	130	173	149	156	155	172	195	141
Manufacturing	119	136	132	142	141	139	163	126
Services-producing industries	133	143	125	148	144	146	133	153
Wholesale trade	145	138	114	142	117	129	121	125
Retail trade	106	139	122	155	129	166	128	145
Transportation and warehousing	91 ^c	126	118	127	186	231	180	165 ^c
Finance and insurance		122	129	154	X	X	X	
Real estate and rental and leasing	140 ^c	160	149	172	X	103	126	234
Professional, scientific and technical services		156	128	150	150	167	170	174
Business, building and support services ²		156	146	131	144	135	110	131
Educational services	145 ^c	195	177	191	191	X	X	154 ^c
Health care and social assistance		140	140	135	153	X	X	
Information, culture and recreation ³	118	145	123	166	102	238	178	171 ^c
Accommodation and food services	111 ^c	111	121	166	160	123	131	
Other services (except public administration)		136	119	137	141	X	X	
Public administration	X	152	141	164	134 ^{c,R}	189 ^{c,R}	158 ^{c,R}	167
Unclassified⁴	X	211	147	165				
Canada	121	139	130	145	142	142	155	130

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

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

⁵ EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some industries have been combined.

^R Revised data.

X suppressed for confidentiality purposes.

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

Annex 2.22.4 – Work-Sharing benefits (by industry): Amount paid¹ (\$ million)

Industry	2018-19	2019-20	2020-21	2021-22	2022-23
Goods-producing industries	4.9	14.9	97.3	59.2	23.3
Agriculture, forestry, fishing and hunting	0.01 ^c	0.2 ^c	0.9	0.4	0.2
Mining and oil and gas extraction			2.2	0.4	0.03
Utilities			0.3	0.1	0.0
Construction	0.3	0.5	5.6	2.0	0.5
Manufacturing	4.6	14.3	88.2	56.4	22.5
Services-producing industries	0.8	1.6	81.7	28.1	7.0
Wholesale trade	0.2	0.5	18.9	4.8	1.2
Retail trade	0.1	0.1	5.3	2.9	0.8
Transportation and warehousing	0.05 ^c	0.1	4.6	3.0	1.9
Finance and insurance		0.01	1.1	0.3	0.1
Real estate and rental and leasing	0.2 ^c	0.1	4.6	0.9	0.1
Professional, scientific and technical services		0.4	17.9	3.5	1.2
Business, building and support services ²		0.1	0.1	12.4	5.9
Educational services	0.05 ^c	0.05	2.2	1.0	0.1
Health care and social assistance		0.02	1.6	0.6 ^R	0.1
Information, culture and recreation ³	0.1	0.1	5.5	1.8	0.3
Accommodation and food services	0.1 ^c	0.05	2.2	1.1	0.1
Other services (except public administration)		0.04 ^R	4.9	2.1	0.5
Public administration		0.01	0.4	1.5 ^c	0.01
Unclassified⁴		0.04	4.5		0.3
Canada	5.7	16.5	183.5	88.8	30.6

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

¹ Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, s and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries have been combined.

^R Revised data.

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

Annex 2.23.1 – Family Supplement: New claims established¹

Province or territory	2018-19	2019-20	2020-21 ²	2021-22 ²	2022-23 ²
Newfoundland and Labrador	2,320	1,970	2,700	1,700	1,610
Prince Edward Island	780	770	700	470	380
Nova Scotia	4,400	3,970	5,000	3,170	2,210
New Brunswick	3,890	3,500	3,850	2,200	2,080
Quebec	16,900	15,640	21,860	11,590	9,140
Ontario	23,470	20,580	33,330	14,320	15,170
Manitoba	3,880	3,790	4,610	3,310	3,450
Saskatchewan	3,270	3,130	3,910	2,580	2,610
Alberta	6,110	6,360	10,380	5,210	5,150
British Columbia	7,710	6,130	8,420	4,710	4,120
Yukon	80 ^c	70 ^c	60	100 ^c	50 ^c
Northwest Territories			110		
Nunavut			140		
Gender					
Men	14,930	12,650	15,970	9,040	8,040
Women	57,970	53,260	79,100	40,430	37,990
Age					
24 years old and under	9,010	7,430	9,990	6,390	5,520
25 to 44 years old	52,600	48,470	69,200	35,480	33,050
45 to 54 years old	9,880	8,500	13,700	6,470	6,190
55 years old and over	1,410	1,510	2,180	1,130	1,270
Canada	72,900	65,910	95,070	49,470	46,030

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2018-19 and 2019-20 exclude 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 eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some territories have been combined.

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

Annex 2.23.2 – Family Supplement: Percentage of new claims established which included Family Supplement¹ (%)

Province or territory	2018-19	2019-20	2020-21 ²	2021-22 ²	2022-23 ²
Newfoundland and Labrador	2.7	2.4	2.7	2.0	1.9
Prince Edward Island	3.5	3.5	2.8	2.0	1.7
Nova Scotia	5.2	4.8	4.9	3.5	2.8
New Brunswick	4.3	3.9	3.5	2.3	2.5
Quebec	3.6	3.3	2.9	2.2	1.9
Ontario	4.2	3.5	3.1	2.1	2.5
Manitoba	6.1	5.9	4.5	4.6	5.1
Saskatchewan	6.0	5.5	5.0	4.5	4.9
Alberta	3.2	3.2	2.8	2.5	2.6
British Columbia	3.9	2.9	2.5	2.0	1.8
Yukon	1.7 ^c	1.3 ^c	1.9	2.0 ^c	1.2 ^c
Northwest Territories			3.8		
Nunavut			7.1		
Gender					
Men	1.5	1.2	1.0	0.8	0.8
Women	6.9	6.2	5.5	4.1	4.2
Age					
24 years old and under	5.3	4.3	2.3	2.7	3.2
25 to 44 years old	6.0	5.3	5.0	3.4	3.5
45 to 54 years old	2.8	2.4	2.6	1.8	1.9
55 years old and over	0.3	0.3	0.3	0.2	0.3
Canada	4.0	3.5	3.1	2.4	2.4

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2018-19 and 2019-20 exclude 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 eligibility for benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^c For confidentiality purposes, data for some territories have been combined.

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

Annex 2.23.3 – Family Supplement: Average weekly Family Supplement¹ (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	44	43	38	39	45	45	43	36
Prince Edward Island	39	34	27	34	28	27	26	37
Nova Scotia	44	45	35	38	43	33	44	41
New Brunswick	43	41	45	37	36	40	40	39
Quebec	43	44	36	39	44	41	41	44
Ontario	43	43	45	37	41	39	40	43
Manitoba	54	56	55	42	51	52	55	51
Saskatchewan	51	50	54	45	51	47	53	57
Alberta	44	45	50	39	46	41	42	48
British Columbia	42	41	50	36	39	47 ^{C,R}	42	42
Yukon	44 ^C	38 ^C	59 ^C	39	47 ^C		18 ^C	45 ^C
Northwest Territories				29				
Nunavut				37				
Gender								
Men	49	48	46	40	47	45	46	53
Women	43	44	47	38	43	40	41	43
Age								
24 years old and under	38	39	36	35	36	36	37	38
25 to 44 years old	47	47	52	40	46	43	44	47
45 to 54 years old	37	38	46	35	41	40	39	40
55 years old and over	33	32	32	31	36	36	37	38
Canada	44	45	47	38	44	41	42	45

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2018-19 and 2019-20 exclude 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. Consult [Section 2.1](#) of Chapter 2 for details.

^C For confidentiality purposes, data for some territories have been combined.

^R Revised data.

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

Annex 2.23.4 – Family Supplement: Average weekly benefit rate^{1,2} (\$)

Province or territory	2018-19	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
Newfoundland and Labrador	339	360	414	537	525	433	344	389
Prince Edward Island	357	361	348	531	524	414	330	379
Nova Scotia	342	352	332	534	532	376	349	360
New Brunswick	353	362	370	533	524	399	341	405
Quebec	376	390	411	538	537	430	404	438
Ontario	368	372	371	533	522	392	396	399
Manitoba	374	371	375	540	534	427	386	410
Saskatchewan	378	382	394	542	536	444 ^R	404	410
Alberta	383	395	405	535	530	442	408	402
British Columbia	369	380	386	534	524	418 ^C	392	414
Yukon	365 ^C	451 ^C	404 ^C	541	500 ^C		465 ^C	372 ^C
Northwest Territories				532				
Nunavut				539				
Gender								
Men	416	427	417	539	539	464	451	477
Women	356	366	375	535	527	400	373	393
Age								
24 years old and under	324	332	348	526	505	387	347	349
25 to 44 years old	375	384	390	537	532	416	392	413
45 to 54 years old	373	383	424	533	532	435	413	426
55 years old and over	376	373	365	531	533	465	411	440
Canada	369	378	378	535	529	415	390	408

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ 2018-19 and 2019-20 exclude 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. Consult [Section 2.1](#) of Chapter 2 for details.

^C For confidentiality purposes, data for some territories have been combined.

^R Revised data.

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

Annex 2.23.5 – Family Supplement: Amount paid¹ (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	3.5	2.8	3.4	4.9	2.0
Prince Edward Island	1.0	0.7	0.9	1.0	0.4
Nova Scotia	5.3	5.1	6.6	8.3	2.6
New Brunswick	4.5	4.3	5.0	5.4	2.1
Quebec	13.3	12.9	20.5	25.8	7.1
Ontario	25.3	21.8	38.2	38.9	12.5
Manitoba	5.4	5.0	6.5	7.4	4.0
Saskatchewan	4.8	4.0	5.4	6.9	3.6
Alberta	6.4	6.9	12.3	14.1	5.4
British Columbia	7.3	6.4	9.6	10.0	3.7
Yukon	0.2 ^c	0.1 ^c	0.1	0.1	0.1 ^c
Northwest Territories			0.1	0.1	
Nunavut			0.1	0.2	
Gender					
Men	14.7	12.7	18.0	20.1	7.9
Women	62.3	57.4	90.6	102.8	35.8
Age					
24 years old and under	10.0	8.5	10.2	10.6	5.4
25 to 44 years old	58.3	53.6	82.3	92.9	32.6
45 to 54 years old	7.7	7.1	14.1	17.2	4.8
55 years old and over	0.9	0.9	1.9	2.3	0.9
Canada	77.0	70.1	108.6	123.0	43.7

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 2018-19 and 2019-20 exclude 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. Data are based on a 10% sample of EI administrative data.

Annex 2.24.1 – Working while on claim: Number of completed claims for regular Employment Insurance benefits with working while on claim

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	43,950	38,590	35,200	52,260 ^R	40,570	-22.4
Prince Edward Island	8,550	7,110	6,510	11,380 ^R	9,060	-20.4
Nova Scotia	35,050	31,910	27,630	53,890 ^R	35,880	-33.4
New Brunswick	40,000	37,590	36,270	57,050 ^R	43,990	-22.9
Quebec	226,580	203,950	236,520	376,570 ^R	227,490	-39.6
Ontario	154,010	148,790	177,810	470,810 ^R	184,830	-60.7
Manitoba	19,030	16,700	19,440	41,320 ^R	20,610	-50.1
Saskatchewan	18,820	16,490	16,430	30,660 ^R	17,220	-43.8
Alberta	64,230	55,140	68,340	151,570 ^R	60,920	-59.8
British Columbia	60,340	55,960	67,680	146,120 ^R	68,160	-53.4
Yukon	690	780	570	1,160 ^R	550	-52.6
Northwest Territories	790	680	390	780	530	-32.1
Nunavut	450	380	160	440	240	-45.5
Gender						
Men	399,300	356,280	421,990	690,740 ^R	386,030	-44.1
Women	273,190	257,790	270,960	703,270 ^R	324,020	-53.9
Age						
24 years old and under	60,890	53,120	78,600	224,490 ^R	72,150	-67.9
25 to 44 years old	319,920	288,360	332,580	627,100 ^R	327,910	-47.7
45 to 54 years old	169,330	154,910	157,190	285,560 ^R	160,860	-43.7
55 years old and over	122,350	117,680	124,580	256,860 ^R	149,130	-41.9
Canada	672,490	614,070	692,950	1,394,010^R	710,050	-49.1

Note: Includes claims for which at least \$1 of regular benefit was paid. Includes only claims with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^R Revised data.

^P Preliminary data.

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

Annex 2.24.2 – Working while on claim: Average number of weeks worked while on claim (number of weeks)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	17.1	16.2	14.9	17.8 ^R	17.0	-4.8
Prince Edward Island	13.1	12.1	12.1	14.5 ^R	12.1	-16.6
Nova Scotia	13.4	12.9	12.6	15.1 ^R	14.1	-7.0
New Brunswick	16.0	15.4	14.9	17.8 ^R	15.7	-12.0
Quebec	12.9	12.8	11.0	14.0 ^R	13.2	-5.9
Ontario	7.8	8.0	6.9	11.6 ^R	8.5	-26.2
Manitoba	6.1	6.1	5.7	10.7	6.5	-39.6
Saskatchewan	7.7	6.8	6.7	11.6 ^R	7.5	-35.5
Alberta	7.8	7.1	6.2	12.0 ^R	7.7	-35.5
British Columbia	8.8	8.2	7.5	13.4 ^R	7.8	-41.6
Yukon	7.9	4.6	6.4	10.3 ^R	4.3	-57.9
Northwest Territories	5.1	6.8	6.4	7.4	6.8	-7.7
Nunavut	6.8	8.2	5.1	2.6	4.0	+52.8
Gender						
Men	11.3	11.3	9.8	12.5 ^R	11.8	-5.0
Women	10.5	9.9	8.7	13.7 ^R	10.1	-26.4
Age						
24 years old and under	8.8	8.9	6.5	10.2 ^R	7.9	-22.1
25 to 44 years old	10.2	9.9	8.7	12.2 ^R	10.2	-16.7
45 to 54 years old	12.4	12.1	10.8	15.0 ^R	12.4	-17.2
55 years old and over	12.3	11.8	11.0	15.5 ^R	12.9	-16.9
Canada	11.0	10.7	9.3	13.1^R	11.0	-15.6

Note: Percentage change is based on unrounded numbers. Includes only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^R Revised data.

^P Preliminary data.

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

Annex 2.24.3 – Working while on claim: Average weekly employment income earned from working while on claim (\$)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (%) 2021-22 to 2022-23
Newfoundland and Labrador	1,070	1,060	1,074	981	1,106	+12.7
Prince Edward Island	726	737	751	677	749	+10.5
Nova Scotia	832	808	878	711	887	+24.8
New Brunswick	819	853	883	763 ^R	872	+14.3
Quebec	811	824	904	740 ^R	941	+27.1
Ontario	675	700	740	525 ^R	715	+36.2
Manitoba	613	612	621	471 ^R	613	+30.1
Saskatchewan	819	727	774	622 ^R	725	+16.5
Alberta	906	855	852	647 ^R	824	+27.4
British Columbia	756	765	808	588 ^R	776	+32.0
Yukon	723	730	765	633 ^R	749	+18.3
Northwest Territories	875	856	824	794	737	-7.1
Nunavut	821	611	732	707	722	+2.1
Gender						
Men	973	978	1,003	831 ^R	1,064	+28.0
Women	536	548	580	450 ^R	575	+27.7
Age						
24 years old and under	621	629	646	403	599	+49.3
25 to 44 years old	804	802	859	639 ^R	857	+30.1
45 to 54 years old	849	846	903	733 ^R	907	+23.8
55 years old and over	787	799	841	694 ^R	852	+22.7
Canada	796	797	847	639^R	841	+31.6

Note: Percentage change is based on unrounded numbers. Includes employment income only (all amounts paid in Employment Insurance benefits are excluded from the calculation). Only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits are taken into account in the calculation. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^R Revised data.

^P Preliminary data.

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

Annex 2.24.4 – Working while on claim: Percentage of completed claims for regular Employment Insurance benefits with employment income from working while on claim (%)

Province or territory	2018-19	2019-20	2020-21	2021-22 ^R	2022-23 ^P	Change (p.p.) 2021-22 to 2022-23
Newfoundland and Labrador	60.9	60.5	59.8	62.6 ^R	58.9	-3.7
Prince Edward Island	51.3	47.8	47.6	55.9 ^R	49.4	-6.5
Nova Scotia	54.7	52.9	52.5	57.3 ^R	52.2	-5.2
New Brunswick	57.3	57.2	58.8	58.9 ^R	55.5	-3.3
Quebec	56.9	56.0	61.9	54.0 ^R	51.8	-2.2
Ontario	41.8	42.1	47.2	50.4 ^R	42.8	-7.5
Manitoba	44.1	40.8	46.3	49.8 ^R	41.4	-8.4
Saskatchewan	46.0	42.2	43.6	46.4 ^R	41.2	-5.2
Alberta	46.4	44.7	45.8	48.7 ^R	40.6	-8.1
British Columbia	48.5	46.6	50.6	51.2 ^R	45.1	-6.0
Yukon	42.6	45.9	35.1	40.6 ^R	34.2	-6.4
Northwest Territories	45.4	41.7	31.0	32.1 ^R	31.5	-0.6
Nunavut	44.1	44.7	23.9	30.1 ^R	25.0	-5.1
Gender						
Men	48.9	47.2	51.7	47.4 ^R	43.8	-3.6
Women	52.1	52.2	56.1	57.5 ^R	52.2	-5.4
Age						
24 years old and under	50.2	49.0	52.6	55.7 ^R	46.2	-9.5
25 to 44 years old	54.4	53.0	57.6	54.7 ^R	49.5	-5.2
45 to 54 years old	57.5	57.2	61.7	59.3 ^R	56.4	-2.9
55 years old and over	36.4	36.1	39.6	39.6 ^R	37.3	-2.3
Canada	50.2	49.1	53.2	52.0^R	47.2	-4.8

Note: Percentage point change is based on unrounded numbers. Includes claims for which at least \$1 of regular benefit was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

^R Revised data.

^P Preliminary data.

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

Annex 2.25.1 – Regular benefits for apprentices: New claims established

Province or territory	2018-19	2019-20	Total of 2020-21 ¹	Total of 2021-22 ¹	First half of 2022-23 ¹	Second half of 2022-23	Total of 2022-23 ¹
Newfoundland and Labrador	1,120	940	480	730	260	640	900
Prince Edward Island	340	350	120	220	70	190	260
Nova Scotia	1,680	1,470	1,060	1,090	460	820	1,280
New Brunswick	1,480	1,500	1,080	1,310	380	950	1,330
Quebec*	110	60	140	180	X	X	110
Ontario	14,850	14,700	9,550	13,930	5,130	11,390	16,520
Manitoba	3,110	2,710	2,160	2,350	850	1,590	2,440
Saskatchewan	2,950	2,500	1,490	2,140	700	1,730	2,430
Alberta	13,720	13,270	7,950	10,970	3,880	7,830	11,710
British Columbia	10,620	9,500	7,540	8,830	3,780	5,810	9,590
Territories	240	180	130	250	X	X	150
Gender							
Men	47,990	44,680	29,860	39,660	14,800	29,300	44,100
Women	2,230	2,500	1,840	2,340	760	1,860	2,620
Age							
24 years old and under	22,140	20,910	13,550	17,800	6,310	13,790	20,100
25 to 44 years old	26,580	24,920	17,260	22,770	8,740	16,410	25,150
45 years old and over	1,500	1,350	890	1,430	510	960	1,470
Canada	50,220	47,180	31,700	42,000	15,560	31,160	46,720

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 EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

X Suppressed for confidentiality purposes.

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

Annex 2.25.2 – Regular benefits for apprentices: Average actual duration¹ (number of training weeks)

Province or territory	2018-19	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, R}	Claims established on or after September 26, 2021 and completed in 2021-22 ^R	Claims established on or after September 26, 2021 and completed in 2022-23 ^{3, P}
Newfoundland and Labrador	8.2	8.2	7.9	7.0	8.0	7.5	8.6
Prince Edward Island	9.0	7.5	7.6	8.0	11.1	7.1 ^R	8.2
Nova Scotia	8.1	8.2	8.1	6.4	8.8	6.7 ^R	7.6
New Brunswick	7.5	7.9	9.2	6.7	8.8	6.2	8.1
Quebec	12.4	10.7	X	X	16.3	9.0	8.1
Ontario	9.3	9.2	9.9	8.0	9.6	7.8 ^R	8.7
Manitoba	9.8	9.7	10.4	7.5	9.7	8.3 ^R	9.0
Saskatchewan	8.8	8.5	9.3	6.3	9.7	6.5 ^R	8.2
Alberta	9.2	9.0	9.3	7.5	10.3	7.7 ^R	8.9
British Columbia	8.7	9.2	10.1	7.2	9.9	7.1	8.4
Territories	9.1	8.9	8.4	7.4	9.4	10.1 ^R	10.8
Gender							
Men	9.0	9.0	9.6	7.5	9.7	7.6 ^R	8.6
Women	9.1	9.3	9.2	7.6	10.8	7.7	8.7
Age							
24 years old and under	9.1	9.1	9.8	7.4	10.1	7.5 ^R	8.6
25 to 44 years old	9.0	9.0	9.5	7.5	9.7	7.7 ^R	8.7
45 years old and over	8.3	8.3	9.2	8.2	9.0	7.6 ^R	8.6
Canada	9.0	9.0	9.6	7.5	9.8	7.6^R	8.6

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 The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

³ 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. Data are based on a 100% sample of EI administrative data.

Annex 2.25.3 – Regular benefits for apprentices: Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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 ²	2022-23
Newfoundland and Labrador	499	517	552	556	528	539	564
Prince Edward Island	429	430	529	491	458	429	505
Nova Scotia	466	473	512	528	499	537	528
New Brunswick	455	467	515	520	520	490	525
Quebec	494	434	513	494	451	545	516
Ontario	495	510	546	563	549	574	585
Manitoba	502	512	549	551	544	563	548
Saskatchewan	515	517	557	556	559	583	575
Alberta	523	532	561	573	572	581	595
British Columbia	492	507	543	556	537	556	572
Territories	543	551	553	595	557	577	610
Gender							
Men	503	515	549	561	552	569	581
Women	476	492	525	540	507	526	543
Age							
24 years old and under	486	497	540	548 ^R	532	540	558
25 to 44 years old	513	525	553	568	558	586	592
45 years old and over	505	529	546	565	566	551	588
Canada	502	513	547	559	549	566	578

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 Takes into account Family Supplement top-ups paid to claimants with regular benefits.

² EI temporary measures affecting the weekly benefit rate were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

^R Revised data.

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

Annex 2.25.4 – Regular benefits for apprentices: Amount paid (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Newfoundland and Labrador	10.9	10.2	5.7	7.0	7.3
Prince Edward Island	1.7	2.0	1.0	1.3	1.3
Nova Scotia	9.4	10.3	7.3	7.0	6.9
New Brunswick	8.2	10.6	7.1	7.7	7.7
Quebec	1.2	0.4	1.7	1.9	1.0
Ontario	83.2	102.1	63.1	82.8	101.8
Manitoba	18.4	17.3	13.5	15.6	14.4
Saskatchewan	17.6	16.8	8.8	13.3	13.7
Alberta	88.0 ^R	99.1	56.5	72.2	73.9
British Columbia	54.2	59.3	47.2	52.3	53.4
Territories	1.5	1.5	0.7	1.4	0.9
Gender					
Men	280.4	309.7	197.4	246.3	264.9
Women	13.9	20.0	15.0	16.2	17.4
Age					
24 years old and under	117.2	132.9	83.2	101.2	109.7
25 to 44 years old	166.0	186.9	120.6	150.9	162.1
45 years old and over	11.0	9.8	8.7	10.5	10.5
Canada	294.3	329.6	212.5	262.6	282.3

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.

^R Revised data.

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

Annex 2.26.1 – Regular benefits while on training with permission from Service Canada (Skills Boost):
New claims established

Province or territory	2018-19	2019-20	2020-21 ²	2021-22 ²	2022-23 ²
Atlantic provinces	36	44	23	42	56
Quebec	276	248	187	163	140
Ontario	211	231	126	158	182
Manitoba	34	31	19	32	28
Saskatchewan	29	29	17	25	22
Alberta	195	192	147	132	115
British Columbia and Territories ¹	119	121	93	71	84
Gender					
Men	469	430	249	299	307
Women	431	466	363	324	320
Age					
34 years old and under	331	346	208	229	247
35 to 44 years old	338	299	229	226	227
45 to 54 years old	165	189	131	124	115
55 years old and over	66	62	44	44	38
Canada	900	896	612	623	627

Note: Includes claims for which claimants received permission from Service Canada to train.

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

² EI temporary measures affecting the eligibility for EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

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

Annex 2.26.2 – Regular benefits while on training with permission from Service Canada (Skills Boost):
Average actual duration¹ (number of training weeks)

Province or territory	2018-19	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 ^{2, R}	Claims established on or after September 27, 2020 and completed in 2022-23 ^{2, P}
Atlantic Provinces	13.5	24.6	23.0	24.2 ^R	16.0
Quebec	13.1	19.1	18.8	25.2	16.2
Ontario	14.1	18.3	20.6	23.6 ^R	16.5
Manitoba	16.3	18.0	19.5	22.3	16.2
Saskatchewan	14.4	21.1	19.6	22.5	18.5
Alberta	14.1	19.0	21.0	24.3 ^R	16.5
British Columbia and Territories ³	11.7	18.4	17.9	24.3	16.9
Gender					
Men	13.1	18.1	19.0	23.7 ^R	15.1
Women	13.9	20.1	20.7	24.7	18.0
Age					
34 years old and under	14.8	19.0	19.5	25.0 ^R	15.8
35 to 44 years old	13.1	19.2	20.4	24.5	17.4
45 to 54 years old	13.0	18.9	20.2	23.0 ^R	16.9
55 years old and over	9.7	18.3	18.3	22.6	15.1
Canada	13.5	19.0	19.9	24.3	16.5

Note: Includes claims for which claimants received permission from Service Canada to train.

¹ The reported duration estimates are based on completed claims that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

² EI temporary measures affecting the maximum number of entitlement weeks of EI regular benefits were in effect during this period. Consult [Section 2.1](#) of Chapter 2 for details.

³ For confidentiality reasons, data for the Territories have been included with those for British Columbia.

^P Preliminary data.

^R Revised data.

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

Annex 2.26.3 – Regular benefits while on training with permission from Service Canada (Skills Boost):
Average weekly benefit rate¹ (\$)

Province or territory	2018-19	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 ²	2022-23
Atlantic Provinces	431	426	511	536	524	556	507
Quebec	459	487	525	529	494	506	540
Ontario	479	500	527	524	499	532	548
Manitoba	457	477	506	528	505	536	557
Saskatchewan	497	499	495	550	388	505	532
Alberta	498	507	538	558	556	540	556
British Columbia and Territories ³	481	487	521	535	463	530	573
Gender							
Men	491	506	539	555	541	552	571
Women	460	478	517	523	470	493	527
Age							
34 years old and under	474	490	524	535	488	520	539
35 to 44 years old	473	496	533	536	488	530	560
45 to 54 years old	474	497	513	535	530	544	550
55 years old and over	491	456	535	547	515	491	513
Canada	475	491	526	536	500	526	547

Note: 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. Consult [Section 2.1](#) of Chapter 2 for details.

³ For confidentiality reasons, data for the territories have been included with those for British Columbia.

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

Annex 2.26.4 – Regular benefits while on training with permission from Service Canada (Skills Boost):
Amount paid (\$ million)

Province or territory	2018-19	2019-20	2020-21	2021-22	2022-23
Atlantic Provinces	0.5	0.5	0.4	0.6	0.7
Quebec	3.3	3.1	3.4	2.2	1.6
Ontario	2.8	2.9	2.4	2.4	2.2
Manitoba	0.4	0.4	0.3	0.5	0.4
Saskatchewan	0.4	0.4	0.3	0.4	0.3
Alberta	2.6	2.7	2.9	2.2	1.5
British Columbia and Territories ¹	1.5	1.5	1.7	1.0	1.1
Gender					
Men	5.8	5.6	4.7	4.4	3.7
Women	5.6	6.0	6.7	4.9	4.1
Age					
34 years old and under	4.0	4.3	3.7	3.1	2.8
35 to 44 years old	4.3	4.0	4.4	3.5	2.9
45 to 54 years old	2.2	2.5	2.4	2.0	1.5
55 years old and over	0.9	0.7	0.9	0.7	0.5
Canada	11.5^R	11.6	11.4	9.3	7.8

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 included with those for British Columbia.

^R Revised data.

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

Annex 2.27 – Completed pure and combined Employment Insurance claims, by types of benefits,
Canada

Benefit type	Level of claims in 2020-21	Combined claims in 2020-21 (%)	Level of claims in 2021-22	Combined claims in 2021-22 (%)	Level of claims in 2022-23	Combined claims in 2022-23 (%)
Regular	1,470,680	15.1	2,782,450	10.9	1,558,650	12.0
Fishing	30,260	13.5	27,160	12.5	29,080	11.8
Sickness	414,890	56.4	601,920	50.2	468,950	43.5
Maternity	172,020	98.7	182,440	97.8	177,210	98.3
Parental ¹	225,100	78.8	248,440	74.1	248,510	72.1
Compassionate care	7,360	41.3	7,840	41.8	6,910	35.9
Family caregiver for adults	11,350	35.1	13,920	38.3	13,430	29.7
Family caregiver for children	4,130	25.7	5,230	26.2	4,660	18.9
Work-sharing	49,650	17.2	44,060	35.9	19,180	43.6
All claims²	1,957,050	20.2	3,397,940	14.2	2,126,490	17.1

Note: Includes claims for which at least \$1 of EI benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

¹ Parental benefits for biological parents and parental benefits for adoptive parents are grouped together.

² The sum of claims by benefit type does not add up to the total because more than one benefit type can be part of the same claim.

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

Annex 2.28.1 – Employment Insurance benefit repayment¹: People who repaid benefits

Province or territory	2018	2019	2020	2021
Newfoundland and Labrador	12,692	11,412	8,712	12,495
Prince Edward Island	1,436	1,468	1,199	1,885
Nova Scotia	7,847	7,651	6,508	8,570
New Brunswick	6,430	5,727	4,879	6,445
Quebec	50,865	52,349	45,916	68,463
Ontario	45,078	42,711	46,239	64,746
Manitoba	3,945	3,677	3,685	4,890
Saskatchewan	6,074	5,539	5,230	6,791
Alberta	31,620	28,153	28,464	42,353
British Columbia	18,582	18,016	19,294	27,543
Yukon	345	299	344	399
Northwest Territories	290	278	304	490
Nunavut	123	100	113	131
Non-residents of Canada	1,636	1,145	80	112
Gender				
Men	165,635	157,706	149,849	206,775
Women	21,328	20,819	21,118	38,538
Age				
24 years old and under	5,007	4,183	3,250	5,382
25 to 44 years old	85,095	81,311	75,830	110,992
45 to 54 years old	43,854	40,788	39,320	54,216
55 years old and over	53,007	52,243	52,567	74,723
Industry				
Goods-producing industries	125,060	119,060	112,572	146,357
Agriculture, forestry, fishing and hunting	6,433	6,332	5,769	7,973
Mining, quarrying, and oil and gas extraction	9,519	9,483	9,269	11,851
Utilities	2,071	2,082	1,975	1,979
Construction	88,570	82,385	73,030	98,121
Manufacturing	18,467	18,778	22,529	26,433
Services-producing industries	55,918	55,503	56,018	92,480
Wholesale trade	4,968	5,080	5,748	8,060
Retail trade	2,352	2,256	3,217	7,405
Transportation and warehousing	5,693	5,617	6,319	8,988
Finance and insurance	1,178	1,013	1,241	1,925
Real estate and rental and leasing	2,472	2,564	2,185	3,252
Professional, scientific and technical services	9,560	10,209	10,050	16,317
Business, building and other support services ²	6,742	6,618	7,732	10,741
Educational services	8,773	8,529	5,610	11,954
Health care and social assistance	1,265	1,204	1,798	3,095
Information, culture and recreation ³	2,258	2,348	2,580	5,193
Accommodation and food services	1,065	932	1,370	3,663
Other services (excluding public administration)	5,455	5,357	4,193	6,027
Public administration	4,137	3,776	3,975	5,860
Unclassified⁴	5,985	3,962	2,377	6,476
Canada	186,963	178,525	170,967	245,313

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2021 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. Data are based on a 100% sample of EI administrative data.

Annex 2.28.2 – Employment Insurance benefit repayment¹: Amount repaid (\$ million)

Province or territory	2018	2019	2020	2021
Newfoundland and Labrador	29.9	25.2	18.8	36.9
Prince Edward Island	4.4	4.8	3.5	7.6
Nova Scotia	20.1	19.6	14.2	25.1
New Brunswick	14.4	13.2	9.8	17.2
Quebec	57.3	58.5	61.5	93.6
Ontario	53.9	52.8	59.5	110.8
Manitoba	6.0	5.2	5.2	8.7
Saskatchewan	10.1	8.5	8.0	13.4
Alberta	51.9	43.1	43.0	85.0
British Columbia	26.6	25.6	26.0	50.1
Yukon	0.5	0.5	0.5	0.8
Northwest Territories	0.5	0.5	0.5	0.9
Nunavut	0.2	0.2	0.2	0.3
Non-residents of Canada	2.7	1.8	0.1	0.2
Gender				
Men	251.1	232.4	224.3	375.7
Women	27.4	27.1	26.5	74.9
Age				
24 years old and under	6.7	5.5	4.3	8.5
25 to 44 years old	113.5	104.1	101.9	173.4
45 to 54 years old	65.8	59.7	58.2	100.5
55 years old and over	92.6	90.1	86.6	168.2
Industry				
Goods-producing industries	185.3	168.3	166.3	255.2
Agriculture, forestry, fishing and hunting	13.3	14.3	10.4	20.4
Mining, quarrying, and oil and gas extraction	16.9	15.7	14.6	24.5
Utilities	3.1	3.1	2.9	3.3
Construction	126.8	108.7	105.9	151.3
Manufacturing	25.2	26.5	32.5	55.7
Services-producing industries	87.5	87.0	81.6	189.0
Wholesale trade	13.1	14.0	11.8	24.2
Retail trade	3.3	3.1	4.4	14.1
Transportation and warehousing	8.1	8.1	8.8	18.1
Finance and insurance	1.8	1.5	1.8	4.6
Real estate and rental and leasing	3.6	3.9	3.1	6.4
Professional, scientific and technical services	14.9	15.7	15.6	30.6
Business, building and other support services ²	10.4	10.2	11.4	21.7
Educational services	9.3	9.4	4.8	19.1
Health care and social assistance	1.6	1.4	2.2	6.3
Information, culture and recreation ³	3.0	3.0	3.3	10.4
Accommodation and food services	1.5	1.4	2.0	8.5
Other services (excluding public administration)	10.9	9.5	6.9	12.7
Public administration	6.0	5.7	5.6	12.2
Unclassified⁴	5.8	4.1	2.9	6.4
Canada	278.6	259.4	250.8	450.6

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2021 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. Data are based on a 100% sample of EI administrative data.

Annex 2.29.1 – Contributors to the Employment Insurance program¹: EI premium (\$ million)

Province or territory	Total 2020 ^{2,R}	% of total 2020 ^{2,R}	Total 2021	% of total 2021	Paid by employers ³ 2021	Paid by employees 2021
Newfoundland and Labrador	308.8	1.4	336.0	1.4	194.3	145.4
Prince Edward Island	95.6	0.4	105.4	0.4	60.7	45.5
Nova Scotia	573.9	2.6	627.6	2.7	358.2	275.0
New Brunswick	466.4	2.1	502.7	2.1	287.5	218.7
Quebec	3,948.1	18.2	4,260.9	18.1	2,404.9	1,905.0
Ontario	8,821.4	40.7	9,584.2	40.7	5,489.8	4,211.0
Manitoba	788.2	3.6	847.2	3.6	482.9	371.9
Saskatchewan	663.4	3.1	713.0	3.0	405.6	315.8
Alberta	2,801.3	12.9	3,016.1	12.8	1,728.5	1,333.7
British Columbia	3,108.9	14.3	3,444.3	14.6	1,985.5	1,506.5
Yukon	35.1	0.2	38.0	0.2	22.0	16.7
Northwest Territories	35.8	0.2	39.4	0.2	22.8	17.4
Nunavut	24.6	0.1	25.4	0.1	14.8	11.1
Other ⁴	26.2	0.1	27.2	0.1	15.7	11.8
Gender						
Men	11,965.0	55.1	12,950.4	55.0	7,436.5	5,704.6
Women	9,732.8	44.9	10,617.0	45.0	6,036.7	4,680.9
Age						
24 years old and under	1,647.2	7.6	1,900.7	8.1	1,100.1	807.8
25 to 44 years old	10,452.4	48.2	11,423.4	48.5	6,549.6	5,049.7
45 to 54 years old	4,956.6	22.8	5,271.0	22.4	2,996.6	2,343.4
55 years old and over	4,641.5	21.4	4,969.1	21.1	2,825.0	2,183.1
Unknown ⁵	n/a	n/a	3.2	0.0	1.8	1.4
Industry						
Goods-producing industries	4,789.2	22.1	5,198.7	22.1	3,004.2	2,269.6
Agriculture, forestry, fishing and hunting	300.2	1.4	321.6	1.4	188.4	136.5
Mining, quarrying, and oil and gas extraction	355.7	1.6	398.5	1.7	228.9	181.2
Utilities	180.7	0.8	192.3	0.8	106.3	88.2
Construction	1,625.0	7.5	1,843.7	7.8	1,089.5	790.9
Manufacturing	2,327.6	10.7	2,442.6	10.4	1,391.1	1,072.8
Services-producing industries	16,757.5	77.2	18,166.3	77.1	10,348.6	8,029.4
Wholesale trade	1,125.6	5.2	1,180.9	5.0	676.3	518.4
Retail trade	1,836.3	8.5	1,946.5	8.3	1,121.0	837.3
Transportation and warehousing	1,060.6	4.9	1,132.5	4.8	643.8	500.0
Finance and insurance	1,079.5	5.0	1,142.4	4.8	634.9	523.1
Real estate, rental and leasing	342.1	1.6	373.0	1.6	216.9	161.0
Professional, scientific and technical services	1,504.0	6.9	1,770.6	7.5	1,028.0	782.9
Business, building and other support services ⁶	1,181.0	5.4	1,293.0	5.5	748.5	561.3
Educational services	1,713.0	7.9	1,822.4	7.7	1,011.2	828.5
Health care and social assistance	2,078.9	9.6	2,288.8	9.7	1,306.9	1,012.3
Information, culture and recreation ⁷	680.7	3.1	723.2	3.1	414.0	321.1
Accommodation and food services	688.3	3.2	754.4	3.2	440.2	316.8
Other services (excluding public administration)	679.3	3.1	730.3	3.1	424.9	312.4
Public administration	2,788.2	12.9	3,008.3	12.8	1,682.1	1,354.4
Unclassified⁵	151.1	0.7	202.4	0.9	120.3	86.6
Canada	21,697.8	100.0	23,567.4	100.0	13,473.1	10,385.5

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2021 taxation year. EI premiums paid are determined based on the residence of employees.

² In EI MAR 2021-22 and before, EI premiums paid were determined based on the location of employers. Starting with the MAR 2022-23, premiums are determined based on the residence of employees. As a result, figures from previous years' reports are not comparable. Results for 2020 were revised based on the new methodology.

³ 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.

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 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.

⁷This 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.

⁸ Revised data.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.29.2 – Contributors to the Employment Insurance program¹: Employment income

Province or territory	Total employment income (\$ million) 2020	Total employment income (\$ million) 2021	% of total employment income 2021	Total insurable earnings (\$ million) 2020	Total insurable earnings (\$ million) 2021
Newfoundland and Labrador	12,329.0	13,292.0	1.2	8,442.0	9,204.8
Prince Edward Island	3,430.1	3,798.9	0.3	2,611.6	2,877.6
Nova Scotia	21,890.6	23,980.6	2.2	15,893.4	17,417.6
New Brunswick	17,291.3	18,575.5	1.7	12,858.0	13,867.4
Quebec	208,364.5	230,284.5	21.1	146,246.9	160,923.0
Ontario	400,505.2	438,025.1	40.1	245,152.2	267,050.5
Manitoba	31,386.8	33,657.2	3.1	21,879.5	23,548.6
Saskatchewan	27,472.8	29,634.6	2.7	18,570.1	19,987.8
Alberta	133,476.7	142,154.7	13.0	78,232.0	84,439.8
British Columbia	134,920.0	152,583.7	14.0	85,965.6	95,369.6
Yukon	1,467.8	1,570.2	0.1	973.4	1,055.8
Northwest Territories	1,790.3	1,908.7	0.2	999.5	1,107.6
Nunavut	1,167.8	1,174.5	0.1	685.4	708.8
Other ²	2,316.5	2,373.3	0.2	784.2	809.2
Gender					
Men	601,839.5	659,612.7	60.3	352,179.7	383,500.9
Women	395,970.0	433,400.8	39.7	287,114.1	314,867.3
Age					
24 years old and under	49,695.7	57,375.8	5.2	46,828.3	54,156.2
25 to 44 years old	449,741.7 ^R	495,186.7	45.3	308,478.1 ^R	339,379.9
45 to 54 years old	260,181.1	280,897.2	25.7	147,462.5	157,881.2
55 years old and over	238,190.9	259,430.3	23.7	136,525.0	146,855.5
Unknown ³	n/a	123.5	0.0	n/a	95.5
Industries					
Goods-producing industries	220,390.2	240,554.0	22.0	140,193.7	153,024.5
Agriculture, forestry, fishing and hunting	11,870.9	12,739.6	1.2	8,469.7	9,109.5
Mining, quarrying, and oil and gas extraction	24,234.3	27,388.0	2.5	10,506.5	11,890.9
Utilities	11,771.1	12,283.5	1.1	5,540.8	5,953.3
Construction	71,083.3	81,639.4	7.5	46,283.1	52,956.2
Manufacturing	101,430.6	106,503.4	9.7	69,393.6	73,114.5
Services-producing industries	769,701.6	841,704.3	77.0	494,835.1	539,585.0
Wholesale trade	56,869.6	61,499.7	5.6	33,056.9	34,864.6
Retail trade	68,075.0	73,497.1	6.7	52,848.1	56,222.8
Transportation and warehousing	47,404.6	49,743.7	4.6	31,369.9	33,503.6
Finance and insurance	68,590.4	75,913.8	6.9	32,573.4	34,840.8
Real estate, rental and leasing	17,152.0	18,680.4	1.7	9,718.9	10,677.8
Professional, scientific and technical services	86,168.5	102,839.1	9.4	44,321.2	52,786.0
Business, building and other support services ⁴	53,537.7	59,461.5	5.4	34,045.1	37,439.4
Educational services	74,619.5	78,599.3	7.2	52,274.7	55,939.7
Health care and social assistance	86,748.8	94,640.7	8.7	62,795.3	69,556.4
Information, culture and recreation ⁵	35,710.2	37,843.7	3.5	20,148.6	21,565.1
Accommodation and food services	22,263.1	24,679.0	2.3	19,173.5	21,123.1
Other services (excluding public administration)	27,604.9	29,670.7	2.7	19,363.6	20,946.0
Public administration	124,957.1	134,635.6	12.3	83,145.9	90,119.8
Unclassified³	7,717.7	10,755.1	1.0	4,265.0	5,758.7
Canada	997,809.5	1,093,013.4	100.0	639,293.8	698,368.2

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2021 taxation year. EI premiums paid are determined based on the residence of employees.

² This category includes outside Canada and multiple jurisdictions.

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.

^R Revised data.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.29.3 – Contributors to the Employment Insurance program¹: Employment income per worker

Province or territory	Number of workers with employment income 2020	Number of workers with employment income 2021	% of total 2021	Employment income per worker (\$ per year) 2020	Employment income per worker (\$ per year) 2021	Insurable earnings per worker (\$ per year) 2020	Insurable earnings per worker (\$ per year) 2021
Newfoundland and Labrador	266,400	275,410	1.4	46,280	48,263	31,689	33,422
Prince Edward Island	87,180	91,550	0.5	39,345	41,495	29,956	31,432
Nova Scotia	503,410	521,950	2.6	43,485	45,944	31,572	33,370
New Brunswick	409,020	421,120	2.1	42,275	44,110	31,436	32,930
Quebec	4,467,930	4,625,800	23.2	46,636	49,783	32,733	34,788
Ontario	7,396,130	7,555,760	37.9	54,151	57,972	33,146	35,344
Manitoba	686,050	701,930	3.5	45,750	47,950	31,892	33,548
Saskatchewan	571,950	577,880	2.9	48,034	51,282	32,468	34,588
Alberta	2,301,390	2,319,620	11.6	57,998	61,284	33,993	36,402
British Columbia	2,656,790	2,721,300	13.7	50,783	56,070	32,357	35,046
Yukon	25,810	26,710	0.1	56,868	58,789	37,713	39,530
Northwest Territories	26,630	27,690	0.1	67,229	68,930	37,534	40,000
Nunavut	20,320	20,650	0.1	57,470	56,877	33,732	34,322
Other ²	30,520	27,610	0.1	75,901	85,956	25,695	29,309
Gender							
Men	10,097,680	10,319,440	51.8	59,602	63,919	34,877	37,163
Women	9,351,850	9,595,540	48.2	42,341	45,167	30,701	32,814
Age							
24 years old and under	3,029,210	3,235,770	16.2	16,406	17,732	15,459	16,737
25 to 44 years old	8,408,030 ^R	8,580,220	43.1	53,490 ^R	57,713	36,689 ^R	39,554
45 to 54 years old	3,714,410	3,727,710	18.7	70,046	75,354	39,700	42,353
55 years old and over	4,297,880	4,368,040	21.9	55,421	59,393	31,766	33,620
Unknown ³	n/a	3,240	0.0	n/a	38,113	n/a	29,463
Industries							
Goods-producing industries	3,805,740	3,877,090	19.5	57,910	62,045	36,837	39,469
Agriculture, forestry, fishing and hunting	370,310	373,600	1.9	32,057	34,100	22,872	24,383
Mining, quarrying, and oil and gas extraction	221,510	231,740	1.2	109,405	118,184	47,431	51,312
Utilities	111,810	114,790	0.6	105,278	107,009	49,555	51,863
Construction	1,321,940	1,381,350	6.9	53,772	59,101	35,012	38,337
Manufacturing	1,780,170	1,775,610	8.9	56,978	59,981	38,981	41,177
Services-producing industries	15,442,660	15,799,200	79.3	49,843	53,275	32,043	34,153
Wholesale trade	868,150	854,830	4.3	65,507	71,944	38,077	40,785
Retail trade	2,300,690	2,311,920	11.6	29,589	31,790	22,971	24,319
Transportation and warehousing	919,540	931,040	4.7	51,553	53,428	34,115	35,985
Finance and insurance	762,990	781,550	3.9	89,897	97,132	42,692	44,579
Real estate, rental and leasing	317,840	323,690	1.6	53,964	57,711	30,578	32,988
Professional, scientific and technical services	1,209,160	1,308,670	6.6	71,263	78,583	36,655	40,336
Business, building and other support services ⁴	1,199,720	1,221,120	6.1	44,625	48,694	28,378	30,660
Educational services	1,431,890	1,440,220	7.2	52,113	54,575	36,508	38,841
Health care and social assistance	1,820,790	1,909,650	9.6	47,644	49,559	34,488	36,424
Information, culture and recreation ⁵	632,250	630,010	3.2	56,481	60,068	31,868	34,230
Accommodation and food services	1,335,590	1,296,480	6.5	16,669	19,035	14,356	16,293
Other services (excluding public administration)	713,080	706,330	3.5	38,712	42,007	27,155	29,655
Public administration	1,930,970	2,083,690	10.5	64,712	64,614	43,059	43,250
Unclassified³	201,130	238,690	1.2	38,372	45,059	21,205	24,126
Canada	19,449,530	19,914,980	100.0	51,302	54,884	32,869	35,067

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2021 taxation year. EI premiums paid are determined based on the residence of employees.

² This category includes outside Canada and multiple jurisdictions.

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.

⁸ Revised data.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.30 – Adjusted benefits-to-contributions (B/C) ratios¹

Province or territory	EI premium (\$ million) 2021 ²	EI premium % of total 2021 ²	EI regular benefits (\$ million) 2021	EI regular benefits % of total 2021	Total EI benefits (\$ million) 2021	Total EI benefits % of total 2021	Adjusted regular B/C ratio ^{3,4,5} (Canada=1) 2021	Adjusted total B/C ratio ^{3,4} (Canada=1) 2021
Newfoundland and Labrador	336.0	1.4	1,346.4	4.1	1,702.2	3.9	3.1	2.7
Prince Edward Island	105.4	0.4	256.2	0.8	394.1	0.9	1.9	2.0
Nova Scotia	627.6	2.7	1,266.8	3.8	1,660.1	3.8	1.5	1.4
New Brunswick	502.7	2.1	1,257.8	3.8	1,707.6	3.9	1.9	1.8
Quebec	4,260.9	18.1	7,424.6	22.4	8,758.8	20.1	1.0	1.1
Ontario	9,584.2	40.7	11,789.1	35.5	15,838.0	36.3	0.9	0.9
Manitoba	847.2	3.6	1,039.9	3.1	1,466.3	3.4	0.9	0.9
Saskatchewan	713.0	3.0	872.2	2.6	1,188.7	2.7	0.9	0.9
Alberta	3,016.1	12.8	4,239.9	12.8	5,656.1	13.0	1.1	1.0
British Columbia	3,444.3	14.6	3,579.0	10.8	5,048.9	11.6	0.8	0.8
Yukon	38.0	0.2	37.8	0.1	53.2	0.1	0.8	0.8
Northwest Territories	39.4	0.2	38.2	0.1	51.7	0.1	0.7	0.7
Nunavut	25.4	0.1	27.5	0.1	39.8	0.1	0.8	0.9
Other ⁶	27.2	0.1	1.9	0.0	10.5	0.0	0.1	0.2
Gender								
Men	12,950.4	55.0	18,210.3	54.9	21,109.6	48.4	1.0	0.9
Women	10,617.0	45.0	14,966.9	45.1	22,466.6	51.6	1.0	1.1
Age								
24 years old and under	1,900.7	8.1	4,267.0	12.9	5,804.3	13.3	1.7	1.7
25 to 44 years old	11,423.4	48.5	13,716.6	41.3	20,627.1	47.3	0.9	1.0
45 to 54 years old	5,271.0	22.4	6,080.3	18.3	6,975.5	16.0	0.8	0.7
55 years old and over	4,969.1	21.1	9,113.3	27.5	10,169.3	23.3	1.3	1.1
Unknown ⁷	3.2	0.0	n/a	n/a	n/a	n/a	n/a	n/a
Industry								
Goods-producing industries	5,198.7	22.1	8,679.7	26.2	10,693.9	24.5	1.2	1.1
Agriculture, forestry, fishing and hunting	321.6	1.4	976.2	2.9	1,472.3	3.4	2.3	2.5
Mining, quarrying, and oil and gas extraction	398.5	1.7	470.3	1.4	546.8	1.3	0.8	0.7
Utilities	192.3	0.8	44.9	0.1	78.2	0.2	0.2	0.2
Construction	1,843.7	7.8	4,267.7	12.9	4,853.3	11.1	1.7	1.4
Manufacturing	2,442.6	10.4	2,920.6	8.8	3,743.3	8.6	0.8	0.8
Services-producing industries	18,166.3	77.1	23,825.1	71.8	32,056.8	73.6	0.9	1.0
Wholesale trade	1,180.9	5.0	1,247.7	3.8	1,568.9	3.6	0.8	0.7
Retail trade	1,946.5	8.3	3,647.3	11.0	4,791.5	11.0	1.4	1.3
Transportation and warehousing	1,132.5	4.8	1,654.1	5.0	2,022.7	4.6	1.0	1.0
Finance and insurance	1,142.4	4.8	391.2	1.2	753.4	1.7	0.2	0.4
Real estate, rental and leasing	373.0	1.6	547.4	1.6	687.5	1.6	1.1	1.0
Professional, scientific and technical services	1,770.6	7.5	1,261.8	3.8	1,755.6	4.0	0.5	0.5
Business, building and other support services ⁸	1,293.0	5.5	2,691.1	8.1	3,310.7	7.6	1.5	1.4
Educational services	1,822.4	7.7	1,907.5	5.7	2,640.9	6.1	0.7	0.8
Health care and social assistance	2,288.8	9.7	1,532.7	4.6	3,003.0	6.9	0.5	0.7
Information, culture and recreation ⁹	723.2	3.1	1,430.2	4.3	1,731.6	4.0	1.4	1.3
Accommodation and food services	754.4	3.2	4,447.3	13.4	5,202.4	11.9	4.4	3.7
Other services (excluding public administration)	730.3	3.1	1,643.8	5.0	2,021.1	4.6	1.7	1.5
Public administration	3,008.3	12.8	1,423.1	4.3	2,567.4	5.9	0.3	0.5
Unclassified⁷	202.4	0.9	672.4	2.0	825.5	1.9	2.5	2.2
Canada	23,567.4	100.0	33,177.2	100.0	43,576.2	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 2021 taxation year.

² In EI MAR 2021-22 and before, EI premiums paid were determined based on the location of employers. Starting with the MAR 2022-23, premiums are determined based on the residence of employees. As a result, figures from previous years' reports are not comparable.

³ In EI MAR 2021-22 and before, the benefits-to-contributions ratios were determined by the location of employers for premiums and by the residence of claimants for benefits. Starting in MAR 2022-23, premiums are determined by the residence of employees, while benefits continued to be determined by the residence of claimants. As a result, figures from previous years' reports are not comparable.

⁴ For ease of analysis, the benefits-to-contributions ratios have been adjusted (that is, standardized) so that the figure for Canada equals one.

⁵ 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.

⁶ This category includes outside Canada and/or multiple jurisdictions.

⁷ For some T4 slips, this information was not available in the data.

⁸ 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.

⁹ 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.

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

Annex 2.31 – Unemployment rates by Employment Insurance economic region¹

Effective date ³	Regional rate of unemployment ²														
	Apr. 10, 2022 to May 07, 2022	May 08, 2022 to June 11, 2022	June 12, 2022 to July 09, 2022	July 10, 2022 to Aug. 06, 2022	Aug. 07, 2022 to Sept. 10, 2022	Sept. 11, 2022 to Oct. 08, 2022	Oct. 09, 2022 to Nov. 05, 2022	Nov. 06, 2022 to Dec. 03, 2022	Dec. 04, 2022 to Jan. 07, 2023	Jan. 08, 2023 to Feb. 11, 2023	Feb. 12, 2023 to Mar. 11, 2023	Mar. 12, 2023 to Apr. 08, 2023	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 2022 (%)	April 2022 (%)	May 2022 (%)	June 2022 (%)	July 2022 (%)	August 2022 (%)	September 2022 (%)	October 2022 (%)	November 2022 (%)	December 2022 (%)	January 2023 (%)	February 2023 (%)	2022-23 (%)	2022-23 (%)	2022-23 (%)
Newfoundland and Labrador															
St. John's	7.8	7.2	6.9	6.4	6.0	5.2	4.8	5.5	6.6	6.9	6.7	6.3	4.8	6.4	7.8
Newfoundland-Labrador	17.0	15.9	14.9	14.3	14.3	14.8	15.0	14.9	15.0	14.6	15.1	14.4	14.3	15.0	17.0
Prince Edward Island															
Charlottetown	8.1	8.1	7.3	5.9	4.8	4.4	5.5	5.0	5.3	4.5	5.6	5.4	4.4	5.8	8.1
Prince Edward Island	9.4	8.2	8.7	8.9	9.1	9.1	9.6	10.0	9.4	8.2	8.1	8.1	8.1	8.9	10.0
Nova Scotia															
Eastern Nova Scotia	11.9	12.3	13.6	13.7	12.4	11.3	11.6	12.2	11.8	11.2	10.7	10.0	10.0	11.9	13.7
Western Nova Scotia	6.7	6.3	6.5	7.2	7.2	7.5	7.3	7.3	6.8	7.0	6.7	6.9	6.3	7.0	7.5
Halifax	5.5	5.0	4.7	4.7	4.9	5.3	5.0	5.5	5.3	5.4	5.1	5.0	4.7	5.1	5.5
New Brunswick															
Fredericton-Moncton-Saint-John	6.3	6.0	6.1	5.8	5.9	5.8	5.8	5.8	5.8	6.2	6.3	5.9	5.8	6.0	6.3
Madawaska-Charlotte	7.4	6.3	6.9	6.6	6.9	6.9	6.8	6.6	7.0	7.6	7.9	7.0	6.3	7.0	7.9
Restigouche-Albert	12.6	11.9	11.1	10.6	10.3	10.6	10.9	10.8	10.2	10.4	10.8	10.8	10.2	10.9	12.6
Quebec															
Gaspésie - Îles-de-la-Madeleine	12.5	10.9	9.7	9.5	10.6	11.3	10.5	10.4	9.9	10.3	9.7	9.4	9.4	10.4	12.5
Québec	2.9	2.6	2.7	2.9	2.9	2.7	2.5	2.7	2.8	2.9	2.4	2.0	2.0	2.7	2.9
Trois-Rivières	3.7	3.2	2.9	2.9	3.0	3.3	3.8	4.3	4.1	3.7	3.5	3.7	2.9	3.5	4.3
South Central Québec	2.9	2.7	2.7	2.8	2.9	2.6	2.8	2.7	3.2	2.8	2.8	2.4	2.4	2.8	3.2
Sherbrooke	2.5	2.8	3.3	3.7	3.7	3.0	3.2	2.8	2.7	2.6	3.1	4.1	2.5	3.1	4.1
Montréal	4.6	4.2	4.2	4.4	4.5	4.3	3.9	3.6	3.3	3.5	3.9	4.4	3.3	4.1	4.6
Montréal	5.1	4.8	4.8	4.8	4.7	4.9	4.9	4.7	4.4	4.3	4.5	4.8	4.3	4.7	5.1
Central Quebec	4.5	4.1	3.8	3.9	3.9	4.1	4.6	4.9	4.6	4.6	4.8	4.8	3.8	4.4	4.9
North Western Québec	6.1	5.5	5.3	5.3	5.4	5.8	5.9	5.9	5.5	5.3	5.0	4.8	4.8	5.5	6.1
Bas-Saint-Laurent – Côte-Nord	6.1	5.4	4.7	4.6	4.8	5.3	5.2	5.1	4.7	3.9	3.3	3.1	3.1	4.7	6.1
Hull	3.9	2.7	2.5	2.6	3.2	3.3	3.9	4.1	4.3	4.0	4.1	4.4	2.5	3.6	4.4
Chicoutimi-Jonquière	4.4	4.0	4.0	4.0	3.8	3.8	4.4	5.3	5.6	5.5	4.6	4.0	3.8	4.5	5.6
Ontario															
Ottawa	5.7	5.3	4.8	3.5	3.3	3.1	4.0	4.2	4.6	4.9	4.5	4.6	3.1	4.4	5.7
Eastern Ontario	5.5	4.5	3.7	3.8	4.3	4.8	5.0	4.9	4.4	4.2	4.4	4.9	3.7	4.5	5.5
Kingston	5.7	5.8	6.2	5.9	5.5	5.0	5.0	5.1	5.3	5.4	5.6	5.2	5.0	5.5	6.2
Central Ontario	4.6	3.9	3.9	4.4	4.9	5.1	5.0	4.9	5.1	5.4	5.4	4.6	3.9	4.8	5.4
Oshawa	5.3	4.7	4.8	4.9	4.8	5.1	5.5	5.5	5.2	4.8	4.6	4.5	4.5	5.0	5.5
Toronto	7.2	6.4	6.3	6.2	5.9	5.8	5.9	6.1	6.2	6.0	5.9	5.7	5.7	6.1	7.2
Hamilton	5.3	5.2	5.1	4.7	4.4	4.3	4.5	4.8	5.0	5.1	5.3	5.5	4.3	4.9	5.5

St. Catharines	6.1	5.3	5.4	5.0	5.3	5.9	6.0	6.1	5.1	4.8	4.0	4.1	4.0	5.3	6.1
London	5.7	5.1	5.1	5.7	6.2	6.9	6.8	6.7	6.1	5.7	5.5	5.7	5.1	5.9	6.9
Niagara	4.3	4.1	4.0	4.4	4.4	4.9	4.9	5.1	5.3	5.8	6.3	6.2	4.0	5.0	6.3
Windsor	8.4	6.2	5.4	5.1	6.7	8.0	9.1	8.7	8.4	8.2	6.8	6.1	5.1	7.3	9.1
Kitchener	5.4	5.2	5.0	5.1	5.3	5.5	5.7	6.0	6.1	5.9	5.6	5.6	5.0	5.5	6.1
Huron	5.7	5.3	4.8	4.2	4.0	4.2	4.7	4.5	5.2	6.0	6.5	6.5	4.0	5.1	6.5
South Central Ontario	4.2	4.0	4.5	4.4	3.7	3.3	3.3	3.8	3.8	3.7	3.7	3.8	3.3	3.9	4.5
Sudbury	4.3	3.7	4.0	3.6	4.0	3.7	4.3	4.6	4.8	4.6	4.2	4.3	3.6	4.2	4.8
Thunder Bay	5.1	4.5	4.5	4.4	4.7	4.9	5.3	5.2	4.7	4.4	4.2	4.4	4.2	4.7	5.3
Northern Ontario	8.3	7.5	7.0	6.4	6.1	6.1	6.6	6.9	7.4	7.4	7.8	8.1	6.1	7.1	8.3
Manitoba															
Winnipeg	5.3	5.5	5.5	5.0	4.2	4.2	4.4	4.9	4.7	4.6	4.6	4.9	4.2	4.8	5.5
Southern Manitoba	5.9	5.8	5.8	5.7	5.6	6.1	5.8	5.9	5.3	5.7	5.3	5.2	5.2	5.7	6.1
Northern Manitoba	30.6	30.0	29.7	28.3	28.1	27.4	28.0	28.3	28.6	28.5	28.6	29.1	27.4	28.8	30.6
Saskatchewan															
Regina	5.1	5.9	5.5	5.1	4.1	4.6	4.4	5.0	4.3	4.5	4.3	4.7	4.1	4.8	5.9
Saskatoon	4.6	4.4	4.7	4.4	4.4	4.0	4.1	4.0	3.9	4.0	4.2	4.3	3.9	4.3	4.7
Southern Saskatchewan	7.7	6.9	6.9	6.3	6.6	6.9	7.2	6.9	6.6	6.4	6.4	6.4	6.3	6.8	7.7
Northern Saskatchewan	16.7	17.1	17.0	16.6	15.0	14.5	14.4	14.9	14.9	14.5	14.3	14.3	14.3	15.4	17.1
Alberta															
Calgary	7.4	7.1	6.8	5.8	5.4	5.2	5.5	5.5	5.9	6.3	6.8	6.7	5.2	6.2	7.4
Edmonton	7.0	6.8	6.3	5.9	5.3	5.3	5.3	5.3	5.4	5.4	5.8	5.6	5.3	5.8	7.0
Northern Alberta	11.2	11.1	11.4	11.4	11.7	11.9	11.8	11.5	11.0	11.0	10.9	10.6	10.6	11.3	11.9
Southern Alberta	7.0	6.4	6.1	6.3	6.2	6.2	6.1	6.2	6.2	5.8	5.8	6.2	5.8	6.2	7.0
British Columbia															
Southern Interior British Columbia	6.1	5.9	6.1	6.1	5.8	5.6	5.7	5.5	5.4	4.9	5.0	4.8	4.8	5.6	6.1
Abbotsford	4.4	5.1	5.0	4.7	4.8	5.5	5.7	5.0	4.4	4.5	5.6	5.9	4.4	5.1	5.9
Vancouver	5.4	5.3	5.2	5.0	4.7	4.8	4.5	4.5	4.5	4.6	4.7	4.8	4.5	4.8	5.4
Victoria	4.5	4.9	4.5	4.4	4.6	5.1	4.9	4.4	3.6	3.6	3.4	3.4	3.4	4.3	5.1
Southern Coastal British Columbia	5.4	5.1	5.0	4.9	4.3	4.3	4.3	4.4	4.4	4.0	4.0	4.2	4.0	4.5	5.4
Northern British Columbia	6.4	6.9	6.6	7.1	7.6	7.3	6.7	6.2	6.5	6.8	7.6	8.4	6.2	7.0	8.4
Territories															
Whitehorse	5.3	4.8	5.1	4.0	3.9	3.5	3.1	3.4	3.6	3.5	3.2	3.2	3.1	3.9	5.3
Yukon	9.8	9.5	9.7	5.8	5.2	5.1	5.1	7.3	12.3	11.7	11.5	7.7	5.1	8.4	12.3
Yellowknife	4.0	5.0	5.3	4.3	4.0	3.7	5.3	5.0	4.2	4.1	4.0	3.8	3.7	4.4	5.3
Northwest Territories	6.6	7.1	7.4	6.6	6.1	6.3	6.3	6.9	8.3	7.7	6.8	7.3	6.1	7.0	8.3
Iqaluit	6.0	7.4	6.2	5.5	5.4	5.0	4.9	7.3	6.6	7.2	7.6	8.2	4.9	6.4	8.2
Nunavut	16.7	16.0	17.5	18.6	17.5	16.7	16.6	17.6	16.3	15.7	13.8	14.5	13.8	16.5	18.6

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 10, 2022, please refer to Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region page [https://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2021#data]

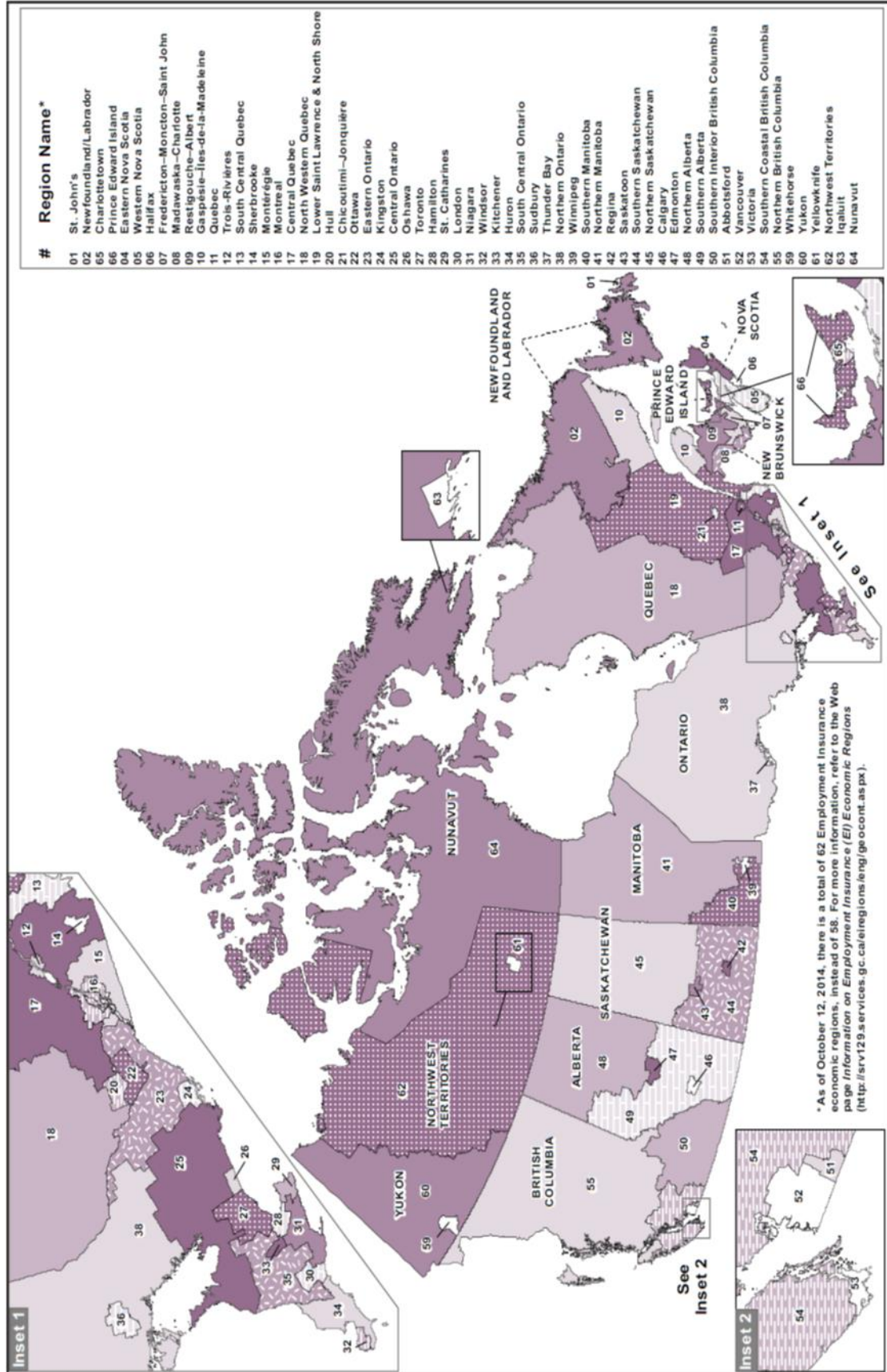
³ Effective for new claims established between the dates indicated.

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 – 2022-23





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Annex 3.1 – Overview of the Labour Market Development Agreements¹

Province/Territory	Base Funding	Budget 2017 Top-up Funding ²	Total Funding
Newfoundland and Labrador	\$124,269,729	\$10,806,442	\$135,076,171
Prince Edward Island	\$22,791,490	\$2,568,109	\$25,359,599
Nova Scotia	\$75,503,110	\$12,102,650	\$87,605,760
New Brunswick	\$86,506,739	\$12,168,538	\$98,675,277
Quebec	\$546,756,866	\$99,886,644	\$646,643,510
Ontario	\$575,014,041	\$157,758,163	\$732,772,204
Manitoba	\$44,243,392	\$12,603,083	\$56,846,475
Saskatchewan	\$38,236,666	\$10,580,933	\$48,817,599
Alberta	\$152,084,836	\$56,071,302	\$208,156,138
British Columbia	\$275,211,299	\$49,418,557	\$324,629,856
Yukon	\$3,939,875	\$363,180	\$4,303,055
Northwest Territories	\$2,783,617	\$382,123	\$3,165,740
Nunavut	\$2,658,340	\$290,276	\$2,948,616
Totals	\$1,950,000,000	\$425,000,000	\$2,375,000,000

Notes:

¹ Funds that are transferred to cover administrative costs are not included in the amounts. Please refer to Annex 3.11 for administrative costs

² Announced in Budget 2017

Annex 3.2 – Employment Insurance (EI) Part II — General definitions

Eligibility for Employment benefits and Support Measures (EBSMs) or similar programs funded under Part II

In 2018-19, to be eligible for Employment Benefits, individuals must be unemployed and have a current Employment Insurance (EI) claim as an “active EI client” or a claim that ended in the preceding five years as a “former EI client.” Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. In addition, in 2018-19, eligibility for Employment Benefits was expanded to include all unemployed individuals who have made EI premium contributions above the premium refund contribution threshold (\$2,000 in earnings annually) in at least five of the last 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 EBSM delivery takes place. EBSMs are flexible by design, allowing provincial and territorial jurisdictions (PTs) to develop and deliver programs that respond to local and regional labour market needs. With the implementation of the Canada-Yukon LMDA on February 1, 2010, all provinces and territories are now fully responsible for the design and delivery of programs similar to EBSMs established under Part II of the *EI Act*. In support of these activities, Employment and Social Development Canada (ESDC) provides LMDA funding to the provinces and territories and focuses on accountability, evaluation, and ongoing policy development. ESDC also delivers Pan-Canadian programming and maintains, in partnership with the provinces and territories, specific projects and activities in the national interest under Part II of the *EI Act*. Canada retains responsibility for the delivery of insurance benefits under Part I of the *EI Act* and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to:

<https://www.canada.ca/en/employment-social-development/programs/training-agreements/lmda.html>.

Apprentices

Apprentices are paid by their employer during periods of practical training. During the classroom portion of their training, apprentices are eligible for regular benefits under Part I of the *EI Act*. The apprentice requires a referral under the authority of Section 25 of the *EI Act* to access these benefits. Depending on the regional and local priorities of the province or territory, the apprentice may receive EI Part II support to cover classroom-related expenses.

Indigenous Skills and Employment Training (ISET)

ISET was introduced in April 2019 as the successor to the Aboriginal Skills and Employment Training Strategy. 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 <http://www.jobbank.gc.ca/home-eng.do?lang=eng>.

Annex 3.3 – EBSM Program descriptions

Employment benefits

Targeted Wage Subsidies assist insured participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants. This benefit encourages employers to hire unemployed individuals whom they would not normally hire in the absence of a subsidy.

Self-Employment provides financial assistance and business planning advice to EI-eligible participants to help them start their own business. This financial assistance is intended to cover personal living expenses and other expenses during the initial stages of the business.

Job Creation Partnerships projects provide insured participants with opportunities to gain work experience that will lead to ongoing employment. Activities of the project help develop the community and the local economy.

Skills Development helps insured participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for training.

Support Measures

Employment Assistance Services provide funding to organizations to enable them to provide employment assistance to unemployed persons. The services provided may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, the provision of labour market information, case management and follow-up.

Labour Market Partnerships provide funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments. These partnerships involve developing plans and strategies and implementing adjustment measures.

Research and Innovation supports activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force. Funds are provided to eligible recipients to enable them to carry out demonstration projects and research for this purpose.

Annex 3.4 – EBSM overview

Table 3.4A – Clients Served – Gender^{1,2}

Gender	Number	Share of total
Men	274,558	57.4%
Women	203,848	42.6%

¹ Clients with an unknown gender were added to the male category.

² Numbers for Yukon and Nunavut are not available.

Table 3.4B – Clients Served – Age^{1,2}

Age Group	Number	Share of total
15 to 19	28,808	6.1%
20 to 24	76,035	16.0%
25 to 29	75,044	15.8%
30 to 34	68,257	14.4%
35 to 39	55,630	11.7%
40 to 44	45,782	9.6%
45 to 49	35,629	7.5%
50 to 54	30,090	6.3%
55 and older	58,249	12.3%
Unknown	1,838	0.4%

Notes:

¹ Numbers for Yukon and Nunavut are not available.

² SD-Apprentices are excluded from the distribution because client date of birth is not collected.

Table 3.4C – Clients Served – Type¹

EI Clients Served	Number	Share of total
Active Claimants	144,904	30.3%
Former Claimants	100,927	21.1%
PPE	45,556	9.5%
Non-insured	158,321	33.1%
Pan-Canadian	27,394	5.7%

Note:

¹ Numbers for Yukon and Nunavut are not available.

Table 3.4D Training and employment services-to-client ratio

Services	Clients	Ratio
804,104	478,744	1.68

Table 3.4E Service counts and shares of total¹

Services	Number	Share of total
Targeted Wage Subsidies	13,050	1.6%
Self-Employment	2,940	0.4%
Job Creation Partnerships	1,585	0.2%
Skills Development-Regular	96,872	12.0%
Skills Development-Apprentices	73,697	9.2%
Targeted Earning Supplements	0	0.0%
Employment Services	382,336	47.5%
Individual Counselling	180,651	22.5%
Subtotal	751,131	93.4%
Pan-Canadian	52,973	6.6%
Total	804,104	100.0%

¹ Last year this table was broken up as 3.4E, 3.4F, and 3.4G. They were merged into one for readability.

Table 3.4F Designated Group Participation in EBSMs

Group	Number	Share of total
Women	361,072	44.9%
Indigenous Peoples ¹	126,968	15.8%
Persons with Disabilities ¹	133,102	16.6%
Visible Minorities ¹	133,394	16.6%

¹ Reported counts are generally lower than actual numbers because data are collected through self-identification

Sources: Client and Participant datasets.

Annex 3.5 – EBSM clients — Clients served, by client type¹

Client Type	Active Claimants Target ²	Active Claimants Served	Former Claimants Served	PPE Clients Served	Total Insured Clients Served	Non-insured Clients Served	Total Clients Served
Newfoundland and Labrador	8,000	4,023	1,893	237	6,153	1,009	7,162
Prince Edward Island	3,604	3,717	955	286	4,958	974	5,932
Nova Scotia	9,700	4,459	2,346	752	7,557	2,985	10,542
New Brunswick	11,000	5,087	2,576	809	8,472	4,662	13,134
Quebec	n/a	51,331	24,283	9,961	85,575	30,575	116,150
Ontario	51,000	26,667	38,406	18,311	83,384	68,801	152,185
Manitoba	6,000	5,856	4,416	2,591	12,863	11,490	24,353
Saskatchewan	33,000	5,412	5,843	4,876	16,131	798	16,929
Alberta	24,000	19,654	10,756	3,886	34,296	17,455	51,751
British Columbia	36,000	18,577	9,296	3,706	31,579	19,541	51,120
Yukon ³	200	n/a	n/a	n/a	n/a	n/a	450
Northwest Territories	275	121	157	141	419	31	450
Nunavut ³	125	n/a	n/a	n/a	n/a	n/a	1,192
NHQ	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Subtotal	182,904	144,904	100,927	45,556	291,387	158,321	451,350
Pan-Canadian clients	0	8,756	18,638	0	27,394	0	27,394
Totals	182,904	153,660	119,565	45,556	318,781	158,321	478,744

¹ This table includes clients served between April 1, 2022 and March 31, 2023, with one count per client served.

² Each jurisdiction's target refers to the number of EI active clients served, except in Quebec, where it includes both active and former clients served.

³ 450 & 1,192 are estimates for YT and NU, but disaggregation is not available.

Source: Client dataset.

Annex 3.6 – New EBSM Services^{1,2}

Table 3.6.A – Employment Benefits, by participants

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	779	412	498	516	6,624	0	79	0	146	3,944	0	24	28	n/a	13,050
Self-Employment	216	98	306	216	1,163	0	90	36	204	600	4	7	0	n/a	2,940
Job Creation Partnerships	997	16	66	0	0	57	395	0	0	54	0	0	0	n/a	1,585
Skills Development–Regular	2,759	2,984	1,065	3,632	19,796	7,546	14,499	10,434	3,267	29,686	108	125	971	n/a	96,872
Skills Development–Apprentices	1,117	426	1,563	2,067	0	31,639	3,150	3,711	16,482	13,190	212	103	37	n/a	73,697
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total	5,868	3,936	3,498	6,431	27,583	39,242	18,213	14,181	20,099	47,474	324	259	1,036	n/a	188,144

Table 3.6.B – Employment Assistance Services, by participants

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	5,123	6,472	15,448	4,582	113,236	164,411	28,856	1,690	11,495	29,330	338	4	1,351	n/a	382,336
Individual Counselling	4,729	1,107	1,066	15,174	1,473	1,799	51,713	7,371	64,471	31,219	87	442	0	n/a	180,651
Total	9,852	7,579	16,514	19,756	114,709	166,210	80,569	9,061	75,966	60,549	425	446	1,351	n/a	562,987

Table 3.6.C – Category totals, Pan-Canadian, and Total, by participants

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	5,868	3,936	3,498	6,431	27,583	39,242	18,213	14,181	20,099	47,474	324	259	1,036	n/a	188,144
Employment Assistance Services	9,852	7,579	16,514	19,756	114,709	166,210	80,569	9,061	75,966	60,549	425	446	1,351	n/a	562,987
EB & EAS Subtotal	15,720	11,515	20,012	26,187	142,292	205,452	98,782	23,242	96,065	108,023	749	705	2,387	n/a	751,131
Indigenous Pan-Canadian	437	153	439	609	3,545	15,363	6,940	6,815	4,769	12,315	91	693	386	418	52,973
Total	16,157	11,668	20,451	26,796	145,837	220,815	105,722	30,057	100,834	120,338	840	1,398	2,773	418	804,104

Notes:

¹ Services in this table refer to all new starts between April 1, 2022 and March 31, 2023.

² Ontario counts one individual counselling service per client.

Source: Participant dataset.

Annex 3.6.1 – New EBSM services from PPEs¹

Table 3.6.1.A – Employment Benefits, by participants

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	54	45	40	45	1,558	0	8	0	12	564	0	11	0	n/a	2,337
Self-Employment	5	4	25	1	175	0	0	11	28	48	0	0	0	n/a	297
Job Creation Partnerships	28	0	5	0	0	15	64	0	0	6	0	0	0	n/a	118
Skills Development–Regular	65	111	57	277	2,218	1,263	1,874	4,770	366	2,418	0	45	0	n/a	13,464
Skills Development–Apprentices	0	11	0	27	0	5,899	27	367	400	109	0	9	0	n/a	6,849
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total	152	171	127	350	3,951	7,177	1,973	5,148	806	3,145	0	65	0	n/a	23,065

Table 3.6.1.B – Employment Assistance Services, by participants

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	197	318	1,279	335	8,279	16,402	2,112	384	1,029	2,578	0	1	0	n/a	32,914
Individual Counselling	212	65	129	1,021	125	134	5,317	1,182	5,807	2,527	0	137	0	n/a	16,656
Total	409	383	1,408	1,356	8,404	16,536	7,429	1,566	6,836	5,105	0	138	0	n/a	49,570

Table 3.6.1.C – Category totals, and Total, by participants

Category totals, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	152	171	127	350	3,951	7,177	1,973	5,148	806	3,145	0	65	0	n/a	23,065
Employment Assistance Services	409	383	1,408	1,356	8,404	16,536	7,429	1,566	6,836	5,105	0	138	0	n/a	49,570
Total	561	554	1,535	1,706	12,355	23,713	9,402	6,714	7,642	8,250	0	203	0	n/a	72,635

Note:

¹ Services in this table refer to all new starts between April 1, 2022 and March 31, 2023.

Source: Participant dataset.

Annex 3.6.2 – New EBSM services from PPEs, as a proportion of all services¹

Table 3.6.2.A – Employment Benefits, as a proportion of all services

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	6.9	10.9	8.0	8.7	23.5	0.0	10.1	0.0	8.2	14.3	0.0	45.8	0.0	n/a	17.9
Self-Employment	2.3	4.1	8.2	0.5	15.0	0.0	0.0	30.6	13.7	8.0	0.0	0.0	0.0	n/a	10.1
Job Creation Partnerships	2.8	0.0	7.6	0.0	0.0	26.3	16.2	0.0	0.0	11.1	0.0	0.0	0.0	n/a	7.4
Skills Development–Regular	2.4	3.7	5.4	7.6	11.2	16.7	12.9	45.7	11.2	8.1	0.0	36.0	0.0	n/a	13.9
Skills Development–Apprentices	0.0	2.6	0.0	1.3	0.0	18.6	0.9	9.9	2.4	0.8	0.0	8.7	0.0	n/a	9.3
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	2.6	4.3	3.6	5.4	14.3	18.3	10.8	36.3	4.0	6.6	0.0	25.1	0.0	n/a	12.3

Table 3.6.2.B – Employment Assistance Services, as a proportion of all services

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	3.8	4.9	8.3	7.3	7.3	10.0	7.3	22.7	9.0	8.8	0.0	25.0	0.0	n/a	8.6
Individual Counselling	4.5	5.9	12.1	6.7	8.5	7.4	10.3	9.0	16.0	8.1	0.0	31.0	0.0	n/a	9.2
Total	4.2	5.1	8.5	6.9	7.3	9.9	9.2	17.3	9.0	8.4	0.0	30.9	0.0	n/a	8.8

Table 3.6.2.C – Category totals, and Total, as a proportion of all services

Category totals, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	2.6	4.3	3.6	5.4	14.3	18.3	10.8	36.3	4.0	6.6	0.0	25.1	0.0	n/a	12.3
Employment Assistance Services	4.2	5.1	8.5	6.9	7.3	9.9	9.2	17.3	9.0	8.4	0.0	30.9	0.0	n/a	8.8
Total	3.6	4.8	7.7	6.5	8.7	11.5	9.5	28.9	8.0	7.6	0.0	28.8	0.0	n/a	9.7

Note:

¹ All percentages are based on new start services only (the number of services started in 2022-23).

Source: Participant dataset.

Annex 3.7 – EBSM designated members – Women¹

Table 3.7.A – Employment Benefits, by participants

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	263	169	220	233	2,946	0	46	0	68	1,807	0	11	11	n/a	5,774
Self-Employment	103	41	141	91	610	0	49	22	126	380	1	1	0	n/a	1,565
Job Creation Partnerships	371	10	38	0	0	34	232	0	0	29	0	0	0	n/a	714
Skills Development–Regular	940	1,830	600	2,004	9,010	4,031	7,656	3,489	1,829	16,384	53	60	0	n/a	47,886
Skills Development–Apprentices	90	45	101	104	0	3,983	117	204	1,163	912	31	6	8	n/a	6,764
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total	1,767	2,095	1,100	2,432	12,566	8,048	8,100	3,715	3,186	19,512	85	78	19	n/a	62,703

Table 3.7.B – Employment Assistance Services, by participants

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	1,944	3,545	7,710	2,256	48,997	80,925	15,015	876	4,541	14,802	144	0	0	n/a	180,755
Individual Counselling	2,377	628	613	7,114	706	949	26,468	3,116	32,782	15,741	42	95	0	n/a	90,631
Total	4,321	4,173	8,323	9,370	49,703	81,874	41,483	3,992	37,323	30,543	186	95	0	n/a	271,386

Table 3.7.C – Category totals, Pan-Canadian, and Total, by participants

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	1,767	2,095	1,100	2,432	12,566	8,048	8,100	3,715	3,186	19,512	85	78	19	n/a	62,703
Employment Assistance Services	4,321	4,173	8,323	9,370	49,703	81,874	41,483	3,992	37,323	30,543	186	95	0	n/a	271,386
EB & EAS Subtotal	6,088	6,268	9,423	11,802	62,269	89,922	49,583	7,707	40,509	50,055	271	173	19	n/a	334,089
Indigenous Pan-Canadian	212	77	203	290	1,736	8,872	3,401	3,218	1,876	6,184	44	338	245	287	26,983
Total	6,300	6,345	9,626	12,092	64,005	98,794	52,984	10,925	42,385	56,239	315	511	264	287	361,072

Note:

¹ All percentages are based on new start services only (the number of services started in 2022-23).

Source: Participant dataset.

Annex 3.7.1 – EBSM designated members — Women, as a proportion of all services¹

Table 3.7.1.A – Employment Benefits, as a proportion of all services

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	33.8	41.0	44.2	45.2	44.5	0.0	58.2	0.0	46.6	45.8	0.0	45.8	39.3	n/a	44.2
Self-Employment	47.7	41.8	46.1	42.1	52.5	0.0	54.4	61.1	61.8	63.3	25.0	14.3	0.0	n/a	53.2
Job Creation Partnerships	37.2	62.5	57.6	0.0	0.0	59.6	58.7	0.0	0.0	53.7	0.0	0.0	0.0	n/a	45.0
Skills Development–Regular	34.1	61.3	56.3	55.2	45.5	53.4	52.8	33.4	56.0	55.2	49.1	48.0	0.0	n/a	49.4
Skills Development–Apprentices	8.1	10.6	6.5	5.0	0.0	12.6	3.7	5.5	7.1	6.9	14.6	5.8	21.6	n/a	9.2
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
Total	30.1	53.2	31.4	37.8	45.6	20.5	44.5	26.2	15.9	41.1	26.2	30.1	1.8	n/a	33.3

Table 3.7.1.B – Employment Assistance Services, as a proportion of all services

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	37.9	54.8	49.9	49.2	43.3	49.2	52.0	51.8	39.5	50.5	42.6	0.0	0.0	n/a	47.3
Individual Counselling	50.3	56.7	57.5	46.9	47.9	52.8	51.2	42.3	50.8	50.4	48.3	21.5	0.0	n/a	50.2
Total	43.9	55.1	50.4	47.4	43.3	49.3	51.5	44.1	49.1	50.4	43.8	21.3	0.0	n/a	48.2

Table 3.7.1.C – Category totals, Pan-Canadian, as a proportion of all services

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	30.1	53.2	31.4	37.8	45.6	20.5	44.5	26.2	15.9	41.1	26.2	30.1	1.8	n/a	33.3
Employment Assistance Services	43.9	55.1	50.4	47.4	43.3	49.3	51.5	44.1	49.1	50.4	43.8	21.3	0.0	n/a	48.2
EB & EAS Subtotal	38.7	54.4	47.1	45.1	43.8	43.8	50.2	33.2	42.2	46.3	36.2	24.5	0.8	n/a	44.5
Indigenous Pan-Canadian	48.5	50.3	46.2	47.6	49.0	57.7	49.0	47.2	39.3	50.2	48.4	48.8	63.5	68.7	50.9
Total	39.0	54.4	47.1	45.1	43.9	44.7	50.1	36.3	42.0	46.7	37.5	36.6	9.5	68.7	44.9

Note:

¹ All percentages are based on new start services only (the number of services started in 2022-23).

Source: Participant dataset.

Annex 3.8 – EBSM designated members – Persons with disabilities¹

Table 3.8.A – Employment Benefits, by participants

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	114	19	128	62	4,112	0	6	0	9	469	0	0	0	n/a	4,919
Self-Employment	37	6	71	15	36	0	7	2	18	201	3	1	0	n/a	397
Job Creation Partnerships	50	0	14	0	0	8	63	0	0	17	0	0	0	n/a	152
Skills Development–Regular	575	250	236	393	1,695	1,890	1,174	436	220	10,227	64	2	0	n/a	17,162
Skills Development–Apprentices	26	20	17	102	0	253	59	93	289	118	202	0	0	n/a	1,179
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total	802	295	466	572	5,843	2,151	1,309	531	536	11,032	269	3	0	n/a	23,809

Table 3.8.B – Employment Assistance Services, by participants

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	2,332	1,064	4,795	1,519	14,774	33,878	2,262	1,088	918	9,513	36	0	0	n/a	72,179
Individual Counselling	1,913	243	468	2,312	133	913	4,374	827	9,654	11,122	36	15	0	n/a	32,010
Total	4,245	1,307	5,263	3,831	14,907	34,791	6,636	1,915	10,572	20,635	72	15	0	n/a	104,189

Table 3.8.C – Category totals, Pan-Canadian, and Total, by participants

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	802	295	466	572	5,843	2,151	1,309	531	536	11,032	269	3	0	n/a	23,809
Employment Assistance Services	4,245	1,307	5,263	3,831	14,907	34,791	6,636	1,915	10,572	20,635	72	15	0	n/a	104,189
EB & EAS Subtotal	5,047	1,602	5,729	4,403	20,750	36,942	7,945	2,446	11,108	31,667	341	18	0	n/a	127,998
Indigenous Pan-Canadian	7	17	57	43	9	1,459	511	1,459	330	1,135	2	16	2	57	5,104
Total	5,054	1,619	5,786	4,446	20,759	38,401	8,456	3,905	11,438	32,802	343	34	2	57	133,102

Note:

¹ All figures are based on new start services only (the number of services started in 2022-23). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.8.1 – EBSM designated members — Persons with disabilities, as a proportion of all services

Table 3.8.1.A – Employment Benefits, as a proportion of all services

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	14.6	4.6	25.7	12.0	62.1	0.0	7.6	0.0	6.2	11.9	0.0	0.0	0.0	n/a	37.7
Self-Employment	17.1	6.1	23.2	6.9	3.1	0.0	7.8	5.6	8.8	33.5	75.0	14.3	0.0	n/a	13.5
Job Creation Partnerships	5.0	0.0	21.2	0.0	0.0	14.0	15.9	0.0	0.0	31.5	0.0	0.0	0.0	n/a	9.6
Skills Development–Regular	20.8	8.4	22.2	10.8	8.6	25.0	8.1	4.2	6.7	34.5	59.3	1.6	0.0	n/a	17.7
Skills Development–Apprentices	2.3	4.7	1.1	4.9	0.0	0.8	1.9	2.5	1.8	0.9	95.3	0.0	0.0	n/a	1.6
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	13.7	7.5	13.3	8.9	21.2	5.5	7.2	3.7	2.7	23.2	83.0	1.2	0.0	n/a	12.7

Table 3.8.1.B – Employment Assistance Services, as a proportion of all services

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	45.5	16.4	31.0	33.2	13.0	20.6	7.8	64.4	8.0	32.4	10.7	0.0	0.0	n/a	18.9
Individual Counselling	40.5	22.0	43.9	15.2	9.0	50.8	8.5	11.2	15.0	35.6	41.4	3.4	0.0	n/a	17.7
Total	43.1	17.2	31.9	19.4	13.0	20.9	8.2	21.1	13.9	34.1	16.9	3.4	0.0	n/a	18.5

Table 3.8.1.C – Category totals, Pan-Canadian, as a proportion of all services

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	13.7	7.5	13.3	8.9	21.2	5.5	7.2	3.7	2.7	23.2	83.0	1.2	0.0	n/a	12.7
Employment Assistance Services	43.1	17.2	31.9	19.4	13.0	20.9	8.2	21.1	13.9	34.1	16.9	3.4	0.0	n/a	18.5
EB & EAS Subtotal	32.1	13.9	28.6	16.8	14.6	18.0	8.0	10.5	11.6	29.3	45.5	2.6	0.0	n/a	17.0
Indigenous Pan-Canadian	1.6	11.1	13.0	7.1	0.3	9.5	7.4	21.4	6.9	9.2	2.2	2.3	0.5	13.6	9.6
Total	31.3	13.9	28.3	16.6	14.2	17.4	8.0	13.0	11.3	27.3	40.8	2.4	0.1	13.6	16.6

Note:

¹ All figures are based on new start services only (the number of services started in 2022-23). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.9 – EBSM designated members – Indigenous peoples¹

Table 3.9.A – Employment Benefits, by participants

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	36	7	19	10	52	0	41	0	12	135	0	23	0	n/a	335
Self-Employment	12	3	26	6	5	0	28	2	14	53	0	6	0	n/a	155
Job Creation Partnerships	75	1	1	0	0	0	274	0	0	10	0	0	0	n/a	361
Skills Development–Regular	194	57	35	307	183	689	4,371	2,178	633	2,732	0	124	0	n/a	11,503
Skills Development–Apprentices	31	0	3	36	0	645	454	540	1,024	15	0	98	0	n/a	2,846
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total	348	68	84	359	240	1,334	5,168	2,720	1,683	2,945	0	251	0	n/a	15,200

Table 3.9.B – Employment Assistance Services, by participants

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	1,115	119	621	98	1,320	8,872	6,932	399	2,055	2,492	0	4	0	n/a	24,027
Individual Counselling	820	25	64	518	24	69	16,029	4,294	9,550	2,944	0	431	0	n/a	34,768
Total	1,935	144	685	616	1,344	8,941	22,961	4,693	11,605	5,436	0	435	0	n/a	58,795

Table 3.9.C – Category totals, Pan-Canadian, and Total, by participants

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	348	68	84	359	240	1,334	5,168	2,720	1,683	2,945	0	251	0	n/a	15,200
Employment Assistance Services	1,935	144	685	616	1,344	8,941	22,961	4,693	11,605	5,436	0	435	0	n/a	58,795
EB & EAS Subtotal	2,283	212	769	975	1,584	10,275	28,129	7,413	13,288	8,381	0	686	0	n/a	73,995
Indigenous Pan-Canadian	437	153	439	609	3,545	15,363	6,940	6,815	4,769	12,315	91	693	386	418	52,973
Total	2,720	365	1,208	1,584	5,129	25,638	35,069	14,228	18,057	20,696	91	1,379	386	418	126,968

Note:

¹ All figures are based on new start services only (the number of services started in 2022-23). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.9.1 – EBSM designated members — Indigenous peoples, as a proportion of all services

Table 3.9.1.A – Employment Benefits, as a proportion of all services

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	4.6	1.7	3.8	1.9	0.8	0.0	51.9	0.0	8.2	3.4	0.0	95.8	0.0	n/a	2.6
Self-Employment	5.6	3.1	8.5	2.8	0.4	0.0	31.1	5.6	6.9	8.8	0.0	85.7	0.0	n/a	5.3
Job Creation Partnerships	7.5	6.3	1.5	0.0	0.0	0.0	69.4	0.0	0.0	18.5	0.0	0.0	0.0	n/a	22.8
Skills Development–Regular	7.0	1.9	3.3	8.5	0.9	9.1	30.1	20.9	19.4	9.2	0.0	99.2	0.0	n/a	11.9
Skills Development–Apprentices	2.8	0.0	0.2	1.7	0.0	2.0	14.4	14.6	6.2	0.1	0.0	95.1	0.0	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	5.9	1.7	2.4	5.6	0.9	3.4	28.4	19.2	8.4	6.2	0.0	96.9	0.0	n/a	8.1

Table 3.9.1.B – Employment Assistance Services, as a proportion of all services

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	21.8	1.8	4.0	2.1	1.2	5.4	24.0	23.6	17.9	8.5	0.0	100.0	0.0	n/a	6.3
Individual Counselling	17.3	2.3	6.0	3.4	1.6	3.8	31.0	58.3	14.8	9.4	0.0	97.5	0.0	n/a	19.2
Total	19.6	1.9	4.1	3.1	1.2	5.4	28.5	51.8	15.3	9.0	0.0	97.5	0.0	n/a	10.4

Table 3.9.1.C – Category totals, Pan-Canadian, and Total, as a proportion of all services

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	5.9	1.7	2.4	5.6	0.9	3.4	28.4	19.2	8.4	6.2	0.0	96.9	0.0	n/a	8.1
Employment Assistance Services	19.6	1.9	4.1	3.1	1.2	5.4	28.5	51.8	15.3	9.0	0.0	97.5	0.0	n/a	10.4
EB & EAS Subtotal	14.5	1.8	3.8	3.7	1.1	5.0	28.5	31.9	13.8	7.8	0.0	97.3	0.0	n/a	9.9
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	16.8	3.1	5.9	5.9	3.5	11.6	33.2	47.3	17.9	17.2	10.8	98.6	13.9	100.0	15.8

Note:

¹ All figures are based on new start services only (the number of services started in 2022-23). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.10 – EBSM designated members — Visible minorities^{1,2}

Table 3.10.A – Employment Benefits, by participants

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	32	21	44	44	5	0	5	0	34	455	0	4	0	n/a	644
Self-Employment	5	5	17	2	0	0	23	5	50	90	0	2	0	n/a	199
Job Creation Partnerships	17	0	6	0	0	7	56	0	0	15	0	0	0	n/a	101
Skills Development–Regular	74	180	54	306	63	1,450	4,246	661	1,168	7,953	0	19	0	n/a	16,174
Skills Development–Apprentices	23	17	9	15	0	965	307	171	1,921	5	0	16	0	n/a	3,449
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Total	151	223	130	367	68	2,422	4,637	837	3,173	8,518	0	41	0	n/a	20,567

Table 3.10.B – Employment Assistance Services, by participants

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	364	664	2,849	394	223	39,728	9,137	282	3,616	6,523	0	0	0	n/a	63,780
Individual Counselling	343	93	133	1,601	6	816	15,965	773	21,339	7,897	0	81	0	n/a	49,047
Total	707	757	2,982	1,995	229	40,544	25,102	1,055	24,955	14,420	0	81	0	n/a	112,827

Table 3.10.C – Category totals, Pan-Canadian, and Total, by participants

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	151	223	130	367	68	2,422	4,637	837	3,173	8,518	0	41	0	n/a	20,567
Employment Assistance Services	364	664	2,849	394	223	39,728	9,137	282	3,616	6,523	0	0	0	n/a	63,780
EB & EAS Subtotal	858	980	3,112	2,362	297	42,966	29,739	1,892	28,128	22,938	0	122	0	n/a	133,394
Indigenous Pan-Canadian	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	858	980	3,112	2,362	297	42,966	29,739	1,892	28,128	22,938	0	122	0	0	133,394

Notes:

¹ Quebec and NHQ did not report participation levels for members of the visible minority groups. Therefore, these jurisdictions were excluded from the calculation of the national average.

² All figures are based on new start services only (the number of services started in 2022-23). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.10.1 – EBSM designated members — Visible minorities, as a proportion of all services

Table 3.10.1.A – Employment Benefits, as a proportion of all services

Employment Benefits	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	4.1	5.1	8.8	8.5	0.1	0.0	6.3	0.0	23.3	11.5	0.0	16.7	0.0	n/a	4.9
Self-Employment	2.3	5.1	5.6	0.9	0.0	0.0	25.6	13.9	24.5	15.0	0.0	28.6	0.0	n/a	6.8
Job Creation Partnerships	1.7	0.0	9.1	0.0	0.0	12.3	14.2	0.0	0.0	27.8	0.0	0.0	0.0	n/a	6.4
Skills Development–Regular	2.7	6.0	5.1	8.4	0.3	19.2	29.3	6.3	35.8	26.8	0.0	15.2	0.0	n/a	16.7
Skills Development–Apprentices	2.1	4.0	0.6	0.7	0.0	3.1	9.7	4.6	11.7	0.0	0.0	15.5	0.0	n/a	4.7
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	2.6	5.7	3.7	5.7	0.2	6.2	25.5	5.9	15.8	17.9	0.0	15.8	0.0	n/a	10.9

Table 3.10.1.B – Employment Assistance Services, as a proportion of all services

Employment Assistance Services	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Services	7.1	10.3	18.4	8.6	0.2	24.2	31.7	16.7	31.5	22.2	0.0	0.0	0.0	n/a	16.7
Individual Counselling	7.3	8.4	12.5	10.6	0.4	45.4	30.9	10.5	33.1	25.3	0.0	18.3	0.0	n/a	27.2
Total	7.2	10.0	18.1	10.1	0.2	24.4	31.2	11.6	32.9	23.8	0.0	18.2	0.0	n/a	20.0

Table 3.10.1.C – Category totals, Pan-Canadian, and Total, as a proportion of all services

Category totals, Pan-Canadian, and Total	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Employment Benefits Total	2.6	5.7	3.7	5.7	0.2	6.2	25.5	5.9	15.8	17.9	0.0	15.8	0.0	n/a	10.9
Employment Assistance Services	7.2	10.0	18.1	10.1	0.2	24.4	31.2	11.6	32.9	23.8	0.0	18.2	0.0	n/a	20.0
EB & EAS Subtotal	5.5	8.5	15.6	9.0	0.2	20.9	30.1	8.1	29.3	21.2	0.0	17.3	0.0	n/a	17.8
Indigenous Pan-Canadian	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	5.3	8.4	15.2	8.8	0.2	19.5	28.1	6.3	27.9	19.1	0.0	8.7	0.0	0.0	16.6

Notes:

¹ Quebec and NHQ did not report participation levels for members of the visible minority groups. Therefore, these jurisdictions were excluded from the calculation of the national average.

² All figures are based on new start services only (the number of services started in 2022-23). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.11 – EBSM final expenditures^{5,6}

Annex 3.11.A – EBSM final Expenditures¹

Province / Territory	Employment Benefits	Support Measures	Over-contributions	Pan-Canadian (see details in Annex 3.13)	Adjustments ²	Carry in from 2021-22	Subtotal	Administrative Costs ³	Total ⁴
Newfoundland and Labrador	\$84,855,795	\$78,641,115	\$0	\$2,615,004	-\$18,982,861	-\$28,420,739	\$118,708,314	\$8,934,995	\$127,643,309
Prince Edward Island	\$18,646,985	\$7,193,972	\$0	\$281,132	\$8,493	-\$481,358	\$25,649,224	\$2,695,332	\$28,344,556
Nova Scotia	\$45,195,623	\$42,410,137	\$0	\$2,323,973	\$3,279,278	\$0	\$93,209,011	\$10,148,601	\$103,357,612
New Brunswick	\$69,284,571	\$50,282,844	\$0	\$1,711,979	-\$1,779,495	-\$20,892,607	\$98,607,293	\$8,922,000	\$107,529,293
Quebec	\$419,893,000	\$226,751,000	\$0	\$12,355,970	\$137,396	\$0	\$659,137,366	\$58,920,000	\$718,057,366
Ontario	\$199,932,848	\$532,839,356	\$0	\$26,221,095	\$8,903,426	\$0	\$767,896,725	\$57,277,082	\$825,173,807
Manitoba	\$36,331,727	\$22,164,881	\$0	\$18,521,017	\$106,634	-\$1,650,133	\$75,474,126	\$6,079,000	\$81,553,126
Saskatchewan	\$25,531,631	\$23,985,968	\$0	\$15,380,073	\$1,359,252	-\$700,000	\$65,556,924	\$6,022,000	\$71,578,924
Alberta	\$164,367,760	\$62,233,761	\$0	\$16,633,077	\$3,109,114	\$0	\$246,343,712	\$9,594,000	\$255,937,712
British Columbia	\$214,911,718	\$172,810,583	\$602,690	\$17,920,542	-\$4,085,206	-\$63,695,135	\$338,465,192	\$20,574,191	\$359,039,383
Yukon	\$2,077,790	\$1,195,315	\$394,118	\$3,567,800	-\$1,027	-\$656,545	\$6,577,451	\$1,450,000	\$8,027,451
Northwest Territories	\$2,232,852	\$2,936,755	\$170,819	\$1,180,153	-\$249,956	-\$882,309	\$5,388,314	\$213,217	\$5,601,531
Nunavut	\$2,094,624	\$2,093,152	\$0	\$4,255,392	-\$1,225	-\$639,709	\$7,802,234	\$590,758	\$8,392,992
NHQ	n/a	n/a	n/a	\$22,832,451	-\$22,832,451	n/a	\$0	n/a	\$0
Totals by Category	\$1,285,356,924	\$1,225,538,839	\$1,167,627	\$145,799,658	-\$31,028,628	-\$118,018,535	\$2,508,815,886	\$191,421,176	\$2,700,237,062

Annex 3.11.B – EBSM final Expenditures, Employment Benefits Details

Province / Territory	Targeted Wage Subsidies	Self-Employment	Job Creation Partnerships	Skills Development	Targeted Earning Supplements	Total ⁴
Newfoundland and Labrador	\$10,175,009	\$6,082,223	\$8,922,770	\$59,675,793	\$0	\$84,855,795
Prince Edward Island	\$0	\$1,529,528	\$247,202	\$16,870,255	\$0	\$18,646,985
Nova Scotia	\$3,744,464	\$6,936,717	\$1,152,635	\$33,361,807	\$0	\$45,195,623
New Brunswick	-\$9,110	\$4,815,649	\$0	\$64,478,032	\$0	\$69,284,571
Quebec	\$93,492,000	\$16,697,000	\$0	\$309,704,000	\$0	\$419,893,000
Ontario	\$0	\$0	\$1,357,188	\$198,575,660	\$0	\$199,932,848
Manitoba	\$94,178	\$436,476	\$6,575,453	\$29,225,620	\$0	\$36,331,727
Saskatchewan	\$0	\$384,715	\$0	\$25,146,916	\$0	\$25,531,631
Alberta	\$1,875,896	\$1,793,696	\$15,934,663	\$144,763,505	\$0	\$164,367,760
British Columbia	\$44,492,720	\$13,511,716	\$3,114,671	\$153,792,611	\$0	\$214,911,718
Yukon	\$112,148	\$0	\$0	\$1,965,642	\$0	\$2,077,790
Northwest Territories	\$1,372,737	\$377,198	\$0	\$482,917	\$0	\$2,232,852
Nunavut	\$436,026	\$0	\$0	\$1,658,598	\$0	\$2,094,624
NHQ	n/a	n/a	n/a	n/a	n/a	\$0
Totals by Category	\$155,786,068	\$52,564,918	\$37,304,582	\$1,039,701,356	\$0	\$1,285,356,924

Annex 3.11.C – EBSM final Expenditures, Support Measures Details

Province / Territory	Employment Assistance Services	Labour Market Partnerships	Research and Innovation	Total ⁴
Newfoundland and Labrador	\$17,748,114	\$54,334,676	\$6,558,325	\$78,641,115
Prince Edward Island	\$5,401,717	\$1,792,255	\$0	\$7,193,972
Nova Scotia	\$37,104,204	\$3,999,350	\$1,306,583	\$42,410,137
New Brunswick	\$7,029,469	\$42,851,575	\$401,800	\$50,282,844
Quebec	\$112,830,000	\$108,622,000	\$5,299,000	\$226,751,000
Ontario	\$343,404,695	\$52,044,078	\$137,390,583	\$532,839,356
Manitoba	\$10,805,237	\$10,383,982	\$975,661	\$22,164,881
Saskatchewan	\$14,692,466	\$9,191,581	\$101,921	\$23,985,968
Alberta	\$48,243,706	\$6,334,867	\$7,655,188	\$62,233,761
British Columbia	\$44,617,249	\$12,895,243	\$115,298,091	\$172,810,583
Yukon	\$2,605,041	\$120,406	\$211,308	\$2,936,755
Northwest Territories	\$965,138	\$230,177	\$0	\$1,195,315
Nunavut	\$478,077	\$0	\$1,615,075	\$2,093,152
NHQ	n/a	n/a	n/a	\$0
Totals by Category	\$645,925,113	\$302,800,191	\$276,813,535	\$1,225,538,839

Note:

¹ In a normal year, overcontributions will be recovered during next fiscal year and recorded in SAP; however, due to COVID, PTs are allowed to carry-forward any unspent amount in 2019-20 to 2020-21; up to 60% of allocation amount in 2020-21 to 2021-22; and 20% of allocation amount in 2021-22 to 2022-23; and no carry-forward allowed after that. The carry-in amounts are the amounts carried forward from 2021-22 and spent in 2022-23; and the overcontribution amounts are the excessive unspent amounts to be returned to Government of Canada.

² This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

³ Net Administrative costs include salary and non-salary to administer LMDAs and \$11 million for rent.

⁴ Totals may not add due to rounding.

⁵ Financial totals included in the MAR are based on reports provided by PTs, where finalized. At the time of publication, final audited financial statements had not yet been received from Alberta, Yukon, and Nunavut. As such, for these jurisdictions, some expenditures are based on drafts or previous year's financial statements.

⁶ Newfoundland, New Brunswick, and Manitoba's spending exceeded GoC's allocated funding, proration was done for the expenses in each category.

Source: provincial/territorial audited statements.

Annex 3.12 – Pan-Canadian Employment Benefits - Final expenditures ^{1,2}

Province / Territory	Self-Employment	Job Creation Partnerships	Skills Development	Total by Province/Territory
Newfoundland and Labrador	\$745,544	\$726,373	\$13,326,507	\$14,798,424
Prince Edward Island	\$742,981	\$17,417	\$22,318,374	\$23,078,772
Nova Scotia	\$1,559,369	\$109,102	\$13,530,851	\$15,199,322
New Brunswick	\$1,845,324	\$0	\$41,013,673	\$42,858,997
Quebec	\$3,481,529	\$26,148 ³	\$62,905,838	\$66,413,515
Ontario	\$-1,572	\$71,932	\$93,885,760	\$93,956,120
Manitoba	\$224,945	\$82,982	\$26,141,030	\$26,448,957
Saskatchewan	\$86,557	\$0	\$16,884,268	\$16,970,825
Alberta	\$786,847	\$7,140	\$73,367,660	\$74,161,647
British Columbia	\$897,133	\$25,394	\$58,693,280	\$59,615,807
Yukon	\$0	\$0	\$875,220	\$875,220
Northwest Territories	\$128,282	\$0	\$511,282	\$639,564
Nunavut	\$0	\$0	\$175,500	\$175,500
NHQ	\$0	\$0	\$0	\$0
Totals by Category	\$10,496,939	\$1,066,488	\$423,629,243	\$435,192,670

Notes:

¹ Previously this was Annex 3.11-EBSM and Pan-Canadian Activities: Part I – Final Expenditures. It has been moved to 3.12 so that the Pan-Canadian tables are next to each other.

² The data source for this Annex is the Benefit and Overpayment System.

³ In Quebec, this amount refers only to pan-Canadian activities.

Annex 3.13 – Pan-Canadian Support Measures - Final expenditures¹

Province / Territory	Indigenous Skills and Employment Training Strategy (K102)	Labour Market Partnerships (K106, K107, & K112) ²	Research & Innovation (K107 & K111) ³	Total by Province/Territory ²
Newfoundland and Labrador	\$2,615,004	\$0	\$0	\$2,615,004
Prince Edward Island	\$281,132	\$0	\$0	\$281,132
Nova Scotia	\$2,323,973	\$0	\$0	\$2,323,973
New Brunswick	\$1,711,979	\$0	\$0	\$1,711,979
Quebec	\$12,355,970	\$0	\$0	\$12,355,970
Ontario	\$26,221,095	\$0	\$0	\$26,221,095
Manitoba	\$18,521,017	\$0	\$0	\$18,521,017
Saskatchewan	\$15,380,073	\$0	\$0	\$15,380,073
Alberta	\$16,633,077	\$0	\$0	\$16,633,077
British Columbia	\$17,920,542	\$0	\$0	\$17,920,542
Yukon	\$1,180,153	\$0	\$0	\$1,180,153
Northwest Territories	\$3,567,800	\$0	\$0	\$3,567,800
Nunavut	\$4,255,392	\$0	\$0	\$4,255,392
NHQ	\$1,642,742	\$19,529,160	\$1,660,549	\$22,832,451
Totals by Category	\$124,609,949	\$19,529,160	\$1,660,549	\$145,799,658

Notes:

¹ Previously titled "EI Part II Pan-Canadian – Final Expenditures"

² Labour Market Partnership = K106 (0140-1443), K107 (0140-1473) & K112 (0140-1453)

³ Research and Innovation K107 (0140-1473) & K111 (0140-1493)

* K107 NESI includes both the R&I (50%) and LMP (50%) support measures for expenditure of EI Part II funds

Source: SAP

Annex 3.14 – Returns to employment and unpaid benefits indicators

Annex 3.14.A – Returns to employment and unpaid benefits indicators, Clients who returned to employment^{1,2,3,4}

Province / Territory	Targets	SD-Apprentices	Other	Total	Results vs. Targets (%)
Newfoundland and Labrador	3,000	711	1,468	2,179	73%
Prince Edward Island	2,947	298	2,517	2,815	96%
Nova Scotia	5,700	1,171	3,851	5,022	88%
New Brunswick	9,000	1,539	10,454	11,993	133%
Quebec	n/a	0	24,629	24,629	n/a
Ontario	30,000	14,949	43,188	58,137	194%
Manitoba	5,000	2,396	4,289	6,685	134%
Saskatchewan	11,800	2,431	3,439	5,870	50%
Alberta	16,000	12,154	9,251	21,405	134%
British Columbia	22,000	10,156	8,768	18,924	86%
Yukon ⁵	150	n/a ⁵	n/a ⁵	n/a ⁵	n/a ⁵
Northwest Territories	250	84	113	197	79%
Nunavut ⁶	125	n/a ⁶	n/a ⁶	n/a ⁶	n/a ⁶
Totals by Category	105,972	45,889	111,967	157,856	149%

Notes:

¹ ISET activity resulted in 20,167 returns to employment and \$24.0 million in unpaid benefits. These amounts are not included in the provincial totals.

² Targets are for EBSM regular clients only.

³ The “Other” category includes all other EBSMs. SD-Apprentices are reported separately because a different methodology is used to calculate returns to employment for these two measures.

⁴ Some unpaid benefit figures have been rounded.

⁵ Numbers for Yukon are not available.

⁶ Numbers for Nunavut are not available.

Source: Results dataset.

Annex 3.14.B – Returns to employment and unpaid benefits indicators, Unpaid benefits (\$ millions)^{1,2,3,4}

Province / Territory	Targets	SD-Apprentices	Other	Total	Results vs. Targets (%)
Newfoundland and Labrador	17.0	10.5	6.2	16.7	98%
Prince Edward Island	6.0	3.8	7.6	11.4	190%
Nova Scotia	25.0	16.8	7.8	24.6	98%
New Brunswick	35.0	19.6	22.9	42.5	121%
Quebec	n/a	0.0	85.8	85.8	n/a
Ontario	250.0	179.0	63.2	242.2	97%
Manitoba	40.0	30.3	9.3	39.6	99%
Saskatchewan	50.0	33.1	13.2	46.4	93%
Alberta	175.0	176.1	21.8	197.8	113%
British Columbia	145.0	126.6	21.7	148.4	102%
Yukon ⁵	1.8	n/a ⁵	n/a ⁵	n/a ⁵	n/a ⁵
Northwest Territories	1.4	1.0	0.1	1.1	79%
Nunavut ⁶	0.75	n/a ⁶	n/a ⁶	n/a ⁶	n/a ⁶
Totals by Category	746.95	596.7	259.7	856	115%

Notes:

¹ ISET activity resulted in 20,167 returns to employment and \$24.0 million in unpaid benefits. These amounts are not included in the provincial totals.

² Targets are for EBSM regular clients only.

³ The “Other” category includes all other EBSMs. SD-Apprentices are reported separately because a different methodology is used to calculate returns to employment for these two measures.

⁴ Some unpaid benefit figures have been rounded.

⁵ Numbers for Yukon are not available.

⁶ Numbers for Nunavut are not available.

Source: Results dataset.

Annex 3.15 – Returns to employment by EBSM services¹

Services, PT Target, and Results vs. Targets (%)	NL	PE	NS	NB	QC	ON	MB	AB	SK	BC ³	YT ⁴	NT ³	NU ⁵	NHQ	Totals
Targeted Wage Subsidies	231	285	329	405	1,863	0	21	0	42	1,509	0	11	0	n/a	4,696
Self-Employment	77	89	312	183	647	0	8	14	55	188	0	5	0	n/a	1,578
Job Creation Partnerships	86	12	39	0	0	7	64	0	0	21	0	0	0	n/a	229
Skills Development—Regular	451	1,141	611	6,223	6,573	2,217	1,357	1,193	654	4,142	0	20	0	n/a	24,582
Skills Development—Apprentices ²	711	298	1,171	1,539	0	14,949	2,396	2,431	12,154	10,156	4	84	1	n/a	45,894
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
Employment services	331	715	2,358	275	15,121	40,607	515	186	961	1,940	0	3	6	n/a	63,018
Individual Counselling	292	275	202	3,368	425	357	2,324	2,046	7,539	968	0	74	0	n/a	17,870
Returns to Employment Total	2,179	2,815	5,022	11,993	24,629	58,137	6,685	5,870	21,405	18,924	n/a⁴	197	n/a⁵	n/a	157,867
Target	3,000	2,947	5,700	9,000	n/a	30,000	5,000	11,800	16,000	22,000	150	250	125	n/a	105,447
Results vs. Targets (%)	73%	96%	88%	133%	n/a	194%	134%	50%	134%	86%	n/a⁴	79%	n/a⁵	n/a	150%

Notes:

¹ Results associated solely with the ISET are not available.

² Results for SD-Apprentices do not match those in Annex 3.14. Results presented in this Annex are associated with the last service in which a client participated. Employment Benefits participation supersedes participation in Employment Services.

³ Due to the methodology difference, these numbers are different from the POB's result.

⁴ Numbers for Yukon are not available.

⁵ Numbers for Nunavut are not available.

Sources: Results dataset and Common System for Grants and Contributions (CSGC).



ANNEX 4

Program administration

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Annex 4.3.1a: Electronic services: percentage of claimants receiving benefits through direct deposit

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	97.5	97.7	96.9	97.4	97.9	0.5%
Quebec	96.5	96.6	94.5	95.9	96.5	0.6%
Ontario	96.4	96.6	95.4	96.6	97.3	0.7%
Western	95.7	96.0	94.9	96.2	96.8	0.6%
Canada	96.4	96.6	95.2	96.4	97.1	0.7%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.1b: Points of service for EI Program delivery¹

Region	2018–19	2019–20*	2020–21*	2021–22*	2022–23**	% Change ²
Atlantic	84	84	84	57	84	47.4%
Quebec	92	92	93	75	98	30.7%
Ontario	165	163	162	87	173	98.9%
Western	238	240	240	113	245	116.8%
Canada	579	579	579	332	600	80.7%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ The values represent existing points of service as of March 31 for each fiscal year. Points of service include Service Canada Centres, Scheduled Outreach sites, and Service Delivery Partners. Service Canada Centre – Passport Services sites do not provide EI support.

² Percentage change between 2021–22 and 2022–23.

*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 sites were reopened.

Annex 4.3.1c: Service delivery: in-person EI requests¹ (in millions)

Region	2018–19	2019–20	2020–21 ³	2021–22	2022–23	% Change ²
Atlantic	0.6	0.6	0.09	0.14	0.2	42.9%
Quebec	1.2	1.2	0.28	0.36	0.46	27.8%
Ontario	0.9	1.0	0.16	0.17	0.22	29.4%
Western	1.1	1.1	0.18	0.21	0.24	14.3%
Canada	3.8	3.9	0.7	0.88	1.13	28%

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 2021–22 and 2022–23.

³As a result of the COVID-19 pandemic, the Service Canada Centres were closed in March 2020. EI Volumes for 2021–22 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 ¹ (in thousands)

Region	2020–21	2021–22	2022–23	% Change ²
Atlantic	556	134	47	-65.3%
Quebec	353	203	96	-52.7%
Ontario	528	257	115	-55.1%
Western	160	273	120	-55.9%
Requests from outside of Canada	5	7	3	-48.5%
Canada	1,603	875	382	-56.3%

Note: Totals may not add up due to rounding.

Source: Service Canada, eServiceCanada, Employment Insurance (EI) administrative data from Microsoft Dynamics.

¹These values could reflect multiple requests by the same client. Data include all EI services requested by clients as they complete the eServiceCanada form on Canada.ca.

²Percentage change between 2021–22 and 2022–23.

Detail of the annex: This annex is on Service Delivery. The eServiceCanada Employment Insurance Requests (where the Department provided EI service requests from eServiceCanada, as opposed to the EI client volumes that are normally reported on for eServiceCanada (i.e., EI clients). One EI client can result in one or more EI eServiceCanada requests.

Annex 4.3.1e: Community Outreach and Liaison Services: workers facing mass layoffs reached

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	781	1,437	249	116	92	-20.7%
Quebec	2,811	3,018	5,864	2,561	947	-63.0%
Ontario	2,363	3,720	1,239	1,158	1,667	44.0%
Western	1,247	2,494	1,239	51	991	1843.1%
Canada	7,202	10,669	8,976	3,886	3,697	-4.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.1f: Community Outreach and Liaison Services: number of all EI information sessions; citizens

Region	2018–19	2019–20	2020–21	2021–22	2022–23*	% Change ¹
Atlantic	115	155	116	78	61	-21.8%
Quebec	197	271	381	251	211	-15.9%
Ontario	228	380	208	93	147	58.1%
Western	156	170	121	44	133	202.3%
Canada	696	976	826	466	552	18.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

*Note: The total for 2022–2023 includes Temporary Foreign Workers, which was excluded before

Annex 4.3.1g: Community Outreach and Liaison Services: number of employers reached

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	21	109	156	38	4	-89.5%
Quebec	120	272	1,704	716	2,750	284.1%
Ontario	105	298	1,943	625	178	-71.5%
Western	32	86	498	90	4	-95.6%
Canada	278	765	4,301	1,469	2,936	99.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23

Annex 4.3.1h: Community Outreach and Liaison Services: number of work-sharing sessions; citizens

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	4	12	84	21	10	-52.4%
Quebec	48	65	238	142	129	-9.2%
Ontario	18	48	39	10	8	-20.0%
Western	0	10	3	0	0	0.0%
Canada	70	135	364	174	147	-15.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.1i: Community Outreach and Liaison Services: Outreach Support Centre EI requests¹ (in thousands)

Region	2020–21	2021–22	2022–23
Atlantic	1.4	0.8	1
Quebec	3.3	2.2	2.85
Ontario	4.2	1.9	1.4
Western	20.8	11.5	9.8
Canada	29.7	16.5	15.1

Note: Totals may not add up due to rounding.

Source: Service Canada, Outreach Support Centre, Employment Insurance (EI) administrative data from ATOM.

¹These values could reflect multiple requests by the same client.

Annex 4.3.2a: Call Centres: enquiries resolved via EI voice response system (in millions)

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Canada	15.9	19.8	25.6	14.1	10.0	-29.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.2b: Call Centres: calls answered at the EI call centre (in millions)

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Canada	4.6	4.4	5.6	7.2	6.2	-13.9%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.2c: Call Centres: client attempts to contact a call centre agent

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23
Attempts to speak to an agent	8,817,886	14,006,552	21,580,151	9,432,283	7,810,505
Calls that could not access the agent queue	3,189,609	8,298,993	10,816,735	117,325	22,422
Abandoned calls	979,761	1,303,770	5,150,382	2,132,887	1,602,997
Call answered by an agent	4,648,516	4,403,789	5,613,034	7,178,811	6,175,527

Source: Employment and Social Development Canada

Annex 4.3.2d: Call Centres: first contact resolution at the EI call centre

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23	Change ¹
Canada	81.5%	77.3%	84.9%	83.4%	87.8%	4.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.3a: Electronic services: percentage of applications submitted online

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	99.3	99.2	98.6	98.2	98.4	0.2%
Quebec	98.6	98.9	98.1	97.4	96.9	-0.5%
Ontario	98.8	99.2	98.6	97.8	98.4	0.6%
Western	99.0	99.2	98.6	97.9	98.6	0.7%
Canada	98.9	99.1	98.5	97.7	98.1	0.4%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.3b: Service delivery: My Service Canada Account logins¹ (in millions)

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ²
Canada	32.2	37.2	80.1	38.2	32.5	-14.9%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Regional breakdowns for MSCA logins are not available. The data tracking system used for MSCA is a secure information portal. Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be needed to capture regional data.

²Percentage change between 2021 to 2022 and 2022 to 2023.

Annex 4.3.3c: Service delivery: percentage of EI claimants who accessed My Service Canada Account

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Canada	38.0	39.1	34.8	28.0	36.6	30.7%

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.3.4a: Client Experience Survey – chart evolution EI service channel satisfaction

El Service channel satisfaction	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
In–Person channel satisfaction	80%	82%	77%	73%	73%	0%
Online channel satisfaction	79%	71%	77%	71%	72%	1%
Specialized Call Centre channel satisfaction	74%	59%	70%	63%	71%	8%
Overall Satisfaction	80%	77%	84%	76%	78%	2%

Source: Service Canada Client Experience Survey 2022–23

¹Percentage difference between 2021–22 and 2022–23

Annex 4.3.4b: Client Experience Survey – evolution EI overall satisfaction by region

Overall and regional EI program satisfaction	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	83%	74%	89%	78%	90%	12%
Quebec	85%	84%	81%	75%	75%	0%
Ontario	79%	75%	86%	75%	78%	3%
West/Territories	77%	74%	81%	76%	75%	-1%
Canada	80%	77%	84%	76%	78%	2%

Source: Service Canada Client Experience Survey 2022–23

¹Percentage difference between 2021–22 and 2022–23

Annex 4.3.4c: Client Experience Survey – percentage of service channel usage of EI clients in the 'aware' stage

Service Channel ³	2018–19 ²	2019–20	2020–21	2021–22	2022–23	% Change ¹
In-person	-	42%	13%	14%	19%	5%
Online	-	71%	83%	83%	86%	3%
Specialized Call Centre	-	20%	20%	19%	23%	4%
Mail	-	8%	8%	11%	10%	-1%
eServiceCanada	-	-	7%	6%	5%	-1%

Source: Service Canada Client Experience Survey 2022–23.

¹Percentage difference between 2021–22 and 2022–23.

²Data not available for 2018–19.

³Service 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 ³	2018–19 ²	2019–20	2020–21	2021–22	2022–23	% Change ¹
In-Person	-	44%	7%	8%	12%	4%
Online	-	69%	94%	94%	91%	-3%
Specialized Call Centre	-	15%	16%	19%	23%	4%
Mail	-	3%	3%	5%	4%	-1%
eServiceCanada	-	-	5%	6%	5%	-1%

Source: Service Canada Client Experience Survey 2022–23.

¹Percentage difference between 2021–22 and 2022–23.

²Data not available for 2018–19.

³Service 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 ³	2018–19 ²	2019–20	2020–21	2021–22	2022–23	% Change ¹
In-Person	-	40%	11%	17%	19%	2%
Online	-	62%	56%	59%	61%	2%
Specialized Call Centre	-	75%	71%	79%	77%	-2%
Mail	-	11%	9%	6%	6%	0%
eServiceCanada	-	-	34%	31%	20%	-11%

Source: Service Canada Client Experience Survey 2022–23.

¹Percentage difference between 2021–22 and 2022–23.

²Data not available for 2018–19.

³Service 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: Records of employment: percent distribution of paper records of employment versus electronic records of employment

Fiscal Year	eROEs – Canada % total	Paper – Canada % total
2018–19	92.3	7.7
2019–20	94.6	5.4
2020–21	95.6	4.4
2021–22	97.5	2.5
2022–23	98.0	2.0
Year-by-Year Comparison¹	+0.5%	-0.5%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹Percentage difference between 2021–22 and 2022–23.

Annex 4.4.1b: Electronic records of employment: number of new record of employment web registrations

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Canada	39,949	45,849	84,699	40,231	42,939	6.7%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹Percentage change between 2021–22 and 2022–23.

Annex 4.4.1c: Electronic records of employment: number of records of employment submitted electronically by employers¹

Fiscal Year	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ²
Canada	9,800,954	12,808,991	12,237,632	12,203,454	11,737,128	-3.8%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

²Percentage between 2021–22 and 2022–23.

Annex 4.4.2a: EI claims processing: number of claims processed

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	382,382	404,778	678,144	407,942	367,505	-9.9%
Quebec	767,231	914,938	2,014,639	917,832	794,598	-13.4%
Ontario	875,406	1,066,065	2,873,316	1,148,588	967,693	-15.7%
Western	786,678	939,753	2,392,358	912,839	845,848	-7.3%
Canada	2,811,697	3,325,534	7,958,457	3,387,201	2,975,644	-12.2%

Source: Service Canada, Employment Insurance (EI) administrative data

¹Percentage change between 2021–22 and 2022–23.

Annex 4.4.2b: EI claims processing: speed of payment (%)

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	86.6	86.8	93.1	88.3	85.2	-3.5%
Quebec	80.2	79.5	89.0	84.3	74.2	-12.0%
Ontario	79.3	79.7	88.8	86.2	76.3	-11.5%
Western	77.2	77.4	87.5	84.1	74.0	-12.0%
Canada	80.0	80.0	88.8	85.4	76.2	-10.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.4.2c: Electronic services: partially or fully automated claims (%)

Region	2018–19	2019–20	2020–21	2021–22	2022–23	% Change ¹
Atlantic	80.1	81.4	89.5	80.9	78.2	-3.3%
Quebec	72.4	76.0	88.6	80.0	69.6	-13.0%
Ontario	72.3	77.0	89.3	76.0	70.2	-7.6%
Western	69.6	74.6	88.5	74.9	69.5	-7.2%
Canada	72.6	76.6	88.9	77.4	70.8	-8.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2021–22 and 2022–23.

Annex 4.5.1a: EI payment accuracy review: estimated financial impact of errors and estimated error rate, by sources (based on PAAR sample)

Fiscal year	2021–22	2022–23
Total EI benefit payout	37.8B	20.0B
EI payment accuracy rate	94.0%	94.5%

Errors by Sources	Estimated financial impact (\$M) 2021–22	Estimated error rate 2021–22	Estimated financial impact (\$m) 2022–23	Estimated error rate 2022–23
Claimant	\$1604.9	4.2%	\$538.2	2.7%
Employer	\$226.0	0.6%	\$199.5	1.0%
ESDC	\$427.3	1.1%	\$357.5	1.8%
Total	\$2.2B	6.0%	\$1.09 B	5.5%

Note: PAAR sampling methodology has undergone changes: in 2021–22, the sampling methodology was combination of 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.

Annex 4.6.2a: SST General Division – EI appeals

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress on March 31, 2022	845	398	1,243
Appeals received	3,974	16	3,990
Appeals concluded	3,197	201	3,398
Appeals in progress on March 31, 2023	1,622	213	1,835

Note: Volumes listed differ from the Progress Report due to the Progress Report excluding groups.

Annex 4.6.2b: SST General Division file complete to decision sent (excluding group appeals)

Fiscal year	Average of file complete to decision sent (days)	Percentage of files meeting service standard
2018–19	144	11.7% (538)
2019–20	51	58.9% (2,163)
2020–21	37	79.4% (1,441)
2021–22	43	68.8% (1,660)
2022–23	113.1	7.4% (223)

Note: The goal is to complete 80% of decision within 45 days from the date the appeal is filed with the Tribunal

Annex 4.6.2c: SST General Division decisions issued within 15 Days of hearing (excluding group appeals)

Fiscal year	Average of hearing held to decision sent (days)	Percentage of files meeting service standard (number of files) *
2018–19	23.6	48.8% (2,025)
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)

Note: The goal is to complete 80% of decision within 15 days from the hearing was held.

*Erratum: The data in this column in the 2021–22 report was noted incorrectly. This year’s data is confirmed and validated.

Annex 4.6.2d: SST General Division decisions issued within 15 days of hearing (including group appeals)

Fiscal year	Average of hearing held to decision sent (days)	Percentage of files meeting service standard (number of files) *
2018–19	24.4	48.3% (2,059)
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)

Note: The goal is to complete 80% of decision within 15 days from the hearing was held.

*Erratum: The data in this column in the 2021–22 report was noted incorrectly. This year’s data is confirmed and validated.

Annex 4.6.2e: SST General Division decisions disputed at the Appeal Division

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress on March 31, 2022	140	0	140
Appeals received	770	108	878
Appeals concluded	679	108	787
Appeals in progress on March 31, 2023	231	0	231

Annex 4.6.2f: SST Appeal Division file complete to leave to appeal service standard (excluding group appeals)

Fiscal Year	Average of file complete to leave to appeal decision sent (days)	Percentage of Files Meeting Service Standard (Number of Files)
2018–19	48.1	74.2% (328)
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)

Note: The goal is to complete 80% of leave to appeal decision within 45 days that the appeal is received by the appeal division.

Annex 4.6.2g: SST Appeal Division leave granted to final decision service standard (excluding group appeals)

Fiscal Year	Average of leave decision granted to final decision sent (days)	Percentage of files meeting service standard (number of files)
2018–19	144.2	62.7% (94)
2019–20	106.3	86.1% (211)
2020–21	77.1	96.5% (111)
2021–22	89.0	93.9% (107)
2022–23	105	80.8% (229)

Note: The goal is to complete 80% of final decisions within 150 days from permission to appeal being granted.



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Annex 5.1 – Employment Insurance operating account (\$ million)

Statement of operations and accumulated surplus (deficit) for the year ended March 31¹

Operating account	2020-21	2021-22	2022-23
Revenues and funding			
Premiums	22,880.9	24,304.7	27,422.1
Interest ²	15.4	19.1	29.5
Penalties	0.2	10.0	21.3
Total revenues and funding	22,896.5	24,333.7	27,472.9
Expenditures³			
Part-I: Employment Insurance benefits			
Regular benefits	24,407.4	28,689.8	12,090.5
Fishing benefits	349.2	366.2	384.9
Work-Sharing benefits	173.4	89.3	31.1
Special benefits for insured employees	6,596.1	7,802.5	7,156.1
Parental benefits ⁴	3,146.9	3,645.4	3,555.3
Sickness benefits	1,990.9	2,469.0	2,047.1
Maternity benefits	1,303.3	1,503.5	1,386.2
Other special benefits ⁵	155.1	184.7	167.5
Special benefits for self-employed	12.4	16.7	15.1
Total income benefits	31,538.5	36,964.5	19,677.8
Less: Benefit repayments⁶	(269.8)	(513.3)	(262.6)
Total Part-I: Employment Insurance benefits	31,268.7	36,451.3	19,415.2
Part-II: Employment benefits and support measures			
Employment benefits ⁷	2,300.0	2,375.0	2,344.2
Support measures	143.4	137.3	145.5
Labour market partnerships	141.2	135.4	143.9
Research and innovation	2.2	1.9	1.7
Total Part-II: Employment benefits and support measures	2,443.4	2,512.3	2,489.8
Employment Insurance Emergency Response Benefit⁸	24,644.3	(40.5)	(69.5)
Administration costs			
Employment and Social Development Canada – Personnel related-costs	1,361.9	1,462.1	1,509.5
Employment and Social Development Canada – Non-personnel related costs	600.1	601.5	625.8
Canada Revenue Agency – Collection of premiums and rulings	280.3	260.5	244.9
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	103.3	117.8	129.9
Administrative Tribunals Support Service of Canada – Social Security Tribunal	14.0	13.6	16.4
Courts Administration Services	1.0	0.8	1.7
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(4.7)	(-7.9)	(7.2)
Total administration costs: Related parties	2,355.9	2,448.5	2,520.9
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	191.8	191.8	189.0
Total administration costs	2,547.7	2,640.2	2,709.9

(continued)

Annex 5.1 (continued)

Operating account	2020-21	2021-22	2022-23
Total revenues and funding	22,896.5	24,333.7	27,472.9
Expenditures: Employment Insurance benefits (Part I)	31,268.7	36,451.3	19,415.2
Expenditures: Employment benefits and support measures (Part II)	2,443.4	2,512.3	2,489.8
Expenditures: Employment Insurance Emergency Response Benefit	24,644.3	(40.5)	(69.5)
Administrative costs	2,547.7	2,640.2	2,709.9
Bad debts	934.3	(58.4)	(350.5)
Total expenditures	61,838.3	41,504.9	24,194.9
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit⁹	27,331.4	(94.7)	(483.4)
Net surplus for the year	(11,610.3)	(17,265.9)	2,794.7
Accumulated surplus (deficit) at beginning of year	3,904.5	(7,705.8)	(24,971.7)
Accumulated surplus (deficit) at end of year	(7,705.8)	(24,971.7)	(22,177.0)

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 2023, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2023) and past year versions of the Public Accounts report.



ANNEX 6

Key studies referenced in the report

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The long-term unemployed and Employment Insurance, a profile and training participation

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2024

Objective(s)

This study covers the evolution of long-term unemployment (LTU) in Canada from 2006 to 2022. It examines this concept from gender, age and regional perspectives.

Key Finding(s)

- Over time, there is a natural delay of 10 to 12 months between Unemployment Rate (UR) and LTUR cycles. The LTUR fluctuates significantly more on a monthly basis than the UR.
- By gender, men had a higher LTUR than women in 62 of the 68 quarters of the reference period. In addition, the gender gap was more pronounced during the 2008-09 recession and the oil crisis, but was smaller during the COVID-19 pandemic, suggesting that industry factors could explain gender differences.
- In terms of age group, the older population (55+ years of age) had the highest LTUR in all 68 quarters of the reference period. Over the years, the older population accounted for an increasing share of the LTU. While this group's share of labour force and unemployed increased over the years, its share of LTU increased at an even higher rate. This may be linked to factors surrounding changing skill demands and skill mismatches in older individuals.
- Among provinces, Newfoundland and Labrador and Ontario have consistently shown high rates of LTUR during the reference period. Alberta and Saskatchewan have had high LTURs since the oil crisis of the mid-2010s.

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.

Factors influencing the job search strategies of unemployed Canadians **Author(s), Year**

ESDC: Labour Market Information Directorate, 2024

Factors influencing the job search strategies of unemployed Canadians

Author(s), Year

ESDC: Labour Market Information Directorate, 2024

Objective(s)

This study investigates the job search methods of Canadian unemployed workers, understands the determining factors behind these methods, and examines their effectiveness in terms of re-employment from 2015 to 2022.

Key Finding(s)

The most preferred job search methods of Canadian job seekers have mainly remained the same, but they have embraced more diversified strategies over time.

- Between 2015 and 2022, the top 3 job search methods were (i) looking at job ads, (ii) contacting employers directly, and (iii) answering job ads.
- From 2015 to 2022, the proportion of job seekers employing lower levels of job search intensity diminishes. For instance, the percentage of individuals utilizing a single method decreased from 43.3% to 32.9%, whereas those employing 3 methods increased from 15.9% to 20.8%.

Job search methods and job search intensity vary by socio-demographic characteristics.

- Gender differences were observed in job search methods, with fewer women than men contacting employers directly. Younger individuals, notably those aged 15-44, demonstrated higher job search intensity by combining multiple methods. Additionally, higher educational attainment was associated with increased job search intensity.

The most effective job search methods for all job searchers are checking with unions and contacting employers directly.

- Checking with unions and contacting employers directly are associated with the highest probability of success, increased likelihoods of 4.5% and 3.4%, respectively.
- The likely effectiveness of various job search methods differs based on EI eligibility status. Some practical techniques, such as answering job ads and contacting private employment agencies are not associated with a higher likelihood of success for those eligible for EI.

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.

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.

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

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Supplemental unemployment benefit plans

Author(s), Year

ESDC: Evaluation Directorate, 2021

Objective(s)

This study examines the characteristics of employers and employees who take part in the Supplemental Unemployment Benefit (SUB) Program and their utilization of Employment Insurance benefits.

Key Finding(s)

- Between 2008 and 2017, the number of firms with an active registered SUB plan increased from 5,714 to 7,782—an annual average of around 6,800 active firms—which represents a little over 0.5% of all firms in Canada.
- Registered SUB plans for illness, injury or quarantine account for around 63% of all plans while SUB plans for temporary stoppage of work, training or plans where there are a combination of top-up plans account for around 10%, 7% and 20% respectively.
- Overall, EI claims which receive top-up payments through registered SUB plans account for around 3% of all EI claims or between 40,000 and 60,000 claims per year. However, the analysis found that only 13% of EI claims from firms with registered SUB plans received top-up payments.
- Claimants who receive top-up payments for regular benefit claims are more likely to return to the same firm after a claim as compared to those who worked for non-SUB firms. A positive relationship is observed between job tenure and SUB claim whereby individuals tend to stay with an employer longer if they are part of a SUB firm.

Availability:

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

Eliminating the new entrant re-entrant eligibility rules

Author(s), Year

ESDC: Evaluation Directorate, 2024

Objective(s)

This study examines the effect of the elimination of the provisions that new entrants and re-entrants (NEREs) were subject to prior to July 3, 2016.

Key Finding(s)

- Before the end of the provisions, there were about 100,000 NERE claimants who had 910 insurable hours or more per year and approximately 3,000 claimants who had less (based on the administrative data).
- In comparison, from 2017 to 2019, the number of NERE claimants with at least 910 insurable hours substantially decreased. This could indicate a decrease in the number of hours worked by some NERE claimants after the end of the provisions.
- In general, compared to non-NERE claimants and seasonal claimants, NERE claimants were slightly younger, had a lower probability to have been working in unionized employment before their claim, and were more likely to be single.
- NERE claimants with less than 910 insurable hours were more likely to be women and had a lower level of education compared to NERE claimants with 910 insurable hours and more.
- Additional EI regular benefits paid (from 2017 to 2019) associated with the end of the NERE provisions were estimated to be around \$155M to \$230M annually, using various assumptions. Over a 10-year period, this could represent about one-third to two-thirds of the \$3.2B initially estimated at the time of the amendment.
- A statistical analysis shows that the probability of re-claiming EI regular benefits at least once within the 5 years following an initial EI regular claim was not significant for laid-off workers with around 490 prequalifying hours.

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.

Part-time workers and Employment Insurance: how are records of employment used to establish Employment Insurance claims?

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2024

Objective(s)

This study examines the extent to which part-time ROEs are used to establish EI claims for regular benefits.

Key Finding(s)

- On average, there were 8.4 million job separation incidences with an ROE issued in the Canadian workforce per year over the 2001-2022 period. Among them, 61.1%, or 5.1 million, were associated with a part-time job.
- Valid reason: Among the 5.1 million part-time ROEs per year, more than one third (34.8%, or 1.8 million) were due to short of work (or layoff), compared to 51.7% among full-time ROEs.
- Sufficient insurable hours: Among the 1.8 million layoff part-time ROEs, about 43.0% have sufficient hours, compared to 78.9% layoff full-time ROEs with sufficient insurable hours:
 - About one quarter (25.4%) had sufficient insurable hours on their own and 17.6% didn't have sufficient insurable hours on their own but had other valid ROEs to consolidate to reach sufficient combined insurable hours in the qualifying period.
- Among the 5.1 million part-time ROEs, about 8.5% were used to establish EI regular claims. In terms of eligible part-time ROEs, 56.5% were used to establish EI regular claims, compared to 47.1% of eligible full-time ROEs used to establish EI regular claims.
- Over time, the share of part-time ROEs over all ROEs trended up. The share of part-time ROEs that were eligible to be used to establish EI regular claims decreased. The share of part-time ROEs that were used to establish EI regular claims decreased.
- The share of part-time ROEs that were eligible and that were used to establish EI regular claims exhibited counter-cyclical patterns: they increased at the onset of 2008/09 recession and the COVID-19 pandemic.

Availability

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Part-time workers and Employment Insurance: profile and trends

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2024

Objective(s)

This study provides a profile of the part-time workforce and how it has evolved over the 1976-2021 period, as well as a brief analysis of the Employment Insurance take-up among part-time workers.

Key Finding(s)

- Between 1976 and 2021, the number of part-time workers grew from 0.8 million to 2.1 million. The growth in the number of part-time workers was faster than that of full-time workers. In 2021, part-time workers represented 12.9% of total employment.
- The share of part-time workers among total employment exhibited counter-cyclical patterns, with the exception of the COVID-19 pandemic where the part-time share decreased as economic lockdowns hit the part-time workforce hardy.
- The part-time share for women has always been higher than that for men, however, the gender gap had been gradually closing.

- Over time, less workers had worked part-time involuntarily. In 2021, 32.0% of part-time workers were working part-time involuntarily, down from 41.5% in 1997.
- In 2021, the services-producing sectors accounted for 91.8% of the part-time workforce, with the Accommodation and food services industry having the highest part-time share over all employed in the industry (32.1%).
- Part-time workers were more likely to work in occupations at lower skill levels. However, since 1987, part-time workers shifted from lower skill occupations to higher skill and management occupations.
- The part-time share of youth was the most volatile in all economic downturns and during the pandemic, since they were more likely to work in part-time jobs (25.4%), and usually worked in lower-skilled occupations in services sectors.
- Since 2000, the EI take-up rate has been consistently lower for individuals who separated from part-time jobs than that of those who separated from full-time jobs, mainly because they work less hours. The EI take-up rate decreased from 6.8% in 2000 to 4.6% in 2019, compared to a 24.3% average for those who separated from full-time jobs.

Availability

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Profile of Skills Boost participants

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2023

Objective(s)

This study examines the use of the Skills Boost pilot since its inception in 2018 and how participants compared to EI Part II non-apprentices and EI regular claimants overall.

Key Finding(s)

- From 2018 to 2022, 3,420 long-tenured workers got permission from Service Canada to continue receiving their EI regular benefits while pursuing self-funded full-time training under the Skills Boost initiative. This represents around 0.3% of long-tenured workers claiming EI regular benefits each year. They collected a total of \$53.9 million in EI benefits over the 4 fiscal years examined.
- When comparing Skills Boost participants to EI Part II non-apprentices (EI regular benefit claimants who got permission under the Section 25 of the EI Act to continue receiving EI benefits while being in full-time training):
 - Skills Boost participants are generally older. By definition a long-tenured worker has to have worked several years, which could partly explain the age difference among the 2 groups.
 - The gender breakdown is similar between the 2 groups. In contrast, there is a higher share of women in both groups than among the overall EI regular claimants.

- In terms of regions, there are relatively fewer Skills Boost participants from the Atlantic provinces, while they are relatively more participants from Alberta.
- Participants came from a large variety of sectors. However, Manufacturing, Construction, and Retail trade industries accounted for the highest shares of participants for both groups.
- In terms of income one-year before claiming EI, Skills Boost participants had, on average, significantly higher employment income. By definition, they have worked several years which could partly explain their higher employment income.

Availability

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Evaluation of the Employment Insurance maternity and parental benefits

Author(s), Year

ESDC: Evaluation Directorate, 2022

Objective(s)

This evaluation assesses the Employment Insurance (EI) maternity and parental benefits for employed workers in terms of access, usage, effects, and program delivery from January 2006 to December 2019.

Key Finding(s)

- From 2006 to 2019, close to 72% of female parents and 81% of male parents were covered by the EI program. Of them, about 90% were eligible for maternity and parental benefits. These rates were lower than those observed under the Québec Parental Insurance Plan, which has a lower entrance requirement.
- The participation rate of male parents was relatively low over the study period (below 13%). However, early results indicate that the recent changes to parental benefits significantly increased the rate. The rate increased from 13.6% in 2016 to 18.1% in 2019. This rate was significantly lower than the one observed for male parents under the Quebec Parental Insurance Plan, which has more generous benefits.
- The vast majority (85%) of new parental benefit claimants opted for standard parental benefits. Those who opted for extended parental benefits were more likely to be high-income earners, have higher family income, in couples, working in large organizations, and receiving a top-up.
- Following recent policy changes to parental benefits, the sharing of parental benefits increased from 14.5% in 2017 to 19.9% in 2019. However, key informants still believe that employers' perceptions on parental leave tend to differ by gender. This is due to a cultural stigma within the workplace attached to men taking leave.
- More female claimants than male claimants served the waiting period in 2019 (159,000 and 25,000 respectively). This is because female claimants typically access maternity benefits first. As a result, a greater number of female than male claimants (14,100 compared to 1,800) had

their first few weeks of benefits clawed back. This was due to earnings during the waiting period.

- Claimants who have lost their job before the birth/adoption of their child were less likely to access their full parental benefit entitlements. This is due to the 50-week maximum rule when regular and special benefits are combined. On average, each year of the studied period, 3,300 female claimants were impacted by the 50-week rule. This was compared to less than 500 male claimants. This is due to the combination of regular, maternity and/or parental benefits.
- Longer maternity and parental benefits duration increased the likelihood for female claimants to work for the same employer after their parental leave, while the likelihood decreased for their partners. However, for all claimants, the likelihood of having higher future employment income decreased the longer they claimed benefits.
- Overall, the delivery (application process) of EI maternity and parental benefits was deemed effective. There was limited awareness of potential impacts on businesses of the recent changes.

Availability

This report is available at: [Evaluation of the Employment Insurance Maternity and Parental Benefits - Canada.ca](#)

Compassionate care benefits: update (2004/2005 to 2015/2016)

Author(s), Year

ESDC: Evaluation Directorate, 2018

Objective(s)

The report describes the impact of the 2016 extension of the maximum duration on compassionate care benefits usage, and presents a socio-economic profile of individuals who applied for and received the benefits.

Key Finding(s)

- In 2015-16, most compassionate care applicants were caring for their mother or father (58.1 %), followed by a spouse or partner (27.5%).
- On average, 8.7 weeks of benefits were paid in 2015-16 compared to 4.8 in 2010-11.
- Approximately one third of compassionate care applicants did not receive benefits. The main reason for not receiving the benefits was that the applicants received other employment insurance benefits, followed by the absence of the medical certificate.
- Applicants in British Columbia and Territories were statistically significantly more likely to have their applications approved.
- Multivariate analysis suggests that the probability of not using all weeks available to the claimants is mainly explained by the mortality of care recipients. However, the impact of the mortality on this probability is mitigated by the extension of the benefits duration from 6 to 26 weeks.

Availability

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

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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2023 Actuarial report on the Employment Insurance premium rate

Author(s), Year

Office of the Chief Actuary, 2022

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 2023 Maximum Insurable Earnings (MIE) was \$61,500 or a 2.0% increase from the 2022 MIE of \$60,300.
- The 2023 estimated cost savings to the EI program that are generated by employer sponsored qualified wage-loss plans were \$1,345 million.

Availability

This report is available at: [2023 Actuarial Report - Employment insurance premium rate \(osfi-bsif.gc.ca\)](https://osfi-bsif.gc.ca/2023-actuarial-report-employment-insurance-premium-rate)

The long-term unemployed and Employment Insurance-sponsored training: participation and outcomes

Author(s), Year

ESDC: Evaluation Directorate, 2024

Objective(s)

This study informs the profile of the long-term unemployed (LTU) and examines the likelihood of EI regular claimants becoming LTU. It assesses the impact of EI-funded skills training on LTU.

Key Finding(s)

- Overall, the proportion of EI regular claimants becoming LTU is 4%.
- Using marginal effect from regression model estimation, older women (+24.7 p.p.), older men (+22.5 p.p.), Indigenous individuals (+10.3 p.p.), and those with weaker labour market attachment (+10.4 p.p.) are more likely to become LTU. The likelihood also increased during the 2008 recession (+5.1 p.p.).
- Previous participation in Labour Market Development Agreements (LMDA) interventions reduce the risk of becoming LTU by about 2 p.p.
- Participation rates in LMDA Skills Development (SD) intervention are higher for LTU (7%) than EI regular claimants (3%).
- Net impact analysis results show that, in the 4-year period following the receipt of SD interventions, relative to similar non-participants, LTU participants saw an average annual

increase of about \$5,710 in employment income and an increase of about 21 p.p. in incidence of employment.

Availability

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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 legislated seasonal measure, to seasonal claimants whose benefit period is established between September 10, 2023 and September 7, 2024. The existing maximum of 45 weeks of regular benefits remains 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. 	<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 impacted the number of weeks of EI regular benefits they can receive.

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 	<ul style="list-style-type: none"> Continue to reduce the risk of gaps in EI support between seasons for eligible seasonal workers.

COVID-19 benefits does not affect future EI eligibility under the rules of the program.	
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)
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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. 	<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; 	<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.

<ul style="list-style-type: none"> • 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. 	
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An Act to amend the Employment Insurance Act (additional regular benefits), the Canada Recovery Benefits Act (restriction on eligibility) and another Act in response to COVID-19, S.C. 2021, c. 3 (Bill C-24)

Temporary increase to the number of weeks of regular benefits	
Element	Rationale
<ul style="list-style-type: none"> • The maximum numbers of weeks available for EI regular benefits was increased to 50 weeks for claims established between September 27, 2020 and September 25, 2021. • The maximum number of weeks available under the EI temporary measures had been 45. This temporary change ensured that those who began to exhaust their EI regular benefits as early as March 27, 2021 could continue to have access to income support until there was greater economic recovery. 	<ul style="list-style-type: none"> • Recognize that some workers continued to be impacted by COVID-19 and required ongoing income support.

Facilitated access to benefits for self-employed persons under Part VII.1	
Element	Rationale
<ul style="list-style-type: none"> • Self-employed persons who have opted into the EI program could access EI special benefits with a 2020 earnings threshold of \$5,000, compared to previously established threshold of \$7,555. This change applied for claims established between January 3, 2021 and September 25, 2021. 	<ul style="list-style-type: none"> • Recognize that self-employed persons were also impacted by COVID-19 and needed support to access EI special benefits.

EI temporary measures in response to the COVID-19 pandemic (various interim orders amending the *Employment Insurance Act*, notably *Interim Order No. 8 Amending the Employment Insurance*

Act (Facilitated Access to Benefits and Interim Order No. 10 Amending the Employment Insurance Act (Employment Insurance Emergency Response Benefit))

Element	Rationale
<p>The main temporary measures for claims established between September 27, 2020 and September 25, 2021:</p> <ul style="list-style-type: none"> • A one-time hours credit to allow workers to qualify for EI benefits with 120 hours of 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. 	<ul style="list-style-type: none"> Pilot Project No. 21 tests the outcomes of increasing the number of weeks of benefits paid to targeted seasonal claimants.

Budget Implementation Act 2017, No. 1, S.C. 2017, c. 20, Division 11, Part 4 (Bill C-44)	
Element	Rationale
Family Caregiver Benefit for Adults	
<ul style="list-style-type: none"> Effective December 3, 2017, the 15-week EI Family Caregiver benefit for adults is available to provide income support to 	<ul style="list-style-type: none"> Helps individuals balance work and family responsibilities by reducing the financial pressure they face when an adult family

<p>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.</p> <ul style="list-style-type: none"> • 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. 	<p>member is suffering from a critical illness or injury.</p> <ul style="list-style-type: none"> • Recognizes that caregivers are likely to take time away from work when an adult member in their family is critically ill.
<p>Family Caregiver Benefit for Children</p>	
<ul style="list-style-type: none"> • Effective December 3, 2017, the EI Family Caregiver benefit for children replaces the EI Parents of Critically Ill Children benefits. Up to 35 weeks of EI benefits continues to be available for the care of a critically ill child. Any family member or person who is considered to be like family is now eligible to receive benefits, rather than only parents. 	<ul style="list-style-type: none"> • Enhances access to benefits by expanding eligibility to a wider support network that includes extended family members, rather than only parents.
<p>Making it Easier to Apply for Caregiving Benefits</p>	
<ul style="list-style-type: none"> • To improve access to EI caregiving benefits, nurse practitioners and medical doctors are now able to sign medical certificates. • This change, effective December 3, 2017, applies to the following benefits: Family Caregiver benefit for children, Family Caregiver benefit for adults, and Compassionate Care benefits. 	<ul style="list-style-type: none"> • For many Canadians, nurse practitioners are the first and most frequent point of contact with the health care system. This change makes it easier for caregivers to access benefits.
<p>Earlier Access to Maternity Benefits</p>	
<ul style="list-style-type: none"> • As of December 3, 2017, pregnant workers can begin receiving EI maternity benefits as early as 12 weeks before the expected week of childbirth. Previously EI maternity benefits were accessible up to 8 weeks prior to the expected week of childbirth. • The <i>Canada Labour Code</i> was amended to ensure that workers in federally regulated sectors have the job protection they need while they are receiving maternity benefits. 	<ul style="list-style-type: none"> • This increased flexibility allows pregnant workers to consider their personal, health, and workplace circumstances when choosing when to begin their claim for maternity benefits. • Aligns job protection for workers in workplaces that are federally regulated with the change to EI maternity benefits.
<p>More Choice for Parents</p>	

<ul style="list-style-type: none"> • As of December 3, 2017, parents with a newborn or newly adopted child can choose between standard and extended parental benefits. • The EI standard parental benefits provide up to 35 weeks of benefits at a 55% income replacement rate paid over 12 months. • The EI extended parental benefits provide up to 61 weeks of benefits at a 33% income replacement rate paid over 18 months. • When applying for EI, parents must choose between standard or extended parental benefits, and the choice cannot be changed once a payment has been made. • Parents must choose the same option. Parental benefits can be shared, at the same time or separately. • Adjustments were made to the rules for combining EI benefits. They include a Schedule to convert EI weeks paid at the 33% income replacement rate into EI weeks paid at 55% income replacement rate for situations when EI regular benefits are combined with EI extended parental benefits. A benefit period extension is provided in these situations to allow a claimant to receive the equivalent of up to 50 “standard” EI weeks. 	<ul style="list-style-type: none"> • Helps working parents manage work and family responsibilities by allowing them to choose the option of EI parental benefits that best meets their family’s needs.
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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, 	<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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<ul style="list-style-type: none"> • 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. 	
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Budget Implementation Act 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)

Element	Rationale
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Changes to the Definition of Suitable Employment Under the Employment Insurance Act

<ul style="list-style-type: none"> • Amendments introduced under Part IV, Division 1 of the <i>Budget Implementation Act No. 2</i> amend the <i>Employment Insurance Act</i> to change the definition of what is classified as suitable employment when determining whether a claimant should be disentitled to EI benefits. • The definition of suitable employment is modified to exclude claimants being unable to work as a result of a labour dispute; claimants working at lower rates of earnings or conditions less favourable than those observed by agreements between employers and employees or conditions observed by good employers; and if it is not the claimant's usual occupation and is performed at a lower rate of earnings or in conditions less favourable than those a claimant might reasonably expect to obtain in their usual occupation. 	<ul style="list-style-type: none"> • Enhances the flexibility and responsiveness of the EI program in situations where employers may be engaged in hiring practices determined not to be those recognized by good employers, including lower levels earnings or not providing conditions of work that employees can expect to obtain in their usual occupation for claimants in that profession. • While long-standing requirements for claimants to search for and accept available work while receiving Employment Insurance benefits continue to be upheld, restrictions on these requirements have been eased with respect to commuting times, offered wages and the types of work claimants are required to accept.
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Budget Implementation Act 2016, No. 1, S.C. 2016, c. 7 (Bill C-15)

Element	Rationale
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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.
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Elimination of the New Entrant and Re-Entrant (NERE) Requirements for Employment Insurance Benefits

<ul style="list-style-type: none"> • Effective July 3, 2016, additional eligibility criteria that restricted access to Employment Insurance regular and fishing benefits for workers who were entering or re-entering the labour market were removed. Changes to the <i>Employment Insurance Regulations</i> and <i>Employment Insurance (Fishing) Regulations</i> were also made. • Claimants, including those formerly defined as NEREs are now required to meet their regional variable entrance requirement (420 to 700 hours of insurable employment, reduced from 910 hours) to access EI regular benefits. <ul style="list-style-type: none"> ○ NEREs are those who had minimal or no labour market attachment (less than 490 hours of work) in the 52-week period prior to the qualifying period. • All NERE self-employed fishers will now need to reach regional insurable earnings entrance requirements (\$2,500 to \$4,200, reduced from \$5,500) to qualify for EI fishing benefits. <ul style="list-style-type: none"> ○ NEREs are those who had minimal or no labour market attachment (less than \$3,000 in earnings from employment as a fisher) in the 52-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 	<ul style="list-style-type: none"> • Ensures greater equity for new entrants and re-entrants in accessing EI benefits and training and employment supports under EI Part II. • Evaluation of the NERE provisions by Employment and Social Development Canada concluded that the NERE provisions did not act to discourage future frequent use of EI, the original intent of the provision.
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<p>supports under Part II of the <i>Employment Insurance Act</i>.</p>	
<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 claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed. • The applicable economic regions were: Newfoundland/Labrador; Sudbury; Northern Ontario; Northern Manitoba; Saskatoon; Southern Saskatchewan; Northern Saskatchewan; Calgary; Edmonton; Northern Alberta; Southern Alberta; Southern Interior British Columbia; Northern British Columbia; Whitehorse; and Nunavut. 	<ul style="list-style-type: none"> • Declines in global commodity prices since late 2014 led to sharp and sustained shocks of unemployment in commodity-based regions. • This temporary measure is meant to provide the financial support these workers need while they search for work and to inform possible future changes to the EI program. • This measure ensures that long-tenured workers, who may have spent years working in 1 industry or for 1 employer, have the financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career. • Regions selected as eligible for extra weeks were selected as a result of their unemployment rates increasing by 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.

<p>Regulatory Amendments: Simplifying Job Search Requirements (2016)</p>	
<p>Element</p>	<p>Rationale</p>
<p>Changes to the Definition of Suitable Employment Under the Employment Insurance Regulations</p>	
<ul style="list-style-type: none"> • Amendments to the <i>Employment Insurance Regulations</i>, announced in Budget 2016, replaced the criteria for determining what constitutes suitable employment that a claimant is expected to search for and obtain, by removing specific criteria for various 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 	<ul style="list-style-type: none"> • Introduces more flexibility and simplifies job search responsibilities.

provisions describing employment that was not suitable. <ul style="list-style-type: none"> • These changes came into effect on July 3, 2016. 	
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Regulatory Amendments: Working While on Claim (2016)

Element	Rationale
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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 insurable earnings). Under the optional rule, claimants could choose to earn up to the greater of \$75 or 40% of their weekly benefit rate (earnings beyond this threshold result in their weekly EI benefits being reduced dollar-for-dollar). • This pilot applied to regular, fishing, parental and compassionate care benefits but excluded maternity and sickness benefits. The 'optional rule' did not apply to claimants receiving special benefits for self-employed persons, where only the 'default rule' was available. • This Pilot Project No 20 concluded on August 11, 2018. • Since 2005, a number of Working While on Claim (WWC) pilot projects were introduced. <ul style="list-style-type: none"> ○ Pilot Project No. 8 took effect on December 11, 2005 in 23 EI economic regions with an unemployment rate of 10% or higher. The parameters of this pilot were re-introduced nationally in 2008 as Pilot Project No. 12, which was then extended 	<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 benefits give them incentives to accept all available work. • Pilot Project No. 17 provides additional data to assess the effectiveness of pilot parameters during a period of economic recovery and a full economic cycle. • Pilot Project No. 18 tests whether a new approach further encouraged claimants to work additional days while on claim. Pilot Project No. 18 was amended to test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits. • Pilot Project No. 19 provides additional data to assess the effectiveness of the pilot parameters and test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits.
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(effective October 12, 2010) until August 6, 2011.

- Budget 2011 announced a one-year renewal of the WWC Pilot Project parameters through a new pilot (Pilot Project No. 17), available nationally until August 4, 2012.
- These pilot projects (Pilot Projects No. 8, No. 12 and No. 17) increased the amount that claimants were allowed to earn while on claim to \$75 per week or 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was deducted dollar-for-dollar from benefits. These pilot projects applied to regular, fishing, parental and compassionate care benefits, but excluded maternity and sickness benefits.
- On August 5, 2012, as part of Budget 2012, the Government introduced Pilot Project No. 18 under which claimants kept 50% of their EI benefits from the first dollar earned, up to 90% of weekly insurable earnings to ensure that claimants did not earn more than when they were working. Claimants with earnings during the period beginning on August 7, 2011 and ending on August 4, 2012 could elect to have their EI weekly benefits calculated based on the parameters of the previous WWC pilot project (Pilot Project No. 17) rather than the Pilot Project No.

<p>18. This pilot project concluded on August 1, 2015.</p> <ul style="list-style-type: none"> ○ On August 2, 2015, as part of Budget 2015, the Government re-introduced the parameters of Pilot Project No. 18 under Pilot Project No. 19. This pilot project ended on August 5, 2016. 	
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Economic Action Plan 2015 Act, No. 1, S.C. 2015, c. 36 (Bill C-59)	
Element	Rationale
Increased Duration of Compassionate Care Benefits	
<ul style="list-style-type: none"> • Amendments to the <i>Employment Insurance Act</i> increased the duration of compassionate care benefits to a maximum of 26 weeks (up from 6 weeks) and allowed weeks of benefits to be taken within a 52-week period (up from a 26-week period). • Bill C-59 also amended the <i>Canada Labour Code</i> concurrently to ensure that the jobs of employees in federally regulated enterprises remain protected while they avail themselves of compassionate care benefits. • These changes came into effect on January 3, 2016. 	<ul style="list-style-type: none"> • Provides additional financial security to Canadians workers and their families providing end-of-life care or support.

Regulatory Amendments: Unemployment Rates in the Territories and Employment Insurance Economic Regions in the Territories and Prince Edward Island (2014)	
Element	Rationale
New Regional Unemployment Rate Methodology in the Territories and New Employment Insurance Economic Regions in the Territories and Prince Edward Island	
<ul style="list-style-type: none"> • Amendments to the <i>Employment Insurance Regulations</i> replaced the administratively set 25 percent unemployment rate used for Employment Insurance (EI) purposes in the Yukon, the Northwest Territories and Nunavut with variable monthly regional unemployment rates. Under this new approach, the regional monthly unemployment rate is henceforth equal to the greater of a seasonally adjusted 	<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).

<p>unemployment rate based on a 3-month moving average or a 12-month moving average. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.</p> <ul style="list-style-type: none"> • In addition, the EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into 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"> • Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest Territories, Nunavut and Prince Edward Island.
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Economic Action Plan 2014 Act, No. 2, S.C. 2014, c. 39 (Bill C-43)	
Element	Rationale
Small Business Job Credit	
<ul style="list-style-type: none"> • Division 14 of the <i>Economic Action Plan Act 2014 No. 2</i> amended Section 96 of the <i>Employment Insurance Act</i> to allow for businesses with \$15,000 or less in employer premiums paid per year to receive a partial refund of premiums paid for the 2015 and 2016 tax years. • The Small Business Job Credit applied to Employment Insurance premiums paid by small businesses. The credit was calculated as the difference between premiums paid at the legislated rate of \$1.88 per \$100 of insurable earnings and the reduced small business rate of \$1.60 per \$100 of insurable earnings. • Since employers pay 1.4 times the legislated rate, this 28-cent reduction in the legislated rate was equivalent to a reduction of 39 cents per \$100 of insurable earnings in EI premiums paid by small employers. • The 39-cent premium reduction applied in addition to the premium reduction related to Quebec's parental insurance plan, the Québec Parental Insurance Plan. 	<ul style="list-style-type: none"> • Ensures savings for employers on their Employment Insurance premium obligations and brings small business premium contributions more in line with premium rates that would be introduced following implementation of the seven-year break even rate formula to be implemented in 2017. • Businesses will have additional resources to pursue expansion opportunities that would lead to additional hiring of workers within the Canadian economy and helps businesses to take advantage of emerging opportunities and compete in the global economy.

<ul style="list-style-type: none"> Eligibility for the Small Business Job Credit was determined by the Canada Revenue Agency based on T4 information provided, and employers did not have to apply separately for this credit. 	
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Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)	
Element	Rationale
Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants	
<ul style="list-style-type: none"> Effective October 12, 2014, claimants receiving compassionate care benefits (CCB) or parents of critically ill children (PCIC) benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving CCB or PCIC benefits to access sickness benefits and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid. 	<ul style="list-style-type: none"> Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC benefits may not be able to take care of a gravely ill family member or his/her a critically ill child. Enhances the flexibility and responsiveness of the EI program.

Regulatory Amendments: Access to Maternity and Parental Benefits (2012)	
Element	Rationale
Limiting Access to Maternity and Parental Benefits to Persons Authorized to Remain in Canada	
<ul style="list-style-type: none"> Claimants who leave Canada and whose work permit and Social Insurance Number (SIN) expire are no longer eligible to receive maternity and parental benefits. Claimants with a valid SIN can continue to receive these benefits both inside and outside Canada. 	<ul style="list-style-type: none"> Ensures that maternity and parental benefits are paid only to claimants with ongoing ties to the Canadian labour market—notably, those authorized to live and work in Canada.

Jobs and Growth Act, 2012, S.C. 2012, c. 31 (Bill C-45)	
Element	Rationale
Canada Employment Insurance Financing Board Act	
<ul style="list-style-type: none"> Effective March 7, 2013, the <i>Canada Employment Insurance Financing Board Act</i> has been suspended until the Employment Insurance Operating Account has returned to 	<ul style="list-style-type: none"> Ensures that independent Employment Insurance rate-setting is performed in the most cost-effective manner.

cumulative balance and the Canada Employment Insurance Financing Board can fulfill its full legislative mandate.	
Premium Rate-setting	
<ul style="list-style-type: none"> An interim rate-setting regime takes effect, under which Employment Insurance premium rates are set by the Governor-in-Council on the joint recommendation of the Minister of Employment and Social Development and the Minister of Finance. The 2014 rate is the first rate set under the interim regime. 	<ul style="list-style-type: none"> Ensures premium rates are set according to the premium rate-setting mechanism set out in the <i>Employment Insurance Act</i>, and provides ongoing stability and predictability for contributors.

Helping Families in Need Act, S.C. 2012, c. 27 (Bill C-44)	
Element	Rationale
Parents of Critically Ill Children	
<ul style="list-style-type: none"> Effective June 9, 2013, a 35-week Employment Insurance special benefit became available to provide income support to eligible parents who are unable to work while providing care or support to a critically ill or injured child under the age of 18. Bill C-44 also amended the Canada Labour Code to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured child. 	<ul style="list-style-type: none"> Helps parents balance work and family responsibilities by reducing the financial pressure faced by parents who take time off work to care for their critically ill or injured children. Recognizes the needs of parents who are likely to take time away from work when their child is critically ill.
Enhanced Access to Sickness Benefits for Parental Benefits Claimants	
<ul style="list-style-type: none"> Effective March 24, 2013, claimants receiving parental benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving parental benefits to access sickness benefits and then resume collecting the balance of their parental benefits, if needed, once their sickness benefits have been paid. 	<ul style="list-style-type: none"> Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child. Enhances the flexibility and responsiveness of the EI program.

Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)	
Element	Rationale
Connecting Canadians to Available Jobs	

<ul style="list-style-type: none"> Enhanced the content and frequency of job and labour market information for job seekers. Strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits. Ensured qualified Canadians were considered before temporary foreign workers were hired to fill job vacancies. Initiated discussions with provinces and territories to make skills training and job 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.
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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.
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Premium Rate-Setting

<ul style="list-style-type: none"> The Employment Insurance (EI) premium rate-setting mechanism has been amended whereby the premium rate will be set annually at a seven-year break-even rate. This revised rate-setting mechanism is intended to come into force once the Employment Insurance Operating Account has returned to cumulative balance. The legislated limit on year-to-year changes to the premium rate has been adjusted from 15 cents to 5 cents per \$100 of insurable earnings. 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.
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Social Security Tribunal	
<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. ○ The Appeal Division reviews decisions made by the General Division. The third vice-chairperson heads this Division. • Before an EI appeal can be filed with the SST, clients must make a formal request for reconsideration. This is a new process whereby EI clients who disagree with the Canada Employment Insurance Commission's decision are able to submit new or additional information that the Commission is required to review to determine if the decision can be reversed or modified. • Appeals are considered and decided by single member panels. Tribunal members have the authority to summarily dismiss an appeal when the member is satisfied that the appeal has no reasonable chance of success. • The SST began its operations on April 1, 2013. 	<ul style="list-style-type: none"> • Eliminates administrative duplication in appeals and tribunal services by replacing the administrative tribunal system for major federal social security programs with a single-window decision body. • This new approach to appeals introduced a number of measures to improve efficiencies, simplify and modernize the process and reduce costs.

Keeping Canada's Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)	
Element	Rationale
Temporary Hiring Credit for Small Businesses	
<ul style="list-style-type: none"> • Provided small businesses with a temporary hiring credit of up to \$1,000 against an increase in the firm's 2011 Employment Insurance premiums over those paid in 2010. 	<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.

<ul style="list-style-type: none"> Available to approximately 525,000 employers whose total EI premiums were at or below \$10,000 per employer in 2010 and will reduce their 2011 payroll costs by about \$165 million. 	
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Regulatory Amendments: Extended EI Benefits and Best 14 Weeks Pilot Projects (2010)

Element	Rationale
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Extended Employment Insurance Benefits Pilot Project

<ul style="list-style-type: none"> Pilot Project No. 6, Pilot Project Relating to Increased Weeks of Benefits, was introduced for a two-year period on June 6, 2004 in 24 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. It increased the maximum number of weeks for which regular benefits could be paid by 5, to a maximum of 45 weeks. The parameters of this pilot were re-introduced as a new pilot project on June 11, 2006, under Pilot Project No. 10, for a period of 18 months in 21 EI economic regions and were further extended until May 31, 2009. Pilot Project No. 10 increased the maximum number of weeks for which regular benefits could be paid by 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 	<ul style="list-style-type: none"> Tests the cost and impact of extending the number of weeks of benefits in EI economic regions of relatively high unemployment. Provides time-limited, broad-based support for all workers during the recent recession. Tests the effectiveness of providing additional EI regular benefits in reducing the number of individuals experiencing an income gap between EI and their return to work, as well as the impact of a regional unemployment rate-based trigger. Allows for further collection of data and testing to more fully capture the impact of increasing the maximum number of weeks for which regular benefits could be paid during a period of economic recovery.
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<p>there was a sustained economic recovery. An automatic termination trigger was implemented in regions where regional unemployment rates were below 8% for 12 consecutive months. It included the same 21 Employment Insurance (EI) economic regions as Pilot Project No. 10.</p> <ul style="list-style-type: none"> • Pilot Project No. 15 increased the maximum number of weeks for which regular benefits could be paid by 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. John's (September 24, 2011), Chicoutimi-Jonquière (March 24, 2012) and Sudbury (June 23, 2012). 	
<p>Best 14 Weeks Pilot Project</p>	
<ul style="list-style-type: none"> • Pilot Project No. 7 (Best 14 Weeks) was introduced on October 30, 2005, in 23 EI economic regions with unemployment rate of 10% or higher. The parameters of the pilot project were re-introduced on October 26, 2008, for 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.

Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)

Element	Rationale
Improved Access to Parental Benefits for Military Families	
<ul style="list-style-type: none"> The Employment Insurance (EI) parental benefits eligibility window has been extended to support Canadian Forces (CF) members, including reservists, who are ordered to return to duty while on parental leave or whose parental leave is deferred as a result of an imperative military requirement. This gives these CF members a window of up to 104 weeks following their child's birth or adoption in which to access part or all of their 35 weeks of EI parental benefit entitlement. 	<ul style="list-style-type: none"> Provides additional flexibility to CF members to access parental benefits for parent-child care and bonding, while recognizing the importance of military service.

Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)	
Element	Rationale
Employment Insurance Operating Account	
<ul style="list-style-type: none"> The Employment Insurance Operating Account was established in the accounts of Canada to record all Employment Insurance (EI) related credits and charges since January 1, 2009, the date from which the Canada Employment Insurance Financing Board (CEIFB) was to ensure that EI revenues and expenditures broke even and the Employment Insurance Account was closed. This change repeals the provision under which advances from the Consolidated Revenue Fund to the Employment Insurance Account were made and the provision under which interest could be paid on the balance of the Employment Insurance Account. The CEIFB's obligation to set EI premium rates under section 66 of the <i>Employment Insurance Act</i> has been clarified to ensure that EI revenues and expenditures recorded in the Employment Insurance Operating 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 have previously made limited use of EI regular benefits. • Provided up to 20 weeks of additional benefits, depending on how long an eligible individual had been working and paying into EI. • Applied to claimants who met the long-tenured worker definition and who made their claim between January 4, 2009, and September 11, 2010. 	<ul style="list-style-type: none"> • Benefited workers who faced unemployment with low prospects of finding work and who had previously made limited use of EI benefits. • Helped workers who, in many cases, had skills that were not easily transferable. For such workers, finding a new job in their industry or an alternative one may have been particularly difficult in the economic environment of that time period.
Canada Employment Insurance Financing Board	
<ul style="list-style-type: none"> • The legislation creating the Canada Employment Insurance Financing Board (CEIFB) received Royal Assent on June 18, 2008. • The CEIFB's legislated mandate was to: <ul style="list-style-type: none"> ○ set Employment Insurance (EI) premium rates in a transparent fashion; ○ manage a separate account where excess premiums were held and invested; and ○ maintain a reserve to ensure the Employment Insurance Operating Account breaks even over time. 	<ul style="list-style-type: none"> • Ensures that EI revenues were sufficient to cover EI costs in the following year. • Uses current premium surpluses to reduce future premium rates.

Regulatory Amendments: New Entrants and Re-Entrants Pilot Project (2008)	
Element	Rationale

New Entrants and Re-Entrants Pilot Project	
<ul style="list-style-type: none"> • Pilot Project No. 9 (New Entrants and Re-Entrants Pilot Project) was introduced on December 11, 2005 in 23 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. The parameters of the pilot project were renewed on December 7, 2008, as Pilot Project No. 13 in 25 EI economic regions with an unemployment rate of 8% or higher. • The pilot project reduced the number of hours New Entrants and Re-Entrants (NEREs) needed to be eligible for EI regular benefits from 910 to 840. • Pilot Project No. 13 sunset as scheduled on December 4, 2010. 	<ul style="list-style-type: none"> • Tests to determine whether providing NEREs with lower EI eligibility requirements and informing them of EI employment programs improves their employability and helps reduce their future reliance on EI benefits, partly by improving their access to measures under Part II of the <i>Employment Insurance Act</i>.

Regulatory Amendments: Quebec Parental Insurance Plan (2006)	
Element	Rationale
Quebec Parental Insurance Plan	
<ul style="list-style-type: none"> • Effective January 1, 2006, Quebec residents receive maternity and parental benefits through the Quebec Parental Insurance Plan (QPIP) while they continue to have access to sickness and compassionate care benefits through the Employment Insurance (EI) program. • The <i>Employment Insurance Regulations</i> provide for a reduction of EI premiums for Quebec residents, reflecting the savings to the Employment Insurance Operating Account resulting from the Government of Quebec providing maternity and parental benefits. 	<ul style="list-style-type: none"> • Ensures consistency with the <i>Employment Insurance Act</i> provisions that provinces may provide their own benefit plans, as long as they provide benefits equivalent to those offered under the EI program.

Regulatory Amendments: Compassionate Care Benefit (2006)	
Element	Rationale
Definition of Family Member	
<ul style="list-style-type: none"> • Effective June 14, 2006, expanded the eligibility criteria and the definition of family member for the compassionate care benefit 	<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

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.	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.
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Budget Implementation Act, 2005, S.C. 2005, c. 30 (Bill C-43)	
Element	Rationale
Premium Rate-setting Process	
<ul style="list-style-type: none"> • Effective January 1, 2006, the legislation allows the Canada Employment Insurance Commission to set the premium rate under a new rate-setting mechanism. • In setting the rate, the Commission will take into account the principle that the premium rate should generate just enough premium revenue to cover payments to be made for that year. It will also consider the report from the Employment Insurance Chief Actuary and any public input. 	<ul style="list-style-type: none"> • Allows for a new rate-setting process where the Employment Insurance premium rate is determined independently by the Canada Employment Insurance Commission.

Budget Implementation Act, 2003, S.C. 2003, c. 15 (Bill C-28)	
Element	Rationale
Compassionate Care Benefits	
<ul style="list-style-type: none"> • Since January 4, 2004, compassionate care benefits have been available to help eligible family members to provide or arrange care for a family member who has a serious medical condition with a significant risk of death. The duration of the benefits is up to 6 weeks within a 26-week period. • Flexibility is a key feature of the benefits. Claimants can choose how and when to claim benefits within the 26-week window. Eligible family members can decide to have 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 extended accordingly, under certain circumstances. 	<ul style="list-style-type: none"> Ensures full access to special benefits for biological mothers who claim sickness benefits prior to and following maternity or parental benefits. Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.

Regulatory Amendments: Small Weeks Provision (2001)	
Element	Rationale
Small Weeks Provision	
<ul style="list-style-type: none"> Before the introduction of the Variable Best Weeks method of calculating claimant benefits on April 7, 2013, benefits were calculated based on the average weekly earnings in the 26-week period prior to claiming benefits. The small weeks provision allowed claimants to exclude weeks where they earned less than \$225 unless those weeks were needed to satisfy the "minimum divisor". Pilot projects tested a \$150 exclusion from 1997 to 2001 before legislating the parameters of the pilot projects (\$150 exclusion) in all Employment Insurance (EI) economic regions on November 18, 2001. On September 7, 2003, the legislation was amended to increase the exclusion to \$225. Between October 2005 and April 2013, EI claimants in the select EI economic regions had their benefit rates calculated according to the Best 14 Weeks pilot project provisions. 	<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

<ul style="list-style-type: none"> The small weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers. 	<p>ensure that workers who accept work with lower earnings will not see a reduction in their EI benefits.</p>
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An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations, S.C. 2001, c. 5 (Bill C-2)	
Element	Rationale
Intensity Rule	
<ul style="list-style-type: none"> Effective October 1, 2000, eliminated the intensity rule, which had reduced the benefit rate by 1 percentage point for every 20 weeks of Employment Insurance regular benefits used in the past. The maximum reduction was 5 percentage points. 	<ul style="list-style-type: none"> Eliminated an ineffective rule that had the unintended effect of being punitive.
Benefit Repayment (Clawback)	
<ul style="list-style-type: none"> Applied new rule, effective retroactively to the 2000 taxation year: <ul style="list-style-type: none"> First-time claimants of regular or fishing benefits are now exempt from the benefit repayment. Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits. The benefit repayment threshold for regular and fishing benefits was set at one level: \$48,750 of net income, with a repayment rate of 30%. The maximum repayment is the lesser of 30% of excess net income above the threshold of \$48,750, or 30% of the claimant's benefits. 	<ul style="list-style-type: none"> Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants. Focuses on repeat claimants with high incomes. Simplifies the provision.
Re-Entrant Parents	
<ul style="list-style-type: none"> Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants have been adjusted so that claimants who are re-entering the workforce following an extended absence to raise children and who have received parental benefits are now only required to work the same number of hours 	<ul style="list-style-type: none"> Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.

as other workers to qualify for regular benefits.	
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 ○ 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.
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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 	<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.
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<p>attachment (that is those who had less than \$3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave counts as time worked.</p>	
<p>Reduction in Maximum Insurable Earnings</p>	
<ul style="list-style-type: none"> The maximum insurable earnings (MIE) was reduced to \$39,000 per year (\$750 per week) in July 1996 and frozen at this level until 2006. This reduced the maximum weekly benefit to \$413 (55% of \$750), from \$448 in 1995 and \$465 for the first 6 months of 1996. 	<ul style="list-style-type: none"> Adjusts the MIE to a level where Employment Insurance benefits would no longer be competitive with wages in some parts of the country and in some industries. Was based on a formula that took into account average wage increases over the 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 	<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

<p>70% in 1998, to 75% in 1999 and to 80% in 2000.</p>	<p>– about 30% of those who did receive the 60% rate had family incomes over \$45,000.</p>
<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).
<p>Intensity Rule</p>	
<ul style="list-style-type: none"> The intensity rule reduced the benefit rate by 1 percentage point for every 20 weeks of regular or fishing benefits collected in the past 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).
<p>First-dollar Coverage</p>	
<ul style="list-style-type: none"> Effective January 1997, all earnings from the first dollar are insurable up to the maximum 	<ul style="list-style-type: none"> Creates a more equitable and balanced system—all earnings are insurable.

yearly insurable earnings. There are no weekly minimums or maximums for determining earnings.	<ul style="list-style-type: none"> • Decreases paper burden for employers. • Helps guard against abusing the system to avoid paying premiums.
Premium Refunds	
<ul style="list-style-type: none"> • Since 1997, workers earning \$2,000 or less per year have had their premiums refunded. 	<ul style="list-style-type: none"> • Helps workers who must pay premiums but do not have enough hours to qualify for benefits.
Increased Sanctions for Fraud	
<ul style="list-style-type: none"> • Effective July 1996, penalties for fraud by employers and claimants were increased. • Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements. 	<ul style="list-style-type: none"> • Protects the integrity of the Employment Insurance program.
Part II of the Employment Insurance Act: Employment Benefits and the National Employment Service	
<ul style="list-style-type: none"> • Part II of the <i>Employment Insurance Act</i> provides authority for 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).