

EMPLOYMENT INSURANCE
**Monitoring and
Assessment
Report**

2024

2025



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, 2024 and ending March 31, 2025

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March 2026

The Honourable Patty Hajdu, P.C., M.P.
Minister of Jobs and Families and Minister responsible for the Federal Economic
Development Agency for Northern Ontario
Ottawa ON K1A 0A6

Dear Minister:

In accordance with section 3 of the *Employment Insurance Act*, we are pleased to present to you the 2024-25 Employment Insurance (EI) Monitoring and Assessment Report, which is the twenty-ninth in a series of annual EI reports submitted by the Canada Employment Insurance Commission. The Act requires this report to be tabled in Parliament within 30 days of receipt or, if Parliament is not then sitting, on any of the first 30 days that either House of Parliament is sitting.

The 2024-25 report covers the period between April 1, 2024 to March 31, 2025, 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 an increase in real growth and a significant reduction in inflation, while the Canadian labour market recorded a rise in the unemployment rate, all in a context of heightened trade policy uncertainty and geopolitical tensions.

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

ACG	Apprenticeship Completion Grants
ADR	Alternative Dispute Resolution
AI	Artificial Intelligence
AIG	Apprenticeship Incentive Grants
B/C	Benefits-to-Contributions
B/U	Beneficiary-to-Unemployed (rate)
B/UC	Beneficiary-to-Unemployed Contributor (rate)
BDM	Benefits Delivery Modernization
CAL	Canada Apprenticeship Loans
CCB	Compassionate Care Benefits
CCDA	Canadian Council of Directors of Apprenticeship
CEIC	Canada Employment Insurance Commission
CEEDD	Canadian Employer-Employee Dynamics Database
CEIFB	Canada Employment Insurance Financing Board
CFP	Call for Proposals
CIRNAC	Crown-Indigenous Relations and Northern Affairs Canada
COLS	Community Outreach and Liaison Service
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRF	Consolidated Revenue Fund
CSO	Citizen Service Officers
CWDP	Community Workforce Development Program
CX	Client Experience
EAS	Employment Assistance Services
EB	Employment Benefits
EBSM	Employment Benefits and Support Measures
ECC	Employer Contact Centre
EDI	Equity, Diversity and Inclusion
EI	Employment Insurance
EI-A	Employment Insurance Regular Benefits - Apprentices
EIACC	Employment Insurance Appeals Consultative Committee
EICS	Employment Insurance Coverage Survey
ELMLP	Education and Labour Market Longitudinal Platform
eROE	Electronic Record of Employment

ES	Employment Services
ESDC	Employment and Social Development Canada
FS	Family Supplement
FTE	Full-Time Equivalent
FY	Fiscal Year
G7	Group of 7
GC	Government of Canada
GDP	Gross Domestic Product
HCCS	Hosted Contact Centre Solution
HR	Human Resources
IBD	Integrity-by-Design
IC	Individual Counselling
IQF	Individual Quality Feedback
ISSET	Indigenous Skills and Employment Training
IVR	Interactive Voice Response
IWW	Integrated Workload and Workforce
JCP	Job Creation Partnership
KPI	Key Performance Indicators
LFS	Labour Force Survey
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMIA	Labour Market Impact Assessment
LMP	Labour Market Partnerships
LTU	Long-Term Unemployed
MIE	Maximum Insurable Earnings
MSCA	My Service Canada Account
MUS	Monetary Unit Sampling
NEET	Not in Employment, Education or Training
NERE	New Entrant and Re-Entrant
NESI	National Essential Skills Initiative
NHQ	National Headquarters
NIS	National Investigative Services
NOC	National Occupation Classification
OAS	Old Age Security
OASIS	Occupational and Skills Information System
OECD	Organisation for Economic Co-operation and Development
p.p.	Percentage point
PAAR	Payment Accuracy Review
PCIC	Parents of Critically Ill Children
PCS	Post Call Survey
PEAQ	Processing, Excellence, Accuracy and Quality
PPE	Premiums-paid Eligible Individuals
PRAR	Processing Accuracy Review
PRP	Premium Reduction Program
PSPC	Public Services and Procurement Canada
PT	Provinces and Territories

QPIP	Quebec Parental Insurance Plan
R&I	Research and Innovation
RAIS	Registered Apprenticeship Information System
RN	Registered Nurse
ROE	Record of Employment
RPA	Robotics Processing Automation
SCC	Service Canada Centre
SCT	Skills and Competency Taxonomy
SD	Skills Development
SD-A	Skills Development - Apprentices
SD-R	Skills Development - Regular
SE	Self-Employment
SEAQ	Service, Excellence, Accuracy and Quality
SEPH	Survey of Employment, Payrolls and Hours
SFS	Skills for Success
SIN	Social Insurance Number
SIP	Sectoral Initiatives Program
SIR	Social Insurance Register
SM	Support Measures
SME	Small and medium enterprise
SRI	Service Referral Initiative
SRS	Simple Random Sampling
SST	Social Security Tribunal
STDP	Short-Term Disability Plan
SUB	Supplemental Unemployment Benefit
SWSP	Sectoral Workforce Solutions Program
TES	Targeted Earning Supplements
TFW	Temporary Foreign Worker
TIS	Telephone Interpretation Service
TRF	Targeting, Referral and Feedback
TTY	Teletypewriter
TWS	Targeted Wage Subsidies
UTIP	Union Training and Innovation Program
VBW	Variable Best Weeks
VER	Variable Entrance Requirement
VET	Vocational Education and Training
VRI	Video Remote Interpretation
VRS	Video Relay Service
WCAG	Web Content Accessibility Guidelines
WISE	Work Integration Social Enterprises
WWC	Working While on Claim



HIGHLIGHTS

The Employment Insurance Monitoring and Assessment Report presents the analysis of the impact and effectiveness of the benefits and other assistance provided under the *Employment Insurance Act*. The reporting period is the fiscal year starting on April 1, 2024 and ending on March 31, 2025 (referred to as 2024-25). The highlights below relate to this period or reflect changes between 2023-24 and 2024-25.

In 2024-25, Canada experienced a resilient growth alongside a significant decline in inflation, which reached the Bank of Canada's target of 2%, despite heightened trade policy uncertainty and geopolitical tensions. Population growth also slowed significantly due to the implementation of new federal immigration policies and had notable impacts on Canada's labour market.

- The real Gross Domestic Product (GDP) grew by 2.5% in 2024-25 compared to 1.4% in 2023-24 while the consumer price index (CPI) inflation fell from 2.5% in April 2024 to 1.9% in March 2025
- Canada's population growth slowed from 3.2% in 2023-24 to 1.5% in the current reporting period. Despite this slowdown, the working-age population increased at a faster pace than total employment during this period, resulting in a 1.0 percentage point decline in the employment rate. This contributed to higher youth and national unemployment rate, ongoing declines in job vacancies and looser labour market conditions. The average unemployment rate rose from 5.6% in 2023-24 to 6.6% in 2024-25 while youth unemployment rate increased from 11.1% to 13.5% over the same period
- The average duration of being unemployed increased by approximately 3 weeks, and the share of long-term unemployment rose to 10.9% in 2024-25 compared to 8.0% in the previous fiscal year
- Job vacancies and job vacancy rates continued to decrease between the last quarters of 2023-24 and 2024-25, while the unemployment-vacancy ratio increased steadily, further indicating looser labour market conditions
- At the regional level, all provinces and territories except the Northwest Territories recorded employment growth in 2024-25. Conversely, unemployment rates increased in all regions, except Nunavut and the Northwest Territories while job vacancies continued to decline

The number of new EI claims established for regular benefits slightly increased in 2024-25 compared to 2023-24, while the amount paid for these benefits increased significantly.

- In 2024-25, a total of 1.40 million EI regular claims were established in Canada, slightly higher than the 1.37 million regular claims established in 2023-24 (+2.0%). This increase was mostly driven by an additional 23,400 claims established by claimants from Ontario compared to the previous fiscal year, while all Atlantic provinces and territories registered decreases over the same period
- The total amount paid in EI regular benefits increased by 11.5% in 2024-25, reaching \$14.3 billion. This increase can be partially attributed to a higher average number of beneficiaries receiving EI regular benefits each month and the higher average weekly benefit rate during this fiscal year. Excluding the pandemic years, the amount paid in 2024-25 represents a historical high
- Under the temporary legislated measure for seasonal workers in effect in 13 targeted EI regions, 68,400 claims established by eligible seasonal claimants received additional weeks of EI regular benefits in 2024-25. Among them, 25,200 claims received up to 5 additional weeks, while 43,200 claims received between 6 and 9 additional weeks of EI regular benefits under Pilot Project No. 22¹
 - From the introduction of the measure in August 2018 to March 31, 2025,² 294,000 claims established by eligible seasonal claimants have received additional weeks of EI regular benefits, and a total of \$635.6 million in additional benefits have been paid to these claimants. The temporary measure is in place until October 24, 2026

The eligibility rate for EI regular benefits remained unchanged in 2024 compared to 2023.

- Among unemployed individuals who had contributed EI premiums in the previous 52 weeks and had a valid job separation, 83.1% were eligible to receive EI regular benefits in 2024, unchanged from 2023
- As in the past, the eligibility rate for men in 2024 (86.6%) was higher than the one for women (78.4%)

The number of new EI claims established for fishing benefits and the total amount paid for these benefits increased in 2024-25.

- In 2024-25, 28,300 new claims for EI fishing benefits were established in Canada, an increase of 3.2% from 2023-24, driven almost entirely by a significant rise in claims from fishers in Newfoundland and Labrador. Despite this increase, the total number of EI fishing claims established remained below the average level observed over the past decade

¹ Pilot Project No. 22 provided up to 4 additional weeks of benefits on top of the 5 additional weeks available under the existing temporary measure for eligible seasonal claimants in 13 targeted EI regions. It applied to eligible seasonal claimants who started a benefit period between September 10, 2023, and September 7, 2024.

² The seasonal measure was first introduced as a pilot project which applied to eligible claims with a benefit period starting between August 5, 2018, and September 25, 2021. The parameters of the pilot project were replicated as a temporary measure through amendments to the *Employment Insurance Act* and applies to eligible claims with a benefit period starting between September 26, 2021, and October 24, 2026. The cumulative figures refer to the results of both the pilot projects and the legislated measure.

- The total amount paid in EI fishing benefits increased by 5.8%, reaching \$375.6 million in 2024-25, returning to a level similar to the one reported in 2022-23 following a decline in 2023-24

The number of Work-Sharing agreements and of new Work-Sharing claims established in 2024-25 increased compared to 2023-24.

- Uptake of the Work-Sharing program has increased, with 805 Work-Sharing agreements established in 2024-25 compared to 683 agreements in 2023-24
- The number of EI claims from workers participating in a Work-Sharing agreement increased by 22.8% to reach 21,500 in 2024-25. The total amount paid increased by 34.7% to reach \$53.3 million in 2024-25
- In March 2025, Work-Sharing temporary specials measure were introduced to support businesses affected by the threat or potential realization of tariffs. Results on those temporary special measures will be presented in future EI Monitoring and Assessment reports

The number of new claims established for EI special benefits and the total amount paid for these benefits increased in 2024-25.

- The number of new claims established for EI special benefits increased by 2.3%, reaching 691,600 in 2024-25. The largest increases relative to the previous fiscal year were for parental (+5.1%) and maternity (+3.1%) claims
- The total amount paid in EI special benefits increased to \$8.4 billion in 2024-25, compared to \$7.8 billion in 2023-24, largely driven by an increase in the number of new claims established and a higher average weekly benefit rate
- Claims for EI sickness benefits continued to represent almost two-thirds of EI special benefit claims in 2024-25. Nearly one-fifth (17.9%) of all sickness claims completed in 2024-25 used the maximum of 26 weeks of benefits while about a third of all sickness claims used the maximum of 15 weeks before the extension on December 18, 2022

In 2024-25, Labour Market Development Agreements (LMDAs) continued to support workers and employers across Canada in obtaining skills training and employment support services.

- 2024-25 marked the end of 7 years of temporary additional LMDA investments. In 2024-25, EI Part II delivered nearly 848,000 Employment Benefits and Support Measures (EBSM) services—2.7% fewer than the roughly 872,000 provided the previous year, and supported more than 502,000 clients across the country. Total LMDA investments reached \$2.1B, complemented by \$181M in pan-Canadian programming that continued to expand national reach and capability
- LMDAs generated strong labour market outcomes: of those supported, more than 169,000 EI-insured clients³ and close to 61,000 non-insured clients returned to work within 6 months of receiving service, as did more than 12,700 Pan-Canadian clients. These returns produced \$1.1B in unpaid EI Part I benefits, representing a 51% return on investment and a 15.7% increase in EI savings compared to the previous year

³ The EI-insured clients (including Pan- Canadian programming) includes active claimants, former claimants, and PPE clients.

- Service delivery patterns shifted considerably as jurisdictions adjusted to reduced funding. Intensive Employment Benefits dropped 19.5% to about 155,000 services, but this was partly offset by a 1.8% increase in less-intensive Support Measures, which rose to roughly 639,000 services. Pan-Canadian Indigenous Skills and Employment Training (ISET) services also grew by 4.1% to about 54,000
- A major driver of early client engagement in 2024-25 was the continued expansion and integration of the Targeting, Referral and Feedback (TRF) system, which referred 44.9% of eligible EI Part I applicants (more than 674,000, in total) to provincial and territorial employment programs, up from 36.8% the previous year⁴. This allowed nearly 60% of active claimants to be served within the first 12 weeks of their benefit period. Together, these advancements illustrate how integrated federal–provincial systems and coordinated service delivery continue to enhance LMDA performance in a rapidly evolving labour market

Building on the work done in previous years, Service Canada continues to improve and enhance the administration of the EI program. The following are highlights and updates from 2024-25:

- The Department processed over 3.2 million claims for EI, and the vast majority of EI payments were issued within the 28-day standard
- Building on the Integrated Workload and Workforce project, more EI call centre and processing officers are being upskilled and cross trained, increasing the workforce capable of handling both calls and processing related activities
- As a result of the multi-year strategy to reduce the inventory of claims pending review and improve capacity to meet service standards, the Department achieved its goal of returning to a sustainable inventory of claims this fiscal year
- Fraudulent attempts to access EI benefits, including identity theft, remain a persistent threat. ESDC has responded by establishing two new fraud management teams:
 - A specialized fraud team, focused on prevention
 - An enforcement team, focused on investigating suspected fraud where criminal liability may be involved
- The Department successfully fulfilled its multi-year commitment to complete EI Emergency Response Benefit post-payment verifications by March 31, 2025
 - In 2024-25, 73,454 verifications were completed and approximately \$166.6 million in savings were identified
 - Over the course of the 4-year period, over 164,000 verifications were conducted, resulting in estimated savings of \$456.8 million
- The EI Call Centre exceeded its service level for the second consecutive year, answering over 87% of calls within 10 minutes of the caller entering the queue to speak to a representative, and over 94% of calls were resolved at the first point of contact, requiring no follow up
- Call centres replaced outdated teletypewriter (TTY) machines with a new TTY platform to improve accessibility for those with hearing and speech impairments

⁴ The percentage of TRF applicants referred is the total annual number of referrals divided by the total number of EI applicants.

- The platform has been successfully receiving calls in real time since its launch, improving the previous service which allowed clients to leave a message and be called back by a representative within 48 hours
- In 2024–25 the Department enhanced its social media management system's analytical and reporting functionalities
 - As a result, EI-related client traffic on social media platforms has been steadily increasing, reflecting a growing demand for timely, accessible information through these channels



As required under Section 3 of the *Employment Insurance Act*, the Canada Employment Insurance Commission is pleased to present this report to Parliament. Its purpose is to monitor and assess the impact and effectiveness of the benefits and other supports offered under the Employment Insurance (EI) program. This report aims to provide a clear understanding of how EI impacts the Canadian economy and how it supports the needs of workers across the country.

The Employment Insurance program

The EI program provides temporary income support to eligible individuals who are unemployed and have contributed to the program in order to partially replace employment income. Benefits help claimants while they search for work, pursue training to improve their skills (if referred by a designated authority under Section 25 of the *Employment Insurance Act*) or are absent from work due to specific life circumstances.¹

EI is delivered through 2 major components:

- **EI Part I**, which provides direct temporary income support through EI regular benefits, fishing benefits, Work-Sharing benefits and special benefits²
- **EI Part II**, which provides Employment Benefits and Support Measures (EBSMs). These include services delivered through Labour Market Development Agreements (LMDAs) as well as the Indigenous Skills and Employment Training program (ISET) program

Together, the income benefits offered under EI Part I and the EBSMs offered under EI Part II support workers across Canada as they navigate through employment transitions.

EI regular benefits provide temporary income support to partially replace lost employment income for eligible claimants, helping them as they look for a new job and remain active in the labour force. To qualify, individuals must have accumulated a minimum number of hours of insurable employment, paid EI premiums, and had a valid job separation. They must also be available for and actively seeking work to receive benefits.

¹ These circumstances include illness, injury, pregnancy, 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.

² For the purposes of the Employment Insurance Monitoring and Assessment Report, EI benefits for self-employed persons (under Part VII.1 of the *Employment Insurance Act*) and fishing benefits (under Part VIII) are considered to be EI Part I benefits.

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

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

EI special benefits provide support to employees and self-employed persons who have to take leave from work due to specific life circumstances, such as illness, pregnancy, childbirth, caring for a newborn or a newly adopted child, or the care of a critically ill or injured family member or someone requiring end-of-life care.

Employment Benefits and Support Measures (EBSM) are services delivered under EI Part II and help individuals prepare for, find, and maintain employment. Through LMDAs, provinces and territories create and administer the programs that deliver these services, while the Government of Canada provides pan-Canadian programming. This includes the Indigenous Skills and Employment Training (ISET), delivered by Indigenous organizations to support skills development and employment outcomes for Indigenous peoples.

Recent changes to the Employment Insurance program

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

In February 2025, the Government of Canada introduced an EI pilot project to test the effectiveness of providing a one-time credit of 300 hours of insurable employment to support EI claimants affected by lengthy evacuations due to 2024 wildfires. The pilot project targeted claimants in Jasper, Alberta and Bunibonibee Cree Nation, Manitoba, who established a claim between July 21, 2024 and July 19, 2025.

In March 2025, the Government of Canada also introduced an EI pilot project to test temporary measures in response to major changes in economic conditions. The initiative aimed to provide additional income support and financial stability for workers impacted following the imposition and ongoing threat of tariffs. Measures being tested under this pilot project include:

- Waiving the one-week EI waiting period
- Suspending the rules around treatment of monies paid on separation, including severance pay
- Providing 20 additional weeks of EI benefits to long-tenured workers
- Adjusting the regional unemployment rates up by 1 percentage point in all EI regions, to a maximum of 13.1%, with no region at an unemployment rate of less than 7.1%. This measure applied to claims with a benefit period that began between April 6, 2025 and October 11, 2025

Additionally, this pilot project introduced temporary Work-Sharing measures to support employers that experienced a decline in business activity attributable to the threat or potential realization of tariffs. These measures include:

- expanding eligibility requirements for employers and employees
- extending the maximum duration of a Work-Sharing agreement from 38 to 76 weeks
- waiving the requirement to serve a cooling-off period between successive agreements

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

Other recent changes to the EI program, including all measures from EI Part I and Part II in response to tariffs, will be reported on in future Monitoring and Assessment Reports once they have been fully implemented and impacts have been assessed.

The Canada Employment Insurance Commission

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

The CEIC is composed of 4 members, 3 of whom are voting members representing the interests of workers, employers and the federal government. The Commissioner for Employers and the Commissioner for Workers are appointed to renewable terms of up to 5 years and represent their respective groups' interests in 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 serves as Chairperson of the CEIC. The Senior Associate Deputy Minister of ESDC serves as Vice-Chairperson and holds voting privileges only when acting on behalf of the Chairperson.

The CEIC makes regulations under the *Employment Insurance Act*, with the approval of the Governor in Council. It plays a central role in overseeing the EI program by reviewing and approving policies related to its administration and delivery. ESDC and Service Canada carry out EI program operations on behalf of the CEIC.

The CEIC also ensures the financial transparency of the EI program. Each year, it commissions an EI premium report from the Chief Actuary and prepares a summary report, which are both provided to the Minister and the Minister of Finance for tabling in Parliament. The Actuarial Report is also used by the

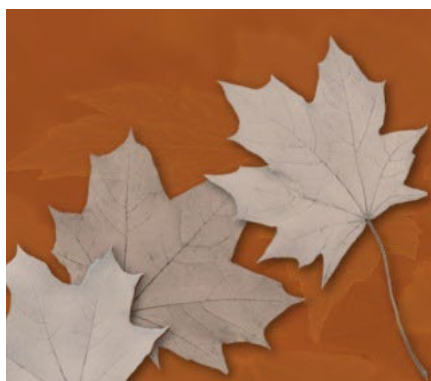
CEIC to set the maximum insurable earnings, as required by legislation. Since 2017, the CEIC has been responsible for setting EI premium rates using a 7-year-break-even mechanism.

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

The Report

ESDC and Service Canada produce the Employment Insurance Monitoring and Assessment Report under the direction and guidance of the CEIC. The report provides a comprehensive analysis of the impact and effectiveness of the EI program, using sources such as EI administrative data, Statistics Canada survey data, internal and external analytical reports, and peer-reviewed evaluation studies.

- **Chapter 1** examines the state of the Canadian economy and labour market in 2024-25
- **Chapter 2** analyzes the usage, impact and effectiveness of EI Part I benefits during this period
- **Chapter 3** reviews the supports delivered under EI Part II through Employment Benefits and Support Measures
- **Chapter 4** presents information on EI program administration and service delivery



CHAPTER 1

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, 2024, and ending on March 31, 2025 (2024-25).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 2024-25. Section 1.2 summarizes key labour market developments in the Canadian economy during the reporting period.² Section 1.3 concentrates on the evolution of regional labour market conditions. Definitions and more detailed statistical tables related to key labour market concepts discussed in the chapter can be found in Annex 1.

1.1 Economic overview³

Global economic context in 2024-25

In 2024-25, the global economic outlook was marked by resilient growth and decreasing inflation across most advanced economies.⁴ The global economy grew at an average annual rate of 3.3% during 2024-25, compared to 3.5% in 2023-24, despite tighter financial conditions, heightened trade policy uncertainty, and elevated geopolitical tensions in the Middle East as well as the ongoing war in Ukraine (consult Chart 1, for Canada).

During 2024-25, most central banks in advanced economies lowered interest rates in response to declining inflation, primarily driven by decreases in food, energy and goods prices.⁵ The global Consumer Price Index (CPI), or CPI inflation, in the average advanced economy fell from 4.4% in 2023-24 to 2.5% in 2024-25, approaching the 2% target set by central banks in most advanced economies, including Canada and other

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

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

³ All data are reported using seasonally adjusted monthly data, unless otherwise stated. The growth over the fiscal year is calculated by taking the 12-month averages, by comparing either March 2024 to April 2025 or last quarter 2024 to last quarter 2025.

⁴ [OECD Economic Outlook, Volume 2025 Issue 2 | OECD](#). Data for the average annual growth of the global economy are taken from [General assessment of the macroeconomic situation: OECD Economic Outlook, Volume 2025 Issue 2 | OECD \(Figure 1.1\)](#). The average of the world annual growth data is calculated using data from 2024Q2 to 2025Q1.

⁵ [General assessment of the macroeconomic situation: OECD Economic Outlook, Volume 2025 Issue 2 | OECD \(Figure 1.13\)](#).

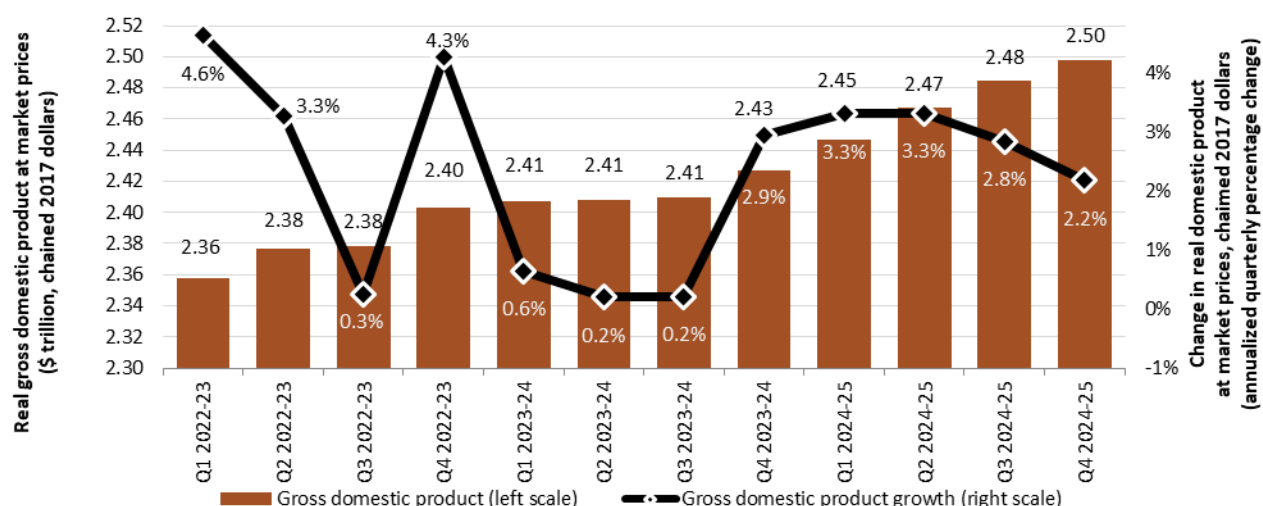
G7 countries.⁶ In 2024-25, Canada recorded an inflation rate of 2.0%, which was below the average among G7 countries.⁷

Canadian economic context in 2024-25

Canada experienced an increase in economic growth in 2024-25. The real Gross Domestic Product (GDP) grew by 2.5% compared to 2023-24, while it increased by 1.4% in 2023-24 compared to 2022-23.⁸

When examining quarterly movements, the Canadian economy showed robust annualized growth rates in the first and second quarters of 2024-25, driven by previous interest rate cuts that boosted household spending and residential investment.⁹ Economic growth slowed in the last 2 quarters of 2024-25 but was stronger than expected in the fourth quarter (2.2%) due to a temporary surge in exports in anticipation of US tariffs (consult Chart 1).¹⁰ Overall, in 2024-25, the slowdown in population growth, combined with high trade tensions and the continual decline in economic growth during this period, have led the Canadian economy in a state of excess supply.

Chart 1: Quarterly real gross domestic product, Canada, 2022-23 to 2024-25



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

Internationally, Canada ranked second among G7 countries in real GDP growth rate for 2024-25, an improvement from its third position in 2023-24.¹¹ Nonetheless, Canada ranked sixth in terms of real GDP per capita (using Purchasing Power Parity) among G7 countries, averaging US\$ 51,967 per capita in 2024-25.¹² In fact, real GDP per capita, the most widely used measure of a country's standard of living, has

⁶ The Group of Seven (G7) is an inter-governmental political forum consisting of Canada, France, Germany, Italy, Japan, the United Kingdom (UK), and the United States. Data are available at [General assessment of the macroeconomic situation: OECD Economic Outlook, Volume 2025 Issue 2 | OECD](#).

⁷ [OECD Data Explorer • G20 - Consumer price indices, all items](#). The average of G7 economies includes Canada but excludes Japan.

⁸ Statistics Canada, Table 36-10-0104-01, seasonally adjusted at annual rates, chained (2017) dollars.

⁹ [Monetary Policy Report—January 2025](#), [Monetary Policy Report—April 2025](#)

¹⁰ [Monetary Policy Report—July 2025](#).

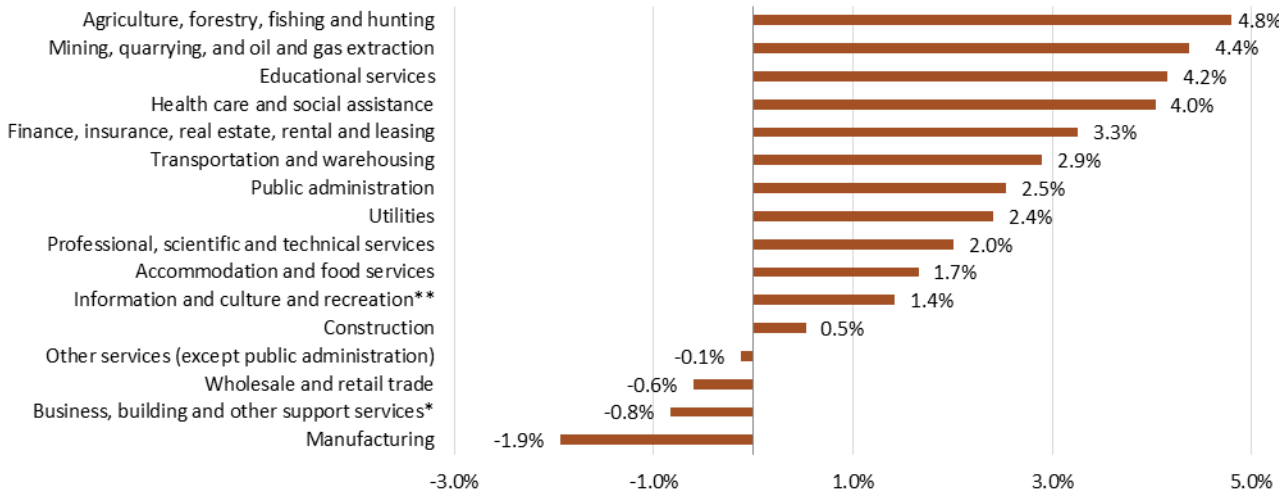
¹¹ [OECD Data Explorer • Quarterly real GDP growth - OECD countries](#). Using quarterly growth rate from Q2 2024 to Q1 2025, among G7 economies, the US had the highest average growth rate (2.6) in 2024-25 followed by Canada (2.5), UK (1.5), France (0.8), Italy (0.6) and Japan (0.5) and Germany (-0.3).

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

softened in the previous 2 fiscal years in Canada and remained below pre-pandemic levels.¹³ This softness is primarily attributed to the unprecedented strong population growth and the time required for newcomers to fully integrate into the economy.¹⁴

As in previous fiscal years, a closer look at quarterly movements by industry (consult Chart 2) showed that economic growth in the Canadian economy during 2024-25 was unequally distributed across sectors. While most industries expanded compared to the previous fiscal year, only 4 sectors contracted. More than half of the industries grew faster than the national average of 1.9% across all sectors. Among them, Agriculture, forestry, fishing and hunting; Mining, quarrying, and oil and gas extraction; and Education services had the highest growth in 2024-25. Sectors that experienced contractions were Manufacturing; Business, building and other support services; Wholesale and retail trade; and Other services (except Public administration).

Chart 2: Change in real gross domestic product by industry, Canada, 2023-24 to 2024-25



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

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

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

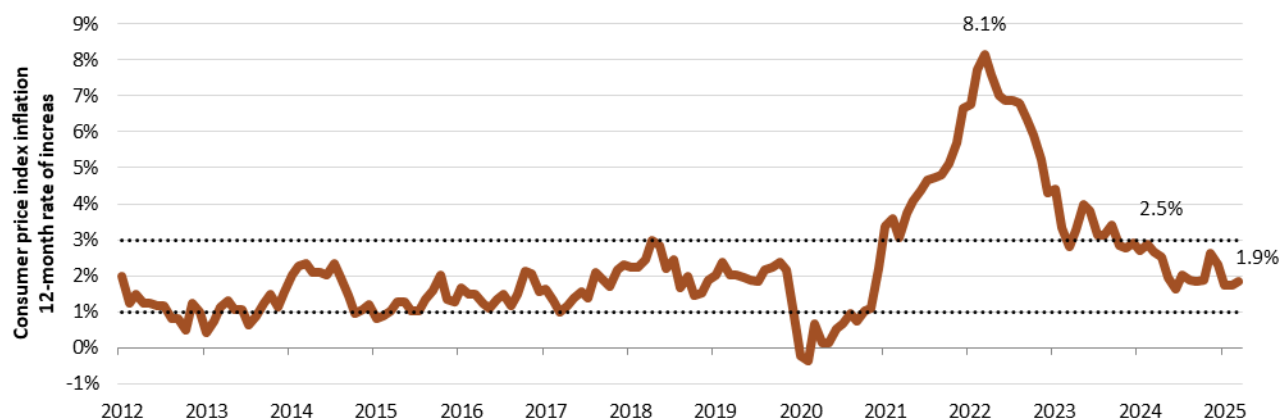
The inflation rate in Canada fell during the 2024-25 period, reaching the Bank of Canada’s target level of 2%. The year-over-year change in Canada’s CPI inflation, decreased from 2.5% in April 2024 to 1.9% in March 2025 (consult Chart 3). This decline was mainly attributed to lower year-over-year gasoline prices as a result of the removal of the federal consumer carbon price and easing in shelter services prices.¹⁵

¹³ [Canada’s gross domestic product per capita: Perspectives on the return to trend \(statcan.gc.ca\)](https://statcan.gc.ca).

¹⁴ [Economic and Fiscal Overview | 2024 FES](#)

¹⁵ [Monetary Policy Report—October 2024](#), [Monetary Policy Report—January 2025](#), [Monetary policy - Bank of Canada](#)

Chart 3: Year-over-year change in the Consumer Price Index (CPI), Canada, January 2012 to March 2025, not seasonally adjusted



Note: The dotted lines indicate Bank of Canada's 1-3% control range for the inflation target with inflation measured as the 12-month rate of change in the consumer price index (CPI), Bank of Canada, Monetary Policy Report, April 2024.

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

The Bank of Canada began to reduce its policy interest rate in June 2024, implementing 7 consecutive cuts totalling 2.25 percentage points (p.p.), bringing the rate down from 5.0% in April 2024 to 2.75% in March 2025.¹⁶ In general, cutting policy interest rates in response to easing inflationary pressures aims to stimulate economic activity and aggregate demand, which can impact unemployment levels and job creation.

Considering real GDP growth and CPI inflation developments in 2024-25, aggregate demand for goods and services (demand), supported by accommodative monetary policy (interest rate cuts), was strong and contributed to robust GDP growth in the first 2 quarters of this fiscal period. Despite increased trade policy uncertainty due to US tariffs, demand continued to grow in the last 2 quarters of 2024-25 but at a slower pace than in the first 2 quarters of 2024-25.

1.2 The Canadian labour market

This section highlights key labour market developments in Canada during 2024-25, including several elements related to the administration of the EI program.¹⁷ Overall, the Canadian labour market during this period was characterised by a slowdown in population growth, moderate employment growth, a rise in the national unemployment rate, and looser labour market conditions.^{18 19}

¹⁶ Policy interest rate - Bank of Canada, [OECD Economic Outlook, Volume 2025 Issue 1: Canada | OECD](#).

¹⁷ 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.

¹⁸ Reported fiscal year data are averages of monthly or quarterly data. Totals may not always add up due to rounding.

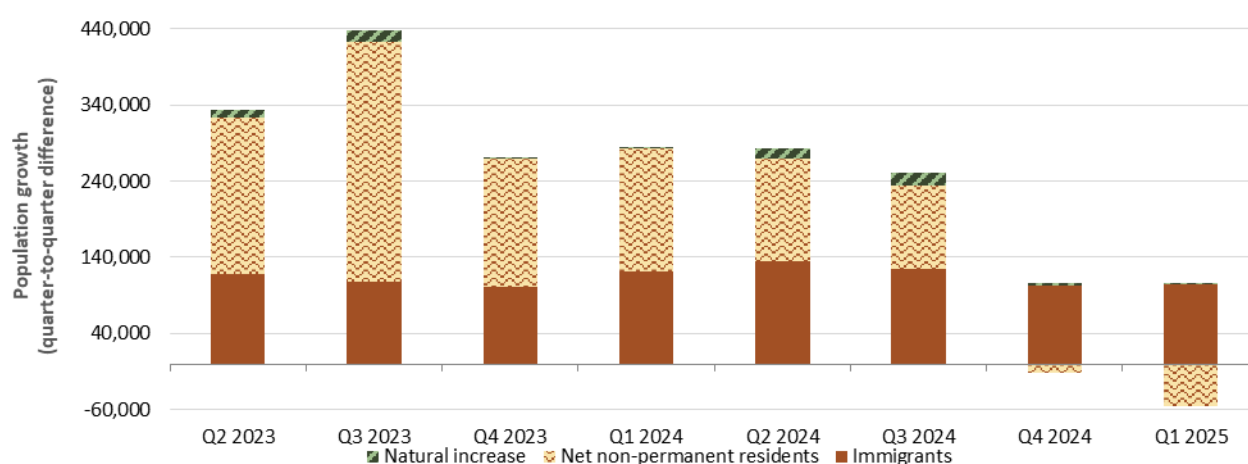
¹⁹ The labour market is said to be "easing" if vacant jobs are scarce and available workers are plentiful. The reverse applies for a tight labour market. This relationship is usually reflected by the unemployment-to-vacancy (UV) ratio. Higher UV ratio reflects an easing labour market while a lower UV ratio illustrates a tight labour market.

Labour force and participation rate

Canada's population growth slowed from over 1.2 million individuals in 2023-24 to approximately 614,000 individuals in 2024-25, resulting in a 1.7 p.p. decline in the annual population growth rate, from 3.2% to 1.5% over the same period. This slowdown was primarily due to a reduction in non-permanent immigration following the implementation of new federal immigration policies.²⁰ In 2024-25, the proportion of non-permanent immigrants decreased by 38 p.p., falling from 851,000 individuals who represented 67% of population growth in 2023-24 to 180,000, accounting for 29% of the population growth in 2024-25.

Conversely, the share of permanent immigrants increased by 40 p.p., rising from 448,000 individuals, (accounting for 35% of the population growth) to 466,000, representing 76% of the population growth in the reporting period. Overall, due to low levels of natural increase (around 5% of the population growth in 2024-25), international migration (both permanent and non-permanent immigration) remained the main driver of Canada's population growth in 2024-25, accounting for 95.0% of total population growth (consult Chart 4).²¹

Chart 4: Components of quarterly population growth in Canada, Q2 2023 to Q1 2025



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

The significant decline in population growth contributed to a 0.4 p.p. slowdown in Canada's labour force growth, which increased by 2.9% (+619,000, from 21.7 million to 22.3 million) in 2024-25 compared to 3.3% in 2023-24.²² Likewise, there was a 0.4 p.p. decline in the national participation rate, from 65.8% to

²⁰ [Strengthening temporary residence programs for sustainable volumes - Canada.ca](https://www.canada.ca/en/immigration-refugees-citizenship/news/2024/04/strengthening-temporary-residence-programs-for-sustainable-volumes.html).

²¹ [The Daily — Canada's population estimates, fourth quarter 2024](https://www150.statcan.gc.ca/n1/pub/28-001-x/2024001/article/00001-eng.htm).

²² 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.

65.4% over the same period as the working-age population grew at a faster rate (3.4% in 2024-25 compared to 3.0% in the previous fiscal) than the labour force.²³

The decline in the national participation rate masks significant variations among age groups. The participation rate for older (55 years and over) and core-aged people (25 to 54 years) decreased by 0.6 p.p. and 0.3 p.p., respectively, while it dropped by 1.4 p.p. for youth (15 to 24 years). Participation in the labour market is driven by 2 factors (changes in labour force and working-age population). In 2024-25, the population for core-aged people (+3.9%) and their labour force (+3.5%) almost grew at a similar pace; hence their participation rate had the smallest decrease (-0.3 p.p.) compared to other groups. The population for older people (+1.8%) increased faster than their labour force (+0.2%), resulting in a decrease in their participation rate (-0.6 p.p.) that was greater than that of the core-aged group (-0.3 p.p.). In contrast, the youth recorded an increase in their population (+6.2%) that was greater than their labour force (+3.9%), leading to the largest decrease in participation rate among all age groups (-1.4 p.p.).

Employment and employment rate

Compared to the previous fiscal period, total employment grew by 1.8%, up from 20.5 million in 2023-24 to 20.8 million in 2024-25. However, this expansion was insufficient to fully absorb the increase in labour force (2.9%), resulting in an increase in the national unemployment rate.

Over the same period, employment trends varied widely depending on the type of workers, the size of firms, the age and gender of individuals. The average number of part-time workers increased by 112,800 (+3.1%), while full-time workers expanded by 255,000 (+1.5%) between the 2 fiscal years.²⁴

Employment growth was much higher for employees in the public sector (+3.1%) than for private sector employees (+1.4%) and self-employed individuals (+1.5%).²⁵ Similar to the previous fiscal period, in 2024-25, self-employment has not exceeded its pre-pandemic level as of February 2020, indicating that workers are becoming more likely to be paid employees and less likely to be self-employed. Employment increased significantly only in large enterprises (500 employees and over) by 140,000 and in small enterprises (0 to 19 employees) by 22,000.²⁶ Approximately half of all employees (47.0%) worked in large enterprises in 2024-25.²⁷

Between the 2 fiscal periods, most sectors recorded employment growth and only 3 sectors had declines. The 3 sectors with the largest employment growth in 2024-25 were Health care and social assistance; followed by Finance, insurance, real estate, rental and leasing; and Business, building, and other support services. In contrast, Agriculture; Utilities; and wholesale and retail trade were the 3 sectors that registered contractions in employment (consult Chart 5). Information, culture and recreation; Manufacturing; and

²³ Working-age population is the number of persons of working age, 15 years and over from the LFS Table: 14-10-0287-01. This is different from the Census Canadian population estimate used in Chart 4 from StatsCan Table: 17-10-0009-01. Participation rate is the number of labour force participants (comprised of those who were employed- and unemployed, combined) expressed as a percentage of the working-age population.

²⁴ Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

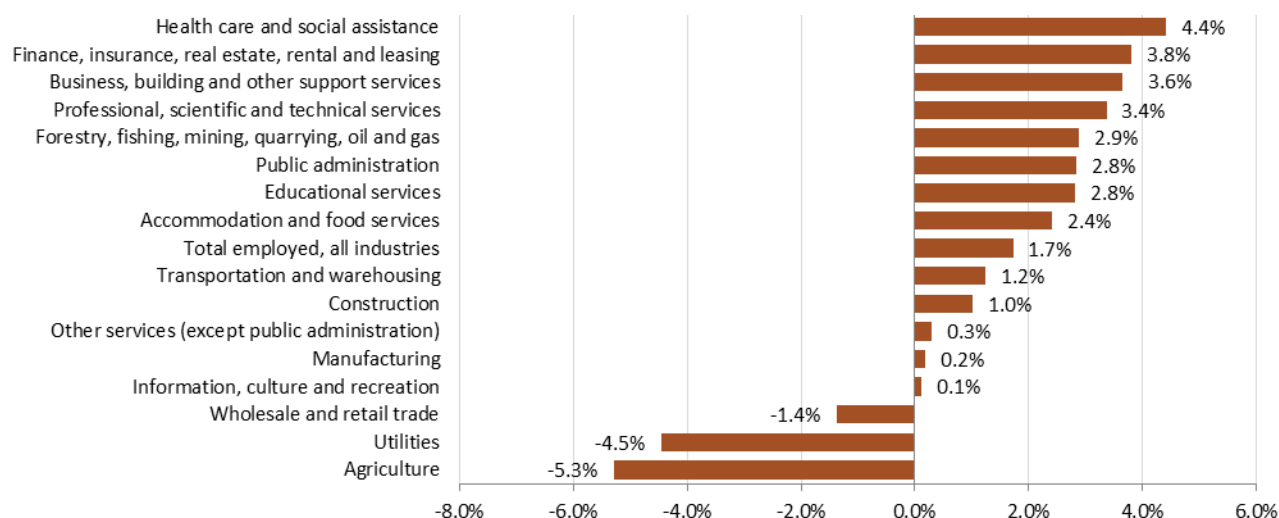
²⁵ Statistics Canada, Labour Force Survey, Table 14-10-0288-01.

²⁶ 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.

²⁷ Statistics Canada, Labour Force Survey, Table 14-10-0214-01.

Other services (except Public administration) were the only sectors where employment remained virtually unchanged compared to 2023-24.

Chart 5: Change in employment by industry, Canada, 2023-24 to 2024-25



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

When examining employment changes by age group, core-aged individuals had the largest increase in employment (+2.6%) in 2024-25, followed by youth (+1.1%). In contrast, older people experienced a 0.4% decrease in employment during the reporting period.

In 2024-25, men represented 56.2% of full-time workers whereas women accounted for 43.8%. Conversely, women represented 62.5% of part-time workers, while men accounted for 37.5%. These proportions remained relatively unchanged compared to the previous fiscal year. However, between the 2 fiscal years, full-time employment rose by 1.9% for men and 1.0% for women, while part-time employment increased by 2.2% for men and 3.6% for women.

The evolution of total employment does not account for changes in the working-age population. Conversely, the employment rate, which measures the proportion of people aged 15 years and over who were employed during a given period, takes changes in the working-age population into account. The employment rate fell by 1.0 p.p., from 62.1% in 2023-24 to 61.1% in 2024-25, as the working-age population (3.4%) grew faster than total employment (1.8%) due to the significant increase in international migration in the previous fiscal year. On the global scene, Canada had the second highest employment rate among G7 countries during the reporting period.²⁸

Looking at employment rate trends across gender groups, the employment rate for men decreased by 1.1 p.p., from 65.9% in 2023-24 to 64.8% in 2024-25, while it dropped by 0.9 p.p. for women, from 58.3% to 57.4% over the same period. Among age groups, youth had the largest decline, dropping by 2.8 p.p., from

²⁸ [OECD Data Explorer • Employment rate](#). Using the average of OECD quarterly data on employment rate from 2024Q2 to 2025Q1, Japan had the highest employment rate (61.8%) among G7 countries, followed by Canada (61.1%), UK (60.5%), US (60.0%), Germany (59.7%), France (52.5%), and Italy (46.8%). The average employment rate for the G7 economy was 58.7%.

57.2% to 54.4%, followed by a 1.0 p.p. drop for core-aged individuals, and a 0.8 p.p. decrease for older people, who also had the lowest employment rate (34.4%) among all age groups in 2024-25.

Unemployment and unemployment rate

Unemployment rate is a key factor in determining a claimant's eligibility for EI regular benefits. A lower unemployment rate in an EI region translates into a higher number of hours of insurable employment required within the qualifying period for a claimant that resides in that region to be eligible for EI regular benefits.²⁹ Additionally, the unemployment rate in an EI region also plays a role in determining the duration of EI regular benefits that a claimant can receive and the number of weeks of insurable earnings (known as the divisor) used to calculate their weekly benefit rate. Regional variations in the unemployment rates are discussed in [subsection 1.3](#).

The number of unemployed individuals increased from 1.2 million in 2023-24 to about 1.5 million in 2024-2025, representing a 20.8% rise during this period. Along with a 2.9% expansion in labour force during the reporting period, the unemployment rate rose by 1.0 p.p., from 5.6% in 2023-24 to 6.6% in 2024-25. There are significant variations in unemployment rates by age and gender. Among gender groups, in 2024-25 women had a lower unemployment rate than men (6.2% vs 6.9%), and men had the highest increase in unemployment rate (1.1 p.p.) than women (0.8 p.p.). Youth had the highest unemployment rate at 13.5% in 2024-25 compared to 5.5% for core-aged individuals and 5.1% for older people.

Youth unemployment rate has been trending upward since early 2023 and was 0.8 p.p. above its pre-pandemic average of 12.7% over the period 2010-2019. Between the 2 fiscal periods, youth recorded a 2.4 p.p. rise in their unemployment rate (from 11.1% in 2023-24 to 13.5% in 2024-25), compared to 0.8 p.p. for core-aged individuals and 0.5 p.p. for older people. The continued rise in youth unemployment can be attributed to strong population growth in recent years, a loosening of labour market conditions, and a slowdown in job vacancies in the main industries where youth typically find employment such as Accommodation and food services, and Wholesale and retail trade (consult Table 3).³⁰

In general, youth experience 2 times higher unemployment rates than core-aged and older people for 2 main reasons. First, youth tend to move in and out of the labour force throughout the school year, periodically joining the unemployment pool as they search for work.³¹ Second, being at the beginning of their careers, youth often have little work experience, making the search for positions that match their skills more time-consuming and challenging.³² Additionally, youth are often the first to be laid off during economic downturns when employers face uncertainty and need to reduce their workforce.

In 2024-25, the monthly unemployment rate rose from 6.2% in April 2024 to 6.7% in March 2025, representing a 0.5 p.p. increase during this period (consult Chart 6). The unemployment rate in March 2025 rose from the record low level of 4.8% reached in June 2022.

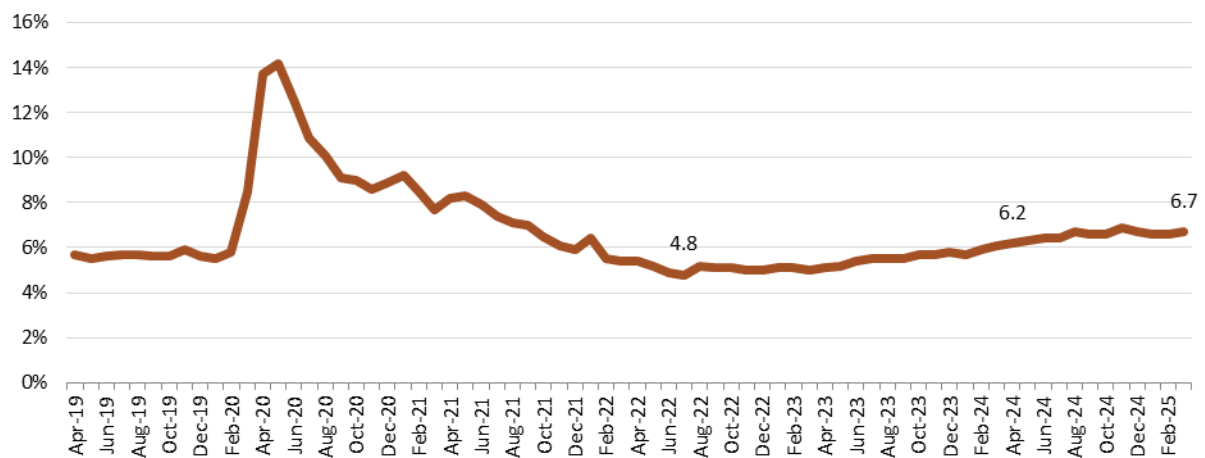
²⁹ The claimant must have worked a minimum number of hours of insurable employment during their qualifying period varying from 420 hours to 700 hours, depending on the regional unemployment rate where they lived at the time the claim is established. Consult [Chapter 2](#) for further details regarding the eligibility for EI regular benefits.

³⁰ ESDC, Recent Labour Market Developments among Youth in Canada.(Ottawa: ESDC Economic Analysis Division,2025).

³¹ [Unemployment Dynamics Among Canada's Youth](#)

³² [Chapter 2: Youth employment in Canada](#)

Chart 6: Unemployment rate, Canada, April 19 to March 2025



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

Duration of unemployment³³

Along with the increase in the national unemployment rate in 2024-25 compared to 2023-24, 2 indicators measuring the duration of unemployment also showed upward 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) increased from 17.5 weeks in 2023-24 to 20.3 weeks in 2024-25, representing an additional 2.8 weeks (consult Chart 7).

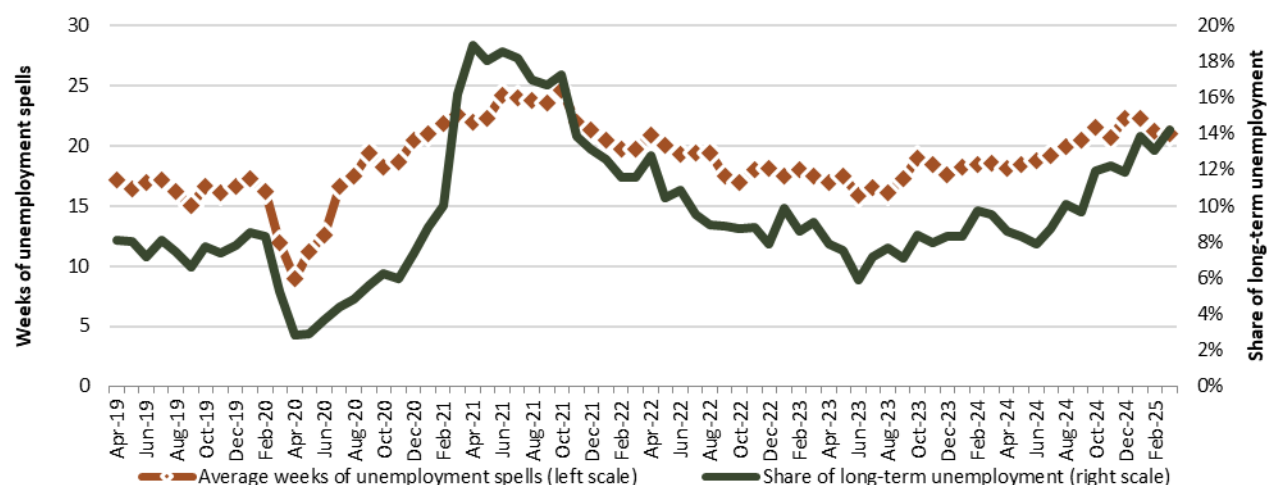
Second, the share of long-term unemployment (those looking for work for 52 weeks or more³⁴) increased from 8.0% in 2023-24 to 10.9% in 2024-25, representing a rise of 2.9 p.p. However, in absolute terms, the number of long-term unemployed individuals increased from an average of 97,000 to 159,000 over the same period, representing an increase of 65%. Canada had the lowest share of long-term unemployed people among G7 countries in 2024.³⁵ This upward trend in long-term unemployment is likely to affect EI access indicators (that is the Beneficiary-to-Unemployed rate, or simply the B/U rate) and the overall coverage of the EI program presented in [subsection 2.2.2](#).

³³ Statistics Canada, Labour Force Survey, Table 14-10-0342-01.

³⁴ In Statistics Canada's "The Daily", long-term unemployment is defined as the unemployed who had been continuously searching for work for 27 weeks or more. This definition is different from the "52 weeks or more" used in this report which aligns with the qualifying period to be eligible for EI benefits (consult [Section 2.1](#) of Chapter 2 for more details).

³⁵ [OECD Data Explorer • Unemployment by duration](#). The share of long-term unemployment is the ratio of unemployed individuals for 1 year and more over total unemployment. In 2024, Canada had 10.2% of long-term unemployed people among the total unemployment population. It was followed respectively by the US (12.2%), UK (22.4%), France (23.0%), Germany (27.2%), Japan (30.5%), and Italy (50.2%).

Chart 7: Average duration of unemployment (in weeks) and share of long-term unemployment (% unemployed for 52 weeks or more), Canada, April 2019 to March 2025



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

Unemployment duration also varied substantially by age and gender. Among age groups, older people generally experience longer durations of unemployment compared to youth because, as workers age, their chances of finding a job decrease, making it more difficult for them to re-enter the labour market.³⁶ In 2024-25, the average duration of unemployment was 25.9 weeks for older people, compared to 21.5 weeks for core-aged people and 14.8 weeks for youth.

Compared to 2023-24, this represented increases of 3.2 weeks for youth, 3.1 weeks for core-aged people, and 1.3 weeks for older people. The rise in unemployment duration for youth can be explained by the strong population growth in recent years, leading to strong competition in the labour market with other age groups, and a softening of labour market conditions. Over the same period, the proportion of long-term unemployed was highest among older people (14.3%), followed by core-aged workers (11.5%) and youth (7.7%). Compared to the previous fiscal year, this represented a rise of 3.8 p.p. for older people, 3.7 p.p. for youth, and 2.8 p.p. for core-aged people.

Among gender groups, the average duration of unemployment in 2024-25 was 21.0 weeks for men and 19.4 weeks for women. Compared to 2023-24, this represented increases of 3.1 weeks for men and 2.1 weeks for women. In 2024-25, the proportion of long-term unemployment was 11.5% for men and 10.3% for women, representing increases of 3.2 p.p. for men and 2.7 p.p. for women, compared to the previous fiscal year.

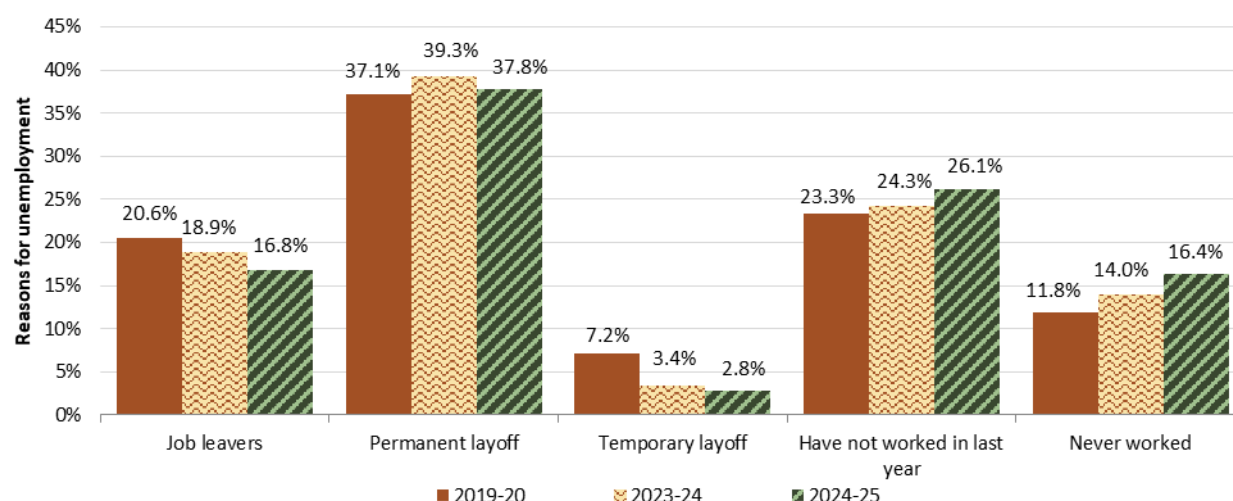
³⁶ [Unemployment among younger and older individuals: does conventional data about unemployment tell us the whole story? | Journal for Labour Market Research | Full Text \(springeropen.com\)](#)

Reason for unemployment³⁷

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

The Labour Force Survey reports 5 categories of reasons for unemployment: job leavers, permanent layoff, temporary layoff, not worked in last year, and never worked.³⁸ Of these, permanent and temporary layoff are most relevant to the administration of the EI program. Between the 2 fiscal years, unemployment due to permanent layoffs accounted for the largest share of all unemployment, declining from an average of 39.3% in 2023-24 to 37.8% in 2024-25 but still exceeding its pre-pandemic level of 37.1% in 2019-20. Similarly, the share of temporary layoffs decreased from 3.4% to 2.8% over the same period and was below its pre-pandemic level of 7.2%. The share of job leavers also fell from 18.9% to 16.8%, far below its pre-pandemic level of 20.6%. Conversely, the share of unemployed individuals who did not work in the last year rose from 24.3% to 26.1% and remained above its pre-pandemic level of 23.3%. Lastly, the share of individuals who never worked also increased from 14.0% to 16.4%, surpassing its pre-pandemic level of 11.8% (consult Chart 8). An increase in the share of the latter 2 categories will likely affect access to EI regular benefits as measured by the B/U rate (consult [subsection 2.2.2.](#)).

Chart 8: Share of unemployment by reason for unemployment, Canada, 2019-20 to 2024-25



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

When examining the reasons for unemployment across gender and age groups, substantial differences emerged. Among gender groups, permanent layoffs were the main reason for unemployment for both men and women. Between the 2 fiscal periods, their proportions fell for men (43.0% to 41.0%) and for women (34.5% to 33.8%) although both remained above pre-pandemic levels (40.8% and 32.4%, respectively). The proportion of temporary layoffs also dropped to 3.6% for men and 1.8% for women and stayed below their pre-pandemic levels (7.7% and 6.3%). The share of job leavers likewise declined for both men (18.5% to 15.8%) and women (19.6% to 18.1%), remaining below pre-pandemic levels (19.5% and 22.0%).

³⁷ Statistics Canada, Labour Force Survey, Table 14-10-0125-01, unadjusted for seasonality.

³⁸ Reason why individuals left is only known for those who worked in the previous 12 months.

In contrast, the share of individuals who had not worked in the previous year increased, rising for men (22.2% to 24.2%) and women (27.1% to 28.6%), and exceeding pre-pandemic levels (21.6% and 25.6%). Similarly, the share of those who never worked rose among men (12.2% to 15.4%) and women (16.3% to 17.7%), surpassing their respective pre-pandemic levels (10.0% and 13.7%). Overall, men had higher proportions of unemployment due to permanent and temporary layoffs, whereas women had higher proportions of individuals who had not worked in the previous year or who never worked.

Permanent layoffs also remained the largest category of unemployment across all age groups. Between the 2 fiscal years, their share decreased for youth (29.2% to 27.2%), core-aged people (41.8% to 41.7%), and older people (47.6% to 44.2%). These shares were above pre-pandemic levels for youth (26.6%) and core-aged individuals (41.7%), while for older people the share remained nearly unchanged relative to its pre-pandemic level (44.5%). The share of temporary layoffs also declined across all age groups, youth (1.9% to 1.1%), core-aged individuals (3.6% to 3.1%), and older people (5.3% to 5.0%) and remained below their respective pre-pandemic levels (5.2% , 7.3% and 9.6%).

Similarly, the share of job leavers declined for all age groups, falling to 20.6% for youth, 16.2% for core-aged people and 11.8% for older people, and staying below pre-pandemic levels (28.2%, 19.5%, and 12.8% respectively). Conversely, the proportion of individuals who had not worked in the previous year increased across all age groups, youth (14.1% to 16.9%), core-aged people (27.6% to 28.8%), and older people (30.2% to 33.7%), exceeding their pre-pandemic levels (13.8%, 25.9%, and 29.6%).

The proportions of individuals who never worked also rose across age groups, increasing for youth (30.6% to 34.1%), core-aged individuals (8.5% to 10.3%), and older people (4.7% to 5.3%), all above pre-pandemic levels (26.1%, 8.5%, and 3.5%). Overall, older people had the highest proportions of unemployment due to permanent and temporary layoffs as well as of individuals who had not worked in the previous. Youth had the highest shares of job leavers and individuals who had never worked, followed by core-aged people, and then older people.

Table 1: Share of unemployment by reason for unemployment and gender, Canada, 2019-20 to 2024-25

Category	2019-20	2023-24	2024-25
Men			
Job leavers	19.5%	18.5%	15.8%
Permanent layoff	40.8%	43.0%	41.0%
Temporary layoff	7.7%	4.1%	3.6%
Have not worked in last year	21.6%	22.2%	24.2%
Never worked	10.4%	12.2%	15.4%
Women			
Job leavers	22.0%	19.6%	18.1%
Permanent layoff	32.4%	34.5%	33.8%
Temporary layoff	6.3%	2.5%	1.8%
Have not worked in last year	25.6%	27.1%	28.6%
Never worked	13.7%	16.3%	17.7%

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

Table 2: Share of unemployment by reason for unemployment and age, Canada, 2019-20 to 2024-25

Category	2019-20	2023-24	2024-25
Youth			
Job leavers	28.2%	24.2%	20.6%
Permanent layoff	26.6%	29.2%	27.2%
Temporary layoff	5.2%	1.9%	1.1%
Have not worked in last year	13.8%	14.1%	16.9%
Never worked	26.1%	30.6%	34.1%
Core-aged			
Job leavers	19.5%	18.4%	16.2%
Permanent layoff	40.0%	41.8%	41.7%
Temporary layoff	7.3%	3.6%	3.1%
Have not worked in last year	25.9%	27.6%	28.8%
Never worked	7.3%	8.5%	10.3%
Older people			
Job leavers	12.8%	12.2%	11.8%
Permanent layoff	44.5%	47.6%	44.2%
Temporary layoff	9.6%	5.3%	5.0%
Have not worked in last year	29.6%	30.2%	33.7%
Never worked	3.5%	4.7%	5.3%

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

Hours of work³⁹

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

Average usual hours refer to the number of hours a worker typically works according to their employment contract, while average actual hours indicate the true number of hours a worker spent working, accounting for hours variations due to factors such as illness, vacation, or overtime. In 2024-25, the average number of hours Canadians usually worked per week across all jobs was 36.4, virtually unchanged from 36.5 in 2023-24. Similarly, the average number of hours Canadians actually worked per week across all jobs was 32.8, which was also unchanged from the previous fiscal year (32.9).

Job vacancies⁴⁰ and labour market conditions

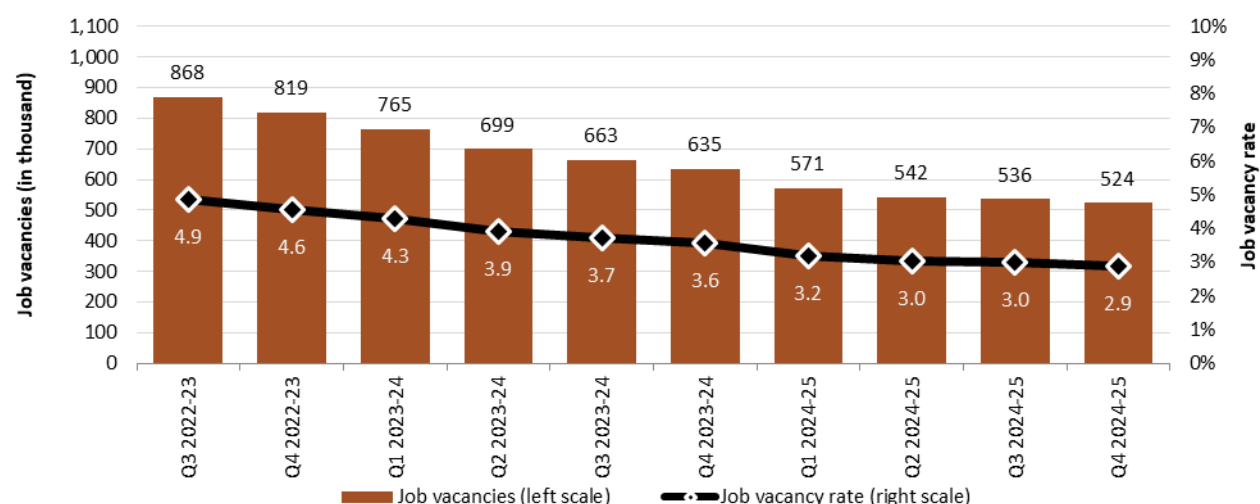
Job vacancies are the number of unoccupied positions for which employers are actively seeking workers, whereas the job vacancy rate is number of job vacancies expressed as a proportion of total labour demand (both occupied and vacant jobs).

In 2024-25, both job vacancies and job vacancy rates continued to decline. Job vacancies fell from 635,000 in the last quarter of 2023-24 to 524,000 in the same quarter of 2024-25, below the historical average of 535,000 in 2018-19. This represented a 17.6% year-over-year decrease. Similarly, the job vacancy rate decreased from 3.6% to 2.9% over the same period, above its historical level of 2.2% in 2018-19, representing a 0.7 p.p. year-over-year decline (consult Chart 9).

³⁹ Statistics Canada, Labour Force Survey, Table 14-10-0042-01, unadjusted for seasonality.

⁴⁰ Statistics Canada, Job Vacancies, payroll employees and job vacancy rate by provinces and territories, monthly Table 14-10-0432-01, seasonally adjusted.

Chart 9: Job vacancies and job vacancy rates, Canada, third quarter of 2022-23 to fourth quarter of 2024-25

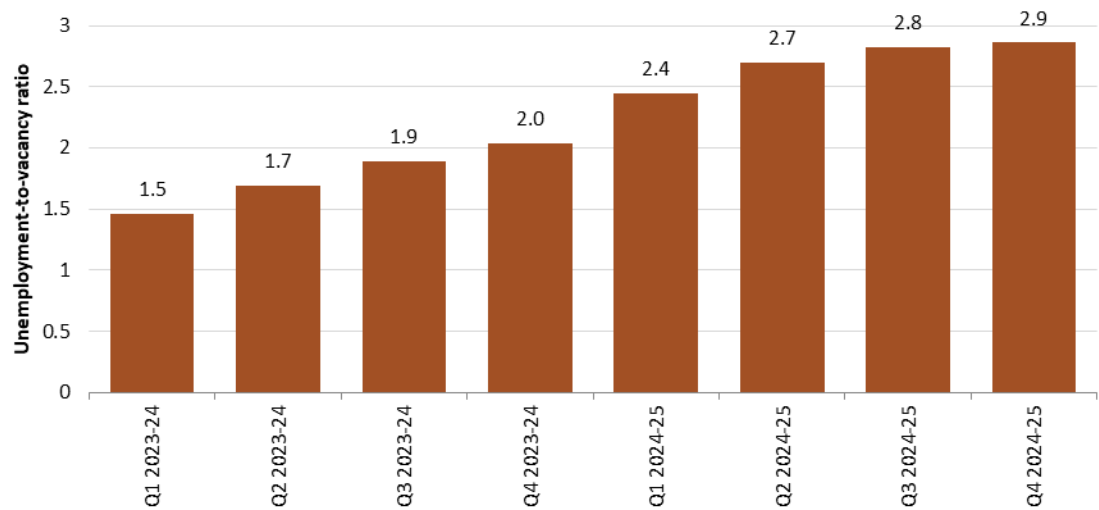


Source: Statistics Canada, Job vacancies, payroll employees and job vacancy rate by provinces and territories, monthly Table 14-10-0432-01, seasonally adjusted.

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

During the 2024-25 period, the UV ratio trended upward, rising from 2.0 in the last quarter of 2023-24 to 2.9 in the same quarter of 2024-25 (consult Chart 10). The UV ratio was higher in all 4 quarters of 2024-25 compared to the same quarters in 2023-24, indicating continued easing of labour market conditions. The average UV ratio in 2024-25 was 2.7, above the historical average of 2.2 observed in 2018-19. Labour market conditions continued to ease as unemployment grew faster than job vacancies, reflecting the labour market's inability to fully absorb the 2.9% growth in labour force during the current fiscal year. The latter was driven by strong population growth in the previous fiscal year as discussed earlier.

Chart 10: Unemployment-to-vacancy ratio, Canada, 2023-24 to 2024-25



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

Job vacancies and job vacancy rates also trended downward across industries between the last quarter of 2023-24 and the last quarter of 2024-25, although there were substantial variations among them (consult Table 1). Transportation and warehousing; Utilities, and Business, building and other support services recorded the most significant declines in job vacancies. In contrast, Public administration; Agriculture, forestry, fishing and hunting; and Manufacturing experienced the smallest reductions in job vacancies among all industries.

When it comes to job vacancy rates, Business, building and other support services; Transportation and warehousing; as well as Health care and social assistance experienced the largest decreases, whereas Public administration; Information, culture and recreation; Educational services; and Manufacturing recorded the smallest decreases among all industries (consult Table 3).

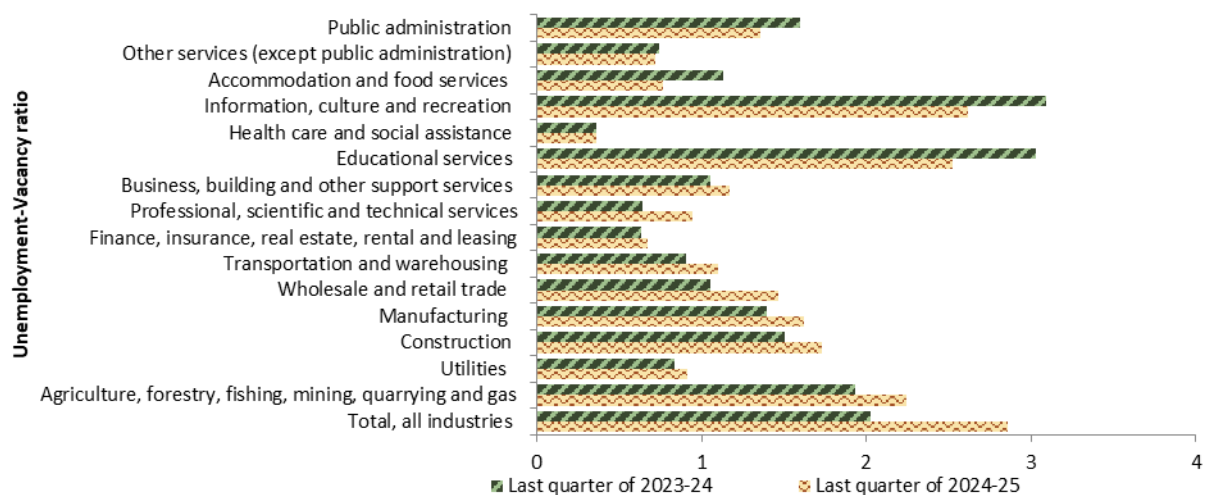
Between the 2 fiscal years, the Canadian labour market was characterised by a loosening of overall labour market conditions, as the UV ratio increased from 2.0 to 2.9. However, notable differences were observed across industries (consult chart 11). Overall, out of 15 industries, only 9 industries experienced an easing of labour market conditions, while 4 (Public Administration; Accommodation and food services; Information, culture, and recreation; and Educational services) had a tightening of conditions. Labour market conditions remained virtually unchanged in 2 Health care and social assistance; and Other services (except public administration) over this period.

Table 3: Job vacancies and job vacancy rates, by industry, Canada, fourth quarter of 2023-24 and 2024-25

Industry	Job vacancies Q4 2023-24	Job vacancies Q4 2024-25	Job vacancies change (%) Q4 2023-24 to Q4 2024- 25	Job vacancy rate Q4 2023-24 (%)	Job vacancy rate Q4 2024- 25 (%)	Job vacancy rate change (% points) Q4 2023- 24 to Q4 2024- 25
Agriculture, forestry, fishing, and hunting	9,330	8,015	-14.1%	3.7	3.2	-0.5
Mining, quarrying, and oil and gas extraction	5,925	5,055	-14.7%	2.7	2.3	-0.4
Utilities	2,920	2,195	-24.8%	2.1	1.6	-0.5
Construction	51,965	41,685	-19.8%	4.2	3.4	-0.8
Manufacturing	41,975	35,945	-14.4%	2.6	2.3	-0.3
Wholesale and retail trade	84,035	68,965	-17.9%	2.9	2.4	-0.5
Transportation and warehousing	36,380	25,655	-29.5%	4.2	2.9	-1.3
Information, culture, and recreation	18,595	15,180	-18.4%	1.6	1.3	-0.3
Finance, insurance, real estate, rental and leasing	30,650	26,125	-14.8%	2.6	2.2	-0.4
Professional, scientific and technical services	43,695	37,255	-14.7%	3.4	2.9	-0.5
Business, building and other support services	39,825	30,045	-24.6%	6.7	5.2	-1.5
Educational services	23,055	19,395	-15.9%	1.6	1.3	-0.3
Health care and social assistance	135,890	110,575	-18.6%	5.5	4.3	-1.2
Accommodation and food services	71,795	60,445	-15.8%	5.2	4.4	-0.8
Other services (except public administration)	29,730	24,100	-18.9%	4.9	4.0	-0.9
Public administration	14,555	14,105	-3.1%	2.5	2.4	-0.1
All industries	640,320	524,755	-18.0%	3.6	2.9	-0.7

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

Chart 11 : Unemployment-to-vacancy ratio, by industry, Canada, 2023-24 to 2024-25



Sources: Statistics Canada, Job Vacancies, payroll employees and job vacancy rate by industry, monthly Table 14-10-0400-01, seasonally adjusted (for job vacancies) and Labour Force Survey, Table 14-10-0291-01 seasonally adjusted (for unemployment).

Wages⁴¹

Employment earnings are another important factor for the administration of the EI program. They determine the EI premiums paid by both employers and employees, as well as the level of benefits claimants are eligible to receive. Employment earnings can be a combination of hourly wages and hours worked, a fixed amount paid for a specific period (a week, for example) or in the form of commissions, tips,

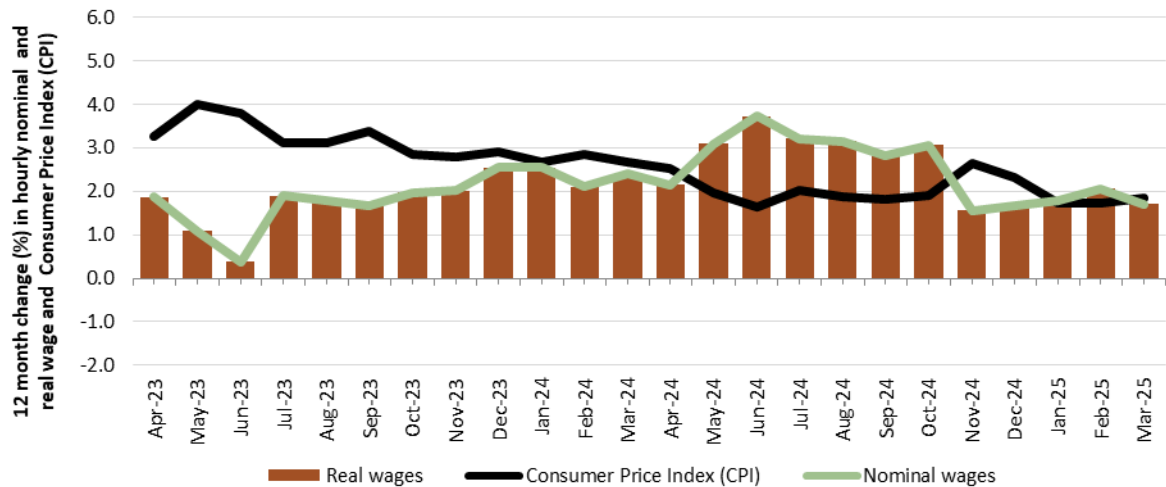
⁴¹ Statistics Canada, Labour Force Survey, Table 14-10-0063-01, unadjusted for seasonality.

or bonuses. To better understand the evolution of earnings in Canada, we analyzed the evolution of some key indicators such as average hourly nominal wages, compensation per hour worked and average weekly earnings.

The evolution of wages can be influenced by several factors including labour productivity, labour market conditions, inflation, demographic shifts, structural changes in the labour market, such as minimum wage increases, and the influence of workers’ bargaining power, resulting in further adjustments in wages negotiated in collective agreements. For example, a rise in inflation, labour productivity and tighter labour market conditions are more likely to result in an increase in nominal wages, holding other factors unchanged.

Compared to 2023-24, year-over-year growth (12-month rate of change) in nominal wages continued to outpace year-over-year CPI inflation in 2024-25, resulting in year-over-year growth in real wages. On average, nominal wages grew by 4.5% year-over-year, while CPI inflation rose by 2.0%, resulting in a 2.5% year-over-year increase in real wages in 2024-25 (consult Chart 12). In 2024-25, easing of labour market conditions had a moderating effect on real wages, while increases in minimum wages and real wages negotiated in collective agreements exerted upward pressure on real wages.⁴²

Chart 12: Year-over-year nominal and real hourly wage growth and CPI inflation, April 2023 to March 2025



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

⁴² [Real wages continue to recover \(EN\)](#)

Factors that influence wage expectations

A recent departmental study* examines the factors that influence wage expectations and income trajectories of unemployed individuals who received EI regular benefits in Canada. The goal of this study is to assess whether the EI program is fulfilling its role of mitigating the effects of unemployment by supporting unemployed workers in finding appropriate job matches at income levels similar to their pre-unemployment earnings.

This study has 2 components. First, it analyzes the characteristics of unemployed individuals based on their expectations of future income. This includes comparing recipients and non-recipients, considering their socio-economic environment, and assessing how these factors relate to their wage expectations. Second, it tracks trends in employment earnings and household income before and after an unemployment spell and compares actual post-unemployment earnings with the expectations individuals had while unemployed.

Using data from the Employment Insurance Coverage Survey (EICS), the Canadian Employer-Employee Dynamics Database (CEEDD) and the Labour Force Surveys, the study shows that between 2001 and 2019:

- Unemployed recipients faced more pressure to accept lower wages. Among a population of 7.0 million unemployed recipients and 13.9 million unemployed non-recipients, 51.7% of recipients were willing to accept a job paying 75% of their previous wage, compared to 41.8% of non-recipients. Conversely, 16.4% of recipients sought jobs matching or exceeding their last wage, compared to 24.7% of non-recipients.
- Recipients living in provinces with higher unemployment rates, higher amounts, or longer durations of EI benefits were more willing to accept a job offering 75% of their previous wage.
- There is a stronger positive correlation between wage expectations of recipients and the national unemployment rate. As labour market conditions loosened, recipients tended to lower their wage expectations. In contrast, non-recipients were more likely to wait for better job offers, which contributed to better earnings outcomes after unemployment.
- Only 0.1% of former recipients earned 75% of their previous earnings in the year following unemployment, while 57.4% earned at least as much as before. Among the non-recipients, the corresponding figures were 0.1%, and 62.2%.
- Non-recipients generally had higher household incomes than recipients before their unemployment spells. After following unemployment spells, income growth for recipients was greater than that of non-recipients, which helped narrowed the gap between the 2 groups.

* ESDC, Factors that influence wage expectations. (Ottawa: Labour Market Information Directorate, 2026)

Labour productivity

As discussed in the previous subsection, labour productivity (productivity), defined as real GDP (output) per hour worked, is another key factor of wage development, as gains in productivity may result in higher wages, holding other factors unchanged.

Productivity growth also directly affects jobs and the economy, as productivity gains allows competitive firms to expand production and potentially increase employment. However, it may also reduce the number of workers needed to produce output, possibly lowering the demand for workers. Additionally, while new technologies such as generative artificial intelligence (AI), automation and robotics may enhance worker productivity, they can either displace jobs by replacing tasks previously performed by workers or stimulate job creation by introducing new, complementary tasks that require human involvement.⁴³

Like other developed countries, Canada's population is aging, which may lead to labour shortages in the Canadian labour market. In the context of an aging population, Canada's employment and participation rates are projected to decline in the absence of immigration. Therefore, productivity is expected to be the main long-term driver of economic growth and prosperity in Canada.

Productivity in Canada and other G7 countries has been on a declining trend for decades, and the gap between Canada and US productivity growth has widened in the last 2 decades.⁴⁴ Canada's productivity for the business sector and its growth were relatively low before the pandemic (Q2 2019 to Q4 2019).⁴⁵ At the beginning of the pandemic, they rose substantially from the fourth quarter of 2019 to the second quarter of 2020 due to severe disruptions in economic activity, resulting in hours worked decreasing at a higher rate than output (consult chart 12). Since the third quarter of 2020, both productivity and its growth have trended downward.

Total compensation per hour worked (hourly compensation) in the business sector, defined as the average cost of labour per hour paid by employers, is another measure of earnings.⁴⁶ Real hourly compensation (real compensation) adjusts hourly compensation for inflation (GDP deflator). Over time, real compensation has generally aligned with productivity trends (consult chart 13). Before the pandemic, real compensation was relatively lower than productivity. However, between the second quarter of 2020 and the second quarter of 2021, real compensation grew more rapidly than productivity, largely due to significant gains in productivity recorded from the second quarter of 2019 to the third quarter of 2020 (consult chart 13). Both real compensation and productivity stagnated during the last 2 quarters of 2021. From the first quarter of 2022 to the first quarter of 2023, real compensation remained below both

⁴³ [What we're reading about productivity growth and jobs. Can We Have Pro-Worker AI — Acemoglu, Autor, Johnson \(2023-09-19\)](#)

⁴⁴ [A policy framework for reviving productivity growth – ECOSCOPE](#). A Primer on labour productivity and what it means for ESDC, (Ottawa: Economic Policy Directorate, June 2022).

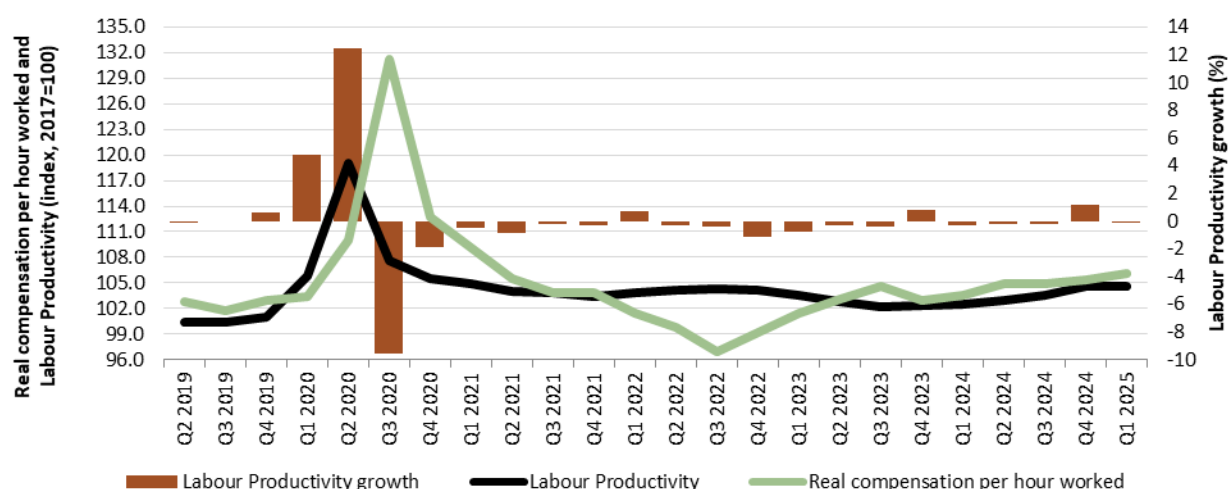
⁴⁵ Statistics Canada, Table 36-10-0206-01, Indexes of business sector labour productivity, unit labour cost and related measures, seasonally adjusted.

⁴⁶ This is defined as total compensation of employees, which includes gross wages and salaries and employers' social security contributions, divided by the total number of hours worked by employees. Statistics Canada, Table 36-10-0206-01, indexes of business sector labour productivity, unit labour cost and related measures, seasonally adjusted.

productivity and its pre-pandemic level.⁴⁷ Since 2023-24, real compensation has continued to increase at a rate marginally higher than productivity.

A country's productivity depends on 3 main factors: capital intensity (driven by the accumulation of machinery and equipment, investment in research and development (R&D), and technological advancements); labour composition (driven by the accumulation of human capital and structural changes in the labour market); and multifactor productivity, which refers to the overall efficiency with which capital and labour are used in the production process (influenced by competition in the goods markets, the economies of scale, management practices).⁴⁸ Research showed that 80% of the Canada-US productivity gap is attributed to differences in machinery and equipment investment, capital-labour ratio, trade openness and capital utilization.⁴⁹

Chart 13: Business sector real compensation per hour worked, labour productivity and labour productivity growth, Q2 2019 to Q1 2025



Sources: Statistics Canada, Table 36-10-0206-01 indexes of business sector labour productivity, unit labour cost and related measures, seasonally adjusted. Labour productivity growth is the quarter-on-quarter change in labour productivity.

Average nominal weekly earnings are another key indicator of earnings and are a combination of the number of hours worked by an employee (including overtime) in a week and their hourly wages. While average weekly hours worked by employees remained relatively unchanged compared to the previous fiscal year, average nominal weekly earnings increased by 4.8%, rising by \$59 from \$1,217 in 2023-24 to \$1,276 in 2024-25.⁵⁰

⁴⁷ [Real wages and productivity during the COVID-19 pandemic](#). This study showed that when CPI inflation is used, real wage has grown faster than productivity. They suggest that the price of goods and services being produced in Canada has increased relative to the price of goods and services being consumed.

⁴⁸ [Time to break the glass: Fixing Canada's productivity problem - Bank of Canada](#)

⁴⁹ [What Explains the Canada-US Labour Productivity Gap? on JSTOR](#)

⁵⁰ Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01, all employees and including overtime, seasonally unadjusted (for nominal weekly earning) and Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted.

1.3 Canada's regional labour market

Labour market developments at the national level may not be consistently observed across regions. This subsection examines the evolution of some key labour market indicators at the provincial and territorial levels in Canada.⁵¹

Labour force and participation rate

In 2024-25, all provinces and Yukon expanded their labour forces compared to 2023-24. Yukon recorded the largest growth in labour force followed by Alberta and Manitoba during this period (consult Table 4). In contrast, and similar to the previous fiscal year, the Northwest Territories and Nunavut experienced significant declines in labour force growth during the reporting period (consult Table 4).

While the national participation rate in Canada declined in 2024-25 compared to the previous fiscal year, significant variations were observed at the provincial and territorial levels. Among all regions, Yukon was the only region to experience a significant increase in participation rate, while the Northwest Territories and Nunavut had the largest decreases over the 2 fiscal periods (consult Table 4).

Table 4: Change in labour force and labour force participation rate, by province or territory, Canada, 2023-24 to 2024-25.

Province or territory	Change in labour force 2023-24 to 2024-25	Participation rate 2023-24	Participation rate 2024-25	Change in participation rate (% points) 2023-24 to 2024-25
Newfoundland and Labrador	+1.8%	57.8%	58.0%	+0.2
Prince Edward Island	+3.0%	66.8%	66.5%	-0.3
Nova Scotia	+2.0%	61.9%	61.5%	-0.4
New Brunswick	+2.9%	60.4%	60.5%	0.0
Quebec	+2.1%	65.2%	64.9%	-0.3
Ontario	+3.1%	65.6%	65.2%	-0.3
Manitoba	+3.4%	66.9%	66.8%	-0.1
Saskatchewan	+3.2%	67.2%	67.3%	+0.1
Alberta	+4.0%	69.5%	69.0%	-0.5
British Columbia	+2.3%	65.8%	65.0%	-0.8
Yukon	+6.9%	74.5%	76.8%	+2.2
Northwest Territories	-2.0%	73.4%	70.9%	-2.5
Nunavut	-2.6%	61.6%	59.0%	-2.6
Canada*	+2.9%	65.8%	65.4%	-0.4

* 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

During the reporting period, all regions, except the Northwest Territories, registered employment growth compared to 2023-24. Among all regions, Yukon, New Brunswick, and Alberta had the highest employment growth during this period (consult Table 5).

Although the national employment rate decreased by 1 p.p. over the 2 fiscal years, significant regional differences were noted. Overall, out of 13 regions, Yukon and Nunavut were the only regions to register increases in employment rates. The Northwest Territories, Alberta, and Ontario recorded the most significant declines in employment rates compared to the previous fiscal year.

⁵¹ 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.

Table 5: Change in employment and employment rate, by province or territory, Canada, 2023-24 to 2024-25.

Province or territory	Change in employment 2023-24 to 2024-25	Employment rate 2023-24	Employment rate 2024-25	Change in employment rate (% points) 2023-24 to 2024-25
Newfoundland and Labrador	+1.4%	52.2%	52.2%	0.0
Prince Edward Island	+2.4%	61.9%	61.3%	-0.6
Nova Scotia	+2.2%	57.8%	57.6%	-0.2
New Brunswick	+2.7%	56.3%	56.2%	-0.1
Quebec	+1.1%	62.2%	61.3%	-0.9
Ontario	+1.8%	61.7%	60.5%	-1.1
Manitoba	+2.4%	63.6%	63.0%	-0.7
Saskatchewan	+2.5%	63.9%	63.6%	-0.3
Alberta	+2.6%	65.3%	64.0%	-1.3
British Columbia	+1.8%	62.3%	61.3%	-1.0
Yukon	+6.3%	71.6%	73.4%	+1.7
Northwest Territories	-1.5%	69.0%	67.1%	-2.0
Nunavut	+2.2%	53.8%	54.1%	+0.3
Canada*	+1.8%	62.1%	61.1%	-1.0

* 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

In 2024-25, all regions except Nova Scotia, the Northwest Territories and Nunavut, experienced increases in unemployment levels compared to 2023-24. Overall, 7 out of 13 regions had increases in unemployment levels exceeding 10%. Among them, Yukon, Alberta, and Ontario recorded the largest increases in unemployment (consult Table 6).

During the same period, unemployment rates increased across all regions except in Nunavut and the Northwest Territories, where significant declines were recorded. In these 2 regions, the growth in the labour force outpaced the growth in unemployment, resulting in lower unemployment rates. Nova Scotia and New Brunswick were the only provinces where the unemployment rate was virtually unchanged compared to the previous year. In 2024-25, the Northwest Territories, Yukon, and 5 provinces (Nova Scotia, Quebec, Manitoba, Saskatchewan, and British Columbia) had lower unemployment rates than the national unemployment rate of 6.6%.

Table 6: Change in unemployment and unemployment rate, by province or territory, Canada, 2023-24 to 2024-25.

Province or territory	Change in unemployment 2023-24 to 2024-25	Unemployment rate 2023-24	Unemployment rate 2024-25	Change in unemployment rate (% points) 2023-24 to 2024-25
Newfoundland and Labrador	+6.0%	9.7%	10.1%	+0.4
Prince Edward Island	+10.8%	7.4%	7.9%	+0.6
Nova Scotia	-1.3%	6.6%	6.4%	-0.2
New Brunswick	+5.4%	6.8%	7.0%	+0.2
Quebec	+23.5%	4.6%	5.5%	+1.0
Ontario	+25.0%	5.9%	7.2%	+1.3
Manitoba	+21.8%	4.9%	5.8%	+0.9
Saskatchewan	+16.9%	4.9%	5.5%	+0.6
Alberta	+25.8%	6.0%	7.2%	+1.2
British Columbia	+10.0%	5.3%	5.7%	+0.4
Yukon	+29.1%	3.7%	4.5%	+0.8
Northwest Territories	-11.2%	6.0%	5.4%	-0.6
Nunavut	-36.5%	12.7%	8.3%	-4.4
Canada*	+20.8%	5.6%	6.6%	+1.0

* 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

As discussed previously, the average duration of unemployment in Canada increased by 2.8 weeks in 2024-25, representing a 15.9% increase compared to 2023-24. However, substantial provincial variations were observed. Compared to the previous fiscal year, all provinces had increases in average unemployment duration in 2024-25, except Nova Scotia, where it decreased by almost 2 weeks (consult Table 7).

Saskatchewan, Ontario, Quebec, and Newfoundland and Labrador recorded the largest rises in average unemployment duration, but only Saskatchewan and Ontario exceeded the national average of 2.8 weeks over the 2 fiscal periods. In contrast, Prince Edward Island and Manitoba were the only provinces where the average unemployment duration remained relatively unchanged compared to the previous fiscal year.

Table 7: Average weeks of unemployment, by province, Canada, 2023-24 to 2024-25

Province	Average weeks of unemployment 2023-24	Average weeks of unemployment 2024-25	Difference in average weeks of unemployment 2023-24 to 2024-25	Change (%) in average weeks of unemployment 2023-24 to 2024-25
Newfoundland and Labrador	17.7	19.7	+2.0	+11.3%
Prince Edward Island	14.1	14.1	0.0	-0.1%
Nova Scotia	19.8	18.2	-1.6	-8.2%
New Brunswick	15.4	16.7	+1.3	+8.4%
Quebec	14.5	16.6	+2.1	+14.6%
Ontario	18.2	21.9	+3.7	+20.0%
Manitoba	19.0	19.1	+0.1	+0.4%
Saskatchewan	16.5	24.2	+7.7	+46.4%
Alberta	20.5	21.6	+1.1	+5.4%
British Columbia	17.7	18.9	+1.3	+7.3%
Canada*	17.5	20.3	+2.8	+15.9%

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

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

Weekly hours and earnings

In 2024-25, the average weekly hours actually worked in Canada remained almost unchanged compared to 2023-24. However, significant regional variations were noted. Compared to the previous fiscal year, the average weekly hours actually worked decreased significantly in 4 provinces (Prince Edward Island, New Brunswick, Ontario, and Manitoba) and increased in 2 provinces (Quebec and British Columbia) (consult Table 8). Newfoundland and Labrador, Nova Scotia, Saskatchewan and Alberta were the only provinces where the average weekly hours actually worked remained almost unchanged compared to the previous fiscal year.

During the same period, average nominal weekly earnings and inflation increased across Canada and its regions compared to 2023-24, although notable regional differences were observed between these 2 indicators. In all regions, average nominal weekly earnings outpaced CPI inflation, resulting in an increase in the purchasing power of the average worker in these regions in 2024-25. Moreover, growth in average nominal weekly earnings was below the national average in 7 regions (Newfoundland and Labrador, Nova Scotia, New Brunswick, Manitoba, Alberta, British Columbia and Yukon) while it exceeded the national average in 5 regions (Prince Edward Island, Ontario, Saskatchewan, Nunavut, and the Northwest Territories). Quebec was the only province to record growth in average nominal weekly earnings at the

same rate as the national average. CPI inflation in most provinces was lower than the national inflation rate, except in Alberta and British Columbia, where it was higher (consult Table 8).

Table 8: Nominal weekly earnings, weekly hours worked and consumer price index by province or territory, Canada, 2023-24 to 2024-25

Province or territory	Average weekly hours worked* 2024-25	Change in average weekly hours worked (%) 2023-24 to 2024-25	Average nominal weekly earnings** 2024-25	Change in average nominal weekly earnings (%) 2023-24 to 2024-25	Change in consumer price index (%) 2023-24 to 2024-25
Newfoundland and Labrador	34.1	-0.1%	\$1,255	3.7%	1.4%
Prince Edward Island	34.1	-1.1%	\$1,082	5.1%	1.8%
Nova Scotia	32.8	0.0%	\$1,132	4.7%	2.0%
New Brunswick	33.4	-1.4%	\$1,154	3.5%	2.0%
Quebec	31.7	+0.4%	\$1,222	4.8%	2.0%
Ontario	32.9	-0.8%	\$1,311	5.5%	2.3%
Manitoba	33.1	-1.3%	\$1,150	3.2%	1.6%
Saskatchewan	33.8	+0.1%	\$1,233	5.1%	1.7%
Alberta	34.1	-0.2%	\$1,342	3.9%	2.7%
British Columbia	32.4	+0.6%	\$1,285	4.5%	2.6%
Yukon	n.a.	n.a.	\$1,461	4.6%	2.2%
Northwest Territories	n.a.	n.a.	\$1,745	8.5%	1.9%
Nunavut	n.a.	n.a.	\$1,722	5.4%	1.0%
Canada***	32.8	-0.2%	\$1,276	4.8%	2.2%

* 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 conditions

Job vacancies declined in Canada and across all regions in the last quarter of 2024-25 compared to the same quarter in 2023-24 (consult Table 9). Canada recorded a 17.6% decrease in job vacancies during this period, but significant variations were observed at the regional level. The Northwest Territories, Yukon, Saskatchewan, and Newfoundland and Labrador experienced the largest declines, each surpassing the national average (-17.6%).

Similarly, the job vacancy rate decreased in Canada and across all regions over the 2 fiscal years, although substantial regional variations were noted. Saskatchewan was the only province that had a larger decline in job vacancy rate than the national average (-0.7 p.p.). Lastly, job vacancy rates remained above the national average of 2.9% in most regions during this period, while they were below the national average in Newfoundland and Labrador, New Brunswick, and Ontario (consult Table 9).

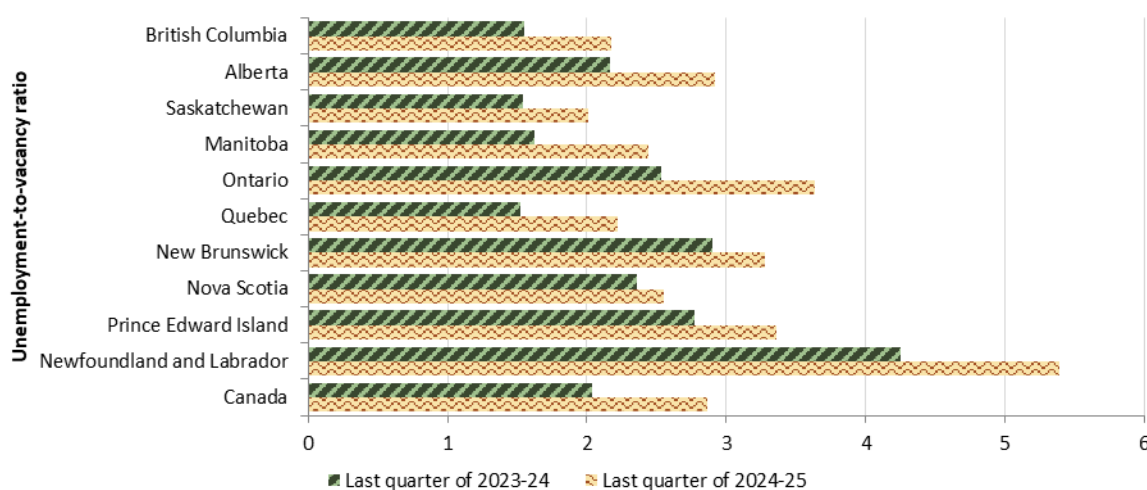
With the number of unemployed people rising and job vacancies declining in all regions, the UV ratio remained relatively high in the last quarter of 2023-24 and continued to increase in the last quarter of 2024-25, showing further easing of labour market conditions across regional labour markets over the 2 fiscal years (consult Chart 14).

Table 9: Change in job vacancies, job vacancy rates and unemployment-to-vacancy ratio, by province and territory, Canada, 2024-25.

Province and territory	Change in number of job vacancies (%) Q4 of 2023-24 to Q4 of 2024-25	Job vacancy rate (%) 2024-25	Change in job vacancy rate (% points) 2023-24 to 2024-25	Unemployment-to-vacancy ratio 2024-25
Newfoundland and Labrador	-19.7%	2.4%	-0.6	5.4
Prince Edward Island	-12.2%	3.0%	-0.4	3.5
Nova Scotia	-12.1%	3.0%	-0.5	2.5
New Brunswick	-14.6%	2.7%	-0.6	3.3
Quebec	-18.7%	3.0%	-0.7	2.2
Ontario	-17.2%	2.6%	-0.6	3.4
Manitoba	-13.5%	3.1%	-0.5	2.2
Saskatchewan	-18.8%	3.3%	-0.9	2.0
Alberta	-17.5%	3.1%	-0.6	2.9
British Columbia	-18.4%	3.5%	-0.7	1.9
Yukon	-23.6%	3.7%	-1.3	1.5
Northwest Territories	-38.1%	4.2%	-1.2	1.2
Nunavut	-1.4%	3.7%	-0.3	2.0
Canada	-17.6%	2.9%	-0.7	2.7

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

Chart 14: Unemployment-to-vacancy ratio by province, last quarter of 2023-24, and last quarter of 2024-25



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

1.4 Summary

In 2024-25, the global economy outlook was characterised by resilient growth, decreasing inflation, high trade policy uncertainty and elevated geopolitical tensions. The Canadian economy recorded a 2.5% increase in annualized real GDP and a significant decline in inflation over the same period. CPI inflation fell from 2.5 % in April 2024 to 1.9% in March 2025, reaching the Bank of Canada's target of 2%. Easing inflationary pressures pushed the Bank of Canada to cut its policy interest rate by 2.25 p.p. in 2024-25, from 5.0% in April 2024 to 2.75% in March 2025. The significant decline in population growth, combined with heightened trade policy uncertainty and the continual decline in economic growth in the last 2 quarters of this period, led the Canadian economy in a state of excess supply.

In fact, Canada's population growth decreased as a result of the implementation of new federal immigration policies and had a notable impact on the labour market. Despite slower population growth, the working-age population increased at a faster pace than total employment, resulting in a decline in the employment rate in 2024-25. Furthermore, the employment growth was insufficient to fully absorb the labour force expansion, resulting in a 0.5 p.p. rise in the national unemployment rate, from 6.2% in April 2024 to 6.7% in March 2025. The average duration of unemployment increased by almost 3 weeks, from 17.5 weeks in 2023-24 to 20.3 weeks in 2024-25. At the same time, both job vacancies and job vacancy rates continued to decline, while unemployment-vacancy (UV) ratio rose further, signaling continued easing of labour market conditions compared to 2023-24.

At the regional level, all provinces and territories except the Northwest Territories recorded employment growth in 2024-25 compared to 2023-24, with the largest gains in Yukon, New Brunswick, and Alberta. All regions had rises in unemployment rates except Nunavut and the Northwest Territories, where decreases occurred because growth in their labour forces outpaced growth in their unemployment levels. This, combined with falling job vacancies and rising UV ratios across all regions, signaled a loosening of labour market conditions at regional levels in 2024-25 compared to 2023-24. In 2024-25, Saskatchewan, British Columbia and all territories (Yukon, Northwest Territories, Nunavut) had the tightest labour markets, while Newfoundland and Labrador, Prince Edward Island, Ontario, and New Brunswick had the loosest.

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



CHAPTER 2

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 benefits¹, fishing benefits, Work-Sharing benefits and special benefits. It covers the period beginning April 1, 2024, and ending March 31, 2025 (2024-25).

This chapter includes several key indicators, such as the number of new claims established, total amount of benefits paid, level of benefits, maximum entitlement and actual duration of benefits, as well as the exhaustion of benefits. Throughout the chapter, key EI program provisions and recent changes made to the EI program are discussed. Indicators related to the level of claims and the level of benefits are presented for claims established within the fiscal year for which at least \$1 in EI benefits was paid. Indicators such as maximum entitlement and actual duration of benefits are based on claims completed during the fiscal year for which at least \$1 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 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 provides the basis for analysis of coverage, eligibility and access to EI benefits for unemployed people. Throughout the chapter, results by sociodemographic characteristics are discussed and compared to previous years.

[Annex 2](#) of the report presents additional statistical information on benefits analyzed in this chapter. [Annex 5](#) breaks down financial information from the EI Operating Account. [Annex 7](#) provides an overview of major legislative and regulatory changes to the EI program between April 1996 and December 2025.

¹ To make the text easier to read, when referring to EI regular benefit claims, the word 'benefit' is sometimes omitted.

2.1.1 Employment Insurance benefits overview

The EI program provides temporary income support to partially replace employment income for eligible claimants as they look for a new job and stay active in the labour force, or are temporarily absent from work due to specific life circumstances (such as illness, injury, pregnancy, providing care to a newborn or newly adopted child, providing care or support to a critically ill or injured person or someone needing end-of-life care).

In this chapter, EI benefits refer to regular benefits, special benefits, fishing benefits and Work-Sharing benefits (consult Table 1). Special benefits include maternity benefits, parental benefits, sickness benefits, family caregiver benefits for adults or children, and compassionate care benefits.

Subsection 2.1.1 covers the number of new claims established in the fiscal year, total amount paid over the fiscal year, and benefit levels of claims established. Subsection 2.1.2 examines combined (or mixed) benefit claims. Subsection 2.1.3 provides an analysis of the usage of EI benefits relative to EI premiums contributed.

Table 1: Summary of Employment Insurance benefit types

Benefit type	Circumstance	Entrance requirement ¹	Maximum entitlement
Regular	Unemployed with a valid reason for separation, available for work, and searching for suitable employment (or retraining in certain cases)	420 to 700 hours of insurable employment, depending on the regional unemployment rate	14 to 45 weeks, depending on the number of hours of insurable employment and regional unemployment rate
Fishing	Self-employed fishers actively searching for work and unable to qualify for regular benefits	\$2,500 to \$4,200 in insurable earnings from fishing, depending on the regional unemployment rate	26 weeks per season (summer or winter)
Work-Sharing ³	Employed but working reduced hours as part of a Work-Sharing agreement with employer and Service Canada where employer facing slowdown in business activity for reasons beyond employer's control	420 to 700 hours of insurable employment, depending on the regional unemployment rate and must be a year-round employee	6 to 26 weeks with the possibility of an extension by 12 weeks if warranted
Special²			
Maternity	Unavailable to work because of pregnancy or having recently given birth	600 hours of insurable employment	15 weeks
Parental	Unavailable to work to care for a newborn or a newly adopted child	600 hours of insurable employment	Standard parental: 40 weeks available to share, with no parent able to receive more than 35 weeks; Extended parental (at a lower replacement rate): 69 weeks available to share, with no parent able to receive more than 61 weeks
Sickness	Unavailable to work because of illness, injury or quarantine	600 hours of insurable employment	26 weeks
Family caregiver for children	Unavailable to work because providing care or support to a critically ill or injured child under the age of 18	600 hours of insurable employment	35 weeks ⁴
Family caregiver for adults	Unavailable to work because providing care or support to a critically ill or injured person 18 years or older	600 hours of insurable employment	15 weeks ⁴
Compassionate care	Unavailable to work because providing care to a person of any age who requires end-of-life care	600 hours of insurable employment	26 weeks ⁴

¹ In response to evacuations in the communities of Jasper, Alberta and Bunibonibee Cree Nation, Manitoba due to wildfires in 2024, EI pilot project No. 23 provided a one-time credit of 300 hours of insurable employment to eligible EI claimants in those communities who established a claim between July 21, 2024 and July 19, 2025.

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 \$8,492 for claims established in 2024 and \$8,826 for claims established in 2025. Self-employed fishers must meet an insurable earnings threshold from self-employment fishing of \$3,760 during the qualifying period to qualify for special benefits.

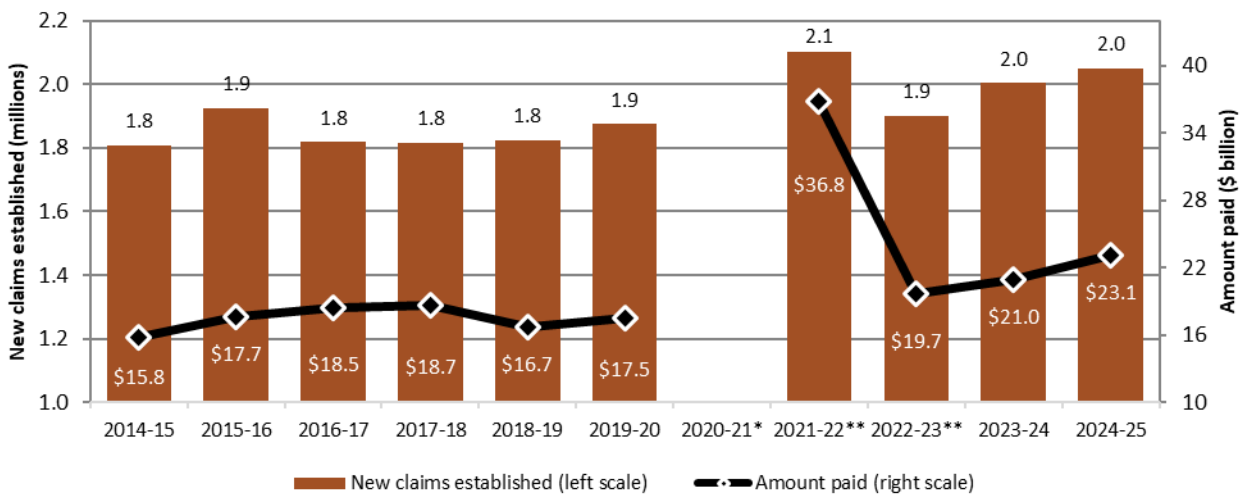
³ Temporary Work-Sharing special measures supported businesses affected by the 2024 wildfires in Jasper, Alberta and Bunibonibee Cree Nation, Manitoba. These measures were in effect from December 1, 2024 to August 3, 2025. Temporary Work-sharing special measures were also put in place to support businesses affected by the threat or potential realization of tariffs. These measures were effective from March 7, 2025 to March 6, 2026. Consult [Section 2.5](#) for more details

⁴ 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 2.0 million in 2024-25, having increased by 2.2% compared to 2023-24. The total EI benefit payments increased by 10.2% to reach \$23.1 billion in the reporting period compared to \$21.0 billion in the previous fiscal year. This amount exceeds pre-pandemic levels and is the highest recorded in the past decade (consult Chart 1).

Chart 1: Employment Insurance claims established and amount paid, Canada, 2014-15 to 2024-25



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

* Claims for EI regular and sickness benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits. Consequently, results for 2020-21 are not comparable with other fiscal years.

** Different EI temporary measures affecting the eligibility for EI benefits and the amount of EI benefits paid were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2014-15 to 2022-23 and 100% of data for 2023-24 and 2024-25.

According to Statistics Canada,² there were 809,000 beneficiaries receiving EI benefits on average each month during 2024-25. This is an increase of 7.3% compared to the previous year (754,100 in 2023-24) and an increase of 9.3% compared to pre-pandemic levels (740,200 in 2019-20). This increase was primarily driven by a higher number of beneficiaries receiving EI regular benefits in 2024-25.

² Statistics Canada, Employment Insurance Statistics, Table 14-10-0009-01. This measure represents the number of EI claimants who received at least \$1 in EI benefits during the reference period of a given month (usually the week comprising the 15th day of the month). The number of claimants is affected by the inflow of new EI claimants and the outflow of EI claimants no longer receiving benefits, mainly because they have exhausted the number of weeks of benefits to which they were entitled or because they have returned to work.

Table 2: Employment Insurance claims and amount paid by type of benefits, Canada, 2023-24 and 2024-25

Types of Employment Insurance benefit	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ million) 2023-24	Amount paid (\$ million) 2024-25	Change (%) in amount paid
Regular	1,374,813	1,402,387	+2.0%	\$12,812.1	\$14,290.9	+11.5%
Fishing	27,437	28,305	+3.2%	\$354.9	\$375.6	+5.8%
Work-Sharing	17,529	21,530	+22.8%	\$39.5	\$53.3	+34.8%
Special	675,757	691,580	+2.3%	\$7,778.3	\$8,395.1	+7.9%
Maternity	173,191	178,562	+3.1%	\$1,413.0	\$1,516.0	+7.3%
Parental	244,005	256,517	+5.1%	\$3,488.7	\$3,744.5	+7.3%
Sickness	429,798	432,146	+0.5%	\$2,725.3	\$2,969.7	+9.0%
Family caregiver for children	4,422	4,690	+6.1%	\$33.6	\$35.5	+5.6%
Family caregiver for adults	14,135	15,752	+11.4%	\$77.8	\$88.1	+13.3%
Compassionate care	6,417	6,300	-1.8%	\$39.9	\$41.4	+3.5%
All benefit types	2,003,560	2,048,515	+2.2%	\$20,972.7	\$23,102.1	+10.2%

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of 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.

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

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

New Employment Insurance claims established

The higher number of new EI claims observed during the reporting period relative to 2023-24 is largely attributed to an increase in claims for EI regular benefits (consult Table 2). The share of regular claims among all new claims established was 68.5% in 2024-25, whereas the share of claims for sickness benefits – which were the second most common benefit type claimed – was 21.1% over the same period.

All provinces and territories, except the Atlantic provinces, the Northwest Territories and Nunavut experienced slight increases in the number of new EI claims established in 2024-25 compared to 2023-24 (consult Table 3). The number of new claims also increased for both genders, with men continuing to account for just over half (54.5%) of all new claims in 2024-25. All age groups, except for those under 25 years-old, also registered increases in their number of new EI claims established during the reporting period relative to the previous fiscal year.

Table 3: Employment Insurance claims and amount paid by province or territory, gender and age, Canada, 2023-24 and 2024-25

Province or territory	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	79,013	78,706	-0.4%	\$1,089.0	\$1,129.5	+3.7%
Prince Edward Island	22,757	22,595	-0.7%	\$272.9	\$286.3	+4.9%
Nova Scotia	77,989	77,040	-1.2%	\$904.1	\$958.5	+6.0%
New Brunswick	81,299	81,133	-0.2%	\$981.6	\$1,029.3	+4.9%
Quebec	498,005	500,180	+0.4%	\$3,926.4	\$4,267.7	+8.7%
Ontario	663,134	691,786	+4.3%	\$7,233.1	\$8,339.7	+15.3%
Manitoba	70,247	73,098	+4.1%	\$739.5	\$793.5	+7.3%
Saskatchewan	54,582	55,847	+2.3%	\$650.4	\$683.6	+5.1%
Alberta	215,429	223,895	+3.9%	\$2,491.4	\$2,754.0	+10.5%
British Columbia	234,916	238,478	+1.5%	\$2,601.7	\$2,775.2	+6.7%
Yukon	2,398	2,439	+1.7%	\$30.7	\$32.9	+7.1%
Northwest Territories	2,418	2,031	-16.0%	\$29.5	\$30.3	+2.5%
Nunavut	1,373	1,287	-6.3%	\$22.5	\$21.6	-3.7%
Gender						
Male	1,087,830	1,117,252	+2.7%	\$10,483.4	\$11,634.3	+11.0%
Female	915,730	931,263	+1.7%	\$10,489.3	\$11,467.8	+9.3%
Age category						
24 years old and under	182,520	181,883	-0.3%	\$1,488.7	\$1,591.4	+6.9%
25 to 44 years old	1,027,472	1,059,580	+3.1%	\$11,829.6	\$13,043.6	+10.3%
45 to 54 years old	339,581	346,082	+1.9%	\$3,164.0	\$3,497.5	+10.5%
55 years old and over	453,987	460,970	+1.5%	\$4,490.4	\$4,969.6	+10.7%
Canada	2,003,560	2,048,515	+2.2%	\$20,972.7	\$23,102.1	+10.2%

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

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

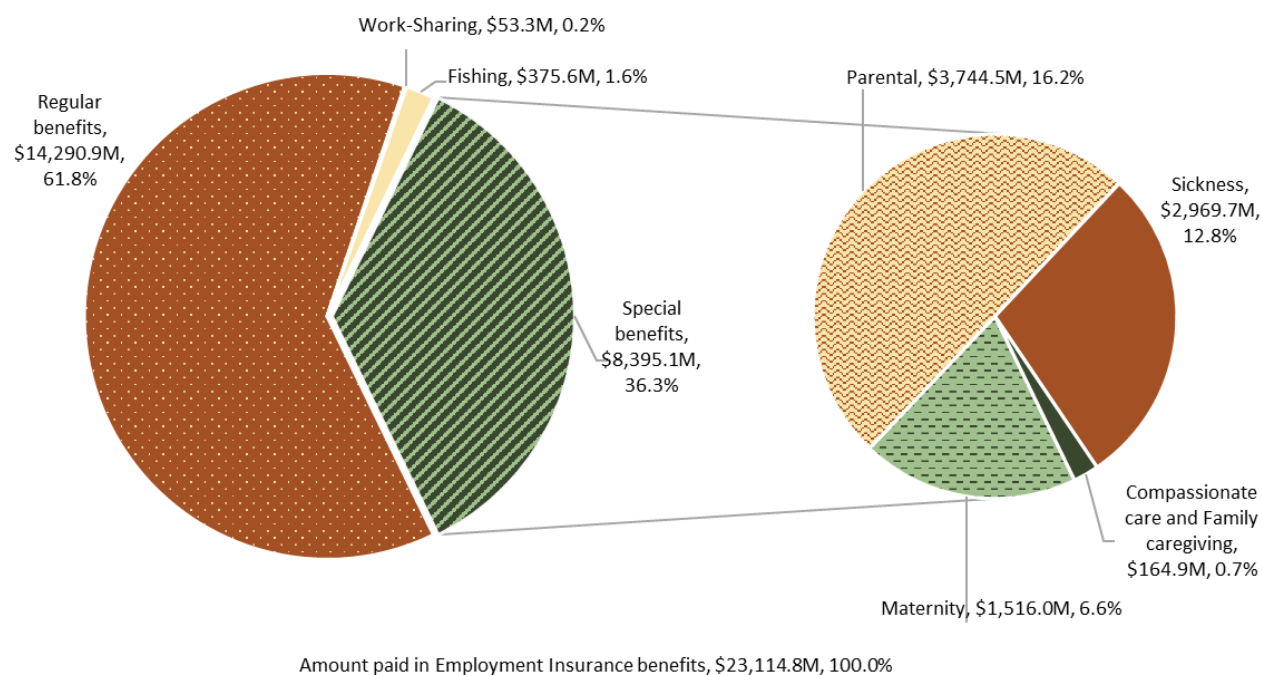
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

Total amount paid in Employment Insurance benefits

In 2024-25, the total amount paid for all types of EI benefits combined reached \$23.1 billion compared to \$21.0 billion in the previous fiscal year. This 10.2% increase was mainly attributable to the rise in the amount paid in EI regular benefits over the same period (consult Table 2), driven primarily by a larger number of beneficiaries receiving these benefits in 2024-25, with additional contributions from increases in new claims established and in the average weekly benefit rate.

The share of EI regular benefits paid slightly increased from 61.1% in 2023-24 to 61.8% in 2024-25, while the share of EI special benefits paid decreased from 37.1% to 36.3% (consult Chart 2). The shares of the amount paid for the other benefit types in 2024-25 remained fairly stable compared to 2023-24. The breakdown of the amount paid by benefit type in 2024-25 was relatively similar to the shares of claims established by benefit type during the same period.

Chart 2: Amount paid in Employment Insurance benefits*, by benefit type, Canada, 2024-25



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

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

During the reporting period, Nunavut recorded a decline in EI benefits paid, while the remaining provinces and territories had an increase in EI benefits paid. Claimants in Ontario and Alberta had the biggest increases in their total amount paid in EI benefits in 2024-25 compared to 2023-24, with a growth of 15.3% and 10.5%, respectively.

In 2024-25, EI benefits paid to both genders and to each age group increased from the previous fiscal year. Women accounted for 49.6% of the EI benefits paid, 0.4 percentage points (p.p.) lower than in 2023-24 (50.0%), but similar to pre-pandemic levels (49.5% in 2019-20). The distribution of EI benefits paid across age groups remained relatively similar to the previous year.

Levels of benefits

The weekly benefit rate to which EI claimants are entitled is subject to the Variable Best Weeks (VBW) provision.³ Under this provision, the weekly benefit rate is calculated based on an EI claimant's highest (best) weeks of insurable earnings during their qualifying period. The number of highest (best) weeks used under this provision ranges from 14 to 22, depending on the unemployment rate in the claimant's EI region at the time the claim is established (consult Table 4).

³ Except for EI fishing benefits and EI special benefits for self-employed persons. Consult [Section 2.4](#) for additional details on the calculation of EI fishing benefits.

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

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

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

Under the EI program, the weekly benefit rate is paid as 55%⁴ of the average weekly insurable earnings, up to the maximum weekly benefit rate in a given year. The maximum weekly benefit rate was \$668 in 2024 and \$695 in 2025 (except for extended parental benefits).⁵ Claimants with children (under the age of 18 years) and low annual family income may also be eligible for the Family Supplement provision.⁶

For all claims established in 2024-25, excluding those for extended parental benefits, the average weekly benefit rate increased by 3.9% nationally to \$581. This rise was similar to the 4.0% growth in maximum insurable earnings from 2024 to 2025. All provinces and territories recorded increases. Yukon had the highest average weekly benefit rate (\$634), while Manitoba had the lowest average weekly benefit rate (\$550). On average, men were entitled to a higher weekly benefit rate than women (\$608 and \$549, respectively). Claimants between 25 to 44 years old had the highest average weekly benefit rate (\$596) among the age groups (consult [Annex 2.3.2](#)).

About half of all claimants (50.7%) who established a claim in 2024-25 were entitled to the maximum weekly benefit rate. This proportion was the highest in Nunavut (73.9%) and the lowest in New-Brunswick (38.4%). Men were proportionally more likely to receive the maximum weekly benefit rate (60.7%) compared to women (38.3%). A higher proportion of claimants between 25 to 44 years old received the maximum weekly benefit rate (55.8%) than any other age group.

Family Supplement provision

The EI Family Supplement provision provides additional benefits to EI claimants with dependent children under the age of 18 who have an annual family net income equal to or less than \$25,921, increasing support for low-income families. The claimant must also receive the Canada Child Benefit.⁷ 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

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

⁵ The maximum weekly benefit rate is directly linked to the maximum insurable earnings (MIE) threshold which is outlined in the *Employment Insurance Act* and in the 2025 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2024). The MIE increased from \$63,200 in 2024 to \$65,700 in 2025 (+4.0%). Accordingly, the maximum weekly benefit rate was \$668 in 2024 and \$695 in 2025, except for extended parental benefits where the maximum was \$401 in 2024 and \$417 in 2025.

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

⁷ The receipt of EI benefits through the Family Supplement provision does not reduce the amount received through the Canada Child Benefit.

insurable earnings, up to the maximum weekly benefit rate. The supplement provided to eligible claimants is determined by the claimant's family net income, the number of children in the claimant's family, and the age of the claimant's children.⁸

In 2024-25, low-income families received a total of \$50.9 million in additional EI benefits through the Family Supplement provision, compared to 48.6 million in 2023-24 (4.7% increase). The number of claims that received the family supplement decreased from almost 51,400 in 2023-24 to just under 49,100 in 2024-25 (4.4% decrease), 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 (80.9%) and claimants aged 25 to 44 (74.5%) continued to be the main demographic groups benefitting from the Family Supplement provision. The average family supplement to the weekly benefit rate was \$46 in 2024-25 and has remained relatively unchanged over the years (consult [Annex 2.23](#)).

A departmental study⁹ 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 p.p. 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.¹⁰ 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.¹¹ 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).

⁸ For more information on the Family Supplement provision, consult [section 34 of the *Employment Insurance Regulations*](#).

⁹ ESDC, Employment Insurance Family Supplement (Ottawa: ESDC, Evaluation Directorate, 2024).

¹⁰ For more information, consult [section 37 of the *Employment Insurance Regulations*](#).

¹¹ 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, the number of firms with an active registered SUB plan increased from 5,714 to 7,782, with an annual average of over 6,800 firms (0.5% of all firms in Canada). Around 63% of these plans were for illness, injury or quarantine, while plans for temporary stoppage of work or training and plans consisting of a combination of top-up plans accounted for around 10%, 7% and 20% respectively.

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

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

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

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

2.1.2 Combined Employment Insurance claims

Under certain provisions of the EI program, a claimant may receive multiple types of benefits as part of a single claim if they meet the requirements for each benefit type they intend to receive.^{12,13}

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 2024-25, regardless of the year in which the claim was established. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future. Combined claims represented 16.8% of all completed claims in 2024-25 (consult Table 5).

¹² The only exception to this is the combination of EI regular and fishing benefits, as these cannot be combined as part of a single claim, reflecting the fact that these benefits are both meant to respond to periods of unemployment.

¹³ EI rules allow for multiple special benefits to be combined and paid within an extended 104-week benefit period under certain conditions (up to 102 weeks of special benefits can be combined). When special benefits are combined with regular benefits, a claimant may receive a combined maximum of 50 weeks of benefits. Those benefits must be taken within a 52-week benefit period. Claimants who combine EI regular and extended parental benefits, which are paid at 33%, may receive additional weeks of benefits up to an equivalent of 50 weeks if all weeks were paid at 55%.

Table 5: Completed pure and combined Employment Insurance claims by type of benefits, Canada, 2024-25

Benefit type	Level of total claims ('000s) ^P	Level of pure claims ('000s) ^P	Share of pure claims (%) ^P	Level of combined claims ('000s) ^P	Share of combined claims (%) ^P	Benefit type most often combined with (share of combined claims) ^P
Regular	1,468.8	1,299.0	88.4%	169.8	11.6%	Sickness (87.4%)
Fishing	28.1	24.4	86.9%	3.7	13.1%	Sickness (90.9%)
Work-Sharing	18.6	12.2	65.9%	6.3	34.1%	Regular (79.5%)
Maternity	174.0	2.8	1.6%	171.2	98.4%	Parental (98.3%)
Parental [*]	254.1	76.4	30.1%	177.7	69.9%	Maternity (94.8%)
Sickness	451.2	270.5	60.0%	180.7	40.0%	Regular (82.1%)
Compassionate care	6.6	4.2	64.2%	2.4	35.8%	Sickness (64.3%)
Family caregiver for children	3.2	2.4	75.0%	0.8	25.0%	Regular (57.0%)
Family caregiver for adults	14.8	10.2	68.7%	4.6	31.3%	Regular (61.7%)
All claims^{**}	2,045.9	1,702.2	83.2%	343.7	16.8%	n/a

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers. Includes completed claims for which at least \$1 of EI benefits was paid. The sum of claims by benefit type for the "Level of total claims" and "Level of combined claims" columns does not add up to the total because more than one benefit type can be part of the same claim. This does not apply to pure claims that include only one benefit type.

^{*}Parental benefits include benefits for biological parents and adoptive parents.

^{**} The total number of claims is based on claims completed during the fiscal year. This explains why the total number of claims here is different from the total numbers of claims in Tables 2 and 3 which are based on established claims.

^P Preliminary data.

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

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

Over time, trends in the share of claims that combined more than one benefit type remained relatively stable. The share of combined claims was 16.6% in 2023-24 (consult [Annex 2.27](#)). Women were more likely to claim more than one type of EI benefit (26.4%) than men (8.9%), mostly due to their high probability of claiming both maternity and parental benefits.

While it is possible for fishers to combine fishing benefits with other benefit types (under some restrictions), only 13.1% of fishing claims were combined claims. Of those claims, 90.8% were combined with sickness benefits.

One third of all Work-Sharing claims were combined with other benefit types (34.1%), predominantly regular benefits (79.5%). 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 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).

Maternity benefits were the benefits most often combined with other types of benefits, usually parental benefits (98.3%). However, a significant proportion also claimed sickness benefits with maternity benefits (14.3%), which can be claimed 12 weeks prior to the child's expected date of birth. The combination of sickness, maternity and parental benefits was the most common among claims with 3 or more benefit types (23,100 claims, which represented 13.3% of completed claims for maternity benefits in 2024-25).

Claims for parental benefits were combined at a lower rate (69.9%) than maternity, as only 10.2% of men who claimed parental also received another benefit payment. Of those male claimants, 86.4%

received regular benefits and 14.9% claimed sickness benefits. Among women, virtually all (99.4%) who combined parental benefits with other types of benefits combined them with maternity benefits.

Sickness benefits were the third most likely to be combined with other benefit types (40.0%), mostly with regular benefits (82.1%). Men combined their sickness benefits predominantly with regular benefits (94.5%), while sickness claims from women were most often combined with regular (70.2%), maternity (26.5%) and parental benefits (25.2%).

When combined, compassionate care benefits were shared with sickness benefits (64.3%) or regular benefits (44.8%). Men tended to combine compassionate care benefits with regular benefits (58.6%) more often than women (39.0%). Women were more likely to combine compassionate care benefits with sickness benefits (70.5%) compared to men (49.6%).

Similar to compassionate care benefits, family caregiver benefits for both children and adults were most often combined with regular benefits by men (75.1% and 72.4%, respectively). Women were more likely to combine family caregiver benefits for children with sickness benefits (60.1%), and family caregiver benefits for adults with regular benefits (56.4%).

2.1.3 Benefits-to-contributions ratios

The EI benefits paid to eligible claimants who qualify are financed solely by the mandatory contributions (EI premiums) made by employers, employees and the self-employed persons who have opted into the EI program (consult [Section 2.7](#)). The amount of EI benefits paid relative to the contributions made provides useful insights into the usage of the program, especially when claimants are analyzed by their socio-demographic characteristics. This subsection examines the usage of the program by looking at 2 different ratios: the total benefits-to-contributions ratio (total B/C ratio) and the regular benefits-to-contributions ratio (regular B/C ratio) for 2023.¹⁴ The tax data for the calendar year 2023 are the latest data available on contributions levels to calculate these ratios. As EI contributions are not assigned to specific benefit types, reductions in EI contributions related to special benefits are taken into account in the calculation of the regular B/C ratio.¹⁵

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

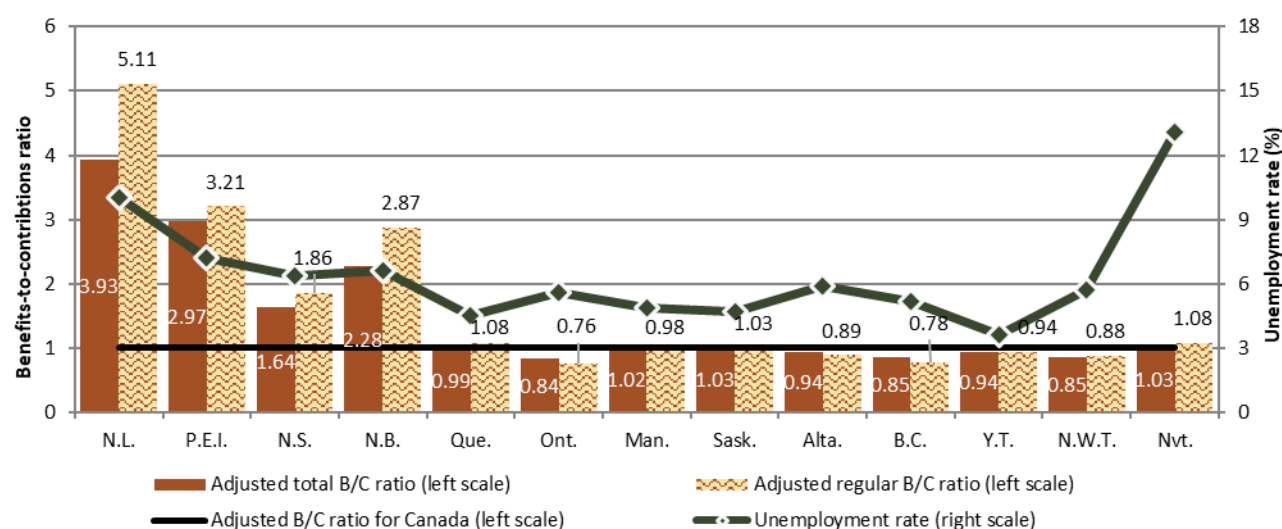
¹⁴ The B/C ratios are based on 2 data sources. Numbers on benefits (B) come from EI administrative data. Numbers on contributions (C) come from T4 slips with employment income from the Canada Revenue Agency. The total B/C ratio includes all EI benefit types while the regular B/C ratio includes EI regular benefits only.

¹⁵ The Quebec Parental Insurance Plan (QPIP) reduces the EI premiums paid by employers and employees in Quebec. In addition, the Premium Reduction Program (PRP) reduces the premiums paid by both employers and employees for businesses offering short-term disability plans that meet certain requirements established by the Canada Employment Insurance Commission. The regular B/C ratios have been calculated based on an estimate of the EI contributions that would have been paid by employers and employees in the absence of the QPIP and PRP.

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

In 2023, the Atlantic provinces had adjusted total B/C ratios significantly above the national average, meaning claimants from these jurisdictions received comparatively more in EI benefits than the contributions made to the EI program (consult Chart 3). This is in line with previous years, as regions with larger shares of seasonal claimants tend to record a greater use of EI regular benefits by claimants in these regions compared with other regions. On the other hand, Ontario, British Columbia and the Northwest Territories had adjusted total B/C ratios below the national average, as claimants in these regions received comparatively less in EI benefits than the contributions made to the EI program. The remaining provinces and territories had ratios relatively close to the national level.

Chart 3: Adjusted benefits-to-contributions (B/C) ratios and unemployment rate by province and territory*, Canada, 2023



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

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on 100% of CRA data. Employment and Social Development Canada, Employment Insurance (EI) administrative data (for data on benefits). Results are based on 100% of EI administrative data. Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0292-01 (for data on unemployment rates).

When only considering EI regular benefits, the adjusted regular B/C ratios by province and territory were similar to their respective adjusted total B/C ratios. The Atlantic provinces still received comparatively more benefits than contributions made compared to the Canadian average, while Ontario, British Columbia, the Northwest Territories and Alberta remained below the Canadian average. The remaining provinces and territories had ratios that were close to the national level.

In 2023, the EI premium rate increased to \$1.63 per \$100 of insurable earnings, following 3 years at the 2020 rate of \$1.58 per \$100 of insurable earnings. This increase, along with the increase in the maximum insurable earnings, led to higher EI contributions compared to the previous year, while the amount of EI benefits paid continued to decline. As a result, both the adjusted total B/C ratio and the

adjusted regular B/C ratio for most provinces and territories experienced a slight decrease compared to 2022.

In terms of gender, as in the past, women had a higher adjusted total B/C ratio (1.12) than men (0.90) in 2023. This is partly due to the fact that women aged 25 to 44 are more likely to receive EI maternity or parental benefits or both. Trends are generally reversed when only EI regular benefits are considered, as men represent a greater share of EI regular claimants. Men showed a higher adjusted regular B/C ratio (1.19) than women (0.77) in 2023 (consult Table 6). The gap between both genders increased compared to 2022 where ratios were 1.14 and 0.83, respectively.

Table 6: Adjusted benefits-to-contributions (B/C) ratios by gender and age, Canada, 2023

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	0.95	0.78	0.87	1.24	0.59	0.96
25 to 44 years old	0.83	1.53	1.14	1.08	0.70	0.91
45 to 54 years old	0.75	0.62	0.69	1.01	0.73	0.88
55 years old and over	1.19	0.84	1.04	1.62	1.04	1.36
Total	0.90	1.12	1.00	1.19	0.77	1.00

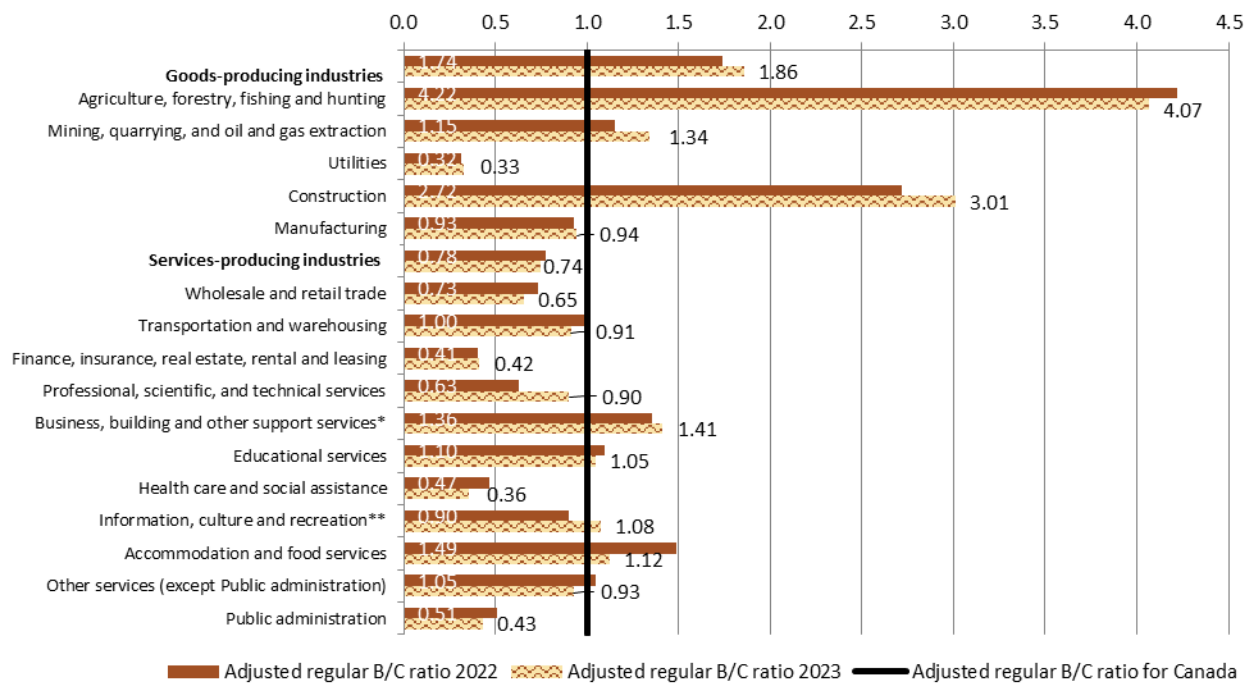
Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions). Results are based on 100% of CRA data. Employment and Social Development Canada, Employment Insurance (EI) administrative data (for data on benefits). Results are based on 100% of EI administrative data.

Consistent with the previous year, in 2023, claimants aged 25 to 44 years had the highest adjusted total B/C ratio, while those aged 55 years and over had the highest adjusted regular B/C ratio. Claimants aged 24 and under shifted from being net beneficiaries of the EI program in 2022 to net contributors in 2023, both when considering all types of EI benefits and when looking solely at EI regular benefits, returning to their typical pre-pandemic status as net contributors.

Similar to the previous year, in 2023, claimants working in the goods-producing industries were net beneficiaries of the EI program, while those working in the services-producing industries were net contributors (consult [Annex 2.30](#)). This may be due to the larger proportion of seasonal employment in the goods-producing industries, notably the Agriculture, forestry, fishing and hunting industry and the Construction industry. As seasonal employment fluctuates during certain periods of the year, workers employed in these industries generally rely on EI benefits during the “off-seasons”, leading to higher adjusted regular B/C ratios.

As shown in Chart 4, in 2023, the Construction industry received significantly more in EI regular benefits for each dollar they contributed in premiums than in 2022 (3.01 versus 2.72, respectively). In contrast, the Accommodation and food services industries received significantly less than the previous year (1.12 in 2023 compared to 1.49 in 2022). These shifts brought the ratios of these two industries closer to pre-pandemic levels, which were 3.28 and 1.14, respectively.

Chart 4: Adjusted regular benefits-to-contributions (B/C) ratios by industry, Canada, 2022 and 2023



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

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

Consult [Annex 2.30](#) for more details on 2023.

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

The difference between the goods-producing industries and the services-producing industries is less significant for the adjusted total B/C ratio (consult Annex 2.30). This may be due in part to the larger proportion of women working in certain services-producing industries, such as the Health care and social assistance industry and the Educational services industry. Women can claim EI maternity or parental or both benefits and thus increase the relative use of EI benefits in these industries.

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, helping them as they look for a new job and remain active in the labour force.

To qualify for EI regular benefits, claimants must:

- be 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 establishment of the claim, and
- have a valid reason for job separation under the *Employment Insurance Act*

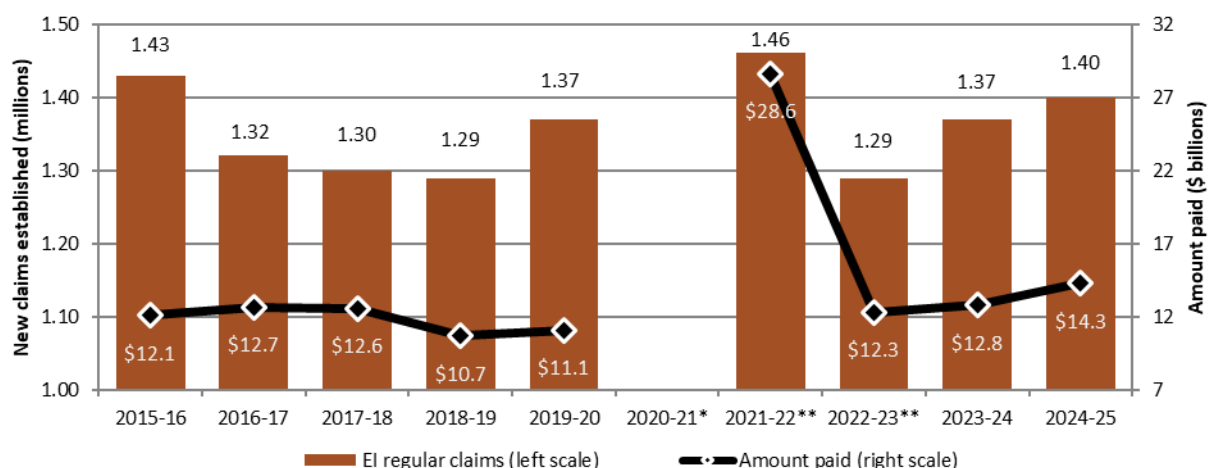
While receiving regular benefits, claimants must also prove that they are capable of and available for work and unable to obtain suitable employment for each working day of their claim.¹⁶

2.2.1 Employment Insurance regular claims and benefits paid

In 2024-25, a total of 1.40 million new claims for EI regular benefits were established, an increase of 2.0% compared to 1.37 million claims in 2023-24. The total amount paid in regular benefits reached \$14.3 billion in 2024-25, up 11.5% from \$12.3 billion in the previous fiscal year. This amount represents a historical high, excluding the pandemic years (consult Chart 5).

¹⁶ Except for those who are on referred training.

Chart 5: Employment Insurance regular claims established and amount paid, Canada, 2015-16 to 2024-25



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

* Claims for EI regular benefits could not be established during the first half of 2020-21, due to the implementation of the Canada Emergency Response Benefits. Consequently, results for 2020-21 are not comparable with other fiscal years.

** Different EI temporary measures affecting the eligibility for EI regular benefits and the amount paid in EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2015-16 to 2022-23 and 100% of data for 2023-24 and 2024-25.

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 economic cycles. Fewer claims for EI regular benefits are expected during periods of economic growth and favourable labour market conditions, while more claims are expected during periods of economic stagnation and unfavourable labour market conditions.

As mentioned in [Chapter 1](#), Canada experienced continued easing of labour market conditions in 2024-25. The labour force grew by 2.9% compared to the previous fiscal year, while employment rose by 1.8% during the same period. Consequently, the total number of unemployed individuals increased from 1.2 million in 2023-24 to 1.5 million in 2024-25 (+20.8%). This was reflected in the national unemployment rate, which increased from an average of 5.6% in 2023-24 to 6.6% in 2024-25, with a rate of 6.2% in April 2024 and of 6.7% in March 2025. Despite clear indicators of a looser labour market, the increase in new claims established for EI regular benefits was small, rising by 27,600 (+2.0%) compared to the previous fiscal year.

This divergence suggests there may be a growing disconnect between the number of unemployed individuals and utilization of EI regular benefits. A key factor driving the increase in unemployment between 2023-24 and 2024-25 appears to be the increase in individuals who were previously not active in the labour force, such as those who were attending school, staying at home or waiting to start new jobs. These individuals are less likely to meet EI eligibility requirements, which require recent insurable employment. In addition, demographic changes due to immigration patterns may be contributing to the emerging disconnect between unemployment and EI regular benefit utilization. A recent departmental

study suggested that immigrants, particularly non-permanent residents, are less likely to qualify for EI due to limited work history or non-standard employment arrangements.¹⁷

While the rise in the total amount paid in EI regular benefits between 2023-24 and 2024-25 (+11.5%) can be attributed in part to increases in the number of new claims established for EI regular benefits, in the average weekly regular benefit rate (consult [Section 2.2.3](#)) and in the average actual duration of regular claims (consult [Section 2.2.4](#)), it was primarily driven by a higher number of beneficiaries receiving these benefits in 2024-25. On average, just over 488,000 beneficiaries were receiving EI regular benefits each month in 2024-25, compared to 448,000 in 2023-24 (+9.0%) and 446,000 in 2022-23.¹⁸

A key reason for the higher number of beneficiaries in 2024-25 was the 6.7% increase in new EI regular claims established in 2023-24, compared with only a 2.0% increase in 2024-25. Because the number of beneficiaries usually lags behind new claims established, it can remain elevated even after labour market conditions improve, as benefits continue to be paid for previously established claims until benefits are exhausted or claimants find employment. As a result, many of the claimants who established a claim in 2023-24 likely continued to receive benefits in 2024-25, contributing to the higher beneficiary count that year, and as a result, a higher total amount paid.

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

Table 7 outlines the number of new claims established for EI regular benefits and the amount paid in benefits by province or territory, gender and age. Compared to the previous fiscal year, the number of new claims established increased in Quebec, Ontario, the Prairies and British Columbia, while it decreased in the Atlantic provinces and the territories. Ontario had the highest relative increase compared to 2023-24, with an increase of 5.5% (+23,400 claims).

¹⁷ ESDC, Employment Insurance usage and the labour market experience of immigrants (Ottawa: ESDC, Labour Market Information Directorate, 2022).

¹⁸ Source: Statistics Canada, monthly Employment Insurance statistics release, Table 14-10-0010-01. The beneficiary count represents the number of EI claimants who received at least \$1 of EI regular benefits during the reference period (usually the week of the 15th day on a given month). It is affected by the inflow of new claimants for EI regular benefits and the outflow of claimants for EI regular benefits 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, 2023-24 and 2024-25

Province or territory	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	57,643	56,005	-2.8%	\$784.9	\$799.6	+1.9%
Prince Edward Island	14,985	14,862	-0.8%	\$177.9	\$187.9	+5.6%
Nova Scotia	53,649	52,611	-1.9%	\$573.7	\$608.2	+6.0%
New Brunswick	61,104	60,871	-0.4%	\$691.1	\$721.8	+4.4%
Quebec	395,053	396,116	+0.3%	\$3,075.7	\$3,332.4	+8.3%
Ontario	423,113	446,542	+5.5%	\$3,808.1	\$4,651.7	+22.2%
Manitoba	44,835	45,446	+1.4%	\$424.4	\$453.1	+6.8%
Saskatchewan	36,188	36,794	+1.7%	\$389.7	\$410.2	+5.3%
Alberta	140,200	144,457	+3.0%	\$1,433.5	\$1,605.6	+12.0%
British Columbia	143,956	145,030	+0.7%	\$1,403.7	\$1,470.6	+4.8%
Yukon	1,553	1,532	-1.4%	\$18.0	\$18.8	+4.0%
Northwest Territories	1,720	1,323	-23.1%	\$18.1	\$18.0	-0.3%
Nunavut	814	798	-2.0%	\$13.4	\$13.0	-3.1%
Gender						
Men	829,115	847,962	+2.3%	\$8,421.9	\$9,401.0	+11.6%
Women	545,698	554,425	+1.6%	\$4,390.2	\$4,889.9	+11.4%
Age category						
24 years old and under	127,012	127,431	+0.3%	\$1,099.4	\$1,198.6	+9.0%
25 to 44 years old	640,386	656,795	+2.6%	\$5,910.0	\$6,638.8	+12.3%
45 to 54 years old	260,187	266,103	+2.3%	\$2,406.5	\$2,683.0	+11.5%
55 years old and over	347,228	352,058	+1.4%	\$3,396.2	\$3,770.4	+11.0%
Canada	1,374,813	1,402,387	+2.0%	\$12,812.1	\$14,290.9	+11.5%

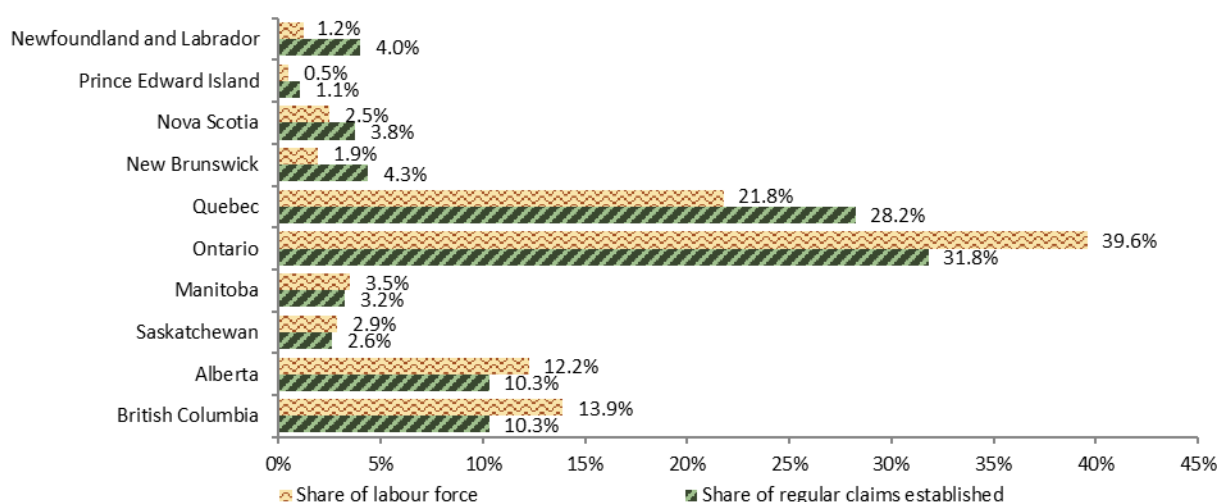
Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

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

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

Chart 6 illustrates the distribution of the labour force across provinces in comparison with the distribution of EI regular claims in 2024-25. The share of EI regular claims established in the Atlantic provinces and in Quebec was higher than their relative share of the labour force in 2024-25.

Chart 6: Shares of Employment Insurance regular claims and labour force by province*, Canada, 2024-25



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.

* The territories are not included as they represent a small share of EI regular claims established.

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

The amount paid in regular benefits in 2024-25 increased in all provinces and territories, except for the Northwest Territories (-\$0.1 million) and Nunavut (-\$0.4 million). Ontario had the highest relative increase in EI regular benefits paid compared the previous fiscal year, with an additional \$843.6 million (+22.2%) paid to claimants from this province. This is consistent with Ontario having the highest increase in the number of new EI regular claims established among all regions this fiscal year.

Men established most EI regular claims (60.5%) and received most of the amount paid in EI regular benefits (65.8%) in 2024-25. These shares are similar to those recorded in 2023-24 and during the pre-pandemic years. Both men and women had comparable relative increases in EI regular claims established (+2.3% and +1.6% respectively) in 2024-25. Similarly, the amount paid in EI regular benefits increased by 11.6% for men and 11.4% for women.

The number of new EI regular claims established and regular benefits paid increased among all age groups in 2024-25. Claimants aged 25 to 44 years represented both the highest share of claims established (46.8%) and benefits paid (46.5%), while those aged 24 years old and under represented the lowest shares of claims established (9.1%) and the amount paid in regular benefits (8.4%). The distribution of claims established and regular benefits paid was similar across all age groups compared to the previous fiscal year.

Employment Insurance regular claims and amount paid by industry

The number of new EI regular claims increased by 23,800 (+2.9%) in services-producing industries in 2024-25, while it remained relatively stable in goods-producing industries, with a minor decrease of 1,700 claims (-0.3%) (consult Table 8). The number of new EI regular claims increased across all services-producing industries except for Information, culture and recreation (-5.8%), with the highest relative increase compared to 2023-24 recorded in Public administration (+9.7%).

Table 8: Employment Insurance regular claims and amount paid by industry, Canada, 2023-24 and 2024-25

Industry	New claims established (% share) 2023-24	New claims established (% share) 2024-25	Change (%) in new claims established	Amount paid (\$ millions) (% share) 2023-24	Amount paid (\$ millions) (% share) 2024-25	Change (%) in amount paid
Goods-producing industries	513,992 (37.4%)	512,313 (36.5%)	-0.3%	\$5,189.5 (40.5%)	\$5,661.4 (39.6%)	+9.1%
Agriculture, forestry, fishing and hunting	48,672 (3.5%)	46,646 (3.3%)	-4.2%	\$573.3 (4.5%)	\$575.6 (4.0%)	+0.4%
Mining, quarrying, and oil and gas extraction	23,064 (1.7%)	22,202 (1.6%)	-3.7%	\$274.9 (2.1%)	\$280.8 (2.0%)	+2.1%
Utilities	3,467 (0.3%)	4,058 (0.3%)	+17.0%	\$34.0 (0.3%)	\$42.6 (0.3%)	+25.2%
Construction	306,784 (22.3%)	303,878 (21.7%)	-0.9%	\$3,056.9 (23.9%)	\$3,263.9 (22.8%)	+6.8%
Manufacturing	132,005 (9.6%)	135,529 (9.7%)	+2.7%	\$1,250.4 (9.8%)	\$1,498.6 (10.5%)	+19.8%
Services-producing industries	831,039 (60.4%)	854,888 (61.0%)	+2.9%	\$7,331.2 (57.2%)	\$8,247.1 (57.7%)	+12.5%
Wholesale and retail trade	108,873 (7.9%)	113,120 (8.1%)	+3.9%	\$1,078.2 (8.4%)	\$1,270.3 (8.9%)	+17.8%
Transportation and warehousing	67,084 (4.9%)	70,558 (5.0%)	+5.2%	\$570.1 (4.5%)	\$663.1 (4.6%)	+16.3%
Finance, insurance, real estate, rental and leasing	32,958 (2.4%)	34,666 (2.5%)	+5.2%	\$360.8 (2.8%)	\$448.6 (3.1%)	+24.3%
Professional, scientific and technical services	74,932 (5.5%)	78,164 (5.6%)	+4.3%	\$901.3 (7.0%)	\$963.3 (6.7%)	+6.9%
Business, building and other support services*	97,566 (7.1%)	98,205 (7.0%)	+0.7%	\$964.8 (7.5%)	\$1,076.1 (7.5%)	+11.5%
Educational services	185,799 (13.5%)	187,712 (13.4%)	+1.0%	\$963.3 (7.5%)	\$1,024.9 (7.2%)	+6.4%
Health care and social assistance	49,827 (3.6%)	52,288 (3.7%)	+4.9%	\$438.2 (3.4%)	\$494.9 (3.5%)	+12.9%
Information, culture and recreation**	49,278 (3.6%)	46,407 (3.3%)	-5.8%	\$472.5 (3.7%)	\$515.6 (3.6%)	+9.1%
Accommodation and food services	62,020 (4.5%)	62,546 (4.5%)	+0.8%	\$531.9 (4.2%)	\$582.2 (4.1%)	+9.5%
Other services (except public administration)	37,219 (2.7%)	39,389 (2.8%)	+5.8%	\$366.9 (2.9%)	\$430.3 (3.0%)	+17.3%
Public administration	65,483 (4.8%)	71,833 (5.1%)	+9.7%	\$683.2 (5.3%)	\$777.7 (5.4%)	+13.8%
Unclassified industries***	29,782 (2.2%)	35,186 (2.5%)	+18.1%	\$291.4 (2.3%)	\$382.4 (2.7%)	+31.2%
Canada	1,374,813 (100.0%)	1,402,387 (100.0%)	+2.0%	\$12,812.1 (100.0%)	\$14,290.9 (100.0%)	+11.5%

Note: Data may not add up to the total due to rounding. Percentage shares and change are based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

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

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

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

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

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

Overall, services-producing industries accounted for the majority (61.0%) of EI regular claims established in 2024-25, an increase of 0.6 percentage points (p.p.) from the previous fiscal year. The Construction industry continued to represent the highest share of new EI regular claims (21.7%) among all industries, despite a small decrease (-0.9%) compared to the previous fiscal year.

The amount paid in EI regular benefits increased in both services-producing industries (+12.5%) and goods-producing industries (+9.1%) in 2024-25. Compared to the previous fiscal year, the amount paid in EI regular benefits increased across all individual industries, with the Construction industry accounting for the highest share (22.8% of the total amount paid).

Employment Insurance benefit repayments

EI benefit payments are considered taxable income, regardless of the type of benefits received.

Depending on their net income and whether they received EI regular benefits, including fishing benefits and Work-sharing benefits, individuals may be required to repay a portion of these benefits when filing their income tax return.

Under the *Employment Insurance Act*, claimants must repay a portion of EI benefits they received if their net income¹⁹ for a year exceeds 1.25 times the maximum yearly insurable earnings.²⁰ In such cases, claimants are required to repay 30% of the lesser of:

- the amount of net income exceeding the threshold, or
- the total regular benefits, including fishing benefits and Work-sharing benefits, received during the taxation year

The threshold was \$76,875 for the 2023 taxation year, which was the most recent data period available at the time this report was produced. Claimants who received EI special benefits are exempt from the benefit repayment requirement.²¹ In addition, those who received less than one week of EI regular or fishing benefits in the previous 10 taxation years are also exempt from repaying benefits.

In the 2023 taxation year, approximately 171,000 claimants repaid a total of \$278.6 million in EI benefits (consult Table 9). Compared to 2022, this represents a decrease of 3.9% in the number of claimants who repaid benefits and 3.7% in the amount repaid. On average, each claimant subject to the benefit repayment provision repaid \$1,633, an amount similar to 2022, despite each claimant receiving, on average, slightly higher benefits in 2023 (\$7,046) compared to 2022 (\$6,871).

¹⁹ Net income includes employment income and EI benefits received during the taxation year.

²⁰ The maximum annual insurable earnings amount was \$60,300 in 2022 and \$61,500 in 2023.

²¹ If claimants received a combination of regular and special benefits within the same taxation year, they may still have to repay a percentage of the regular benefits they received.

Table 9: Employment Insurance claimants who repaid benefits and amount repaid by province or territory, gender and age, Canada, 2023 tax year

Province or territory*	EI claimants who repaid benefits	Amount repaid (\$ millions)
Newfoundland and Labrador	10,668	\$25.9
Prince Edward Island	1,312	\$4.4
Nova Scotia	6,480	\$17.8
New Brunswick	5,163	\$12.1
Quebec	49,610	\$60.7
Ontario	43,000	\$63.5
Manitoba	3,281	\$5.5
Saskatchewan	4,713	\$8.2
Alberta	27,223	\$48.5
British Columbia	18,521	\$30.9
Yukon	297	\$0.6
Northwest Territories	222	\$0.4
Nunavut	97	\$0.2
Non-residents of Canada	n/a	n/a
Gender		
Men	148,045	\$244.2
Women	22,542	\$34.4
Age category		
24 years old and under	4,346	\$6.5
25 to 44 years old	77,885	\$113.4
45 to 54 years old	37,674	\$60.9
55 years old and over	50,682	\$97.8
Canada	170,587	\$278.6

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

* For confidentiality purposes, data for non-residents of Canada have been combined with those for Quebec.

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

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

The majority of claimants who repaid benefits were men (86.8%) and were aged between 25 and 44 years (45.7%). These shares were similar to the ones observed in recent years.

Claimants who worked in goods-producing industries continued to account for the majority of individuals who repaid benefits (65.7%) and the amount repaid (64.3%) in 2023. Both shares increased in 2023 and are now similar to pre-pandemic levels, as a higher share of claimants from the services-producing industries repaid benefits in 2021 and 2022 following an increase in claimants from these industries during the COVID-19 pandemic. The Construction industry represented the largest share of claimants who repaid benefits (48.1%) and the amount repaid (44.6%) in 2023, with the share of claimants who repaid benefits from this industry reaching its highest level in over 8 years.

Employment Insurance regular benefits and firms

According to the 2023 tax data, the most recent data available at the time this report was produced, approximately 1.32 million firms²² operated in Canada in 2023, which is similar to the number reported in 2022 (consult Table 10). Of all Canadian firms that operated in 2023, about 307,000 firms (23.3%) employed at least one person who had received EI regular benefits during that year. This represented a decrease of approximately 34,600 firms compared to the previous taxation year, when 26.0% of firms employed at least one person who had received EI regular benefits during the same year (-2.7 p.p.).

²² 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 one employee with employment income, as indicated on a T4 form.

Table 10: Total number of firms and number of firms with at least one employee who received EI regular benefits by firm size, Canada, 2022 and 2023

Firm size*	Number of firms 2022	Number of firms 2023	Number of firms with at least one employee who received EI regular benefits 2022	Number of firms with at least one employee who received EI regular benefits 2023
Small**	1,193,372	1,194,575	245,476	216,266
Small-medium	101,110	102,995	75,967	70,444
Medium-large	17,434	17,933	16,675	16,671
Large	3,472	3,610	3,462	3,590
Canada	1,315,388	1,319,113	341,580	306,971

Note: Data may not add up due to rounding.

* Small firms are defined as those that employ 1 to 19 individuals. Small-to-medium firms employ 20 to 99 individuals. Medium-to-large firms employ 100 to 499 individuals. Large firms employ 500 individuals or more.

** This category also includes firms for which the firm's size could not be determined based on the tax records.

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

Consistent with past trends, the share of firms with at least one employee who received EI regular benefits increases with firm size. In 2023, 18.1% of small firms had at least one former employee who received EI regular benefits. That share increased to 68.4% for small-to-medium firms, 93.0% for medium-to-large firms and 99.4% for large firms. These shares were lower in 2023 than in 2022 across all firm sizes.

Employees from smaller firms remained overrepresented among claimants for EI regular benefits in 2023 when comparing the distribution of claimants by firm size to the distribution of the overall workforce by firm size (consult Table 11). Small firms accounted for 20.7% of the total workforce in 2023, while representing 27.4% of all claimants for EI regular benefits. Similarly, small-to-medium firms represented 19.5% of the workforce and 23.4% of claimants. On the other hand, large firms represented 43.5% of the workforce compared to only 32.1% of claimants. Certain industry-related characteristics, such as the greater prevalence of seasonal jobs in smaller firms may have an influence on this pattern, as employees from these firms are generally more likely to rely on EI benefits, relative to other industries.²³

²³ For example, in 2023, within the Agriculture and Construction industries, which consist of jobs that are predominantly seasonal, employees working in small firms accounted for respectively 63.3% and 44.7% of the total workers in these industries. Source: Statistics Canada, Labour Force Survey, Table 14-10-0068-01.

Table 11: Distribution of workforce and of claimants who received Employment Insurance regular benefits by firm size, Canada, 2023

Firm size*	Distribution of workforce*** (% share)	Distribution of claimants who received EI regular benefits**** (% share)
Small**	20.7%	27.4%
Small-medium	19.5%	23.4%
Medium-large	16.3%	17.2%
Large	43.5%	32.1%
Canada	100.0%	100.0%

Note: Data may not add up due to rounding.

* Small firms are defined as those that employ 1 to 19 individuals. Small-to-medium firms employ 20 to 99 individuals. Medium-to-large firms employ 100 to 499 individuals. Large firms employ 500 individuals or more.

** This category also includes firms for which the firm's size could not be determined based on the tax records.

*** 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, that employee 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 who received EI regular benefits in 2023.

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

Employment Insurance regular claims and amount paid by EI claimant category

To analyze claimants' employment patterns, this report classifies EI regular claims into 3 categories based on EI premiums paid and benefits used in recent years. Prior to their most recent claim, long-tenured workers typically had strong labour market attachment and minimal EI usage. Frequent claimants had established multiple EI claims and received several weeks of benefits over the past few years. Occasional claimants represent all other patterns of claims established.²⁴

By age group, long-tenured workers are mostly found among claimants aged 35-44, 45-54 and 55 years and over. Frequent claimants are mostly found among men aged 55 years and over, primarily from the Atlantic provinces, and are employed in goods-producing industries.

Table 12 shows the number of claims established for EI regular benefits and the amount paid by claimant category. The number of new claims established in 2024-25 increased in all 3 categories, with a notable increase of 13,400 claims among long-tenured workers (+4.3%). Despite this increase, occasional claimants continued to account for more than half (56.8%) of the share of EI regular claims established in 2024-25. Similarly, the amount paid in EI regular benefits increased in all 3 categories, with long-tenured workers having the highest relative increase (+19.1%) from the previous fiscal year.

²⁴ Consult [Annex 2.1](#) for the detailed definitions of claimant categories.

Table 12: Employment Insurance regular claims and amount paid by claimant category, Canada, 2023-24 and 2024-25

Claimant category	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Long-tenured workers	312,990	326,422	+4.3%	\$2,627.1	\$3,128.1	+19.1%
Occasional claimants	783,196	796,220	+1.7%	\$7,044.7	\$7,891.9	+12.0%
Frequent claimants	278,627	279,745	+0.4%	\$3,140.3	\$3,270.9	+4.2%
Canada	1,374,813	1,402,387	+2.0%	\$12,812.1	\$14,290.9	+11.5%

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

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

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

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

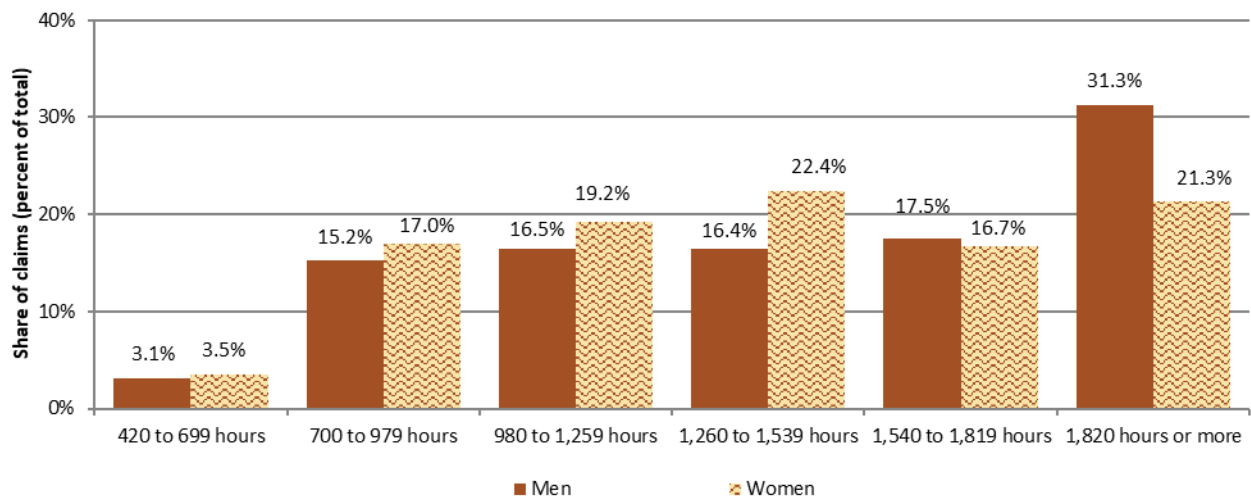
To qualify for EI regular benefits, claimants must have worked a minimum number of insurable hours during their qualifying period, ranging from 420 to 700 hours. This requirement, known as the Variable Entrance Requirement (VER), depends on the unemployment rate in the EI region where the claimant resides at the time of submitting their application for EI benefits (consult Table 13). The higher the regional unemployment rate, the fewer hours of insurable employment required to qualify for EI regular benefits, and vice versa (consult [Annex 2.2](#) for a full breakdown). A detailed discussion on the eligibility and access to EI regular benefits is provided in [subsection 2.2.2](#).

Table 13: Variable entrance requirement

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

Chart 7 shows the distribution of EI regular claims by the number of hours of insurable employment used to qualify, for both men and women. Overall, men tend to accumulate more hours than women before establishing a claim. In 2024-25, 31.3% of claims for EI regular benefits established by men had 1,820 or more hours of insurable employment, compared to 21.3% of claims established by women. Similarly, just under half of claims established by men (48.7%) had 1,540 hours or more, compared to 37.9% of women. On the other hand, claimants who accumulated between 420 and 699 hours of insurable employment represented the smallest share for both genders, with women at a slightly higher share (3.5%) than men (3.1%). Both of these shares were slightly higher than the previous fiscal year (+0.6 p.p. and +0.7 p.p., respectively).

Chart 7: Share of Employment Insurance regular claims by hours of insurable employment and gender, Canada, 2024-25



Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.
 Consult [Annex 2.7](#) for more details.
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

Table 14 presents the number and distribution of EI regular claims established in 2024-25, along with the labour force and unemployed population by regional unemployment rate. In 2024-25, EI regions with an unemployment rate of 6.0% or lower accounted for the highest share of EI regular claims established (35.0%) and the labour force (31.8%). However, these shares are significantly lower than in 2023-24, when these regions represented 61.6% of EI regular claims (-26.6 p.p.) and 62.6% of the labour force (-30.8 p.p.). The distribution of EI regular claims established in 2024-25 is more similar to the one observed during the pre-pandemic years than the one in recent years.

Table 14: Number and share of Employment Insurance regular claims by regional unemployment rate *, Canada, 2024-25

Unemployment rate	Number of claims (thousands) (% share) 2024-25	Labour force (thousands) (% share) 2024-25	Number of unemployed (thousands) (% share) 2024-25
6.0% or lower	490.6 (35.0%)	7,091.5 (31.8%)	362.9 (23.8%)
6.1% to 7%	366.3 (26.1%)	6,615.6 (29.6%)	429.7 (28.2%)
7.1% to 8%	222.2 (15.8%)	4,271.5 (19.1%)	327.0 (21.4%)
8.1% to 9%	166.1 (11.8%)	3,439.3 (15.4%)	289.8 (19.0%)
9.1% to 10%	56.8 (4.1%)	354.9 (1.6%)	33.5 (2.2%)
10.1% to 11%	22.1 (1.6%)	136.7 (0.6%)	14.1 (0.9%)
11.1% to 12%	19.7 (1.4%)	126.1 (0.6%)	14.1 (0.9%)
12.1% to 13%	8.5 (0.6%)	24.4 (0.1%)	3.1 (0.2%)
13.1% to 14%	27.9 (2.0%)	71.7 (0.3%)	9.8 (0.6%)
14.1% to 15%	8.7 (0.6%)	75.8 (0.3%)	11.1 (0.7%)
15.1% to 16%	5.8 (0.4%)	63.6 (0.3%)	9.7 (0.6%)
16.1% or higher	7.6 (0.5%)	61.3 (0.3%)	20.3 (1.3%)
Canada	1,402.4 (100.0%)	22,332.3 (100.0%)	1,525.2 (100.0%)

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

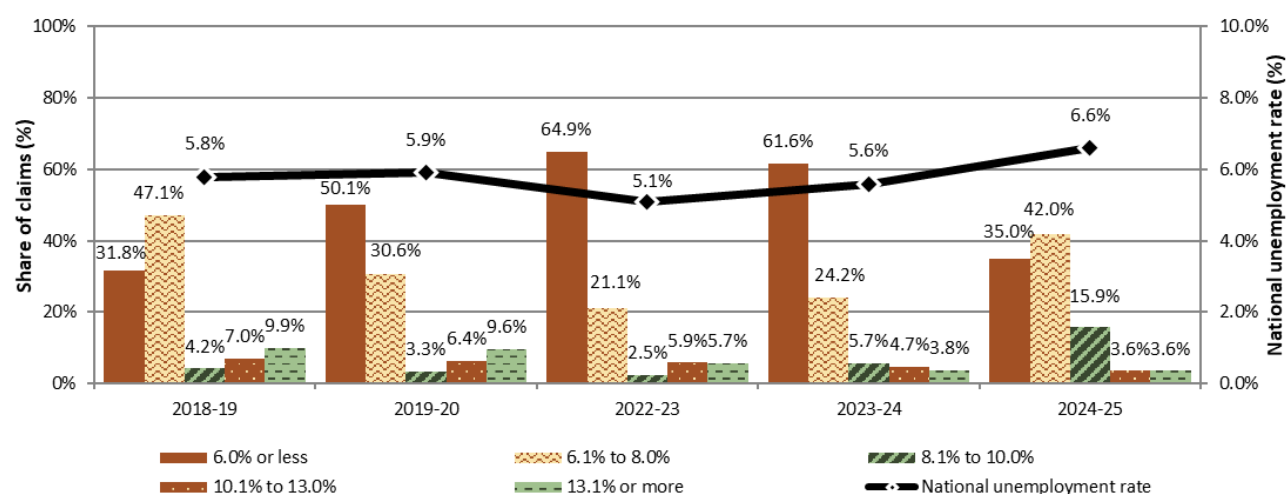
* Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data. Statistics Canada, special tabulations from the Labour Force Survey.

As previously mentioned, the share of EI regular claims in regions with an unemployment rate of 6.0% or lower decreased significantly in 2024-25 compared to recent fiscal years. Chart 8 shows this decrease was offset by a significant increase in the share of EI regular claims established in regions with unemployment rates between 6.1% and 8.0% (42.0%; +17.8 p.p.) and between 8.1% and 10.0% (15.9%; +9.8 p.p.) in 2024-25. This shift is consistent with the increase in the national unemployment rate, which went from an average of 5.6% in 2023-24 to 6.6% in 2024-25. However, regions with an unemployment rate above 10.0% only represented 7.2% of EI regular claims, which is slightly lower than recent years, and significantly lower than pre-pandemic levels.

Chart 8: National unemployment rate and share of Employment Insurance regular claims by regional unemployment rate*, Canada, 2018-19, 2019-20 and 2022-23 to 2024-25**



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

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

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

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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2018-19, 2019-20 and 2022-23 and 100% of data for 2023-24 and 2024-25. Statistics Canada, Labour Force Survey, Table 14-10-0287-01 (for unemployment rates).

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.²⁵

Claimants may be disqualified or disentitled from receiving EI regular benefits if they fail to meet specific entitlement conditions. They may be disqualified if they refuse suitable work or fail to search for work, and may be disentitled if they are not capable of or available for work during each period of unemployment. Disqualification can also result from specific actions or inactions and may last indefinitely or for a specific number of weeks. Disentitlement applies on a day-to-day basis for as long as the claimant's situation remains unchanged.

Table 15 outlines the number of disqualifications and disentitlements over the past fiscal years for specific reasons related to the requirement for claimants to be capable and available for work and be unable to find suitable employment. These results cannot be compared to the number of EI claims, as multiple disqualifications and disentitlements can be imposed on a single claim. In 2024-25, 90 disqualifications were due to claimants refusing suitable work and 680 to claimants failing to search for work, while there were just under 376,000 disentitlements related to claimants not being capable or

²⁵ For more information, consult section 18 of the *Employment Insurance Act*.

available for work. While disqualifications for refusal of work and failure to search for work remained below pre-pandemic levels, disentitlements for not being capable or available for work have now surpassed pre-pandemic levels. It is important to note that the results 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 15: Number of Employment Insurance disqualifications and disentitlements due to selected reasons, Canada, 2018-19 to 2024-25*

Type of disqualifications or disentitlements	2018-19	2019-20	2021-22	2022-23	2023-24	2024-25
Disqualifications for refusal of suitable work	170	180	50	50	80	90
Disqualifications for failure to search for work	1,430	1,190	220	240	450	680
Disentitlements for not being capable or available for work	320,520	279,430	184,430	274,210	333,150	375,850
Disqualifications and disentitlements for other reasons**	708,400	626,010	375,850	569,080	762,050	863,710
Total disqualifications and disentitlements	1,030,520	906,810	560,550	843,580	1,095,730	1,240,330

* The total for 2019-20 is calculated using monthly estimates from April 2019 to February 2020 and excludes data for the month of March 2020. Additionally, 2020-21 is excluded from the table because no new claims for EI regular benefits could be established between March 15 and September 26, 2020, when the Canada Emergency Response Benefit (CERB) was introduced. As a result, the Employment Insurance Statistics program was suspended between the March and September 2020 reference months. Consequently, data on the number of EI disqualifications and disentitlements are not available for this period.

** Claimants may be disqualified or disentitled from benefits for reasons other than failing to meet the requirement of being capable and available for work and be unable to find suitable employment. Other reasons for disqualifications include claimants leaving employment without just cause, losing employment due to misconduct, or failing without good reason to follow directions from the Canada Employment Insurance Commission (CEIC), attend required interviews, or participate in referred training or activities. Other reasons for disentitlements include claimants working full-time, being involved in a labour dispute, being outside Canada or incarcerated during a claim, failing to provide required documentation, or taking a voluntarily leave without just cause.

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

Trends in disqualifications and disentitlements

A recent departmental study* examined trends in disqualifications and disentitlements and the characteristics of claimants who had disqualifications and disentitlements imposed on their EI claim using 2 data sources: Statistics Canada public data tables and EI administrative data.

Based on Statistics Canada data, from the early 2000s up to 2019, the average monthly number of disqualifications and disentitlements generally followed a trend similar to the average monthly number of EI beneficiaries, except for the period of the COVID-19 pandemic when the trend reversed. The number of EI beneficiaries increased significantly in 2020 and 2021, while the number of disqualifications and disentitlement declined during those years. Table 15 of the 2024-25 EI MAR, using similar Statistics Canada data, also showed a decrease in the total number of disqualifications and disentitlements during this period.

Based on EI administrative data, a total of 7.6 million of disqualifications and disentitlements were imposed on 3.5 million of EI regular claims established between 2010 and 2023. This represented 17.1% of all regular claims established during this period. A significant decrease in disqualifications and disentitlements during the period of the COVID-19 pandemic was also found with this data

source. Only 6.2% and 10.1% of EI regular claims established in 2020 and 2021, respectively, had disqualifications and disentitlements. The study also showed that for EI regular claims with disqualifications and disentitlements, there were, on average, 2.2 disqualifications and disentitlements per claim established over the period examined. In terms of the characteristics of claimants, from 2018 to 2023, the proportion of EI regular claims with disqualifications and disentitlements was higher than the national average for claimants living in Quebec and British Columbia, women, claimants aged 25 to 34 and occasional claimants.

* ESDC, Long-term trends in disqualifications and disentitlements (Ottawa: ESDC, Employment Insurance Policy Directorate, 2026).

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 start of their last claim, whichever is shorter)
- 2) a valid reason for job separation according to the *Employment Insurance Act*
- 3) worked a minimum number of hours of insurable employment during the qualifying period (ranging from 420 to 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the establishment of the claim)

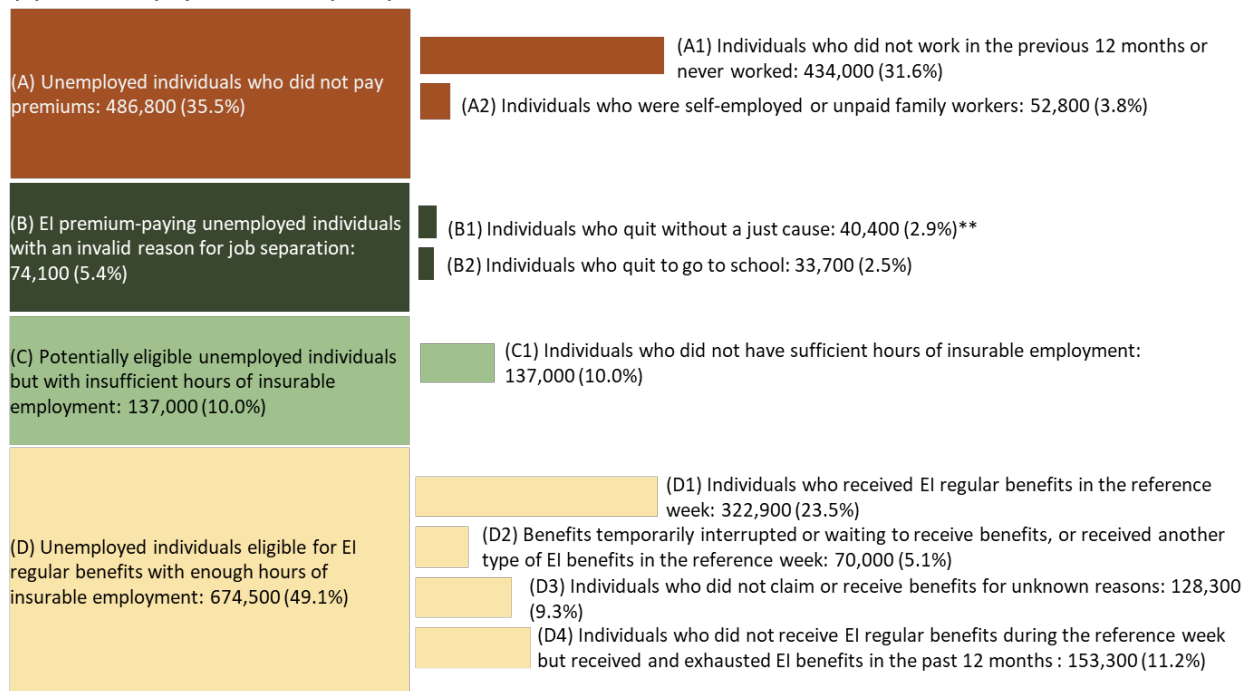
This subsection provides an overview of the unemployed population in Canada for 2024 relative to these 3 eligibility criteria and presents measures of coverage, eligibility, and access to EI regular benefits for the unemployed population. Results are based on the Employment Insurance Coverage Survey (EICS),²⁶ published annually by Statistics Canada. The survey provides statistics on the contributors and non-contributors to the EI program among the unemployed population in the calendar year, as well as on the eligible recipients and those who did not qualify for EI regular benefits. The survey also provides information on the take-up of EI maternity and parental benefits in Canada (consult [subsection 2.6.3](#)).

Chart 9 illustrates the distribution of the unemployed population in Canada in 2024 in terms of their eligibility for EI regular benefits. On average, there were 1,372,400 unemployed individuals per month in Canada in 2024. Of them, 486,800 (35.5%) 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 885,600 (64.5%) unemployed individuals in 2024 paid EI premiums in the 12 months prior to becoming unemployed and were covered by the EI program.

²⁶ The EICS is administered to a sub-sample of the Labour Force Survey population and has 4 sample collection periods every year (namely in April-May, July-August, November-December and January-February) lasting for 5 weeks. The EICS sample excludes residents of Yukon, Northwest Territories, Nunavut, people over the age of 70, persons living on Indian Reserves, full-time members of the Canadian Armed Forces and inmates of institutions. Source: Employment Insurance Coverage Survey User Guide, Statistics Canada. [Employment Insurance Coverage Survey](#)

Chart 9: Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2024*

(U) Total Unemployed: 1,372,400 (100%)



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, 2024.

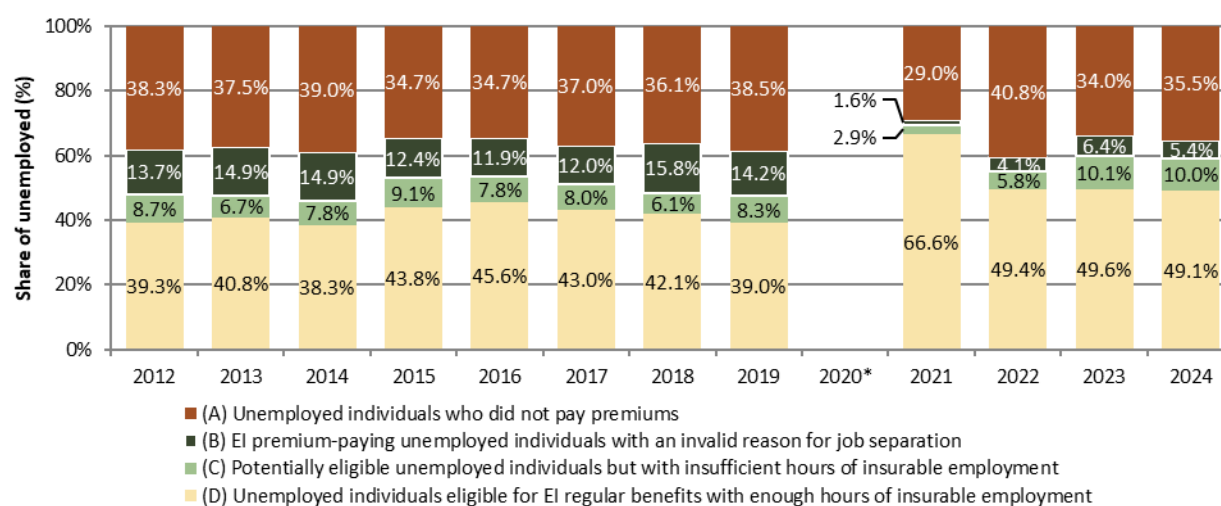
Of the total unemployed population, 74,100 (5.4%) individuals were ineligible for EI benefits as they had invalid reasons for job separation, although they had paid EI premiums. Of these individuals, some quit their jobs to go to school while others quit for other reasons. The remaining 811,500 unemployed individuals (59.1% of total unemployed) had paid EI premiums and had a valid reason for job separation. However, some of them (10.0% of total unemployed) did not accumulate enough hours of insurable employment during their qualifying period. The rest (49.1% 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 almost half of the unemployed population eligible for EI regular benefits with enough hours of insurable employment were receiving EI regular benefits at the time they were surveyed in 2024, some were not receiving them even though they were eligible (consult Chart 9). Among the total unemployment population:

- 5.1% had their benefits temporarily interrupted, were waiting to receive benefits or were receiving another type of EI benefits than regular benefits
- 9.3% did not claim or receive benefits for unknown reasons, and
- 11.2% had received and had exhausted benefits in the past 12 months

Chart 10 shows the breakdown of the unemployed population according to their eligibility for EI regular benefits from 2012 to 2024. The breakdown in 2024 remained relatively comparable to 2023. The share of unemployed individuals who were eligible for EI regular benefits, as they had met all 3 eligibility criteria of the EI program, remained stable over the past 3 years, and was still higher than before the pandemic. However, among this category, the share of unemployed individuals who did not claim or received benefits for unknown reasons significantly increased, from 3.9% on average between 2017 to 2019, to 9.3% in 2024.²⁷ In addition, the share of unemployed individuals who did not pay premiums slightly increased by 1.5 p.p. and settled at 35.5% in 2024. This was mainly brought by an increase in the share of unemployed individuals who did not work in the previous 12 months or never worked (31.6% in 2024 up from 28.8% in 2023), which could be attributable to the easing of labour market conditions in 2024.

Chart 10: Distribution of the unemployed population in terms of eligibility for Employment Insurance regular benefits, Canada, 2012 to 2024**



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

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

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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2012 to 2024.

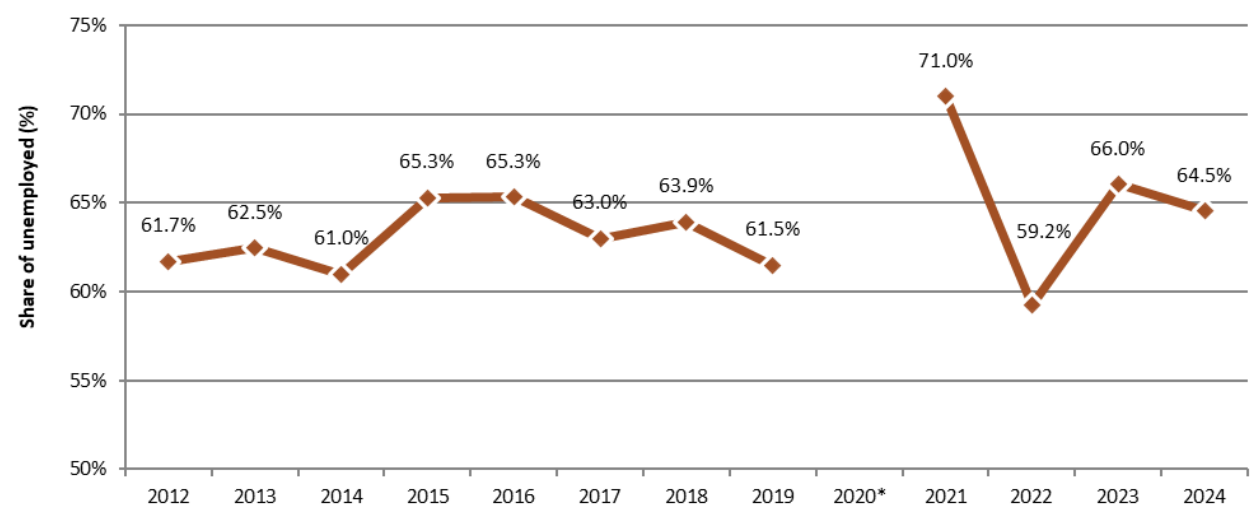
Coverage of Employment Insurance regular benefits

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 2024, the coverage rate was 64.5%, 1.5 p.p. lower than what was observed in 2023 (66.0%).

²⁷ An internal analysis examined the unemployed individuals who did not claim or received benefits for unknown reasons using the 2022 and 2023 EICS. It found that, compared to unemployed individuals who received EI regular benefits, they were usually younger, with recent work experience, and more likely worked in the services-producing industries. The most common reasons they reported for not applying for EI regular benefits were that they were working or expecting to return to work or did not know enough about the EI program.

Higher coverage rates of EI regular benefits are usually observed during economic slowdowns, as slowing economic activities lead to layoffs that increase the share of unemployed EI contributors among all unemployed individuals. For example, the coverage rates were higher in 2015 and 2016, during the downturn in commodity prices, and in 2021 due to layoffs following the COVID-19 pandemic (consult Chart 11). The coverage rate slightly decreased in 2024 compared to 2023 (-1.5 p.p.). This contrasts with the usual trend but could be explained by the easing of labour market conditions driven in part by new entrants to the labour force searching for employment in 2024. This resulted in a relative lower share of unemployed individuals who had paid EI premiums among all unemployed individuals in 2024 compared to 2023.

Chart 11: Coverage rate of Employment Insurance regular benefits for the unemployed population, Canada, 2012 to 2024



* Due to the COVID-19 pandemic, the data collection on EI regular benefits was suspended in the EICS 2020.
Source: Statistics Canada, Employment Insurance Coverage Survey, 2012 to 2024.

Table 16 outlines the coverage rates of EI regular benefits in 2024 by province,²⁸ gender, age, and previous work patterns. Consistent with historical patterns, the Atlantic provinces generally 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.²⁹ Saskatchewan and Ontario had the lowest coverage rates in 2024 (52.9% and 58.6%, respectively).

²⁸ EICS does not survey territories due to small sample sizes.
²⁹ Unemployed individuals who occupied seasonal jobs usually have higher EI coverage rates than those who held non-seasonal jobs because of their cyclical employment pattern over a year, making them more likely to pay EI premiums during the last 52 weeks than unemployed who worked in non-seasonal jobs. Consult the text box "Seasonal workers in the Labour Force Survey" in [subsection 2.2.6](#).

Table 16: Employment Insurance regular benefits coverage rates for the unemployed population by province, gender, age, and previous work patterns, Canada, 2019 to 2024*

Province	2019	2021	2022	2023	2024	Change (% points) 2023 to 2024
Newfoundland and Labrador	77.7%	78.9%	92.5%	85.9%	87.5%	+1.6
Prince Edward Island	81.8%	94.2%	100.0% [‡]	79.9% [‡]	79.6%	-0.3
Nova Scotia	73.7%	83.9%	77.6%	77.8%	78.4%	+0.6
New Brunswick	76.1%	86.5%	92.3%	84.6%	64.4%	-20.2
Quebec	63.9%	76.5%	67.2%	73.4%	71.9%	-1.5
Ontario	57.9%	63.8%	47.9%	59.8%	58.6%	-1.2
Manitoba	59.5%	73.8%	60.3% [‡]	60.7%	73.4%	+12.7
Saskatchewan	58.0%	76.6%	69.9%	62.0%	52.9%	-9.1
Alberta	61.6%	74.8%	59.5%	64.0%	65.6%	+1.6
British Columbia	58.5%	72.0%	59.8%	70.1%	66.4%	-3.7
Gender						
Men	62.8%	71.6%	65.0%	67.7%	68.0%	+0.3
Women	59.9%	70.1%	52.2%	64.2%	60.5%	-3.7
Age category						
24 years old and under	57.9%	54.9%	50.5%	61.9%	48.2%	-13.7
25 to 44 years old	59.4%	73.2%	59.6%	66.6%	67.8%	+1.2
45 years old and over	65.6%	75.9%	63.2%	68.3%	73.5%	+5.2
Previous work pattern** (paid employment)						
Permanent	67.6%	82.1%	63.5%	73.3%	75.8%	+2.5
Full-time	66.1%	82.7%	66.5%	74.1%	77.8%	+3.7
Part-time	72.7%	82.6%	55.9%	72.4%	63.3%	-9.1
Non-permanent	79.4%	83.2%	78.0%	84.2%	79.0%	-5.2
Seasonal***	88.2%	88.1%	89.6%	94.8%	86.6%	-8.2
Other non-standard****	72.8%	80.3%	71.0%	76.0%	75.9%	-0.1
Canada	61.5%	71.0%	59.2%	66.0%	64.5%	-1.5

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

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

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

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

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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2019 to 2024.

Consistent with trends in previous years, the coverage rate for men was higher than that for women in 2024. 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 2024.

When the unemployed population is categorized by their previous work patterns, results show that a higher share of unemployed individuals with previous non-permanent jobs paid EI premiums in the previous 52 weeks than those who had permanent jobs. This can be explained by the higher coverage rate of unemployed individuals who worked in non-permanent seasonal jobs. As these individuals work for a few weeks or months on a cyclical pattern over a year, they are more likely to have paid EI premiums in the previous 52 weeks than those who were in permanent jobs and might be unemployed for more than a year. Among unemployed individuals who previously held permanent jobs, the coverage rate in 2024 for those who had part-time jobs was lower than the one for those who had full-time jobs. Among unemployed individuals who previously were in non-permanent employment, those who had

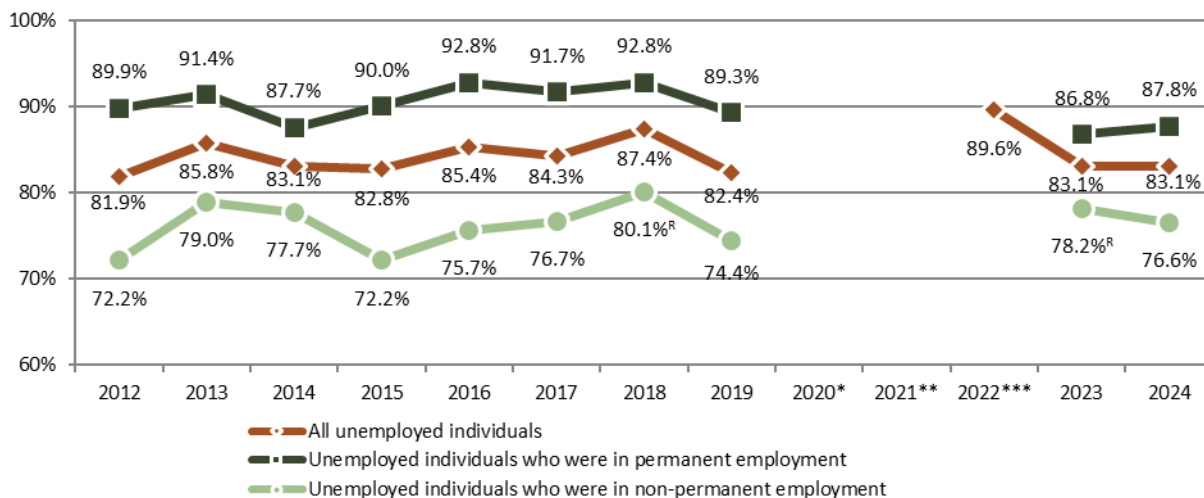
seasonal work had a higher coverage rate in 2024 compared to those who had non-seasonal non-standard work, consistent to historical trends.

Eligibility for Employment Insurance regular benefits

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

As illustrated by the “all unemployed individuals” line in Chart 12, the eligibility rate for EI regular benefits in Canada has ranged from 81.9% to 87.4% in the past decade (excluding 2022). The rate for 2024 stood at 83.1%, unchanged from 2023. When labour market conditions ease and unemployment rates increase, the entrance requirements for EI regular benefits are generally lower. This might translate in a higher share of unemployed individuals eligible for regular benefits as they need fewer hours of insurable employment to qualify. However, in 2024, this share stayed unchanged compared to 2023 despite the rise in the national unemployment rate (5.4% in 2023 versus 6.4% in 2024).³⁰ The eligibility rate for unemployed individuals who previously had permanent employment has historically been higher than the one of those who had non-permanent employment.

Chart 12: Eligibility rate for Employment Insurance regular benefits for the unemployed population by previous employment characteristics, Canada, 2012 to 2024



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

** Due to the EI temporary measures related to the COVID-19 pandemic in place from September 2020 to September 2021, the eligibility rate for 2021 was not comparable to the other years and not released by Statistics Canada.

*** The eligibility rate for 2022 was higher than the other years. Due to the EI temporary measures related to the COVID-19 pandemic in place from September 2021 to September 2022, such as the minimum 420 hours of insurable employment to be eligible for EI regular benefits and the simplified treatment of reasons for separation, the rate for 2022 should not be directly compared to the other years.

^R Revised data.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2012 to 2024.

³⁰ Statistics Canada, Labour Force Survey, Table 10-14-0287-01.

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

As outlined in Table 17, unemployed individuals in Saskatchewan and Manitoba had lower eligibility rates compared to the national average in 2024. In comparison, those in the Atlantic provinces had generally higher eligibility rates.

Table 17: Employment Insurance regular benefits eligibility rates for the unemployed population by province, gender, age, and previous work patterns, Canada, 2017 to 2024*

Province	2017	2018	2019	2023	2024	Change (% points) 2023 to 2024
Newfoundland and Labrador	96.7%	93.8%	94.1%	95.6%	98.9%	+3.3
Prince Edward Island	94.3%	98.2%	97.0%	96.1% ^E	100.0% ^E	+3.9
Nova Scotia	86.0%	93.8%	95.2%	91.7%	85.3%	-6.4
New Brunswick	93.1%	94.0%	96.7%	87.6%	89.6%	+2.0
Quebec	85.1%	85.5%	87.8%	87.3%	83.4%	-3.9
Ontario	79.6%	88.7%	75.7%	80.1%	80.3%	+0.2
Manitoba	84.9%	83.1%	79.1% ^E	87.3%	74.4% ^E	-12.9
Saskatchewan	69.7%	86.6%	83.2%	80.5%	72.4% ^E	-8.1
Alberta	85.2%	79.6%	84.1%	74.7%	85.8%	+11.1
British Columbia	90.0%	91.0%	73.6%	86.7%	85.3%	-1.4
Gender						
Men	85.8%	88.3%	84.7%	88.6%	86.6%	-2.0
Women	82.1%	86.1%	79.5%	76.4%	78.4%	+2.0
Age category						
24 years old and under	40.7%	60.5%	51.7%	57.1%	50.3%	-6.8
25 to 44 years old	89.4%	90.7%	82.1%	83.5%	88.2%	+4.7
45 years old and over	90.2%	90.5%	91.4%	95.1%	92.4%	-2.7
Previous work pattern (paid employment)						
Permanent	91.7%	92.8%	89.3%	86.8%	87.8%	+1.0
Full-time	94.5%	93.6%	94.2%	95.4%	94.9%	-0.5
Part-time	69.3%	86.0% ^E	64.7%	40.4% ^E	39.1%	-1.3
Non-permanent	76.7%	80.1%	74.4%	78.2%	76.6%	-1.6
Seasonal**	86.7%	82.0%	83.5%	80.7%	81.5%	+0.8
Other non-standard***	66.8%	78.5%	64.5%	76.0%	74.0%	-2.0
Canada	84.3%	87.4%	82.4%	83.1%	83.1%	0.0

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

* Due to the COVID-19 pandemic, the data collection on EI regular benefits was suspended in the EICS 2020. Due to the EI temporary measures related to the COVID-19 pandemic in place from September 2020 to September 2022, eligibility rates for 2021 and 2022 were not comparable to the other years.

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

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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2017 to 2024.

Consistent with previous years, unemployed men registered higher eligibility rates than unemployed women in 2024, probably due to the fact that a higher proportion of men hold full-time jobs or permanent jobs or both, while a higher proportion of women work in part-time jobs or temporary jobs or both. This means that unemployed women are less likely to accumulate sufficient hours of insurable employment. By age, unemployed youth aged 24 years and under continued to have the lowest eligibility rate in 2024, compared to unemployed individuals aged between 25 and 44 years and those aged 45 years and over.

Additionally, unemployed individuals who had part-time or non-permanent employment were less likely to accumulate the required number of hours of insurable employment in 2024 due to their work pattern, resulting in lower eligibility rate compared to the national average.

Access to Employment Insurance regular benefits

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

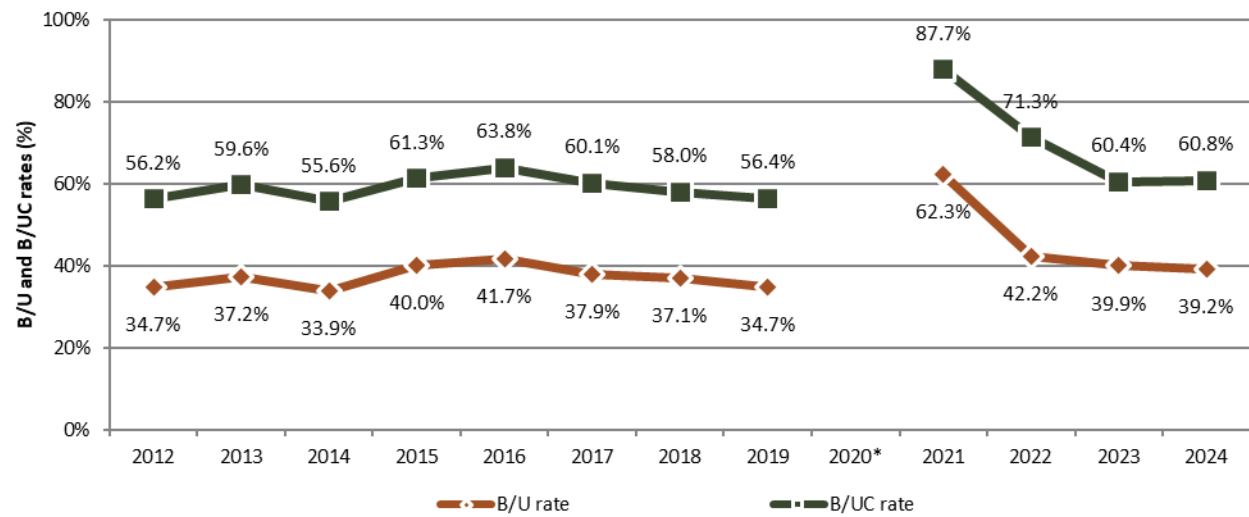
The rates' numerator (B) and denominators (U and UC) are both obtained from the EICS. The number of unemployed individuals who received EI regular benefits (B) includes those who received EI regular benefits at the time they were surveyed (including those who had their benefits temporarily interrupted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

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

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

Chart 13 illustrates the B/U and B/UC rates from 2012 to 2024. In 2024, the B/U rate was 39.2% and the B/UC rate was 60.8%, virtually unchanged from 2023 (39.9% and 60.4%, respectively). In 2024, the total number of unemployed individuals who received EI regular benefits (B), unemployed individuals (U) and unemployed individuals who contributed EI premiums (UC) all increased roughly at the same pace compared to the previous year. As a result, the B/U and B/UC rates in 2024 remained similar to those in 2023. With the exception of 2021 and 2022, when EI temporary measures related to the COVID-19 pandemic expanded access to EI benefits, both access rates remained relatively stable over the past decade.

Chart 13: Employment Insurance regular benefits access rates, Canada, 2012 to 2024



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

Source: Statistics Canada, Employment Insurance Coverage Survey, 2012 to 2024.

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.³¹ The number of weeks of earnings used to calculate the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate of the claimant's EI region at the time their claim is established (consult [subsection 2.1.1](#) for the VBW table).

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

Table 18 presents the average weekly benefit rates for EI regular claims by province and territory for 2024-25. Across Canada, regular claims established during the reporting year had an average weekly benefit rate of \$583, up from \$561 in 2023-24 (+3.8%). As in previous years, regular claims established in the territories received, on average, the highest weekly benefit rate in 2024-25. Conversely, regular claims established from the Atlantic provinces and Manitoba had, on average, the lowest weekly benefit rate during the reporting period. Overall, the average weekly benefit rate increased in all jurisdictions in 2024-25 compared to 2023-24, with growth rates ranging from 2.2% in Alberta to 6.0% in the Northwest Territories. This trend was consistent with increases in both the maximum weekly benefit rate and the average nominal weekly earnings by jurisdiction over the same period (consult Table 8 in [Chapter 1](#)).

³¹ The maximum weekly benefit rate is 55% of the maximum yearly insurable earnings divided by 52. The maximum yearly insurable earnings amount was \$61,500 in 2023, \$63,200 in 2024 and \$65,700 in 2025. Consequently, the maximum weekly benefit rate was \$650 in 2023, \$668 in 2024 and \$695 in 2025.

Table 18: Average weekly benefit rate for Employment Insurance regular claims established by province or territory, Canada, 2023-24 and 2024-25

Province or territory	2023-24	2024-25	Change (%)
Newfoundland and Labrador	\$537	\$558	+3.8%
Prince Edward Island	\$524	\$545	+3.9%
Nova Scotia	\$519	\$544	+4.7%
New Brunswick	\$540	\$562	+4.1%
Quebec	\$567	\$588	+3.7%
Ontario	\$563	\$588	+4.4%
Manitoba	\$525	\$543	+3.4%
Saskatchewan	\$550	\$567	+3.2%
Alberta	\$577	\$590	+2.2%
British Columbia	\$576	\$596	+3.5%
Yukon	\$615	\$635	+3.2%
Northwest Territories	\$598	\$634	+6.0%
Nunavut	\$603	\$627	+3.9%
Canada	\$561	\$583	+3.8%

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

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

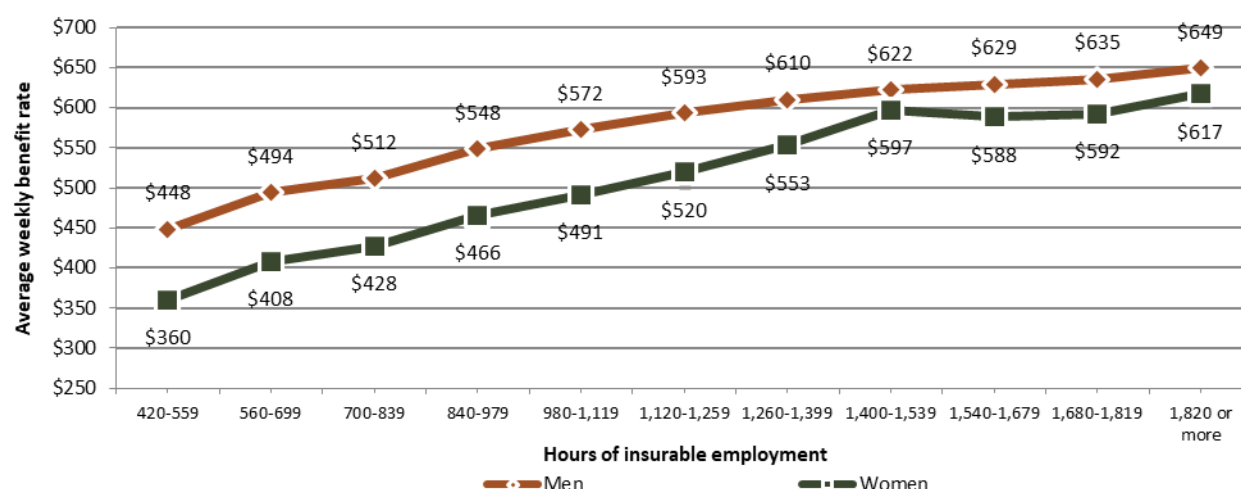
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

In terms of gender, men had a higher average weekly benefit rate for EI regular claims (\$607) than women (\$546) in 2024-25 (consult [Annex 2.5.3](#)). Historically, this has always been the case.

Proportionally, the average weekly benefit rate for women represented 90.0% of the rate for men in 2024-25 compared to 88.8% in 2023-24, which was above the historical ratio of 87.6% in 2018-19. This increase may be attributable to the fact that the growth rate in the average weekly benefit rate for women outpaced that for men in 2024-25 compared to 2023-24 (+4.7% and +3.2%, respectively).

Moreover, men received a higher average weekly benefit rate than women across all categories of hours of insurable employment worked during their qualifying period. This gender gap was more pronounced at lower levels of labour market attachment, as categorized by the number of hours of insurable employment. As shown in Chart 14, the average weekly benefit rate for women who had 420 to 559 hours of insurable employment during their qualifying period was 80.4% of the average rate for men in 2024-25, while for those who had 1,820 or more hours of insurable employment, that ratio was 95.1%.

Chart 14: Average weekly benefit rate for Employment Insurance regular claims established by gender and hours of insurable employment, Canada, 2024-25



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

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

Table 19 displays the average weekly benefit rate for EI regular claims by age group for men and women in 2024-25. Overall, among age groups, claimants aged 25 to 44 years had the highest average weekly benefit rate during the reporting period, while young claimants (those aged 24 years and under) had the lowest. When considering both age and gender, on average, men aged 45 to 54 years had the highest weekly benefit rate (\$627), whereas for women, those aged 25 to 44 years had the highest (\$563). Moreover, the gap between men and women was greatest among young claimants, as men had, on average, \$75 more in weekly regular benefits than women.

Table 19: Average weekly benefit rate for Employment Insurance regular claims established by age group and gender, Canada, 2024-25

Age category	Men	Women	All claimants
24 years old and under	\$555	\$480	\$533
25 to 44 years old	\$618	\$563	\$597
45 to 54 years old	\$627	\$557	\$595
55 years old and over	\$593	\$523	\$565
Canada	\$607	\$546	\$583

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

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

Among claimant categories, long-tenured workers had the highest average weekly benefit rate for EI regular claims (\$624) in 2024-25, while occasional claimants had the lowest (\$564) (consult Table 20). Compared to the previous fiscal year, all claimant categories recorded increases in their average weekly benefit rate in 2024-25, with occasional claimants registering the largest growth rate (+6.0%).

Table 20: Average weekly benefit rate for Employment Insurance regular claims established by claimant category, Canada, 2023-24 and 2024-25

Claimant category	2023-24	2024-25	Change (%)
Long-tenured workers	\$601	\$624	+3.7%
Occasional claimants	\$543	\$564	+3.8%
Frequent claimants	\$567	\$589	+3.7%
Canada	\$561	\$583	+3.8%

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

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

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

Table 21 presents the share of claims established for EI regular benefits that received the maximum weekly benefit rate. In 2024-25, 50.9% of claims received the maximum weekly benefit rate, a proportion higher than that recorded in 2023-24 (48.8%) and the historical share of 49.1% observed in 2018-19. The share of regular claims receiving the maximum weekly benefit rate in 2024-25 was higher in the territories, and lower in the Atlantic provinces and Manitoba. This aligns with the trend observed in the average weekly benefit rate for EI regular benefits by jurisdiction.

Table 21: Share of Employment Insurance regular claims established receiving the maximum weekly benefit rate by province or territory, gender, age and claimant category, Canada, 2023-24 and 2024-25

Province or territory	2023-24	2024-25
Newfoundland and Labrador	44.8%	45.7%
Prince Edward Island	31.2%	31.9%
Nova Scotia	36.5%	37.8%
New Brunswick	34.7%	36.7%
Quebec	50.6%	52.2%
Ontario	48.3%	53.5%
Manitoba	36.7%	36.4%
Saskatchewan	47.5%	47.0%
Alberta	58.7%	56.6%
British Columbia	53.0%	53.1%
Yukon	72.4%	73.4%
Northwest Territories	67.6%	73.2%
Nunavut	72.2%	70.6%
Gender		
Men	60.1%	60.6%
Women	31.5%	36.1%
Age category		
24 years old and under	31.5%	31.7%
25 to 44 years old	54.3%	55.5%
45 to 54 years old	51.4%	55.4%
55 years old and over	43.0%	45.8%
Claimant category		
Long-tenured workers	64.2%	67.5%
Occasional claimants	42.0%	43.7%
Frequent claimants	50.7%	51.9%
Canada	48.8%	50.9%

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

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

Consistent with previous years, the share of regular claims established receiving the maximum weekly benefit rate was significantly higher for men (60.6%) than for women (36.1%) in 2024-25. This is largely attributable to a higher proportion of women working in part-time jobs compared to men, resulting in generally lower average weekly insurable earnings.

Among age groups, claimants aged 25 to 44 years and 45 to 54 years had the highest shares of regular claims obtaining the maximum weekly benefit rate (55.5% and 55.4%) in 2024-25, while youth claimants (aged 24 and under) had the lowest share (31.7%). Among claimant categories, long-tenured workers had the largest share of regular claims receiving the maximum weekly benefit rate (67.5%), while occasional claimants had the smallest (43.7%).

Table 22 outlines the share of EI regular claims established by different weekly benefit rate groups. Results show that the majority (53.7%) of regular claims established in 2024-25 had a weekly rate of \$651 and over. This was consistent with the proportion of regular claims established at the maximum weekly benefit rate in Canada (\$668 in 2024 and \$695 in 2025). This was followed by 14.7% of claims with rates between \$501 and \$600, and 13.3% with rates between \$401 and \$500. On average, 11.4% of claims had a weekly rate of \$400 and less, while only 6.8% had between \$601 and \$650.

Table 22: Share of Employment Insurance regular claims established by weekly benefit rate groups, Canada, 2024-25

Category	2024-25
\$400 and under	11.4%
\$401 to \$500	13.3%
\$501 to \$600	14.7%
\$601 to \$650	6.8%
\$651 and over	53.7%
Canada	100.0%

Note: Includes claims for which at least \$1 of EI regular benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

2.2.4 Employment Insurance regular benefit entitlement

This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in this subsection are based on claims that were completed³² during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates and are subject to revision in the future.

Claimants who have successfully established a claim for EI regular benefits are entitled to a maximum number of weeks of regular benefits they may receive, known as their entitlement. This entitlement ranges between 14 and 45 weeks and is determined by the number of hours of insurable employment accumulated by claimants during their qualifying period³³ and the unemployment rate in the EI region where they live at the time the claim is established (consult [Annex 2.2](#) for the entitlement table).

The EI program is designed to respond automatically to changes in economic conditions that affect local labour markets. The number of hours of insurable employment needed to qualify for EI regular benefits (420 to 700 hours) and the maximum number of weeks payable (14 to 45 weeks) vary depending on the monthly unemployment rate in the EI region in which a claimant 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.³⁴

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 claim³⁵

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

³² Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

³³ 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.

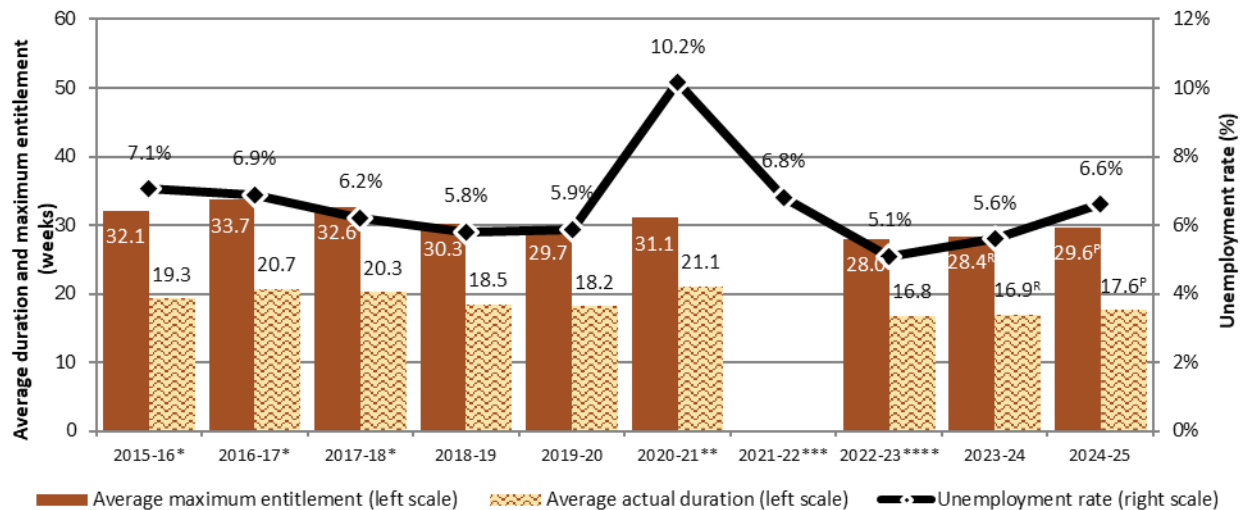
³⁴ The number of weeks of entitlement does not change even if the claimant moves to another EI region after the benefit period begins.

³⁵ To continue receiving EI regular benefits, claimants must prove that they are capable of and available for work and unable to obtain suitable employment for each working day of their claim.

Duration of Employment Insurance regular benefits

As illustrated in Chart 15, the average maximum entitlement of completed EI regular claims increased from 28.4 weeks in 2023-24 to 29.6 weeks in 2024-25 (+4.2% or +1.2 weeks). The average actual duration also increased from 16.9 weeks in 2023-24 to 17.6 weeks in 2024-25 (+4.0% or +0.7 weeks). The increase in both entitlement and duration is attributable in part to the higher unemployment rate observed in 2024-25 compared to 2023-24.

Chart 15: Average maximum entitlement and actual duration of completed claims for Employment Insurance regular benefits and unemployment rate, Canada, 2015-16 to 2024-25



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

*A temporary measure extended the number of weeks of EI regular benefits for claimants in 15 EI 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. Results are based on a 10% sample of EI administrative data for 2015-16 to 2020-21 and 100% of EI administrative data for 2022-23 to 2024-25 (for average maximum entitlement and average actual duration). Statistics Canada, Labour Force Survey, Table 14-10-0287-01 (for data on unemployment rates).

The average proportion of EI regular benefit weeks used in completed claims slightly decreased from 62.7% in 2023-24 to 62.2% in 2024-25. This was also lower than the proportion recorded for completed claims in 2022-23 (64.1%).

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

The duration of EI regular claims completed in 2024-25 varied significantly across provinces and territories, reflecting differences in regional labour market and labour market characteristics in 2024-25, as outlined in Table 23. EI regular claims established in Newfoundland and Labrador and Nunavut had the highest average maximum entitlement (36.6 weeks for both). These significantly higher maximum entitlements compared to the national average (29.6 weeks) can be explained in part by the high unemployment rates observed in these jurisdictions (the unemployment rate was 10.1% in Newfoundland and Labrador and 8.3% in Nunavut in 2024-25).³⁶ These 2 jurisdictions also had the highest average actual duration (25.9 weeks and 26.3 weeks, respectively) and, as a result, were among the highest average proportion of regular benefit weeks used (72.8% and 72.0%, respectively) (consult Table 24 for proportions of EI regular benefit weeks used). In comparison, EI regular claims established in British Columbia and Quebec had the lowest average maximum entitlement among provinces (27.9 weeks and 28.4 weeks, respectively) corresponding to the lower unemployment rates generally observed in these provinces. Claims established in Quebec (15.1 weeks) and British Columbia (16.9 weeks) also registered the lowest average actual duration among all provinces in 2024-25. This resulted in a relatively low average proportion of EI regular benefit weeks used in these provinces. The Northwest Territories went from the second lowest average actual duration in 2023-24 (15.4 weeks) to one of the highest in 2024-25 (22.1 weeks). This represents an increase of 43.3% (or +6.7 weeks) even though the unemployment rate was fairly low at 5.4% in 2024-25. This increase was also reflected in the average proportion of EI regular benefit weeks used that went from 55.6% to 73.9% (+18.3 p.p.).

³⁶ Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0292-01.

Table 23: Average maximum entitlement and average actual durations of completed claims for Employment Insurance regular benefits, by province or territory, gender, age and claimant category, Canada, 2023-24 and 2024-25

Province or territory	Average maximum entitlement (weeks) 2023-24	Average maximum entitlement (weeks) 2024-25 ^P	Change (%) in average maximum entitlement	Average actual duration (weeks) 2023-24 ^R	Average actual duration (weeks) 2024-25 ^P	Change (%) in average actual duration
Newfoundland and Labrador	36.7	36.6	-0.2%	26.3	25.9	-1.4%
Prince Edward Island	31.1 ^R	33.0	+6.0%	21.5	22.0	+2.2%
Nova Scotia	30.6	31.9	+4.4%	21.2	21.2	-0.2%
New Brunswick	30.9	32.1	+3.7%	21.8	21.7	0.0%
Quebec	27.4 ^R	28.4	+3.6%	14.6	15.1	+3.5%
Ontario	27.4	29.3	+6.9%	16.0	17.5	+9.0%
Manitoba	28.6	29.3	+2.3%	17.6	17.9	+1.5%
Saskatchewan	30.6	31.1	+1.7%	19.2	19.2	+0.3%
Alberta	28.8 ^R	30.5	+5.7%	17.0	17.9	+4.9%
British Columbia	27.3	27.9	+2.5%	16.5	16.9	+2.6%
Yukon	27.5	27.6	+0.4%	18.2	18.1	-0.8%
Northwest Territories	30.4 ^R	31.0	+2.0%	15.4	22.1	+43.3%
Nunavut	37.6 ^R	36.6	-2.6%	26.7	26.3	-1.3%
Gender						
Men	29.2	30.4	+4.2%	17.4	18.0	+3.7%
Women	27.3	28.4	+4.2%	16.2	16.9	+4.3%
Age category						
24 years old and under	26.8	27.8	+3.7%	15.3	15.6	+2.3%
25 to 44 years old	28.7	29.9	+4.3%	16.1	16.8	+4.8%
45 to 54 years old	29.1	30.3	+4.2%	16.9	17.6	+4.1%
55 years old and over	28.0	29.2	+4.5%	19.1	19.8	+3.4%
Claimant category						
Long-tenured workers	31.3 ^R	32.3	+3.2%	14.3	15.5	+8.0%
Occasional claimants	27.4	28.6	+4.6%	16.5	17.3	+4.8%
Frequent claimants	28.1 ^R	29.3	+4.1%	20.8	21.0	+1.0%
Canada	28.4^R	29.6	+4.2%	16.9	17.6	+4.0%

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

^P Preliminary data.

^R Revised data.

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

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

Table 24: Proportion of Employment Insurance regular benefits' weeks used, by province or territory, gender, age and claimant category, Canada, 2023-24 and 2024-25

Province or territory	2023-24 ^R	2024-25 ^P	Change (% points)
Newfoundland and Labrador	73.6%	72.8%	-0.8
Prince Edward Island	72.1%	69.0%	-3.2
Nova Scotia	72.4%	69.2%	-3.2
New Brunswick	73.7%	70.8%	-2.8
Quebec	58.1%	57.5%	-0.6
Ontario	61.6%	62.2%	+0.5
Manitoba	64.0%	63.2%	-0.8
Saskatchewan	65.5%	64.4%	-1.2
Alberta	62.3%	61.4%	-0.8
British Columbia	63.7%	63.2%	-0.5
Yukon	70.2%	69.1%	-1.1
Northwest Territories	55.6%	73.9%	+18.3
Nunavut	71.8%	72.0%	+0.2
Gender			
Men	63.6%	62.7%	-0.9
Women	61.5%	61.3%	-0.2
Age category			
24 years old and under	60.7%	59.5%	-1.1
25 to 44 years old	59.2%	59.1%	-0.1
45 to 54 years old	60.8%	60.4%	-0.4
55 years old and over	71.3%	70.2%	-1.1
Claimant category			
Long-tenured workers	47.6%	49.6%	+2.0
Occasional claimants	63.3%	62.9%	-0.4
Frequent claimants	77.2%	74.7%	-2.5
Canada	62.7%	62.2%	-0.6

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

^P Preliminary data.

^R Revised data.

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

The average maximum entitlement of EI regular claims completed in 2024-25 was lower for women (28.4 weeks) than men (30.4 weeks) partly because they are more likely to work in part-time jobs and to accumulate less hours of insurable employment. Women also used on average fewer weeks of regular benefits compared to men in 2024-25 (16.9 weeks and 18.0 weeks, respectively). In terms of proportion, women used on average a slightly lower share of their regular benefits entitlement than men in 2024-25 (61.3% for women compared to 62.7% for men).

In terms of age groups, claimants aged 24 and under had the lowest average maximum entitlement (27.8 weeks) and the lowest average actual duration (15.6 weeks) of EI regular claims completed in 2024-25. Similar to women, this is partly because this age group is more likely to work in part-time jobs and to accumulate less hours of insurable employment. In comparison, claimants aged 55 and over used, on average, the highest number of weeks of regular benefits (19.8 weeks) and the highest proportion of their regular benefits entitlement (70.2%) in 2024-25.

With regard to claimant categories, long-tenured workers generally have higher maximum entitlements than occasional and frequent claimants, as they are more likely to accumulate hours of insurable employment well above the minimum requirements for EI regular benefits. This was true for completed claims in 2024-25 (32.3 weeks, 28.6 weeks and 29.3 weeks, respectively). On average, occasional and frequent claimants used more weeks of EI regular benefits than long-tenured workers. This was

reflected in their average proportion of regular benefit weeks used, as frequent (74.7%) and occasional (62.9%) claimants used proportionally more weeks of regular benefits than long-tenured workers (49.6%) in 2024-25. 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 regular benefits entitlement, and collect fewer weeks of benefits. As such, they use a lower proportion of their benefit weeks. However, the average actual duration of EI regular claims completed by long-tenured workers increased by 8.0% (+1.1 weeks) in 2024-25 compared to 2023-24.

In terms of industry breakdown, EI regular claims completed in 2024-25 with the highest average actual durations were from Finance, insurance, real estate, rental and leasing (21.1 weeks), Agriculture, forestry, fishing and hunting (20.8 weeks), and Wholesale and retail trade (20.4 weeks). These industries also used a higher share of their regular benefits entitlement on average than the national level (69.6%, 73.9% and 69.7%, respectively). Conversely, claims established by claimants from the Educational services industry had the lowest average actual duration (10.7 weeks) and the lowest average proportion of regular benefit weeks used (43.3%) 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](#)). The highest increase in average actual duration of EI regular claims completed in 2024-25 compared to 2023-24, was in the Information, culture and recreation industry (+1.5 weeks or +8.5%).

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

As with the duration of EI regular benefits, a few factors may influence the proportion of entitlement used by claimants; for instance, the number of hours of insurable employment, the EI regional unemployment rates and working while on claim.

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

As shown in Table 25, on average for EI regular claims completed in 2024-25, claimants with the lowest number of entitlement weeks (between 14 and 19 weeks) used 81.5% of their entitlement compared to claimants with the highest number of weeks of entitlement (45 weeks) who only used 46.7% of their entitlement.

Table 25: Proportion of Employment Insurance (EI) regular benefits' weeks used by weeks of entitlement, EI regional unemployment rate and working while on claim status, Canada, 2023-24 and 2024-25

Weeks of entitlement for EI regular benefits	2023-24 ^R	2024-25 ^P	Change (% points)
Between 14 and 19 weeks	82.1%	81.5%	-0.7
Between 20 and 24 weeks	71.7%	71.7%	0.0
Between 25 and 29 weeks	60.1%	61.1%	+1.0
Between 30 and 34 weeks	56.9%	56.4%	-0.4
Between 35 and 39 weeks	51.2%	55.6%	+4.5
Between 40 and 44 weeks	46.2%	43.5%	-2.7
45 weeks	49.6%	46.7%	-2.8
Unemployment rate in the EI region			
6.0% or less	61.5%	62.2%	+0.6
Between 6.1% and 8.0%	61.1%	61.1%	0.0
Between 8.1% and 10.0%	61.9%	57.4%	-4.5
Between 10.1% and 13.0%	74.4%	73.4%	-1.0
13.1% or more	71.8%	66.7%	-5.0
Working while on claim status			
Not working while on claim	67.4%	66.3%	-1.1
Working while on claim	57.1%	56.5%	-0.5
Canada	62.7%	62.2%	-0.6

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

^P Preliminary data.

^R Revised data.

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

Conversely, higher proportions of entitlement used are generally associated with EI regions with higher unemployment rates. Although these EI regions typically provide higher entitlement, they are also often characterized by weaker labour market conditions. For claims completed in 2024-25, those in lower EI unemployment rate regions (6% or lower) used on average 62.2% of their entitlement, whereas claims in higher EI unemployment rate regions (13.1% and higher) used on average 66.7% of their entitlement.

Claimants working while on claim generally use a lower portion of their entitlement, as they may have a stronger labour market attachment and may also defer weeks of EI regular benefits. This leads to a lower proportion of their entitlement weeks used compared to claimants who did not work while on claim (on average 56.5% versus 66.3%, respectively, in 2024-25).³⁷

³⁷ Consult [subsection 2.2.7](#) for detailed discussion on the Working While on Claim provision.

2.2.5 Exhaustion of Employment Insurance regular benefits

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

As mentioned in [subsection 2.2.4](#), entitlement to EI regular benefits, ranging between 14 to 45 weeks, is determined based on 2 factors. The first is the unemployment rate in the EI region where claimants live at the time of establishing their claim and the second is the number of hours of insurable employment accumulated in the previous 52 weeks or since the start 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.³⁸

Claimants are considered to have exhausted their entitlement to EI regular benefits when the number of weeks of regular benefits paid (actual duration) equals the entitlement available over the course of the benefit period (the period during which an EI claimant can receive EI benefits). Measuring the entitlement exhaustion rate of EI regular benefits gives an indication of the support provided by EI regular benefits to those looking for suitable employment following a job separation.

Claimants are considered to have exhausted their benefit period when their benefit period ends before all weeks of entitlement have been paid. When this occurs, unless the claimant has stopped filing EI biweekly reports,³⁹ the claim is considered to have exhausted its benefit period.

Example: Entitlement exhaustion versus benefit period exhaustion

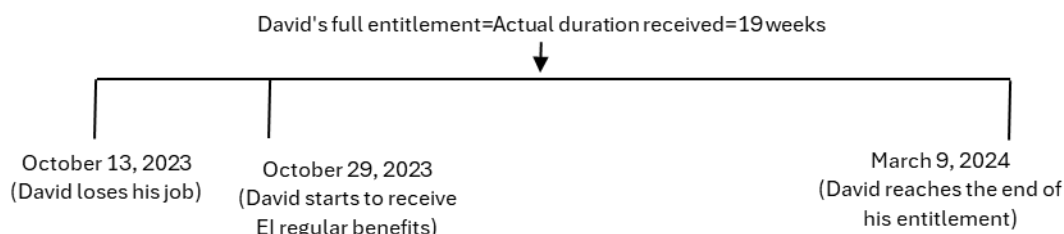
David works as a full-time chef at a restaurant in Toronto, Ontario. The restaurant closes permanently and he is laid off on October 13, 2023. Following the job separation, David applies for EI regular benefits. Service Canada determines that David is eligible for EI regular benefits and entitled to receive up to 19 weeks of EI regular benefits based on his accumulated hours of insurable employment during the qualifying period and the regional unemployment rate. Service Canada establishes David's benefit period (during which benefits may be paid) starting the week of October 22, 2023 for a length of 52 weeks. After serving the one week waiting period, David starts receiving EI regular benefits in the week starting October 29, 2023.

Scenario: Entitlement exhaustion

³⁸ For more information, consult section 10 of the *Employment Insurance Act*.

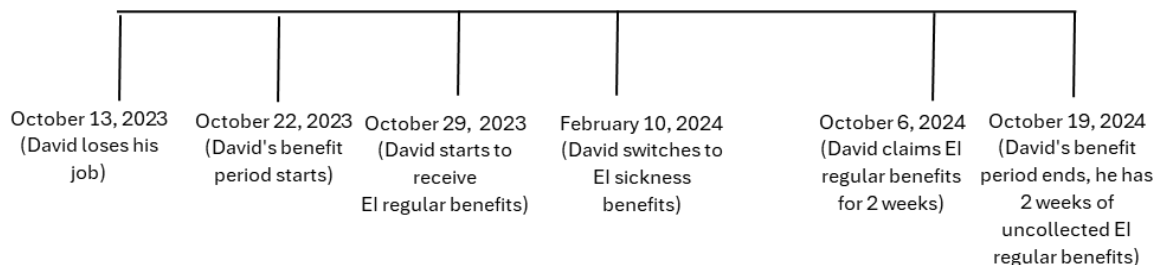
³⁹ Claimants who do not file their biweekly reports are not entitled to receive EI benefits. This usually occurs when the claimants have found a new job.

David is unable to find suitable employment during the full 19 weeks of his EI regular benefits. As of March 9, 2024, he has exhausted his regular benefit entitlement as the number of weeks of benefits received equals the entitlement. This is illustrated below.



Scenario: Benefit period exhaustion

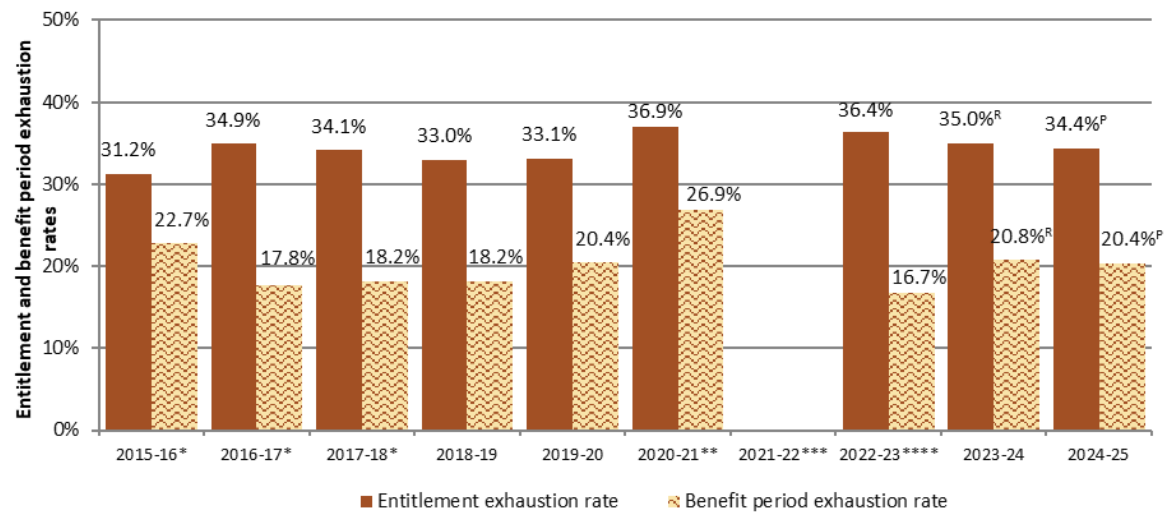
In this scenario, David starts receiving EI regular benefits the week starting October 29, 2023 and continues for the next 15 weeks, until February 10, 2024. At that point, David becomes ill and unable to work, so transitions to EI sickness benefits. As of August 10, 2024, he has received the full 26 weeks of sickness benefits. David's health condition improves and starting on October 6, 2024, he is capable of and available for work, but unable to find suitable employment. He claims EI regular benefits for 2 weeks before reaching the end of his benefit period on October 19, 2024. David's benefit period ended before he could collect all 19 weeks of EI regular benefits he was entitled to. Since the benefit period cannot be extended, he exhausted his benefit period. This is illustrated below.



Entitlement exhaustion of Employment Insurance regular benefits

Of the total EI regular claims completed in 2024-25, 34.4% exhausted their entitlement for EI regular benefits, a decrease of 0.6 p.p. compared to claims completed in 2023-24 (consult Chart 16). The entitlement exhaustion rates in 2023-24 and 2024-25 were lower than those recorded in 2020-21 (36.9%) and 2022-23 (36.4%) which were likely impacted by the economic slowdown due to the COVID-19 pandemic and the EI temporary measures introduced to facilitate access to the EI program, respectively. In comparison, entitlement exhaustion rates in 2023-24 and 2024-25 were higher than those observed before the pandemic (33.1% on average over the 2018-19 and 2019-20 period). This could be explained in part by an increase in the national unemployment rate during those 2 fiscal years—rising from 5.1% in April 2023 to 6.7% in March 2025—which may have made it more difficult for unemployed individuals to find employment. In addition, the higher entitlement exhaustion rates could also be explained by the lower average maximum entitlement for claims completed in 2023-24 and 2024-25 than that of claims completed before the pandemic as illustrated in Chart 15 in [subsection 2.2.4](#).

Chart 16: Employment Insurance regular benefits entitlement exhaustion rate and benefit period exhaustion rate, Canada, 2015-16 to 2024-25



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

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

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

***Most claims completed in 2021-22 were entitled 50 weeks of EI regular benefits, therefore their exhaustion rates are not comparable with the other fiscal years.

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

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2015-16 to 2020-21 and 100% of data for 2022-23 to 2024-25.

All provinces and territories had entitlement exhaustion rates above the national level for claims completed in 2024-25, except for Quebec. As illustrated in Table 26, despite a decrease at the national level, the entitlement exhaustion rate increased for 3 jurisdictions in 2024-25 compared to 2023-24: in Northwest Territories (+16.1 p.p.), Ontario (+1.4 p.p.) and Nunavut (+0.4 p.p.).

Table 26: Entitlement and benefit period exhaustion rates of completed claims for Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, 2023-24 and 2024-25

Province or territory	Entitlement exhaustion rate 2023-24 ^R	Entitlement exhaustion rate 2024-25 ^P	Change (% points) in entitlement exhaustion rate	Benefit period exhaustion rate 2023-24 ^R	Benefit period exhaustion rate 2024-25 ^P	Change (% points) in benefit period exhaustion rate
Newfoundland and Labrador	40.9%	39.6%	-1.3	36.7%	36.6%	-0.2
Prince Edward Island	43.4%	37.3%	-6.1	27.2%	30.4%	+3.2
Nova Scotia	44.5%	39.5%	-5.0	23.0%	25.0%	+2.0
New Brunswick	42.0%	36.3%	-5.6	30.8%	34.6%	+3.8
Quebec	30.4%	29.4%	-1.0	24.5%	23.9%	-0.6
Ontario	34.5%	35.9%	+1.4	16.5%	15.0%	-1.5
Manitoba	35.7%	35.2%	-0.5	19.6%	19.8%	+0.2
Saskatchewan	37.1%	35.7%	-1.4	19.5%	19.5%	-0.1
Alberta	36.3%	35.3%	-1.0	16.4%	16.1%	-0.2
British Columbia	36.8%	36.3%	-0.4	14.6%	16.4%	+1.8
Yukon	44.3%	42.1%	-2.3	16.5%	14.0%	-2.5
Northwest Territories	36.2%	52.3%	+16.1	7.0%	12.9%	+6.0
Nunavut	47.8%	48.2%	+0.4	11.1%	12.5%	+1.4
Gender						
Men	35.6%	34.5%	-1.1	21.8%	20.9%	-0.9
Women	34.0%	34.0%	0.0	19.3%	19.5%	+0.3
Age category						
24 years old and under	36.7%	35.3%	-1.4	14.7%	14.1%	-0.6
25 to 44 years old	31.8%	31.9%	0.0	18.6%	17.9%	-0.8
45 to 54 years old	31.7%	31.3%	-0.4	23.6%	23.3%	-0.4
55 years old and over	42.6%	40.9%	-1.6	24.6%	25.2%	+0.6
Claimant category						
Long-tenured workers	22.2%	24.8%	+2.6	20.6%	18.7%	-1.9
Occasional claimants	37.2%	37.1%	-0.1	16.8%	16.3%	-0.5
Frequent claimants	42.5%	37.5%	-5.0	31.6%	34.0%	+2.4
Canada	35.0%	34.4%	-0.6	20.8%	20.4%	-0.4

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

^P Preliminary data.

^R Revised data.

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

Historically, claims established by women tend to have a higher entitlement exhaustion rate compared to claims established by men. This may be due to the fact that, on average, women qualified for fewer weeks of EI regular benefit entitlement than men (28.4 weeks compared to 30.4 weeks, respectively, consult Table 23 in [subsection 2.2.4](#)). A higher proportion of women work in part-time or temporary jobs than men, and thus accumulate fewer hours of insurable employment on average, resulting in lower entitlement. However, this trend was reversed for claims completed in 2023-24, as women had a lower entitlement exhaustion rate than men. This was also the case for claims completed in 2024-25 where the entitlement exhaustion rate of EI regular claims established by women (34.0%) was slightly less than that by men (34.5%).

By age group, claimants aged 55 and over had the highest entitlement exhaustion rate (40.9%), followed by those aged 24 and under (35.3%). 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 for claims completed in 2024-25. However, the entitlement exhaustion rate of claims established by long-tenured workers increased (+2.6 p.p.) compared to 2023-24, while it decreased for claims established by frequent claimants and occasional claimants (-5.0 p.p. and -0.1 p.p. respectively).

Benefit period exhaustion of Employment Insurance regular benefits

When a claimant's benefit period ends before all weeks of entitlement to EI regular benefits have been paid, unless the claimant has stopped filing EI biweekly reports, the benefit period is considered to have been exhausted. As shown in Chart 16, the benefit period exhaustion rate is generally lower than the entitlement exhaustion rate.

In 2024-25, 20.4% of all completed EI regular claims exhausted their benefit period (consult Table 26). This rate was 0.4 p.p. lower than that observed for claims completed in 2023-24 (20.8%) and the same as the pre-pandemic fiscal year 2019-20.

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

Entitlement exhaustion versus benefit period exhaustion

The circumstances that result in benefit period exhaustion are generally different from those associated with entitlement exhaustion. Many variables influence benefit period exhaustion, including regular benefit entitlement, weeks worked while on claim (potentially leading to deferred benefit weeks) and the use of special benefits (adding another type of benefits to the claim).

Table 27 outlines different characteristics of completed EI regular claims by exhaustion type in 2024-25. For instance, EI regular claims in EI regions with lower unemployment rates were generally less likely to exhaust their benefit period in 2024-25 compared to claims established in EI regions with higher unemployment rates.

Table 27: Completed claims for Employment Insurance regular benefits by exhaustion type and characteristics, Canada, 2024-25

Category	Entitlement exhaustion ^P	Benefit period exhaustion ^P
Exhaustion rate – overall	34.4%	20.4%
Exhaustion rate by regional unemployment rate at the time of claim establishment		
6.0% or less	33.6%	23.1%
6.1% to 8.0%	36.1%	12.3%
8.1% to 10.0%	29.0%	22.1%
10.1% to 13.0%	40.0%	32.8%
13.1% or above	33.6%	36.8%
Other characteristics		
Proportion of exhausted claims involving at least one week worked while on claim	26.6%	67.1%
Average weeks worked while on claim*	10.8 weeks	14.5 weeks
Requalification rate for EI regular benefits**	7.2%	74.3%
Average weeks of EI regular benefits paid	25.9 weeks	16.6 weeks
Share of mixed claims (EI regular and special benefits)	9.3%	18.7%
Average proportion of regular benefit entitlement used	100.0% of weeks	53.2% of weeks

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

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

** The requalification rate refers to the proportion of claimants who are able to requalify for a new claim within 4 weeks following the termination of their claim.

^P Preliminary data.

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

Furthermore, a much greater proportion of claims that exhausted the benefit period included at least one week worked while on claim (67.1%) compared with claims that exhausted their entitlement (26.6%). 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 (14.5 weeks) compared with claims that exhausted their entitlement (10.8 weeks).

Because a larger share of claims that exhausted their benefit period also included at least one week worked while on claim, claimants were more likely to accumulate enough hours of insurable employment during their benefit period to meet the eligibility requirements to establish a new claim following the end of their claim. As a result, a much greater proportion of claims that exhausted the benefit period (74.3%) requalified for a new claim within 4 weeks following the termination of the claim compared with completed claims that exhausted their entitlement (7.2%).

In addition, completed claims that exhausted their benefit period received fewer weeks of EI regular benefits on average (16.6 weeks) compared with claims that exhausted their entitlement (25.9 weeks) in 2024-25. Completed EI regular claims that exhausted their benefit period used, on average, just over half (53.2%) of their entitlement. Among completed EI claims combining regular and special benefits, the share that exhausted their benefit period was greater than the share that exhausted their entitled weeks of regular benefits in 2024-25 (18.7% and 9.3%, respectively).

2.2.6 Employment Insurance regular benefits and seasonal claimants

Seasonal claimants are EI claimants who had at least 3 regular or fishing claims in the 5 years preceding the reference (current) claim, with at least 2 of these claims having started during the same time of year as the current claim.^{40,41} The definition of seasonal claimants is not exclusive of the definitions for other EI claimant categories.⁴²

As outlined in the definition, claims established by seasonal claimants can include both EI regular and fishing claims. In 2024-25, a total of 425,800 new claims were established by seasonal claimants. Of those, 403,100 claims (94.7%) were for EI regular benefits and 22,700 claims (5.3%) were for EI fishing benefits.⁴³ The analysis presented in this subsection focuses only on regular claims established by seasonal claimants.⁴⁴ For simplicity, in the rest of this subsection, these claims are referred to as EI seasonal regular claims.

The number of new EI seasonal regular claims increased by 3.9% in the reporting fiscal year, from 388,100 claims in 2023-24 to 403,100 claims in 2024-25. The seasonal regular claims' share of all regular claims established in 2024-25 was 28.7%. As illustrated in Chart 17, this was comparable to the shares recorded in the past 3 fiscal years and before the COVID-19 pandemic. The lower share (23.5%) observed in 2021-22 could be due in part to the significantly high number of non-seasonal regular claims established during the pandemic.

⁴⁰ 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.

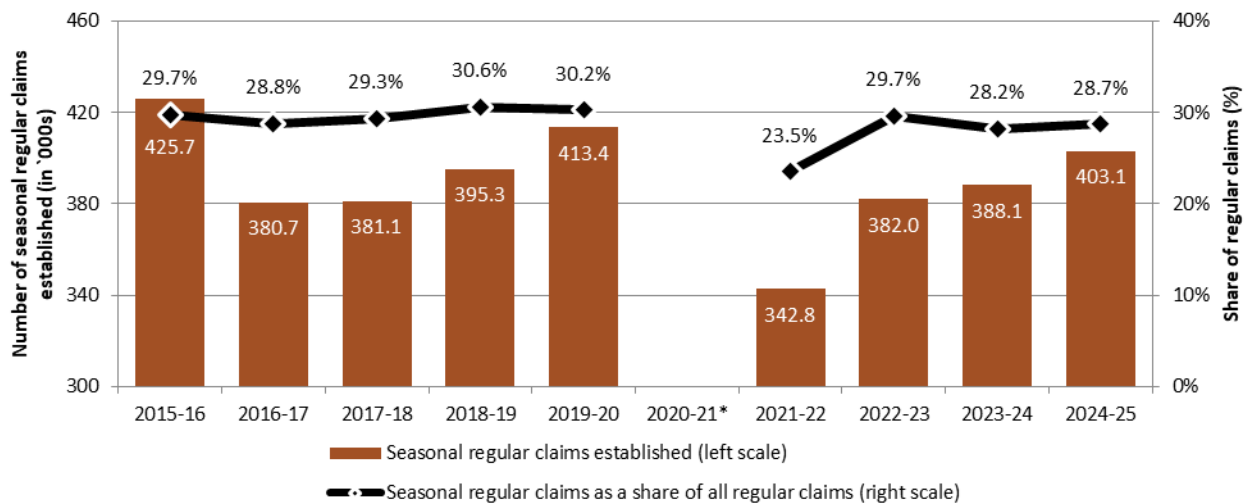
⁴¹ While access to additional weeks of EI regular benefits for seasonal claimants in the 13 targeted EI regions discussed later in this subsection was expanded through [Bill C-8](#) to include claimants whose seasonal claiming pattern was disrupted by the timing of the temporary COVID-19 measures, those claimants do not meet the seasonal definition and so are excluded from the data in this subsection, unless otherwise specified.

⁴² 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.

⁴³ Consult [Section 2.4](#) for more information on EI fishing benefits.

⁴⁴ Seasonal regular claims referenced throughout this subsection are those claims for which at least \$1 of EI regular benefits was paid and established by seasonal claimants.

Chart 17: Number of Employment Insurance seasonal regular claims and share among total regular claims, Canada, 2015-16 to 2024-25



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

* Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits. Consequently, results for 2020-21 are not comparable with other fiscal years.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2015-16 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Similar to the national level, the number of EI seasonal regular claims increased in all jurisdictions in 2024-25 compared to the previous fiscal year, except for Newfoundland and Labrador (-1.0%), New Brunswick (-0.7%) and the territories (-0.6%) (consult Table 28). The number of EI seasonal regular claims increased across genders and age groups between 2023-24 and 2024-25.

Table 28: Employment Insurance seasonal regular claims by region, gender, age and industry, Canada, 2023-24 and 2024-25

Region	New seasonal regular claims established 2023-24	New seasonal regular claims established 2024-25	Change (%) in new seasonal regular claims established	New seasonal regular claims as a share of total new regular claims (%) 2024-25
Newfoundland and Labrador	28,008	27,722	-1.0%	49.5%
Prince Edward Island	7,058	7,138	+1.1%	48.0%
Nova Scotia	20,297	20,524	+1.1%	39.0%
New Brunswick	28,849	28,654	-0.7%	47.1%
Quebec	137,181	140,158	+2.2%	35.4%
Ontario	93,995	99,717	+6.1%	22.3%
Manitoba	12,090	12,837	+6.2%	28.2%
Saskatchewan	9,975	10,534	+5.6%	28.6%
Alberta	24,377	26,803	+10.0%	18.6%
British Columbia	25,601	28,355	+10.8%	19.6%
Territories	664	660	-0.6%	18.1%
Gender				
Men	245,570	248,858	+1.3%	29.3%
women	142,525	154,244	+8.2%	27.8%
Age category				
24 years old and under	8,173	8,934	+9.3%	7.0%
25 to 44 years old	143,843	150,927	+4.9%	23.0%
45 to 54 years old	90,382	93,576	+3.5%	35.2%
55 years old and over	145,697	149,665	+2.7%	42.5%
Industry				
Goods-producing industries	177,813	174,618	-1.8%	34.1%
Services-producing industries	205,414	222,400	+8.3%	26.0%
Unclassified*	4,868	6,084	+25.0%	17.3%
Canada	388,095	403,102	+3.9%	28.7%

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.

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

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

As in the past, the share of seasonal regular claims among total regular claims was higher in the Atlantic provinces and Quebec, compared to Ontario, the Western provinces and the territories. This may be attributed to the composition of industries in the Atlantic provinces and Quebec, which contain a large share of goods-producing industries. As shown in Table 28, goods-producing industries had a higher share of EI seasonal regular claims among all regular claims than services-producing industries (34.1% compared to 26.0% in 2024-25). This can be due to a larger proportion of seasonal employment in the goods-producing industries, notably in the Agriculture, forestry, fishing and hunting industry and the Construction industry.

The share of seasonal regular claims as a proportion of all regular claims for women was relatively close to the share for men in 2024-25. Claimants aged 55 and above continued to have the highest share (42.5%) of EI seasonal regular claims among all regular claims across all age groups in 2024-25. In comparison, the share of seasonal regular claims established by younger claimants (aged 24 and less) remained low (7.0% of all regular claims) in 2024-25. Although younger individuals are more likely to work in seasonal jobs (consult the text box 'Seasonal workers in the Labour Force Survey' below), a larger share of them tend to quit jobs and return to school, which is not a valid reason for job separation under the *Employment Insurance Act*. Consequently, they are disqualified from receiving EI benefits. In

addition, younger claimants are less likely to have the historical claiming pattern to meet the condition to be defined as seasonal claimants.

Seasonal workers in the Labour Force Survey

Every month, Statistics Canada provides information on employment, unemployment and other key labour market indicators by a variety of demographic characteristics through the Labour Force Survey (LFS). According to the LFS, there were 362,500 seasonal workers in Canada* in 2024-25, down by 2.7% from the previous year. Though this figure is relatively similar to that of EI seasonal regular claims established in 2024-25 (403,100), the 2 measures are very different. The definition of seasonal claimants used by the EI program is based on the claimant's recent history of EI regular and fishing benefits usage, while the LFS defines seasonal workers as those who identify their employment as temporary due to being seasonal in nature.

Based on the LFS, seasonal workers represented 2.0% of total employment in 2024-25, similar to the previous fiscal year. Among the total temporary employment,** seasonal workers accounted for 17.7% in 2024-25, down from 18.3% in 2023-24. In the Atlantic provinces, seasonal workers accounted for 3.9% of total employment in 2024-25, slightly higher than the previous fiscal year (3.7%). In comparison, seasonal workers accounted for 2.0% of total employment in Quebec, 1.7% in Ontario and 1.9% in the Western provinces in 2024-25. Compared to 2023-24, 7 provinces registered an increase in seasonal employment in 2024-25, ranging from +16.9% in New Brunswick to +2.6% in Nova Scotia. Conversely, Quebec (-13.6%), Ontario (-5.2%) and British Columbia (-4.0%) 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 2024-25, as young workers accounted for 48.4% of total seasonal workers. Men are also over-represented in seasonal employment. In 2024-25, they accounted for 59.6% of all seasonal employment.

Seasonal employment is largely concentrated in the services-producing industries. In 2024-25, 72.1% of all seasonal jobs were in the services-producing industries. The Information, culture and recreation industry (21.9% of all seasonal jobs) and the Wholesale and retail trade industry (10.2% of all seasonal jobs) accounted for almost a third of all seasonal jobs in Canada in 2024-25. On the other hand, the Construction industry in the goods-producing sector accounted for 14.7% of all seasonal jobs in 2024-25.

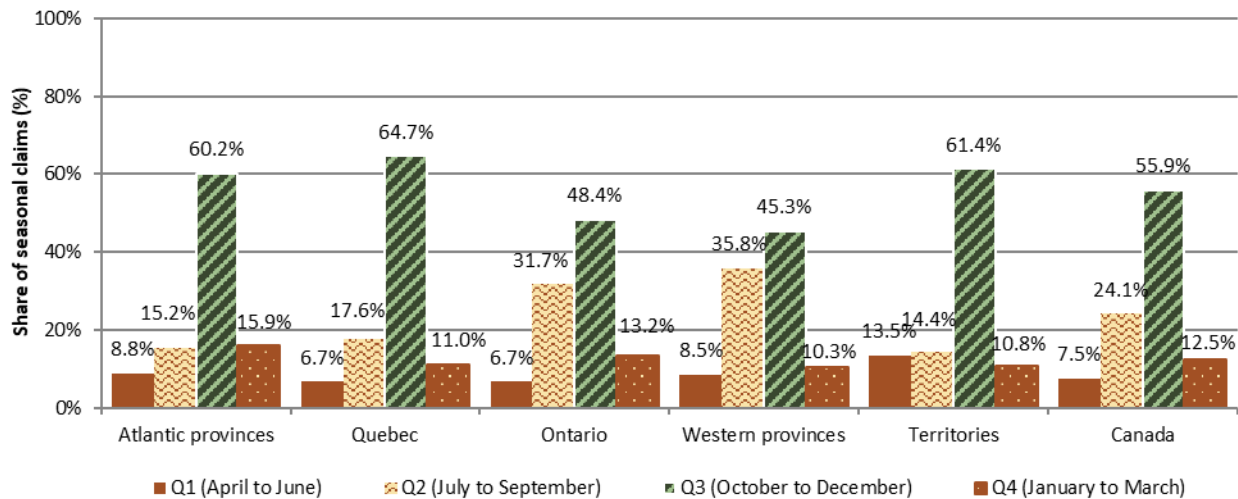
* Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

** 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, 55.9% of all seasonal regular claims established in 2024-25 were established in the third quarter (October to December) of the fiscal year (consult Chart 18). 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 18: Distribution of Employment Insurance seasonal regular claims by quarter and region, Canada, 2024-25



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

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

As outlined in Table 29, seasonal regular claims were more likely to be established in the third quarter of the fiscal 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, 47.2% 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 29: Quarterly distribution of Employment Insurance seasonal regular claims by gender, age and industry, Canada, 2024-25

Gender	Share of claims established in Q1 (April to June)	Share of claims established in Q2 (July to September)	Share of claims established in Q3 (October to December)	Share of claims established in Q4 (January to March)
Men	5.7%	10.7%	68.1%	15.5%
Women	10.4%	45.9%	36.3%	7.5%
Age category				
24 years old and under	4.0%	14.8%	66.1%	15.1%
25 to 44 years old	5.8%	22.8%	58.8%	12.6%
45 to 54 years old	7.8%	30.3%	50.7%	11.3%
55 years old and over	9.1%	22.3%	55.8%	12.9%
Industry				
Goods-producing-industries	3.9%	8.4%	72.1%	15.6%
Services-producing industries	10.4%	36.8%	42.9%	9.9%
Unclassified*	5.5%	11.9%	67.8%	14.9%
Canada	7.5%	24.1%	55.9%	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. Results are based on 100% of data.

Level of Employment Insurance regular benefits for seasonal claimants

The average weekly benefit rate for seasonal regular claims established in 2024-25 was \$601, an increase of 3.7% from 2023-24 (consult [Annex 2.9.3](#)). This was higher than the average weekly benefit rate for non-seasonal regular claims (\$575) established during the same period.

Duration and exhaustion of Employment Insurance regular benefits among seasonal claimants

The average maximum entitlement of seasonal regular claims completed in 2024-25 was 29.8 weeks, slightly higher than 28.7 weeks from the previous year (+1.1 weeks or +3.8%).⁴⁵ In comparison, the average maximum entitlement of non-seasonal regular claims completed in 2024-25 was 29.5 weeks.

The average actual duration of seasonal regular claims completed in 2024-25 was 16.6 weeks, unchanged from the previous fiscal year (consult [Annex 2.9.2](#)). It was 18.0 weeks on average for non-seasonal regular claims completed in 2024-25, just above their average duration in 2023-24 (17.1 weeks). In addition, seasonal regular claims completed in 2024-25 used, on average, a lower share of their regular benefit entitlement than non-seasonal regular claims (58.7% versus 63.5%, respectively).

The average maximum entitlement and the average actual duration of regular claims are usually shorter for seasonal claimants than for non-seasonal claimants. This reflects the fact that seasonal claimants typically accumulate fewer hours of insurable employment prior to establishing a claim than non-seasonal claimants. In 2024-25, the average maximum entitlement of seasonal regular claims was similar to that of non-seasonal claims in the same period. This was likely due to the additional weeks of EI regular benefits provided to eligible seasonal claimants in targeted EI regions under a temporary support measure (consult the subsection 'Temporary support measure providing additional weeks of EI regular benefits to seasonal claimants in 13 EI regions' below).

As mentioned in [subsection 2.2.5](#), claims may end when the number of weeks of regular benefits paid equals the regular benefit entitlement over the course of the benefit period (referred to as entitlement exhaustion) or when the benefit period ends before all regular benefit weeks of entitlement have been paid (referred to as benefit period exhaustion). When EI regular claims completed in 2024-25 are categorized by their seasonality status, claims established by seasonal claimants had a lower entitlement exhaustion rate than those established by non-seasonal claimants (23.8% and 38.5%, respectively), but this result was reversed when benefit period exhaustion is considered (34.6% and 14.7%, respectively). 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.⁴⁶ Compared to the previous fiscal year, the entitlement exhaustion rate of seasonal claimants decreased from 27.4% in 2023-24 to 23.8% in 2024-25, while it remained constant for non-seasonal claimants (38.0% in 2023-24 and 38.5% in 2024-25).

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

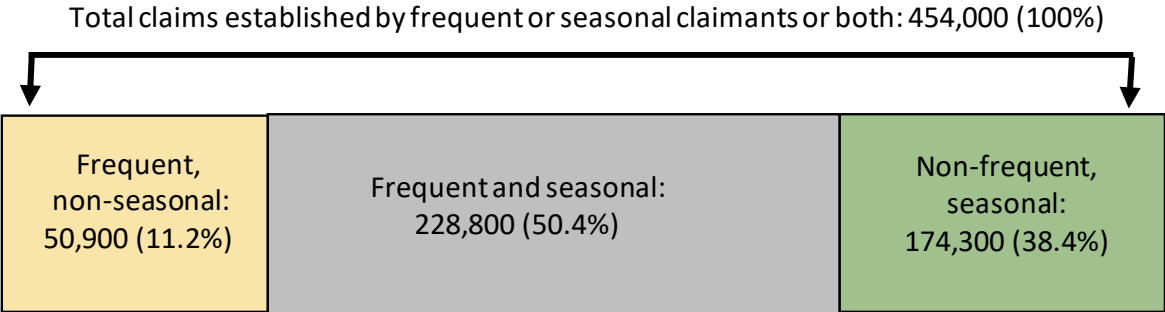
⁴⁵ Results on duration and exhaustion for the reporting fiscal year are preliminary and are subject to revision in the future.

⁴⁶ Many seasonal workers are laid off temporarily and likely to find employment in the same industry the following season.

considered frequent if they collected less than 60 weeks of 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 2024-25, the total number of EI regular claims established by seasonal or frequent or both claimants was 454,000. Among them, 228,800 claims were established by claimants who were both seasonal and frequent, representing 50.4% of the total regular claims established by seasonal or frequent or both claimants in 2024-25 (consult Chart 19). Seasonal claimants who were non-frequent accounted for 38.4% of the total 454,000 regular claims established by seasonal or frequent or both claimants, whereas frequent non-seasonal claimants accounted for 11.2%.

Chart 19: Distribution of Employment Insurance regular claims by frequent and seasonal status, Canada, 2024-25



Note: Includes claims for which at least \$1 of EI regular benefits was paid.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

Table 30 compares the average duration, proportion of weeks of EI regular benefits used and entitlement exhaustion rate of EI regular claims established by the 3 groups and completed in 2024-25. In general, frequent claimants use more EI support than non-frequent claimants. Among frequent claimants, non-seasonal claimants typically receive, on average, EI regular benefits for longer duration, use a greater proportion of their regular entitlement weeks and are more likely to exhaust their entitlement than seasonal claimants. This is likely due to seasonal claimants returning to their seasonal employment.

Table 30: Characteristics of completed Employment Insurance regular claims by frequent and seasonal status, Canada, 2024-25

Claimant type	Average duration of regular claims (in weeks) ^p	Proportion of weeks of regular benefits used (%) ^p	Entitlement exhaustion rate (%) ^p
Frequent, non-seasonal	20.6	76.8%	47.9%
Frequent and seasonal	21.1	74.3%	35.0%
Non-frequent, seasonal	10.7	38.2%	9.1%

Note: Includes completed claims for which at least \$1 of EI regular benefits was paid.
^p Preliminary data.
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

Temporary support measure providing additional weeks of Employment Insurance regular benefits to seasonal claimants in 13 EI regions⁴⁷

In August 2018, to better support seasonal workers, the government introduced a pilot project (Pilot Project No. 21) in 13 EI regions⁴⁸ of the country. This pilot project provided up to 5 additional weeks of EI regular benefits—to a maximum of 45 weeks—to eligible seasonal claimants who started a benefit period between August 5, 2018 and September 25, 2021. The parameters of the pilot project, including eligible EI regions, were then temporarily replicated through amendments to the *Employment Insurance Act*. Budget 2024 extended this temporary legislated support for seasonal claimants until October 24, 2026. In addition, in 2022 a legislative fix was introduced to ensure that the timing of the temporary COVID-19 measures would not affect access to this temporary seasonal measure.⁴⁹

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

In the 13 targeted EI regions, there were about 141,800 regular claims completed in 2024-25 that were eligible for additional weeks of regular benefits under the temporary seasonal measure. Among them, 126,600 claims were established by seasonal claimants, and 15,200 claims were not eligible according to the original rules of the seasonal measure but became eligible under the legislative fix. For simplicity, for the rest of this subsection, they are referred to as the eligible claims completed in 2024-25. Among the 141,800 eligible claims completed in 2024-25, about 68,400 (48.2%) used at least one additional week of regular benefits. This included 7,200 claims (47.1% out of the 15,200 claims) that became eligible under the legislative fix and used at least one additional week of regular benefits.

Among all eligible claims completed in 2024-25, the proportion that used at least one additional week of benefits under the temporary seasonal measure ranged from 62.6% in the EI region of Newfoundland–Labrador to 30.1% in Chicoutimi-Jonquière (consult Table 31). In addition, more than half of eligible claims established by claimants aged 55 years and over used at least one additional week. A higher proportion of eligible claims established by women used at least one additional week than those established by men (52.9% and 46.1%, respectively). A smaller proportion of eligible claims established by claimants who had worked in the Construction industry used at least one additional week compared

⁴⁷ Since a claim must be completed in order to determine if additional weeks were used, the analysis focuses on claims completed in the reporting year. Results are preliminary and are subject to revision in the future.

⁴⁸ These selected EI 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).

⁴⁹ In 2022, [Bill C-8](#) introduced a legislative fix to ensure that the timing of COVID-19 benefits did not affect access to support provided by the temporary seasonal measure. Budget 2022, Budget 2023 and Budget 2024 maintained this fix. As a result, claimants in the 13 targeted regions who established a claim between September 26, 2021 and October 24, 2026 and did not meet the seasonal claiming rules, but previously met the criteria of Pilot Project No. 21 were eligible for additional weeks of regular benefits.

to claimants who had worked in the Accommodation and food services industry or the Agriculture, forestry, fishing and hunting industry.

Table 31: Number and proportion of completed Employment Insurance seasonal regular claims* eligible for additional weeks of regular benefits and that used at least one additional week, by the 13 targeted EI regions, gender, age and selected industries, Canada, 2024-25

EI region	Number of eligible claims ^p	Number of claims that used additional weeks ^p	Proportion of claims that used additional weeks (%) ^p
Newfoundland-Labrador (excluding St. John's)	22,238	13,927	62.6%
Charlottetown	1,293	659	51.0%
Prince Edward Island (excluding Charlottetown)	6,541	3,588	54.9%
Eastern Nova Scotia	8,498	4,889	57.5%
Western Nova Scotia	10,183	5,144	50.5%
Madawaska-Charlotte	4,157	1,965	47.3%
Restigouche-Albert	20,235	11,567	57.2%
Gaspésie-Îles-de-la-Madeleine	12,540	6,758	53.9%
Central Quebec	29,668	9,548	32.2%
North Western Quebec	6,064	2,481	40.9%
Lower Saint Lawrence and North Shore	16,409	6,568	40.0%
Chicoutimi-Jonquière	3,710	1,115	30.1%
Yukon (excluding Whitehorse)	280	171	61.1%
Gender			
Men	97,036	44,712	46.1%
Women	44,780	23,668	52.9%
Age category			
24 years old and under	3,188	1,437	45.1%
25 to 44 years old	45,693	17,584	38.5%
45 to 54 years old	29,351	12,617	43.0%
55 years old and over	63,584	36,742	57.8%
Industry			
Agriculture, forestry, fishing and hunting	15,615	10,308	66.0%
Construction	39,709	13,439	33.8%
Accommodation and food services	8,251	5,805	70.4%
13 EI regions	141,816	68,380	48.2%

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

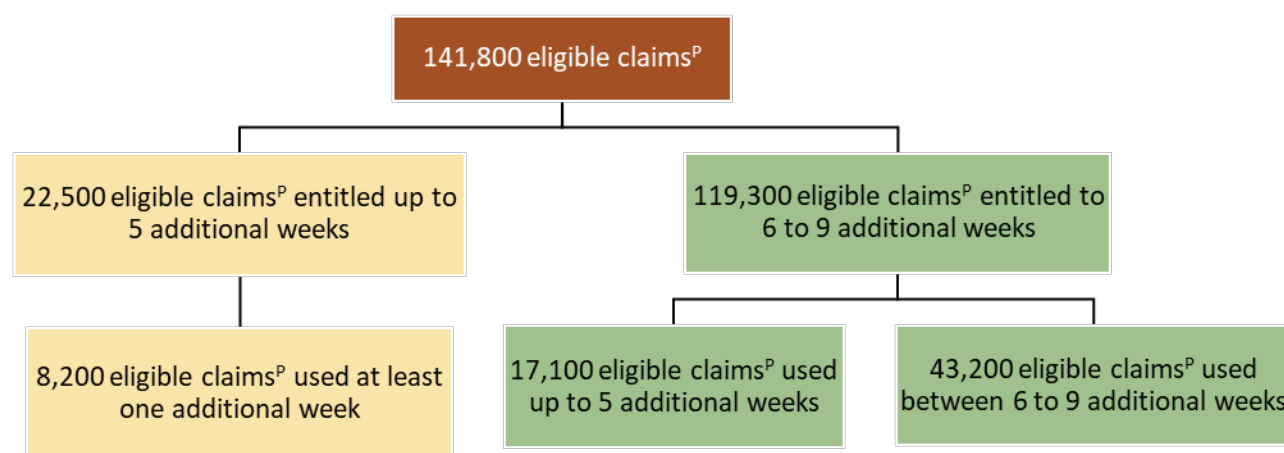
* Regular claims in this table include claims that were not eligible for the temporary seasonal measure according to the original rules, but became eligible under the legislative fix introduced in 2022.

^p Preliminary data.

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

As illustrated in Chart 20, among the 141,800 eligible claims completed in 2024-25, 22,500 were entitled up to 5 additional weeks of EI regular benefits. The remaining 119,300 eligible claims were established when Pilot Project No. 22 was in effect and were entitled to 6 to 9 additional weeks of EI regular benefits (up to 4 additional on top of the 5 additional weeks).

Chart 20: Distribution of completed Employment Insurance seasonal regular claims* eligible for additional weeks of regular benefits and that used at least one additional week, by additional weeks of entitlement, Canada, 2024-25



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

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

^P Preliminary data.

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

Among the 22,500 eligible claims entitled up to 5 additional weeks of regular benefits, 6,200 were established during Pilot Project No. 22.⁵⁰ Of the total, 36.2% (8,200 out of 22,500) used at least one additional week of regular benefits. Among these 8,200 claims, almost all were entitled to have the full 5 extra weeks, and 75.5% used the full additional 5 weeks of regular benefits. On average, eligible claims entitled up to 5 additional weeks that used at least one additional week of benefits under the temporary seasonal measure received 4.4 additional weeks of EI regular benefits. The number of additional weeks used was, on average, almost identical for men and women, across different age groups, and for claimants who had worked in services-producing industries compared to those who had worked in goods-producing industries.

Furthermore, among the 141,800 eligible claims completed in 2024-25, the remaining 119,300 were entitled to 6 to 9 additional weeks of EI regular benefits during Pilot Project No. 22 (up to 4 additional on top of the 5 additional weeks). Half of these eligible claims (50.5%) (60,200 out of 119,300) used at least one additional week of regular benefits. Among these 60,200 claims, almost all were entitled to have the full 9 extra weeks, and 52.0% used the full additional 9 weeks of regular benefits.

Among the 60,200 eligible claims entitled to 6 to 9 additional weeks of regular benefits under Pilot Project No. 22 that used at least one additional week of benefits, about 17,100 used up to 5 additional weeks of benefits and received on average 3.1 additional weeks of regular benefits. The remaining 43,200 claims used between 6 and 9 additional weeks of benefits and received on average a total of

⁵⁰ These claims were not entitled to up to 4 additional weeks of regular benefits under Pilot Project No. 22 because they already reached the maximum entitlement of 45 weeks with the 5 additional weeks.

8.5 additional weeks of regular benefits, including 3.5 additional weeks under Pilot Project No. 22. Among all these 60,200 claims, the number of additional weeks used was, on average, slightly higher for women than men, and for claimants aged 55 years and over than any other age groups (7.1 weeks and 6.8 weeks, respectively for both comparisons). Claimants who had worked in services-producing industries also used, on average, slightly higher additional weeks of benefits than those who had worked in goods-producing industries (7.1 weeks versus 6.8 weeks).

As of March 31, 2025, 662,100 claims established by seasonal claimants on or after August 5, 2018 were eligible for additional weeks of regular benefits under the temporary seasonal measure (including 58,400 claims that were not eligible according to the original rules of the seasonal measure but became eligible under the legislative fix). Among the total, 294,000 (44.4%) used at least one additional week of regular benefits (including 25,900 under the legislative fix). For claims that used one to 5 additional weeks, they received on average 4.2 additional weeks of regular benefits since the start of the temporary seasonal measure. As of March 31, 2025, \$635.6 million in additional benefits had been paid to eligible seasonal claimants who used additional weeks of EI regular benefits under either Pilot Project No. 21, the temporary legislative measure for seasonal workers, or Pilot Project No. 22 (including \$59.4 million paid under the legislative fix) since Pilot Project No. 21 was first introduced on August 5, 2018.

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

Claimants who have exhausted their regular benefit entitlement may go through a period without income from either employment or EI benefits before they find work or return to work at the start of the next employment season. These claimants, known as “gappers”, have not accumulated sufficient hours of insurable employment during their qualifying period for their entitlement to cover the entire duration of their unemployment spell.

To be considered a gapper, a claimant must have established a regular claim during the reporting fiscal year, have completed their previous regular 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 1.40 million EI regular claims established in 2024-25, approximately 80,900 (5.8%) experienced a gap in income based on the gapper definition (consult Table 32). This is slightly lower than the proportion registered in 2023-24 (6.2%), but equal to that in 2022-23 (5.8%). The average length of the gap was 5.3 weeks in 2024-25, unchanged from 2023-24.

Table 32: Number of gappers and share among all Employment Insurance regular claims by region and seasonality, Canada, 2023-24 and 2024-25

Region	Number of gappers 2023-24	Number of gappers 2024-25	Share (%) of gappers among regular claims 2023-24	Share (%) of gappers among regular claims 2024-25
Newfoundland and Labrador	4,797	4,922	8.3%	8.8%
Prince Edward Island	1,718	1,579	11.5%	10.6%
Nova Scotia	4,823	4,500	9.0%	8.6%
New Brunswick	5,604	4,613	9.2%	7.6%
Quebec	24,760	21,670	6.3%	5.5%
Ontario	21,124	21,247	5.0%	4.8%
Manitoba	3,343	3,094	7.5%	6.8%
Saskatchewan	2,612	2,562	7.2%	7.0%
Alberta	8,235	8,368	5.9%	5.8%
British Columbia	7,470	8,044	5.2%	5.5%
Territories	375	262	9.2%	7.2%
Seasonality				
Seasonal	38,576	37,353	9.9%	9.3%
Non-seasonal	46,285	43,508	4.7%	4.4%
Canada	84,861	80,861	6.2%	5.8%

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

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

The incidence of gappers by region shows that all provinces and territories, except Ontario, Quebec and British Columbia, registered a share of gappers above or at the national average in 2024-25 (consult Table 32). This is mostly attributable to the composition of the local labour markets.

In 2024-25, 9.3% of claims established by seasonal claimants experienced an income gap compared to 4.4% for claims established by non-seasonal claimants. Except for the period of the COVID-19 pandemic, these proportions have not changed much in the past decade. In 2025-16, they were 8.2% and 4.0% for claims established by seasonal claimants and non-seasonal claimants, respectively.

Receiving additional weeks of EI regular benefits through the temporary support measure for seasonal claimants (consult the subsection above) helps reduce the length of the period without any income. As a result, among regular claims established in 2024-25, the proportion of seasonal gappers in the 13 EI regions participating in the temporary support measure (7.8%) was lower than the proportion of seasonal gappers in EI regions outside the scope of the temporary support measure (10.0%).

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* allows claimants to earn employment income while on claim. The WWC provision applies to all types of EI benefits.

The WWC provision determines how EI benefits are adjusted to reflect employment income earned while on claim. It allows claimants to keep their employment earnings while continuing to receive a portion of their EI benefits, up to a limit after which benefits are reduced dollar-for-dollar. If benefits are reduced to zero, the week of entitlement is deferred and can be used later during the benefit period.⁵¹

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.⁵²

Working while on claim example

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

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

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

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

This subsection focuses on claims where claimants reported employment income from part-time or full-time work for at least one week while on claim, regardless of whether the EI benefits for those weeks were paid in full, paid partially or reduced to zero. To make the text easier to read, these claims and

⁵¹ 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.

⁵² 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.

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 2024-25, around 659,700 or 36.2% of total worked at least one week while on claim during the fiscal year (consult Table 33). This share was lower than the levels recorded in 2023-24 (37.6%), and before the COVID-19 pandemic (43.0% on average in 2018-19 and 2019-20). The decrease in the share of claimants who worked at least one week while on claim was observed in almost all industries in 2024-25. This may be attributed to the decline in job vacancies across all industries in 2024-25 compared to the previous fiscal year, which can indicate a decrease in labour market tightness in Canada.⁵³ In comparison, based on the second approach, 42.4% of all completed EI regular claims (around 599,000) included at least one week worked while on claim in 2024-25 which is also lower than the previous fiscal year (44.9%) (consult [Annex 2.24.4](#)).

⁵³ Consult [Chapter 1](#) for analysis on labour market tightness by industry in 2024-25.

Table 33: Number and share of Employment Insurance regular benefit claimants with an open claim working at least one week while on claim, and of completed EI regular claims with at least one week worked while on claim, by region, gender, age and seasonality, Canada, 2024-25

Region	Number of claimants with an open claim during the fiscal year who have worked at least one week while on claim in 2024-25	Share (%) of claimants with an open claim during the fiscal year who have worked at least one week while on claim in 2024-25	Number ^p of completed claims with at least one week worked while on claim	Share ^p (%) of completed claims with at least one week worked while on claim
Newfoundland and Labrador	33,473	48.3%	31,175	53.5%
Prince Edward Island	7,159	39.8%	6,790	44.1%
Nova Scotia	27,751	41.5%	25,352	46.7%
New Brunswick	34,985	46.5%	31,864	51.2%
Quebec	216,540	43.1%	196,548	48.8%
Ontario	175,499	29.7%	156,787	35.5%
Manitoba	19,537	32.9%	18,406	39.4%
Saskatchewan	15,345	32.0%	14,194	38.2%
Alberta	61,446	31.8%	56,363	39.3%
British Columbia	66,710	34.6%	60,303	41.2%
Territories	1,235	24.4%	1,237	30.9%
Gender				
Men	382,373	34.4%	348,940	40.5%
Women	277,307	39.0%	250,079	45.4%
Age category				
24 years old and under	56,355	33.3%	53,517	40.6%
25 to 44 years old	323,175	37.6%	295,342	44.7%
45 to 54 years old	148,329	43.5%	135,120	50.8%
55 years old and over	131,821	29.1%	115,040	32.6%
Seasonality				
Seasonal	n/a*	n/a*	210,517	52.4%
Non-seasonal	n/a*	n/a*	388,502	38.4%
Canada	659,680	36.2%	599,019	42.4%

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

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

^p Preliminary data.

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

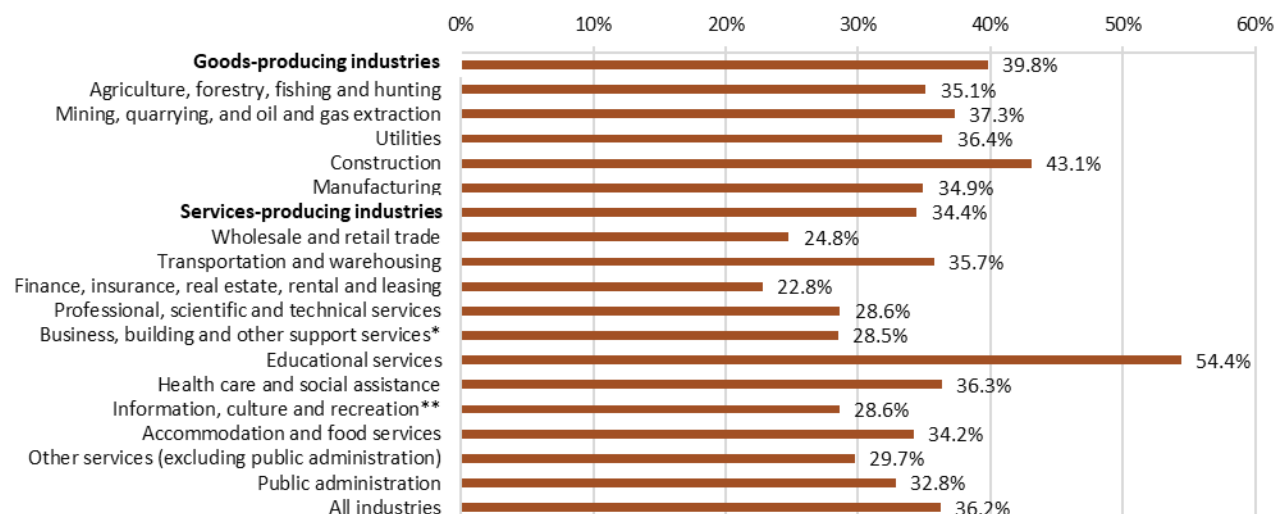
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of data.

Based on the first approach examining EI regular benefit claimants with an open claim in 2024-25 who worked at least one week while on claim, more than half (57.8%) had deferred at least one week of EI benefits. Men, claimants who were from the Atlantic provinces and Quebec, 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 2024-25, the Atlantic provinces (45.1%) and Quebec (43.1%) had relatively higher share of claimants who worked at least one week while on claim compared to the national average (consult Table 33). In terms of industry, the Educational services industry (54.4%), as well as the Construction industry (43.1%) also had a higher share of claimants who worked at least one week while on claim (consult Chart 21). Furthermore, women (39.0%) and claimants

aged 45 to 54 years (43.5%) had the highest share of claimants who work at least one week while on claim. Similar outcomes are found for completed claims when the second approach is used.

Chart 21: Share of Employment Insurance regular benefit claimants with an open claim working at least one week while on claim by industry, Canada, 2024-25



Note: Includes claimants 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) from the North American Industry Classification System.

** This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

Weeks worked while on claim

This subsection analyzes the proportion and the average number of weeks worked while on claim. It examines whether employment income was reported during a week in which a claimant was entitled to receive EI regular benefits.

The first reported measure is the proportion of weeks worked while on claim among weeks for which claimants were entitled to receive EI regular benefits in the reporting fiscal year (regardless of the establishment date of the claim). It reflects the relative frequency of WWC usage among regular benefit claimants and can be indicative of local labour market conditions during the reporting period. The proportion of weeks worked while on claim was 19.9% nationally in 2024-25, lower than the levels observed in the previous fiscal year (21.3%) and in fiscal years before the pandemic (23.8% on average in 2018-19 and 2019-20) (consult Table 34).

Table 34: 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, 2023-24 and 2024-25

Region	Proportion of weeks of entitlement worked* in 2023-24	Proportion of weeks of entitlement worked* in 2024-25	Change in proportion of weeks of entitlement worked* (% points)
Newfoundland and Labrador	27.0%	26.0%	-1.1
Prince Edward Island	22.7%	21.6%	-1.1
Nova Scotia	24.4%	23.2%	-1.2
New Brunswick	29.4%	28.3%	-1.1
Quebec	31.1%	29.7%	-1.4
Ontario	14.2%	12.7%	-1.5
Manitoba	11.2%	11.2%	+0.1
Saskatchewan	11.9%	11.9%	+0.1
Alberta	12.8%	12.5%	-0.3
British Columbia	15.2%	15.0%	-0.2
Territories	6.7%	7.5%	+0.8
Gender			
Men	21.2%	19.8%	-1.4
Women	21.3%	20.1%	-1.3
Age category			
24 years old and under	17.9%	17.4%	-0.5
25 to 44 years old	21.8%	20.6%	-1.2
45 to 54 years old	27.4%	25.6%	-1.9
55 years old and over	17.3%	15.8%	-1.5
Seasonality			
Seasonal	29.7%	29.1%	-0.6
Non-seasonal	17.6%	15.9%	-1.6
Canada	21.3%	19.9%	-1.4

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

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

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

An analysis by demographic characteristics shows that the proportion of weeks worked while on claim generally varied in similar ways as the proportion of claimants who worked at least one week while on claim. Seasonal claimants, claimants aged 45 to 54 years, and those in the Atlantic provinces and Quebec had higher proportions of weeks worked while on claim as well as proportions of claimants who worked at least one week while on claim than the national average in 2024-25 (consult Table 33 and Table 34). 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 2024-25, the average number of weeks worked while on claim was 10.0 weeks, down from 10.4 weeks recorded in the previous fiscal year (consult Table 35). This average has shown a downward trend over the past 3 years (consult [Annex 2.24.2](#)). The average number of weeks worked while on claim generally varied the same way across demographic characteristics than the proportion of weeks worked while on claim.

Table 35: Average number of weeks worked while on claim for EI regular claims completed with at least one week of work, by region, gender, age and seasonality, Canada, 2023-24 and 2024-25

Region	Average number of weeks worked in 2023-24 ^R	Average number of weeks worked in 2024-25 ^P	Change in average number of weeks worked (# of weeks)
Newfoundland and Labrador	17.2	16.8	-0.5
Prince Edward Island	13.5	13.0	-0.6
Nova Scotia	13.5	13.1	-0.4
New Brunswick	16.3	16.0	-0.3
Quebec	12.7	12.5	-0.2
Ontario	7.3	6.9	-0.4
Manitoba	5.6	5.4	-0.2
Saskatchewan	6.8	6.6	-0.2
Alberta	6.7	6.5	-0.2
British Columbia	7.1	6.9	-0.2
Territories	4.7	5.3	+0.5
Gender			
Men	11.6	10.9	-0.7
Women	8.8	8.7	-0.1
Age category			
24 years old and under	8.0	7.5	-0.5
25 to 44 years old	9.5	9.2	-0.3
45 to 54 years old	11.5	11.1	-0.4
55 years old and over	12.3	11.9	-0.4
Seasonality			
Seasonal	12.6	12.5	-0.1
Non-seasonal	9.2	8.6	-0.6
Canada	10.4	10.0	-0.4

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

^P Preliminary data.

^R Revised data.

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

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

Weekly income associated with working while on claim

As outlined in Table 36, 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 2024-25, claimants who worked while on claim had lower average weekly EI regular benefit amount (\$406) for the entire claim period compared to the average weekly EI regular benefit amount of those who did not work while on claim (\$547). However, claimants who worked while on claim had significantly higher average weekly total income (\$792) compared to that of those who did not work while on claim (\$547). When only the weeks worked were considered, claimants who worked while on claim received an average of \$957 per week in 2024-25.

Table 36: Average weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, 2024-25

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	\$547	\$406	Not available
Average weekly employment earnings	Not applicable	\$386	\$957
Average weekly total income (EI regular benefits and employment earnings)	\$547	\$792	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 \$0 of EI benefits paid due to high employment earnings). Average incomes for this category are the sum of all regular benefits paid and/or employment earnings divided by the number of weeks the claim was active.

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

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

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

2.3 Employment Insurance support while on training

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

An EI regular benefits claimant may be referred to training by a designated authority, such as a province, territory, Indigenous organization⁵⁴, or Service Canada, under Section 25 of the *Employment Insurance Act*. With a Section 25 referral from a designated authority, claimants continue to receive EI regular benefits while they engage in training activities. Otherwise, the training could be considered to restrict a claimant's ability to meet program requirements on entitlement to regular benefits (that is, searching and being available for work).

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

Additionally, under Skills Boost, EI regular claimants who are long-tenured workers and wish to self-fund full-time training at an approved institution⁵⁵ may directly request permission from Service Canada to continue receiving EI regular benefits while taking training.⁵⁶

Without a Section 25 referral in place from a designated authority, EI regular benefits claimants who decide on their own to take training can continue to receive EI support, provided they declare the training to Service Canada and prove they are ready, willing and capable of working each day they are on training and that they are actively looking for work during this period. These claimants must be ready to work if they receive a job offer and must be willing to adjust or cancel their training plan if necessary. Service Canada assesses these situations on a case-by-case basis, considering each claimant's individual circumstances.

Overall, in 2024-25, 119,800 claims established received at least \$1 of EI regular benefits while on training, an increase of 4.9% compared to the 114,200 claims reported in 2023-24.

Subsection 2.3.1 examines EI support for apprentices, while subsection 2.3.2 addresses the training permissions provided to claimants by Service Canada under Skills Boost.

⁵⁴ Refers to the Indigenous Skills and Employment Training (ISET) program.

⁵⁵ Consult [List of designated educational institutions](#) and [List of Certified Institutions](#) for a list of approved educational institutions located in Canada.

⁵⁶ Previously, measures granting enhanced student financial assistance were in effect between August 2018, and July 2023. These measures were aimed at working or unemployed Canadians looking to return to school to upgrade their skills. They are no longer in effect for the 2024-25 fiscal year examined in this year's report.

2.3.1 Employment Insurance support for apprentices

For many skilled trades, apprenticeship provides the skills and experience necessary for certification and full participation in the labour market. In Canada, apprenticeship is industry-driven learning that combines on-the-job and technical training. Each province or territory manages its own apprenticeship system. As a result, program duration and delivery methods vary across trades and jurisdictions.

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

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

To help EI contributors continue their apprenticeship and become certified journeypersons or tradespeople, the EI program provides temporary income support to those who are unemployed and attending full-time block release technical training. To qualify, individuals must meet the eligibility requirements for EI regular benefits⁵⁷, and must have been referred to training by their respective province, territory or Indigenous organization under Section 25 of the *Employment Insurance Act*. Furthermore, they must be referred for each block of full-time technical training required as part of their apprenticeship. Employers may also offer Supplemental Unemployment Benefit (SUB) plans to increase apprentices' weekly income during technical training, up to 95% of an apprentice's normal weekly earnings.⁵⁸

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

⁵⁷ Individuals need to have a valid reason for job separation and sufficient hours of insurable employment during the qualifying period.

⁵⁸ A SUB plan is designed to provide employees with supplemental payments to EI benefits during periods of unemployment due to temporary stoppage of work, training, illness, injury, or quarantine. Employers must register their SUB plans with Service Canada for payments made under such plans to not be considered earnings, which would reduce EI benefits.

To ensure timely reception EI benefits, provinces, territories and Indigenous organizations must provide their referred apprentices with a special reference code for each block of full-time technical training, enabling faster processing and payment of the benefits.

Apprentices may also be eligible to receive financial support under Part II of the *Employment Insurance Act*.⁵⁹ This support, provided by the provinces and territories (under Labour Market Development Agreements) and Indigenous organizations (under the Indigenous Skills and Employment Training Program), help cover accommodation, childcare, transportation and other costs incurred while attending technical training. Additional federal support is also available through several initiatives, such as the Canada Apprentice Loan and various tax deductions and credits.

Apprenticeships, Employment Insurance support and long-term outcomes

A recent departmental study* examined the relationship between apprentices' use of Employment Insurance for Apprentices (EI-A), other federal financial supports, and their long-term labour market outcomes. Using the Education and Labour Market Longitudinal Platform (ELMLP), the study profiled apprentices, including those who completed their apprenticeship, assessed uptake of federal supports, and analyzed how EI aligns with completion rates, post-program income, and post-training occupational alignment.

Apprenticeship completers were more likely to have accessed federal financial supports than the average apprentice. Between 2015 and 2021, completers were 20 to 30 percentage points (p.p.) more likely to have received EI and 5 to 7 p.p. more likely to have accessed all available federal supports (EI-A, Apprenticeship Grants and Canada Apprenticeship Loans) compared to the average apprentice.

In addition, completers experienced stronger labour market outcomes. They were 31 to 44 p.p. more likely to be working in their field of training in the years after program completion, with nearly 70% employed in-field during the first year versus 38% for discontinuers. Completers also earned, on average, 20% more in income 2 years after program completion when compared to all apprentices.

Overall, from a correlational point of view, individuals who received EI-A were associated with higher apprenticeship completion rates, higher post-program incomes, and a higher likelihood of being employed in their trained occupation.

* ESDC, Apprenticeship, Employment Insurance support and long-term outcomes (Ottawa: ESDC, Labour Market Information Directorate, 2026).

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

⁵⁹ EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. Consult [Chapter 3](#) for more information.

Employment Insurance claims from apprentices and amount paid

In 2024-25, approximately 56,300 new EI claims were established by apprentices, representing an increase of 7.5% (+3,900 claims) compared to the previous fiscal year (consult Table 37).

This aligns with new registrations in apprenticeship programs in 2024, which increased by 5.9% compared to 2023 to reach 101,500, marking a historical high.⁶⁰ In terms of certifications, just under 47,000 apprentices were certified in 2024, representing a minor increase of 1.0% from 2023. However, this remains 9.6% below the 2019 level, indicating that certification numbers have not yet returned to pre-pandemic levels.

Table 37: Employment Insurance claims established by apprentices and amount paid by region, gender and age, Canada, 2023-24 and 2024-25

Region*	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	957 ^R	957	+0.0%	\$8.9 ^R	\$9.0	+1.0%
Prince Edward Island	367 ^R	376	+2.5%	\$2.4 ^R	\$2.2	-8.2%
Nova Scotia	1,525 ^R	1,883	+23.5%	\$9.4 ^R	\$12.0	+27.3%
New Brunswick	1,550 ^R	1,747	+12.7%	\$9.8 ^R	\$12.0	+22.0%
Quebec**	187 ^R	193	+3.2%	\$1.3 ^R	\$1.6	+20.3%
Ontario	18,232 ^R	18,576	+1.9%	\$122.9 ^R	\$135.7	+10.4%
Manitoba	2,650 ^R	3,172	+19.7%	\$16.9 ^R	\$21.2	+25.3%
Saskatchewan	2,744 ^R	2,950	+7.5%	\$16.1 ^R	\$17.7	+10.4%
Alberta	13,568 ^R	15,430	+13.7%	\$89.2 ^R	\$104.5	+17.1%
British Columbia	10,422 ^R	10,836	+4.0%	\$64.7 ^R	\$73.2	+13.0%
Territories	230 ^R	219	-4.8%	\$1.5 ^R	\$1.5	-0.3%
Gender						
Men	49,372	52,771	+6.9%	\$321.1	\$363.4	+13.2%
Women	3,060	3,568	+16.6%	\$22.1	\$27.1	+22.6%
Age category						
24 years old and under	22,952	25,440	+10.8%	\$135.0	\$159.7	+18.3%
25 to 44 years old	27,802	29,082	+4.6%	\$194.9	\$216.1	+10.9%
45 years old and over	1,678	1,817	+8.3%	\$13.3	\$14.7	+10.5%
Canada	52,432	56,339	+7.5%	\$343.2	\$390.5	+13.8%

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

* Due to methodological changes, the number of claims established and the amount paid by region have been revised for 2023-24.

** The small number of claims established by apprentices in Quebec is due to the province's unique program design, where apprentices complete all their technical training before starting on-the-job training.

^R Revised data.

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

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

Consistent with historical trends, the majority of EI claims from apprentices were established by claimants from Ontario, Alberta and British Columbia, with these 3 provinces accounting for 80.5% of the total number of claims in 2024-25. Men also continued to represent the vast majority of claims established by apprentices (93.7%) during this fiscal year. This is reflected in the annual number of apprenticeship registrations, where women typically account for a low share of total registrations

⁶⁰ Statistics Canada, "New registrations, certifications, and pathways indicators of registered apprentices in Canada, 2024", Ottawa: Statistics Canada, *The Daily*, December 11, 2025, Catalogue no. 11-001-X.

(12.5% in 2024, and an average share of 12.1% over the last 10 years).⁶¹ However, the number of women establishing claims by apprentices increased by 16.6% in 2024-25, rising from 3,100 to 3,600.

Among age groups, claimants aged between 25 and 44 years accounted for the largest share of EI claims established by apprentices (51.6%), followed by those aged between 15 and 24 years (45.2%). Claimants aged 45 years and over only accounted for 3.2% of EI claims established by apprentices in 2024-25, while they accounted for 44.1% of all EI regular claims established.

The total amount of EI benefits paid to apprentices was \$390.5 million in 2024-25, representing an increase of 13.8% from the \$343.2 million paid in 2023-24. Almost all regions had an increase in the amount paid in benefits to apprentices compared to 2023-24 with the exception of Prince Edward Island (-8.2%), despite an increase of 2.5% in the number of claims established by apprentices from this province, and the territories, where the amount paid to claimants was almost unchanged from the previous fiscal year.

From an industry perspective, claimants from the Construction sector established the majority of new apprentice claims (62.8%) in 2024-25, similar to previous years (consult Table 38). Among occupational groupings, the majority of EI claims established by apprentices were associated with the Technical trades and transportation officers and controllers grouping⁶² (91.2%).

Table 38: Employment Insurance claims established by apprentices and amount paid by sector and occupational grouping, Canada, 2023-24 and 2024-25

Sector	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Construction	33,047	35,356	+7.0%	\$227.6	\$258.4	+13.5%
Manufacturing	3,702	4,026	+8.8%	\$23.6	\$26.6	+12.6%
Wholesale and retail trade	5,989	6,194	+3.4%	\$31.8	\$34.4	+8.1%
Other services (excluding public administration)	3,733	4,054	+8.6%	\$19.9	\$23.0	+16.0%
Other sectors	5,961	6,709	+12.5%	\$40.3	\$48.1	+19.4%
Occupational grouping						
Technical trades and transportation officers and controllers	47,902	51,398	+7.3%	\$310.2	\$353.4	+13.9%
Other occupations	4,530	4,941	+9.1%	\$33.0	\$37.1	+12.4%
Canada	52,432	56,339	+7.5%	\$343.2	\$390.5	+13.8%

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

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

Outside of periods of full-time training, while still within the benefit period of a claim, an apprentice may lose employment income due to circumstances requiring access to other types of EI benefits, such as regular benefits for lack of available work, or special benefits for the care of a newborn child or other life events. Apprentices may access these benefits if they meet the eligibility requirements for the relevant

⁶¹ Statistics Canada, Table 37-10-0219-01, Apprenticeship programs by age groups, major trade groups, sex and registration status.

⁶² Technical trades and transportation officers and controllers comprise the following occupational subgroups: Technical trades contractors and supervisors; Technical industrial trades; Technical electrical trades; Technical construction trades; Technical maintenance trades; Technical equipment operation trades; Transportation officers and controllers; Other technical trades.

EI benefits. In 2024-25, 31.4% of all claims established by apprentices (approximately 17,700 claims) included at least one week of regular benefits paid outside of periods of full-time training, an increase of 2.7 percentage points (p.p.) from the previous fiscal year. Additionally, 1.7% of claims (approximately 940 claims) included at least one week of special benefits paid outside of periods of full-time training, including about 530 claims for sickness benefits.

Of the total \$390.5 million paid in benefits to apprentices in 2024-25, \$298.0 million (76.3%) were paid while apprentices were attending full-time technical training. EI regular benefits paid outside training periods accounted for most of the remaining benefits (\$81.1 million, or 20.8%), while a small portion was paid as special benefits (\$11.4 million, or 2.9%).

Level and duration of Employment Insurance benefits for apprentices

The average weekly benefit rate for claims established by apprentices was \$617 in 2024-25, an increase of 3.2% from \$598 in 2023-24. This was also higher than the average weekly benefit rate for EI regular claims established during the same period (\$583). By province and territory, the highest average weekly benefit rate was among apprentice claimants from the Territories (\$646), followed by those from Newfoundland and Labrador (\$625), Alberta (\$624) and Ontario (\$622).

By gender, men received a higher average weekly benefit rate (\$619) than women (\$591). Among age groups, claimants aged 25 to 44 years and those 45 years and over received the same average weekly benefit rate (\$631), which was higher than average weekly benefit rate of \$598 received by claimants aged 15 to 24 years (consult [Annex 2.25.3](#)).

The average duration of EI regular claims completed in 2024-25 by claimants while on full-time technical training was 8.9 weeks, similar to the previous fiscal year. Claims established in Manitoba and the territories had the highest average duration (9.4 weeks), while those in New Brunswick had the lowest (8.3 weeks). There were no significant differences in the average duration across genders and age groups in 2024-25 (consult [Annex 2.25.2](#)).

2.3.2 Training with permission from Service Canada to keep receiving Employment Insurance benefits (Skills Boost)

Under Skills Boost, claimants who are long-tenured workers⁶³ and wish to self-fund full-time training at an approved institution may request permission from Service Canada to continue receiving EI regular benefits during training. Without this permission, training could limit the claimant's ability to meet program requirements, such as being available for and actively seeking work. Service Canada does not provide training-related services typically offered by provinces and territories, such as employment counselling, job search assistance, needs assessments, or return-to-work planning. Claimants must identify the full-time training program they intend to pursue before requesting permission from Service Canada to continue receiving EI regular benefits while attending training.

Employment Insurance claims under Skills Boost and amount paid

In 2024-25, Service Canada referred approximately 690 claimants to continue receiving EI benefits while training under Skills Boost (consult Table 39). This represents a decrease of 11.4% from 780 referrals in 2023-24 but remains higher than in the previous fiscal years (consult [Annex 2.26.1](#)).

⁶³ Claimants who have paid at least 30% of the maximum annual premiums in 7 of the past 10 years and, over the last 5 years, have collected EI regular or fishing benefits for 35 weeks or less.

Table 39: Employment Insurance claims for which claimants received permission from Service Canada to train and amount paid by region, gender, age and industry, Canada, 2023-24 and 2024-25

Region ¹	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Atlantic provinces	66 ^R	47	-28.8%	\$0.9 ^R	\$0.7	-26.8%
Quebec	208 ^R	207	-0.5%	\$2.8 ^R	\$2.9	+2.4%
Ontario	205 ^R	177	-13.7%	\$2.8 ^R	\$2.7	-6.1%
Manitoba	33 ^R	38	+15.2%	\$0.4 ^R	\$0.6	49.5%
Saskatchewan	31 ^R	18	-41.9%	\$0.4 ^R	\$0.3	-26.6%
Alberta	118 ^R	104	-11.9%	\$1.6 ^R	\$1.7	+5.0%
British Columbia and Territories ²	120 ^R	101	-11.9%	\$1.6 ^R	\$1.5	-5.4%
Gender						
Men	412	373	-9.5%	\$5.6	\$5.5	-1.5%
Women	369	319	-13.6%	\$5.0	\$4.8	-4.0%
Age category						
34 years old and under	291	247	-15.1%	\$3.6	\$3.4	-3.2%
35 to 44 years old	261	238	-8.8%	\$3.7	\$3.5	-7.8%
45 to 54 years old	183	162	-11.5%	\$2.6	\$2.6	-0.1%
55 years old and over	46	45	-2.2%	\$0.6	\$0.7	21.1%
Industry						
Goods-producing industries	228	188	-17.5%	\$3.0	\$2.8	-8.6%
Agriculture, forestry, fishing, hunting, mining, quarrying, and oil and gas extraction	33	21	-36.4%	\$0.4	\$0.3	-25.5%
Construction	105	89	-15.2%	\$1.3	\$1.2	-10.5%
Manufacturing and Utilities ³	90	78	-13.3%	\$1.3	\$1.3	-1.1%
Services-producing industries	541	486	-10.2%	\$7.3	\$7.2	-1.8%
Wholesale and retail trade	85	89	+4.7%	\$1.2	\$1.3	+7.9%
Transportation and warehousing	33	30	-9.1%	\$0.4	\$0.5	+14.4%
Finance, insurance, real estate, rental and leasing	38	36	-5.3%	\$0.6	\$0.5	-4.9%
Professional, scientific and technical services	53	51	-3.8%	\$0.9	\$0.8	-3.2%
Business, building, and other support services ⁴	47	51	+8.5%	\$0.6	\$0.7	+28.2%
Educational services	68	57	-16.2%	\$0.7	\$0.7	-1.4%
Healthcare and social assistance	66	49	-25.8%	\$0.9	\$0.8	-12.9%
Information, culture and recreation ⁵	39	30	-23.1%	\$0.6	\$0.5	-19.4%
Accommodation and food services	30	26	-13.3%	\$0.4	\$0.3	-21.4%
Other services (excluding public administration)	29	25	-13.8%	\$0.4	\$0.4	-5.5%
Public administration	53	42	-20.8%	\$0.8	\$0.7	-8.4%
Unclassified⁶	12	18	+50.0%	\$0.2	\$0.3	+69.2%
Canada	781	692	-11.4%	\$10.5	\$10.2	-2.6%

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which claimants received permission from Service Canada to train.

¹ Due to methodological changes, the number of claims established and the amount paid by region have been revised for 2023-24.

² For confidentiality reasons, data for the territories have been combined with those for British Columbia.

³ For confidentiality reasons, data for the Utilities industry have combined with those for the Manufacturing industry.

⁴ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administration and support, waste management and remediation services).

⁵ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation).

⁶ For some claims, this information was not available in the data.

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

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

Similar to previous years, Quebec had the highest share of referrals under Skills Boost (29.9%), followed by Ontario (25.6%) and Alberta (15.0%). Men accounted for slightly more than half of referrals (53.9%), compared to 60.5% of all EI regular claims established in 2024-25. By age, claimants aged 44 years and under accounted for 70.1% of all referrals in 2024-25, compared to 55.9% of EI regular claims established during the same period.

By industry, claimants from the Construction sector and the Wholesale and retail trade sector both accounted for the largest share of referrals in 2024-25, with 12.9% each, followed by those from the Manufacturing (11.5%) sector.

Of all claims established under Skills Boost in 2024-25, 640 claims (92.5% of the total) included at least one week of EI regular benefits paid during training, and approximately 510 claims (73.0% of the total) included at least one week of EI regular benefits paid outside of training periods.

A total of \$10.2 million in EI regular benefits was paid to claimants referred under Skills Boost in 2024-25, a decrease of 2.6% compared to 2023-24. Of this amount, \$6.4 million (62.2% of the total amount paid) were paid while claimants were on training, and \$3.5 million (34.5% of the total amount) were paid outside of training periods. Compared to the previous fiscal year, this represents a higher amount paid outside training and a lower amount paid during training.

Level and duration of Employment Insurance benefits for Skills Boost claims

Claimants who requested and received a referral to training from Service Canada had an average weekly benefit rate of \$587 in 2024-25, an increase of 4.2% from 2023-24. This is nearly identical to the average weekly benefit rate for EI regular benefits (\$583), but lower than the one entitled to long-tenured workers (\$624) during the same period.

Claimants from British Columbia and the territories received the highest average weekly benefit rate in 2024-25 (\$602), while those from the Atlantic provinces received the lowest (\$540). By gender, men had a higher average weekly benefit rate than women (\$605 and \$567, respectively). Differences across age groups were minimal, with claimants aged 34 years and under at the lowest level (\$580), and claimants aged between 45 and 54 years at the highest (\$594) (consult [Annex 2.26.3](#)).

Skills Boost claims that were completed in 2024-25 received an average of 17.6 weeks of EI benefits during training and 13.0 weeks of EI regular benefits outside of training periods (consult [Annex 2.26.2](#)). Claimants from the Atlantic provinces averaged the most weeks during training (20.7 weeks), while those from Saskatchewan received on average the most weeks outside of training periods (16.2 weeks). Women averaged more weeks than men during training (18.9 and 16.6 weeks, respectively), while men averaged slightly more weeks than women outside of training periods (13.2 and 12.8 weeks, respectively). By age, claimants aged between 45 and 54 years averaged the highest number of weeks during training periods (18.7 weeks), while those aged 55 years and over had the most weeks outside of training periods (16.6 weeks).

2.4 Employment Insurance fishing benefits

Employment Insurance provides fishing benefits to qualifying, self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility for EI fishing benefits is not based on hours of insurable employment. Rather, it is based on insurable earnings from self-employment in fishing during the qualifying period.⁶⁴ In addition to fishing benefits, self-employed fishers may also be eligible to receive sickness, maternity, parental, compassionate care and family caregiver benefits.

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

- making a catch
- doing any work incidental to making or handling a catch⁶⁵, or
- the construction of a fishing vessel for the person's own use or for the use of a crew of which the person is a member in making a catch

Self-employed fishers are eligible for EI fishing benefits if they do not qualify for EI regular benefits and have earned a minimum amount of insurable earnings from self-employment in fishing during their qualifying period. This amount varies between \$2,500 and \$4,200, depending on the unemployment rate in the claimant's EI region. Additionally, a fisher's weekly benefit rate is usually calculated by dividing their total insurable earnings from fishing⁶⁶ during the qualifying period by the divisor associated with the unemployment rate in the EI region (consult Table 40). The result is then multiplied by the replacement rate of 55% to determine the weekly benefit rate, which cannot exceed the maximum weekly benefit rate established for each year (\$668 in 2024 and \$695 in 2025).

Table 40: Minimum threshold of insurable earnings from self-employed fishing and earnings divisor for EI fishing benefits by regional unemployment rate

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

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

⁶⁴ The qualifying period for EI fishing benefits is different from other types of benefits. It is defined as either the 31 weeks preceding the establishment of a claim or the period since the start of a previous claim, whichever is shorter. For more information, consult [Employment Insurance fishing benefits](#).

⁶⁵ This type of work consists in 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.

⁶⁶ If the claimant had earnings from insurable 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.

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

EI fishing benefits are available for 2 fishing seasons per year: the winter fishing season and the summer fishing season. Self-employed fishers who have established a claim for EI fishing benefits are entitled to a maximum of 26 weeks of EI fishing benefits per claim, which may be received consecutively or intermittently, but only within a fixed benefit period defined by set start and end dates. Similarly, a self-employed fisher’s qualifying period cannot start before a defined date depending on the fishing season for which they are establishing a claim (consult Table 41). The qualifying period is a maximum of 31-week period immediately preceding the commencement of a fishing benefit period.

Table 41: Fixed start and end dates of benefit periods and fixed start dates of qualifying periods for EI fishing benefits by fishing season

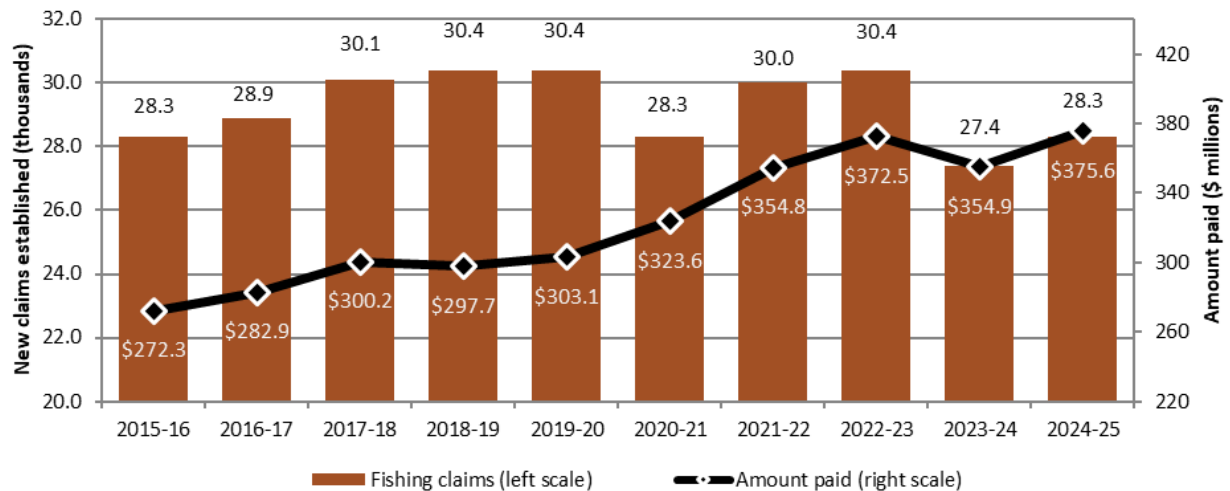
Fishing season	Start of benefit period	End of benefit period	Start of qualifying period
Winter fishing season	Week of April 1	Week of December 15	Week of September 1
Summer fishing season	Week of October 1	Week of June 15	Week of March 1

As the 2 qualifying periods and benefit periods overlap and cover a full year, situations may arise where a claimant has sufficient insurable earnings to qualify for either winter or summer fishing benefits. The decision as to which fishing benefit period is claimed (summer or winter) rests with the claimant and the decision is not reversible. Additionally, there is no increase in the length of the benefit period for any reason except for the payment of special benefits.

2.4.1 Employment Insurance fishing claims and benefits paid

A total of 28,300 new EI fishing claims were established in 2024-25. This total represents an increase of 3.2% from the 27,400 EI fishing claims established in 2023-24, but remains below the historical average (consult Chart 22). The total amount paid in EI fishing benefits increased by 5.8% from the previous fiscal year, going from \$354.9 million in 2023-24 to \$375.6 million in 2024-25; however, the amount paid in 2024-25 was similar to 2022-23.

Chart 22: Employment Insurance fishing claims established and amount paid, Canada, 2015-16 to 2024-25



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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results for claims are based on 100% of data. Results for the amount paid are based on a 10% sample of data for 2015-16 to 2022-23 and 100% of data for 2023-24 and 2024-25.

In 2024-25, 96.4% of claims for EI fishing benefits established and 96.6% of EI fishing benefits paid were concentrated in 6 provinces: Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Quebec and British Columbia (consult Table 42).

Table 42: Employment Insurance fishing claims and amount paid by region, gender and age, Canada, 2023-24 and 2024-25

Region	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	11,953	13,005	+8.8%	\$159.1	\$173.9	+9.3%
Prince Edward Island	3,150	3,142	-0.3%	\$40.3	\$42.0	+4.3%
Nova Scotia	5,400	5,338	-1.1%	\$68.8	\$70.8	+3.0%
New Brunswick	2,830	2,852	+0.8%	\$36.6	\$38.7	+5.7%
Quebec	1,089	1,097	+0.7%	\$14.0	\$14.1	+1.2%
British Columbia	1,920	1,839	-4.2%	\$23.2	\$23.3	+0.4%
Other provinces and territories	1,095	1,032	-5.8%	\$13.0	\$12.7	-2.4%
Gender						
Men	21,746	22,236	+2.3%	\$279.7	\$293.0	+4.7%
Women	5,691	6,069	+6.6%	\$75.2	\$82.6	+9.8%
Age category						
24 years old and under	1,410	1,490	+5.7%	\$16.2	\$17.6	+8.5%
25 to 44 years old	7,376	7,498	+1.7%	\$94.2	\$98.5	+4.6%
45 to 54 years old	6,338	6,375	+0.6%	\$82.5	\$85.3	+3.3%
55 years old and over	12,313	12,942	+5.1%	\$162.0	\$174.2	+7.5%
Canada	27,437	28,305	+3.2%	\$354.9	\$375.6	+5.8%

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 fishing benefits was paid.

Consult [Annex 2.10](#) for more details.

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

As outlined in Table 42, the increase in the total number of EI fishing claims established in 2024-25 was almost entirely driven by an increase in the number of claims established by self-employed fishers from Newfoundland and Labrador (+8.8%). The number of EI fishing claims established in all other regions either decreased or increased by less than 1.0% in 2024-25 compared to the previous fiscal year. Additionally, Newfoundland and Labrador continued to represent the largest share of fishing claims established (45.9%) and benefits paid (46.3%) in 2024-25.

Men continued to represent the largest share of both claims established (78.6%) and amount paid in EI fishing benefits (78.0%). Over the last 10 years, the share of men has been slightly trending down among EI fishing claims established, as men represented 81.8% of these claims in 2015-16.

Among age groups, claimants aged 55 years and over represented the largest share of claims established (45.7%) and amount paid (46.4%) in 2024-25. The share of fishing claims established by claimants from this age group increased by 9.0 percentage points (p.p.) between 2015-16 and 2024-25, with an increase reported every fiscal year during this period. The share of fishing benefits paid to claimants from this age group followed a similar trend, increasing by 9.4 p.p. over the same period.

The average weekly benefit rate for EI fishing benefits increased by 4.9% in 2024-25 to \$630, up from \$601 in 2023-24 (consult Table 43). As in previous years, this rate was higher than the average weekly benefit rate for EI regular benefits during the same reporting period (\$583). Additionally, the average weekly benefit rate was higher in the Atlantic provinces and Quebec than in British Columbia and the other provinces without a significant fishing industry. A similar pattern is observed among the share of claims at the maximum weekly benefit rate.

Table 43: Average weekly benefit rate for EI fishing benefits and share of fishing claims at the maximum weekly benefit rate by region, gender and age, Canada, 2023-24 and 2024-25

Region	Average weekly benefit rate 2023-24	Average weekly benefit rate 2024-25	Share of claims at the maximum weekly benefit rate 2023-24	Share of claims at the maximum weekly benefit rate 2024-25
Newfoundland and Labrador	\$602	\$638	62.8%	75.2%
Prince Edward Island	\$625	\$649	80.7%	84.9%
Nova Scotia	\$610	\$634	75.9%	78.0%
New Brunswick	\$621	\$642	79.0%	81.7%
Quebec	\$622	\$643	81.5%	80.4%
British Columbia	\$529	\$562	40.2%	42.3%
Other provinces and territories	\$513	\$520	42.4%	40.0%
Gender				
Men	\$605	\$633	70.8%	76.8%
Women	\$582	\$618	54.8%	65.0%
Age category				
24 years old and under	\$576	\$609	57.4%	66.4%
25 to 44 years old	\$601	\$628	69.2%	74.1%
45 to 54 years old	\$611	\$640	71.8%	79.2%
55 years old and over	\$597	\$628	65.3%	72.8%
Canada	\$601	\$630	67.4%	74.2%

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

Consult [Annex 2.10.3](#) for more details.

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

2.4.2 Seasonal component of Employment Insurance fishing benefits

EI fishing benefits are available to self-employed fishers for 2 fishing seasons each year, winter and summer, allowing eligible claimants to establish a single claim or multiple claims in a year.⁶⁷ In 2024-25, approximately 19,800 self-employed fishers established at least 1 EI fishing claim, a number comparable to the 19,700 fishers reported in 2023-24 (consult Table 44), despite the increase in the overall number of EI fishing claims established in 2024-25.

Table 44: Number of fishers by season of establishment of claim, Canada, 2020-21 to 2024-25

Season of establishment	2020-21	2021-22	2022-23	2023-24	2024-25
1 season	11,663	11,408	11,431	12,021	11,300
Winter	2,624	3,030	3,472	3,309	3,387
Summer	9,039	8,378	7,959	8,712	7,913
Both seasons	8,307	9,252	9,506	7,706	8,501
Canada	19,970	20,660	20,937	19,727	19,801

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

Of the approximately 19,800 fishers who established at least 1 EI fishing claim in 2024-25, 57.1% claimed for only one fishing season (roughly 3,400 for the winter season and 7,900 for the summer season), and 42.9% (approximately 8,500 fishers) established claims for both seasons. Overall, the number of fishers who established a claim in only one season decreased by 6.0% in 2024-25, driven by a decrease in the number of fishers who only established a claim for the summer season (-9.2%), while the number of those establishing claims in both seasons increased by 10.3%.

In line with previous years, a significantly higher share of fishers from the Atlantic provinces and Quebec established multiple fishing claims in 2024-25 compared to the other provinces and territories. This share represented 58.4% of fishers from Quebec and 48.7% of those from the Atlantic provinces, compared to 2.1% of those from British Columbia and a combined average of 9.4% for all other provinces and territories (consult Table 45). A relatively equal share of men and women established multiple claims in 2024-25, while among age groups, fishers aged 24 years and under were less likely to establish multiple claims (28.7%) than the other age groups, with fishers aged between 45 and 54 years showing the highest share (48.0%).

Table 45: Share of fishers who established multiple fishing claims per year, Canada, 2020-21 to 2024-25

Region	2020-21	2021-22	2022-23	2023-24	2024-25
Atlantic provinces	48.5%	51.1%	51.6%	44.4%	48.7%
Quebec	63.2%	62.2%	64.2%	54.2%	58.4%
British Columbia	2.9%	3.3%	1.6%	2.3%	2.1%
Other provinces and territories	3.8%	10.9%	10.9%	10.7%	9.4%
Gender					
Men	42.7%	45.2%	45.6%	39.4%	43.1%
Women	37.3%	43.1%	44.8%	37.9%	42.5%
Age category					
24 years old and under	25.5%	28.8%	29.8%	26.4%	28.7%
25 to 44 years old	35.9%	37.6%	39.5%	35.2%	38.2%
45 to 54 years old	48.8%	50.1%	51.7%	45.0%	48.0%
55 years old and over	43.1%	48.5%	48.0%	40.1%	45.2%
Canada	41.6%	44.8%	45.4%	39.1%	42.9%

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

⁶⁷ In rare cases, fishers may establish more than 2 fishing claims in a single fiscal year. Due to the low frequency of these instances, the results on benefits paid and the average duration for claims beyond the second claim are not presented.

Fishers who established one EI fishing claim in 2024-25 were paid an average total of \$14,057 on their claim, an increase of 6.6% from the amount reported in 2023-24. Those who established 2 fishing claims received, on average, \$14,181 for their first claim and \$11,755 for their second claim, adding up to a total average of \$25,936 received in EI fishing benefits in 2024-25. This represents an increase of 7.6% from the amount reported in 2023-24, mostly driven by an increase of 11.9% in the average amount received on the first claim established.

2.4.3 Duration of Employment Insurance fishing benefits

The maximum entitlement of a claim established for EI fishing benefits is 26 weeks, regardless of the unemployment rate in the claimant's EI region at the time the claim is established.

In 2024-25, the average duration of EI fishing claims was 21.5 weeks, slightly up from 21.2 weeks in 2023-24 (+1.7%). Among the 6 provinces and territories with a significant fishing industry, British Columbia had the highest average duration for these benefits in 2024-25 with 23.2 weeks, while Quebec had the lowest (20.4 weeks). This is consistent with the fact that regions with higher shares of claimants who establish multiple fishing claims in a single year, such as the Atlantic provinces and Quebec, usually have a lower average claim duration than the other regions.

Table 46 shows the average duration of claims established for EI fishing benefits. In 2024-25, fishers who established a single fishing claim received benefits for an average of 23.4 weeks, a duration similar to the one observed in recent years. Fishers who established multiple claims received benefits for an average of 40.6 weeks in total, an increase of 1.5 weeks (+3.7%) from the duration in the previous fiscal year. This increase was driven by an average increase of 1.6 weeks for the duration of the first claim established, from 20.6 weeks in 2023-24 to 22.2 weeks in 2024-25, while the duration of the second claim established remained nearly unchanged (from 18.5 weeks in 2023-24 to 18.4 weeks in 2024-25).

Table 46: Average duration of Employment Insurance fishing benefits by number of claims established per fiscal year, Canada, 2023-24 and 2024-25

Number of claims established during the fiscal year	2023-24	2024-25	Change (%) in duration
1 claim	23.2	23.4	+0.8%
2 claims	39.1	40.6	+3.7%
First claim	20.6	22.2	+7.8%
Second claim	18.5	18.4	-0.8%
Canada	21.2	21.5	+1.7%

Note: Percentage change is based on unrounded numbers.

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

2.5 Employment Insurance Work-Sharing benefits

The EI Work-Sharing program is designed to help avoid layoffs of all or a number of a firm's employees when there is a temporary decrease in the normal level of business activities whether due to an economic downturn, a disaster event, or another shock that is beyond the control of the employer.

Layoffs are avoided by offering EI Work-Sharing benefits to eligible workers who accept to work a temporarily reduced workweek while their employer recovers. The goal of the program is for all participating employees to return to normal working hours by the end of the Work-Sharing agreement. The employer and the employees must agree to participate in a Work-Sharing agreement.

By participating in the Work-Sharing program, employers can retain skilled employees, thus avoiding the costly process of recruiting and training new employees once business activities return to normal level. At the same time, participating workers can maintain their employment and skills by supplementing the reduced wages with EI Work-Sharing benefits for the days they are not working. Also, within the period covered by a Work-Sharing agreement, employers are required to maintain all existing employee benefits. The receipt of EI Work-Sharing benefits has no impact on future eligibility for EI regular or EI special benefits.

Work-Sharing agreements must include a reduction in work activity ranging between 10% and 60% of participating employees' regular weekly hours of work over the life of the agreement. In any given week, the work reduction can vary depending on available work for as long as the reduction of hours remains within the prescribed threshold.

To illustrate how the program works, consider a business with 100 workers. The business is thinking about 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 operation in Canada year-round for at least 2 years
- be a publicly-held company, private business or a certain type of not-for-profit organization
- be experiencing a decrease in overall work activities of at least 10% in the last 6 months, where the reduction in business activity is caused by factors beyond the employer's control (reductions due to cyclical shortages of work and recurring slowdowns are ineligible)
- employ at least 2 eligible employees in the affected work unit, and
- undertake recovery measures that will return employees to normal levels of employment upon the completion of the Work-Sharing agreement

Employees participating in a Work-Sharing agreement must:

- agree to a reduced schedule of work
- share the available work equally over the term of the agreement, and
- be year-round, permanent, full-time or part-time employees who are required to carry out the everyday functions of the business

However, to be eligible to receive EI Work-Sharing benefits for the hours per week that they are not working, participating employees in a Work-Sharing agreement must:

- be eligible to receive EI regular benefits, that is have worked the required minimum number of hours of insurable employment (ranging from 420 to 700 hours, depending on the regional unemployment rate where the claimant lived at the time of the establishment of the claim) in the previous 52 weeks or since the start of their last EI claim, whichever is shorter

An initial Work-Sharing agreement can last between a minimum of 6 and a maximum of 26 consecutive weeks. If needed, an extension may be requested of up to 12 weeks, bringing the initial agreement to a maximum total of 38 weeks. There is a mandatory cooling-off period between successive agreements equal to the number of weeks of the first Work-Sharing agreement (up to a maximum period of 38 weeks).

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

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

As workers participating in a Work-Sharing agreement continue to receive some income from employment with their Work-Sharing employer, the program provides partial coverage of hours of insurable employment or insurable earnings. As a result, the data reported on Work-Sharing claims are not directly comparable to other types of EI benefits. This is particularly true of the weekly benefit rates paid to claimants, which are meant to only cover 10% to 60% of a regular work week for affected employees in a work unit subject to a Work-Sharing agreement, depending on the agreed upon decrease in work levels. Because of this, the weekly Work-Sharing benefit rates are lower on average than for other types of EI benefits. Because the weekly Work-Sharing benefit rate is determined by employees' wage and the degree of reductions in the hours worked (between 10% and 60%), significant variability is also observed across industries in the reported weekly benefit rates.

The Canada Employment Insurance Commission (CEIC) may introduce temporary special measures to provide additional support for affected employers and employees during a period of economic downturn, natural disaster, or emergency. Typically, temporary special measures have involved easing eligibility requirements for employers, extending the maximum duration of Work-Sharing and removing the requirement to serve a mandatory cooling-off period between successive applications.

Work-Sharing temporary special measures in effect from April 1, 2024 to March 31, 2025

In response to the impact of the severe wildfires in 2024 that affected Jasper, Alberta and Bunibonibee Cree Nation, Manitoba and to support employers who may have experienced a decline in business activity attributable to these wildfires, a suite of Work-Sharing temporary special measures were implemented for the period of December 1, 2024 to August 3, 2025. Employers were eligible for these Work-Sharing temporary special measures if they were located in the affected areas or located outside the zone of the evacuation order but still directly impacted.*

Tariffs

To support businesses affected by the threat or potential realization of tariffs, the CEIC put in place Work-Sharing temporary special measures. Employers that experienced a decline in business activity attributable to the threat or potential realization of tariffs may be eligible to access Work-Sharing temporary special measures if they are operating in Canada for a minimum of 1 year and have a minimum of 2 EI eligible employees who agree to a reduction in hours and to share any available work.

Effective March 7, 2025 to March 6, 2026, these temporary special measures included:

- extending a Work-Sharing agreement's maximum duration could be extended from 38 weeks to 76 weeks
- expanding eligibility requirements for employers and employees, including those in seasonal and cyclical industries and non-profit and charitable organizations
- removing the requirement to serve a mandatory cooling-off period between successive agreements, and
- focusing recovery measures on supporting the business' ability to maintain its viability

* Although this temporary measure was implemented, no claims related to that temporary measure were established in these regions for 2024-25.

For the purpose of this section, EI Work-Sharing claims refers to any claims for which at least \$1 of EI Work-Sharing benefits was paid.

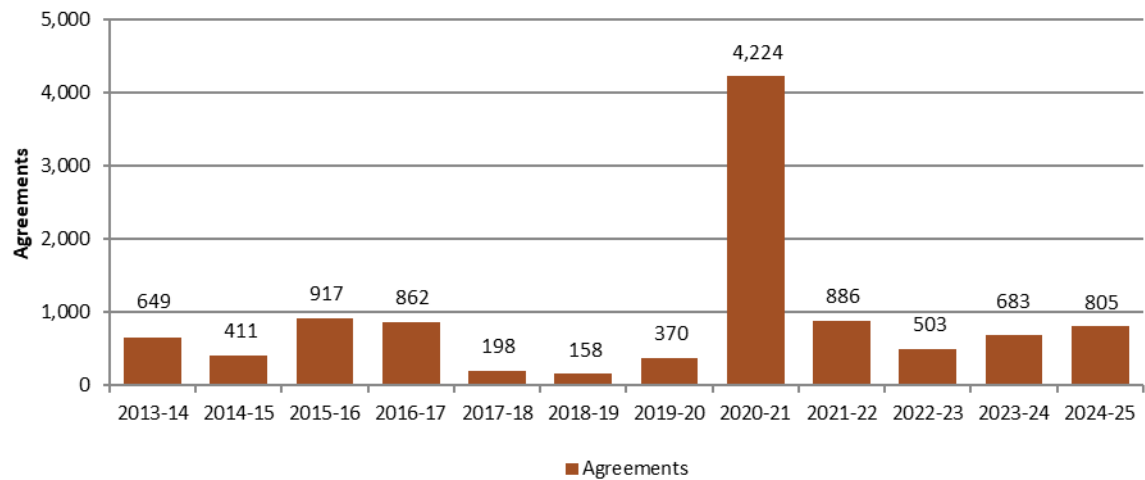
2.5.1 Employment Insurance Work-Sharing agreements

The number of Work-Sharing agreements established in a given fiscal year increases during periods of economic shocks and uncertainty and decreases during periods of economic growth and stability. This countercyclical pattern can be observed by looking at the number of Work-Sharing agreements established in Canada over the past few years, notably the high demand for the Work-Sharing program in 2020-21 during the economic downturn due to the COVID-19 pandemic.

The participation in the Work-Sharing program reached 805 agreements in 2024-25, an increase of 17.9% compared to 2023-24 (consult Chart 23). Of these, 33.1% were linked to the temporary measure related to tariffs. Through these agreements, it was estimated that there were 30,626 participating

employees and a minimum of 10,848 layoffs averted in 2024-25.⁶⁸ The estimated number of participating employees is always higher than the number of EI Work-Sharing claims established as some employees may chose not to be part of a Work-Sharing agreement or may not be eligible for Employment Insurance benefits.⁶⁹

Chart 23: Total count of Work-Sharing agreements, Canada, 2013-14 to 2024-25



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

Across the country, Ontario and Quebec had the most agreements in 2024-25 (consult Table 47). The number of agreements increased in all provinces, except for the Atlantic provinces and British Columbia. In addition, for the fourth consecutive year, there were no Work-Sharing agreements in the territories. In 2024-25, almost 75% of Work-Sharing agreements were in goods-producing industries, compared to just over 25% of agreements in the services-producing industries. The Manufacturing industry (67.0%) continued to account for the largest share of agreements in 2024-25.

⁶⁸ Based on information provided to Service Canada by the employer at the time of the application.

⁶⁹ There could also be a delay where the agreement is established near the end of a fiscal year, but the claims are established at the beginning of the following fiscal year.

Table 47: Number of Work-Sharing agreements by region and industry, 2023-24 and 2024-25

Region	2023-24	2024-25
Atlantic provinces	14	12
Quebec	318	340
Ontario	226	340
Manitoba	29	30
Saskatchewan	7	11
Alberta	18	23
British Columbia	71	49
Territories	0	0
Industry		
Goods-producing industries	504	588
Construction	29	37
Manufacturing	468	539
Rest of goods-producing industries	7	12
Services-producing industries	169	217
Wholesale and retail trade	51	58
Professional, scientific and technical services	49	64
Rest of services-producing industries	69	95
Unclassified industries	10	0
Canada	683	805

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

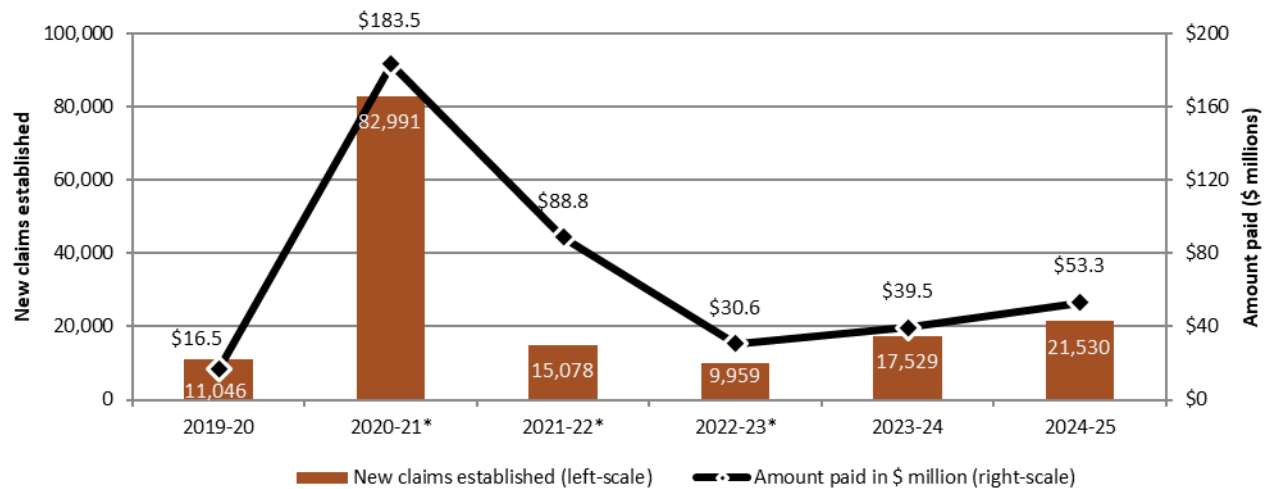
When assessed by firm size, small enterprises (with fewer than 50 employees) comprised 74.0% of all Work-Sharing agreements in the fiscal year examined, up from 72.6% reported in the previous fiscal year. Small-to-medium enterprises (50 to 99 employees) represented 12.8% of all Work-Sharing agreements in 2024-25. Combined, small and medium enterprises (SMEs) with fewer than 500 employees accounted for almost all Work-Sharing agreements in 2024-25 and in previous fiscal years. This high representation of small and medium-sized businesses in the Work-Sharing program has been a consistent feature of the program since 2008-09. Work-Sharing agreements have been primarily initiated to assist SMEs in recovering from economic shocks to their normal levels of business activity.

2.5.2 Employment Insurance Work-Sharing claims and amount paid

As with the number of Work-Sharing agreements, the total number of Work-Sharing claims established and the total amount paid in Work-Sharing benefits also follow a countercyclical pattern: they increase during labour market contraction and economic uncertainties, and decrease during periods of economic expansion.

There were over 21,500 claims for Work-Sharing benefits established in 2024-25, an increase of 22.8% compared to 2023-24 (consult Chart 24). This increase is attributable, in part, to the economic uncertainties towards the end of the fiscal year and the introduction of the temporary special measure related to tariffs in March 2025. The amount of Work-Sharing benefits paid increased by 34.8% over the same period, reaching \$53.3 million in 2024-25.

Chart 24: Employment Insurance Work-Sharing claims and benefits paid, Canada, 2019-20 to 2024-25



Note: Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

* The eligibility criteria for EI regular benefits varied over the fiscal years depending on when claims were established. Therefore, comparison between fiscal years should be done with caution.

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

Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry

As outlined in Table 48, compared to 2023-24, the most notable increase in the number of Work-Sharing claims in 2024-25 was in Quebec (+1,870 claims), followed by Manitoba (+1,586 claims). Conversely, the number of claims established decreased in British Columbia (-579 claims) and 3 of the Atlantic provinces: Newfoundland and Labrador, Prince Edward Island and Nova Scotia (-110 claims in total). Claimants from Quebec established the largest share of total new claims (48.2%), followed by claimants from Ontario (29.0%) in 2024-25. The same trend can be observed in terms of amount paid, claims established in Quebec received the largest share of total amount paid in 2024-25 with 50.8%, followed by claims established in Ontario (31.7%). There were no claims established in the territories over the last 4 reporting periods.

Table 48: Number of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, 2023-24 and 2024-25

Region	New claims established 2023-24	New claims established 2024-25	Amount paid (\$ thousands) 2023-24	Amount paid (\$ thousands) 2024-25
Newfoundland and Labrador	60 ^c	0	\$37.0	\$5.5
Prince Edward Island		24	\$139.5	\$85.0
Nova Scotia	89	15	\$324.7	\$77.7
New Brunswick	64	102	\$35.8	\$477.5
Quebec	8,515	10,385	\$19,045.6	\$27,097.3
Ontario	5,756	6,248	\$13,583.1	\$16,877.0
Manitoba	1,352	2,938	\$1,933.6	\$3,605.5
Saskatchewan	107	524	\$234.8	\$1,057.0
Alberta	308	595	\$831.0	\$1,261.7
British Columbia	1,278	699	\$3,371.9	\$2,758.8
Territories	0	0	\$0.0	\$0.0
Gender				
Men	11,397	15,668	\$26,105.4	\$37,679.4
Women	6,132	5,862	\$13,431.6	\$15,623.6
Age category				
24 years old and under	1,025	1,167	\$1,798.1	\$2,859.6
25 to 44 years old	6,694	8,709	\$13,824.6	\$20,282.1
45 to 54 years old	4,240	5,192	\$9,999.6	\$13,372.1
55 years old and over	5,570	6,462	\$13,914.7	\$16,789.2
Industry				
Goods-producing industries	15,871	19,472	\$34,650.5	\$47,581.4
Manufacturing	15,522	19,015	\$33,488.9	\$46,010.1
Rest of goods-producing industries	349	457	\$1,161.5	\$1,571.2
Services-producing industries	1,623	1,967	\$4,776.8	\$5,554.3
Wholesale and retail trade	768	641	\$1,917.2	\$1,903.3
Professional, scientific and technical services	338	416	\$1,303.4	\$1,289.2
Rest of services-producing industries	517	910	\$1,556.2	\$2,361.8
Unclassified industries*	35	91	\$109.7	\$167.3
Canada	17,529	21,530	\$39,537.0	\$53,303.0

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

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

^c For confidentiality purposes, data for some provinces have been combined.

Consult [Annex 2.21](#) for more details.

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

Men continued to be more likely to make use of the Work-Sharing program—a pattern that has been persistent over the years. In 2024-25, men accounted for 72.8% of new Work-Sharing claims and 70.7% of total benefits paid, higher than 2023-24 (65.0% and 66.0%, respectively). The age distribution of claimants in 2024-25 remained relatively unchanged compared to the previous year, apart from a slight increase in the proportion of new claims established by individuals aged 25 to 44 years old (from 38.2% to 40.5%). Youth remained under-represented among newly established Work-Sharing claims (5.4%), relative to their share of national employment (12.9% in 2024-25).⁷⁰

⁷⁰ Statistics Canada, Labour Force Survey, Table 14-10-0287-01, seasonally adjusted.

From an industry perspective, the Work-Sharing program was most frequently used by workers in the Manufacturing industry, which is consistent with historical patterns. They accounted for the largest share of new EI Work-Sharing claims established in 2024-25 (88.3%), down slightly from 88.6% in the previous fiscal year. These workers received the largest share of the total EI Work-Sharing benefits paid (86.3%). The amount of benefits paid they received increased by 37.4% compared to 2023-24.

Among the services-producing industries, workers in the Wholesale and retail trade and in the Professional, scientific and technical services industries accounted for 3.0% and 1.9% of Work-Sharing claims, respectively, in 2024-25. In terms of amount paid, workers in the Wholesale and retail trade industry received 3.6% of total Work-Sharing benefits paid in 2024-25, followed by workers in the Professional, scientific and technical services industry, who accounted for 2.4% of total Work-Sharing benefits paid.

2.5.3 Level and duration of Employment Insurance Work-Sharing benefits

The national average weekly Work-Sharing benefit rate increased by 5.8% to \$147 in 2024-25, up from \$138 in the previous fiscal year (consult Table 49).⁷¹ The average weekly benefit rate increased in all regions, but there was a high degree of variability that could be observed between regions, similar to the previous years. For example, in 2024-25, the highest average weekly benefit rate was in the Atlantic provinces (\$262), followed by Saskatchewan (\$166), while the lowest was in Manitoba (\$135). The average weekly Work-Sharing benefit rate for men increased by 4.9% to \$152, while the rate for women increased by 4.2% to \$132 in 2024-25. The average weekly benefit rate increased for all age groups and was relatively similar across all age groups. The highest average rate was observed for workers aged 25 to 44 years (\$148) while the lowest was for workers aged 24 and under (\$143). Workers aged 24 and under had the highest increase in their average weekly benefit rate compared to 2023-24 (+9.1%).

⁷¹ 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 49: Employment Insurance Work-Sharing average weekly benefit rate, by region, gender, age and industry, 2022-23 to 2024-25

Region	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Atlantic provinces	\$152	\$126	\$262	+107.5%
Quebec	\$139	\$139	\$146	+5.4%
Ontario	\$137	\$142	\$147	+3.6%
Manitoba	\$77	\$116	\$135	+15.6%
Saskatchewan	\$142	\$152	\$166	+9.4%
Alberta	\$138	\$111	\$153	+37.8%
British Columbia	\$152	\$153	\$156	+2.2%
Territories	n/a	n/a	n/a	n/a
Gender				
Men	\$134	\$145	\$152	+4.9%
Women	\$123	\$126	\$132	+4.2%
Age category				
24 years old and under	\$119	\$131	\$143	+9.1%
25 to 44 years old	\$132	\$140	\$148	+6.2%
45 to 54 years old	\$129	\$140	\$147	+4.9%
55 years old and over	\$132	\$137	\$144	+5.4%
Industry				
Goods-producing industries	\$127	\$137	\$145	+6.3%
Services-producing industries	\$153	\$155	\$157	+1.3%
Canada	\$130	\$138	\$147	+5.8%

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

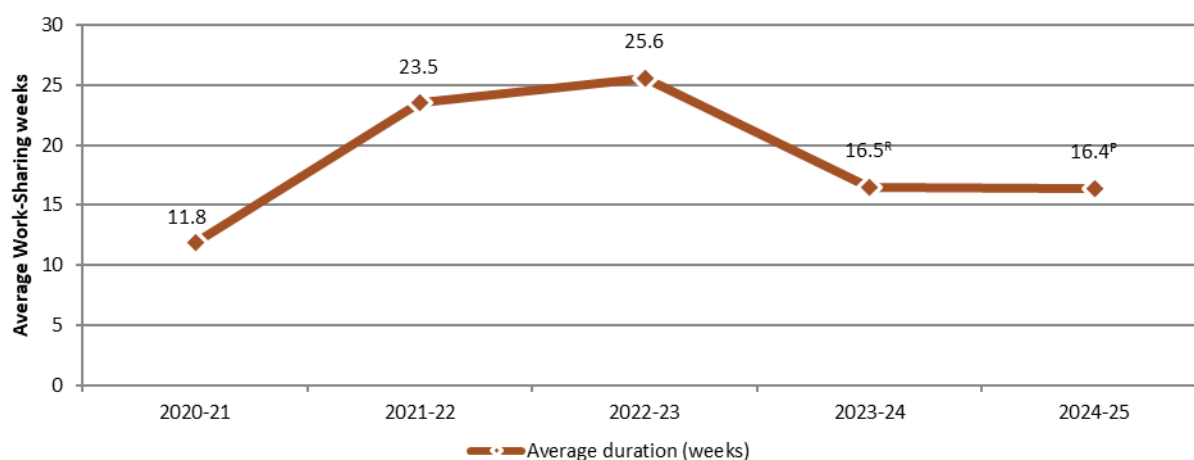
Consult [Annex 2.21](#) for more details.

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

As in previous fiscal years, the average weekly Work-Sharing benefit rate varied across industries in 2024-25. The average weekly benefit rate in services-producing industries increased by 1.3% to \$157 in 2024-25, while it increased by 6.3% to \$145 in goods-producing industries. Consult [Annex 2.21.3](#) for detailed information on average Work-Sharing weekly benefit rate by industry.

The average duration of Work-Sharing claims completed in 2024-25 was 16.4 weeks (consult Chart 25), similar to 2023-24 (16.5 weeks).

Chart 25: Average duration of completed Employment Insurance Work-Sharing claims, 2020-21 to 2024-25



Note: Includes completed claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid.

^P Preliminary data.

^R Revised data.

Consult [Annex 2.21](#) for more details.

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

2.5.4 Employment Insurance Work-Sharing agreements termination status

The share of Work-Sharing agreements in which firms returned to their normal level of employment was 53.8% in 2024-25, a decrease compared to previous fiscal years (69.0% in 2022-23 and 76.0% in 2023-24).

A Work-Sharing agreement may also end before the anticipated end date—this is referred to as early termination. In this case, a firm returns to normal levels of business activity ahead of recovery plan timelines, or withdraws from the Work-Sharing agreement for other reasons (for example, the firm is shutting down or deciding to go ahead with layoffs). In 2024-25, 39.3% of agreements were terminated earlier than their scheduled end date compared to 42.2% in 2023-24.

Effectiveness of the Work-Sharing Program: Post-agreement Dynamics and the Role of Special Measures

A recent departmental study* analyzed the effectiveness of the Work-Sharing temporary special measures introduced during the COVID-19 pandemic in preventing layoffs. The study examined the layoff rates during a Work-Sharing claim as well as after the end of a Work-Sharing claim (within 6 months and 1 year) by comparing Work-Sharing agreements established in 2020 from those established between 2015 and 2023, excluding 2020. Layoff rates during a Work-Sharing claim were consistently lower than layoff rates after a Work-Sharing claim, except for 2020. In 2020, layoff rate during a Work-Sharing claim reached 7.7%, which was higher compared to other years (4.9% on average from 2015 to 2023, excluding 2020). Conversely, layoff rates within 6 months and 1 year

following the end of a Work-Sharing claim were 5.2% and 6.9% in 2020, respectively, compared to 10.7% and 14.7% on average from 2015 to 2023, excluding 2020.

A regression discontinuity approach showed that for Work-Sharing agreements established just before the end of the Work-Sharing temporary special measures, the likelihood of a layoff within 1 year after the end of a Work-Sharing claim was slightly lower (by 2.9 percentage points on average) compared to Work-Sharing agreements established after the end of the temporary special measures. In addition, agreements that were established before the end of the temporary special measures were found to be longer and more likely to be extended. Claims associated with those agreements also had a higher duration and amount paid, on average, compared to claims established after the end of the temporary special measures.

The study also found that, overall, Work-Sharing temporary special measures were generally useful and associated with positive experiences from employers, including perceived benefits and overall satisfaction.

* ESDC, Effectiveness of the Work-Sharing Program: Post-agreement Dynamics and the Role of Special Measures (Ottawa: ESDC, Evaluation Directorate, 2026).

2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to workers in insurable employment, self-employed persons who participate in the program, and self-employed fishers who are eligible and unable to work due to specific life circumstances. These circumstances 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, workers in insurable employment must have accumulated a minimum of 600 hours of insurable employment during their qualifying period. They must also meet the eligibility criteria specific to the special benefit being claimed, and have their normal weekly earnings reduced by more than 40%.

Self-employed persons may qualify for special benefits if they have opted into the EI program and have paid EI premiums at least one full year prior to claiming temporary income support. They must also have self-employment income that meets the minimum self-employment eligibility threshold in the calendar year preceding their claim, and meet other eligibility criteria specific to the special benefit being claimed (consult [subsection 2.6.8](#)).

Subsection 2.6.1 provides a summary overview of EI special benefits, including the number of new claims established, amounts paid and the level of benefits. The following subsections examine the EI special benefits by type. Subsection 2.6.2 discusses maternity benefits and subsection 2.6.3 parental benefits. Sickness benefits are introduced in subsection 2.6.4. Subsections 2.6.5, 2.6.6 and 2.6.7 examine compassionate care benefits, the family caregiver benefits for adults and the family caregiver benefits for children, respectively. Finally, subsection 2.6.8 looks at the use of special benefits by self-employed persons who have opted into the EI program. For the purpose of the following section, EI special benefit claims refer to EI claims for which at least \$1 of special benefits was paid.

It is important to note that the maternity and parental benefits offered under the EI program are available across Canada with the exception of Quebec. For parents who reside in Quebec, the Quebec Parental Insurance Plan (QPIP) has provided eligible workers in insurable employment and self-employed persons with comparable benefits since January 1, 2006.

2.6.1. Employment Insurance special benefit claims overview

The number of new EI special benefit claims increased from 675,800 in 2023-24 to 691,600 in 2024-25 (consult Table 50). Claims established for parental benefits increased the most (+12,512), followed by claims for maternity benefits (+5,371) and claims for sickness benefits (+2,348). These were followed closely by family caregiver benefits for adults (+1,617), which had the highest growth rate in claims established at 11.4%.

Table 50: Employment Insurance special benefit claims and amount paid according to benefit type, Canada, 2023-24 and 2024-25

Benefit type	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Maternity	173,191	178,562	+3.1%	\$1,413.0	\$1,516.0	+7.3%
Parental	244,005	256,517	+5.1%	\$3,488.7	\$3,744.5	+7.3%
Sickness	429,798	432,146	+0.5%	\$2,725.3	\$2,969.7	+9.0%
Compassionate care	6,417	6,300	-1.8%	\$39.9	\$41.4	+3.5%
Family caregiver for adults	14,135	15,752	+11.4%	\$77.8	\$88.1	+13.3%
Family caregiver for children	4,422	4,690	+6.1%	\$33.6	\$35.5	+5.6%
Canada	675,757	691,580	+2.3%	\$7,778.3	\$8,395.1	+7.9%

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 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.

Consult [Annex 2.11](#) for more details.

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

Similar to previous years, sickness benefits continued to represent almost two-thirds (62.5%) of special benefit claims established in 2024-25. During the same period, 37.1% and 25.8% of special benefit claims included parental and maternity benefits, respectively. Approximately 2.3% of all special benefit claims included family caregiver benefits for adults, 0.9% included compassionate care benefits, and 0.7% included family caregiver benefits for children.⁷²

The total amount paid out in special benefits increased from \$7.8 billion in 2023-24 to \$8.4 billion in 2024-25, largely driven by an increase in the number of new claims established and a higher average weekly benefit rate. Amounts paid increased for each type of special benefit, with the amount paid in family caregiver benefits for adults experiencing its largest increase in recent years (13.3% increase in 2024-25 compared to 2023-24).

In 2024-25, women established a larger share (60.5%) of special benefit claims compared to men (39.5%). This breakdown of claims by gender is consistent with previous fiscal years. Women also continued to receive a greater share of the amounts paid in special benefits than men during 2024-25 (77.3% for women versus 22.7% for men). This is mainly because only women can receive maternity benefits, a higher share of women than men receive parental benefits, and on average, women receive a higher number of weeks of parental benefits than men.

By age, claimants under 45 years continued to account for two-thirds (66.7%) of new special benefit claims and receive the largest share of the total amount paid in special benefits (79.4%) in 2024-25.

Excluding extended parental benefits, which are paid at a lower benefit rate than other types of special benefits (consult [subsection 2.6.3](#)), the average weekly benefit rate for special benefit claims established during 2024-25 was \$571, representing a 4.0% increase compared to 2023-24. [Annex 2.11.2](#) presents the detailed breakdown of the average weekly benefit rate.

For all types of special benefits combined, the proportion of claims established in 2024-25 receiving the maximum weekly benefit rate was 48.6%, compared to 47.1% in the previous fiscal year. By gender,

⁷² 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.

60.1% of special benefit claims established by men received the maximum weekly benefit rate in 2024-25, compared to only 41.0% of claims established by women.

Employment Insurance special benefits and firms

According to 2023 tax data, which is the most recent data available at the time this report was produced, there were approximately 223,500 firms (16.9% of all firms in 2023) which were associated with the establishment of an EI special benefit claim as the claimant's current or most recent employer (consult Table 51).

Table 51: Firms, workforce and claimants who received Employment Insurance special benefit by firm size*, Canada, 2023

Firm size*	Number of firms	Number of firms with at least one employee who received EI special benefits	Workforce distribution** (% share)	Distribution of claimants who received EI special benefits*** (% share)	Distribution of claimants who received EI sickness benefits*** (% share)
Small	1,194,575	130,013	20.7%	18.7%	21.1%
Small-medium	102,995	72,689	19.5%	20.8%	26.0%
Medium-large	17,933	17,190	16.3%	18.1%	20.6%
Large	3,610	3,596	43.5%	42.4%	32.3%
Canada	1,319,113	223,488	100.0%	100.0%	100.0%

Note: Data may not add up due to rounding.

* Small firms are defined as those that employ 1 to 19 employees. This category also includes firms for which the firm's size could not be determined based on the tax records. Small-to-medium firms employ 20 to 99 employees. Medium-to-large firms employ 100 to 499 employees. Large 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, that employee was 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 2023.

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

The distribution of the workforce and of EI special benefit claimants is roughly similar by firm size, unlike EI regular benefits, where larger firms are typically under-represented (consult [Section 2.2](#)). For special benefits, the largest difference between employee and claimant distributions was observed in small-sized firms. These firms accounted for 20.7% of the total workforce, while they represented 18.7% of the claimants for EI special benefits in 2023. While certain industry characteristics, such as a higher concentration of seasonal jobs, may help explain the greater reliance on EI regular benefits among small firms, the use of EI special benefits is more likely related to the demographic profile of the workforce, individual circumstances, and the nature of the work in the industry.

However, when the distribution of the workforce is compared solely to the one of EI sickness benefit claimants, larger firms are under-represented. They accounted for 43.5% of the total workforce, while they represented 32.3% of the claimants for EI sickness benefits in 2023. This difference can be largely explained by the fact that large-sized firms are generally more likely to offer short-term disability plans to their employees. As a result, employees who are unable to work because of illness or injury and are covered by their employers' plans may not have to collect EI benefits, as benefits from the registered plans have to be paid before EI benefits are paid.

2.6.2 Employment Insurance maternity benefits

EI maternity benefits are available to eligible persons who cannot work because they are pregnant or have recently given birth. EI maternity claimants need to provide Service Canada with a signed statement attesting to their pregnancy and their expected or actual date of delivery. Qualified claimants may receive up to 15 weeks of maternity benefits. Benefits can begin to be paid as early as 12 weeks prior to the expected date of birth and can end as late as 17 weeks after the child's actual birth date. Subsection 2.6.3 discusses coverage and accessibility of EI maternity benefits.

Employment Insurance maternity claims, amount paid and level of benefits

In 2024-25, nearly 178,600 new maternity claims were established, up 3.1% from just under 173,200 the previous fiscal year. The breakdown of claims by province showed that Ontario continued to account for half of all maternity claims (consult Table 52).

Table 52: Employment Insurance maternity claims and amount paid by province or territory and age, Canada, 2023-24 and 2024-25

Province or territory	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	2,175	2,232	+2.6%	\$17.6	\$18.6	+6.0%
Prince Edward Island	1,005	983	-2.2%	\$7.9	\$8.2	+3.0%
Nova Scotia	5,225	5,231	+0.1%	\$41.9	\$43.2	+3.0%
New Brunswick	4,112	4,267	+3.8%	\$31.4	\$35.1	+11.7%
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	88,966	90,963	+2.2%	\$737.8	\$785.6	+6.5%
Manitoba	8,134	8,450	+3.9%	\$62.6	\$66.8	+6.7%
Saskatchewan	7,261	7,165	-1.3%	\$57.9	\$59.2	+2.3%
Alberta	28,518	29,692	+4.1%	\$227.2	\$243.9	+7.3%
British Columbia	27,029	28,784	+6.5%	\$221.8	\$248.0	+11.8%
Yukon	290	333	+14.8%	\$2.6	\$3.1	+21.3%
Northwest Territories	279	293	+5.0%	\$2.6	\$2.7	+5.9%
Nunavut	197	169	-14.2%	\$1.7	\$1.6	-5.4%
Age category						
24 years old and under	10,444	9,880	-5.4%	\$67.7	\$66.8	-1.4%
25 to 39 years old	154,696	160,324	+3.6%	\$1,277.8	\$1,375.1	+7.6%
40 years old and over	8,051	8,358	+3.8%	\$67.5	\$74.1	+9.8%
Canada	173,191	178,562	+3.1%	\$1,413.0	\$1,516.0	+7.3%

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 maternity benefits was paid.

Consult [Annex 2.14](#) for more details.

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

In 2024-25, the majority of new maternity claims (89.8%) were established by women between 25 and 39 years old, remaining virtually unchanged from the previous fiscal year (89.3%). The distribution of claims across age groups remained similar to the one observed in past years. Notably, the number of new maternity claims established by women aged 24 and under has continued its downward trend since 2020-21, decreasing by 5.4% in 2024-25 compared to 2023-24.

The total amount paid in maternity benefits increased by 7.3% compared to 2023-24 and reached \$1.5 billion in 2024-25 (consult Table 52). Consistent with the number of claims, Ontario accounted for 51.8% of the total amount paid. In New Brunswick, the amount paid in maternity benefits increased by 11.7% compared to the previous fiscal year, marking the province's highest growth since 2020-21. Claimants aged 25 to 39 years received 90.7% of maternity benefit payments over the reporting period.

In 2024-25, the average weekly maternity benefit rate was \$583, representing a 3.5% increase from the previous fiscal year (consult [Annex 2.14.3](#)). Overall, the average weekly maternity benefit rate was higher for claims established in Yukon (\$639) and by mothers aged 40 years and over (\$607). Of all claims established over the period, 55.1% received the maximum weekly benefit rate, compared to 54.5% in the previous fiscal year.

Maternity benefits are frequently combined in the same claim with other benefit types, particularly parental (98.3%) and sickness (14.3%) benefits; 98.4% of all EI maternity claims completed during 2024-25 included another type of EI benefit (consult [subsection 2.1.2](#)).

Duration of Employment Insurance maternity benefits

As observed during previous fiscal years, mothers typically use almost all of the EI maternity weeks to which they are entitled. In 2024-25, 92.2% of mothers received maternity benefits during the entire 15 weeks available to them, compared to 92.8% in 2023-24. During the reporting period, the average duration of completed maternity claims was 14.6 weeks, similar to the previous fiscal year (14.7 weeks). The average duration by jurisdiction and age group also remained relatively unchanged compared to 2023-24 (consult [Annex 2.14.2](#)).

2.6.3 Employment Insurance parental benefits

EI parental benefits are available to eligible parents who take a leave from work to care for a newborn or recently adopted child or children. Claimants must provide a declaration as to the newborn's date of birth or, for the purpose of an adoption, the date of the child's placement and the name and address of the adoption authority. Parents must choose between standard parental benefits or extended parental benefits, and the option cannot be changed once a week of parental benefits has been paid to the parent.

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 \$668 in 2024 and \$695 in 2025.

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 \$401 in 2024 and \$417 in 2025.

Parents can share and use parental benefits at the same time or different times within 12 months (standard parental benefits) or 18 months (extended parental benefits) of birth or placement for the purpose of adoption. When parental benefits are shared, only one parent needs to serve the one-week waiting period. Parents must choose the same parental benefits option (standard or extended) when they apply for benefits. The choice of the first parent who completes the application is binding on other parents. Once parental benefits have been paid out to any parent, they cannot change their option but may change how they share the weeks of benefits.

Employment Insurance maternity and parental benefits: coverage and accessibility

The Employment Insurance Coverage Survey (EICS) provides a meaningful picture of who does or does not have access to EI benefits, notably EI maternity and parental benefits. This survey complements EI administrative data that only cover EI claimants. According to the 2024 EICS,⁷³ 78.6% of parents with a child aged 18 months or younger living outside Quebec had insurable employment in 2024. Among these new parents with insurable employment, 90.7% reported having received maternity or parental benefits, which is similar to the previous year (91.3% in 2023).

According to EICS data, the proportion of spouses or partners living outside Quebec who received or intended to claim EI parental benefits increased from 39.3% in 2023 to 42.1% in 2024. This proportion continues to increase as it was only 11.9% in 2017 and 19.5% in 2020. The additional weeks of EI benefits that have been available to new parents sharing parental benefits since March 2019 may have contributed to this increase.

In 2024, 90.4% of parents with a child aged 18 months or younger living in Quebec had insurable employment. As in previous years, 2024 EICS data continues to show that the share of these new parents who received maternity or parental benefits under QPIP (99.0%) is greater than that of parents having received EI maternity or parental benefits in the rest of Canada (90.7%). This share increased by 4.0 percentage points (p.p.) in 2024 compared to 2023, following a decrease of 4.3 p.p. between 2022 and 2023. The higher share in Quebec can be explained by several factors, most notably the lower eligibility requirement based on earnings under QPIP (\$2,000). In addition, a larger share of spouses or partners in Quebec received parental benefits or intended to receive them (85.5%) compared to the rest of Canada (42.1%). This share also saw an increase of 5.3 p.p. in 2024 compared to 2023, following a significant decrease of 12.7 p.p. between 2022 and 2023. Historically, this proportion has remained higher for Quebec, however, the gap has narrowed in recent years.

Employers may choose to offer their employees a supplement to EI maternity and parental benefits (consult [subsection 2.1.1](#) for more details). According to the 2024 EICS data, the share of parents with a child aged 18 months or younger living outside Quebec who received top-ups to their EI benefits from their employer (50.2%) remained unchanged compared to the previous year.

Employment Insurance parental claims, amount paid and level of benefits

In 2024-25, the total number of new parental claims established increased by 5.1% compared to 2023-24 and reached just over 256,500 (consult Table 53). Extended parental benefits accounted for 18.8% of all parental claims established in 2024-25, and the number of new extended parental claims grew by 10.4% compared to the previous fiscal year.

⁷³ 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 53: Employment Insurance parental claims and amount paid by benefit type, province or territory, gender and age, Canada, 2023-24 and 2024-25

Type of parental benefit	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in new claims established
Standard	200,350	208,318	+4.0%	\$2,840.5	\$3,058.3	+7.7%
Extended	43,655	48,199	+10.4%	\$648.2	\$686.1	+5.9%
Province or territory						
Newfoundland and Labrador	2,748	2,867	+4.3%	\$43.7	\$44.5	+1.8%
Prince Edward Island	1,355	1,383	+2.1%	\$18.7	\$20.4	+9.1%
Nova Scotia	7,662	7,745	+1.1%	\$102.7	\$110.6	+7.7%
New Brunswick	5,797	6,134	+5.8%	\$79.7	\$86.5	+8.5%
Quebec	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	126,387	132,148	+4.6%	\$1,806.9	\$1,941.7	+7.5%
Manitoba	11,669	12,100	+3.7%	\$157.9	\$168.1	+6.5%
Saskatchewan	9,786	10,017	+2.4%	\$143.6	\$148.9	+3.7%
Alberta	38,471	40,915	+6.4%	\$562.4	\$605.0	+7.6%
British Columbia	39,017	42,040	+7.7%	\$556.1	\$600.8	+8.0%
Yukon	432	502	+16.2%	\$6.6	\$7.3	+10.1%
Northwest Territories	400	414	+3.5%	\$5.8	\$6.3	+8.1%
Nunavut	281	252	-10.3%	\$4.5	\$4.4	-1.9%
Gender						
Men	74,540	81,989	+10.0%	\$464.7	\$512.8	+10.4%
Women	169,465	174,528	+3.0%	\$3,024.0	\$3,231.6	+6.9%
Age category						
24 years old and under	11,781	11,215	-4.8%	\$159.4	\$158.0	-0.8%
25 to 39 years old	212,967	225,175	+5.7%	\$3,096.9	\$3,336.1	+7.7%
40 years old and over	19,257	20,127	+4.5%	\$232.4	\$250.3	+7.7%
Canada	244,005	256,517	+5.1%	\$3,488.7	\$3,744.5	+7.3%

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 parental benefits was paid.

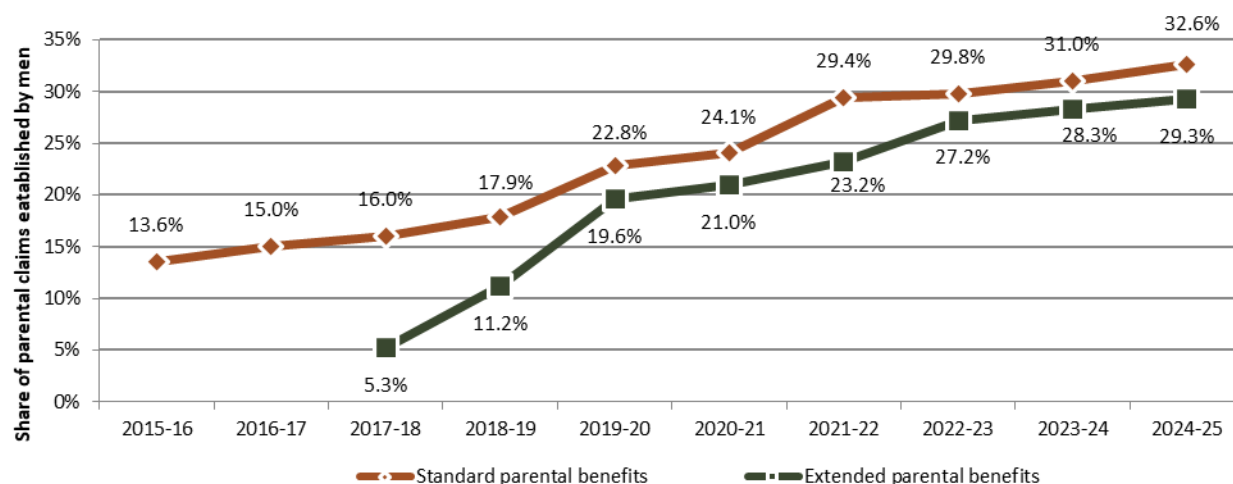
Consult [Annex 2.15](#) for more details.

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

Of all parental claims, those established by adoptive parents continued to account for less than 1.0% (just under 1,300). In 2024-25, 18.4% of parental claims established by adoptive parents were for extended parental benefits, compared to 15.7% in the previous fiscal year. A lower share of parental claims were established by women among adoptive parents (52.3%) compared to all parental claims (68.0%) in 2024-25. However, a higher share of parental claims by adoptive parents were established by claimants 40 years old and over (41.4%) compared to all parental claims (7.8%) in 2024-25.

The breakdown of parental claims by province and territory remained relatively stable in 2024-25 compared to 2023-24. Over the entire reporting period, the majority of new parental claims were established by women (68.0%). However, the share of claims established by men continued to increase and reached 32.0% in 2024-25, compared to 30.5% in the previous fiscal year. This share has almost doubled since 2017-18. The additional weeks of benefits available to parents of a child born or adopted on or after March 17, 2019 who share parental benefits may have contributed to the continued increase in claims by men. Chart 26 illustrates the share of men among parental claimants over the past 10 years.

Chart 26: Share of EI parental claims established by men, by parental benefit option*, Canada, 2015-16 to 2024-25



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

* There are no results for extended parental benefits before 2017-18 because these benefits started to be available on December 3, 2017.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2015-16 to 2022-23 and 100% of data for 2023-24 and 2024-25.

In 2024-25, the majority of new parental claims (87.8%) were established by claimants aged 25 to 39 years. The breakdown of parental claims by age remained similar to the previous year.

The amount paid in parental benefits increased by 7.3% from the previous fiscal year and reached \$3.7 billion in 2024-25 (consult Table 53). Extended parental benefits paid represented 18.3% of total parental benefits paid in 2024-25, compared to 18.6% in 2023-24, which was similar to the proportion (18.8%) of these claims among all parental claims.

All provinces and territories recorded increases in parental benefits paid compared to the previous fiscal year, except for Nunavut. The amount paid to men accounted for 13.7% of the total amount paid in parental benefits in 2024-25, while claims established by men accounted for 32.0% of new parental claims in the same period. This may be explained, in part, by the smaller number of weeks of parental benefits typically received by men compared to women. The breakdown of the amount paid in parental benefits by age group for 2024-25 was 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 2024-25, the average weekly standard parental benefit rate was \$602, a 3.4% increase from the previous fiscal year (consult [Annex 2.15.5](#)). On average, the weekly benefit rate was higher for standard parental claims established in the Yukon and Nunavut, by men, and by claimants aged 40 years and over. Over the fiscal year, 62.8% of claimants received the maximum weekly standard parental benefit rate. By gender, 77.9% of claims established by men received the maximum weekly benefit rate in 2024-25, compared to 55.5% of claims established by women.

In 2024-25, the average weekly extended parental benefit rate was \$367, a 4.0% increase from the previous fiscal year (consult [Annex 2.15.9](#)). Overall, the average weekly benefit rate was higher for extended parental claims established in the territories, by men, and by claimants aged 40 and over. Over the fiscal year, 64.8% of claimants received the maximum weekly extended parental benefit rate. By gender, 86.2% of claims established by men received the maximum weekly benefit rate in 2024-25, compared to 56.0% of claims established by women.

Duration and sharing of Employment Insurance parental benefits

Standard parental benefits

Among claims for standard parental benefits completed in 2024-25, 41.6% had shared weeks of benefits. The proportion of parents sharing parental benefits increased compared to the previous fiscal year where 39.6% of claims were shared.

When weeks of benefits were shared, women and men received, on average, 31.5 and 8.3 weeks of standard parental benefits in 2024-25, respectively, compared to 30.7 and 7.0 weeks in 2023-24 (consult Table 54). The combined number of weeks of standard parental benefits used by families was, on average, 38.0 weeks in 2024-25.

Table 54: Average number of weeks of Employment Insurance parental benefits for completed claims, Canada, 2023-24 and 2024-25

Category	Duration of claims not shared 2023-24 ^R	Duration of claims not shared 2024-25 ^P	Duration of shared claims 2023-24 ^R	Duration of shared claims 2024-25 ^P
Standard parental				
Men	17.6	16.8	7.0	8.3
Women	32.9	32.9	30.7	31.5
Family	n/a	n/a	37.8	38.0
Extended parental				
Men	34.0	32.0	11.0	Not available [*]
Women	57.9	57.8	53.7	Not available [*]
Family	n/a	n/a	64.8	Not available [*]

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

^{*} Since extended parental benefits can be paid over a maximum of 18 months, the average duration of shared extended parental benefits is reported with a one-year lag to ensure that both parents have completed their claim.

^P Preliminary data.

^R Revised data.

Consult [Annex 2.15](#) for more details.

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

In 2024-25, of all families sharing standard parental benefits, 89.4% used at least one of the extra 5 weeks available to them, and 58.1% used all 40 weeks of parental benefits to which they were entitled. Of the claims completed by men in 2024-25, 40.9% received 5 weeks of benefits and 37.1% received more than 5 weeks. In almost all families, parents used some weeks of maternity or parental benefits at the same time. On average, in 2024-25, there were 5.5 weeks of overlap between parents for families receiving standard parental benefits.

For standard parental benefit claims completed in 2024-25 for which benefit weeks were not shared, the average duration was 32.9 weeks for women and 16.8 weeks for men, compared to 32.9 and 17.6 weeks, respectively, in 2023-24 (consult Table 54). Among non-shared claims for standard parental benefits, 70.0% used the maximum 35 weeks of benefits available to them.

Extended parental benefits

Since extended parental benefits can be paid over a maximum of 18 months, the sharing and duration of shared extended parental benefits are reported with a one-year lag to ensure that both parents have completed their claim. This methodology allows for more accurate results. Therefore, results on duration of shared extended parental benefits for 2024-25 will be presented in next year's report.

Among claims for extended parental benefits completed in 2023-24, 47.4% had shared weeks of benefits. When benefits were shared, women and men received, on average, 53.7 and 11.0 weeks of extended parental benefits, respectively. The combined number of weeks of extended parental benefits used by families was, on average, 64.8 weeks in 2023-24, and 40.1% of families used the maximum 69 weeks of benefits available to them.

For extended parental benefit claims completed in 2024-25 for which benefit weeks were not shared, the average duration was 57.8 weeks for women and 32.0 weeks for men, versus 57.9 and 34.0 weeks, respectively, in 2023-24 (consult Table 54). Among non-shared claims for extended parental benefits, 71.8% used all 61 weeks of benefits to which they were entitled.

2.6.4 Employment Insurance sickness benefits

Employment Insurance (EI) sickness benefits provide financial support to eligible individuals who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. As of December 18, 2022, the maximum number of weeks available for sickness benefit claimants increased from 15 to 26 weeks. The maximum duration of benefits to which a sickness claimant is entitled per claim depends on the recommendations provided by their physician or another approved medical practitioner. Additionally, with job protection through the *Canada Labour Code* and the provincial and territorial statutes under labour law, EI sickness benefits enable claimants to focus on recovery while maintaining their attachment to the labour market.

Premium Reduction Program

Employers who offer short-term disability plans to their employees that meet requirements stipulated in the *Employment Insurance Act* and *Employment Insurance Regulations* can register their plans with Service Canada to obtain a lower EI premium rate than the regular employer rate through the Premium Reduction Program (PRP).

More information on the effect on premiums and the number of firms affected can be found in [Section 2.7](#).

Employment Insurance sickness claims, amount paid and level of benefits

In 2024-25, just over 432,100 new sickness claims were established (consult Table 55). This represents an increase of 0.5% compared to the previous fiscal year, where almost 429,800 new sickness claims were established.

Table 55: Employment Insurance sickness claims and amount paid by province or territory, gender and age, Canada, 2023-24 and 2024-25

Province or territory	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ millions) 2023-24	Amount paid (\$ millions) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	12,710	13,002	+2.3%	\$82.0	\$90.8	+10.8%
Prince Edward Island	5,438	5,305	-2.4%	\$27.0	\$27.0	0.0%
Nova Scotia	20,042	19,721	-1.6%	\$112.5	\$121.4	+7.9%
New Brunswick	26,205	24,929	-4.9%	\$140.0	\$143.7	+2.7%
Quebec	133,653	134,495	+0.6%	\$790.7	\$865.8	+9.5%
Ontario	118,531	120,027	+1.3%	\$808.1	\$878.0	+8.7%
Manitoba	12,478	12,851	+3.0%	\$78.5	\$87.3	+11.2%
Saskatchewan	8,326	8,241	-1.0%	\$53.7	\$58.5	+9.0%
Alberta	37,376	38,197	+2.2%	\$250.6	\$280.0	+11.7%
British Columbia	54,136	54,526	+0.7%	\$374.7	\$409.1	+9.2%
Yukon	416	392	-5.8%	\$3.3	\$3.6	+8.2%
Northwest Territories	311	290	-6.8%	\$2.7	\$2.9	+6.0%
Nunavut	176	170	-3.4%	\$1.5	\$1.5	+4.9%
Gender						
Male	185,017	184,335	-0.4%	\$1,240.8	\$1,334.1	+7.5%
Female	244,781	247,811	+1.2%	\$1,484.4	\$1,635.6	+10.2%
Age category						
24 years old and under	29,972	28,273	-5.7%	\$141.4	\$144.6	+2.2%
25 to 34 years old	95,804	96,975	+1.2%	\$543.2	\$594.9	+9.5%
35 to 44 years old	89,729	91,397	+1.9%	\$579.3	\$634.2	+9.5%
45 to 54 years old	85,993	85,747	-0.3%	\$589.2	\$636.1	+8.0%
55 to 64 years old	97,376	96,319	-1.1%	\$667.4	\$721.0	+8.0%
65 years old and over	30,924	33,435	+8.1%	\$204.7	\$238.9	+16.7%
Canada	429,798	432,146	+0.5%	\$2,725.3	\$2,969.7	+9.0%

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

Consult [Annex 2.16](#) for more details.

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

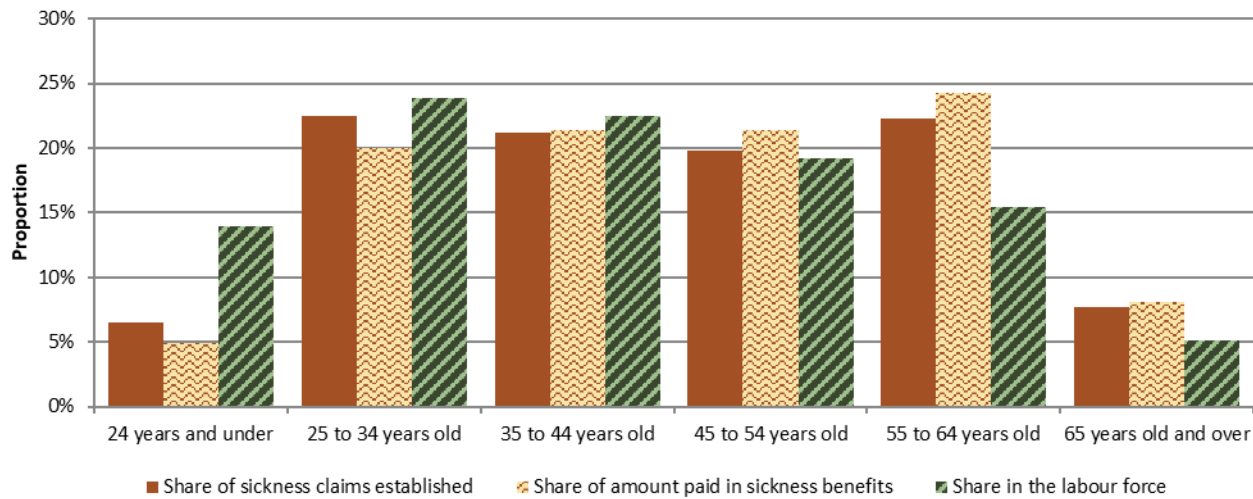
The breakdown of sickness claims by province and territory remained fairly consistent with previous fiscal years. The largest increases in the number of sickness claims in 2024-25 compared to 2023-24 were recorded in Manitoba, Newfoundland and Labrador and Alberta. Conversely, the territories and New Brunswick had the largest decreases.

Consistent with previous fiscal years, a larger share of new EI sickness claims were established by women (57.3%) than men (42.7%). Men recorded a decrease of 0.4% in their number of sickness claims, while women had an increase of 1.2% compared to 2023-24.

Claimants aged 25 to 34 years old established the largest share of new sickness claims during the fiscal year (22.4%), followed closely by claimants aged 55 to 64 years old (22.3%). Claimants aged 65 years old and over experienced the largest increase in the number of sickness claims (+8.1%) in comparison to the previous period. Relative to their representation in the labour force, claimants aged 24 years and under, as well as those aged 25 to 34 years were the most under-represented in terms of sickness claims and

amounts paid, while claimants aged 55 to 64 years were the most over-represented during the fiscal year (consult Chart 27).⁷⁴

Chart 27: Proportion of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, 2024-25



Note: Includes claims for which at least \$1 of EI sickness benefits was paid.
Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of EI administrative data.
Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The total amount paid in sickness benefits was \$3.0 billion in 2024-25, an increase of 9.0% compared to 2023-24 (consult Table 55). This increase is attributable, in part, to the higher average duration of sickness claims in 2024-25 compared to 2023-24. The breakdown of total sickness benefits paid by province and territory remained fairly consistent with previous fiscal years.

As with new claims, women received a slightly larger share of the total amount paid in sickness benefits than men, at 55.1% and 44.9%, respectively. Consistent with previous fiscal years, claimants aged 45 and over received a larger share of the total amount of payments for sickness benefits than their share in the labour force, while claimants under the age of 45 received a smaller share (consult Chart 27).

By industry, the goods-producing industries continued to be overrepresented among EI sickness claims and total benefits paid. This sector accounted for 24.8% of new EI sickness claims and 25.4% of the total amount paid in 2024-25, despite representing only 20.2% of the workforce (consult Table 56).

⁷⁴ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

Table 56: Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, 2024-25

Industry	New claims established (thousands) (% share)	Amount paid (\$ millions) (% share)	Employment (thousands) (% share)
Goods-producing industries	107.1 (24.8%)	\$755.5 (25.4%)	4,210.5 (20.2%)
Agriculture, forestry, fishing and hunting	11.0 (2.5%)	\$58.1 (2.0%)	289.5 (1.4%)
Mining, quarrying, and oil and gas extraction	3.7 (0.8%)	\$30.5 (1.0%)	295.1 (1.4%)
Utilities	0.6 (0.1%)	\$5.0 (0.2%)	151.5 (0.7%)
Construction	42.5 (9.8%)	\$319.7 (10.8%)	1,618.3 (7.8%)
Manufacturing	49.3 (11.4%)	\$342.3 (11.5%)	1,856.1 (8.9%)
Services-producing industries	315.7 (73.1%)	\$2,155.6 (72.6%)	16,617.5 (79.8%)
Wholesale and retail trade	68.0 (15.7%)	\$429.8 (14.5%)	2,943.6 (14.1%)
Transportation and warehousing	24.3 (5.6%)	\$189.2 (6.4%)	1,083.1 (5.2%)
Finance, insurance, real estate, rental and leasing	12.1 (2.8%)	\$94.2 (3.2%)	1,438.4 (6.9%)
Professional, scientific, and technical services	14.5 (3.4%)	\$101.1 (3.4%)	1,987.6 (9.5%)
Business, building, and other support services*	28.2 (6.5%)	\$202.3 (6.8%)	714.6 (3.4%)
Educational services	14.9 (3.4%)	\$88.2 (3.0%)	1,578.6 (7.6%)
Healthcare and social assistance	66.2 (15.3%)	\$463.6 (15.6%)	2,849.1 (13.7%)
Information, culture, and recreation**	8.0 (1.9%)	\$52.8 (1.8%)	844.6 (4.1%)
Accommodation and food services	26.0 (6.0%)	\$145.0 (4.9%)	1,154.3 (5.5%)
Other services (excluding public administration)	18.3 (4.2%)	\$124.2 (4.2%)	792.1 (3.8%)
Public administration	35.2 (8.1%)	\$265.3 (8.9%)	1,231.5 (5.9%)
Unclassified industries***	9.3 (2.2%)	\$58.6 (2.0%)	n/a
Canada	432.1 (100.0%)	\$2,969.7 (100.0%)	20,827.9 (100.0%)

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

* 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.

** 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.

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

Consult [Annex 2.17](#) for more details.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on 100% of EI administrative data. Statistics Canada, Labour Force Survey, Table 14-10-0022-01 (for employment data).

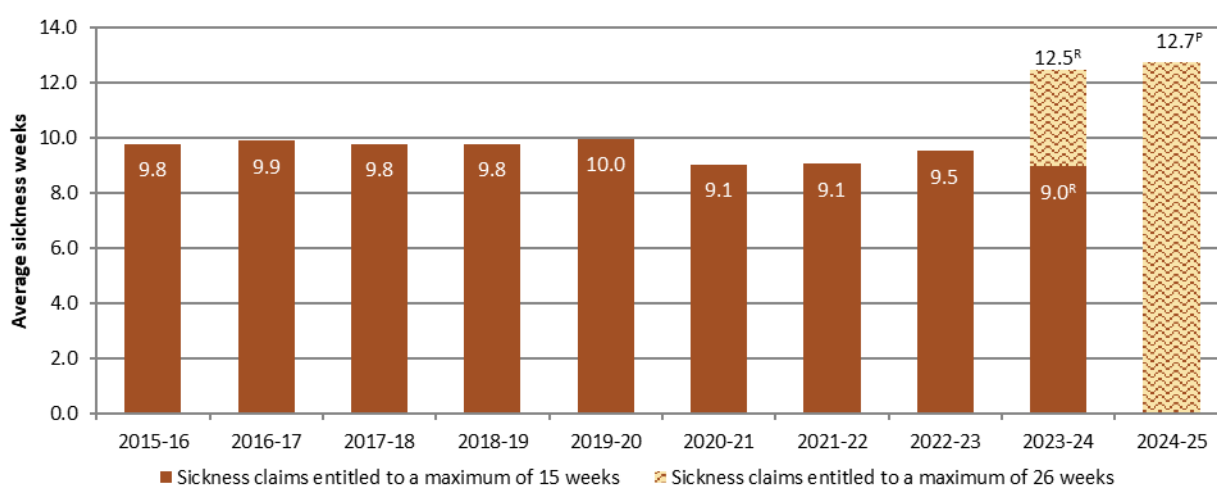
In 2024-25, the average weekly sickness benefit rate was \$552, an increase of 4.0% compared to 2023-24. On average, the highest weekly sickness benefit rate was paid for claims established in Nunavut, by men, and by claimants aged 35 to 44 years (consult [Annex 2.15.3](#)). Consistent with previous fiscal years, a little more than a third (38.9%) of all sickness claimants received the maximum weekly benefit rate (consult [subsection 2.1.1](#) for more details).

Duration of Employment Insurance sickness benefits

All sickness claims completed in 2024-25 were entitled up to a maximum of 26 weeks of benefits. For sickness claims completed in 2023-24, claims established prior to December 18, 2022, were entitled up to a maximum of 15 weeks of benefits, while those established on or after December 18, 2022, were entitled up to a maximum of 26 weeks of benefits. The number of weeks of benefits to which a claimant is entitled depends on the claimant's medical practitioner's assessment.

As illustrated in Chart 28, sickness claims completed in 2024-25 used on average 12.7 weeks, an increase of 2.2% compared to claims completed in 2023-24 that were also entitled up to a maximum of 26 weeks of benefits.

Chart 28: Average number of weeks of Employment Insurance sickness benefits for completed claims, Canada, 2015-16 to 2024-25



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

^P Preliminary data.

^R Revised data.

Consult [Annex 2.16](#) for more details.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2015-16 to 2021-22 and 100% of data for 2022-23 to 2024-25.

In terms of gender, men and women used on average 12.3 and 13.1 weeks in 2024-25, respectively (consult [Annex 2.16.2](#)). Women also experienced a larger increase in the average number of weeks of sickness benefits paid (+2.6%) than men (+1.7%) compared to claims completed in 2023-24 that were also entitled up to a maximum of 26 weeks of benefits.

As in previous years, the average number of weeks of sickness benefits paid increased with the age of claimants. Claimants aged 24 years and under recorded, on average, the shortest duration (10.7 weeks), while those aged 55 years and over registered the longest duration (14.0 weeks) (consult [Annex 2.16.2](#)). However, claimants aged 24 years and under had the highest increase in the average number of weeks of sickness benefits paid (+4.6%), while those aged 55 years and over had the lowest increase (+1.0%).

Nearly one-fifth (17.9%) of all sickness claims completed in 2024-25 used the maximum of 26 weeks of benefits (consult Table 57). This represents an increase of 1.7 p.p. compared to completed claims in

2023-24 that were established on or after December 18, 2022 and were entitled up to a maximum of 26 weeks of benefits. The share of completed sickness claims that used the maximum number of weeks of sickness benefits was lower in 2024-25 than previous fiscal years, as claimants were now eligible for more weeks of sickness benefits since the extension on December 18, 2022.

Table 57: Share of completed Employment Insurance sickness claims that used the maximum number of weeks of sickness benefits by age, Canada, 2020-21 to 2024-25

Age category	2020-21	2021-22	Claim established before December 18, 2022 and completed in 2022-23	Claim established before December 18, 2022 and completed in 2023-24 ^R	Claim established on or after December 18, 2022 and completed in 2023-24 ^R	2024-25 ^P
24 years old and under	24.8%	26.2%	26.9%	21.6%	9.5%	10.8%
25 to 44 years old	28.9%	31.9%	31.5%	25.3%	13.4%	14.6%
45 to 54 years old	35.4%	39.2%	38.2%	31.1%	17.2%	20.0%
55 years old and over	41.3%	43.1%	40.4%	29.8%	21.1%	22.9%
Canada	33.4%	35.7%	35.0%	27.4%	16.2%	17.9%

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

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Women (18.5%) were slightly more likely than men (17.1%) to use the maximum 26 weeks of benefits in 2024-25. The share of claims using all 26 weeks of sickness benefits generally increased with the age of claimants (consult Table 57).

Among completed sickness claims in 2024-25, 64.0% used 15 weeks or less, while 36.0% used 16 to 26 weeks (consult Table 58). This latter share is similar to the share of completed claims that used the maximum number of weeks before the extension of sickness benefits (34.7% on average between 2020-21 to 2022-23). Nonetheless, nearly one-fifth (17.9%) of all sickness claims completed in 2024-25 used the maximum of 26 weeks of benefits while about a third of all sickness claims used the maximum 15 weeks before the extension on December 18, 2022.

Table 58: Share of completed Employment Insurance sickness claims by weeks of sickness benefits used, Canada, 2020-21 to 2024-25

Weeks of sickness benefits used	2020-21	2021-22	2022-23	Claim established before December 18, 2022 and completed in 2023-24 ^R	Claim established on or after December 18, 2022 and completed in 2023-24 ^R	2024-25 ^P
1 to 14 weeks	66.6%	64.3%	65.0%	72.6%	60.9%	60.8%
15 weeks	33.4%	35.7%	35.0%	27.4%	6.2%	3.2%
16 to 25 weeks	Not applicable	Not applicable	Not applicable	Not applicable	16.6%	18.1%
26 weeks	Not applicable	Not applicable	Not applicable	Not applicable	16.2%	17.9%

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

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Employment Insurance sickness benefits and short-term disability plans (STDP) offered by employers

An internal analysis examined the number of employers registered with the Premium Reduction Program (PRP) that offered STDPs to their employees between 2020 and 2022. This analysis followed 2 previous studies covering the 2000 to 2015 and the 2016 to 2019 periods. The latest findings show that the number and share of employers participating in the PRP continued to decline, reaching 22,139 employers (1.6% of the total) in 2022, compared to 25,621 employers (2.0%) in 2016. Additionally, an annual decrease was observed every year between 2016 and 2022. Small employers (defined as those with fewer than 100 employees) were significantly less likely to offer STDPs than large employers (defined as those with 500 employees or more), and accounted for the majority of the decrease over the study period. The decrease was relatively proportional across regions and industries.

Despite a decrease in the number and share of employers offering qualifying STDPs, the number of employees covered by a STDP increased during the 2020 to 2022 period. The share of employees covered by a STDP remained around one-third of the Canadian workforce. As in previous studies, coverage increased with annual employment income. Employees earning less than \$20,000 had the lowest representation among employees covered by a STDP, while those earning \$100,000 or more had the highest. Women were slightly more likely than men to be covered, while younger employees (24 years old and under) were significantly less likely to be covered compared to all other age groups.

The analysis also compared the characteristics of 2 groups of EI sickness claimants: those who were not covered by a plan registered with the PRP and turned directly to EI sickness benefits (EI as a first payer), and those with coverage under a PRP-registered plan who used those benefits before applying for EI sickness benefits (EI as a second payer), as required by EI regulations. The study found that the share of EI sickness claims where EI is the first payer appears to be trending slightly downwards, after reaching a higher level in 2020. Additionally, the share of EI sickness claims for which the claimant exhausted their benefits* decreased over the 3-year period. For claims where EI was the first payer, the share fell from 42.4% in 2020 to 37.1% in 2022, and for claims where EI was the second payer, it decreased from 45.7% to 41.8% over the same period.

* Results for 2022 include claims established between January 1 and December 17, which were entitled to 15 weeks of sickness benefits. Claims established between December 18 and December 31 are excluded, as they were entitled to 26 weeks of benefits.

2.6.5 Employment Insurance compassionate care benefits

EI compassionate care benefits offer temporary income support to any eligible person who needs to take a temporary leave from work to provide end-of-life care to family members⁷⁵ with a serious medical condition that poses a significant risk of death within 26 weeks. The benefits may be received for up to 26 weeks and may be paid to a single caregiver or shared among multiple caregivers, with only one caregiver required to serve the waiting period. Claimants must provide Service Canada with a medical certificate issued by the family member's doctor or nurse practitioner that confirms certain details about the individual's medical condition.

Employment Insurance compassionate care claims, amount paid and level of benefits

In 2024-25, there were 6,300 new claims established for compassionate care benefits, a 1.8% decrease compared to 2023-24 (consult Table 59). The breakdown of the number of claims by region remained relatively stable in 2024-25 compared to the previous fiscal year, except for Prince Edward Island, where the number of claims decreased by 45.5%. Quebec and Ontario continued to represent more than half (57.8%) of claims established for compassionate care benefits in 2024-25.

Table 59: Employment Insurance compassionate care claims and amount paid, by region, gender and age group, Canada, 2023-24 and 2024-25

Region	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ thousands) 2023-24	Amount paid (\$ thousands) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	83	83	0.0%	\$461.7	\$495.8	+7.4%
Prince Edward Island	44	24	-45.5%	\$300.1	\$191.3	-36.2%
Nova Scotia	227	219	-3.5%	\$1,488.1	\$1,519.4	+2.1%
New Brunswick	125	126	+0.8%	\$711.2	\$837.5	+17.8%
Quebec	1,039	918	-11.6%	\$5,360.6	\$4,820.9	-10.1%
Ontario	2,766	2,726	-1.4%	\$17,265.0	\$18,254.9	+5.7%
Manitoba	267	276	+3.4%	\$1,552.6	\$1,825.4	+17.6%
Saskatchewan	153	180	+17.6%	\$938.9	\$1,176.5	+25.3%
Alberta	723	733	+1.4%	\$5,241.6	\$5,611.1	+7.0%
British Columbia	976	999	+2.4%	\$6,514.6	\$6,467.2	-0.7%
Territories	14	16	+14.3%	\$112.3	\$155.1	+38.1%
Gender						
Men	2,011	2,028	+0.8%	\$14,450.0	\$14,981.5	+3.7%
Women	4,406	4,272	-3.0%	\$25,496.8	\$26,373.5	+3.4%
Age group						
24 years old and under	125	130	+4.0%	\$699.4	\$713.9	+2.1%
25 to 44 years old	2,210	2,215	+0.2%	\$13,446.5	\$14,663.5	+9.1%
45 to 54 years old	1,847	1,866	+1.0%	\$11,386.5	\$11,874.2	+4.3%
55 years old and over	2,235	2,089	-6.5%	\$14,414.3	\$14,103.4	-2.2%
Canada	6,417	6,300	-1.8%	\$39,946.8	\$41,355.0	+3.5%

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

Consult [Annex 2.18](#) for more details.

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

⁷⁵ A family member includes a member of the immediate family as well as any close relative or person considered to be a member of the family. Consult [Service Canada's website](#) for more information on the term "family members" in relation to individuals who are gravely ill.

In terms of gender, women continued to represent a larger share of compassionate care benefit claims than men, with just over two-thirds (67.8%) of claims established. Among age groups, the number of claims established was relatively similar for claimants in the 3 older age groups (25 to 44 years, 45 to 54 years, and 55 years and over). However, while claimants aged 45 years and over represented 62.8% of claims for compassionate care benefits, they only represented 39.8% of the Canadian labour force.⁷⁶

The total amount paid in compassionate care benefits was \$41.4 million in 2024-25. The breakdown of compassionate care benefits by region remained relatively stable in 2024-25 compared to the previous fiscal year. Prince Edward Island (-36.2%), Saskatchewan (+25.3%) and the territories (+38.1%) experienced the biggest changes in their amounts paid in compassionate care benefits compared to 2023-24. Women received 63.8% of the total amount paid in compassionate care benefits, consistent with the previous fiscal year. In terms of age groups, claimants aged 55 years and over received 34.1% of the total amount paid in 2024-25, despite only accounting for 20.5% of the Canadian labour force. Conversely, claimants aged 24 years and under accounted for 1.7% of compassionate benefits paid in 2024-25, compared to their representation of 14.0% in the labour force.

In 2024-25, the average weekly benefit rate for compassionate care benefits increased by 4.8% compared to 2023-24, going from \$564 to \$591. Consistent with the previous fiscal year, the highest average weekly benefit rate was for claims established in the territories, by men and by claimants aged between 25 and 44 years (consult [Annex 2.18.3](#)). Just over half of claims for compassionate care benefits established in 2024-25 (53.5%) received the maximum weekly benefit rate, an increase of 3.6 p.p. from the previous fiscal year.

Duration of Employment Insurance compassionate care benefits

The average duration of EI compassionate claims completed in 2024-25 was 11.1 weeks, unchanged from the previous fiscal year (consult Table 60). A small proportion of claims completed in 2024-25 had weeks of benefits that were shared among multiple caregivers (6.0%). This proportion was slightly lower than the one reported in 2023-24 (6.6%).

Table 60: Average duration and share of completed Employment Insurance compassionate care claims that used all 26 weeks of benefits, Canada, 2020-21 to 2024-25

Category	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P
Average duration (weeks)	11.8	11.6	11.5	11.1	11.1
Share (%) of completed compassionate care claims using all 26 weeks of benefits	21.5%	19.3%	19.1%	16.9%	17.5%

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

^P Preliminary data.

^R Revised data.

Consult [Annex 2.18](#) for more details.

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

⁷⁶ Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

For compassionate care claims completed in 2024-25, the average duration was higher for men (11.9 weeks) than for women (10.7 weeks) (consult [Annex 2.18.2](#)). Over the same period, claimants aged 55 years and over had the highest duration (11.7 weeks) among all age groups. Claimants between the ages of 45 and 54 registered the biggest decrease in average duration, from 11.8 weeks in 2023-24 to 10.6 weeks in 2024-25.

In total, 17.5% of completed claims for compassionate care benefits received the maximum number of 26 weeks of benefits in 2024-25 (consult Table 60). This share was slightly higher than the one reported in the previous fiscal year (16.9%). Among all completed claims in 2024-25, a higher proportion of men used all 26 weeks of benefits (20.4%) compared to women (16.1%), with both shares increasing compared to the previous fiscal year (19.2% and 15.9%, respectively). Claimants aged 24 years and under (18.4%) and those aged 55 years and over (18.9%) were more likely to use all 26 weeks of compassionate care benefits compared to claimants aged 25 to 54 years (16.8%).

2.6.6 Employment Insurance family caregiver benefit for adults

Introduced on December 3, 2017, the EI family caregiver benefit for adults offers temporary income support to any eligible person needing to take temporary leave from work to provide care or support for a person aged 18 years or over who is critically ill or injured. Family caregivers can receive these benefits for up to 15 weeks, which may be taken consecutively or in separate intervals within the 52-week benefit period. These benefits can also be paid to a single caregiver or shared among eligible family members and other eligible individuals who are considered to be like family.

Claimants must provide Service Canada with a medical certificate issued by the medical doctor or nurse practitioner of the critically ill or injured family member. To be considered critically ill or injured, a person must have experienced a significant change in their baseline state of health because of illness or injury, placing the person's life at risk and necessitating the care or support of at least one caregiver. Caregivers are not eligible for benefits if the person is already living with a chronic medical condition unless the person experiences a significant health change due to a new and acute life-threatening event.

Employment Insurance claims for the family caregiver benefit for adults, amount paid and level of benefits

In 2024-25, approximately 15,800 claims for the family caregiver benefit for adults were established, an increase of 11.4% from the 14,100 claims established during the previous fiscal year (consult Table 61). Compared to 2023-24, the number of claims established increased in all regions, except Prince Edward Island and the territories.

Table 61: Employment Insurance claims for the family caregiver benefit for adults and amount paid by region, gender and age, Canada, 2023-24 and 2024-25

Region*	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ thousands) 2023-24	Amount paid (\$ thousands) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	178	221	+24.2%	\$1,054.6	\$1,298.9	+23.2%
Prince Edward Island	96	67	-30.2%	\$543.0	\$391.1	-28.0%
Nova Scotia	381	414	+8.7%	\$2,071.2	\$2,276.4	+9.9%
New Brunswick	286	308	+7.7%	\$1,629.3	\$1,713.9	+5.2%
Quebec	2,088	2,348	+12.5%	\$11,643.5	\$13,041.2	+12.0%
Ontario	6,970	7,837	+12.4%	\$37,190.4	\$42,992.3	+15.6%
Manitoba	482	544	+12.9%	\$2,785.9	\$2,975.2	+6.8%
Saskatchewan	355	362	+2.0%	\$2,031.1	\$2,202.3	+8.4%
Alberta	1,478	1,659	+12.2%	\$8,511.2	\$9,288.5	+9.1%
British Columbia	1,778	1,955	+10.0%	\$10,048.0	\$11,703.1	+16.5%
Territories	43	37	-14.0%	\$278.4	\$229.2	-17.7%
Gender						
Men	4,978	5,776	+16.0%	\$29,630.1	\$34,040.8	+14.9%
Women	9,157	9,976	+8.9%	\$48,156.4	\$54,071.2	+12.3%
Age category						
24 years old and under	356	369	+3.7%	\$1,654.0	\$1,884.7	+14.0%
25 to 34 years old	1,995	2,521	+26.4%	\$10,578.9	\$13,493.0	+27.5%
35 to 44 years old	2,790	3,162	+13.3%	\$14,893.3	\$17,815.0	+19.6%
45 to 54 years old	3,843	4,219	+9.8%	\$21,627.0	\$23,391.3	+8.2%
55 to 64 years old	4,230	4,427	+4.7%	\$23,941.9	\$25,503.3	+6.5%
65 years old and over	921	1,054	+14.4%	\$5,091.4	\$6,024.6	+18.3%
Canada	14,135	15,752	+11.4%	\$77,786.5	\$88,111.9	+13.3%

Note: Data may not add up due to rounding. Percentage change is based on unrounded numbers. 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.

Consult [Annex 2.19](#) for more details.

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

Women continued to represent nearly two thirds (63.3%) of all claims established for the family caregiver benefit for adults in 2024-25, although men saw a larger relative increase (+16.0%) than women (+8.9%). By age category, claimants aged 55 to 64 years continued to represent the largest share (28.1%) of claims established this year, while the highest increase from 2023-24 was among the 25 to 34 years age group (+26.4%).

The total amount paid for the family caregiver benefit for adults was \$88.1 million in 2024-25, up 13.3% from the \$77.8 million paid in the previous fiscal year. While the majority of these benefits were paid to women in 2024-25 (61.4%), the share of benefits paid to men has gradually increased over the past fiscal years, going from 33.2% in 2021-22 to 38.6% in 2024-25. By age category, claimants aged 55 to 64 years continued to receive the highest share of benefits paid, followed by those aged 45 to 54 years.

The average weekly benefit rate for the family caregiver benefit for adults was \$577 in 2024-25, up from \$554 in 2023-24 (+4.2%). Claimants from the territories received the highest average weekly benefit rate (\$622) among claimants from all regions. Men received a higher average weekly benefit rate (\$610) than women (\$559), similar to recent years. Among age groups, claimants in the core age groups had higher average weekly benefit rates than other age groups, with those aged 35 to 44 years receiving the highest (\$601), followed by those aged 25 to 34 years (\$593) and those aged 45 to 54 years (\$590) (consult [Annex 2.19.3](#)).

Duration of claims for the Employment Insurance family caregiver benefit for adults

Claimants are eligible for up to 15 weeks of benefits for the EI family caregiver benefit for adults, which may be shared among eligible caregivers and divided into segments to be used within the 52-week benefit period.

The average duration of claims for the EI family caregiver benefit for adults that were completed in 2024-25 was 10.0 weeks, similar to the one for 2023-24 (10.2 weeks). Claimants from Prince Edward Island had the longest average duration (11.2 weeks), while those from Ontario had the shortest (9.7 weeks). There was no difference in the average claim duration between men and women, while among age groups, claimants aged 65 years and over had a higher average claim duration (11.7 weeks) than all other age groups, for which the average claim duration ranged between 9.4 and 10.5 weeks (consult [Annex 2.19.2](#)).

2.6.7 Employment Insurance family caregiver benefit for children

The EI family caregiver benefit for children offers temporary income support to any eligible person needing to take temporary leave from work to provide care or support for a child under 18 years of age who is critically ill or injured. Family caregivers can receive these benefits for up to 35 weeks, which may be taken consecutively or in separate intervals within the 52-week benefit period. These benefits may also be paid to a single caregiver or shared among eligible family members and other individuals who are considered to be members of the family.

Claimants must provide Service Canada with a medical certificate issued by the medical doctor or nurse practitioner of the critically ill or injured child. To be considered critically ill or injured, a child must have experienced a significant change in their baseline state of health because of illness or injury, placing the child's life at risk and necessitating the care or support of at least one caregiver. Caregivers are not eligible for benefits if the child is already living with a chronic medical condition, unless the child experiences a significant health change due to a new and acute life-threatening event.

Employment Insurance claims for the family caregiver benefit for children, amount paid and level of benefits

In 2024-25, just under 4,700 claims for the EI family caregiver benefit for children were established, an increase of 6.1% from 4,400 claims established in 2023-24 (consult Table 62). As in previous fiscal years, Ontario and Quebec accounted for the majority of these claims (60.5%). By gender, women represented 71.9% of claims established, while by age, the 25 to 44 years category continued to account for the vast majority of claims established (81.6%).

Table 62: Employment Insurance claims for the family caregiver benefit for children and amount paid by region, gender and age, Canada, 2023-24 and 2024-25

Region*	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ thousands) 2023-24	Amount paid (\$ thousands) 2024-25	Change (%) in amount paid
Newfoundland and Labrador	48	58	+20.8%	\$341.4	\$403.4	+18.2%
Prince Edward Island	23	36	+56.5%	\$147.0	\$198.6	+35.1%
Nova Scotia	115	117	+1.7%	\$958.5	\$688.3	-28.2%
New Brunswick	79	77	-2.5%	\$659.8	\$680.6	+3.1%
Quebec	1,068	1,036	-3.0%	\$7,699.9	\$7,557.6	-1.8%
Ontario	1,630	1,800	+10.4%	\$12,460.3	\$13,823.1	+10.9%
Manitoba	158	167	+5.7%	\$1,280.2	\$1,208.9	-5.6%
Saskatchewan	143	170	+18.9%	\$1,248.1	\$1,401.9	+12.3%
Alberta	611	628	+2.8%	\$4,771.4	\$4,922.7	+3.2%
British Columbia	533	582	+9.2%	\$3,908.8	\$4,430.3	+13.3%
Territories	14	19	+35.7%	\$125.6	\$164.0	+30.6%
Gender						
Men	1,203	1,318	+9.6%	\$8,991.6	\$9,927.6	+10.4%
Women	3,219	3,372	+4.8%	\$24,609.2	\$25,551.8	+3.8%
Age category**						
24 years old and under	151	143	-5.3%	\$844.8	\$798.4	-5.5%
25 to 44 years old	3,573	3,826	+7.1%	\$26,661.4	\$27,833.4	+4.4%
45 to 54 years old	617	627	+1.6%	\$5,345.4	\$5,999.1	+12.2%
55 years old and over	81	94	+16.0%	\$749.3	\$848.5	+13.2%
Canada	4,422	4,690	+6.1%	\$33,600.8	\$35,479.4	+5.6%

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 family caregiver benefit for children was paid.

* For confidentiality purposes, claims for which the region was unknown have been combined with Ontario.

** For confidentiality purposes, claims for which the age category was unknown have been combined with the 25 to 44 years category.

Consult [Annex 2.20](#) for more details.

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

The total amount paid for the family caregiver benefit for children was \$35.5 million in 2024-25, up from \$33.6 million paid in 2023-24 (+5.6%). Regional variations from the amount paid during the previous fiscal year were relatively similar to those in the number of claims established, except in Nova Scotia, where the amount paid decreased by 28.2% in 2024-25 compared to the previous fiscal year, despite a similar number of claims established. By gender and age, women and claimants aged between 25 and 44 years represented the majority of the amount paid, with respective shares of 72.0% and 78.4%.

Claims for the EI family caregiver benefit for children established in 2024-25 had an average weekly benefit rate of \$578, up 3.7% from \$558 in 2023-24. On average, claimants from the territories received the highest weekly benefit rate (\$643). By gender, men had a higher average weekly benefit (\$621) than women (\$557). By age, claimants aged 24 years and under had a lower average weekly benefit rate (\$503) than the other age categories, which ranged between \$571 and \$581.

Duration of claims for the Employment Insurance family caregiver benefit for children

Claimants are eligible for up to 35 weeks of benefits for the EI family caregiver benefit for children, which may be shared among eligible caregivers and divided into segments to be used within the 52-week benefit period.

The average duration of claims for the EI family caregiver benefit for children that were completed in 2024-25 was 14.8 weeks, which was slightly lower than the average of 15.3 weeks for claims completed

during the previous fiscal year (-3.4%). The average claim duration decreased in all regions compared to 2023-24, except in Alberta and the territories. On average, women used more weeks of benefits (15.8 weeks) than men (12.8 weeks), and claimants aged 45 to 54 years had the longest average claim duration (17.2 weeks) among all age groups.

2.6.8 Employment Insurance special benefits for self-employed persons

Self-employed persons may make a claim for EI special benefits after signing up for the EI program and meeting specific requirements. The special benefits available to self-employed persons are the same as those offered to salaried employees.

To be eligible for EI special benefits for self-employed persons, an individual must:

- register with Service Canada and enter into an agreement with the Canada EI Commission
- run their own business or control more than 40% of the corporation's voting shares
- pay EI premiums at the same rate as salaried employees for at least one year before they may claim benefits
- wait 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 benefits⁷⁷
- have reduced the amount of time devoted to their business by more than 40% for at least one week and
- meet the eligibility criteria specific to the special benefits being claimed⁷⁸

As soon as a self-employed person receives EI benefits, they would have to pay premiums on their self-employed earnings for the rest of their self-employment career. Those who also receive insurable earnings from an employer have the choice to apply for EI special benefits as self-employed persons or as insured claimants (if they have paid EI premiums through their paid employment). If they claim benefits under the former, their benefits would be calculated based on both self-employment and paid employment income, whereas for the latter, only earnings from paid employment would be taken into account. The choice between EI special benefits as self-employed persons or as insured claimants (including fishers) is final and binding.

In 2024-25, the number of participating self-employed persons who entered into a voluntary agreement with Service Canada increased by nearly 4,100, bringing the total number of participating self-employed persons to 61,433 (consult Table 63). Despite this increase, the number of new annual enrolments has been trending downwards since 2020-21, consistent with the decline in the number of self-employed persons over that period.

⁷⁷ To be eligible for EI special benefits between January 1, 2024 and December 31, 2024, self-employed workers (other than fishers) who have opted into EI special benefits must have made at least \$8,492 in net self-employed earnings in 2023. This threshold was \$8,826 in net self-employed earnings in 2024 to be eligible for benefits between January 1, 2025 and December 31, 2025.

⁷⁸ More information is available on the [EI benefits for self-employed people website](#).

Table 63: Number of self-employed persons registered in the Employment Insurance program, Canada, 2020-21 to 2024-25

Enrolment	2020-21	2021-22	2022-23	2023-24	2024-25
Net enrolments	12,778	5,268	4,792	4,676	4,061
New participants to the program (opted in)	17,932	6,747	6,007	5,985	5,410
Registrants who cancelled or terminated participation (opted out)	-5,154	-1,479	-1,215	-1,309	-1,349
Cumulative total at the end of the fiscal year	42,636	47,904	52,696	57,372	61,433

Source: Employment and Social Development Canada, Service Canada administrative data. Results are based on 100% of data.

Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits

In 2024-25, a total of just under 1,500 special benefit claims were established by self-employed persons, which was 16.8% higher than the previous fiscal year, despite a decrease in the number of net enrolments during the same period. The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits (consult Table 64).

Table 64: Employment Insurance special benefit claims for self-employed persons and amount paid by benefit type, region, gender and age, Canada, 2023-24 and 2024-25

Benefit type	New claims established 2023-24	New claims established 2024-25	Change (%) in new claims established	Amount paid (\$ thousands) 2023-24	Amount paid (\$ thousands) 2024-25	Change (%) in amount paid
Maternity	774	910	+17.6%	\$4,578.0	\$5,780.1	+26.3%
Parental	925	1,061	+14.7%	\$10,813.3	\$12,015.3	+11.1%
Other special benefits	399	468	+17.3%	\$1,466.5	\$2,017.7	+37.6%
Region						
Atlantic	107	116	+8.4%	\$1,084.8	\$1,656.6	+52.7%
Quebec	77	87	+13.0%	\$284.2	\$389.0	+36.9%
Ontario	513	590	+15.0%	\$6,692.8	\$8,377.1	+25.2%
Prairies	256	309	+20.7%	\$3,454.7	\$3,907.1	+13.1%
British Columbia and territories	319	383	+20.1%	\$5,341.2	\$5,483.4	+2.7%
Gender						
Men	123	148	+20.3%	\$541.3	\$786.1	+45.2%
Women	1,149	1,338	+16.4%	\$16,316.4	\$19,027.1	+16.6%
Age category						
29 years old and under	171	206	+20.5%	\$2,342.5	\$2,976.4	+27.1%
30 to 39 years old	843	1,004	+19.1%	\$12,441.0	\$14,658.7	+17.8%
40 to 54 years old	195	228	+16.9%	\$1,759.3	\$1,854.1	+5.4%
55 years old and over	63	48	-23.8%	\$314.9	\$324.1	+2.9%
Canada	1,272	1,486	+16.8%	\$16,857.7	\$19,813.2	+17.5%

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims to self-employed persons for which at least \$1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

Consult [Annex 2.11](#) for more details.

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

In 2024-25, Ontario was the region that established the largest number of special claims for self-employed persons, with a share of 39.7% of total claims, while Quebec had the lowest number of claims. Quebec continued to be underrepresented in new claims established due to the fact that the province offers maternity, parental, adoption and paternity benefits under the Quebec Parental Insurance Plan, with mandatory participation of self-employed persons (consult [subsections 2.6.2 and 2.6.3](#)). The region of British Columbia and the territories had the largest increase in the number of claims established compared to the previous fiscal year (consult Table 64).

Consistent with past trends, women made up the vast majority (90.0%) 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 (67.6%). This is mainly attributable to the fact that most benefits received by self-employed EI claimants are maternity and parental benefits. Conversely, claimants aged 55 years and over represented the smallest share of new claims (3.2%) and were the only age group to experience a decline compared to the previous fiscal year, with a decrease of 23.8%.

In 2024-25, the total amount paid in EI special benefits to self-employed persons increased by 17.5% compared to 2023-24 and reached \$19.8 million. Similar to the breakdown of claims by region, the largest share of special benefits was paid to Ontario (42.3%), while the smallest share was paid to Quebec (2.0%). The Atlantic region experienced the largest growth in the amount paid compared to 2023-24, with an increase of 52.7%, despite an increase of only 8.4% in the number of new claims established.

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons in 2024-25 (96.0%). 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 (74.0%).

In 2024-25, the average weekly benefit rate for self-employed- persons was \$434.⁷⁹ On average, during the whole fiscal year, the highest weekly benefit rate was for claims established in British Columbia and the territories (\$491), by women (\$441) and by those between the ages of 30 and 39 (\$457).

⁷⁹ 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

The Employment Insurance (EI) program is funded through mandatory premium contributions paid by employers and employees in Canada. These contributions are based on the employees' insurable earnings up to the annual Maximum Insurable Earnings (MIE) threshold for a given year.⁸⁰ Since January 2010, self-employed individuals who have opted into the EI program also pay EI premiums in order to be eligible for EI special benefits.

All EI premiums and other types of revenues (such as interest and penalties) related to the EI program under the authority of the *Employment Insurance Act* are first deposited into the Consolidated Revenue Fund (CRF) and then credited to the EI Operating Account (the Account).⁸¹ All EI benefits paid and administrative costs provided for under the *Employment Insurance Act* are paid out of the CRF and debited from the Account.

The following section provides information on EI premium rates and recent trends in revenues and expenditures recorded for the Account.

2.7.1 Employment Insurance premium rate

As defined in the *Employment Insurance Act*, since April 1, 2016, the Canada Employment Insurance Commission (the Commission) has been responsible for setting the EI premium rate. According to the *Employment Insurance Act*, the premium rate is set according to a 7-year break-even rate (under which the projected balance for the Account is expected to be \$0 in 7 years), as forecasted by the EI Senior Actuary. As such, EI program expenditures are matched by premium contributions to ensure that the Account is in cumulative balance by the end of a 7-year period. In addition, annual changes to the EI premium rate are legislatively limited to increases or decreases of no more than 5 cents per year.⁸² 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.⁸³ Employers pay EI premiums that are 1.4 times the employee rate.

The EI premiums are paid by employers, employees and self-employed persons who have opted into the EI program, for every \$100 of insurable earnings up to the MIE threshold. In 2025, the MIE was \$65,700, an increase of \$2,500 (+4.0%) from the previous year's MIE of \$63,200.

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

⁸⁰ 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.

⁸¹ 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.

⁸² 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.

⁸³ Although the EI premium rate is set according to the 7-year forecast break-even rate, the 5-cent limit on annual changes may prevent the EI premium rate from being set equal to the break-even rate. For example, the 2023 EI premium rate increased by 5 cents to \$1.63 per \$100 of insurable earnings but was less than the forecast 7-year break-even rate of \$1.74.

as the Quebec Parental Insurance Plan (QPIP). The QPIP provides parental, adoption, maternity, and paternity benefits to eligible claimants and is financed by premiums paid by wage earners, self-employed workers, and employers in Quebec. These benefits replace maternity and parental benefits provided by the EI program and, as such, EI premiums in Quebec are lowered to reflect the savings that are generated for the EI program as a result of the existence of the QPIP.

In 2025, the EI premium rate for employees was \$1.64 per \$100 of insurable earnings. This was a decrease of 2 cents from \$1.66 per \$100 of insurable earnings in 2024, less than the maximum 5 cents allowed under the *Employment Insurance Act*. As a result, the maximum annual EI premiums paid by employees in 2025 was \$1,077.48 in 2025, compared with \$1,049.12 in 2024, representing an increase of 2.7%. As mentioned previously, employers pay EI premiums that are 1.4 times the employee rate such that employers contribute approximately 58% of the total EI premium revenues versus approximately 42% contributed by employees. This means that, in 2025, employers paid \$2.30 (\$2.296 unrounded) for every \$100 of insurable earnings for each of their employees, up to a maximum of \$1,508.47.

Self-employed persons who opted into the program to access special benefits pay the same EI premium rate as employees and also pay premiums up to the MIE.⁸⁴

Over the same period, the EI premium rate for employees in Quebec was \$1.31 per \$100, compared with \$1.32 in the previous year. Their maximum contributions amounted to \$860.67 in 2025, up from \$834.24 in 2024, an increase of 3.2%. Employers paid \$1.83 (\$1.834 unrounded) per \$100 of insurable earnings for each of their employees in 2025, up to a maximum of \$1,204.94. Table 65 summarizes this information for the past 6 years.

Table 65: Employment Insurance maximum insurable earnings, premium rates* and annual maximum contributions for employees and employers in Canada, 2020 to 2025

Category	Contributor	2020	2021	2022	2023	2024	2025
Premium rates for residents of a province without a provincial parental insurance plan	Employees	\$1.580	\$1.580	\$1.580	\$1.630	\$1.660	\$1.640
	Employers	\$2.212	\$2.212	\$2.212	\$2.282	\$2.324	\$2.296
Premium rates for residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.200	\$1.180	\$1.200	\$1.270	\$1.320	\$1.310
	Employers	\$1.680	\$1.652	\$1.680	\$1.778	\$1.848	\$1.834
Maximum insurable earnings	Employees	\$54,200	\$56,300	\$60,300	\$61,500	\$63,200	\$65,700
Annual maximum contribution	Employees	\$856.36	\$889.54	\$952.74	\$1,002.45	\$1,049.12	\$1,077.48
	Employers	\$1,198.90	\$1,245.36	\$1,333.84	\$1,403.43	\$1,468.77	\$1,508.47

* Per \$100 of insurable earnings.

Source: Employment Insurance Premium Rate for employees and employers: [Summary of the 2026 Actuarial Report on the Employment Insurance Premium Rate](#).

⁸⁴ Self-employed workers (other than fishers) who have opted into EI special benefits must meet a minimum self-employed earnings threshold for the calendar year preceding the claim. This threshold was \$8,826 (2024 earnings) for claims established in 2025.

Example: Employment Insurance premium contributions

Olivia is an employee working at a call centre in Halifax, Nova Scotia, and earns \$45,000 per year.

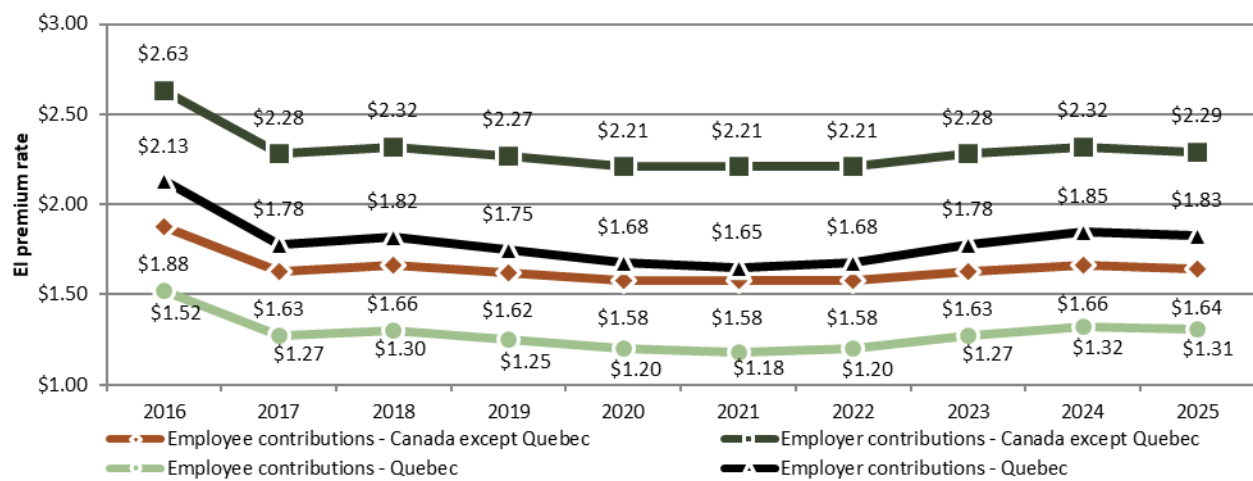
Based on Olivia's income level and assuming she remained employed throughout the year; her annual contribution to the EI program in 2025 would be \$738.00 at the premium rate of \$1.64 for every \$100 of insurable earnings. Her employer would contribute \$1,033.20 in EI premiums on her insurable earnings. The combined contributions made by the employer and employee to the Account would total \$1,771.20 in 2025.

However, if Olivia was working and living in Quebec, her annual EI contribution in 2025 would be reduced to \$589.50, and her employer would have contributed \$825.30 in EI premiums on her earnings, for a combined total of \$1,414.80 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 2025 and employers pay a premium rate of \$0.692 for every \$100 of insurable earnings, Olivia's contribution to the QPIP would be \$222.30, while the employer's contribution would be \$311.40. Note that QPIP premiums are set by the Quebec Parental Insurance Plan's Conseil de gestion and not by the Commission.

Chart 29 illustrates the EI premium rates for employees and employers over the past 10 years in Quebec and the rest of Canada.⁸⁵ The Government froze the 2014 premium rate for employees at the 2013 level of \$1.88 per \$100 of insurable earnings and legislated the 2015 and 2016 rates at that amount. The 2021 and 2022 rates were frozen at the 2020 premium rate level of \$1.58 per \$100 of insurable earnings, as part of the Government's economic response to COVID-19.

⁸⁵ Different measures were implemented over the past decade to reduce EI premiums paid by certain employers. The Temporary Hiring Credit for Small Businesses, in effect from 2011 to 2013, provided small businesses with a temporary hiring credit of up to \$1,000 against a year-over-year increase in the firms' EI premiums paid. The Small Business Job Credit, introduced on September 11, 2014, lowered EI premiums for small businesses, from the legislated rate of \$1.88 to \$1.60 for every \$100 of insurable earnings in 2015 and 2016.

Chart 29: Employment Insurance premium rates (rounded) per \$100 of insurable earnings, Canada, 2016 to 2025



Source: [EI premium rates and maximums – Calculate payroll deductions and contributions.](#)

2.7.2 Premium refund provision

Under certain circumstances, a share or all of EI premiums paid can be refunded to contributors if specific conditions are met.

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 taxation 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 787,829 individuals in 2023 (the most recent taxation year for which data is available) that were eligible to receive full EI premium refunds under the Premium Refund Provision, representing a 5.9% decrease from previous year. Of these individuals who were eligible to receive full refunds on their EI premiums, 74.1% (583,583 individuals) had filed income taxes and 66.1% of those who were eligible (520,869 individuals) received a full premium refund based on CRA T1 tax filer data. A total of \$7.7 million in premiums were refunded to the eligible individuals in 2023. On average, each eligible individuals received \$14.90 in EI premiums refunded.

2.7.3 Premium reduction program

The Premium Reduction Program (PRP) was introduced in 1971 to encourage employers to provide short-term income protection coverage plans to their employees. The PRP recognized employer-based plans that already existed and encouraged employers to continue to offer them as EI sickness benefits became available.

Under the *Employment Insurance Act*, employers who provide qualified wage-loss plans, also known as short-term disability plans, to their employees that are at least equivalent to the protection provided by EI sickness benefits may be eligible to receive a reduction in the EI premiums payable through the PRP. The PRP puts less strain on the EI program as employees who are covered by such short-term disability plans may not have to collect EI benefits or may collect them for a shorter period of time, as benefits from the registered plans provided by employers have to be paid before EI benefits are paid.

There are 2 types of wage-loss replacement plans for which EI premium reductions may be granted: cumulative paid sick leave plans and weekly indemnity programs. These plans must also meet certain requirements established by the Commission.⁸⁶ The premium reduction reflects the average savings generated to the EI Account due to the existence of these plans, and is provided directly to employers. As EI premiums are paid by both employers and employees in a proportion of 7/12 and 5/12, respectively, employers are required to ensure that their employees benefit from the reduction of the employers' premium in an amount at least equal to 5/12 of the reduction.

In each calendar year, the rates of premium reduction are established based on 4 categories of qualified plans, with a distinct rate for each category, as explained below:

- Category 1: cumulative paid sick leave plans that allow for a minimum monthly accumulation of 1 day and for a total accumulation of at least 75 days
- Category 2: cumulative paid sick leave plans that allow for a minimum monthly accumulation of one and two-third days and for a total accumulation of at least 125 days
- Category 3: weekly indemnity plans with a benefit period of at least 15 weeks
- Category 4: weekly indemnity plans with a benefit period of at least 52 weeks (this reduction is available only to public and para-public employers of a province)

Rates of premium reduction are expressed as a percentage of the insurable earnings of employees. In 2025, the rates of reduction were 0.21%, 0.37%, 0.37% and 0.41% of insurable earnings for categories 1 through 4, respectively.⁸⁷ Premiums were reduced by an estimated \$1,333.3 million due to wage-loss plans in 2023 (the most recent taxation year for which data is available), compared to \$1,171.9 million in 2022 and \$1,086.4 million in 2021.⁸⁸

An internal analysis on the PRP estimated that there were just over 22,000 employers receiving EI premium reductions through the PRP in 2022, representing approximately 1.6% of all employers in Canada. As a result, between 6.6 million and 7.3 million workers were covered by a short-term disability

⁸⁶ 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](#).

⁸⁷ Source: Office of the Chief Actuary, 2026 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2025). Consult Table 12.

⁸⁸ Source: Office of the Chief Actuary, 2026 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, 2025). Consult Table 33.

plan offered by their employers under the PRP in 2022, representing nearly one-third of the Canadian labour force. This analysis also shows that, during the period of 2020 to 2022, the majority of employers participating in the PRP (89.9%) offered a category 3 plan with weekly indemnity to their employees – a share similar to that of previous years. This proportion has remained stable over time, despite a general decline in employer participation in the program.

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 \$32.2 billion in 2024-25, up from \$30.3 billion (+6.5%) from the previous year. Over the same period, EI expenditures increased from \$26.3 billion in 2023-24 to \$28.0 billion in 2024-25 (+6.7%) (consult Table 66). It is worth noting that these expenditures exceed the levels recorded prior to the COVID-19 pandemic.

As for the Account, it continued to show an annual surplus, which has steadily increased over the past 3 years, reaching \$4.2 billion in 2024–25, an increase of 11.9% compared with the previous year (consult Table 66).

Table 66: Employment Insurance Operating Account revenues and expenditures, Canada, 2020-21 to 2024-25 (\$ millions)

Operating Account	2020-21	2021-22	2022-23	2023-24	2024-25
Revenues*	\$22,896.5	\$24,333.7	\$27,472.9	\$30,273.1	\$32,241.7
Premiums	99.9%	99.9%	99.8%	99.6%	99.6%
Interest and penalties	0.1%	0.1%	0.2%	0.4%	0.4%
Expenditures**	\$61,838.3	\$41,504.9	\$24,194.9	\$26,307.2	\$28,033.9
Employment Insurance benefits (Part I)	51.0%	89.1%	81.3%	80.9%	83.2%
Employment benefits and support measures (Part II)	4.0%	6.1%	10.3%	9.6%	7.5%
Benefit repayments	-0.4%	-1.2%	-1.1%	-1.1%	-1.2%
Employment Insurance Emergency Response Benefit***	39.9%	0.0%	-0.3%	-1.5%	-0.7%
Administration costs	4.1%	6.4%	11.2%	11.0%	10.2%
Bad debts	1.5%	-0.1%	-1.4%	1.1%	1.1%
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit****	27,331.4	(94.7)	(483.4)	(225.8)	(21.2)
Annual surplus (deficit)	(\$11,610.3)	(\$17,265.9)	\$2,794.7	\$3,740.0	\$4,186.5

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.

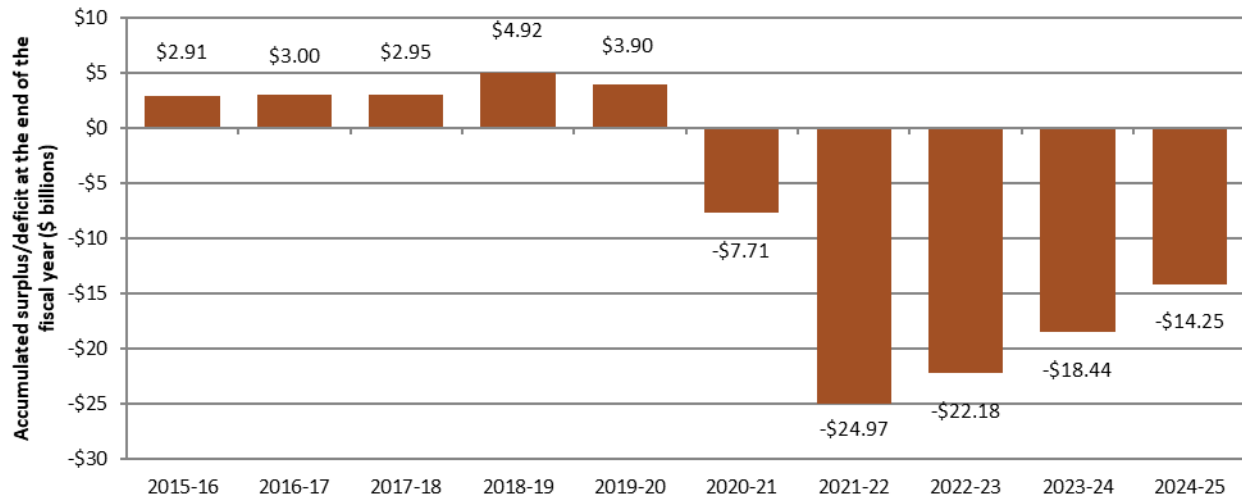
*** The Employment Insurance Emergency Response Benefit is the portion of the Canada Emergency Response Benefit that was administered by Employment and Social Development Canada. Expenses related to the EI Emergency Response Benefit were paid from the EI Operating Account and are included in this financial 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 2025, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2025) and past year versions of the Public Accounts Report.

Chart 30 shows the financial position of the Account at the end of the fiscal year for the past 10 years. On March 31, 2025, the accumulated deficit was \$14.3 billion, down from the \$18.4 billion at the end of the previous fiscal year. The reduction in the accumulated deficit this year compared to last year is mainly attributable to the growth in revenues, due to the increased premium rate during the first 9 months of 2024–25 and the rise in the MIE, in relation to the expenses paid out.

Chart 30: Employment Insurance Operating Account financial position at the end of the fiscal year, Canada, 2015-16 to 2024-25



Source: Government of Canada, Public Accounts of Canada 2025, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2025) and past year versions of the Public Accounts Report.



CHAPTER 3

Impact and effectiveness of Employment Benefits and Support Measures for 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. These activities are conducted through the Labour Market Development Agreements (LMDAs) and the Government of Canada's pan-Canadian programming:

- LMDAs are bilateral agreements between the Government of Canada (GC) and each province and territory (PT). Each year, under the LMDAs, base funding of \$2.1 billion is provided for individuals and employers to receive training and employment supports in the form of Employment Benefits and Support Measures (EBSMs).¹ Part II of the *EI Act* sets out the framework for the LMDAs, including information such as who is eligible for employment supports and the categories of programs and supports that can be delivered by PTs.
- Part II of the *EI Act* also includes the framework for the Government of Canada's pan-Canadian programming. Pan-Canadian programming includes the National Employment Service and serves to respond to labour market challenges that surpass local and regional labour markets. In 2024-25, \$181.3 million was invested in pan-Canadian programming across three streams.²

Note: In 2024-25, Part II received \$425 million less than in previous years, due to sunseting of the temporary additional funding that had been in place since 2016-17. This reduction in temporary funding has affected program outcomes.

¹ Provinces and territories design and administer the programs that deliver the EBSMs. The Government of Canada establishes their core criteria and requirements through the *EI Act*.

² Pan-Canadian Funding Streams: (1) Improving Access to Skills Training and Employment Supports in a Changing Labour Market, (2) Providing workers and employers with the information and support they need to succeed, and (3) Identifying new opportunities to Improve Labour Market Participation Outcomes.

Sections in this chapter

This chapter presents results achieved under Part II of the *EI Act* during the fiscal year beginning on April 1st, 2024, and ending on March 31st, 2025 (2024-25):

Section 3.1 provides economic and labour market context for EI Part II and a national overview of EBSM programs delivered through the LMDAs and pan-Canadian programming. This year's aggregated outcomes, funding and client distributions, and key program delivery results are also highlighted.

Section 3.2 reviews employment programming activities carried out by each PT under their respective LMDA, analyzing regional approaches, key outcomes, client demographics, and service types offered.

Section 3.3 reviews results presented in the 2022 LMDA evaluation report. Clients are compared to non-clients to assess impacts on employment and reliance on income supports. The fourth evaluation cycle of the LMDAs was launched in the Fall of 2025 to continue assessing program effectiveness and labour market outcomes.³

Section 3.4 details pan-Canadian activities (i.e., EI Part II initiatives that respond to issues of national and strategic importance or challenges extending beyond local or regional labour markets).

Note to readers: Data for EBSM activities were collected from PTs and ISET holders using standardized LMDA and pan-Canadian datasets. While GC and PTs aim for accurate and consistent data, system changes may affect year-to-year comparability. The Performance Measurement Strategy, developed jointly through the Forum of Labour Market Ministers, was implemented in 2019 and is being updated to improve indicators and data quality. Financial data in Chapter 3 and Annex 3 are based on PT reports; some figures may be preliminary. Results for 2024–25 reflect the absence of prior years' temporary top-up funding, affecting comparability.

³ The upcoming evaluation will be designed and implemented under the guidance of a federal-provincial/territorial LMDA Evaluation Steering Committee co-led by ESDC and 12 participating provinces and territories and will build on previous evaluation findings to generate updated evidence on program performance and outcomes.

3.1 National overview

3.1.1 Economic and Labour Market Context

The LMDAs are designed to help Canadians gain the skills, training, and supports needed to participate fully in the labour market. Recent labour market trends underscore the importance of these programs. Between April 2023 and March 2024, Canada added nearly 320,000 new jobs.⁴ However, the population grew even faster, by close to one million people. With population growth outpacing job growth, the share of Canadians aged 15 and older who were employed fell by 0.9 percentage points, reaching 61.4% in March 2024.⁵ This was also seen in a rising unemployment rate, reaching 6.5% in March 2024.⁶

Despite this increasing supply of labour, there remain labour market shortages in certain sectors due to employers being unable to find the individuals with the right skillsets. Over the past two decades, skills mismatches remain a significant challenge for the Canadian labour market with gaps in both technical and knowledge-based occupations.

The LMDAs play a crucial role in addressing shortages in skilled trades and other positions by providing funding for skills training targeted to Canadians. The training provided through these programs can help Canadians gain the credentials to work in in-demand jobs, providing support to the Canadian economy. It is within this context that the LMDAs are operating: providing programming that can improve clients' job readiness and align workers' skillsets with employer demand.

Canada's higher education and comparison to peer nations

The education level of Canadians is crucial context for how the LMDAs can support Canadians in the labour market. Higher levels of education can increase employment opportunities, while those with lower levels of education can face difficult employment prospects, lower incomes and greater risk of unemployment.⁷

Canada has consistently had an extremely high level of post-secondary attainment compared to its global peers. In 2024, 64.7% of Canadians aged 25 to 64 had a post-secondary certificate or degree, placing Canada well above the OECD average of 41.2%, and the highest among the Organisation for Economic Co-operation and Development (OECD) countries. This demonstrates Canada's prioritization of post-secondary education, at government and public levels.

Demonstrating this is the fact that 39.1% of Canada's core working-age population hold a university degree, which exceeds the OECD average of 36.0%. Also notable is that 25.6% of Canadians have completed short-cycle tertiary education (college-level), placing Canada 10 percentage points ahead of the next highest OECD country, Austria. Additionally, only 19.4% of Canadians aged 25–64 have a high school diploma as their highest credential, ranking third lowest among OECD countries, behind Ireland

⁴ Statistics Canada (February 2026) [Employment and unemployment rate, monthly, unadjusted for seasonality](#).

⁵ Statistics Canada (February 2026) [Employment and unemployment rate, monthly, unadjusted for seasonality](#).

⁶ Statistics Canada (February 2026) [Employment and unemployment rate, monthly, unadjusted for seasonality](#).

⁷ Organisation for Economic Co-operation and Development. [Education at a Glance 2025](#).

and the UK.⁸ It is important to interpret these results in the context of differences in educational systems across countries. For example, 36.5% of Germany's working age population has an upper secondary education as their highest educational achievement. However, Germany's much celebrated vocational education and training (VET) and apprenticeship programs are considered part of their secondary education system.⁹ Therefore, a high proportion of their population has employable skillsets upon completion of their VET education. Switzerland and other countries have similar programs and have a correspondingly higher proportion of adults with an upper secondary level as their highest level of education. This provides graduates of a post-secondary diploma with a highly employable vocational skillset.

In contrast, vocational education is broadly unavailable at the secondary level in Canada, and additional training is required for vocational qualifications. Consider that 35.1% of Canadian working-age adults have a VET qualification as their highest level of education (9.5% post-secondary non-tertiary level, 25.6% short-cycle tertiary level).¹⁰ As a point of comparison, only 13.4% of Germany's working age population has post-secondary non-tertiary education (a short additional education attainment), and 0.6% hold short-cycle tertiary education (which are for specialized and master craftsmen programming).¹¹

Meanwhile, highly skilled employment—jobs generally requiring a university degree—has grown steadily over the past several decades, even during the early stages of the COVID-19 pandemic. Medium-skill employment (which generally requires some post-secondary education) has also grown consistently but less drastically, while low skilled employment (which requires a high-school education or relevant job training) has seen minimal growth over the last 20 years. Chart 1 demonstrates both the increased demand for skilled workers, and the greater stability that more highly skilled positions have compared to medium and low-skilled workers.

As of 2024, in Canada, highly skilled employment accounted for 4.8 million jobs. Medium-skill employment represented 8.1 million jobs, and low-skilled accounted for 5.8 million jobs. While highly skilled employment now holds a significant share of total employment at 23.1%, medium and low skill positions are still more common.¹²

⁸ Organisation for Economic Co-operation and Development (October 2025). [Adults' educational attainment distribution, by age group and gender](#).

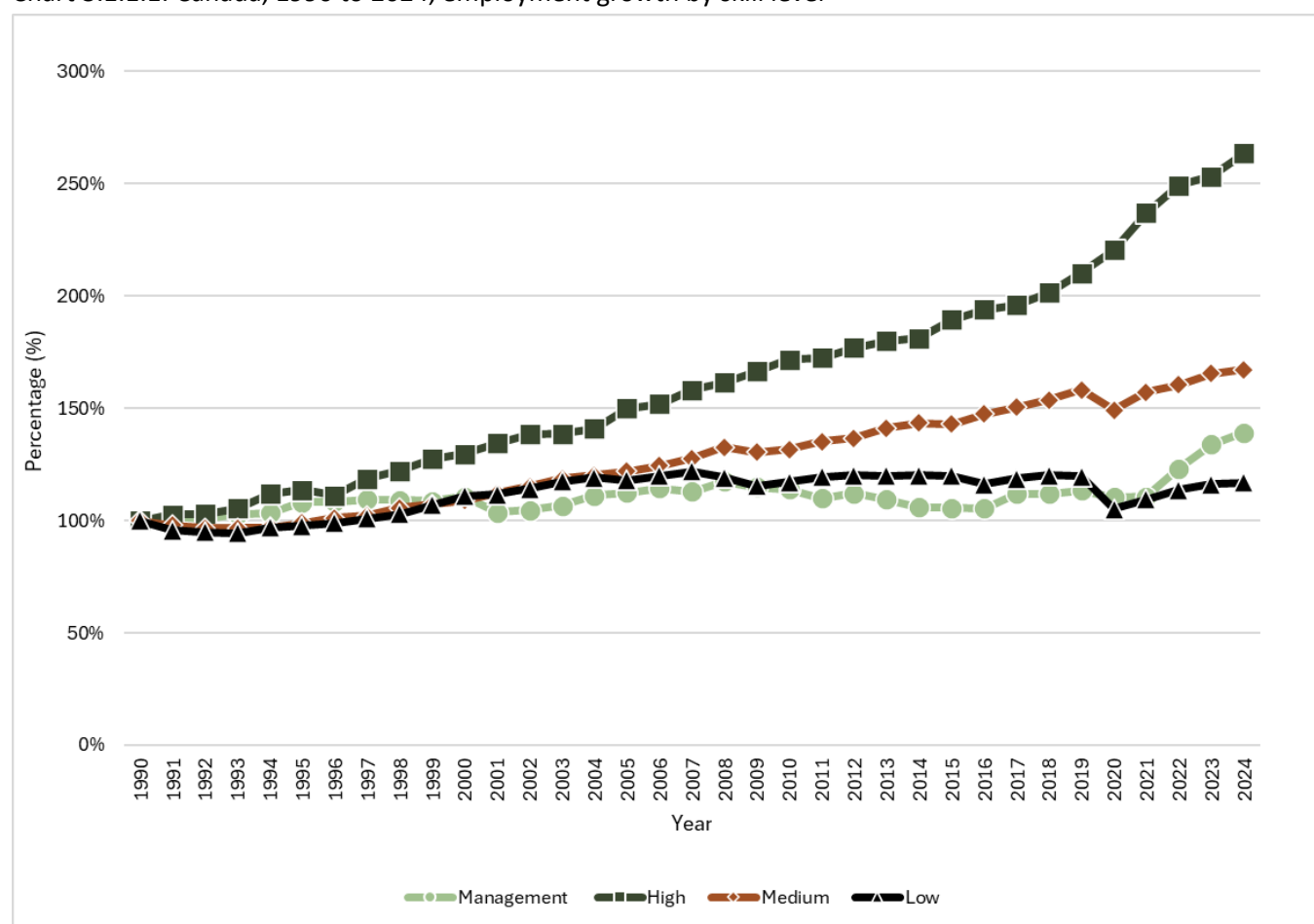
⁹ Feral Institute for Vocational Education and Training. [Education System and VET System](#).

¹⁰ Organisation for Economic Co-operation and Development (October 2025). [Adults' educational attainment distribution, by age group and gender](#).

¹¹ Organisation for Economic Co-operation and Development. [Tertiary Education Systems – Germany](#).

¹² Statistics Canada (November 2025). [Labour force characteristics by occupation, annual](#).

Chart 3.1.1.1: Canada, 1990 to 2024, employment growth by skill level



Source: Statistics Canada (October, 2025). [Labour force characteristics by occupation, annual](#); Author calculations.

While, broadly, Canada has a high level of educational achievement, there is still a significant portion of the population that has limited skills. One in five (20.0%) working age (aged 25 to 64) Canadians have only basic literacy skills, although Canada does compare favourably with other nations (OECD average is 27.0%).¹³ Strong literacy skills help employment prospects and increase wages, and are also connected with improved health outcomes.¹⁴

There were 46,971 certificates awarded to registered apprentices and trade qualifiers in 2024, a 1.0% increase from the previous year. While this growth was minimal, there has been a 45.0% increase in certificates per year since 2020. The largest number of certificates in 2024 went to Electricians (7,263), Automotive service (6,000), and Plumbers, pipefitter and steamfitters (4,572).¹⁵

Red Seal certifications grew by 3.3%, demonstrating the continued interest in these credentials.¹⁶ Despite the increasing supply, concerns remain about the aging population of skilled trades workers. For

¹³ Organisation for Economic Co-operation and Development. [Education at a Glance 2025: Canada](#).

¹⁴ Organisation for Economic Co-operation and Development. [Adult literacy skills](#).

¹⁵ Statistics Canada (February 2026). [Number of certificates granted to registered apprentices and trade qualifiers](#).

¹⁶ Statistics Canada (February 2026). [Number of certificates granted to registered apprentices and trade qualifiers](#).

example, results from the 2021 census showed that 30.2% of employed individuals with an apprenticeship in mechanic and repair technologies or precision production were 55 or older.¹⁷

While the LMDAs support clients of all educational backgrounds, only 7.7% of clients in 2024-25 had a university degree. In contrast, 41.7% had a high school diploma or less, and 37.4% had at least some post-secondary education other than university degree. The LMDAs can help provide greater job stability by providing skills training that will allow participants to move up the skilled labour ladder, where employment rates and average wages are higher.¹⁸

Job vacancies and skills mismatch

While Canada has a heavily educated workforce, there are areas of disconnect between the skillsets of workers and those demanded by employers. Over one quarter (28.3%) of businesses reported having challenges recruiting skilled employees in the fourth quarter of 2024, with 9.8% reporting this as the most significant difficulty facing their business.¹⁹ A similar proportion of businesses (29.4%) reported the same challenge a year previously,²⁰ despite a more favourable labour market compared to 2023, with the unemployment rate rising by close to a whole percentage point (5.4% in 2023 to 6.3% 2024).²¹ This demonstrates the gap between labour supply and demand from employers.

In looking closer, health care and social assistance (35.9%), administrative and support, waste management and remediation services (34.1%), and manufacturing (33.3%) were the business types most likely to report difficulty with hiring skilled workers.²²

Job vacancies in the fourth quarter of 2024 stood at 517,570, down from 646,365 twelve months earlier. The job vacancy rate had also dropped from 3.6% to 2.9%, mirroring a loosening labour market.²³

The health care sector has had a long-standing challenge with hiring workers and filling vacancies. While the job vacancy rate within the health care and social assistance sector fell from 5.5% in the fourth quarter of 2023 to 4.7% twelve months later, it still had the highest vacancy rate of any sector, with 118,435 positions unfilled.²⁴ In their [2024 report on the Canadian labour market](#), the C.D. Howe Institute proposed that recognizing the credentials of individuals trained outside Canada could increase productivity and supply the country with much needed healthcare workers.²⁵

¹⁷ Statistics Canada. [Canada leads the G7 for the most educated workforce, thanks to immigrants, young adults and a strong college sector, but is experiencing significant losses in apprenticeship certificate holders in key trades.](#)

¹⁸ Statistics Canada (October 2025). [Employee wages by occupation, annual.](#)

¹⁹ Statistics Canada. [Analysis of labour challenges in Canada, fourth quarter of 2024.](#)

²⁰ Statistics Canada (October 2025). [Business or organization obstacles over the next three months, fourth quarter of 2023.](#)

²¹ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by gender, annual.](#)

²² Statistics Canada. [Analysis of labour challenges in Canada, fourth quarter of 2024.](#)

²³ Statistics Canada (October 2025). [Job vacancies, payroll employees, job vacancy rate, and average offered hourly wage by economic regions, quarterly, unadjusted for seasonality.](#)

²⁴ Statistics Canada (October 2025). [Job vacancies, payroll employees, job vacancy rate, and average offered hourly wage by industry sub-sector, quarterly, unadjusted for seasonality.](#)

²⁵ C.D. Howe. [2024 Labour Market Review: Challenges, Trends, and Policy Solutions for Canada.](#)

Underemployment

Underemployment is a long-standing issue for many Canadian workers, who are working fewer hours than they would like to. Over the 2024-25 fiscal year, an average of 7.9% of workers were reported as underemployed, an increase of 0.3 percentage points from 2023-24. However, for youth, the number is much higher, with 17.8% of young workers (aged 15 to 24) reported as underemployed. core-aged workers (aged 25 to 54) were the lowest at 6.7% (with men slightly lower than women at 6.6% versus 6.8%).²⁶

To support clients who are underemployed, the LMDAs provide valuable employment assistance services including job search support, resume writing assistance and career counselling. These assistance measures, which are available to all Canadians, help individuals from all backgrounds (including youth, Indigenous peoples, individuals with disabilities, and racialized communities) achieve full-time employment in secure jobs that match their education, skill sets and interests.

Youth

Underemployment and unemployment among youth (aged 15 to 24) is a particular concern in Canada's labour market – especially recently. In 2024, the youth unemployment rate rose to 13.1% – a significant jump from the previous year at 10.7%.²⁷ This is important, as youth employment can help develop skills, boost future employment opportunities, and drive economic growth.

Further to unemployment and underemployment, the youth NEET (**N**ot in **E**mployment, **E**ducation or **T**raining) indicator provides an important lens for assessing the risk of social disconnect and exclusion among youth as they transition from education to employment.²⁸ In 2024, 12% of youth were NEET—one percentage point higher than in 2019—and the upward trajectory remains concerning. Youth aged 20 to 29 were most affected by rising NEET rates between the 2022–23 and 2023–24 academic years. This increase was driven primarily by rising unemployment among men (-2.1 percentage points) and women (-1.9 percentage points) aged 20 to 29 who did not hold a bachelor's degree and were not enrolled in an education program.²⁹ Among youth aged 20 to 24, outcomes diverged significantly depending on engagement in postsecondary education. Those with lower levels of educational attainment continued to experience higher NEET rates. While individuals may be out of school or employment for a range of personal or economic reasons, sustained increases in NEET at this stage of early adulthood point to a heightened risk of social exclusion.³⁰

The LMDAs can be leveraged to help youth develop new skill sets as they begin their careers. Career counselling and skills development can provide new direction to young clients, setting them up for long-term success. In fiscal year 2024-25, over 167,000 youths received LMDA services. Of these youths, over 32,000 were receiving apprenticeships, and more than 24,000 received other skill development services.

²⁶ Statistics Canada (October 2025). [Supplementary unemployment rates, monthly, unadjusted for seasonality](#).

²⁷ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by gender, annual](#).

²⁸ Organisation for Economic Co-operation and Development. [Youth not in employment, education or training \(NEET\)](#).

²⁹ Statistics Canada. [Youth not in employment, education or training: Recent trends](#). [Quality of life indicator: Youth not in employment, education or training \(NEET\)](#).

³⁰ Statistics Canada. [Youth not in employment, education or training: Recent trends](#).

Underemployment' and job mismatching

While a majority of core-aged workers in Canada have an appropriate match between their education and occupation, there is a significant proportion that are overqualified for their employment and therefore underemployed. According to 2021 census data, 61.2% of Canadian workers held occupations that matched their education level. A quarter (25.3%) were marginally overeducated for their positions, and 13.5% were considered overeducated,³¹ representing a potential productivity gain if these workers were employed in roles that better match their qualifications. Recent data shows why this matters: Canadian business labour productivity grew only 0.6% in 2024,³² following three years of decline, reflecting ongoing challenges in raising output per hour worked.

Mismatches between education levels and occupation types were much higher among recent and established immigrants.

A 2014 study on occupation-to-education mismatches in Canada found that overqualified workers who participated in job-related training were nearly twice as likely to transition into roles aligned with their education level compared to those who did not receive such training.³³ This finding highlights how better job matching—especially for highly educated workers—could improve labour market outcomes and strengthen Canada's overall productivity performance. This approach could be leveraged for immigrants with medical degrees acquired outside Canada. Only 36.5% of immigrants with a registered nursing degree outside Canada worked as a registered nurse (RN) or in a closely related position, while 41.1% of immigrants with a foreign medical degree were employed as a doctor. In contrast, close to 90% of Canadian nurses (87.4%) and medical degree (90.1%) holders were employed in closely related positions.³⁴

The LMDAs provide job-related skills development training and career counselling that can support overeducated individuals to better apply their educational background.

Strategic Next Steps

Across Canada, persistent hiring challenges and skills mismatches—particularly in trades and other high-demand sectors—underscore the need for a modernized approach to developing the labour force. While Canada's labour market shows signs of loosening, structural gaps remain, especially for roles requiring advanced education and specialized training.

The LMDAs are well-positioned to address these challenges by focusing on reskilling and upskilling initiatives that align with Canada's priorities of improving productivity, fostering inclusive growth, and strengthening labour market resilience. The LMDAs are also a part of Canada's broader solution

³¹ Statistics Canada. (October 2025). [Trends in education–occupation mismatch among recent immigrants with a bachelor's degree or higher, 2001 to 2021](#).

³² Statistics Canada: Table [36-10-0206-01](#)

³³ Xuyang Chen, Maxime Fougère. [How Persistent Is the Occupation-Education Mismatch in Canada?](#)

³⁴ Statistics Canada. (October 2025). [Trends in education–occupation mismatch among recent immigrants with a bachelor's degree or higher, 2001 to 2021](#).

framework when it comes to dealing with contemporary challenges of U.S. tariffs, global market shifts, adaptation to the advent of artificial intelligence, and mitigating climate change.

In the coming year, LMDA programming will focus on maximizing impact by strengthening training pathways in sectors with persistent labour shortages, support reskilling and upskilling for unemployed, mid-career, and long-tenured workers, and improving job retention and career transitions into high-demand roles. It will also expand supports for underemployed individuals and youth—such as career counselling and job search assistance—to reduce NEET rates, while integrating labour market intelligence to ensure programs remain aligned with evolving employer needs. Through these targeted efforts, LMDAs will help Canadians move into in-demand jobs, support employers in filling critical vacancies, and advance broader economic and social priorities.

3.1.2 Main results

LMDA evaluation results indicate that participation in EBSMs improves clients' labour market attachment and reduces their dependence on government income supports, compared to similar non-clients.³⁵

Key Performance Indicators and Results (2024-25)

ESDC monitors and evaluates EBSM programming delivered by PTs using three key performance indicators (KPIs). These KPIs assess the core objective of the LMDAs: (1) supporting EI active claimants with employment support and benefit services; (2) helping EI claimants return to work; and (3) generating savings for the EI Part I system. Performance from FY 2024-25 is shown in the table below:

Table 3.1.2.1: Canada, 2024-25 results based on key performance indicators

Key performance indicators	Description	2024-25 Result	Year-over-year change
Active claimant clients served	Measures the extent to which LMDAs served EI claimants, the principal client group.	172,339	-2.3%
EI-insured clients who returned to employment	Assesses success in helping EI-insured clients return to work.	169,845	-0.5%
Non-insured clients who returned to work	Additional measure of LMDA impact beyond EI-insured clients.	60,774	-10.4% ⁵
Unpaid EI Part I benefits resulting from returns to employment	Indicates EI Part I savings from clients returning to work before exhausting their EI benefits.	\$1.1 billion	+20.3%

Notes:

¹ 60.3% of active claimants received services within the first 12 weeks of their benefit period.

² 52.4% of EI Part I benefit entitlements were saved due to early returns to employment.

³ In 2024-25, the LMDAs continued to support individuals and employers across Canada in obtaining skills training and employment support services. Results for this year reflect the end of \$425 million in additional "top-up" funding, which will have affected program outcomes and expenditures compared to previous years.

⁴ All national level results presented in this section include pan-Canadian programming data, except for the breakdown by service type, as Indigenous pan-Canadian programs do not separate services into these categories.

⁵ The year-over-year decrease is due to the methodological correction being applied in 2024-25 but not to previous years.

Amid evolving labour market and economic conditions in 2024-25 across Canada, the number of active EI claimants served decreased by 2.3% compared to the previous year, serving 172,339 active EI

³⁵ Evaluations of the LMDAs occur every five years to assess their impact and effectiveness. The first cycle (1998-12) included formative and summative evaluations. The second cycle (2012-2017) produced national and bilateral reports based on nine studies covering 2002-15. The third cycle (2018-23) covered 2009-20, with findings published in 2022 and 2023 under the guidance of a federal-provincial-territorial committee. Key results from the third cycle show that LMDA-funded programs improve employment outcomes and reduce reliance on government income supports. Over time, the benefits of LMDA-funded EBSMs to participants and the government outweigh the costs.

claimants. The number of EI-insured clients who returned to work slightly decreased by 0.5% to 169,845.³⁶ In contrast, non-insured clients experienced a sharper decline of 10.4%, with 60,774 individuals returning to work. Meanwhile, unpaid EI Part I benefits resulting from active EI claimants' early returns to work rose significantly to \$1.1 billion, up from \$909 million in the previous year, representing a 20.3% increase.

Historical (10-year) view

Since 2015-16, the total number of clients served under the LMDAs has gradually decreased, from 734,124 in 2015-16 to 502,007 in 2024-25. This overall decrease includes a significant drop in the total number of active claimants served, which decreased by more than half – from 356,828 in 2015-16 to 172,399 in 2024-25.

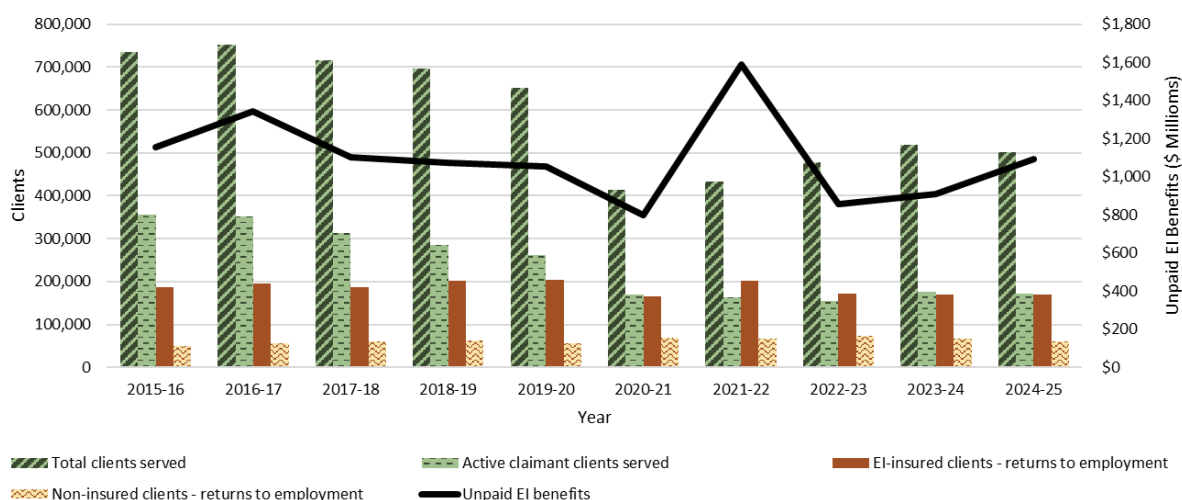
EI-insured clients: The number of EI-insured clients returning to employment has fluctuated over the past 10 years, increasing from 186,416 in 2015-16 to 202,749 in 2018-19 before decreasing to 169,845 in 2024-25. Per the 10-year chart below, this trend aligns with broader improvements in labour market attachment among insured participants, wherein fewer active claimant clients participated in services and—of those who did participate—more of them returned to work.

Non-insured clients: In contrast, the number of non-insured clients returning to employment increased gradually from 50,055 in 2015-16 to 66,774 in 2024-25, reflecting sustained demand for employment services among individuals not eligible for EI benefits.

Savings from unpaid EI benefits due to returns to work: Over the same 10-year period, the trendline of savings from unpaid EI benefits savings has proven more volatile. Unpaid EI benefits savings declined alongside the volume of services from \$1.15 billion in 2015-16 to \$800.2 million in 2020-21 but then peaked at \$1.6 billion in 2022-23 before stabilizing at \$1.1 billion in 2024-25. These fluctuations are attributed to pandemic-related disruptions and the subsequent recovery.

³⁶ This decrease can be attributed in part to methodological improvements concerning tracking of returns to work by non-insured clients.

Chart 3.1.2.1: Canada, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart includes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Supplemental performance indicators

Unpaid EI Benefits – Driving EI System Savings

As noted in the KPIs section, unpaid EI Part I benefits reached nearly \$1.1 billion in 2024-25 from an investment of just over \$2.1 billion, leading to a return on investment of 51.1%. This represents, a 15.7% increase from the previous year. This growth is significant given the context of reduced funding and reflects the impact of early interventions that help clients return to work before exhausting their EI entitlements.

Two main factors contributed to this rise:

- Higher unused entitlements per claimant: The average amount of benefits left unclaimed on a per-client basis grew from \$5,300 to \$6,300 year-over-year.
- More claimants returning to work early: The number of clients who did not use all their benefits increased from 81,000 to 94,000, expanding the group generating unpaid benefits.

Together, these factors amplified savings and underscore the importance of early engagement. In fact, 59.8% of active claimants (including pan-Canadian clients) started an Action Plan within 12 weeks of their benefit period, helping drive these results.

Regional Highlights

Savings were concentrated in provinces with the largest populations:

- **Ontario:** \$296.5M from 53,752 returns to work
- **Quebec:** \$186.8M from 39,335 returns to work
- **British Columbia:** \$168.7M from 19,941 returns to work

While most provinces saw returns to work representing less than 1.0% of their labour force, New Brunswick (1.42%) and Prince Edward Island (2.16%) exceeded this level, partly because these provinces serve a higher proportion of their workforce through LMDA programs. See the table below for further insight into unpaid benefits and returns to work.

Table 3.1.2.2: Canada, 2024-25, supplemental indicators, by province or territory

Province/Territory	% of active claimants whose action plan started within 12 weeks of their benefit period's commencement	EI-insured Part II clients who returned to work after participation as a percentage of the total size of the labour force in the region ²	Non-insured Part II clients who returned to work after participation as a percentage of the total size of the labour force in the region ³	Unpaid EI benefits due to active claimant clients having returned to work as a proportion of the total benefits they would have received had they not returned to work.
Newfoundland and Labrador	41.4%	0.70%	0.04%	47.3%
Prince Edward Island	68.0%	2.16%	0.49%	36.9%
Nova Scotia	62.0%	0.81%	0.32%	50.4%
New Brunswick	56.8%	1.42%	1.08%	45.5%
Quebec	58.1%	0.81%	0.19%	37.0%
Ontario	51.4%	0.61%	0.35%	55.3%
Manitoba	72.0%	0.82%	0.65%	60.7%
Saskatchewan	68.2%	0.87%	0.03%	63.9%
Alberta	73.9%	0.63%	0.03%	66.6%
British Columbia	68.9%	0.64%	0.23%	58.2%
Yukon	77.6%	0.59%	0.12%	58.7%
Northwest Territories	47.1%	0.57%	0.08%	56.9%
Nunavut	0.0%	0.11%	0.00%	73.9%
Canada	61.0%	0.70%	0.27%	52.9%
Pan-Canadian	35.3%	1.65%	n/a	36.7%
Total	59.8%	0.76%	0.27%	52.4%

Notes:

¹ These indicators reflect outcomes influenced by multiple factors beyond the scope of the EI Part II and should not be solely attributed to EI Part II services.

² EI-insured Return to work/total labour force represents the percentage of Active claimant clients, Former claimant clients and PPE clients who successfully re-entered employment between April 1, 2024 and March 31, 2025, after participating in an EI Part II service, measured against the total labour force.

³ Non-insured Return to work/total labour force represents the percentage of non-insured clients who successfully re-entered employment between April 1, 2024 and March 31, 2025, after participating in a LMDA service, measured against the total labour force.

⁴ Pan-Canadian program labour force is defined as the total number of Indigenous people in Canada's labour force.

Comparing LMDA and Pan-Canadian programming

In 2024-25, a combined 847,992 pan-Canadian and non-pan-Canadian training and employment support services were provided under Part II of the *EI Act* for a decline of 2.7% compared to the last fiscal year. Of particular significance for EI part II non-pan-Canadian programming is a 19.5% decline in more intensive and costly employment benefit services—these are the primary vehicle for spurring skills development through job training. The decrease in these interventions can be attributed at least in part to the end of temporary funding, which took effect in the 2024-25 fiscal year. In contrast, services delivered under the Indigenous Skills and Employment Training (ISET) program under pan-Canadian programming rose by 4.1% to 53,851.

Table 3.1.2.3: Canada, 2023-24 and 2024-25, year-over-year change in services delivered, by service type

National level data	2023-24	2024-25	Year-over-year change
Total Employment Benefits Services	192,365	154,892	-19.5%
Total Support Measures: Employment Assistance Services	627,664	639,249	+1.8%
Total EBSM	820,029	794,141	-3.2%
Indigenous pan-Canadian	51,740	53,851	+4.1%
Total EBSM and Indigenous pan-Canadian services delivered	871,769	847,992	-2.7%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

Pan-Canadian changes

ISET program KPIs showed a modest decline in 2024-25. The program served 25,781 clients, including active EI claimants, former EI claimants, and Premiums Paid Eligible clients for a net decline of 1.9% compared to the previous year. Of all clients served, 12,772 secured employment for a 3.6% drop from the previous fiscal year. Despite the decreases, the program generated a notable increase in savings. Active EI claimants who returned to work before exhausting their EI Part I benefits saved the program \$22.4 million, a 9.5% increase compared to 2023-24, when savings totaled \$20.4 million.

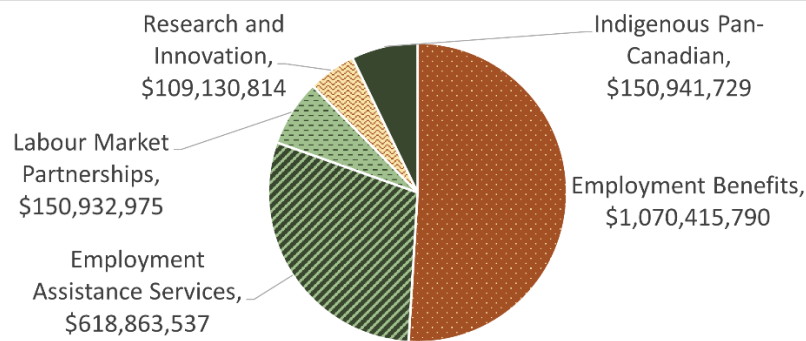
Summary of spending

Combined expenditures under Part II of the *EI Act*, for both EBSM programming and pan-Canadian activities, decreased by 16.7% in 2024-25, totalling \$1.9 billion.

Under the LMDAs, Employment Benefits remained the largest area of investment, totalling \$1.7 billion, representing the majority of expenditures by PTs. Compared to 2023-24, spending on Employment Benefits decreased by \$0.2 billion (14.1%). Spending on Employment Assistance Services decreased as well, down 13.1%, to \$618.9 million. Other significant investments included \$150.9 million in Labour Market Partnerships, \$109.1 million in Research and Innovation, and \$150.9 million in Indigenous pan-Canadian programming.

Note: Spending trends for 2024-25 reflect the end of temporary top-up funding, which supported higher expenditures in previous years.

Chart 3.1.2.2: Canada, 2024-25, total EBSM expenditures, by service type



Source: Provincial/Territorial Audited Statements.

Notes:

¹ Totals may not add due to rounding.

² The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

3.1.3 Interventions funded by the LMDAs

A variety of service types – known as EBSMs – are delivered under the LMDAs. This subsection outlines the types of services offered, highlighting key trends in 2024-25, and providing a breakdown of expenditures on them. This subsection also presents supplemental performance indicators to help illustrate the effectiveness of these services.

Types of services

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 categories are organized into two classifications: *Employment Benefits (EBs)*, which encompass five types of interventions, and *Support Measures (SMs)*, which comprise three types.

Employment Benefits are longer-term training and employment supports, providing individuals with the skills or work experience required to regain employment. Through the LMDAs, PTs provide Employment Benefits consistent with the five intervention categories outlined in the *EI Act*:

1. **Targeted Wage Subsidies (TWS)** – Assist clients in obtaining on-the-job work experience by providing employers with financial assistance to help pay clients' wages.
2. **Targeted Earnings Supplements (TES)**³⁷ – Encourage unemployed persons to accept employment through financial incentives.
3. **Self-Employment (SE)** – Provide financial assistance and business planning advice to eligible clients to help Canadians start their own business.
4. **Job Creation Partnerships (JCP)** – Provide clients with opportunities to gain work experience that will lead to ongoing employment.
5. **Skills Development – Regular (SD-R)** – Helps clients obtain employment skills by giving direct financial assistance that enables them to select, arrange for, and pay for training.
Skills Development – Apprentices (SD-A) – Apprentices are paid by their employer during periods of practical training. During the classroom portion of their training, apprentices are eligible for regular benefits under Part I of the *EI Act* if approved by their PT government. Depending on the regional and local priorities of the province or territory, the apprentice may receive EI Part II support to cover classroom-related expenses.

Support Measures fall into the subcategories of either (a) Employment Assistance Services (EAS) or (b) other Support Measures (SMs):

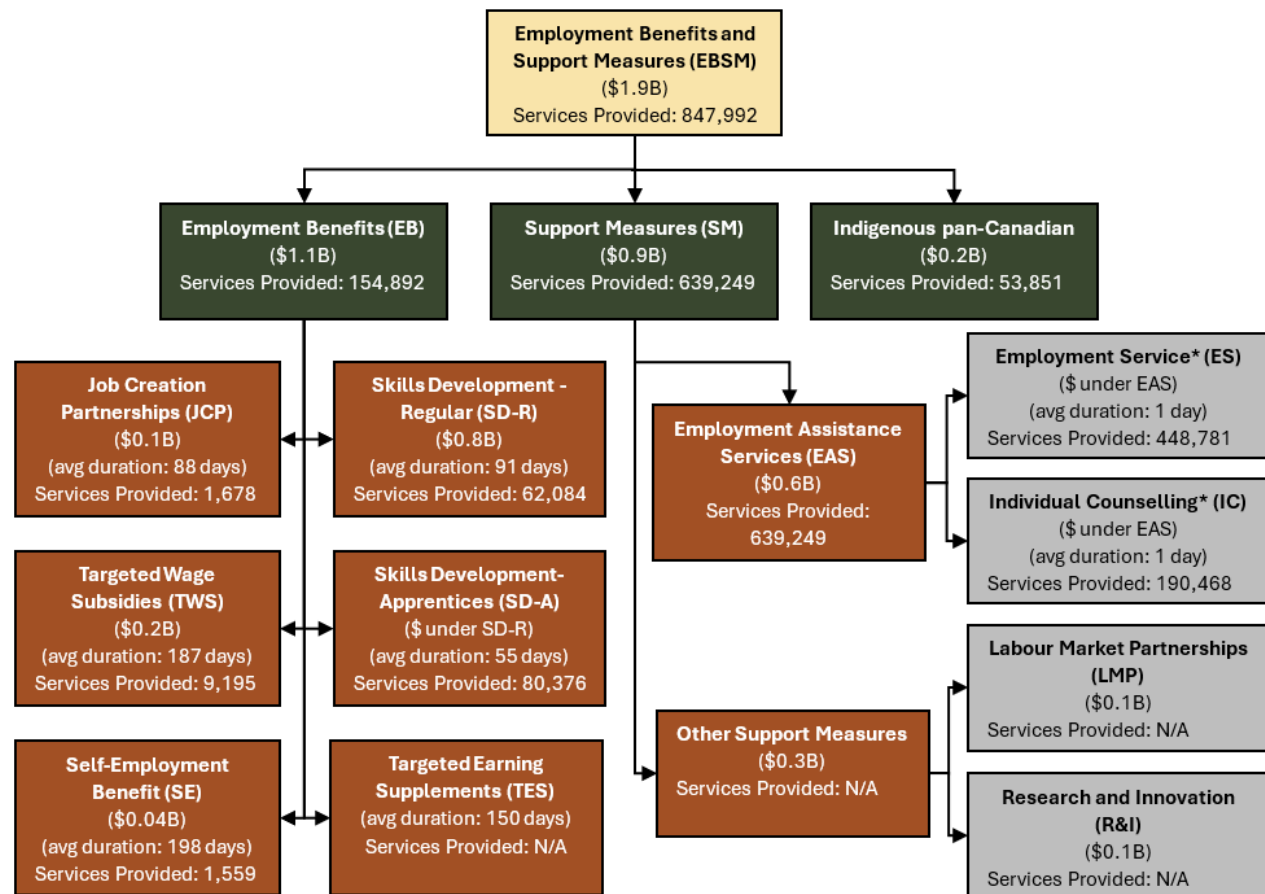
1. **Employment Assistance Services (EAS)** – Provide individual counselling in the form of one-on-one job seeking support; action planning; job search skills; job-finding clubs; job placement services; and more.
2. **Labour Market Partnerships (LMP)** – Help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments.
3. **Research and Innovation (R&I)** – Support activities that identify better ways of helping people to prepare for or keep employment and to be productive clients in the labour force.

³⁷ TES is not currently being used.

Expenditures by service type

Spending on services varies across PTs – as do decisions about which types of services to prioritize. The national picture of EBSM service delivery reflects this diversity accordingly. The visual below provides a breakdown of the different intervention types deployed in 2024-25, including average duration, the total amount invested in each, and the year-over-year change in the number of services delivered.

Chart 3.1.3.1: Canada, 2024-25, Labour Market Development Agreements at-a-glance, by service type



Notes:

¹ This chart reflects all new services started between April 1, 2024 and March 31, 2025.

² Figures expressed in thousands of dollars by service. Totals may not add due to rounding.

³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

2024-25 service trends and patterns

In 2024-25, a total of 847,992 services were delivered to Canadians (including Indigenous pan-Canadian services), a 2.7% decline from 2023-24, when 871,769 services were provided. Similarly, client volumes receded, dropping 3.3% to 502,007 from 519,184 in previous year.

- **Employment Benefits (EBs)** accounted for 154,892 services to Canadians in 2024-25, a 19.5% decrease from 192,365 in 2023-24. EBs tend to be more costly and complex, with stricter eligibility criteria, but they often lead to deeper and longer-lasting result for clients. In 2024-25, EBs accounted for 18.3% of all intervention services provided. As previously noted, the significant reduction in these services can be reasonably correlated with reduced funding.
- **Support Measures (SMs)**, including Employment Assistance Services (EAS), continue to represent the majority of services provided. In 2024-25, delivery of SM services increased by 1.8% to 639,249 from 627,664 in 2023-24 – accounting for 75.4% of all services provided. Clients typically begin with an SM to assess their needs, determining which additional benefits or services might best support their return to the labour market. As these services increased in a time of reduced funding, it can be reasonably hypothesized that they stood in for their more expensive EB counterpart services in at least some cases in 2024-25.

The mix of SMs and EBs reflects broad use of lower-cost and more broadly accessible employment assistance services, while EBs are costlier because they deliver more targeted, skills-based supports.

Table 3.1.3.1: Canada, 2024-25, services delivered, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Total Employment Benefits	154,892	-19.5%	18.3%	-3.8
Total Support Measures	639,249	+1.8%	75.4%	+3.4
Total EBSM	794,141	-3.2%	93.6%	-0.5
Indigenous pan-Canadian	53,851	+4.1%	6.4%	+0.5
Total EBSM and Indigenous pan-Canadian services delivered	847,992	-2.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² The decrease in Employment Benefits (EB) is mostly attributable to a coding correction made by three provinces who had in prior years been coding some of their single day workshops as an EB instead of as a Support Measure. Prior to this coding correction, EB counts had been stable between 2023-24 and 2024-25.

³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

Delivery of Employment Benefits (EBs) services in 2024-25

As noted elsewhere, employment Benefits provided 154,892 services in 2024-25, a 19.5% decline from the previous year, reflecting lower EB expenditures, which also fell by 14.1% to \$1.1 billion.

Skills Development (SD) programs continued to be the primary Employment Benefit in 2024-25, accounting for 92.0% of all EB services undertaken – ensuring clients have the necessary skills for Canada’s labour market. Expenditures on SD totalled \$798.9 million, down 19.7% from the previous year.

- **Skills Development, Regular services (SD-R)**—which include occupational skills training, literacy and essential skills programs, and language training—fell by 37.8% to 62,084 services. This significant decline is due in part to a coding issue where some workshops provided by PTs were accidentally coded as SD-R rather than EAS Employment Services. SD-R services accounted for 40.1% of all Employment Benefits services in 2024-25.
- In contrast, **Skills Development – Apprentices (SD-A)** services rose by 3.2% to 80,376, representing 51.9% of all EB services. This growth in SD-A services reflects a sustained emphasis on equipping workers with the specialized skills needed to meet specific labour market demands so they can fill well-defined job opportunities.

Accounting for 5.9% of all EB services, **Targeted Wage Subsidies (TWS)** fell by 16.7% to 9,195 services in 2024-25. Despite lower volumes, expenditures on TWS fell by 3.5%, totalling \$172.9 million. Self-Employment (SE) supports, which represents 1.0% of all EB services, incurred a steeper decline, dropping by 27.2% to 1,559 services even as spending on them fell by 25.5% to \$41.8 million.

Job Creation Partnerships (JCPs)—which provide clients with opportunities to gain work experience that will lead to ongoing employment—saw service volumes increase by 10.1%, to 1,678 – accounting for 1.1% of all EB services. This growth in JCP volumes occurred alongside a 271.8% increase in spending on them as disbursements totalled \$56.6 million.

Table 3.1.3.2: Canada, 2024-25, Employment Benefits key facts, by service type

Employment Benefits	Services	Year-over-year change	Share of employment benefits total	Expenditures	Year-over-year change
Targeted Wage Subsidies	9,195	-16.7%	5.9%	\$172,976,482	-3.5%
Self-Employment	1,559	-27.2%	1.0%	\$41,843,113	-25.5%
Job Creation Partnerships	1,678	+10.1%	1.1%	\$56,611,963	+271.8%
Skills Development-Regular	62,084	-37.8%	40.1%	\$798,984,231	-19.7%
Skills Development-Apprentices	80,376	+3.2%	51.9%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a	n/a
Total	154,892	-19.5%	100.0%	\$1,070,415,790	-14.1%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data, which does not separate services into these categories.

³ The decrease in SD-R is due to coding correction, where some workshops provided by some provinces were previously coded as Skills Development – Regular (SD-R) instead of an Employment Services (ES). Prior to this coding correction, SD-R counts were stable between 2023-24 and 2024-25.

⁴ Expenditure figures are expressed in the thousands of dollars by service. Totals may not add due to rounding.

⁵ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

Delivery of Employment Assistance Services (EAS) in 2024-25

Employment Assistance Services (EAS), delivered under the Support Measure (SM) service type, typically serve as the point-of-entry or first contact for individuals seeking services through which to re-enter the labour market. EAS play a critical role: they assess a person's needs and identify appropriate training or other employment supports that can facilitate their reattachment to the workforce. EAS is especially vital for individuals who have been disconnected from the labour market for a prolonged period or who exhibit low job attachment. Through a range of supports—from Employment Services (ES) to Individual Counselling (IC)—EAS assist clients in pursuing stable employment by offering tailored strategies and personalized guidance.

The number of EAS provided rose by 1.8% in 2024-25, totalling 639,249:

- **Employment Services (ES)**, which includes services such as job search assistance, remained the most frequently accessed type of EAS with 448,781 services delivered, accounting for 70.2% of all EAS. This represents a 5.4% increase compared to the previous year, underscoring the continued emphasis on early client engagement through needs assessments and personalized employment strategies, as well as a need to further leverage lower cost services in a time of reduced funding. In 2024-25, EAS expenditures totalled \$618.8 million, a 13.1% decrease from the previous year.
- **Individual Counselling (IC)** services declined by 6.1% to 190,468 services, representing 29.8% of all EAS delivered. Despite this decrease, IC remains a key component of employment support, offering personalized and in-depth assistance to help clients overcome barriers to employment. These services continue to play a vital role in supporting job seekers as they navigate a dynamic and evolving labour market.

Delivery of Other Support Measures in 2024-25

Other Support Measures include Labour Market Partnerships (LMP) and Research & Innovation (R&I), both of which play a critical role in strengthening the labour market and supporting workforce development.

The Labour Market Partnerships (LMP) offer crucial support to employers, assisting them in managing workforce adjustments and addressing human resources needs and challenges. These supports are also extended to employee and employer associations, community organizations, and local communities, enabling them to develop and implement strategic workforce solutions. In 2024-25, LMP expenditures totalled \$150.9 million for a 33.6% decline over the previous year.

Research & Innovation (R&I) initiatives aim to identify more effective ways of helping individuals prepare for, return to, or maintain employment, and be productive participants in the labour force. In 2024-25, R&I expenditures totalled \$109.1 million, compared to \$185.2 million the previous year. The outcomes of R&I projects are reviewed through evaluations, where applicable, and impactful approaches are shared as best practices to inform and enhance other employment programs.

Table 3.1.3.3: Canada, 2024-25, Support Measures key facts, by service type

Support Measures	Services	Year-over-year change	Share of total support measures	Expenditures	Year-over-year change
Employment Services (ES)	448,781	+5.4%	70.2%	\$618,863,537	-13.1%
Individual Counselling (IC)	190,468	-6.1%	29.8%	Included above	Included above
Labour Market Partnerships (LMP)	n/a	n/a	n/a	\$150,932,975	-33.6%
Research & Innovation (R&I)	n/a	n/a	n/a	\$109,130,814	-41.1%
Totals	639,249	+1.8%	100.0%	\$878,927,326	-21.9%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data, as the program do not separate services into these categories.

³ The increase in ES is mostly due to a coding correction, where some workshops provided by some provinces were previously coded as Skills Development – Regular (an Employment Benefit) instead of as an ES. Prior to this coding correction, EAS counts were stable between 2023-24 and 2024-25.

⁴ There are no data on any distinct services provided to individual clients under LMP and R&I; only expenditure amounts are provided by Chief Financial Officer Branch.

⁵ Expenditure figures expressed in thousands of dollars by service. Totals may not add due to rounding.

⁶ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

3.1.4 Clients served by the LMDAs

This section describes the types of clients served by the LMDAs, including socio-demographic profiles and a breakdown by PT, offering insight into who accesses services across jurisdictions.

A **client** is an individual who has received at least one training and/or employment support or service that started in fiscal year 2024-25 and was funded by the LMDAs or by Indigenous organizations. Clients are categorized into different types based on their eligibility and EI claim history.

A **training and/or employment support or service** is a discrete program or service in which a client participates. Each service is attributed to the fiscal year in which it started.

Types of clients

Broadly, LMDA client types are as follows:

- 1. Active claimant clients** are those who were receiving EI Part I regular benefits when they requested labour market supports. Typically, they have stronger and more recent job attachment. They tend to return to work more quickly than those with weaker ties to employment.
- 2. Former claimant clients** are those who received EI benefits in the previous 5 years.
- 3. Premiums Paid Eligible (PPE)** are unemployed individuals who have made EI premium contributions on \$2,000 or more in earnings in at least 5 of the last 10 years. This criterion helps support individuals with weaker or less consistent labour force attachment.
- 4. Non-insured clients** are those who are not eligible for Employment Benefits under EI Part II, but access Employment Assistance Services. This group includes new labour-market entrants and people who were previously self-employed without paid employment income.

2024-25 client trends and patterns

In 2024-25, the total number of clients served under the LMDAs declined 3.3% to 502,007—down from 519,184 in 2023-24. Active claimant clients (including Indigenous pan-Canadian clients) accounted for the largest share of clients, representing 34.3% of all clients despite a 2.3% decrease in their number to 172,399.

Meanwhile, the number of former claimant clients served (including Indigenous pan-Canadian clients) rose by 2.7% to 119,159. The increase pushed the share of former claimant clients up 1.4 percentage points to 23.7%. The continued predominance of active claimants over former claimants suggests that services are effectively reaching individuals shortly after they begin receiving EI benefits.

The share of Premiums Paid Eligible (PPE) individuals—clients who are not currently on EI but paid EI premiums contributions in at least five of the past ten years—declined slightly from 9.5% to 9.2% for 0.3 percentage point decline.

Finally, the share of non-insured clients served decreased from 33.9% to 32.4% for a 1.5 percentage point decline, indicating a comparative reduction in service uptake among individuals with the weakest labour market attachment.

Table 3.1.4.1: Canada, 2023-24 and 2024-25, year-over-year change in client volumes, by client type

National level data	2023-24 Clients Served	2023-24 Share of total clients	2024-25 Clients Served	2024-25 Share of total clients	Year-over-year change (clients served)
Active claimant clients (including Indigenous pan-Canadian clients)	176,392	34.0%	172,399	34.3%	-2.3%
Former claimant clients (including Indigenous pan-Canadian clients)	115,999	22.3%	119,159	23.7%	+2.7%
Premiums-paid eligible (PPE) individuals (including Indigenous pan-Canadian clients)	49,443	9.5%	46,389	9.2%	-6.2%
Non-insured	175,945	33.9%	162,893	32.4%	-7.4%
Client type unspecified	1,405 ²	0.3%	1,167 ³	0.2%	-16.9%
Total	519,184	100.0%	502,007	100.0%	-3.3%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² In 2023-24, the 1,405 represents the estimated total number of clients served by NU and YU, with NU accounting for 1,167 and YK for 238, which cannot be disaggregated by type due to data limitations.

³ In 2024-25, the 1,167 represents the estimated total number of clients served by NU, which can not be disaggregated by type due to data limitation.

⁴ This table includes Indigenous pan-Canadian data.

The distribution of clients remains similar when excluding Indigenous pan-Canadian clients. Active claimant clients continue to represent the largest share of clients at 34.5% (163,949 individuals), followed by non-insured clients at 34.3% (162,893 individuals), former claimant clients accounted for 22.4% (106,695 individuals) and PPE clients represented 8.7% (41,522 individuals). Indigenous pan-Canadian clients represented 5.1% of total clients (25,781 individuals), including 8,450 active claimants, 12,464 former claimants, and 4,867 PPE clients.

Table 3.1.4.2: Canada, 2024-25, clients served and relative share, by client type

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Client type not unspecified ²	Total
Clients served under the LMDAs (excluding Indigenous pan-Canadian clients)	163,949	106,695	41,522	162,893	1,167	476,226
Indigenous pan-Canadian clients	8,450	12,464	4,867	n/a	0	25,781
Total	172,399	119,159	46,389	162,893	1,167	502,007
Share of total (including Indigenous pan-Canadian clients)	34.3%	23.7%	9.2%	32.4%	0.2%	100.0%
Share of total (excluding Indigenous pan-Canadian clients)	34.4%	22.4%	8.7%	34.3%	0.2%	100.0%

Notes:

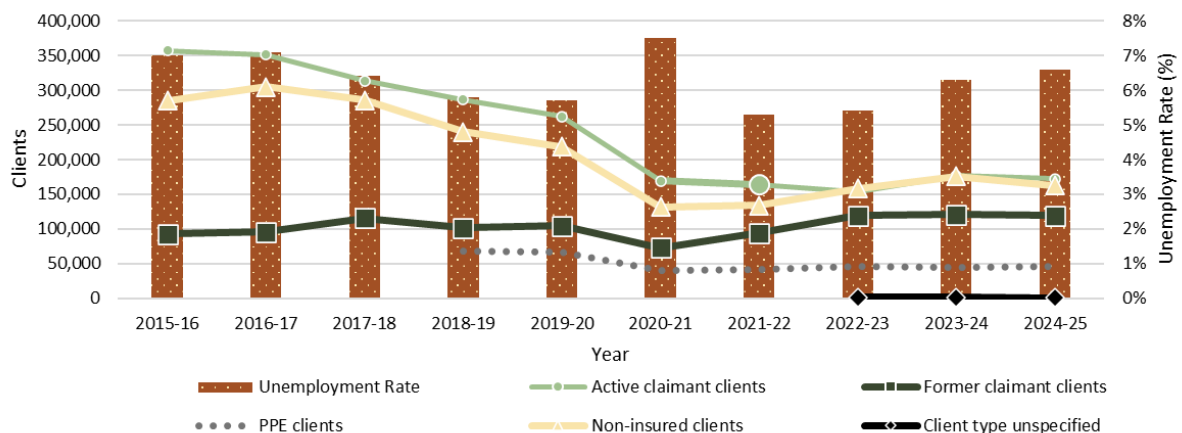
¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² In 2024-25, the 1,167 represents the estimated total number of clients served by NU, which cannot be disaggregated by type due to data limitations.

Since 2015-16, the number of clients (including Indigenous pan-Canadian clients) served under the LMDAs showed different shifts across client types, reflecting evolving labour market conditions, changes in EI Part II eligibility rules, and the effects of the COVID-19 pandemic. The number of active claimant clients declined overall during this period, from 356,828 in 2015-16 to 172,399 in 2024-25, after reaching a low of 153,909 in 2022-23. This sharp drop can be broadly attributed to public health restrictions which, at that point in the COVID-19 pandemic, limited service delivery. More recently, participation has risen as the national unemployment rate rose slightly to 6.6% in 2024-25.

Over the last decade, the number of former claimant clients increased from 92,689 in 2015-16 to 119,159 in 2024-25, indicating greater uptake of services by individuals no longer receiving EI benefits. Non-insured client use declined from 284,607 to 162,893 over the same period, following a pattern similar to active clients, with a sharp drop between 2018-19 and 2020-21 and a modest rebound thereafter before declining again in 2024-25. PPE clients also decreased, falling from 67,490 in 2018-19 to 46,389 in 2024-25.

Chart 3.1.4.1: Canada, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Historical data has been adjusted to enhance accuracy.

³ This chart includes Indigenous pan-Canadian data.

⁴ In 2022-23, the 1,393 represents the estimated total number of clients served by NU and YU, with NU accounting for 1,155 and YK for 238, which cannot be disaggregated by type due to data limitations.

⁵ In 2023-24, the 1,405 represents the estimated total number of clients served by NU and YU, with NU accounting for 1,167 and YK for 238, which cannot be disaggregated by type due to data limitations.

⁶ In 2024-25, the 1,167 represents the estimated total number of clients served by NU, which can not be disaggregated by type due to data limitation.

Clients by socio-demographic group

The following section provides a detailed breakdown of LMDA clients across key demographic dimensions: (1) age distribution, (2) designated and/or under-represented groups and (3) official language preference and service delivery. These insights help illustrate who is accessing employment supports and how service delivery aligns with the diverse needs of Canada's labour force.

Age distribution

In 2024-25, the age profile of LMDA clients shifted slightly compared to the previous year. Youth clients (aged 15-24) accounted for 21.1% of all clients, up from 20.8%, despite a small decline in their numbers from 107,884 to 105,932. Core-age clients (25-54) remained the largest group, representing 66.0%, up marginally from 65.6%, with participation falling from 340,612 to 331,148. The share of clients aged 55 and older declined from 12.6% to 11.8%, with their numbers decreasing from 65,213 to 58,870, indicating reduced engagement among older workers.

Table 3.1.4.3: Canada, 2024-25, clients served, by client age

Age group	Number	Share of total
15 to 19	28,107	5.6%
20 to 24	77,825	15.5%
25 to 29	77,755	15.5%
30 to 34	73,185	14.6%
35 to 39	60,623	12.1%
40 to 44	49,674	9.9%
45 to 49	38,566	7.7%
50 to 54	31,345	6.2%
55 to 59	26,859	5.4%
60 to 64	21,118	4.2%
65 and over	10,893	2.2%
Age undisclosed ²	6,057	1.2%

Notes:

¹ This table reflects all clients served between April 1, 2024, and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

Table 3.1.4.4: Canada, 2023-24 and 2024-25, year-over-year change in clients served, by client age category

National level data	2023-24 Clients Served	2023-24 Share of total clients	2024-25 Clients Served	2024-25 Share of total clients	Year-over-year change (clients served)
Youth clients (15-24 years old)	107,884	20.8%	105,932	21.1%	-1.8%
Core age clients (25-54 years old)	340,612	65.6%	331,148	66.0%	-2.8%
Workers aged 55+	65,213	12.6%	58,870	11.7%	-9.7%
Age undisclosed ²	5,475	1.1%	6,057	1.2%	+10.6%
Total	519,184	100.0%	502,007	100.0%	-3.3%

Notes:

¹ This table reflects all clients served between April 1, 2024, and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

From 2015-16 to 2024-25, core-age clients (25-54 years old) consistently represented the majority of LMDA clients. Their share fluctuated modestly, starting at 66.9% in 2015-16, before dipping to 63.1% in 2018-19, and gradually climbing back to 66.0% in 2024-25. The number of core-age clients followed a similar pattern, falling to 270,881 in 2020-21, then recovering to 281,876 in 2024-25 as labour market conditions stabilized. These proportions are similar to the broader labour force, where core aged workers represented 65.1% of the labour market.³⁸

Youth (15-24 years old) participation exhibited more volatility. Although the number of youth clients declined from 130,538 in 2015-16 to 105,932 in 2024-25, their share as clients rose to a peak of 24.6% in 2021-22. This spike coincided with pandemic-related disruptions, which disproportionately affected younger workers, reflected in the youth unemployment rate that peaked at 21.1% in 2020-21, before falling to 13.4% by 2024-25.³⁹ These trends suggest that LMDA services remain a critical resource for young people, even as demand among other age groups stabilizes. The representation of youth in the

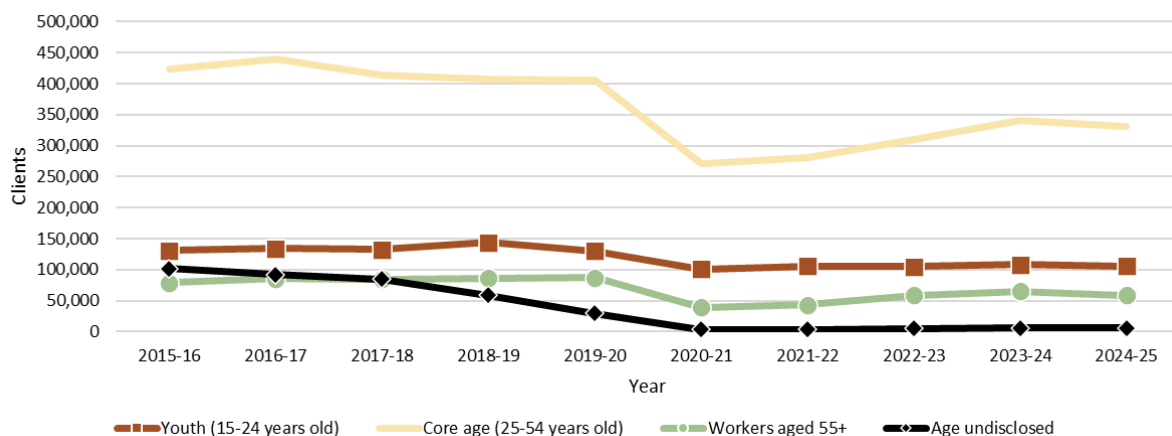
³⁸ Statistic Canada (October 2025). [Labour force characteristics by gender and detailed age group, monthly, unadjusted for seasonality \(x 1,000\)](#).

³⁹ Statistic Canada (October 2025). [Labour force characteristics by gender and detailed age group, monthly, unadjusted for seasonality \(x 1,000\)](#) & [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#).

labour market at large remained near constant between the two years (13.8% in 2023-24 and 14.0% in 2024-25).⁴⁰

Older workers (55+) consistently made up a smaller share of LMDA clients. Their participation increased from 12.5% in 2014-15 to 13.9% in 2019-20, before dropping to 9.5% in 2020-21. A partial recovery followed, with their share rising to 12.6% in 2023-24, before dipping to 11.7% in the most recent year. The number of older clients fell from 78,696 in 2015-16 to 58,870 in 2024-25, following a similar pattern to other age groups and mirroring lower participation among older Canadians within the broader labour force (decreasing from 21.1% to 20.5%).⁴¹

Chart 3.1.4.2: Canada, 2015-16 to 2024-25, clients served, by client age category



Notes:

¹ This chart reflects all clients served between April 1, 2024, and March 31, 2025.

² Clients for whom a valid date of birth was not provided are included in the 'Age undisclosed' category.

Table 3.1.4.5: Canada, 2015-16 to 2024-25, relative client share, by client age

Client age	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Youth (15-24 years old)	17.8%	17.9%	18.6%	20.7%	20.0%	24.3%	24.4%	21.9%	20.8%	21.1%
Core age (25-54 years old)	57.6%	58.5%	57.8%	58.5%	62.2%	65.4%	64.8%	64.8%	65.6%	66.0%
Workers aged 55+	10.7%	11.3%	11.9%	12.4%	13.3%	9.4%	9.9%	12.2%	12.6%	11.7%
Age undisclosed ²	13.9%	12.3%	11.8%	8.5%	4.5%	0.9%	0.9%	1.1%	1.1%	1.2%

Notes:

¹ This chart reflects all clients served between April 1, 2024, and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

⁴⁰ Statistic Canada (October 2025). [Labour force characteristics by gender and detailed age group, monthly, unadjusted for seasonality \(x 1,000\)](#) & [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#).

⁴¹ Statistic Canada (October 2025). [Labour force characteristics by gender and detailed age group, monthly, unadjusted for seasonality \(x 1,000\)](#).

Designated and/or under-represented groups

Between 2023-24 and 2024-25, representation among the different designated and/or under-represented groups remained largely stable, with year-over-year changes of less than one percentage point in each designated group's overall share of total services provided. Services delivered to Persons with disabilities rose 1.9% to 157,461 services – pushing the group's share of services to 18.6%.⁴²

Also increasing their share of LMDA services were racialized people, representing 20.6% of all services received. On a nominal bases, racialized people received 176,262 services in 2024-25, a 1.0% decrease from the previous year. The decrease in representation for services countered the increase in representation among the broader labour force of racialized people within the same fiscal period. Furthermore, LMDA service share for this group remains below that of the national labour force –34.8% in 2024-25).⁴³

Indigenous people accessed 121,304 services in 2024-25, a 1.3% drop in volume compared to the previous year. Despite the decline, the group's share of LMDA services rose 0.2 percentage points to 14.3%. In contrast, Indigenous workers' share of the labour force held steady at 3.5% in 2024-25).⁴⁴ The representation of youth in the labour market at large remained near constant between the two years (13.8% in 2023-24 and 14.0% in 2024-25).⁴⁵

The proportion of women that received supports declined from 43.5% to 42.6% (0.9 percentage points decrease), remaining below their share of the broader labour force at 47.1%.⁴⁶

Table 3.1.4.6: Canada, 2023-24 and 2024-25, year-over-year change in total services delivered, by client's designated group

Designated and/or under-represented groups	2023-24 Service provided	2023-24 Share of total services	2024-25 Service provided	2024-25 Share of total services	Year-over-year (services provided)
Persons with disabilities	154,570	17.7%	157,461	18.6%	+1.9%
Racialized people	176,262	20.2%	174,525	20.6%	-1.0%
Indigenous Peoples	122,930	14.1%	121,304	14.3%	-1.3%
Youth (15-24 years old)	176,583	20.3%	172,706	20.4%	-2.2%
Older workers (aged 55+)	104,248	12.0%	95,923	11.3%	-8.0%
Women	379,027	43.5%	361,136	42.6%	-4.7%
Services provided to all clients (for reference)	871,769	100.0%	847,992	100.0%	-2.7%

Notes:

¹ This table reflects services provided between April 1, 2024 and March 31, 2025.

² Indigenous pan-Canadian clients are included in all rows except racialized people, which is an identity that these clients are not asked about.

³ Reported counts may be lower than actual numbers due to reliance on voluntary self-identification.

⁴² Statistics Canada (October 2025). Direct comparison data unavailable for reference period due to release frequency (every five years).

⁴³ Statistics Canada (October 2025). [Labour force characteristics by visible minority group, three-month moving averages, monthly, unadjusted for seasonality \(Statistics Canada\)](#).

⁴⁴ Statistics Canada (October 2025). [Labour force characteristics by detailed Indigenous group, three-month moving averages, monthly, unadjusted for seasonality \(Statistics Canada\)](#).

⁴⁵ Statistics Canada (October 2025). [Labour force characteristics by gender and detailed age group, monthly, unadjusted for seasonality \(x 1,000\) & Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#).

⁴⁶ Statistics Canada (October 2025). [Labour force characteristics by gender and detailed age group, monthly, unadjusted for seasonality \(x 1,000\) & Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted \(Statistics Canada\)](#).

The table below presents the distribution of services accessed by LMDA clients across different demographic groups, highlighting engagement in Employment Benefits compared to Support Measures. Please note, Indigenous pan-Canadian programs do not separate services into these categories. In total, 794,141 services were delivered to all LMDA clients in 2024-25. Of these, 154,892 were Employment Benefits, representing 19.5% of all services, while 639,249 were Support Measures (i.e. EAS), accounting for 80.5% of the total.

Persons with disabilities accessed 18,848 Employment Benefits services, representing 12.5% of the total services delivered to this group, and 132,103 Support Measures services, accounting for 87.5%. Racialized people received 16,458 Employment Benefits services (9.4%) and 158,067 Support Measures services (90.6%). Indigenous peoples accessed 10,895 Employment Benefits services and 56,558 Support Measures services, with Employment Benefits representing 16.2% and Support Measures 83.8%, showing slightly higher engagement in Employment Benefits compared to other groups.

Youth (15-24 years old) recorded the highest engagement in Employment Benefits services, receiving 44,457 Employment Benefits services, representing 27.5% of their total, and 117,111 Support Measures services, or 72.5%. This higher engagement in Employment Benefits reflects the uptake in apprenticeship training taken up by this group. In contrast, older workers (aged 55+) accessed only 9,530 Employment Benefits services, accounting for 10.4% of their total and 81,947 Support Measures services or 89.6%, indicating they are less likely to participate in similar training programs as youth clients (15-24 years old). Finally, women accessed 41,552 Employment Benefits services, representing 12.4% alongside 292,876 Support Measures services or 87.6%.

Table 3.1.4.7: Canada, 2024-25, service delivered, by client's designated group

Designated and/or under-represented groups	Employment Benefit (EB) services	Employment Benefit Share of total services	Support Measures (SM) (i.e. EAS)	Support Measures (SM) Share of total services	Total service provided
Persons with Disabilities	18,848	12.5%	132,103	87.5%	150,951
Racialized people	16,458	9.4%	158,067	90.6%	174,525
Indigenous Peoples	10,895	16.2%	56,558	83.8%	67,453
Youth (15-24 years old)	44,457	27.5%	117,111	72.5%	161,568
Older workers (aged 55+)	9,530	10.4%	81,947	89.6%	91,477
Women	41,552	12.4%	292,876	87.6%	334,428
Services provided to all LMDA clients (for reference)	154,892	19.5%	639,249	80.5%	794,141

Notes:

¹ This table reflects services provided between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data, as the program do not separate services into these categories.

³ Reported counts may be lower than actual numbers due to reliance on voluntary self-identification.

⁴ The equivalent table in last year's MAR (Table 3.1.3.7) contained inaccuracies in the rows for youth and older workers. The correct number of EBs and SMs provided to youth in 2023-24 were 48,788 and 117,357 respectively while for older workers the correct counts were 14,472 and 85,387, respectively.

Official languages

To promote the full recognition and use of English and French in Canadian society, and to ensure that labour market programs and services are delivered in both official languages, all LMDAs include commitments by PTs to deliver services in both official languages where there is significant demand. The data presented also include Pan-Canadian programs, which similarly support bilingual delivery and accessibility across Canada.

The tables below show clients' official language preferences and the language in which services were delivered outside of Quebec during the 2024-25 fiscal year, where data was available. Clients with French language preferences received 17,871 services, representing 2.1% of the national total of services, and 2.6% of services where the client's language was known outside of Quebec.⁴⁷ Most of these services were provided in provinces with significant francophone populations such as Ontario, New Brunswick, Manitoba and Alberta, which, while having a smaller francophone population, still offers services where there is significant demand. Comparisons between the number of services provided to francophones and those delivered in French indicate most francophone clients in these provinces were served in their preferred official language.

Clients with English language preferences received 635,534 services, representing 74.9% of the national total, and 93.2% of services of where the client's language was known outside of Quebec.

Bilingual (English and French speaking) clients received 8,138 services, representing 1.0% of the national total and 1.2% of the services where the client's language was known outside of Quebec. Clients using a non-official language received 19,916 services, making up 2.3% of the national total, and accounting for 2.9% of services provided to clients whose language was known outside of Quebec. Finally, clients whose language was unknown (not reported) received 166,133 services, representing 19.6% of the national total, of which 151,465 were provided in Quebec.

⁴⁷ Quebec does not provide language data for its clients.

Table 3.1.4.8: Canada, 2024-25, official language (OL) preference for service interaction, by province and territory

Province/Territory	French	English	Bilingual (English and French)	Non-Official Language ³	Not reported ⁴	Total number of services
Newfoundland and Labrador	18	16,665	26	28	132	16,869
Prince Edward Island	11	10,105	897	389	10	11,412
Nova Scotia	2	21,092	0	0	1,890	22,984
New Brunswick	4,026	20,882	5,471	38	16	30,433
Quebec ⁵	n/a	n/a	n/a	n/a	151,465	151,465
Ontario	5,507	195,053	1	13	970	201,544
Manitoba	4,526	102,672	0	6,794	47	114,039
Saskatchewan	33	13,291	77	227	5,895	19,523
Alberta	2,335	87,577	0	550	1,233	91,695
British Columbia	189	118,626	126	11,095	179	130,215
Yukon	11	746	0	35	47	839
Northwest Territories	0	425	0	2	4	431
Nunavut	0	4	0	2	2,686	2,692
Canada	16,658	587,138	6,598	19,173	164,174	794,141
Indigenous Pan-Canadian	1,213	48,396	1,540	743	1,959	53,851
Total	17,871	635,534	8,138	19,916	166,133	847,992

Notes:

¹ This table reflects services provided between April 1, 2024 and March 31, 2025.

² This table reflect the official language of choice or the language in which clients interacted with service providers, which may differ from the language of service delivery.

³ Refers to languages other than English and French, which are the official languages of the Government of Canada.

⁴ “Not reported” refers to instances in which the language of the service was not specified. Quebec is exempt from providing the language of its services. Other instances of non-reporting may include information not being provided for apprenticeships, human error, or administrative limitations.

⁵ Quebec does not provide information on client language or language of service. Consequently, total counts are for services provided to francophone clients outside Quebec.

⁶ For Indigenous pan-Canadian clients, “Non-Official Language” refers to those who spoke only an Indigenous language. The categories French, English, and Bilingual (English and French) include clients who spoke the specified OL(s) alone or together with an Indigenous language. In total, 3,783 services were delivered to indigenous pan-Canadian clients who spoke at least one Indigenous language, either exclusively or in addition to an OL.

Table 3.1.4.9: Canada, 2024-25, official language (OL) of service delivered, by province and territory

Province/Territory	French	English	Non-official language ³	Not reported ⁴	Total number of services
Newfoundland and Labrador	1	16,455	0	413	16,869
Prince Edward Island	17	11,263	99	33	11,412
Nova Scotia	451	20,385	n/a	2,148	22,984
New Brunswick	6,932	23,404	1	96	30,433
Quebec ⁵	n/a	n/a	n/a	151,465	151,465
Ontario	4,732	182,347	8,882	5,583	201,544
Manitoba	4,934	108,080	0	1,025	114,039
Saskatchewan	0	16,992	0	2,531	19,523
Alberta	1,777	87,002	700	2,216	91,695
British Columbia	0	129,310	0	905	130,215
Yukon	n/a	n/a	n/a	839	839
Northwest Territories	0	414	0	17	431
Nunavut	0	1	0	2,691	2,692
Total	18,844	595,653	9,682	169,962	794,141

Notes:

¹ This table reflects services provided between April 1, 2024 and March 31, 2025.

² This table reflect the language in which the service was actually delivered, regardless of the client’s preferred official language (OL).

³ Refers to languages other than English and French, which are the official languages of the Government of Canada.

⁴ The ‘Not reported’ category refers to instances where PTs did not submit data for a specified category. Quebec is exempt from providing the language of its services. Non-reporting may occur due to a variety of reasons, including but not limited to differences in apprenticeship counts, variations in PT reporting requirements or inability to accurately collect language related data.

⁵ Quebec does not provide information on client language or language of service. Consequently, total counts for French represent services provided to clients outside Quebec.

⁶ This table excludes Indigenous pan-Canadian data, as the program does not provide the language(s) in which services were provided.

Clients by province and territory (PT)

Table 3.1.4.10: Canada, 2024-25, clients served, by client type and province or territory

Province/Territory	Active claimants target ³	Active claimants served	Former claimants served	PPE clients served	Total insured clients served	Non-insured clients served	Client type unspecified ²	Total clients served
Newfoundland and Labrador	5,000	3,734	2,106	227	6,067	982	n/a	7,049
Prince Edward Island	2,800	3,030	1,115	265	4,410	1,243	n/a	5,653
Nova Scotia	5,000	4,781	2,228	703	7,712	4,133	n/a	11,845
New Brunswick	4,700	5,120	2,671	885	8,676	6,518	n/a	15,194
Quebec ³	92,857	53,040	23,994	8,986	86,020	43,817	n/a	129,837
Ontario	30,218	36,818	46,200	17,078	100,096	46,800	n/a	146,896
Manitoba	4,678	6,470	4,096	2,474	13,040	12,575	n/a	25,615
Saskatchewan	18,593	5,712	4,763	3,648	14,123	794	n/a	14,917
Alberta	18,000	23,463	9,768	3,118	36,349	22,085	n/a	58,434
British Columbia	22,000	21,477	9,558	3,982	35,017	23,664	n/a	58,681
Yukon	200	205	107	92	404	255	n/a	659
Northwest Territories	275	87	88	64	239	27	n/a	266
Nunavut	75	12	1	0	13	0	1,167	1,180
Total EBSM	204,396	163,949	106,695	41,522	312,166	162,893	1,167	476,226
Indigenous Pan-Canadian	n/a	8,450	12,464	4,867	25,781	n/a	n/a	25,781
Totals	204,396	172,399	119,159	46,389	337,947	162,893	1,167	502,007

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² In 2024-25, the 1,167 represents the estimated total number of clients served by NU, which can not be disaggregated by type due to data limitation.

³ QC includes both active and former claimants in the "Active claimants target" column, whereas other jurisdictions only include active EI claimants.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

Targeting clients with the Targeting Referral and Feedback (TRF) system

Targeting Referral and Feedback (TRF): Connecting EI Applicants to Jobs Faster

The TRF system plays an important role in achieving the objectives highlighted earlier in Chapter 3—helping EI claimants return to work quickly and reducing reliance on income supports. By enabling early interventions, TRF strengthens the impact of Employment Benefits and Support Measures (EBSMs) and contributes directly to LMDA performance outcomes. Research shows that connecting individuals to training or job opportunities within the first four weeks of an EI claim significantly improves employment results and earnings, making TRF a key tool for maximizing program effectiveness.

TRF works by securely sharing data between ESDC and provinces and territories, allowing them to identify EI applicants early and offer services tailored to local labour market needs. Each jurisdiction sets its own criteria—such as occupation, education, or location—and can adjust these at any time to reflect changing conditions. When someone applies for EI online, TRF checks their profile against these criteria and sends referrals to the province if there's a match. Daily data exchanges keep referrals timely, and privacy safeguards are built in. TRF also supports targeted outreach to groups such as persons with disabilities, women, and visible minorities.

2024–25 Results

- **Applicants processed:** 1.5 million
- **Referrals made:** 674,347 (44.0% referral rate, up from 42.9%)
- **Top performers:** Northwest Territories (86.3%) and Ontario (77.0%)

Key Trends

- **Women:** 47.1% of the labour force but only 35.3% of applicants and 35.8% of referrals—likely linked to part-time work and EI eligibility rules.
- **Lower education:** High school or less made up 49.3% of applicants and 52.3% of referrals (vs. 23.9% of the labour force). Most worked in sales, trades, or manufacturing—jobs more vulnerable to layoffs.
- **Higher education:** Post-secondary graduates were underrepresented (41.3% of applicants vs. 76.1% of the labour force), reflecting greater job stability.
- **Work history:** Referred individuals averaged 774 days of prior employment, about 10% longer than other applicants.

Regional Highlights

- **Northwest Territories:** Highest referral rate (86.3%), with most referred workers having lower education (approximately 81%) and working in trades (40.5%).
- **Ontario:** Second highest (77.3%), with more referrals for those in manufacturing, business/finance, and science—reflecting its diverse economy.

Table 3.1.4.11: Canada, 2024-25, Targeting, Referral and Feedback (TRF), by province and territory

Provinces/Territories	% referrals from EI applicants, 2023-24	% referrals from EI applicants, 2024-25	Number of referrals, 2024-25
Newfoundland and Labrador	67.3%	30.3%	21,616
Prince Edward Island	0.0%	0.0%	0
Nova Scotia	52.1%	29.6%	17,864
New Brunswick	0.0%	0.0%	0
Quebec	49.9%	36.0%	143,803
Ontario	56.8%	77.3%	380,871
Manitoba	12.3%	29.0%	14,245
Saskatchewan	19.0%	18.3%	7,479
Alberta	23.1%	24.6%	41,761
British Columbia	29.3%	27.8%	44,982
Yukon	0.0%	0.7%	12
Northwest Territories	85.3%	86.3%	1,714
Nunavut	0.0%	0.0%	0
Canada	42.9%	44.0%	674,347

Spending by province and territory

A breakdown of spending by each high-level service type (Employment Benefits, Support Measures, Indigenous Pan-Canadian) as well as associated total administrative costs is presented in the table below:

Table 3.1.4.12: Canada, 2024-25, final EBSM expenditures, by province or territory

Province/Territory	Employment Benefits	Support Measures	Over-contributions	Indigenous Pan-Canadian	Adjustments ⁴	Subtotal	Administrative costs ⁵	Total
Prince Edward Island (NL)	\$72,895	\$50,650	\$0	\$2,766	\$415	\$126,726	\$8,937	\$135,663
Prince Edward Island (PE)	\$17,568	\$4,765	\$0	\$281	\$0	\$22,613	\$2,695	\$25,309
Nova Scotia (NS)	\$27,792	\$46,947	\$0	\$2,324	\$2,157	\$79,219	\$10,149	\$89,368
New Brunswick (NB)	\$53,160	\$32,739	\$0	\$1,712	\$0	\$87,611	\$8,922	\$96,533
Quebec (QC)	\$356,942	\$177,602	\$0	\$14,288	\$1,810	\$550,642	\$58,920	\$609,562
Ontario (ON)	\$205,724	\$378,026	\$0	\$27,079	\$8,052	\$618,882	\$57,277	\$676,159
Manitoba (MB)	\$26,849	\$17,601	\$54	\$19,783	\$64	\$64,351	\$6,079	\$70,430
Saskatchewan (SK)	\$28,717	\$9,490	\$0	\$18,349	\$1,145	\$57,700	\$6,022	\$63,722
Alberta (AB)	\$88,927	\$68,686	\$0	\$17,127	\$1,582	\$176,324	\$9,594	\$185,918
British Columbia (BC)	\$187,010	\$88,016	\$2,882	\$19,377	-\$788	\$296,497	\$20,530	\$317,027
Yukon (YT)	\$1,544	\$1,622	\$0	\$1,395	\$0	\$4,562	\$80	\$4,642
Northwest Territories (NT)	\$1,693	\$1,375	\$0	\$3,686	-\$370	\$6,383	\$1,450	\$7,833
Nunavut (NU)	\$1,595	\$1,408	\$0	\$4,255	-\$1	\$7,258	\$787	\$8,045
National Headquarters (NHQ) ³	\$0	\$0	\$0	\$18,518	-\$18,518	\$0	\$0	\$0
Totals by category	\$1,070,416	\$878,927	\$2,936	\$150,941	-\$4,453	\$2,095,767	\$191,443	\$2,290,210

Source: Provincial/Territorial Audited Statements

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.4A in last year's report.

³ Expenditure figures expressed in thousands of dollars by service. Totals may not add due to rounding.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

⁵ This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

⁶ Net Administrative costs include salary and non-salary to administer LMDAs and \$11 million for rent.

⁷ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

3.2 Provincial and Territorial activities

In 2024-25, Canada's LMDAs continued to be an essential tool for PTs, enabling them to design and deliver tailored employment programs that address their specific labour market needs. These agreements provide PTs the flexibility to implement tailored solutions that support local workers and employers. Under the LMDAs, PTs deliver programs and services that align with the EBSMs detailed under Part II of the *EI Act*.

The duty to consult:

Article 4 of the International Labour Organization (ILO's) Employment Service Convention (No. 88), established in 1948, is in force for Canada.⁴⁸ This convention applies in the case of EI Part II: stakeholder consultation must be built into the design and delivery of employment services. As the convention states:

- 1. Suitable arrangements shall be made through advisory committees for the co-operation of representatives of employers and workers in the organisation and operation of the employment service and in the development of employment service policy.*
- 2. These arrangements shall provide for one or more national advisory committees and where necessary for regional and local committees.*
- 3. The representatives of employers and workers on these committees shall be appointed in equal numbers after consultation with representative organisations of employers and workers, where such organisations exist.*

The distinct needs and challenges of each PT are central to the LMDA framework. Each year, PTs carry out consultations with a diverse range of stakeholders—including employers, industry associations, labour unions, community groups, Indigenous organizations, post-secondary institutions, and representatives of Official Language Minority Communities. These dialogues ensure that programs and services remain relevant to local labour market conditions, connect job seekers to meaningful opportunities, and provide businesses with access to skilled talent.

The approaches used for these consultations are as varied as the regions themselves. For example:

- The Government of Quebec uses a formal mechanism (Commission des partenaires du marché du travail) to engage all stakeholders on all Quebec programs at once
- New Brunswick implements Regional Labour Market Partnership Forums in 12 regions across the province
- Northwest Territories tailors its consultation process to each region of the territory via Regional Training Committees

⁴⁸ Convention ratified August 24, 1950.

- Alberta meets with stakeholders through ad-hoc roundtables, national advisory committees, and labour market information sessions

These targeted approaches allow PTs to gather crucial feedback and insights that directly inform their LMDA programming, ensuring a responsive and adaptable approach to evolving labour demands. By focusing on increasing labour market participation among underrepresented groups and enhancing employer access to a skilled workforce, PTs contribute to the inclusivity and resilience of Canada's economy.

Through the LMDAs, each PT not only addresses local labour market challenges but also contributes to national economic goals by building a workforce that is skilled, diverse, and ready for the future. The 2024-25 LMDA allocations reflect this commitment, as PTs work to bridge skills gaps, support workforce transitions, and create employment pathways that benefit both individuals and communities.

Below are the 2024-25 LMDA allocations:

Table 3.2: Canada, 2024-25, Final LMDA allocation, by province and territory

Province/Territory	Base funding	Administrative funding	Total funding
Newfoundland and Labrador	\$123,544,634	\$8,937,456	\$132,482,090
Prince Edward Island	\$22,332,111	\$2,695,332	\$25,027,443
Nova Scotia	\$74,738,706	\$10,148,601	\$84,887,307
New Brunswick	\$85,899,051	\$8,922,000	\$94,821,051
Quebec	\$534,544,015	\$58,920,000	\$593,464,015
Ontario	\$583,750,801	\$57,277,082	\$641,027,883
Manitoba	\$44,450,496	\$6,079,000	\$50,529,496
Saskatchewan	\$38,206,816	\$6,022,000	\$44,228,816
Alberta	\$157,613,720	\$9,594,000	\$167,207,720
British Columbia	\$275,606,902	\$20,535,000	\$296,141,902
Yukon	\$3,166,484	\$389,000	\$3,555,484
Northwest Territories	\$3,067,904	\$1,450,000	\$4,517,904
Nunavut	\$3,078,360	\$787,000	\$3,865,360
Totals	\$1,950,000,000	\$191,756,471	\$2,141,756,471

3.2.1 Newfoundland and Labrador

EBSM key facts

Table 3.2.1.1: Newfoundland and Labrador, 2024-25, clients served and relative share, by client type

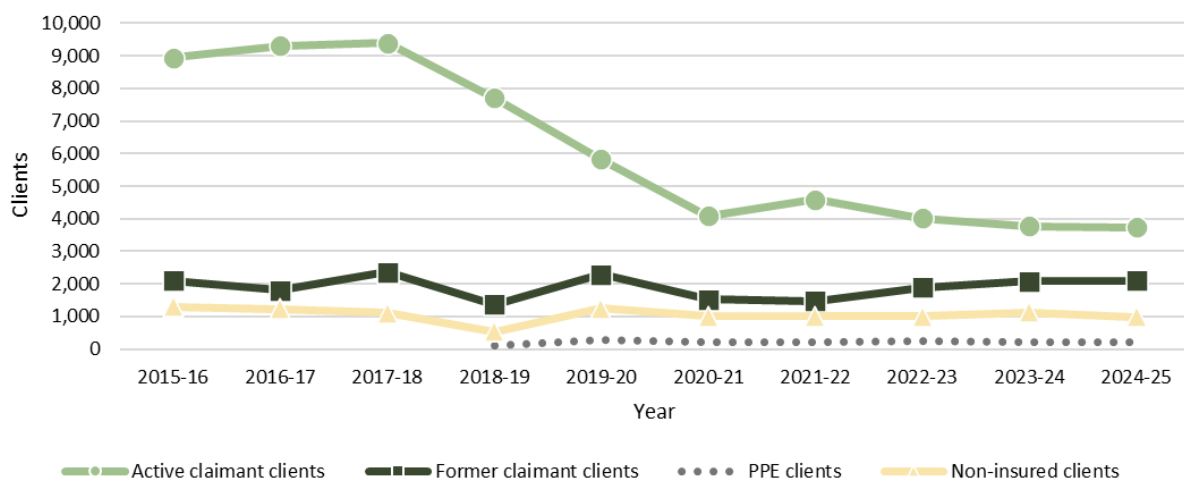
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	3,734	2,106	227	982	7,049
Share of total	53.0%	29.9%	3.2%	13.9%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024, and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.1.1: Newfoundland and Labrador, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024, and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.1.2: Newfoundland and Labrador, 2015-16 to 2024-25, relative client share, by client type

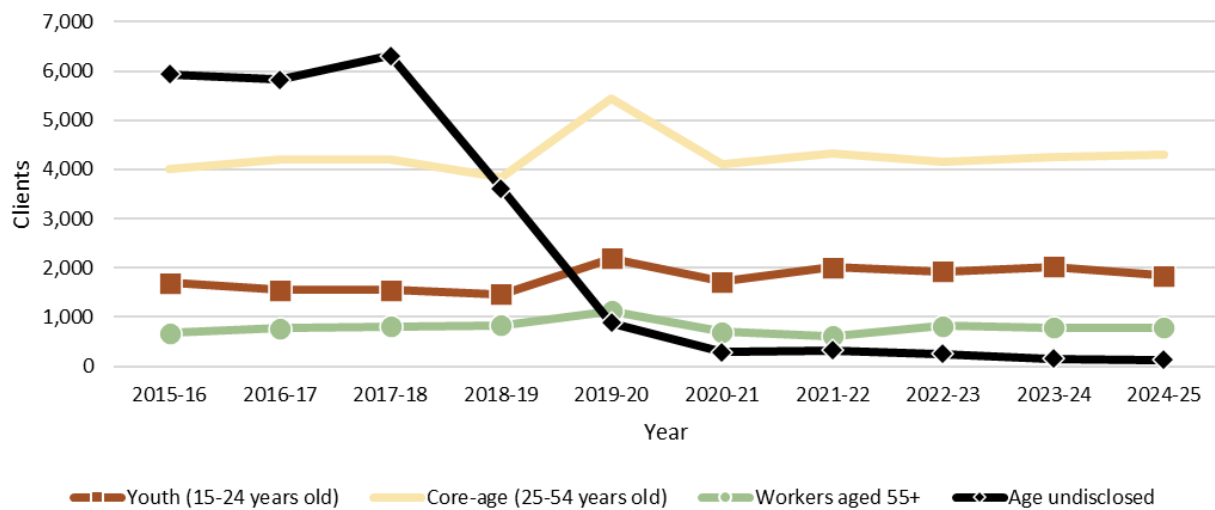
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	72.5%	17.0%	n/a	10.5%
2016-17	75.4%	14.7%	n/a	10.0%
2017-18	73.0%	18.4%	n/a	8.6%
2018-19	79.1%	14.1%	1.3%	5.6%
2019-20	60.4%	23.7%	2.9%	13.0%
2020-21	60.0%	22.4%	2.9%	14.7%
2021-22	63.1%	20.1%	3.0%	13.8%
2022-23	56.2%	26.4%	3.3%	14.1%
2023-24	52.4%	28.9%	3.0%	15.6%
2024-25	53.0%	29.9%	3.2%	13.9%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.1.2: Newfoundland and Labrador, 2015-16 to 2024-25, client served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Before 2019-20, NL provided aggregate counts for many of its clients which were not broken out by age, leading to a high number of clients of unknown age.

⁵ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.1.3: Newfoundland and Labrador, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	13.8%	32.6%	5.5%	48.1%
2016-17	12.5%	34.1%	6.2%	47.1%
2017-18	12.0%	32.7%	6.2%	49.1%
2018-19	15.0%	39.4%	8.5%	37.1%
2019-20	22.8%	56.4%	11.7%	9.1%
2020-21	25.3%	60.2%	10.2%	4.3%
2021-22	27.7%	59.5%	8.4%	4.4%
2022-23	27.0%	58.0%	11.5%	3.5%
2023-24	28.0%	59.0%	10.8%	2.1%
2024-25	26.1%	61.0%	11.2%	1.8%

Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Before 2019-20, NL did not provide aggregate age information for some of its clients leading to high percentages for the "Age undisclosed" age category.

⁵ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.1.4: Newfoundland and Labrador, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	5,070	-17.8%	30.1%	-3.7
Support Measures	11,799	-2.4%	69.9%	+3.7
Total services	16,869	-7.6%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.1.5: Newfoundland and Labrador, 2024-25, services delivered, by service type

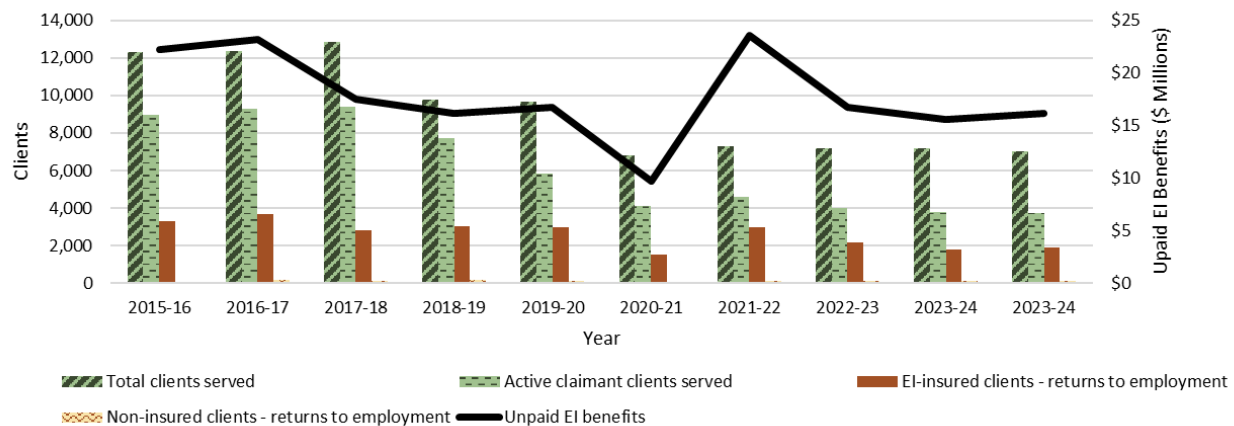
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	791	+13.6%	\$8,116,171	-15.5%
Self-Employment	146	-14.6%	\$3,688,821	-34.2%
Job Creation Partnerships	685	-14.1%	\$6,806,614	-12.5%
Skills Development-Regular	2,178	-33.7%	\$54,283,035	-5.6%
Skills Development-Apprentices	1,270	+4.0%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	5,070	-17.8%	\$72,894,641	-9.5%
Employment Services	6,238	+4.5%	\$8,312,834	-32.5%
Individual Counselling	5,561	-9.2%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$28,805,043	+48.5%
Research & Innovation	n/a	n/a	\$13,532,116	-46.3%
Total Support Measure	11,799	-2.4%	\$50,649,993	-11.0%
Total EBSMs	16,869	-7.6%	\$123,544,634	-10.1%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.1.3: Newfoundland and Labrador, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

Both the Government of Newfoundland and Labrador's Department of Finance and the Conference Board of Canada (CBOC) have provided recent outlooks into Newfoundland and Labrador's economy and labour market.^{49,50} The majority of data and trends presented below are taken from these sources, unless otherwise noted.

In 2025, Newfoundland and Labrador has continued to experience a strong economy, with positive GDP growth forecasted for the year by the Department of Finance (up to 4.4. per cent). Unlike previous years, this year's economic profile has been more heavily affected by factors such as market prices, political impacts (e.g., the Ukraine war and fertilizer prices), and most notably tariffs. This has created heightened economic uncertainty across Canada which is also being felt in Newfoundland and Labrador. As a result, annual provincial employment for 2025 is expected to increase only slightly from the previous year (CBOC) or even decrease (Department of Finance), with most of the increase likely occurring during the earlier months of 2025 (and further contraction expected during the second half). Outlooks are expected to vary by industry, with most industries projected to see an employment decline in 2025, except for agriculture, construction, wholesale trade, and retail trade. Further factors impacting the current and future labour market include the following:

- **Demographic shifts** (such as a decreasing population coupled with an aging population) are expected to become more impactful on the economy and labour market in the months leading up to 2026 and beyond. For example, a shrinking population and rising retirements will potentially contract the labour force, lowering unemployment over the longer term but also increasing the competition for workers. The partial contraction of employment in the later months of 2025 is expected to be followed by a further weakening of the job market in 2026 due to these less positive demographic prospects.
- Newfoundland and Labrador's **unemployment rate** has remained relatively stable, consistently hovering around 10% in recent years. The rate was 9.9% in 2023 and edged up only slightly to 10.0% in 2024. The most recent year-to-date data for January to September 2025 shows a similar pattern, with the provincial rate averaging 10.2%.
- On the other hand, Canada's **national unemployment rate** was 6.3% in 2024 and 5.4% in 2023.⁵¹ The year-to-date unemployment rate nationally is also higher than last year (at 7.0 per cent). In other words, both geographies are showing a similar trend of higher unemployment over these time periods, with the rate increase currently less severe for Newfoundland and Labrador than for Canada.
- Furthermore, **youth unemployment** has become a growing issue both provincially and nationally, but again to different degrees over different time periods. Canada's youth's unemployment rate increased substantially between 2023 and 2024, from 10.7 per cent to 13.1 percent (with the year-to-date average for January to September 2025 even higher at 14.3 per

⁴⁹ Government of Newfoundland and Labrador (October 2025). [The Economy 2025. Department of Finance.](#)

⁵⁰ Conference Board of Canada (October 2025). [Newfoundland and Labrador's Five-Year Outlook, Conference Board of Canada \(note: Requires membership\)](#)

⁵¹ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

cent).⁵² In contrast, the unemployment rate for Newfoundland and Labrador youth decreased slightly from 2023 to 2024 (from 14.6 per cent to 14.2 per cent). The current YTD rate for this group is noticeably higher at 16.7 per cent, although this is more due to very high unemployment rates in the early months of 2025; with the rates between July and August actually being lower than for the same months in 2024. It remains to be seen if the challenge of provincial youth unemployment will become as prominent an issue in the months ahead as for Canadian youth overall.

- Despite these less positive labour market indicators over the short term, Newfoundland and Labrador has potential for much stronger economic growth over the longer term. Among other positives, the province's exports are growing in areas such as oil, seafood, and tourism, as well as service exports. Future major projects could also help create an economic boom in the province. Added to this, the province is investing in new areas of emerging sectors such as renewable energy as well as greater investment in a number of affordable housing projects.

At the same time, it is likely that skills mismatches in various occupations, industries and regions will continue to occur. Supporting this notion, in July 2025, the province had 3,760 job vacancies⁵³ compared to 25,000 individuals who were unemployed.⁵⁴ Meaning, even with a large number of unemployed individuals looking for work in the province, vacancies in that summer month remained high.

In summary, the most prominent factors impacting the provincial economy are: economic and political factors such as tariffs; changes in labour market size and focus associated with a decreasing/aging population; greater challenges in obtaining employment (especially among the younger age group); increased labour market requirements to strengthen the province's new and emerging industries; and skill mismatches that could be occurring.

Due to these challenges, the need for training supports remains strong, particularly in the following areas:

- Ensuring workers are available to meet labour market requirements in the industries where they are needed, especially given the increased demand for some services associated with an aging population as well as a decrease in the provincial labour supply due to the retirements of this older population.
- Ensuring workers have access to skills development and training which will allow them to meet needs in emerging sectors, as well as emerging areas of specialization within existing industries.
- Supplying workers and employers with the foundational skills necessary to innovate inside of the province's existing industries, as well as in new industries.

⁵² Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁵³ Statistics Canada (October 2025). [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

⁵⁴ Statistics Canada (October 2025). [Labour force characteristics by province, monthly \(based on unadjusted data\)](#)

- Preparing workers and businesses to be more responsive to sudden changes in the economy and labour market (e.g., to better address/alleviate the negative impacts of factors such as tariffs). This could include addressing skill mismatches in specific areas and regions and adapting industry goods and production in ways that alleviate tariff impacts.
- Encouraging enhanced access to up-to-date labour market information to help inform and shape future supports (e.g., micro-credentials and other flexible training opportunities to meet new skills demands as they arise).

Canada-Newfoundland and Labrador Labour Market Development Agreement

In 2024-25, Newfoundland and Labrador received approximately \$132 million through its LMDA with Canada, supporting programs and services that address the province's labour market challenges. Approximately 7,000 clients were served and, within six months of receiving training and employment supports, approximately 42.1% of active claimant clients had secured employment, spurring an estimated \$16.1 million in unpaid EI benefits.

The LMDA continued to serve as the primary funding mechanism in Newfoundland and Labrador to enhance skills, support employment, assist employers in finding qualified workers, and increase labour market participation among underrepresented groups. Through a broad range of programs and services, the LMDA has consistently delivered positive outcomes for diverse groups of clients, employers, and communities. These investments supported economic growth, educational advancement, job creation and overall economic development in Newfoundland and Labrador

In 2024-25, the LMDA funded the delivery of the following programs:

- Wage subsidies
- Job creation partnerships
- Self-employment assistance
- Skills development
- Employment assistance services
- Labour market partnerships
- Research and innovation

The Skills Development program, a key program under the LMDA, provided financial assistance to EI-insured clients, helping them gain the skills needed for employment. By covering training costs beyond tuition fees, the program ensured greater accessibility and affordability for clients, removing financial barriers for clients.

In 2024-25, an investment of \$46,555,714 was allocated to the Skills Development program, which included providing 1,801 clients with access to post-secondary training. This strategic funding not only enhanced participants' skills but also improved their employability in a competitive labour market.

Additionally, Newfoundland and Labrador in collaboration with community organizations, delivered the Supported Employment program to develop employment opportunities for individuals with

developmental disabilities. This program provides tailored support to allow eligible individuals to participate in integrated community employment. Services range from job orientation and analysis to full-time assistance from job trainers, providing clients with the support they need to meet job requirements and succeed in their roles.

In 2024-25, an investment of \$1,598,131 provided essential job support for individuals with developmental disabilities. As a result, 1,273 individuals participated in the program, with 174 successfully securing employment, showcasing the program's impact in promoting workforce inclusion and empowering individuals with intellectual disabilities to thrive in the job market.

Designated and/or under-represented groups

Newfoundland and Labrador continued its commitment to addressing labour market challenges by focusing on supporting designated and under-represented groups, including persons with disabilities, youth, Indigenous peoples, and women. In 2024-25, LMDA funding was allocated towards initiatives aimed at reducing barriers to employment and providing tailored training and work opportunities tailored for these groups.

Women in Resource Development Corporation (WRDC) received LMDA funding to deliver consultation services and customized training solutions aimed at fostering equitable and inclusive recruitment and retention practices among employers. This initiative was designed to support organizations in building more diverse and inclusive workplaces through targeted engagement and capacity-building activities.

The project encompassed a range of strategic actions, including employer-focused information and training sessions, workplace assessments, participation in job fairs, professional development workshops, and collaboration with industry, education, and community stakeholders. These efforts were instrumental in promoting inclusive hiring practices and enhancing organizational awareness of equity-related issues. All project deliverables were successfully achieved, including stakeholder engagement sessions and employer interviews. This initiative contributed meaningfully to advancing inclusive workforce development across the province. A total of \$441,400 was approved for this project with \$321,592 expended in 2024-25.

Additionally, The John Howard Society of Newfoundland and Labrador (JHS-NL) received funding for its Pathways Initiative; a program designed to address skilled labour shortages in the province while reducing employment barriers for individuals with prior involvement in the criminal justice system. The initiative provides targeted training, certifications, and job placements to improve participants' employability and reduce recidivism. Using a two-phased approach, phase one focuses on data collection and employer engagement, with research questions now developed for stakeholders and individuals with lived experience. Phase two, which will deliver training and job placements with ongoing JHS-NL support, remains on schedule to launch in September 2025. During the 2024–25 fiscal year, \$363,102 was spent from the total project budget of \$605,171. The initiative is scheduled to conclude in April 2028.

Stakeholder consultations

In 2024-25, Newfoundland and Labrador continued to engage industry, labour, community, and education stakeholders to ensure programs and services remained effective, relevant, and responsive to evolving labour market needs. Alongside formal consultations, the province gathered ongoing feedback from Employment Centre staff and affiliated community partners to inform future program design.

The Newfoundland and Labrador Workforce Innovation Centre (NLWIC) played a pivotal role in these efforts by hosting engagement sessions with underrepresented groups such as Indigenous peoples, persons with disabilities, youth, older workers, women, and newcomers. These sessions provided a platform to explore labour market challenges and opportunities, with findings directly informing program and policy development.

Key themes included the importance of fostering collaboration and partnerships, improved access to labour market information, and targeted skills development and mentorship. Stakeholders also emphasized immigration and talent attraction, foreign credential recognition, readiness for emerging sectors and advanced technologies, and the need for inclusive and diverse workplaces.

As the nature of work continues to evolve, sustained collaboration with partners will remain essential in supporting the province address current and future labour market challenges while fostering long-term economic growth.

The Office to Advance Women Apprentices

The Office to Advance Women Apprentices launched a three-year initiative to research, develop, and implement an all-female construction and renovation crew, structured as a social enterprise or cooperative model. The initiative is designed to reflect the apprenticeship framework, enabling women to work toward achieving their Red Seal certification by accumulating required work hours and obtaining logbook skill verification from certified Journeypersons.

This project aims to support female apprentices in securing their first and often most challenging employment opportunity in the skilled trades. The goal is to advance 12 female apprentices through two cohorts of six participants each, focusing on carpentry, plumbing, and electrical trades, and supporting them through one to two apprenticeship blocks. The construction enterprise will prioritize service delivery to vulnerable populations, including women living independently, survivors of domestic violence, seniors, elderly individuals with limited mobility, and persons with disabilities. Funding was expended toward the initiative in fiscal year 2024-25. The project is scheduled to conclude in March 2028, with a total of \$3,540,068 approved for the duration of the initiative.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration, their associated funding, and how clients are supported.

Skills Development

Program	Skills Development
Expenditures	\$46,555,714 (36.3%)
Description	Assists EI-insured clients to develop essential skills needed for employment, ranging from basic to advanced skills through direct support to the individual. Funding covers costs paid to publicly funded training institutions beyond tuition recovery.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	1,801 clients received funding for post-secondary training.

Program	Adult Basic Education (ABE) Supports
Expenditures	\$2,084,164 (1.6%)
Description	Provides support for EI-eligible clients to participate in ABE or General Educational Development (GED) preparation. Program targets EI-eligible clients. Tuition for some clients was paid directly by the Department of Education to ABE service providers, and individual supports were paid under the Skills Development Employment Benefit.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	558 clients received benefits enabling participation and progress towards post-secondary training

Program	Apprenticeship Supports
Expenditures	\$1,384,073 in supports to apprentices (1.1%) \$5,417,439 in tuition costs (4.2%)
Description	Provides financial assistance to apprentices, directed by Newfoundland and Labrador to attend full-time, in-school apprenticeship training. Assistance includes living allowance, dependent care, and travel costs. Tuition costs were issued directly to training institutions by the Apprenticeship and Trades Certification Division.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	1,268 apprentices benefitted, progressing toward journeyperson certification

Program	Educational Assessments
Expenditures	\$37,750 (0.03%)
Description	An educational assessment helps identify strengths and areas for improvement in academic and cognitive functioning. It can reveal learning disabilities, intellectual disabilities, or giftedness. This type of assessment is particularly valuable for individuals facing academic or workplace learning challenges, as it provides a deeper understanding of the underlying causes and supports effective employment planning.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	15 clients received funding for educational assessments

Program	Job Creation Partnerships Program (JCP)
Expenditures	\$6,741,739 (5.2%)
Description	Provides EI-insured clients with meaningful work experience to improve their employment prospects. While project activities offer benefits to both the participant and the community, the primary focus is on helping insured clients gain the work experience needed to secure lasting employment. Through JCP, clients will maintain or enhance their employability skills in a practical setting. EI-Eligible participants may receive a living allowance and sponsors may qualify for assistance with project overhead cost.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	725 individual clients received funding to participate in 173 JCP projects

Wage Subsidies

Program	Supported Employment program
Expenditures	\$1,598,131 (1.2%)
Description	Delivered in partnership with community organizations, this program creates meaningful employment opportunities for individuals with intellectual disability. It offers tailored support to allow eligible individuals to participate in meaningful, integrated employment within the community. The program provides a range of supports, from orientation and job analysis to full-time assistance from a job trainer, ensuring that the clients successfully meet workplace exceptions and employer satisfaction.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	1,273 individuals participated; 174 successfully gained meaningful employment

Program	Wage Subsidy Community Coordinator
Expenditures	\$597,082 (0.5%)
Description	Receives contribution to encourage employers to hire female apprentices by offering wage subsidies to provide work experience that supports progression towards journey person status. The program targets EI-eligible women apprentices.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	21 placements were secured for clients by the Office to Advance Women Apprentices, supporting women apprentices in non-traditional occupations

Program	Jobs NL Wage Subsidy
Expenditures	\$2,993,607 (2.3%)
Description	Connects employers and employees together by providing wage subsidies for sustainable long-term employment or seasonal employment. Two streams were offered: • Jobs NL - 42: Provides a wage subsidy over 28 weeks within a 42-week period of employment period: ○ First 14 weeks: 60.0% subsidy, up to \$12/ hour. ○ Second 14 weeks: no subsidy. ○ Third 14 weeks: 80.0% subsidy, up to \$12/hour. • Jobs N - 28: Provides a wage subsidy for a period of 10 to 28 weeks; supporting seasonal or short-term employment with a 60.0% subsidy, up to \$12/hour.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	480 clients' work experience

Program	Apprentice Wage Subsidy (AWS) Program
Expenditures	\$2,883,904 (2.2%)
Description	Assists apprentices in gaining work experience in a skilled trade and progressing towards journeyperson certification. Employers hiring apprentices receive a 75.0% wage subsidy, up to \$14/hour, which is paid directly to the employer.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	319 apprentices acquired work experience towards journeyperson certification.

Program	Employment Enhancement Program
Expenditures	\$43,447 (0.03%)
Description	Supports employers in secondary processing sectors (forestry, aquaculture, agriculture, and fishing) by providing funding to create sustainable, long-term employment or seasonal employment opportunities and a training allowance for new employees.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	7 individuals gained work experience with 1 participating employer.

Self-Employment Assistance

Program	Community Coordinator/Self Employment Assistance
Expenditures	\$996,777 to 17 organizations (0.8%) \$2,692,045 to 220 individuals (2.1%)
Description	Provides funding to organizations to assist eligible unemployed clients with starting entrepreneurial training, general information sessions, and business plan development.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	17 organizations were provided with funding under this activity and 220 individuals participated.

Labour Market Partnerships

Program	Labour Market Integration for Newcomers
Expenditures	\$6,713,589 (5.2%)
Description	Provides funding to organizations for pilot initiatives aimed at helping unemployed newcomers integrate into the workforce. These initiatives enable service-providing organizations, groups and communities to develop and/or deliver programs that expedite newcomers' entry into the labour market, support advancement in their professional fields, and promote career progression.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	20 projects were supported with 20 different organizations

Program	Labour Market Partnerships
Expenditures	\$28,295,886 (22.1%)
Description	Supports employers, employer or employee associations, community groups and communities in developing and implement labour market strategies and activities to address labour force adjustments and meet human resource requirements. These partnerships focus on identifying labour market challenges, helping employed individuals at risk of job loss and fostering a positive outcome through collaborative initiatives. These initiatives address the employment needs of persons with disabilities, newcomers, Indigenous peoples, and needs of specific labour market sector such as: agriculture, petroleum, healthcare, skilled trades, early childhood education, environment, fisheries and aquaculture, tourism and hospitality, and information technology.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	77 projects received support under this program activity with 58 different organizations supported.

Employment Assistance Services

Program	Employment Assistance Services (EAS) Program
Expenditures	\$8,312,834 (6.4%)
Description	Provides funding to organizations to offer employment assistance services (EAS) to unemployed or underemployed individuals in individual or in a group setting. Key services include self-serve employment resources, needs assessments, development of employment plans, case management, employment counselling, and workshops on topics such as job search, resume writing, and transitional employment support.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	27 agreements were funded, resulting in over 16,747 services provided to clients.

Research and Innovation

Program	Research and Innovation
Expenditures	\$13,532,116 (10.6%)
Description	Provides funding support for research and innovative projects that explore and identify better ways of helping individuals prepare for and attach to the labour market as productive employees.
Target Client Groups	Research institutions
Benefits and Expected Results	One key outcome of the Research and Innovation program is the micro-credential pilot, which helps individuals gain industry-recognized skills while working. This initiative addresses labour market gaps, supports under-represented groups, and creates pathways to higher-paying, sustainable employment.

3.2.2 Prince Edward Island

EBSM key facts

Table 3.2.2.1: Prince Edward Island, 2024-25, clients served and relative share, by client type

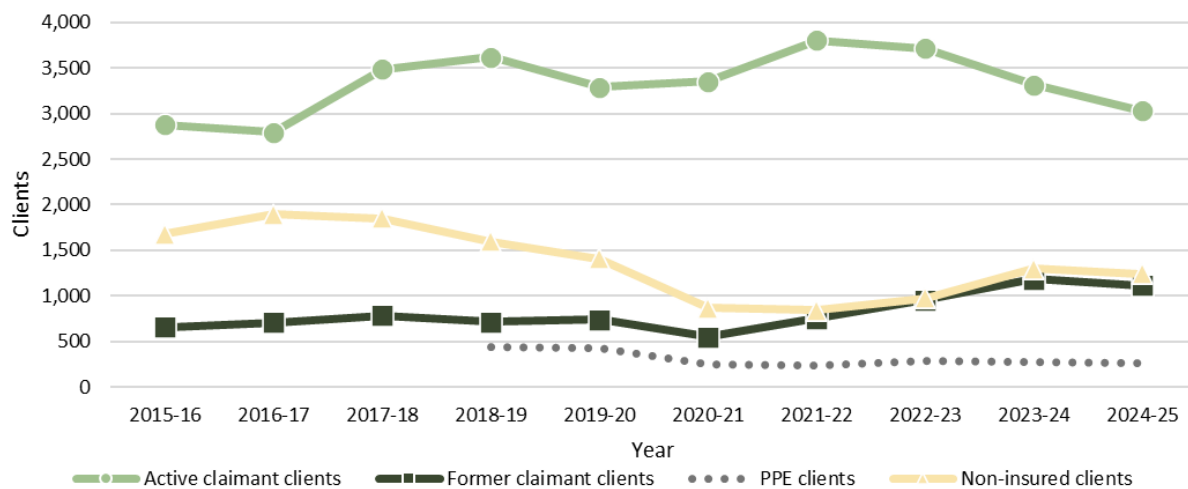
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	3,030	1,115	265	1,243	5,653
Share of total	53.6%	19.7%	4.7%	22.0%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.2.1: Prince Edward Island, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.2.2: Prince Edward Island, 2015-16 to 2024-25, relative client share, by client type

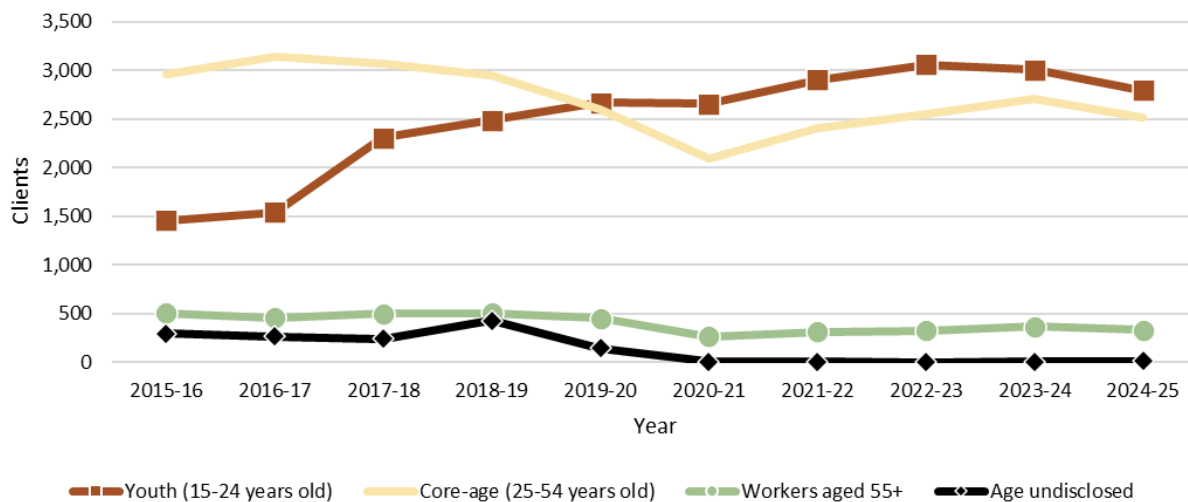
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	55.2%	12.6%	n/a	32.2%
2016-17	51.8%	13.1%	n/a	35.1%
2017-18	56.9%	12.6%	n/a	30.2%
2018-19	56.9%	11.2%	6.9%	25.0%
2019-20	56.2%	12.6%	7.2%	24.0%
2020-21	66.9%	11.0%	4.8%	17.2%
2021-22	67.6%	13.3%	4.1%	15.0%
2022-23	62.7%	16.1%	4.8%	16.4%
2023-24	54.6%	19.5%	4.5%	21.4%
2024-25	53.6%	19.7%	4.7%	22.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.2.2: Prince Edward Island, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.2.3: Prince Edward Island, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	27.9%	56.7%	9.7%	5.7%
2016-17	28.6%	58.1%	8.5%	4.9%
2017-18	37.7%	50.2%	8.1%	4.0%
2018-19	39.1%	46.2%	8.0%	6.8%
2019-20	45.5%	44.4%	7.7%	2.5%
2020-21	52.9%	41.6%	5.3%	0.1%
2021-22	51.5%	42.8%	5.6%	0.1%
2022-23	51.5%	43.0%	5.4%	0.0%
2023-24	49.4%	44.5%	6.1%	0.1%
2024-25	49.4%	44.5%	5.9%	0.2%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age whenever a valid date of birth was provided.

Table 3.2.2.4: Prince Edward Island, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	3,320	-6.9%	29.1%	-1.1
Support Measure	8,092	-2.0%	70.9%	+1.1
Total services	11,412	-3.5%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.2.5: Prince Edward Island, 2024-25, services delivered, by service type

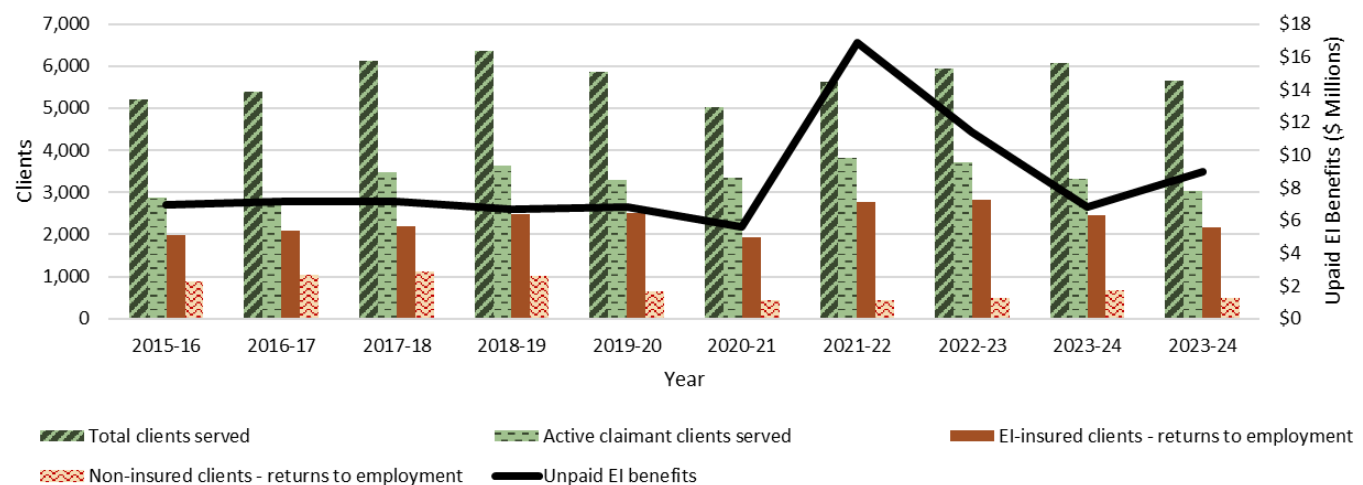
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	265	-27.4%	\$3,594,593	+7.7%
Self-Employment	84	-19.2%	\$1,252,495	-15.9%
Job Creation Partnerships	16	0.0%	\$326,700	+39.8%
Skills Development-Regular	2,444	-5.2%	\$12,393,812	-13.9%
Skills Development-Apprentices	511	+1.6%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	3,320	-6.9%	\$17,567,600	-9.7%
Employment Services	6,621	-2.3%	\$3,982,170	-21.2%
Individual Counselling	1,471	-0.9%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$782,341	-51.0%
Research & Innovation	n/a	n/a	n/a	n/a
Total Support Measure	8,092	-2.0%	\$4,764,511	-28.4%
Total EBSMs	11,412	-3.5%	\$22,332,111	-14.4%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.2.3: Prince Edward Island, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Prince Edward Island's economy continued to show strength, supported by solid growth in employment and wages, a rebound in construction and housing activity, and sustained momentum in manufacturing, exports, and tourism.

The province's population continued to grow, reaching approximately 179,000 as of July 1, 2024. While Prince Edward Island's population is aging, the arrival of younger immigrants and non-permanent residents has helped offset demographic pressure and contributed to a more diverse and active workforce.

Employment continued to grow in 2024, up 3.6 percent to reach 92,500 people. This was the fastest growth among the provinces. The labour force also continued to grow, up 4.4 percent, averaging 100,400 people in 2024, a new all-time high. Nationally, employment grew by 1.9 percent.⁵⁵

The unemployment rate in Prince Edward Island was 8.0% in 2024, up from 7.2% in the previous year.⁵⁶ In comparison, Canada's unemployment rate in 2024 was 6.3%, slightly higher than 5.4% in 2023.⁵⁷

To support sustainable growth, the province launched a Population Framework in early 2024, identifying key priorities such as infrastructure expansion, workforce retention, and long-term planning. Labour market programming remained focused on ensuring that Islanders, including those affected by economic shifts such as U.S. tariffs, have access to supports they need to remain attached to the workforce and avoid layoffs where possible.

Canada-Prince Edward Island Labour Market Development Agreement

In 2024-25, Prince Edward Island received approximately \$25.0 million⁵⁸ through the LMDA. The funding served approximately 5,600 clients, including 3,000 being active claimant clients. Within six months of receiving training and employment supports, 48.5% of active claimant clients were employed, contributing to an estimated \$8.9 million in savings from unpaid EI benefits.

The Canada-Prince Edward Island LMDA supports the following provincial priorities:

- Developing a skilled workforce
- Preparing the future workforce
- Enhancing services for job seekers

Programs delivered under the Canada-Prince Edward Island LMDA in 2024-25 include:

- Employment assistance services
- Labour market partnerships
- Skills development

⁵⁵ Budget Paper 2025, Economics, Statistics and Federal Fiscal Relations, Department of Finance

⁵⁶ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁵⁷ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁵⁸ Includes \$2.695M in administration funding.

- Employer supported programs
- Work experience
- Entrepreneurship
- Skills development and employment supports – Accessibility supports

SkillsPEI continued to invest in the Skills Development program, which supported adult education, post-secondary training, apprenticeship, and industry-specific initiatives. Individuals were referred by employment counsellors to develop marketable skills aligned with current and emerging labour market needs. In 2024-25, the program expanded its focus on short-term, group-based training and upskilling initiatives in priority sectors such as healthcare, construction, and early childhood education. In 2024-25, 444 individuals participated in these training programs, enhancing their employment prospects.

In Prince Edward Island, Employer Supported Programs (which includes Employ PEI & Graduate Mentorship Program) help employers hire unemployed individuals and recent graduates. These programs provided participants with valuable mentorship and on-the-job work experience, helping them transition into full-time employment. The programs also supported experiential learning opportunities aligned with participants' fields of study and contributed to workforce retention, particularly among youth and newcomers. In 2024-25, 455 individuals participated in the program.

Designated and/or under-represented groups

Prince Edward Island continued to prioritize inclusive workforce development in 2024-25, with a strong focus on supporting designated and underrepresented groups. The province worked closely with stakeholders such as the Supported Employment Network, the Access Ability Supports Advisory Council, and Indigenous partners to ensure programs were responsive to the unique needs of these populations.

Through the Etl-lukwey agreement signed with the Mi'kmaq Confederacy of PEI, Indigenous participants received mentorship from skilled tradespeople and industry experts, along with classroom-based programming focused on career planning and personal development. These efforts contributed to capacity building and improved access to employment pathways in sectors such as construction, aquaculture, and tourism.

In addition, the Department of Workforce, Advanced Learning and Population and the Department of Social Development and Seniors, established a Workforce Integration Committee to explore opportunities for innovative programming to support vulnerable populations transition to the workforce.

The Workforce Integration Committee continues to advance a modernized system focused on improving client access to employment supports including comprehensive case management, connections to pre-employment services, training and skills development, job creation placements, and job matching. Through this process, the Committee will continue work with provincial partners to support individuals accessing social programming overcome barriers to employment and achieve greater independence.

Stakeholder consultations

Prince Edward Island continued to engage stakeholders across the province to align labour market programming with workforce needs. The Department of Workforce, Advance Learning and Population held roundtable discussions with industry associations, sector councils, post-secondary institutions, employment services providers, and representatives from Indigenous and official language minority communities.

Key themes emerging from consultations included:

- Persistent labour shortages in sectors such as construction, healthcare, bioscience, and early childhood education
- The need for mentorship and workplace training programs to support workforce development
- The impact of federal immigration policy changes on labour availability
- The importance of flexible, responsive programming to meet the needs of seasonal industries and rural communities

The province also hosted targeted engagement sessions with the trucking sector as part of Prince Edward Island's commitment to introduce mandatory entry-level training (MELT) requirements for individuals seeking a commercial Class 1 driver's license for the first time

Respite Care Professional: Working with Children and Adults with Complex Learning Needs (Microcredential)

The demand for respite care continues to grow as more family members leave the workforce to become full-time caregivers for their loved ones. Respite care offers unpaid caregivers short-term and time-limited breaks to support and maintain the primary caregiving relationship. These breaks also provide a positive experience for individuals with complex needs. It promotes inclusion, encourages community participation and nourishes social health and connectivity.

In Prince Edward Island, there is a shortage of respite care workers. To meet this demand, Holland College Customized Training (CT) in partnership with Your Life Design (YLD) Inc. and a provincial advisory committee of industry experts designed and developed a blended 140-hour Respite Care Professional: Working with Children and Adults with Complex Needs Microcredential.

The 140-hour microcredential prepares individuals with the essential skills needed to have the expertise and confidence to provide respite care. The microcredential is offered in a blended approach (in-person 40% and online 60%) with various learning techniques, including lectures, discussions, case studies, simulations, role-plays, videos, guest speakers, and a work-integrated-learning (WIL) component. Throughout the course, participants receive continuous practice on course materials. Mid and end-course evaluations measure participants' growth and understanding of core learning targets. Upon completion of the credential, participants will have gained several competencies required of a Resident Care Professional to work in the field.

In 2024-25, two cohorts were offered in a blended format to a total of 43 participants across Prince Edward Island with 42 participants successfully completing the program. Participants were engaged following program completion to ensure curriculum recommendations were considered in advance of future program offerings. Based on the success of the program and the demonstrated need for certified workers in this field, additional cohorts will be offered in the 2025-26 fiscal year.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration of associated funding, and additional supports provided to clients. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program	Employment Assistance Services (EAS)
Expenditures	\$3,982,170 (17.8%)
Description	Employment Assistance Service Centers offer an integrated bundle of employment services to help clients understand, prepare for, and meet the needs of the provincial labour market. EAS centers also support job seekers with services such as job search, job matching, and career counselling.
Target Client Groups	The Department of Workforce, Advanced Learning and Population funds 11 Employment Assistance Services providers across the province to assist Islanders in preparing for, obtaining and maintaining employment. The Employment Assistance Services program provides individuals access to various services, including employment counseling, career planning, personal and professional development and job search training with labour connections. EAS providers offer services for unemployed and underemployed Islanders at 26 locations across the province. The network of 11 service providers are part of a service delivery approach that provides a full range of responsive, accessible and client-centered labour market programming. Approximately 70 case managers work for the network across the province providing employment services. The case managers are responsible for developing customized action plans with clients and are responsible for monitoring and reporting through the performance measurement framework. All clients accessing public funding must develop a plan and be monitored through the national performance measurement framework.
Benefits and Expected Results	• To equip Islanders to prepare for employment, to obtain employment, and to maintain employment; • Expand access to client services across the province; • Evolve delivery model to include access to services via digital and non-standard work week; • Standardized monitoring and reporting for all clients.

Program	Labour Market Partnership – Workforce Development Projects for Labour Force Adjustments
Expenditures	\$782,341 (3.5%)
Description	Short-term funding to encourage groups to work in partnership to develop activities or strategies that assist individuals or employers who are impacted by labour market challenges in a community or an industry.
Target Client Groups	Unemployed and underemployed individuals and underrepresented groups
Benefits and Expected Results	• To support industry sectors with planning and strategies to address labour market priorities • To provide human resource support to small businesses that need HR expertise • The continued focus will be on sector councils and partnerships to address labour market trends, providing human resource expertise to small business owners to support workforce development growth and further identification of industry training needs • Upskilling and reskilling workers to address industry training needs/gaps, build business competitiveness, and to ensure labour market clients have the required skills and credentials to fill labour market gaps/opportunities

Program	Skills Development
Expenditures	\$12,393,812 (55.5%)
Description	Skills development programs such as adult education, postsecondary, apprenticeship, group-based training and industry-specific initiatives to assist unemployed, employed and underemployed individuals, and access to skills training to meet emerging requirements to succeed in the workforce now and into the future.
Target Client Groups	Adult students, unemployed and underemployed individuals, employed workers, apprentices and underrepresented groups
Benefits and Expected Results	• To provide case-managed individuals with access to appropriate training and educational opportunities related to current and emerging employment opportunities • To increase the number of individuals who find sustainable employment as a result of receiving financial assistance in support of a training intervention • To invest in short-term group-based training initiatives enhancing job readiness skills, essential skills and provide a valuable work experience to assist unemployed individuals in making a successful transition to the labour market • To collaborate with industry partners to identify possible solutions to address current and emerging skills shortages in priority areas such as apprenticeships, healthcare and early childhood education to ensure future sustainability • To support labour force development by providing financial assistance to employers to train employed and underemployed workers to meet workforce needs and increase skill levels to meet job-specific and incremental industry requirements

Program	Employer Supported Programs (EmployPEI & Graduate Mentorship Program)
Expenditures	\$3,594,593 (16.1%)
Description	Employment programs to assist Island employers to hire unemployed individuals and recent graduates and provide them with an on-the-job work experience and mentorship to enhance the individual's skills and

	employability ideally leading to a full-time job. Focus will be on experiential learning opportunities that align with field of study.
Target Client Groups	Job seekers - Unemployed and underemployed individuals including unemployed recent graduates
Benefits and Expected Results	• To link recent post-secondary graduates with a valuable work experience in their field of study through a mentored work experience • To connect employers to a skilled and job ready workforce to meet their needs • To create experiential learning and mentorship opportunities to retain newcomers and create employment pathways for youth and underrepresented groups

Program	Work Experience– Labour Force Development
Expenditures	\$326,700 (1.5%)
Description	An employment program that provides financial support to non-profit organizations for short-term projects while providing insured individuals with a work experience to enhance their employability skills.
Target Client Groups	Unemployed and underemployed individuals and underrepresented groups
Benefits and Expected Results	• To provide an individual with upskilling or reskilling so they have a viable skillset that meets labour market needs, resulting in the potential for long-term employment • To create linkages between businesses and unemployed/under-represented populations by establishing work experiences • To support non-profit organizations to cover the wages of an unemployed Islander to assist with a community project

Program	Self Employ – Entrepreneurship
Expenditures	\$1,252,495 (5.6%)
Description	The Self Employ program provides unemployed individuals with financial and entrepreneurial assistance to launch a business.
Target Client Groups	Unemployed individuals
Benefits and Expected Results	• To support economic growth on Prince Edward Island • Increase labour market participation by supporting individuals with self-employed job creation • To create further employment opportunities through the development of new enterprises

3.2.3 Nova Scotia

EBSM key facts

Table 3.2.3.1: Nova Scotia, 2024-25, clients served and relative share, by client type

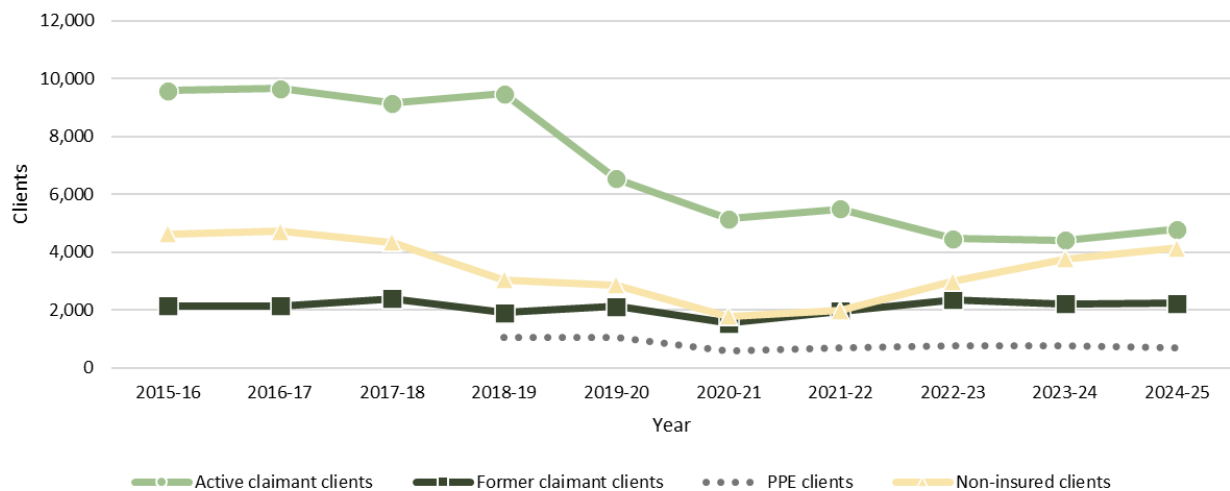
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	4,781	2,228	703	4,133	11,845
Share of total	40.4%	18.8%	5.9%	34.9%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.3.1: Nova Scotia, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.3.2: Nova Scotia, 2015-16 to 2024-25, relative client share, by client type

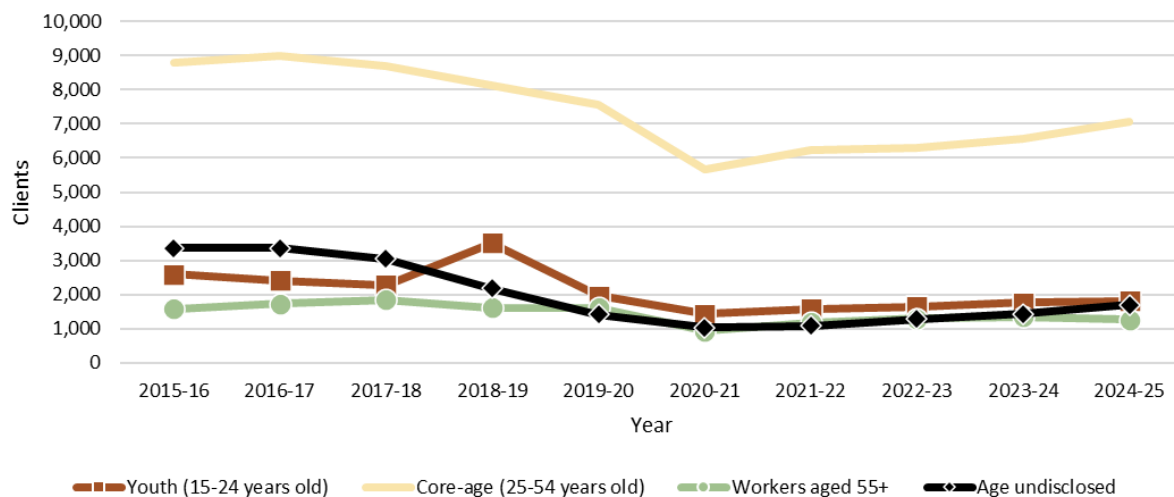
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	58.6%	13.1%	n/a	28.3%
2016-17	58.5%	13.0%	n/a	28.6%
2017-18	57.6%	15.1%	n/a	27.3%
2018-19	61.3%	12.3%	6.7%	19.7%
2019-20	52.0%	16.9%	8.3%	22.8%
2020-21	56.8%	17.1%	6.5%	19.6%
2021-22	54.4%	19.4%	6.6%	19.5%
2022-23	42.3%	22.3%	7.1%	28.3%
2023-24	39.6%	19.8%	6.7%	33.8%
2024-25	40.4%	18.8%	5.9%	34.9%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.3.2: Nova Scotia, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid date of births were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.3.3: Nova Scotia, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	15.9%	53.8%	9.7%	20.6%
2016-17	14.7%	54.5%	10.5%	20.4%
2017-18	14.4%	54.8%	11.7%	19.2%
2018-19	22.7%	52.7%	10.5%	14.1%
2019-20	15.7%	60.2%	12.9%	11.3%
2020-21	15.8%	62.4%	10.4%	11.5%
2021-22	15.7%	61.9%	11.8%	10.7%
2022-23	15.7%	59.8%	12.3%	12.2%
2023-24	15.9%	59.0%	12.2%	12.8%
2024-25	15.3%	59.6%	10.7%	14.4%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid date of births were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 most are reported under a "unknown" because Nova Scotia has not provided the expected data file containing date of birth for many of its apprentice clients. Apprentice client data has instead been sourced from a cut of EI Part I data that lacks date of birth.

Table 3.2.3.4: Nova Scotia, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	3,810	+2.9%	16.6%	-0.7
Support Measures	19,174	+8.6%	83.4%	+0.7
Total services	22,984	+7.6%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.3.5: Nova Scotia, 2024-25, services delivered, by service type

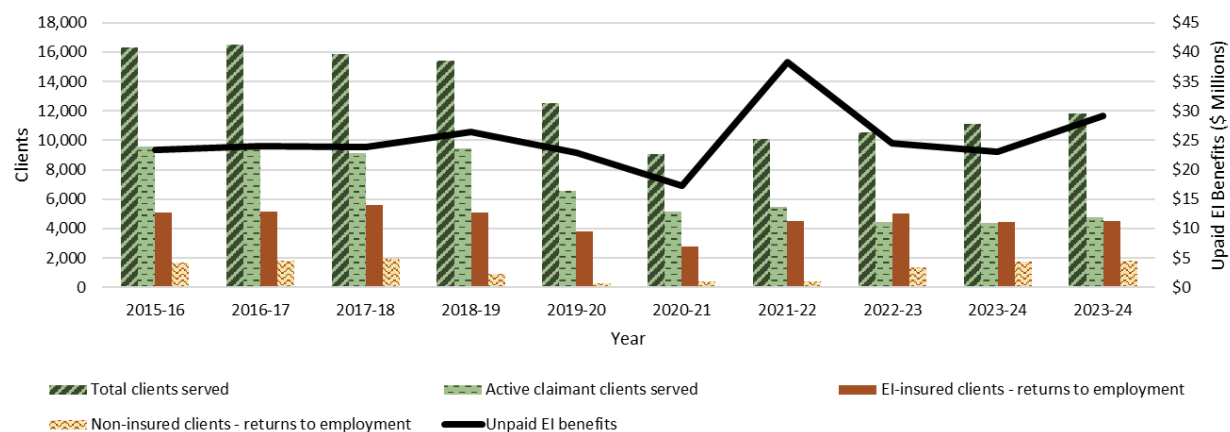
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	219	-20.1%	\$1,568,329	-24.0%
Self-Employment	136	+11.5%	\$3,039,996	-12.4%
Job Creation Partnerships	21	-32.3%	\$334,435	-35.6%
Skills Development-Regular	1,286	-12.6%	\$22,849,042	-35.7%
Skills Development-Apprentices	2,148	+19.1%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	3,810	+2.9%	\$27,791,802	-33.2%
Employment Services	18,337	+9.6%	\$41,190,938	+4.1%
Individual Counselling	837	-9.6%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$5,435,759	-17.3%
Research & Innovation	n/a	n/a	\$320,207	-89.1%
Total Support Measure	19,174	+8.6%	\$46,946,904	-4.3%
Total EBSMs	22,984	+7.6%	\$74,738,706	-17.6%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.3.3: Nova Scotia, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Nova Scotia's labour market remained relatively strong, with continued employment growth and near-historically low unemployment. Full-time employment drove these gains, while employers raised wages in an effort to attract talent. Despite these efforts, labour shortages persisted, and many sectors continued to face long-term vacancies such as health care and social assistance, accommodation and food services, construction and manufacturing.

The unemployment rate increased slightly to 6.5% in 2024, up from 6.4% in 2023 reflecting a modest recovery in the province's labour market. In comparison, Canada's unemployment rate in 2024 was 6.3% and in 2023 was 5.4%.⁵⁹

By March 2025, Nova Scotia had about 12,500 job vacancies,⁶⁰ while approximately 34,000 people were unemployed, had recently looked for work in the past four weeks, and were available for work.⁶¹

Nova Scotia maintained its focus on population in-migration to support employment, address demographic challenges, and meet evolving labour market needs. Regional development also remained a priority, with continued efforts to ensure that both urban and rural communities had the skills and workforce required to support local economic activity. At the same time, global trade uncertainty and inflationary pressures affected business confidence, particularly in export-oriented sectors such as fisheries, manufacturing, and natural resources.

Canada-Nova Scotia Labour Market Development Agreement

In 2024-25, Nova Scotia received approximately \$85 million through the Labour Market Development Agreement (LMDA), supporting programs and services that address the province's labour market challenges. Approximately 11,800 clients were served. Within six months of receiving training and employment supports, approximately 64.3% of active claimant clients were employed which contributed to an overall savings of approximately \$29 million in unpaid EI benefits.

Nova Scotia offered a number of Employment Benefits and Support Measures (EBSM) through the LMDA. In 2024-25, the province offered the following programs and services:

- Employment Assistance Services
- Skills Development
- Nova Scotia School of Adult Learning
- Labour Market Partnership
- START – Nova Scotia's version of the Targeted Wage Subsidy
- Job Creation Partnership
- Self-Employment
- Research and Innovation

⁵⁹ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁶⁰ Statistics Canada (October 2025). [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

⁶¹ Statistics Canada (October 2025). [Labour force characteristics by province, monthly, seasonally adjusted](#)

- Work Activity Centre
- Works For You

For example, in 2024-25, the Employment Assistance Services (EAS) program supported approximately 13,083 Nova Scotians. This program is provided through 16 external service providers across 50 locations throughout the province. All Nova Scotians can access EAS's Nova Scotia Works (NSW) self-directed resources. Additionally, unemployed Nova Scotians who are Canadian citizens or permanent residents are eligible for additional services, including individualized case management. These services may include employment needs assessment, career planning, employment counselling, job placement services, and follow-up support.

In 2024-25, almost 2,300 clients benefited from Skills Development (SD) training programs including SD-Regular, SD-Fast Forward, and SD-Apprenticeship.

- The SD (Regular) program is an employment program that provides support to LMDA-eligible clients to help them obtain the skills training they need to find employment. It is designed for those who need to learn additional basic-to-advanced skills to help them find sustainable employment. Eligible clients are those who are unable to find and secure employment with their existing skills and who lack marketable skills but who are otherwise job-ready. Clients attend training full-time, and training may be provided through public or private providers.
- SD Fast Forward is Nova Scotia's version of the Feepayer Program. This program provides an opportunity for individuals who are in receipt of regular Employment Insurance (EI) benefits to attend approved training, at their own expense, to improve their skills and enhance their employability for the duration of their claim.
- SD Apprenticeship—This program provides skills development services including wrap-around support for apprentices who require assistance with costs such as travel, childcare, accommodations, assistive technology, and books.

Designated and/or under-represented groups

As Nova Scotia continued to face the demographic pressures of an aging population, the focus in 2024-25 remained on increasing the labour market participation rate of all available workers, particularly those from under-represented groups such as:

- Indigenous peoples
- Racialized people
- Persons with disabilities
- Women
- Youth
- Older workers
- Francophones and Acadians

Having a diverse and inclusive workforce remained essential to the province's economic development and prosperity. Nova Scotia continued to implement policies and programs that help address labour

market challenges to improve the equity, diversity and inclusion of its workforce. These efforts also supported a broader objective of expanding the labour pool to respond to the province's aging population and persistent labour shortages.

For example, in 2024-25, Employment Development Specialists (EDSs) continued their engagement with community representatives and representative from community-serving organizations within First Nations, African Nova Scotian, Africadian (people of African Canadian descent), Acadian, and newcomer communities. These discussions informed how Employment Nova Scotia (ENS) could improve its programming and service delivery, including through tailored initiatives such as Work For You, Job Creation Partnership, and other targeted training opportunities.

Stakeholder consultations

In 2024-25, Nova Scotia conducted consultations with a wide range of stakeholders, including employers, service providers, program administrators, program clients, sector councils, and other organizations representing LMDA stakeholders. These consultations, both formal and informal were integral to program planning and evaluation.

For example, the Nova Scotia School of Adult Learning (NSSAL) coordinated and administered by the Adult Education Division of the Department of Labour, Skills, and Immigration, provided adult education services across the province. NSSAL continued to work closely with service providers, educators and community organizations to ensure the needs of adult learners are met. In 2024-25, NSSAL facilitated four regional planning meetings per region and collaborated with a diverse group of stakeholders, including NS Works, the Black Educator's Association, and Deaf Literacy NS, to enhance learning opportunities and address emerging needs.

SkillsOnlineNS

In 2024-25, the Canada-Nova Scotia LMDA continued to strengthen the province's workforce through its investment in SkillsOnlineNS, a free online learning platform delivered in partnership with the Nova Scotia Association of Community Business Development Corporations (NSACBDCs). This online learning platform enables businesses, organizations and individuals from across the province to access a wide range on-line training programs, offering over 750 in areas such as leadership, digital skills and workplace safety. Through this platform employees can quickly complete free courses, small and large companies can assign, track and manage training for employees, and each account has a unique QR code to easily view all training records.

During this period, 14,140 learners participated in training through the SkillsOnlineNS. By removing cost and location barriers, SkillsOnlineNS continues to promote lifelong learning and support for a skilled, adaptable workforce ready to meet Nova Scotia's labour market needs.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration of associated funding, and additional supports provided to clients. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program	Work Activity Centre (WAC)
Expenditures	\$2,330,000 (3.4%)
Description	The WAC program is an employment initiative that, through partner organizations, provides support to Nova Scotians with employment barriers to engage in entry level work or education and skills training.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 248/742 (33.4%)

Program	Employment Assistance Services (EAS) – NS Works Centres and more
Expenditures	\$38,147,900 (55.4%)
Description	EAS consists of 16 external service providers in over 50 locations province-wide under a common brand of Nova Scotia Works. Nova Scotians can access EAS in-person or virtually via Nova Scotia Works Online, a digital service channel that has self-directed resources, and all unemployed Nova Scotians who are Canadian citizens or permanent residents can access additional services, including individualized case management. These services may also include employment needs assessment, career planning, employment counselling, job placement services, and follow-up support.
Target Client Groups	Residents of Nova-Scotia
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 4,849/6,486 (74.8%)

Program	Skills Development – Regular
Expenditures	\$12,951,100 (18.8%)
Description	The SD (Regular) program is an employment program that provides support to LMDA-eligible clients to help them obtain the skills training they need to find employment. It is designed for those who need to learn additional basic-to-advanced skills to help them find sustainable employment. Eligible clients are those who do not have a high school completion, or post-secondary education, or those who are unable to find and secure employment with their existing skills and who lack marketable skills but who are otherwise job-ready. Clients attend training full-time, and training may be provided through public or private providers.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 377/450 (83.8%)

Program	Self-Employment (including Self Employment Training and Assistance Program (SETA))
Expenditures	\$3,040,000 (4.4%)
Description	The Self-Employment program provides entrepreneurial support and financial assistance to eligible, unemployed clients starting their own business. Entrepreneurial support may include information sessions, orientation sessions, workshops, coaching, mentoring, and access to specific business implementation training to enable clients to develop and implement their business plans.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 118/126 (93.7%)

Program	Nova Scotia School of Adult Learning (NSSAL)
Expenditures	\$2,500,000 (3.6%)
Description	NSSAL offers tuition-free programming, in both English and French, to help individuals improve their essential skills in reading, math, and digital literacy, upgrade secondary credits to further educational and/or employment goals, and/or earn credits toward obtaining a High School Graduation Diploma for Adults, or the Canadian Adult Education Credential (CAEC). These programs are offered through third-party partner organizations which include Community Learning Organizations (CLOs) and credit issuing institutions. The system also includes organizations focused on the support of learners in the Mi'kmaq/Indigenous, African Nova Scotian, Deaf or Hard of Hearing and Francophone communities. From adult basic education to a high school credential, NSSAL supports adult learners to adapt to a changing labour market.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Number of clients who obtained credentials (educational or technical), or certificates of completion: 460

Program	Labour Market Partnerships (Sector Councils)
Expenditures	\$5,435,800 (7.9%)
Description	The Sector Council Program (SCP) supports an industry-led approach to workforce planning and development by providing funding and direct support to 14 industry sector councils. In particular, the program ensures that small and medium sized businesses in Nova Scotia have increased access to expertise, resources and support in human resource and workforce planning.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	The Labour Market Partnership program, for example, enabled key workforce initiatives that strengthened employer-employee connections, supported workforce retention, and enhanced skills development across Nova Scotia. In 2024-25, this included the efforts of the Association of Industry Sector Councils (AISC) and its members, who organized 177 career fairs and events reaching nearly 26,662 clients, provided training for 17,443 individuals, developed strategic workforce planning tools for employers, and supported immigration strategies to address labour market needs. These initiatives contributed to a more resilient and adaptable workforce, benefiting both job seekers and employers.

Program	START Program
Expenditures	\$1,568,300 (2.3%)
Description	The START program is Nova Scotia's version of the Targeted Wage Subsidy, and it encourages employers to hire unemployed Nova Scotians requiring work experience, resulting in good jobs for Nova Scotians and good employees for employers. The program is intended to benefit small and medium-sized businesses but is available to all businesses and organizations (Not-For-Profit and Social Enterprises) that have a physical location in the province.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 161/185 (87.0%)

Program	Skills Development – Apprenticeship
Expenditures	\$1,310,800 (1.9%)
Description	In addition to Employment Nova Scotia (ENS) undertaking the administrative process with Service Canada to authorize registered apprentices to access EI while attending apprenticeship technical training, ENS also provides wrap-around support, using LMDA funding, to help apprentices cover costs such as travel, childcare, accommodations, assistive technology, and books.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Apprentices are already employed, and they take time off from their work to attend this training and then return to their previous employment. Therefore, the “clients employed” indicator is not applied to this program. In 2024-25, there were 1,279 apprentices who participated in the Skills Development – Apprenticeship program.

Program	Research and Innovation
Expenditures	\$320,200 (0.5%)
Description	Research and Innovation (R&I) funding supports projects that will identify better ways of helping persons prepare for return to or keep employment and to be productive clients in the labour force. SETA: GO-3D Self Employment Training and Assistance Program (SETA): SETA provides entrepreneurial support and financial assistance to eligible persons with disabilities interested in self-employment as a career option. It offers a flexible pathway to self-employment with wrap-around supports and funding to address unique barriers to employment. Clients are engaged in a variety of activities, to enable them to implement their business plan. These include orientation, business development, business operations, mentorship, and coaching. The current project being funded through this program is called the GO-3D Program (which stands for Growth, Opportunities, Determination, Drive and Disability). GO-3D is administered by Team Work Cooperative. The current GO-3D project started in March 2025 with an assessment phase, and the project will run through April 2026.
Target Client Groups	Research institutions
Benefits and Expected Results	The program is expected to support business start-up for a total of 9 individuals over the life of the project.

Program	Job Creation Partnership (JCP)
Expenditures	\$334,400 (0.5%)
Description	The JCP program supports projects that provide LMDA-eligible individuals with work experience that will benefit them by improving their employment prospects. Although funded projects are intended to benefit the individual and the community, the program's focus is aiding participants with work that will strengthen their long-term and full-time employment prospects.
Target Client Groups	EI Insured participants
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 19/25 (76.0%)

Program	Works For You (W4U)
Expenditures	\$908,400 (1.3%)
Description	Supports projects that help people prepare for job opportunities and build the skills they need to participate in their local labour market. In turn, it will help address the needs of employers and labour demands in the province. Clients explore careers, develop foundational skills, and have access to wrap-around employment supports and funding to address employment barriers.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	Number of clients employed within six months of finishing the program, where known: 35/40 (87.5%)

3.2.4 New Brunswick

EBSM key facts

Table 3.2.4.1: New Brunswick, 2024-25, clients served and relative share, by client type

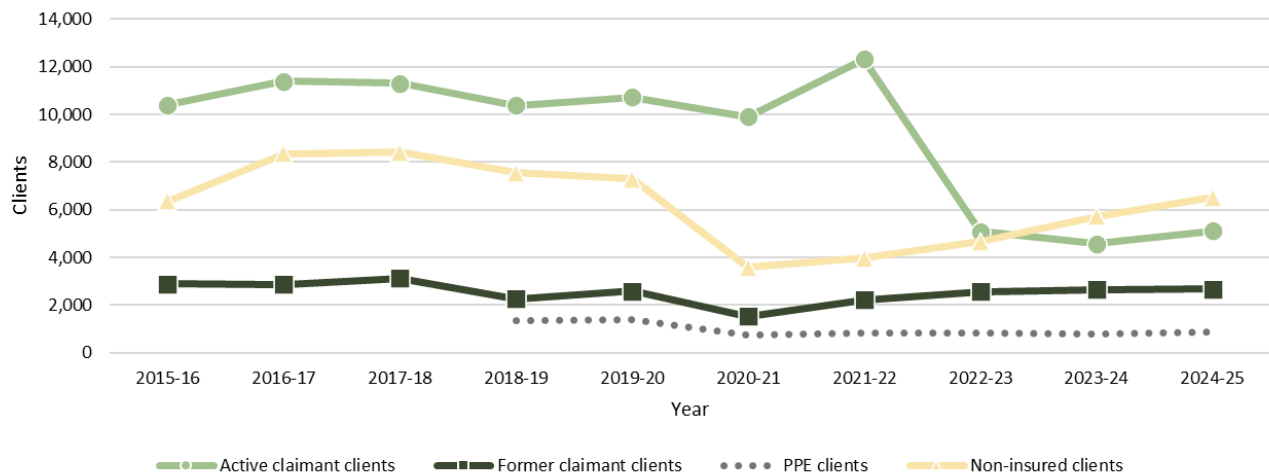
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	5,120	2,671	885	6,518	15,194
Share of total	33.7%	17.6%	5.8%	42.9%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.4.1: New Brunswick, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.4.2: New Brunswick, 2015-16 to 2024-25, relative client share, by client type

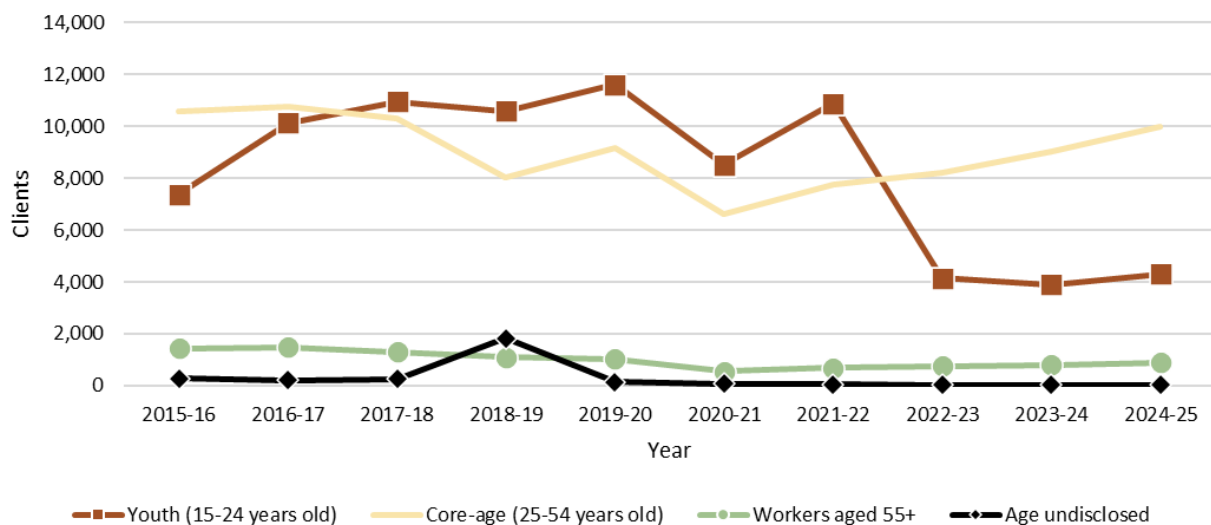
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	53.0%	14.7%	n/a	32.4%
2016-17	50.4%	12.7%	n/a	36.9%
2017-18	49.5%	13.6%	n/a	36.8%
2018-19	48.3%	10.5%	6.2%	35.1%
2019-20	48.7%	11.8%	6.4%	33.1%
2020-21	62.9%	9.7%	4.7%	22.7%
2021-22	63.6%	11.5%	4.3%	20.5%
2022-23	38.7%	19.6%	6.2%	35.5%
2023-24	33.3%	19.3%	5.8%	41.6%
2024-25	33.7%	17.6%	5.8%	42.9%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.4.2: New Brunswick, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.4.3: New Brunswick, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	37.6%	53.8%	7.3%	1.4%
2016-17	44.8%	47.7%	6.5%	0.9%
2017-18	48.0%	45.2%	5.7%	1.1%
2018-19	49.2%	37.3%	5.1%	8.5%
2019-20	52.9%	41.8%	4.7%	0.7%
2020-21	54.0%	42.1%	3.4%	0.4%
2021-22	56.2%	40.1%	3.5%	0.3%
2022-23	31.5%	62.5%	5.8%	0.1%
2023-24	28.3%	65.7%	5.8%	0.2%
2024-25	28.3%	65.6%	5.9%	0.1%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.4.4: New Brunswick, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	5,941	+0.3%	19.5%	-2.4
Support Measure	24,492	+16.1%	80.5%	+2.4
Total services	30,433	+12.6%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.4.5: New Brunswick, 2024-25, services delivered, by service type

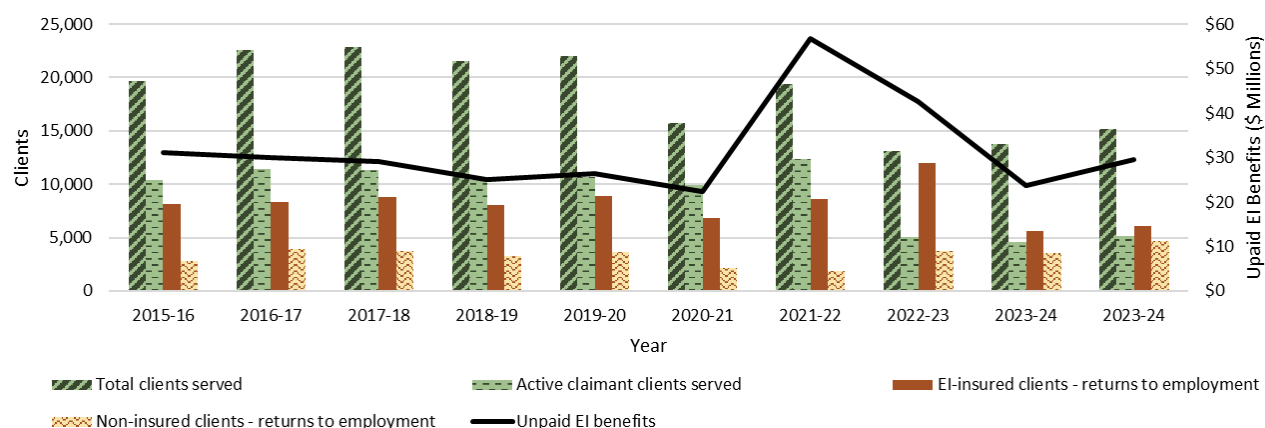
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	332	-22.2%	\$1,366	n/a
Self-Employment	259	+27.6%	\$3,543,103	-9.9%
Job Creation Partnerships	0	n/a	n/a	n/a
Skills Development-Regular	2,855	-8.0%	\$49,615,802	-9.1%
Skills Development-Apprentices	2,495	+13.9%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	5,941	+0.3%	\$53,160,272	-9.1%
Employment Services	5,960	+22.5%	\$8,322,971	+6.9%
Individual Counselling	18,532	+14.1%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$24,415,808	-30.9%
Research & Innovation	n/a	n/a	n/a	-100.0%
Total Support Measure	24,492	+16.1%	\$32,738,779	-24.1%
Total EBSMs	30,433	+12.6%	\$85,899,050	-15.5%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.4.3: New Brunswick, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, New Brunswick continued to face labour market pressure linked to demographic trends and, particularly, the province's aging population. Between 2004 and 2024, the number of annual retirements more than doubled, placing additional pressure on the province's remaining labour force. These pressures are expected to continue, as close to 100,000 New Brunswickers are projected to retire over the next decade, representing over 20% of New Brunswick's current labour force.⁶² Despite this turnover, New Brunswick's labour force is projected to grow by 7.9% by 2034.⁶³

The unemployment rate for New Brunswickers was 7.0% in 2024, up from 6.6% the previous year.⁶⁴ These rates are higher than Canada's overall unemployment rate, which was 6.3% in 2024 and 5.4% in 2023.⁶⁵

In March 2024, New Brunswick reported nearly 10,000 job vacancies⁶⁶ despite 33,800 people in the province identifying as unemployed, actively seeking employment,⁶⁷ and available for work.⁶⁸

Despite the overall drop in vacancy levels, labour shortages persisted in several key sectors, including healthcare, construction, and education.

Moving forward, the province remains focused on helping employers attract and retain workers, while maintaining a focus on equity, diversity, and inclusion. Addressing labour shortages, reducing skills mismatches, and increasing participation among under-represented groups, such as newcomers, youth, and older workers, remain key to building a resilient labour market. New Brunswick will also continue to rely on international immigration and interprovincial recruitment to support their labour force growth.

Canada-New Brunswick Labour Market Development Agreement

In 2024-25, New Brunswick received approximately \$95 million through the LMDA, funding programs and services used by approximately 15,200 clients. Within six months of receiving training and employment supports, approximately 69.3% of active claimant clients were employed, resulting in an overall savings of approximately \$29.4 million in unpaid EI benefits.

These programs and services include the Human Resources Support Services (HRSS), which helps employers in New Brunswick address workforce needs through ongoing consultations with WorkingNB. The program offers recruitment support, including financial assistance for work placements, job postings, and job fairs, as well as training funding for employees and supervisors. HRSS also provides expertise in human resources management, such as human resource planning, policy development, and succession

⁶² Statistics Canada (February 2026). [Add/Remove data - Labour force characteristics by industry, annual](#)

⁶³ New Brunswick Department of Post-Secondary Education, Training and Labour. [New Brunswick Labour Market Outlook \(2025 Edition\)](#).

⁶⁴ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁶⁵ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁶⁶ Statistics Canada (October 2025). [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality \(Statistics Canada\)](#)

⁶⁷ Within the last four weeks.

⁶⁸ Statistics Canada (October 2025). [Labour force characteristics by province, monthly, seasonally adjusted \(Statistics Canada\)](#)

planning. In 2024-25, the program invested approximately \$32.2 million and served 2,228 clients, enhancing employers' capacity and addressing labour market challenges.

Programs and services funded under the LMDA are reviewed regularly by the province to ensure they effectively address evolving labour market opportunities and challenges.

Designated and/or under-represented groups

In 2024-25, the Government of New Brunswick, through its WorkingNB division, provided programs and services specifically tailored to help employers recruit and retain newcomers. They also offered newcomers employment counseling and worked closely with organizations who supported them and their communities.

These programs and services included:

- **Language services:** Partnering with community organizations, settlement agencies, and educational institutions to deliver language training programs that are integrated into the services offered to newcomers.
- **Experiential learning and work experiences:** Providing short-term job placements, workshops, one-on-one coaching, and mentorship opportunities to help under-represented groups gain hands-on job experience.
- **Job maintenance support:** Providing job retainment support to employers and employees that help individuals from under-represented groups retain their jobs. This support may involve troubleshooting workplace challenges or offering conflict resolution services.
- **Work culture competencies:** Helps newcomers understand the work culture in New Brunswick. This can include training on workplace expectations, etiquette, communication and team dynamics.
- **Foreign credential recognition support:** WorkingNB provides foreign credential recognition support to help newcomers, with professional qualifications from other countries, navigate the process of having their qualifications recognized in New Brunswick. This may involve connecting individuals with organizations that assess foreign credentials or providing guidance on how to apply for equivalency assessments. The development of a new virtual employment counselling services unit in 2024 has built additional FQR capacity and expertise within WorkingNB. The unit specializes in helping FQR clients navigate credential recognition processes and providing employment counselling services.

Stakeholder consultations

To ensure their workforce programs are effective and responsive to the needs of its workers, New Brunswick actively engages with a diverse range of stakeholders, including employers, employees, communities (including official language communities) and organizations. WorkingNB also collaborates with key economic sectors like health care and social assistance, education, construction, manufacturing, IT, agriculture, forestry, fisheries and tourism to address labour market challenges and help employers implement sector-specific workforce strategies.

Specific Examples of Stakeholder Consultations/Collaboration:

- **The Restigouche Regional Labour Market Partnership Forum:** This forum collaborated with various stakeholders, including education institutions (school and postsecondary institutions), community partners, economic development agencies, employers, and municipalities to develop a 5-year attraction and retention strategy for the region. Three strategic pillars were identified, and a comprehensive action plan was developed to implement the strategy.
- **Belledune Port authority (BPA):** WorkingNB helped BPA create a Community and Workforce Development Committee. This committee collaborates with local stakeholders and community on recommendations that support Northern New Brunswick's clean-energy industrial transition. The committee provides a forum for information sharing and feedback, enabling collaborative efforts to pursue opportunities in community education, workforce development, training and recruitment. It also fosters broader stakeholder engagement on goals and opportunities at the Port. Focusing on projects and development opportunities identified by the BPA, the committee is tasked with identifying economic impacts and opportunities for the region while planning for jobs, training and community outreach initiatives.

Regional Service Commissions (RSCs) in New Brunswick plays a crucial role driving economic development across the province. They foster collaboration between municipalities, local governments, and stakeholders on initiatives that address economic challenges and promote growth.

Following are examples of RSC contributions to economic development:

- **Promoting Regional Economic Cooperation:** Encouraging collaboration between communities to tackle shared economic issues, attract investments, and leverage regional strengths for coordinated growth.
- **Attracting Investment and Supporting Business Growth:** Identifying regional economic opportunities and aligning resources to create attractive environments for investors and entrepreneurs, supporting business development and expansion.
- **Optimizing Service Delivery for Growth:** By streamlining services and coordinating regional efforts, RSCs improve the efficiency of service delivery and contribute to a more competitive and sustainable economy.

Through these efforts, RSCs enhances regional competitiveness, support infrastructure development, and help create a thriving, resilient economy for businesses and communities in New Brunswick.

New Brunswick: Personal Support Worker (PSW) Workforce Development

To address persistent labour shortages in healthcare, the New Brunswick Department of Post-Secondary Education, Training and Labour (PETL) actively collaborated with industry stakeholders, employer associations, the Department of Social Development, and the Department of Health. These joint efforts prioritized targeted recruitment and retention strategies for Personal Support Workers (PSWs), an essential role in delivering care to vulnerable individuals across long-term care facilities, home support services, and community-based programs.

PETL supports PSW training through dedicated funding streams: the Training and Skills Development (TSD) program for individual participants and the Labour Force Training (LFT) program for employers. In parallel, Skilled Trades NB oversees a Voluntary Certification initiative for PSWs, with WorkingNB covering certification fees until July 1, 2025, to promote accessibility and elevate professional standards.

Key Achievements:

- **Skilled Trades NB Certification Program:** Issued 87 certifications to PSWs, fostering skill recognition and career progression in the sector.
- **Labour Force Training (LFT):** Delivered through 73 contracts with employers in the healthcare sector, enabling 220 individuals to upgrade their PSW skills while staying employed. Total provincial investment: \$136,015.
- **Training and Skills Development (TSD):** Supported 130 case-managed individuals in developing employment action plans and accessing targeted training to join the PSW workforce. Total investment: \$1,249,889.

These initiatives reflect New Brunswick's strategic alignment with Employment and Social Development Canada goals, emphasizing skill-building and sustainable job placement to strengthen critical healthcare services. Central to this success is the emphasis on robust stakeholder engagement, including collaborative consultations with industry leaders, employers, and associations. This inclusive approach ensures that strategies are informed by real-time insights, adaptable to emerging challenges, and collectively driven toward building a resilient, high-quality workforce that meets the province's evolving needs.

Program delivery and participant supports

This section provides an overview of specific programs and financial supports funded under the LMDA. It includes specific details on the programs/initiatives, their duration, their associated funding, and any additional supports provided to clients. The intent is to demonstrate how programs and initiatives align with federal and provincial priorities and support labour market integration.

Program	Human Resources Support Services (HRSS)
Expenditures	\$32.2M (20.4%)
Description	Human Resources Support Services (HRSS) is a service delivery approach for employers. Through HRSS, workforce consultants in regional WorkingNB offices engage in ongoing dialogues with employers. Through these dialogues, Workforce Consultants help employers identify their Human Resource needs and recommend flexible and innovative interventions to address those needs. Ongoing support is provided to employers during their participation in the areas of recruitment, training, and other areas of Human Resource management. • Recruitment Supports: Provides financial support for work placements; assist with job postings, organizing local, provincial, and national job fairs; refer employers to partnering departments to address international recruitment needs; and provides experiential education (FutureNB). Some of the supports offered are funded through Adjustment Services. • Training Supports: Provides funding for various types of training for both employees and supervisors or managers, customized training programs for employees, as well as cultural/diversity awareness training. Training interventions may be funded through other appropriate programs, including the Labour Force Training (LFT) program and Workplace Essential Skills (WES) training. • Human Resource Management Supports: Provides funding to employers for external Human Resource expertise in areas such as Human Resource (HR) planning, the development of policies and procedures for various Human Resource practices, job analysis, compensation and benefits planning, succession planning, coaching on cultural diversity and workplace culture, etc. Many of these supports are funded through Adjustment Services.
Target Client Groups	• New Brunswick employers • Associations • Non-profit organizations

Benefits and Expected Results	More strategic investments ensure employers' Human Resource needs are met through Working NB supports; reducing the number of unemployed persons and unfilled job vacancies.

Program	Employment Services Program
Expenditures	\$43.1M (27.3%)
Description	The Employment Services Program has four components: • Labour Force Adjustment (LFA) provides support to eligible businesses and organizations in addressing significant changes impacting human resources (HR) at their workplace. The program's objective is to support the steps necessary for labour and management to make critical labour force changes in the workplace by investing time, energy, and/or resources in a concerted manner. Labour Force Adjustment Committee's (LFAC) coordinate responses to workforce disruptions, assess HR needs, create transition plans, and connect stakeholders to employment services and training, aiming to support workers and employers during changes. Committees include employers, workers, government, and community stakeholders, formed as needed for single or multiple employers across industries. • Labour Market Supports (LMS) provides support to the labour market in dealing with human resource requirements (i.e. labour force imbalances) through means such as, but not limited to, human resource planning and research. LMS focuses on supporting sector groups/associations and not-for-profit organizations to improve the capacity to deal with human resource requirements. requirements. The program's objective is to identify new and better tools and approaches that help individuals prepare for, return to, or keep employment and become productive clients in the labour force. • Labour Force Training (LFT) provides funds to eligible businesses and organizations which may assist in the training of existing employees so that they may develop the necessary skills to increase, improve and/or maintain labour market attachment. Given the current labour market context in New Brunswick, leveraging strategic training to a workforce allows for better retention of employees and improved morale, leading to overall success in the organization. • Employment Assistance Service (EAS) provides a variety of employment services to targeted clients. EAS is typically delivered through external contracts in partnership with non-profit, private and/or public organizations, where direct measurable employment results (placements) are achieved. The program's objective is to provide specialized employment services to individuals facing barriers to employment.

Target Client Groups	• New Brunswick employers • Associations • Non-profit organizations • Individuals seeking employment and or upskilling
Benefits and Expected Results	More strategic investments ensure employers' Human Resource needs are met through WorkingNB supports; reducing the number of unemployed persons and unfilled job vacancies.

Program	Training and Skills Development (TSD)
Expenditures	\$65.3M (41.3%)
Description	This program provides support to case-managed clients whose employment action plan identifies skills development as necessary to prepare them for employment opportunities and access the appropriate training and education programs necessary for their return to work. The focus of the program is to help clients receive training or educational programs which will allow them to quickly return to work. The program has two objectives: • Provide case-managed individuals with access to appropriate training and educational opportunities related to current and emerging employment opportunities • Increase the number of individuals who find sustainable employment as a result of receiving financial assistance through a training intervention For the 2024-25 year, this will consist of two programs: literacy upgrading and support for post-secondary training interventions.
Target Client Groups	Unemployed individuals who have identified skills training, through a developed Employment Action Plan (EAP), as being necessary to access long-term employment opportunities.
Benefits and Expected Results	• Percentage of clients employed after the completion of an intervention – 84.0% • Percentage of clients who obtained employment in a related field of study – 88.0%

Program	Future New Brunswick Co-op Program and Future New Brunswick Program
Expenditures	\$3.0M (1.9%)
Description	The co-op placement component (Future NB Co-op) encourages placements in the private or not-for-profit sector for students who are enrolled in a recognized college or university co-operative education program. These programs formally integrate a student's academic studies with work experience. The usual plan is for the student to alternate periods of experience in a field related to their program of study. Co-op placements occur throughout the fiscal year through three intakes (one in the summer, one in the fall and one in the winter). Future New Brunswick provides information, resources, and experiential learning opportunities to students at the high school and post-secondary levels. Objectives: To provide students with meaningful, experiential learning opportunities/work experience related to their skills and education.
Target Client Groups	New Brunswick University and College students attending publicly funded institutions.
Benefits and Expected Results	• Ensuring students are better prepared to attain employment in NB post-graduation • Creating connections between students/employers earlier on • Fostering these connections and ensuring labour market demands are addressed through placements/training of NB students • Encouraging connections with students/employers to encourage retention of NB graduates for available NB jobs

Program	Community Adult Learning (CAL) Training
Expenditures	\$2.5M (1.6%)
Description	Through a service delivery funding partnership between government and communities, Adult Learning Services (Community Adult Learning Program - CALP) give adult New Brunswickers access to learning services in, or near, their communities. Two options are available for them: the Academic and the Digital Literacy (DL) services. Each is designed to meet the needs of adult learners and improve their skills, whether for personal, employment, or further training reasons. Academic Services Academic Services offers free academic training in both official languages throughout the province. Adults who wish to attend academic training can access academic upgrading up to the General Educational Diploma (GED) or Canadian Adult Education Credential (CAEC) Preparation level. The schedules are flexible to meet the needs of adults who can choose to attend full or part-time training. Academic training offers quality teaching and guidance to each participating learner. Digital Literacy Services The rapid development and adoption of digital technologies has changed the way we work, learn, and communicate. From social networking, to commerce, to the workplace, digital skills have become increasingly important in today's labour market. In response to this new reality, WorkingNB established Digital Literacy Services, focusing on teaching basic digital skills needed to thrive in today's digital-rich society. These services are designed to provide, throughout New Brunswick, an adult-friendly learning environment and encourage learners to be actively involved in the planning of their Individualized Learning Plan and in setting and reaching their goals. An adult education approach is used to maximize the learner's success, encouraging them to become self-directed learners, guiding them in their learning objectives, and valuing prior learning and experiences.

Target Client Groups	El eligible adults without a high school diploma and/or adults requiring validation of their skills
Benefits and Expected Results	Serve approximately 2,000 learners • Increased literacy skills of adult learners • Learners gain GED/CAEC certification • Learner progression to further education or skills training • Increase in employment (or employment retention) after training

Program	Workplace Connections (WPC)
Expenditures	\$7.3 (4.6%)
Description	Workplace Connections is a service available through WorkingNB for individuals who require work experience as identified through their employment action plan (EAP). The objective of WPC is to increase the labour market attachment of individuals by providing workplace opportunities that help overcome employment barriers or acquire experience and/or skills required for an occupation. While WPC includes a range of supports available to individuals, it indirectly benefits the participating employers who accommodates a WPC placement. An individual's WPC stream is determined based on their needs and goals as identified by their Employment Action Plan (EAP), developed either through WorkingNB, Social Development or another authorized referral agent (i.e., Indigenous organization, Employment Assistance Services). • Barriers to Employment - for individuals who have a barrier(s) that needs to be overcome to be able to contribute successfully to the workplace (e.g., gaps in employment). Includes career choice/career exploration subcomponent. • Skills Development - for individuals who need to acquire and/or develop skills that will enable them to succeed in a specific position/job (e.g., lack of experience in a field). • Group-Based Initiatives - provides individuals with an experiential placement that is part of a group-based initiative aimed at meeting the needs of individuals and the labour market. This stream is for regional and provincial initiatives combining WPC with another intervention (e.g., WES).
Target Client Groups	Unemployed or underemployed New Brunswick residents (18 years of age and over) who are legally entitled to work in Canada
Benefits and Expected Results	The service increases the labour market attachment of individuals by providing them with workplace opportunities to address employment barriers or acquire experience/skills required for an occupation.

Program	Self-Employment Benefit (SEB) Program
Expenditures	\$4.6M (2.9%)
Description	Self-Employment Benefit (SEB) helps unemployed individuals create a job for themselves by starting a new business. SEB provides various types of support during the initial development phase of the business, including financial assistance, coaching and ongoing technical advice. Coaching is tailored to meet individual needs and can include subjects such as business plan development, accounting, and marketing. Objectives of SEB: • To assist unemployed individuals in securing sustainable self-employment • To stimulate the creation of long-term employment opportunities in the private sector
Target Client Groups	Unemployed individuals seeking self-employment opportunities who need assistance with various elements to be successful.
Benefits and Expected Results	To continue to exceed targets for program inquiries, to serve over 250 individuals with the program.

3.2.5 Quebec

EBSM key facts

Table 3.2.5.1: Quebec, 2024-25, clients served and relative share, by client type

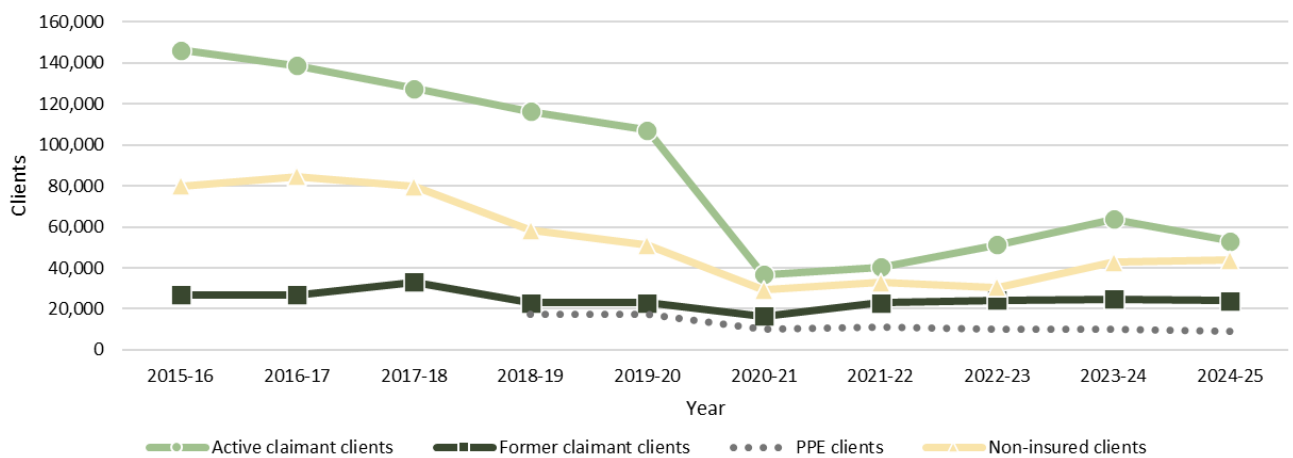
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	53,040	23,994	8,986	43,817	129,837
Share of total	40.9%	18.5%	6.9%	33.7%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.5.1: Quebec, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.5.2: Quebec, 2015-16 to 2024-25, relative client share, by client type

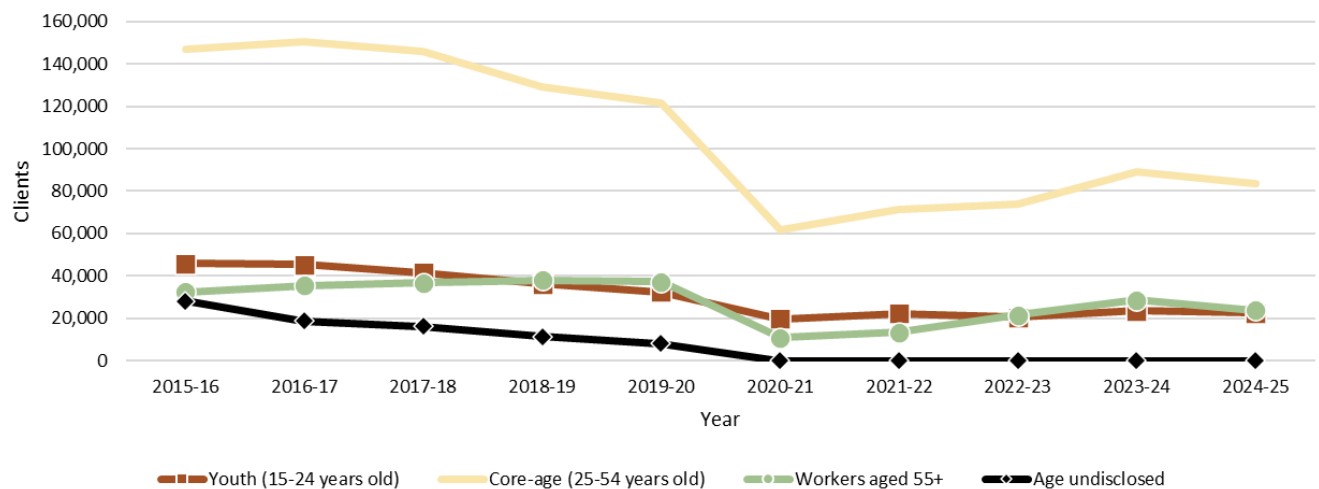
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	57.8%	10.6%	n/a	31.5%
2016-17	55.4%	10.8%	n/a	33.8%
2017-18	53.1%	13.7%	n/a	33.2%
2018-19	54.1%	10.7%	8.0%	27.1%
2019-20	53.9%	11.6%	8.8%	25.7%
2020-21	39.8%	17.7%	10.9%	31.6%
2021-22	37.6%	21.3%	10.5%	30.6%
2022-23	44.2%	20.9%	8.6%	26.3%
2023-24	45.1%	17.6%	7.1%	30.2%
2024-25	40.9%	18.5%	6.9%	33.7%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.5.2: Quebec, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.5.3: Quebec, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	18.1%	58.0%	12.8%	11.1%
2016-17	18.1%	60.2%	14.2%	7.5%
2017-18	17.3%	60.7%	15.3%	6.8%
2018-19	16.9%	60.3%	17.6%	5.2%
2019-20	16.3%	61.0%	18.7%	4.0%
2020-21	21.3%	66.9%	11.8%	0.1%
2021-22	20.8%	66.6%	12.5%	0.1%
2022-23	17.7%	63.6%	18.6%	0.0%
2023-24	16.7%	63.0%	20.3%	0.0%
2024-25	17.4%	64.2%	18.4%	0.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.5.4: Quebec, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	16,977	+1.1%	11.2%	+1.3
Support Measure	134,488	-11.5%	88.8%	-1.3
Total services	151,465	-10.2%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.5.5: Quebec, 2024-25, services delivered, by service type

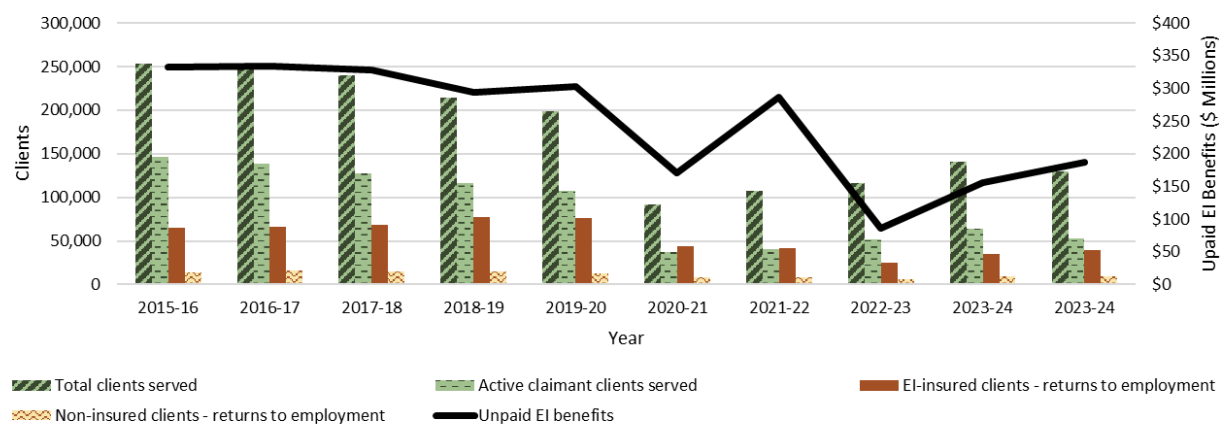
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	4,861	-0.9%	\$124,990,000	+2.2%
Self-Employment	136	-72.9%	\$4,588,000	-70.6%
Job Creation Partnerships	0	n/a	\$43,845,000	n/a
Skills Development-Regular	11,980	+5.2%	\$183,519,000	-33.6%
Skills Development-Apprentices	n/a	n/a	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	16,977	+1.1%	\$356,942,000	-13.8%
Employment Services	132,661	-11.8%	\$146,404,000	+0.0%
Individual Counselling	1,827	+25.0%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$27,675,000	-62.3%
Research & Innovation	n/a	n/a	\$3,523,000	-47.9%
Total Support Measure	134,488	-11.5%	\$177,602,000	-21.6%
Total EBSMs	151,465	-10.2%	\$534,544,000	-16.6%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.5.3: Quebec, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients.

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Quebec's labour market experienced a moderate recovery after a period of stagnation between the end of 2023 and the summer of 2024. This stagnation was accompanied by strong growth in the working-age population, mainly attributable to temporary immigration and the influx of refugee claimants into Quebec. Unemployment rose, despite a still-high employment rate.

At the end of 2024, Quebec had just over two unemployed workers per job vacancy, compared to less than one between the end of 2021 and the throughout of 2022. Despite this increase, the ratio remained below the national average. The employment rate for people aged 15 to 64 reached 77.3%,⁶⁹ the highest among Canadian provinces and among the highest in OECD countries. The unemployment rate, at 5.3%,⁷⁰ remained one of the lowest in the past 50 years. In comparison, the unemployment rate in Canada was 6.3% in 2024, up slightly from the 5.4% rate recorded in 2023.

The labour supply continues to be constrained by population aging as baby boomers gradually leave the labour market. This trend is expected to continue over the coming decades, exacerbating challenges of recruiting and retaining staff.

Canada-Quebec Labour Market Development Agreement

In 2024-25, Quebec received approximately \$593 million under the LMDA. Approximately 130,000 participants received public employment services. Quebec reported that nearly 56.8% of active claimant clients had found a job within six months of receiving training and employment support measures, which contributed to savings of approximately \$186.7M in unpaid EI benefits to active claimants.

The ministère de l'Emploi et de la Solidarité sociale (Ministry of Employment and Social Solidarity) (MESS) continued its efforts to address the labour shortage challenge. The Opération main-d'œuvre (Operation Workforce) government initiative, which the MESS coordinates and prioritizes training for individuals in certain industries (health and social services, education, educational childcare services, information technology, engineering and construction). In 2024-25, 52.2% of those who had completed training in a sector targeted by Operation Workforce found a job. In 2024-25, the allowance of \$475 per week for unemployed people in qualifying training also continued, which helped enhance the appeal of training programs.

Designated and/or under-represented groups

Public employment services continued to pay particular attention to groups underrepresented in the labour market, including people with disabilities and young people. In 2024-25, thousands of people from these groups found employment after participating in an employability measure.

⁶⁹ Government of Quebec (October 2025). [Plan d'action 2025-26 des services publics d'emploi](#)

⁷⁰ Government of Quebec (October 2025) [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

For example, as part of the Plan d'action pour le secteur de la construction (Action plan for the construction sector), wage subsidies were used to facilitate job placement, particularly for women in this traditionally male-dominated sector.

It is worth noting that the Commission des partenaires du marché du travail (CPMT) (CPMT) plays a central role in identifying the specific needs and barriers of clients. It relies on a network of advisory committees dedicated to these underrepresented groups, which actively contribute to the development of the ministry's strategies and action plans. These committees provide a better understanding of the realities experienced by these populations and enable public employment services to be adapted as a result with a view on inclusion and equity.

Stakeholder consultations

The Government of Quebec continued to work closely with the CPMT to ensure that public employment services are aligned with labour market needs. The CPMT, which brings together representatives from employers, workers, the educational community, and organizations that specialize in employability, plays a key role in developing the annual action plan and monitoring strategies.

In February 2025, an employment forum enabled national, regional, and sectoral partners to discuss the economic impact of U.S. trade policies and adapt their responses accordingly. This collaboration strengthened the network's ability to respond quickly to emerging challenges.

Operation Workforce

Quebec continued its efforts to address the labour shortage challenge. The Operation Workforce government initiative prioritizes assistance to businesses in certain sectors (health, education, childcare, information technology, engineering, and construction) as well as businesses in the industrial and scientific sectors and the life sciences. In 2024-25, 47.5% of businesses that had received assistance from public employment services were in sectors that were prioritized by the government.

Moreover, in support of the initiative launched in the fall of 2023 to train 4,000 to 5,000 people in the construction sector, the Government of Quebec, through the MESS, is providing \$750 per week in financial support from the Ministry of Education to eligible learners during their training.

In addition to coordinating this, the government aims to meet labour market needs in certain economic sectors, Quebec has taken action to support the labour market. Therefore, it supported skills development among employed individuals, particularly to increase productivity. It has also helped businesses through activities aimed at adapting human resources management practices to promote the professional integration and retention of a diverse workforce.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports offered through the LMDA. It includes details on the available programs and initiatives, their duration, associated funding, as well as additional supports provided to participants, for example.

Program	Concertation pour l'emploi (Consultation and Collaboration for Employment)
Expenditures	\$27,675,000 (6.6%)
Description	Fosters collaboration between employers, employee associations, professional associations, and clients facing common employment issues by supporting them in developing and implementing strategies to respond to changes in the labour market. The solutions aim to meet human resources needs, address issues of access to employment, and remove barriers to job creation, while supporting and facilitating active employment measures.
Target Client Groups	Businesses and their workers
Benefits and Expected Results	Support for consultation and implementation of sectoral or regional employment strategies. Expected results: concerted solutions to meet labour needs, improved access to employment, and reduced barriers to job creation.

Program	Contrat d'intégration au travail (Work Integration contract)
Expenditure	\$38,895,000 (9.3%)
Description	Encourages the hiring and continued employment of people with disabilities in regular workplaces by offering appropriate accommodations and financial compensation to employers. This ensures equal access to work and equal opportunities for people with disabilities in their labour market integration.
Target Client Groups	Persons with disabilities
Benefits and Expected Results	Accommodations and financial support to promote hiring and job retention. Expected results: sustainable integration of persons with disabilities into the workforce and increased participation in the labour market.

Program	Formation de la main-d'œuvre (Workforce Training)
Expenditure	\$47,111,000 (11.2%)
Description	Enables targeted client groups to acquire general or specialized skills tailored to their needs for entering or remaining in employment. The aim is to reduce unemployment by offering skills training that is transferable and takes into account the needs of the labour market.
Target Client Groups	Unemployed individuals and businesses
Benefits and Expected Results	Access to training activities tailored to the needs of participants and the labour market. Expected outcomes: acquisition of transferable skills, integration or retention in employment, and reduction in unemployment.

Program	Initiative ciblée pour les travailleurs expérimentés (Initiatives targeting experienced workers)
Expenditure	\$3,796,000 (0.9%)
Description	Helps experienced workers aged 50 and over re-enter the labour market by providing them with services designed to enhance their employability and extend their working lives.
Target Client Groups	Workers aged 50 and over
Benefits and Expected Results	Services aimed at enhancing employability and providing support for returning to work. Expected results: reintegration into the labour market and extension of working life for workers aged 50 and over.

Programme	Programme de formations de courte durée privilégiant les stages dans les professions priorisées par la Commission des partenaires du marché du travail (CPMT) (Short-term training program, which focuses on internships in occupations that are prioritized by the CPMT (Labour Market Partners Commission))
Expenditure	\$10,002,000 (2.4%)
Description	This measure aims to meet the need for skilled labour in targeted economic sectors by enabling newly hired, retrained, or promoted individuals to acquire the necessary skills through tailored training programs, including workplace internships, which are developed in partnership with educational institutions and businesses.
Target Client Groups	Newly hired workers who need to develop their skills
Benefits and Expected Results	Short-term training, including workplace internships, in occupations prioritized by the CPMT. Expected results: rapid acquisition of applied skills, job integration/retention, and contribution to skilled labour needs.

Programme	Projet de préparation à l'emploi (Employment Preparation project)
Expenditure	\$43,663,000 (10.4%)
Description	This measure is aimed at people who are disadvantaged in terms of employment, enabling them to develop personal and labour market integration skills through integrated preparation and integration activities
Target Client Groups	Employment-disadvantaged individuals
Benefits and Expected Results	Preparation and integration activities that enable the development of personal and employability skills. Expected results: progress toward employment, improved self-sufficiency, and reduced barriers to labour market integration.

Program	(Programme de subventions aux entreprises adaptées PSEA)Adapted Business Grant Program (ABGP)
Expenditure	\$70,258,000 (16.7%)
Description	Aims to create adapted jobs for persons with disabilities, while supporting their employability development and their transition to sustainable employment. It supports adapted businesses in integrating the required accommodation measures.
Target Client Groups	Adapted businesses and people with disabilities
Benefits and Expected Results	Support for adapted businesses to offer jobs and workplace accommodations. Expected results: development of the employability of persons with disabilities and support with their transition to sustainable employment.

Program	Service d'aide à l'emploi (Employment Assistance Service)
Expenditure	\$146,398,000 (34.8%)
Description	Help job seekers identify their needs and access peripheral services, such as career guidance and job search assistance, to facilitate their integration into the labour market.
Target Client Groups	Unemployed individuals
Benefits and Expected Results	Guidance services, job search assistance, and support for the integration process. Expected results: improved employability, return to work, and job retention.

Program	Soutien au travail autonome (Self-employment support)
Expenditure	\$15,598,000 (3.7%)
Description	The objective is to support individuals who wish to become self-employed or start their own business by offering them advice and support for the development of promising entrepreneurial projects.
Target Client Groups	Unemployed individuals with a self-employment project
Benefits and Expected Results	Advice and support for the development of entrepreneurial and self-employment projects. Expected results: implementation of viable projects, creation of economic activity, and sustainable integration into the workforce through self-employment.

Program	Subventions salariales (Wage subsidies)
Expenditure	\$10,321,000 (2.5%)
Description	Encourages the hiring of unemployed individuals through financial support for businesses, enabling integration into sustainable employment, the acquisition of meaningful initial experience, or specific support for groups such as immigrants or visible minorities.
Target Client Groups	Unemployed individuals, immigrants, visible minorities
Benefits and Expected Results	Financial support for employers to facilitate the hiring of unemployed individuals, including certain underrepresented groups. Expected results: acquisition of work experience, integration into sustainable employment, and reduction of barriers to hiring.

Program	Research and Innovation
Expenditure	\$6,765,000 (1.6%)
Description	This measure supports the implementation of experimental and research projects aimed at testing new intervention approaches to improve employment policies, measures, and services.
Target Client Groups	Since these are innovative projects, each project may target unique clients.
Benefits and Expected Results	Support for experimental and research projects on new intervention approaches. Expected results: knowledge production, improvement of practices, and contribution to the evolution of employment measures and services.

3.2.6 Ontario

EBSM key facts

Table 3.2.6.1: Ontario, 2024-25, clients served and relative share, by client type

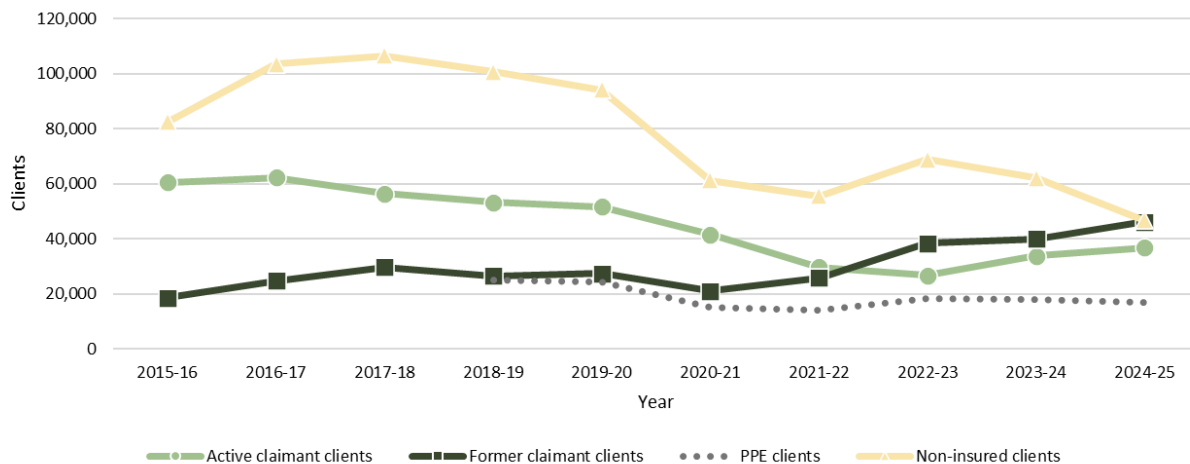
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	36,818	46,200	17,078	46,800	146,896
Share of total	25.1%	31.5%	11.6%	31.9%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.6.1: Ontario, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.6.2: Ontario, 2015-16 to 2024-25, relative client share, by client type

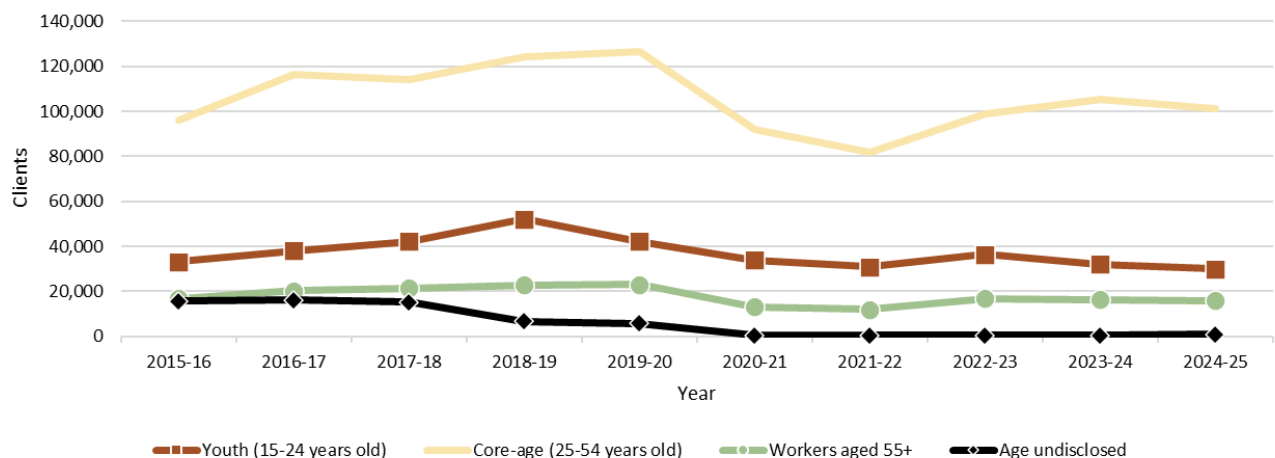
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	37.4%	11.5%	n/a	51.0%
2016-17	32.7%	13.0%	n/a	54.3%
2017-18	29.3%	15.4%	n/a	55.3%
2018-19	25.9%	12.9%	12.3%	48.9%
2019-20	26.2%	13.9%	12.3%	47.6%
2020-21	29.9%	15.1%	11.0%	44.0%
2021-22	23.8%	20.6%	11.2%	44.4%
2022-23	17.5%	25.2%	12.0%	45.2%
2023-24	22.0%	26.0%	11.7%	40.4%
2024-25	25.1%	31.5%	11.6%	31.9%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.6.2: Ontario, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.6.3: Ontario, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	20.6%	59.4%	10.4%	9.7%
2016-17	19.9%	61.1%	10.6%	8.4%
2017-18	21.9%	59.2%	11.1%	7.8%
2018-19	25.3%	60.4%	11.0%	3.3%
2019-20	21.3%	64.1%	11.7%	2.9%
2020-21	24.3%	66.1%	9.4%	0.2%
2021-22	24.7%	65.3%	9.6%	0.3%
2022-23	24.0%	64.8%	11.0%	0.2%
2023-24	20.8%	68.4%	10.6%	0.2%
2024-25	19.9%	68.7%	10.8%	0.6%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.6.4: Ontario, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	38,492	-3.9%	19.1%	-0.3
Support Measure	163,052	-2.3%	80.9%	+0.3
Total services	201,544	-2.6%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.6.5: Ontario, 2024-25, services delivered, by service type

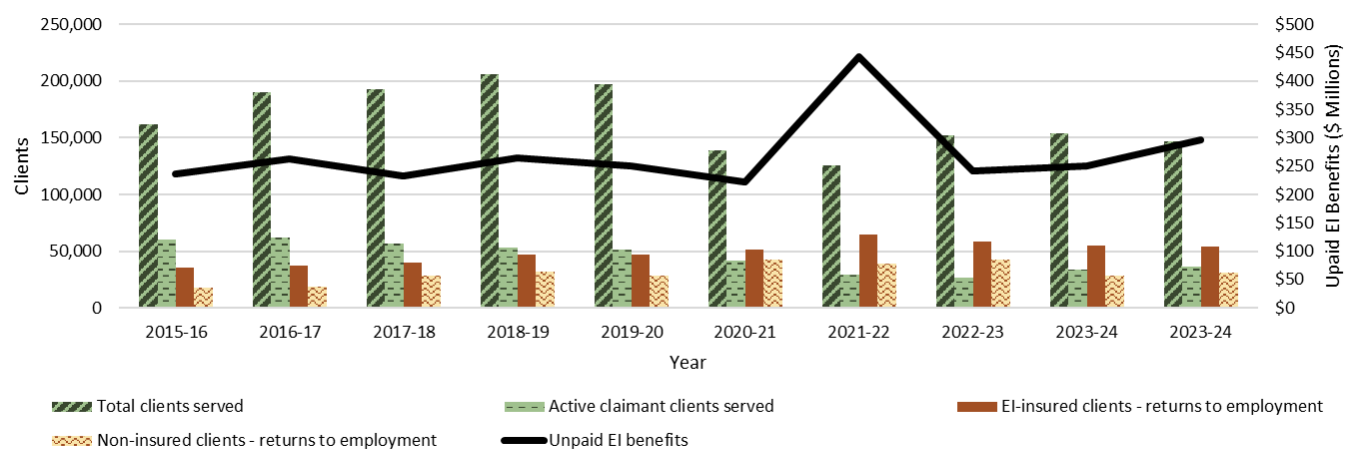
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	n/a	n/a	n/a	n/a
Self-Employment	n/a	n/a	n/a	n/a
Job Creation Partnerships	67	-10.7%	\$1,243,458	-1.9%
Skills Development-Regular	8,643	+8.7%	\$204,480,923	-2.7%
Skills Development-Apprentices	29,782	-7.0%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	38,492	-3.9%	\$205,724,381	-2.7%
Employment Services	155,865	-3.0%	\$271,685,504	-22.9%
Individual Counselling	7,187	+13.7%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$41,536,048	-14.1%
Research & Innovation	n/a	n/a	\$64,804,868	-47.0%
Total Support Measure	163,052	-2.3%	\$378,026,420	-27.7%
Total EBSMs	201,544	-2.6%	\$583,750,801	-20.5%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.6.3: Ontario, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Ontario continued to experience moderating labour market conditions. While employment gains were recorded throughout the year, employers in key sectors such as healthcare, skilled trades, and manufacturing continued to face challenges in recruiting and retaining workers with the skills needed to meet current demands. Demographic shifts, such as the aging population and slower immigration growth, continued to shape the labour market and are expected to have long-term implications.

Labour market tightness indicators such as job vacancies and employer concerns about skilled labour shortages, began returning to historic norms. However, economic uncertainty grew following the United States' imposition of tariffs targeting Ontario's auto, steel, and aluminum sectors. These developments introduced new risks to employment in related industries and added pressure on Ontario's export-dependent economy.

To address these challenges, Ontario continued to invest in workforce development and training initiatives to support economic resilience. With projected job openings of over 500,000 in skilled trades-related occupations and more than 460,000 in the healthcare and social assistance sector by 2032, targeted employment and training supports through the LMDA remain essential to equipping workers with the skills needed to succeed in a changing economy.

The unemployment rate increased from 5.6% in 2023 to 7.0% in 2024 reflecting a slowdown in employment growth and rising labour market pressures. In comparison, Canada's unemployment rate rose from 5.4% in 2023 to 6.3% in 2024.⁷¹

In March 2025, the province had approximately 180,000 job vacancies⁷² compared to approximately 667,000 persons who were unemployed, actively seeking employment within the last four weeks, and available for work.⁷³

Canada-Ontario Labour Market Development Agreement

In 2024-25, Ontario received approximately \$641 million through the LMDA, which served approximately 153,700 clients. Within six months of receiving training and employment supports, approximately 74% of active claimant clients were employed,⁷⁴ resulting in an overall savings of approximately \$250 million in unpaid EI benefits.

In 2024-25, Ontario used funding from the LMDA to:

- Support training and upskilling initiatives in sectors facing persistent labour shortages, such as healthcare and skilled trades
- help transition people from social assistance programs to meaningful jobs

⁷¹ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁷² Statistics Canada (October 2025). [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality](#)

⁷³ Statistics Canada (October 2025). [Labour force characteristics by province, monthly, seasonally adjusted](#)

⁷⁴ This metric relates to active claimant clients. When factoring in all EI claimant types, the number drops to 36.0%.

- grow the skilled trades to modernize the skilled trades and apprenticeship system

Ontario has fully implemented their Integrated Employment Services (IES) through Service System Managers, offering clients a range of employment and training supports and services to find and keep employment. These services included employment counselling, employment-related skills workshops and activities, engaging with employers and communities to build the highly skilled and educated workforce Ontario needs to be competitive. The system remained focused and committed to connecting job seekers with employers to help build a skilled and adaptable workforce.

The IES system is designed to support a diverse client base, including persons with disabilities, newcomers and racialized individuals. These clients received supports that had a real effect on their employment outcomes. In 2024-25, 85.0% of those who completed a survey upon completion of service reported being employed.

Moreover, the In-Class Enhancement Fund (IEF) supported apprenticeship training by funding Ontario-approved Training Delivery Agents, including colleges and non-colleges such as union-affiliated or employer-sponsored training providers. By subsidizing in-class training costs, the IEF ensures apprentices receive high-quality instruction, facilitating their progression and completion. In 2024-25, with support from LMDA, WDA and provincial contributions, the program served over 41,287 apprentices.

Designated and/or under-represented groups

In 2024-25 Ontario's LMDA programming continued to serve a diverse client base, with a strong focus on inclusive training and employment initiatives. These efforts aimed to increase the labour market participation of under-represented groups and respond to ongoing challenges in key sectors such as healthcare, skilled trades, and manufacturing.

The Integrated Employment Services (IES) program continued to support the creation of a more efficient employment assistance system that is responsive to local conditions. This program breaks down barriers to employment and delivers better outcomes for job seekers, including individuals on social assistance and people with disabilities. In 2024-25, with supports from LMDA, the program served over 78,000 clients, which included:

- 43.0% women
- 35.0% newcomers
- 37.0% persons with disabilities
- 40.0% racialized people
- 4.0% Indigenous peoples
- 13.0% youth (15-24)
- 14.0% older workers (55+)

Stakeholder consultations

Ontario engaged with several stakeholders and partners in 2024-25, including official language minority community stakeholders, organizations representing employers, organizations representing employees,

persons with disabilities stakeholders and Indigenous community organizations. These consultations helped inform the province's employment and training strategies and ensured that programs remained responsive to local and sectoral needs.

Key themes emerging from stakeholder engagement included:

- the need to continue investing in training for healthcare workers and skilled trades
- challenges in attracting and retaining staff in sectors such as health, construction, agriculture, and manufacturing
- the importance of supporting the settlement and economic success of immigrants and asylum seekers
- addressing employment barriers faced by under-represented groups
- ensuring equitable access to employment and training programs and encouraging employer participation in upskilling and reskilling initiatives.

Ontario also continued its engagement with urban Indigenous partners through the Urban Indigenous Engagement Table (UIET), which includes representatives from Tungasuvvingat Inuit, Métis Nation of Ontario, Ontario Native Women's Association, and Ontario Federation of Indigenous Friendship Centres. The table provided input and recommendations to improve employment outcomes for urban Indigenous clients within the Integrated Employment Services model.

In parallel, Ontario maintains its partnership with the Chiefs of Ontario to co-develop a First Nations model for employment services delivery. The Employment Table Working Group (ETWG), a First Nations-led initiative continued to provide recommendations to guide the province's approach to engagement and service design.

Integrated Employment Service (IES) Implementation Completion

After over 6 years, March 3rd, 2025 marked the completion of the Integrated Employment Services (IES) rollout across Ontario. This means that the province now has nine Service System Managers (SSMs) that oversee the delivery of employment services in 15 respective geographical "catchment" areas.

Ontario transformed its employment services to be more efficient, streamlined, and outcomes focused. As part of Integrated Employment Services, a local service delivery model was implemented and social assistance employment services was integrated into Employment Ontario (EO). Transforming the system allows service providers to be more responsive to the needs of job seekers, businesses and local communities.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to clients. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Employment Ontario Network

The province's employment and training programs and services are primarily delivered through the Employment Ontario (EO) network, composed of Ontario's community-based network including employment service providers, literacy providers, public colleges, direct delivery apprenticeship offices, and training delivery agents. EO helps people prepare for, find and keep full-time jobs. It connects employers, communities, incumbent workers and job seekers to meet the demands of evolving economic changes, addressing local labour market needs.

Financial Supports for Individuals and Employers

Unemployed individuals in Ontario can apply for financial support that covers their skills training and living expenses. Financial support is also provided to employers to purchase skills training for new hires and current employees or when apprentices meet specific training and certification milestones.

Ontario supports people with disabilities by providing job placement and retention services, along with funding for basic work-related costs, helping them successfully transition to employment, secure and keep employment and advance economic self-sufficiency. In addition to LMDA funded programs and services, Ontario provided additional funding to support employers for retention and capacity building, to enhance employment pathways for workers and job seekers facing higher employment barriers, to encourage partnerships across the economy and support training solutions and encourage people with disabilities to find and maintain employment.

Research and Innovation Programs Offset through Labour Market Development Agreement in 2024-25⁷⁵

The following programs and initiatives are also supported by the provincial funding and by the federally-funded Workforce Development Agreement. The program expenditures and results included in the table below only reflect the portion of program activities supported by Labour Market Development Agreement in 2024-25.

⁷⁵ The programs included in the table are multiple-year programs/initiatives and continue to be active in 2023-24.

Program	Pre-Apprenticeship Training Program
Expenditures	\$24,576,200 (38.5%)
Description	Provides people with technical and employability training needed to enter an apprenticeship program. The program is designed to support potential apprentices who may need job readiness skills and trade readiness experience to gain employment as apprentices.
Target Client Groups	Unemployed youth
Benefits and Expected Results	Pre-App projects are expected to: • Help individuals to gain employment as apprentices by bridging the gap between the skills people have and the skills employers are seeking • Address a skills shortage in high-demand trades • Increase exposure to the trades In 2024-25, 62 projects were approved, intending to serve approximately 1,600 clients.

Program	Achievement Incentive Program
Expenditures	\$ 37,350,200 (58.5%)
Description	Supports employers, including those in group sponsor arrangements, by providing a financial incentive when apprentices meet specific training and certification milestones. It is a systems-based grant program that helps employers (in all trades prescribed under the <i>Ontario College of Trades and Apprenticeship Act, 2019</i>) train apprentices by reducing some of the cost associated with training.
Target Client Groups	Employed
Benefits and Expected Results	The program aims to address the anticipated labour gaps and barriers faced by both employers and apprentices by: • Helping sponsors address skills shortages, increase apprenticeship training progression and completion, offset hiring, on-boarding, and training costs • Increasing the number of apprentice registrations, including those from underrepresented groups • Providing a financial incentive to facilitate apprenticeship progression and increase completion/certification rate In 2024-25, 4,208 unique sponsors received payments for 26,446 milestones achieved by 20,471 unique clients. In total, 26,446 payments were made.

Program	Skills Ontario
Expenditures	\$1,897,979 (3.0%)
Description	Works with schools, colleges, industry, and governments to provide opportunities for youth to explore and develop skills for successful careers in the skilled trades and technologies. Funded activities include in-school presentations, Canada's largest skills competition, summer camps for skills development and in-school competitions.
Target Client Groups	Youth
Benefits and Expected Results	In 2024, there were approximately 47,000 visitors to Skills Ontario programming

3.2.7 Manitoba

EBSM key facts

Table 3.2.7.1: Manitoba, 2024-25, clients served and relative share, by client type

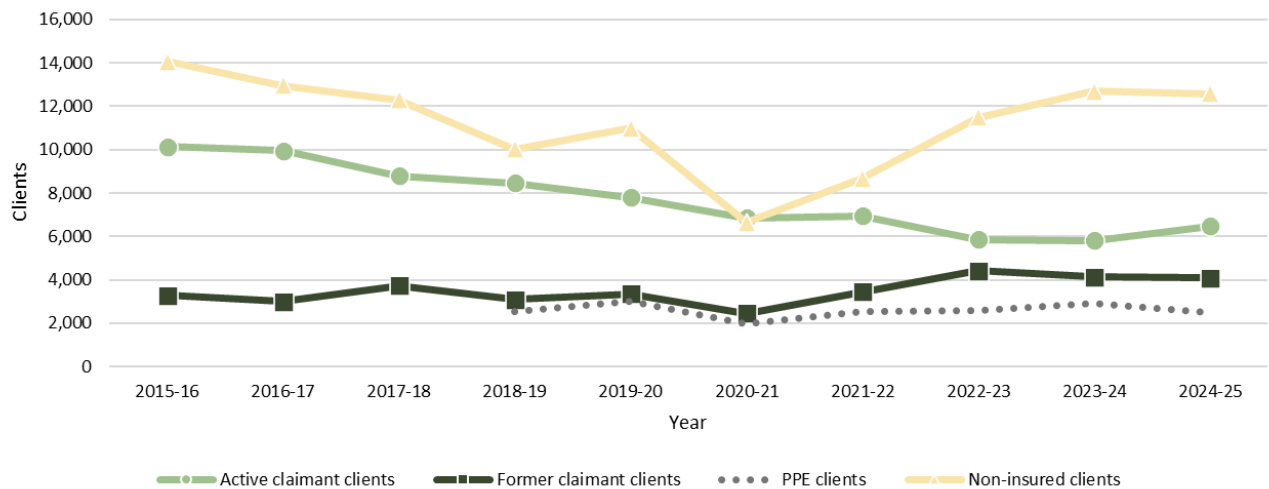
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	6,470	4,096	2,474	12,575	25,615
Share of total	25.3%	16.0%	9.7%	49.1%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.7.1: Manitoba, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.7.2: Manitoba, 2015-16 to 2024-25, relative client share, by client type

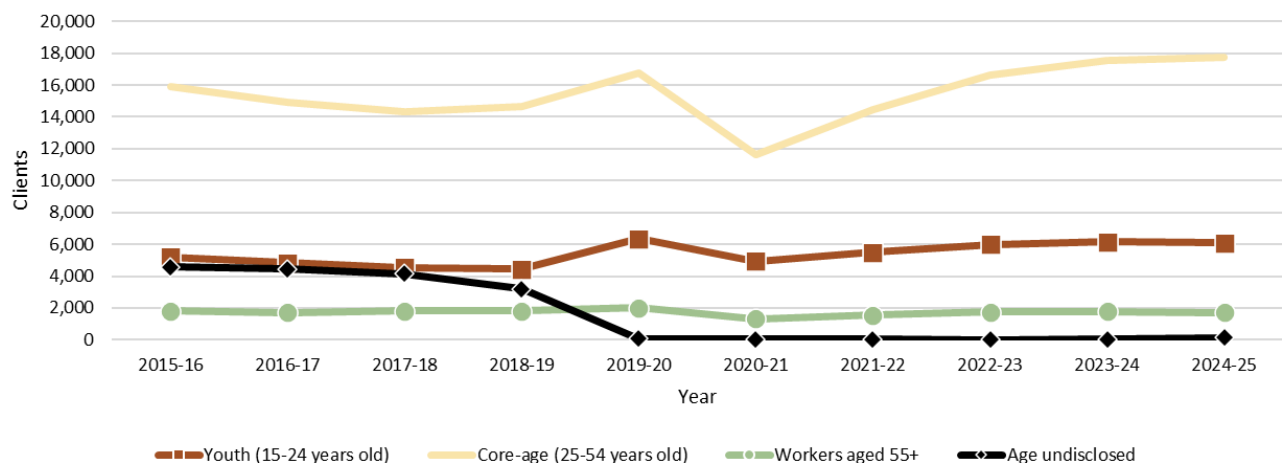
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	36.9%	12.0%	n/a	51.1%
2016-17	38.4%	11.6%	n/a	50.0%
2017-18	35.5%	15.0%	n/a	49.5%
2018-19	35.1%	12.8%	10.5%	41.6%
2019-20	31.0%	13.3%	12.0%	43.7%
2020-21	38.3%	13.7%	10.9%	37.1%
2021-22	32.2%	16.0%	11.7%	40.2%
2022-23	24.0%	18.1%	10.6%	47.2%
2023-24	22.8%	16.2%	11.4%	49.7%
2024-25	25.3%	16.0%	9.7%	49.1%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.7.2: Manitoba, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.7.3: Manitoba, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	19.0%	57.8%	6.5%	16.7%
2016-17	18.7%	57.5%	6.7%	17.1%
2017-18	18.3%	57.7%	7.3%	16.7%
2018-19	18.5%	60.8%	7.5%	13.3%
2019-20	25.2%	66.5%	8.0%	0.2%
2020-21	27.6%	64.9%	7.4%	0.2%
2021-22	25.5%	67.1%	7.3%	0.1%
2022-23	24.6%	68.3%	7.1%	0.0%
2023-24	24.1%	68.8%	6.9%	0.2%
2024-25	23.7%	69.2%	6.6%	0.5%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.7.4: Manitoba, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	10,822	-54.2%	9.5%	-11.8
Support Measure	103,217	+18.1%	90.5%	+11.8
Total services	114,039	+2.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ The decrease in EB is due to coding correction, where some workshops previously counted as EB instead of SM. Prior to this coding correction, EB counts were stable between 2023-24 and 2024-25.

Table 3.2.7.5: Manitoba, 2024-25, services delivered, by service type

Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	32	-64.0%	\$63,293	-27.3%
Self-Employment	18	-51.4%	\$89,423	-68.1%
Job Creation Partnerships	889	+50.9%	\$3,806,151	+8.0%
Skills Development-Regular	5,928	-69.9%	\$22,890,410	-25.5%
Skills Development-Apprentices	3,955	+21.9%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	10,822	-54.2%	\$26,849,277	-22.5%
Employment Services	48,687	+54.6%	\$11,944,779	-7.3%
Individual Counselling	54,530	-2.4%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$4,814,306	-41.8%
Research & Innovation	n/a	n/a	\$842,133	+370.5%
Total Support Measure	103,217	+18.1%	\$17,601,219	-17.5%
Total EBSMs	114,039	+2.7%	\$44,450,496	-20.6%

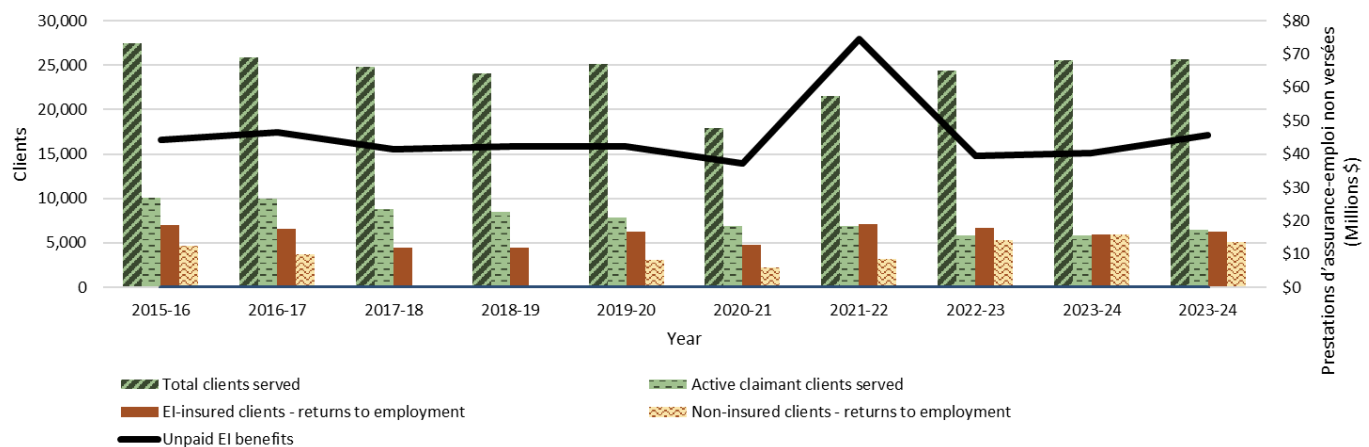
Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ The decrease in SD-R is due to coding correction, where some workshops previously counted as SD-R instead of EAS. Prior to this coding correction, SD-R counts were stable between 2023-24 and 2024-25.

Chart 3.2.7.3: Manitoba, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

From March 2024 to March 2025, employment in Manitoba increased by 19,100 workers, or 2.7%, from 707,400 to 726,500. In that same timeframe, Manitoba's service-producing industries experienced an employment increase of 16,000 people, or 2.9%, while its goods-producing industries experienced an increase of 3,000 people, or 2.0%.⁷⁶

Manitoba's 2024 unemployment rate was 5.4%; an increase from 4.9% in 2023, but still lower than the Canadian average of 6.3%.⁷⁷

The province had a monthly average of 20,578 job vacancies in 2024-25, a 13.7% decrease from the monthly average of 23,844 in 2023-24. The average job vacancy rate in 2024-25 was 3.3%, down from 3.8% in 2023-24.⁷⁸

High-quality, accessible education is essential to maintaining Manitoba's labour force, as nearly 70.0% of all job openings in the next five years are expected to require some form of post-secondary education or apprenticeship training.

Canada-Manitoba Labour Market Development Agreement

In 2024-25, Manitoba received approximately \$50.5 million through its LMDA to support programs and services that address the province's labour market challenges, with approximately 25,600 clients served. Within six months of receiving training and employment supports, approximately 59.9% of active claimant clients were employed, which contributed to an overall savings of approximately \$45.7 million in unpaid EI benefits.

Manitoba's LMDA programming provides Manitobans with a range of labour market supports including skills development, training, and work experience, in addition to helping employers attract skilled workers. In 2024-25, the LMDA programming included:

- Employment Assistance Services
- Employment Partnerships
- Labour Market Partnership
- Research and Innovation
- Skills Development
- Targeted Wage Subsidies
- Self-Employment Assistance

For example, the Skills Development program offers support for individuals seeking employment-related training, including skills development, academic upgrading, and apprenticeship programs. Targeting

⁷⁶ Statistics Canada (October 2025). [Table 14-10-0376-01 Employment by class of worker and industry, monthly, unadjusted for seasonality \(x 1,000\)](#)

⁷⁷ Statistics Canada (October 2025). [Table 14-10-0464-01 Labour force characteristics by province, territory and economic region, annual](#)

⁷⁸ Statistics Canada (October 2025). [Table 14-10-0371-01 Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

unemployed or low-skilled workers, it provides also assistance with tuition, childcare, transportation, and other costs. In 2024-25, the program served 3,969 clients.

Designated and/or under-represented groups

To address labour shortages and improve workforce inclusion and diversity, Manitoba has continued to focus on increasing participation from designated and/or under-represented groups, and particularly Indigenous Peoples, who represent approximately 18.0% of the province's population. Initiatives include:

- Targeting immigration using a multifaceted approach aligned to occupation, industry and regional needs;
- Investing in skills development and demand-led training programs for under-represented groups; and
- Streamlining credential recognition for newcomers.

Stakeholders have highlighted the need for more culturally appropriate training and education resources that would support longer-term employment for Indigenous Peoples – especially those in rural and remote areas.

Stakeholder consultations

In 2024-25, Manitoba regularly engaged with stakeholders to identify emerging labour market issues, develop responsive solutions, and inform government strategies, initiatives, and funding priorities. Stakeholders consulted included economic and industry partners, post-secondary institutions, Indigenous organizations, Sector Councils, employment and training organizations, and settlement organizations. Engagement activities took place through both formal and informal processes, including in-person and virtual consultations, roundtables, public events, and ongoing dialogue through standing boards, councils, and committees.

Manitoba maintained strong relationships with its network of contracted third-party service providers, that deliver frontline employment services to diverse clients including newcomers, youth, Indigenous Peoples, persons with disabilities, and individuals receiving employment insurance or income assistance. Informal consultations with these providers occurred throughout the year and played a key role in identifying client needs and emerging service delivery opportunities.

Engagements revealed that continued collaboration, removing barriers to accessing services, and supporting workers and employers in the face of trade tariffs are the most pressing issues for stakeholders.

Key themes emerging from 2024-25 consultations included:

- The need to continue to modernize the apprenticeship and certification system to expand access to training across the province and improve equity for underrepresented groups
- Leveraging the expertise of Sector Councils to inform programming, address skills gaps, and support work integrated learning opportunities.

- Improving client experiences and outcomes with service providers through streamlined processes, holistic support through community connections, individualized program reviews, provision of training on reporting processes, and collaborative efforts with service providers to ensure accessible, labour market-aligned services.
- Addressing the unique social and employment challenges faced by underrepresented groups—such as Manitobans with disabilities and newcomers—by increasing program visibility, enhancing service provider collaboration, and expanding comprehensive supports to improve their access to the labour market.
- The importance of a unified national response that mitigates major economic harm from U.S. tariffs—including market diversification, technology investment, removal of interprovincial trade barriers, and targeted government support—to protect affected sectors and jobs.

Manitoba Jobs and Skills Development Centres

Manitoba provides a range of employment and training services to individuals through 12 LMDA-funded Manitoba Jobs and Skills Development Centres (MJSDs) located across the province. Supports include:

- personalized guidance from career practitioners on career exploration, occupational choices, and long-term planning
- assistance with all aspects of job search
- advocacy and coaching to ensure individuals are connected with the right opportunities and resources
- funding and/or referrals to post-secondary education, vocational training, and upgrading opportunities
- ongoing support to overcome barriers to employment, including referrals to specialized programs

In 2024-25, Manitoba served 11,731 clients through the MJSDs. Programming had an 85.0% success rate, which is defined as clients being employed, self-employed, continuing with another service provider, or in further education/training after receiving services.

MJSDs serve a diverse client base. In 2024-25:

- 17.0% self-identified as Indigenous
- 22.0% were People with Disabilities
- 18.0% were newcomers to Canada within the last five years
- 46.0% were youth (under 30)

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their associated funding, and additional supports provided to clients.

Program	Employment Assistance Services
Expenditures	\$15,439,000 (37.0%%)
Description	Community organizations offer a variety of short-term employment-related services to help individuals conduct a successful job search, find and keep a job, and improve their employability. Areas of Focus: Employment preparation
Target Client Groups	• Individuals with a current or previous EI claim • Individuals who paid employee's premiums in at least five of the previous 10 calendar years • Unemployed individuals • Job loss threatened individuals • Employed individuals working less than an average of 20 hours per week
Benefits and Expected Results	• Activities and services include employment plan development and counselling, assessment, labour market and education information provision, resume assistance and job referral/placement • Expected results include improvement in clients' general employability, reduced unemployment (increased employment), and direct savings to the Employment Insurance account through reduced dependency on government funded income support programs

Program	Employment Partnerships
Expenditures	\$4,919,000 (11.8%)
Description	Assists communities, sector associations, and employers to address labour force development needs while assisting eligible individuals to gain sustainable employment. Areas of focus: Employment preparation, training, employment partnerships
Target Client Groups	• Individuals with a current or previous EI claim • Individuals who paid employee's premiums in at least five of the previous 10 calendar years • Unemployed individuals • Low skilled existing workers • Job loss threatened individuals
Benefits and Expected Results	• Activities and services include pre-employment preparation, job-specific skills training, and on-site hands-on training • Expected results include an increase in individuals' employability skills, reduced unemployment (increased employment), and direct savings to the Employment Insurance account through reduced dependency on government funded income support programs

Program	Labour Market Partnerships
Expenditures	\$6,222,000 (14.9%)
Description	Provides private, public, and community sector organizations with financial support to undertake activities that address labour market development, labour force development, and workforce adjustment issues. Supports companies that are locating to or expanding within Manitoba with funding to train new and existing employees, develop training curriculum/learning materials, and lease or purchase equipment/materials required for training. Assists companies to assess human resource management needs and develop/implement human resource and workforce training and development plans. Areas of focus: Training, supports, employment partnerships.
Target Client Groups	• Communities, sectoral associations, and individual employers • Private, for-profit companies with a Canadian business number licensed to carry on business in Manitoba and are locating new operations in Manitoba or expanding existing Manitoba operations • Small and medium-sized enterprises • Large companies, particularly those operating in highly competitive markets
Benefits and Expected Results	• Activities and services include workforce development and adjustment activities to assist employers, employee associations, and workers to deal with workforce changes, improve their capacity to implement workforce expansion, identify and create employment opportunities to address labour market supply and demand needs and support labour force development activities that help identify and address human resource and training needs in specific sectors • Assistance to companies with little or no capacity to develop HR management plans to maximize the contribution of their workforce to achieve business goals • Assistance to companies to develop and implement workforce training and development to achieve business goals • Assistance may include direct service delivery and brokering relevant internal/external resources • Expected results include an increase in companies' investments in their employees' skill level, new hires, and creation of net new jobs, and the economic benefit to Manitoba resulting from these employment opportunities

Program	Research and Innovation
Expenditures	\$1,088,000 (2.6%)
Description	Provides financial support to organizations who research and/or design practical projects that identify innovative ways of helping individuals prepare for, find, return to, or maintain sustainable employment and/or strengthen and promote province-wide or regional labour force development. Areas of focus: Building knowledge
Target Client Groups	Eligible organizations
Benefits and Expected Results	• Activities and services include research studies, information and/or data development, program/project evaluations and demonstration projects. • Expected results include products that address the objectives and priorities of the R&I program, such as addressing policy and program issues, research and/or design projects that are practical and help identify innovative ways of helping individuals prepare for, find, return to or maintain sustainable employment, and strengthen and promote province-wide or regional labour market development.

Program	Self Employment
Expenditures	\$115,600 (0.3%)
Description	Contracts with local service providers to assist eligible individuals to create jobs for themselves by starting a business Areas of focus: employment preparation, supports, training
Target Client Groups	• Individuals with a current or previous EI claim • Individuals who paid employee's premiums in at least five of the previous 10 calendar years • Employed individuals who are low skilled • Employment and Income Assistance recipients • Unemployed individuals • Job loss threatened individuals
Benefits and Expected Results	• Activities and services include training and supports to develop business plans and entrepreneurial skills, and individual coaching/consulting on implementing plans • Expected results include reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government funded income support programs, and reduced EIA costs

Program	Skills Development
Expenditures	\$13,818,000 (33.1%)
Description	Assists eligible individuals who need training to find employment, including occupational and/or skills training, academic upgrading, literacy and/or English as an Additional Language training required for skills training or employment, apprenticeship training, and co-operative education programs. Areas of focus: Training, supports
Target Client Groups	• Individuals with a current or previous EI claim • Individuals who paid employee's premiums in at least five of the previous 10 calendar years • Unemployed individuals • Employed individuals who are low skilled • Employment and Income Assistance recipients • Job loss threatened individuals
Benefits and Expected Results	• Activities and services include direct financial assistance to attend employment related skills training including tuition, certification/licensing allowance, daycare costs, lodging and transportation • Expected results include increased employability skills, reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government funded income support programs, and reduced EIA costs

Program	Wage Subsidy
Expenditures	\$81,800 (0.2%)
Description	Partners with employers to offset the cost of hiring and training new workers to assist eligible individuals in gaining full time employment. Areas of focus: training, employment partnerships
Target Client Groups	• Individuals with a current or previous EI claim • Individuals who paid employee's premiums in at least five of the previous 10 calendar years • Employment and Income Assistance recipients • Unemployed or underemployed individuals • Job loss threatened individuals
Benefits and Expected Results	• Activities and services include work experience and/or job specific skills development. • Expected results include increased employability skills, reduced unemployment (increased employment), direct savings to the Employment Insurance account through reduced dependency on government funded income support programs, and reduced EIA costs.

3.2.8 Saskatchewan

EBSM key facts

Table 3.2.8.1: Saskatchewan, 2024-25, clients served and relative share, by client type

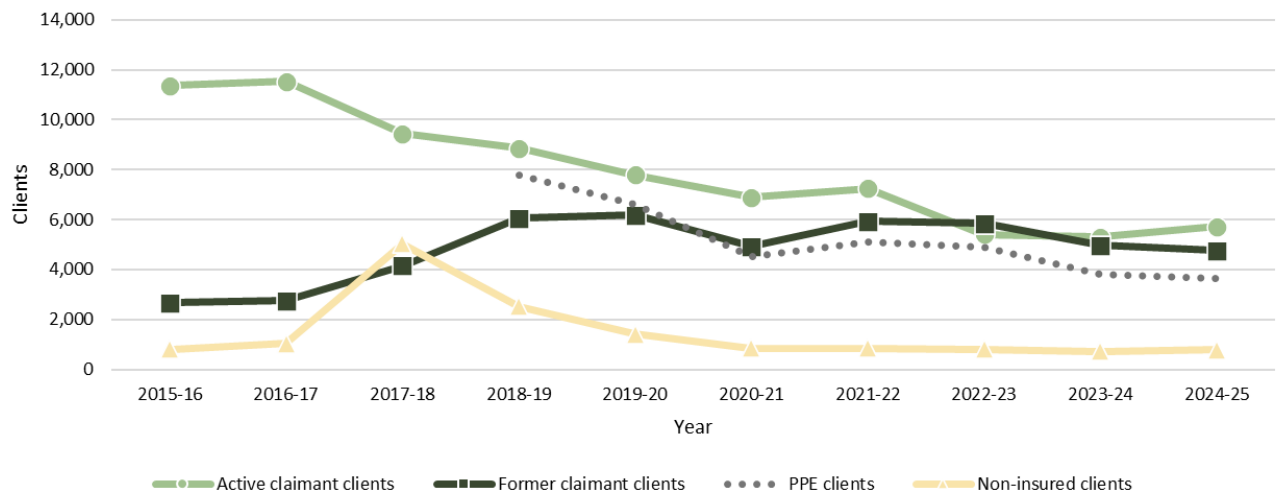
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	5,712	4,763	3,648	794	14,917
Share of total	38.3%	31.9%	24.5%	5.3%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.8.1: Saskatchewan, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.8.2: Saskatchewan, 2015-16 to 2024-25, relative client share, by client type

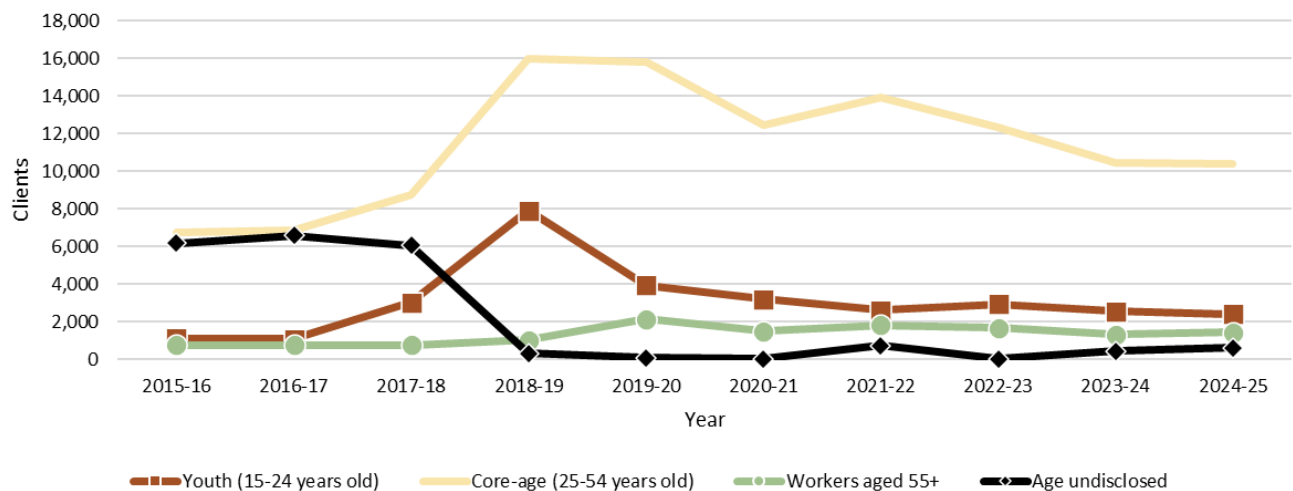
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	76.6%	18.0%	n/a	5.4%
2016-17	75.3%	17.9%	n/a	6.8%
2017-18	50.7%	22.3%	n/a	27.0%
2018-19	35.1%	24.0%	30.8%	10.0%
2019-20	35.4%	28.1%	30.0%	6.5%
2020-21	40.1%	28.7%	26.3%	5.0%
2021-22	37.9%	31.0%	26.7%	4.4%
2022-23	32.0%	34.5%	28.8%	4.7%
2023-24	35.9%	33.6%	25.6%	4.9%
2024-25	38.3%	31.9%	24.5%	5.3%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.8.2: Saskatchewan, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.8.3: Saskatchewan, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	7.6%	45.6%	5.2%	41.7%
2016-17	7.1%	45.0%	5.1%	42.9%
2017-18	16.3%	47.0%	4.2%	32.5%
2018-19	31.3%	63.3%	4.1%	1.2%
2019-20	18.0%	71.8%	9.8%	0.5%
2020-21	18.6%	72.5%	8.8%	0.2%
2021-22	13.8%	72.7%	9.6%	3.9%
2022-23	17.3%	72.7%	9.9%	0.1%
2023-24	17.4%	70.6%	9.0%	3.0%
2024-25	16.2%	69.8%	9.7%	4.2%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.8.4: Saskatchewan, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	11,020	+3.6%	56.4%	-1.3
Support Measure	8,503	+9.0%	43.6%	+1.3
Total services	19,523	+5.9%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.8.5: Saskatchewan, 2024-25, services delivered, by service type

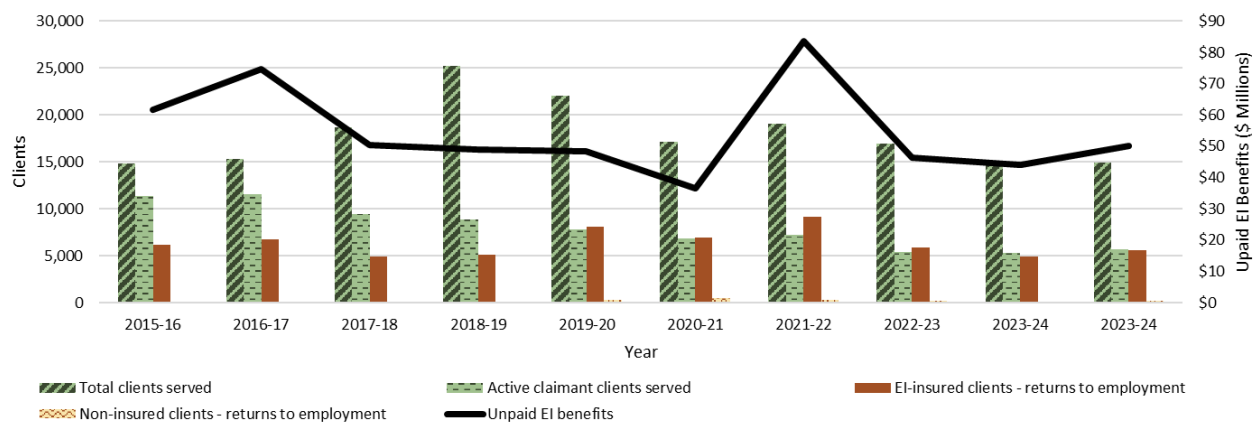
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	n/a	n/a	n/a	n/a
Self-Employment	14	-58.5%	\$0	-100.0%
Job Creation Partnerships	n/a	n/a	n/a	n/a
Skills Development-Regular	7,552	+11.6%	\$28,716,515	+6.3%
Skills Development-Apprentices	3,454	-10.0%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	11,020	+3.6%	\$28,716,515	+4.7%
Employment Services	1,518	+14.6%	\$8,971,895	-25.6%
Individual Counselling	6,985	+7.9%	Included above	Included above
Labour Market Partnerships	n/a	n/a	n/a	-100.0%
Research & Innovation	n/a	n/a	\$518,405	+728.1%
Total Support Measure	8,503	+9.0%	\$9,490,300	-56.7%
Total EBSMs	19,523	+5.9%	\$38,206,815	-22.6%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.8.3: Saskatchewan, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Saskatchewan's economy and labour market continued to show strong growth and resilience amid global economic challenges. In 2024, the province added 15,200 jobs (year-over-year) reaching record-high employment for several groups, including women and off-reserve Indigenous adults and youth. Saskatchewan's unemployment rate was 5.4 per cent in 2024, the second lowest among provinces and below the national rate of 6.3 per cent.⁷⁹

Despite this momentum, Saskatchewan continued to face labour-related challenges. Like other advanced economies, the population is aging with workers aged 55 and over accounting for approximately 21 per cent of Saskatchewan's labour force in 2024, compared to 16 per cent in 1976.

In addition to the demographic impact, reduced immigration is expected to worsen existing labour challenges. Saskatchewan continues to have one of the tightest labour markets in the country. In October 2025 (most recent data as of December 2025), there were 2.5 unemployed people for every vacant job, below the national average of 3.3.

These labour challenges are expected to persist, fueled by over \$41 billion in private-sector investment in recent years, which is expected to continue creating jobs in communities across Saskatchewan. The province currently anticipates over 119,000 net job openings between 2025 and 2029.

Labour market programming continues to focus on addressing these shortages by delivering a broad suite of upskilling and training initiatives, as well as career and employment services. The Saskatchewan Labour Market Strategy continues to serve as the province's blueprint to build an engaged, agile and productive workforce to ensure long-term economic resilience.

Canada-Saskatchewan Labour Market Development Agreement

In 2024-25, Saskatchewan received approximately \$44 million through the LMDA and approximately 14,900 unique EI clients were served. Within six months of receiving training and employment supports, 63.6% of active EI claimant clients were already employed which contributed to an overall savings of approximately \$50 million in unpaid EI benefits.

Saskatchewan's labour market programs are funded through a combination of funding sources including the LMDA, WDA and provincial budget. Saskatchewan's programming supports training, recruitment and retention of a skilled workforce that fosters investment and economic growth in Saskatchewan. LMDA funding supports the development, delivery, and evaluation of programs and services designed to meet labour market needs in the province.

In 2024-25, Saskatchewan provided career and employment services through offices across the province and through partnerships with third-party service providers. Services target specialized needs such as career counseling, vocational assessments, employment supports, newcomer and settlement supports and work placement opportunities. Additionally, Saskatchewan provided financial and program support

⁷⁹ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual \(Statistics Canada\)](#)

to training institutions, agencies, and industries that deliver skills development services throughout the province.

In 2024-25, Saskatchewan continued to deliver key LMDA-supported programming such as the Essential Skills (ES) programming, Skills Training (ST) programming, Apprenticeship training programs, and the Workforce Development Program (WFD).

- ES programming helped adults build foundational skills such as literacy, numeracy, and employability skills. Key components of ES programming include Adult Basic Education (ABE) and Essential Skills for the Workplace (ESWP), and the Canadian Adult Education Credential (CAEC). These programs supported adults in entering or re-entering the workforce, pursuing further training, or advancing in their careers.
- The ST programs addressed the training needs of businesses and industries in areas of high demand. These programs included accredited and certificate diploma programs, as well as short-term and entry-level training through the Trades and Skills Centres, and targeted supports for Northern Saskatchewan residents through the Northern Skills Training program.
- Apprenticeship training addressed the demand for skilled tradespeople in Saskatchewan. Apprenticeship and trade certification are important in fostering economic growth, developing a skilled workforce, and ensuring the ongoing competitiveness of the labour market as the demand for apprentices and skilled tradespeople is on the rise.
- Under the WFD program, clients received numerous services such as vocational assessments, career counselling, job readiness, life skills, entry-level skills, digital literacy skills, job development, basic skills training, job coaching, and individualized employment-related supports.

Designated and/or under-represented groups

In Saskatchewan, approximately 20 per cent of unemployed workers are not eligible for EI. Saskatchewan does not restrict access to employment services based on an individual's EI status. Clients who are ineligible under the LMDA would be assisted through provincially funded or WDA-funded programming. This applies to supports targeting under-represented groups, such as Indigenous peoples, persons with disabilities, racialized people, and/or women. The Saskatchewan Labour Market Strategy, launched in March 2024, focuses on training, upskilling, and prioritizing engagement of under-represented groups in the labour force. For example, in 2024-25 the province:

- Continued to offer the Northern Skills Training program to address academic and skills barriers for residents living in Northern Saskatchewan.
- Supported the establishment of an additional cohort of the Mental Health and Wellness diploma program at the Saskatchewan Indian Institute of Technologies to meet demand in this program/occupation. The skills learned in the program enable frontline workers to provide care to Indigenous individuals.
- Provided funding to the Saskatchewan Apprenticeship and Trade Certification Commission's Indigenous Apprenticeship Initiative to increase the recruitment of Indigenous peoples into

apprenticeship and skilled trades careers. Projects include apprenticeship and pre-employment trades training with First Nation and Métis communities. In 2024-25, 17.2 per cent of registered apprentices self-declared as Indigenous peoples.

- Partnered with industry representatives to deliver projects to increase Indigenous representation and address the critical labour shortage in potash mining and mining construction.
- Provided funding to support women in trades or to become self-employed through the WFD program.
- Funded the Employability Assistance for Persons with Disabilities (EAPD) program which provides services and supports to Saskatchewan residents experiencing disability as they prepare for, obtain and maintain employment, or pursue further education and training.
- Partnered with Francophone community-based organizations to enhance Francophone participation in the workplace.

Stakeholder consultations

In 2024-25, Saskatchewan engaged and consulted with a broad range of stakeholder organizations including business and industry associations, individual employers, community leaders, community-based organizations, organizations providing employment services for people from under-represented groups, Francophone organizations, post-secondary education and training institutions, labour groups and partner ministries, agencies, and commissions. Stakeholder engagement offered an opportunity to discuss and receive advice on labour market programs and services and to identify key labour market barriers, emerging needs, and opportunities.

Stakeholder engagements were conducted through consultations, information sessions, employer outreach, roundtables, conference calls, presentations and in-person or virtual meetings. Through these engagements, several key themes emerged that align with:

1. Sector pressures

Across sectors, employers expressed difficulties in finding suitable candidates due to:

- Skills mismatch
- Competition for talent
- Geographic constraints (e.g., recruitment challenges in rural, remote and northern communities)
- Lack of housing availability
- Technological advancements requiring new skills and training programs

Specific sector challenges included:

- The healthcare sector saw an increased need for professionals such as continuing care assistants, nurses and paramedics, particularly in rural communities.
- The mining industry is undergoing significant growth, resulting in rising demand for mining-related occupations. Concurrently, there is a growing need for modernized flexible training approaches to ensure local residents can benefit from good paying jobs in the sector.

- The emergence of the nuclear sector introduces new workforce considerations, particularly in skilled trades, while resource-based industries such as quarrying, oil and gas continue to face labour market challenges.
- Additionally, the agricultural sector is undergoing transformation, further influencing workforce development priorities.
- Stakeholders reported a shortage of skilled tradespersons to support infrastructure investments/projects attributed to:
 - High overall demand for tradespeople and cross competition for skilled tradespeople across several sectors in the province including construction, mining and agriculture.
 - Need for modernized and flexible pre-trades and apprenticeship programs.
 - Strong demand for roles like Industrial Mechanics, Electricians, Welders and more.
 - Difficulties in attracting manufacturing workers to rural areas.

2. Indigenous Workforce Development

Stakeholders expressed the need to grow Indigenous participation in the workforce to meet labour force needs and build long-term capacity and sustainability. This was conveyed through:

- Recommendations for enhanced partnerships with Indigenous communities and businesses.
- A proposed focus on training delivery in northern regions and for Indigenous participants.
- Recommendations for sector-specific training in mining, energy, agriculture, construction, health and tourism.
- Concern over labour market issues in rural and northern communities, for example, attracting healthcare workers to rural and northern.

Kimberly Dennett, Graduate of the Mental Health & Wellness Program – Meadow Lake

Dumont Technical Institute

Kimberly is an extraordinary individual whose strength, determination, and passion for learning make her a deserving recipient for the Order of Gabriel Dumont (OGD) Bronze Award. The OGD Bronze Award is a distinction awarded by the Gabriel Dumont Institute (GDI) to recognize outstanding Métis students and alumni. It recognizes GDI students and alumni who have shown exceptional leadership, active community involvement, cultural engagement, and strong academic performance.

Throughout her journey, Kimberly has excelled academically while balancing the responsibilities of being a supportive mother and grandmother, always putting her family first. Despite facing numerous challenges, she has remained focused on her education and personal growth, proving that it's never too late to make a change.

When Kimberly began her program, she was at a pivotal moment in her life, having endured difficult times. Instead of allowing these struggles to define her, she made a conscious decision to rewrite her story. Committed to improving her life for her own well-being, as well as for the sake of her family and community, Kimberly's transformation has been remarkable. She doesn't just learn; she fully embraces every opportunity for growth, applying her newfound knowledge in meaningful ways.

What sets Kimberly apart is her deep connection to her Métis identity. She has embarked on a journey of cultural reclamation, integrating traditional teachings into her life and actively participating in cultural events. Not only is she embracing and sharing these values, but she is also passing them on to her family, ensuring that these traditions live on for future generations.

Kimberly has a powerful vision for the future, one focused on advocacy, mental health, and community-building in her home community of Beauval. What makes her truly inspiring is that she is already living her vision through her actions. She leads with kindness, empathy, and resilience, showing others the power of perseverance and healing.

Kimberly's story is one of transformation, cultural pride, and unwavering dedication. She is more than deserving of the OGD Bronze Award, as she embodies the qualities of a true leader and role model.

Program delivery and participant supports

Saskatchewan's programs and initiatives align with the Saskatchewan Labour Market Strategy, federal and provincial priorities, and support labour market integration. Saskatchewan's labour market programs are funded through a combination of funding sources such as LMDA, WDA and their provincial budget. In 2024-25, Saskatchewan invested a total of \$129 million in labour market programming. The tables below provide further information on Saskatchewan's usage of the LMDA portion of funding:

Program	Essential Skills (ES)
Expenditures	\$6.5M (17.0%)
Description	Through ES programming, participants acquire the knowledge, skills and attitudes needed to enter or re-enter the labour force, move on to further training or advance in a chosen career. ES programming helps adults improve their literacy level and develop essential and employability skills. Learners who successfully complete Level 3 (also known as Adult 10) receive a certificate of completion and those who complete Level 4 (or Adult 12) achieve a Grade 12 standing. The ES program includes Adult Basic Education (ABE) and the Essential Skills for the Workplace (ESWP) and the CAEC testing.
Target Client Groups	ES programs are available to all adults at least 18 years of age and out of school for at least one year; who wish to enter or re-enter the labour force; who need further training; or who wish to advance in a chosen career.
Benefits and Expected Results	1,000 interventions for ES clients were funded through the LMDA. Through this program, participants developed the skills and competencies needed to acquire and/or retain employment, resulting in increased earnings, decreased use of social support(s), and improved learner wellness and well-being. Below are the outcomes for ES participants who completed programming in 2024-25, including learners funded through the LMDA and other sources of funding: • Completion Rate – 64.0% • Employment Rate– 19.0% • Further Education Rate – 69.0%

Program	Skills Training Allocation (STA)
Expenditures	\$6.0M (15.5%)
Description	The STA program is designated to address the training needs of Saskatchewan businesses and industry in the areas of greatest labour market demand and promote equity participation in training delivery. Credit training programs for occupations in demand are delivered through publicly funded post-secondary training institutions.
Target Client Groups	The STA programs are open to all adults seeking opportunities to improve skills development. The STA program has a strong emphasis on improving the employability of under-represented groups (e.g., Indigenous people, social assistance recipients, persons with disabilities, women in under-represented occupations, immigrants, racialized people and youth) leading to long-term sustainable employment.
Benefits and Expected Results	350 interventions for STA Program clients were funded through the LMDA in 2024-25. • Completion Rate – 82.0% • Employment Rate – 62.0% • Further Education Rate – 23.0%

Program	Northern Skills Training (NST)
Expenditures	\$0.4M (1.1%)
Description	The NST Program addresses unique academic and skills barriers that adults in the north face when seeking employment. Successful program participants acquire the occupational skills that address employer needs and that help transition participants to employment. Learners acquire occupational/technical skills and consequently increase their employability. As well, funding allows training institutions to deliver accredited programs that meet employer needs. In 2024-25, notable programs offerings offered included: Early Childhood Education, Indigenous Practical Nursing, Heavy Equipment Operator, Mineral Exploration Techniques, Radiation and Environmental Monitoring, Mental Health and Wellness, Harvester Training, Scaffolding and Continuing Care Assistant.
Target Client Groups	NST Program focuses on learners in Northern Saskatchewan communities. 14 NST programs were offered in Air Ronge, Black Lake, Buffalo Narrows, Cumberland House, Fond-du-Lac and Stony Rapids.
Benefits and Expected Results	40 interventions for NST clients were funded through the LMDA in 2024-25.

Program	Trades and Skills Centres (TSCs)
Expenditures	\$0.6M (1.4%)
Description	The TSCs deliver trades and skills programs that lead to entry-level jobs in industries where workers are in high demand. They deliver training in many different occupations such as plumbing, health care, culinary arts, commercial construction, scaffolding, painting, roofing, electrical and more. The TSCs serve under-skilled adults and youth in Regina and Saskatoon. Trainees are engaged in work experience training that mimics an employment experience while receiving wage-based income support.
Target Client Groups	Under-skilled and under-employed adults, who want to enter one of the designated skilled trades.
Benefits and Expected Results	100 interventions for TSCs clients were funded through the LMDA in 2024-25, with a completion rate of 93.4%. The employment rate (of those who completed programming) was approximately 80 per cent for the total clients served by the program.

Program	Workforce Development (WFD)
Expenditures	\$9.4M (24.7%)
Description	WFD programs help to train, recruit, and retain skilled Saskatchewan workers. Saskatchewan contracts third-party service providers to deliver programs and services based on client and industry needs, that target specific under-represented groups as well as more generalized supports for a wide range of job seekers to address employment barriers, such as low literacy (reading, numeracy, and computer skills), little or no work experience, disability, social barriers, addictions, etc. Programs and services include but are not limited to vocational assessments, career counselling, job readiness, life skills, entry level skills, digital literacy skills, work experience, job development, basic skills training, job coaching, job search assistance, occupational skills training, interview preparation and individualized training and employment related supports.
Target Client Groups	Unemployed and under-employed Saskatchewan residents who face barriers to employment including specific demographic groups such as Indigenous persons, youth, women, newcomers and persons with disabilities, and older workers. Programming was also available to support individuals pursuing self-employment.
Benefits and Expected Results	8,000 interventions for WFD clients were funded through the LMDA in 2024-25. Approximately 40.0% of EI eligible program participants found employment and 5.0% went on to further education/training after completion.

Program	Employability Assistance for Persons with Disabilities (EAPD)
Expenditures	\$0.1M (0.1%)
Description	EAPD provides funding to pay for supports to help Saskatchewan residents overcome barriers to education or employment as a result of experiencing a disability. Programs and services include specialized assessments to determine the impact of an individual's disability on their ability to participate in, and to identify supports required for education or employment; job search supports, such as, resume building, interview skills, workplace and vocational assessments; workplace supports such as job coaching, job or worksite modification, or assistive technology; and education supports, such as interpreting, tutoring, note taking, tutors, and assistive technology.
Target Client Groups	Individuals who, as a result of experiencing disability, require specialized supports to prepare for, obtain and/or maintain employment.
Benefits and Expected Results	1,600 interventions for EAPD clients who were EI eligible job seekers were funded through a combination of the WDA and LMDA to participate in EAPD programming in 2024-25.

Program	Saskatchewan Apprenticeship and Trade Certification Commission (SATCC)
Expenditures	\$13.7M (35.8%)
Description	The SATCC arranges apprenticeship training to meet the direct needs of employers in Saskatchewan's labour market. The SATCC is also responsible for the certification of qualified tradespeople who have developed the necessary skills and obtained the necessary work experience in non-compulsory trades.
Target Client Groups	Adults wanting to enter one of the designated skilled trades while in a training system combining on-the-job experiential learning with time spent in a classroom setting.
Benefits and Expected Results	4,649 interventions for SATCC clients occurred in 2024-25, 66% of these seats were funded through the LMDA, with a completion rate of 82% for EI eligible clients.

Program	Apprenticeship Training Allowance (ATA)
Expenditures	\$1.3M (3.4%)
Description	The ATA is available to eligible apprentices while they attend technical training. The funding helps apprentices maintain a second residence while attending technical training.
Target Client Groups	EI eligible apprentices attending apprenticeship technical training.
Benefits and Expected Results	1,756 interventions for ATA clients occurred in 2024-25, 50% of these interventions were funded through the LMDA to participate in apprenticeship technical training in 2024-25.

Program	Newcomer and Settlement
Expenditures	\$0.3M (0.9%)
Description	Newcomer and settlement funding is the main source of support for newcomers with a purpose of retaining newcomers by providing orientation to community resources, conducting needs assessments, providing settlement planning, access to language programs and referrals to employment services and other skills training. A comprehensive range of programs and services are delivered by third-party organizations.
Target Client Groups	Newcomers to Saskatchewan including temporary workers, permanent residents and refugees, and international students seeking supports to address barriers to settlement and employability.
Benefits and Expected Results	400 interventions for Newcomer and Settlement clients were funded through the LMDA in 2024-25. The Ministry has 91 agreements with third-party service providers for Newcomer and Settlement supports to provide specialized services for newcomers experiencing cultural, language or other barriers to employment.

3.2.9 Alberta

EBSM key facts

Table 3.2.9.1: Alberta, 2024-25, clients served and relative share, by client type

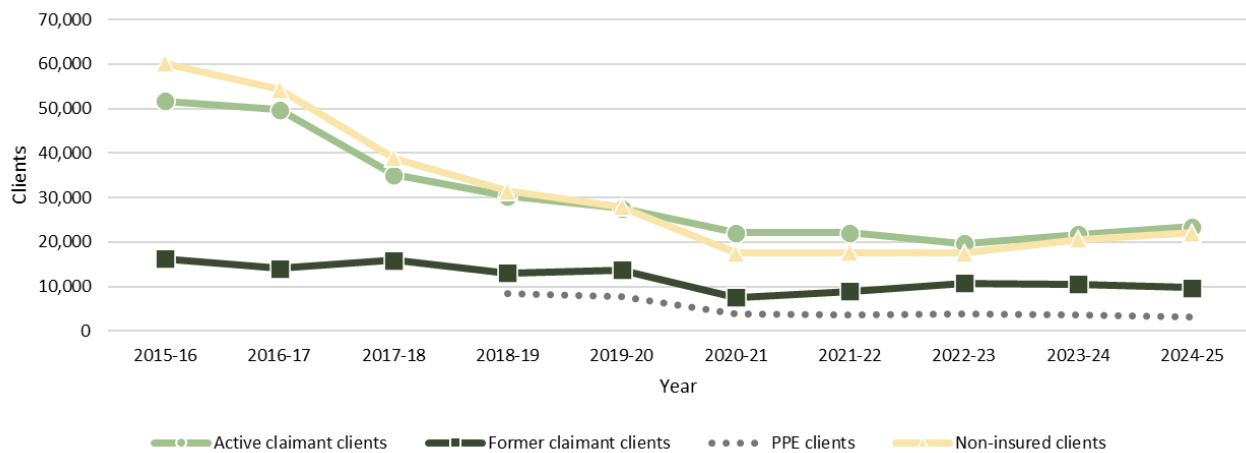
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	23,463	9,768	3,118	22,085	58,434
Share of total	40.2%	16.7%	5.3%	37.8%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.9.1: Alberta, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.9.2: Alberta, 2015-16 to 2024-25, relative client share, by client type

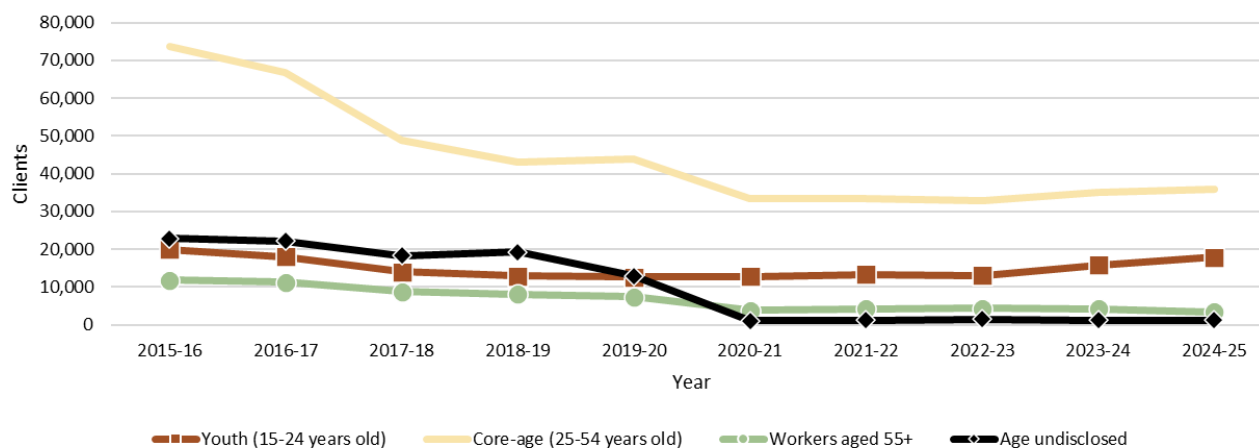
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	40.4%	12.7%	n/a	47.0%
2016-17	42.1%	11.9%	n/a	46.0%
2017-18	39.1%	17.6%	n/a	43.3%
2018-19	36.5%	15.7%	10.1%	37.8%
2019-20	35.8%	17.8%	10.1%	36.3%
2020-21	43.3%	14.9%	7.4%	34.3%
2021-22	42.2%	17.1%	7.0%	33.7%
2022-23	38.0%	20.8%	7.5%	33.7%
2023-24	38.5%	18.6%	6.5%	36.4%
2024-25	40.2%	16.7%	5.3%	37.8%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.9.2: Alberta, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.9.3: Alberta, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	15.6%	57.4%	9.2%	17.8%
2016-17	15.3%	56.5%	9.5%	18.8%
2017-18	15.6%	54.2%	9.8%	20.4%
2018-19	15.5%	51.6%	9.7%	23.2%
2019-20	16.5%	57.2%	9.5%	16.7%
2020-21	25.1%	65.4%	7.5%	2.1%
2021-22	25.6%	64.0%	8.1%	2.4%
2022-23	25.2%	63.5%	8.5%	2.8%
2023-24	28.0%	62.2%	7.6%	2.1%
2024-25	30.6%	61.6%	5.8%	2.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.9.4: Alberta, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	24,265	+10.5%	26.5%	+4.9
Support Measure	67,430	-15.7%	73.5%	-4.9
Total services	91,695	-10.1%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.9.5: Alberta, 2024-25, services delivered, by service type

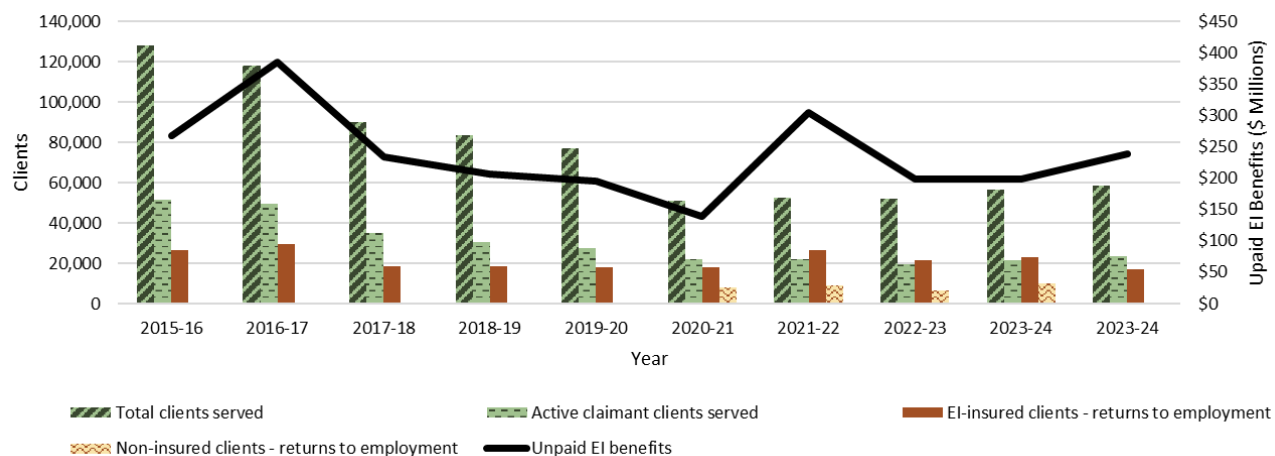
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	210	+54.4%	\$1,953,612	+60.6%
Self-Employment	214	-1.8%	\$1,588,972	+1.2%
Job Creation Partnerships	n/a	n/a	n/a	n/a
Skills Development-Regular	2,058	-24.7%	\$85,385,803	-29.1%
Skills Development-Apprentices	21,783	+15.4%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	24,265	+10.5%	\$88,928,387	-27.8%
Employment Services	10,027	-15.1%	\$64,400,902	-9.6%
Individual Counselling	57,403	-15.8%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$4,285,430	-59.8%
Research & Innovation	n/a	n/a	n/a	n/a
Total Support Measure	67,430	-15.7%	\$68,686,332	-16.2%
Total EBSMs	91,695	-10.1%	\$157,614,719	-23.2%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.9.3: Alberta, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data..

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ AB does not use an action plan concept. As a result, many services were reported as "client started another measure" and were incorrectly categorized as "clients employed" in years 2020-21 to 2023-24.

⁶ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Alberta continued to face labour market pressures despite strong population growth and employment gains in 2024. While seasonally adjusted job vacancies declined for the 11th consecutive quarter since Q3 2022, they remained above pre-pandemic levels. Despite robust population growth, Alberta's labour market remained marked by sector-specific labour supply challenges, particularly in healthcare, skilled trades, transportation, and equipment operations.

The unemployment rate in Alberta was 7.0% in 2024, higher than 5.9% in 2023.⁸⁰ By comparison, Canada's unemployment rate in 2024 was 6.3% up from 5.4% in 2023.⁸¹

In March 2025, the province reported over 68,400 job vacancies⁸² compared to approximately 202,700 individuals who were unemployed, actively looking for work within the last four weeks, and available for work.⁸³

Similar to other provinces, Alberta continued to experience challenges related to the integration of a fast-growing and increasingly diverse population into its labour market. While the province continues to attract newcomers and has a growing share of younger, prime-aged workers, many new labour market entrants lack the work experience required to compete in an increasingly competitive environment.

Canada-Alberta Labour Market Development Agreement

In 2024-25, Alberta received approximately \$167 million through the LMDA, which served approximately 58,400 clients. Within six months of receiving training and employment supports, approximately 70.1% of active claimant clients were employed, resulting in an estimated \$238 million in savings from unpaid EI benefits.

The LMDA funding supported initiatives to connect employers with job seekers and provide training for jobs in growth sectors such as energy, agriculture/forestry, tourism, culture, technology, aviation and aerospace, logistics, and finance.

For example, in 2024-25, Alberta provided a technical training program for apprentices, covering the cost of training delivered by approved training providers to individuals registered in an apprenticeship program in Alberta. In 2024-25, the program served approximately 18,500 clients.

⁸⁰ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁸¹ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁸² Statistics Canada (October 2025). [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

⁸³ Statistics Canada (October 2025). [Labour force characteristics by province, monthly, seasonally adjusted](#)

Designated and/or under-represented groups

Alberta's LMDA programming serves a diverse client base, with a continued focus on supporting designated and/or under-represented groups, including Indigenous peoples, older workers, newcomers, persons with disabilities, women and youth. In 2024-25, funding helped address labour shortages, unemployment, and removing barriers to employment for under-represented groups, through skills training, improved access to education, and employment support.

The Employment Partnerships program focused on labour market participation and fostering inclusion for Indigenous Albertans. In 2024-25, it served approximately 2,450 clients.

Additionally, in Alberta's efforts to serve under-represented groups, two Labour Market Partnerships were supported that were designed to target youth, in general, and newcomer youth, in particular, as described below:

- **Careers in Energy – Energy in Motion** educated youth (aged 18 to 24) about energy careers at two awareness/education symposiums that provide youth with hands-on experience at Safety and Training Organization's on-site training facility and at the Global Energy show.
- **Canadian Apprenticeship Forum's Facilitating Pathways to Apprenticeship and Careers in the Skilled Trades for Racialized Youth and Newcomers** provided education sessions to over 100 participants across Alberta.

Post-intervention results indicate that over 90 per cent of participants surveyed demonstrated an increased understanding of apprenticeship and 60 per cent reported an increased commitment to pursuing apprenticeship in the future.

Stakeholder consultations

In 2024-25, Alberta continued to engage regularly with stakeholders through formal and informal interactions to better understand labour market conditions and inform the development and delivery of LMDA-funded programming. These efforts focused on identifying in-demand occupations, addressing emerging workforce challenges, and aligning supports with employer needs. Stakeholders included community organizations, training providers, employers, industry associations, indigenous partners, regional business networks, and other government organizations.

At the regional level, Workforce Consultants across Alberta maintained close relationships with employers, Chambers of Commerce, municipalities, and community groups. Through project planning committees, local working groups, and regional events, stakeholders helped identify region-specific labour needs and contributed to the development of Labour Market Partnerships proposals under the Workforce Partnerships Program. In 2024-25, these initiatives addressed labour shortages in priority sectors such as construction, technology, and aviation, and explored practical strategies to help employers both retain workers and support.

Alberta also maintained strong ties with Indigenous stakeholders through the work of the Employment Partnerships Program to learn about stakeholders' priorities and needs. Stakeholders have the agency to

guide their own priorities by indicating the labour market demand they are seeking to meet. This information helps to confirm for Alberta which labour gaps are being addressed in each community.

Finally, Alberta continued to consult with industry through roundtables, advisory committees, and workforce development forums. Funded projects under the Workforce Partnerships Program addressed a range of issues, including diversity and inclusion, human resources planning, and youth career awareness. Engagement with these stakeholders helped ensure that labour market programming remained responsive and aligned with Alberta's broader workforce development goals.

City of Calgary Youth Employment Centre (YEC)

YEC assists youth up to age 24, by providing services that connect them with pathways to promising employment and careers. These services include career exploration/planning, work search strategies, resume development, skills identification, interviewing, job development and labour market information. Clients benefit from assistance to access and connect with employers, educational institutions and training programs.

In 2024-25, YEC reported that 590 youth were helped into employment through job search assistance activities.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration, associated funding, and additional supports provided to clients. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program	Job Search Assistance
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	• Transition to Employment Services: Customized work-directed services to help individuals acquire workplace and occupational skills to facilitate their rapid (re-) attachment to the labour market • Job Search Assistance (exposure course): Provides job ready individuals with skills needed to quickly obtain employment • Job Placement: Connects individuals seeking work with employers seeking to fill job openings
Target Client Groups	Any individual who is legally entitled to work in Canada can participate in Employment Assistance Services. Not required to be insured participants.
Benefits and Expected Results	10,027 services provided

Program	Counselling / Case Management
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	• Career and Employment Assistance Services: Services include career counselling, career planning and job search, job placement and employment support services • Case Management: Provides support to individuals during the implementation and progression through their individual Service Plan • WORP Post intervention Survey (Evaluation and Analysis): A component of case management to support an individual's progression through their service plan and includes follow-up to confirm completion of the plan and obtain outcome information
Target Client Groups	Any individual who is legally entitled to work in Canada can participate in Employment Assistance Services. Not required to be insured participants.

Benefits and Expected Results	57,403 services provided

Program	Unassisted Services
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	• Resource Centre: Access to informational resources, tools and technical equipment on topics such as career planning, education, job search and labour market information • Career and Job Fair: Fairs showcase a variety of career and employment options, employer options, industry information, postsecondary choices and labour market facilitation • Group Information Sessions (e.g. workshops): Address a variety of career and employment needs • CEIS Grants: Employment related events such as job/career fairs, employer connections, conferences, and speaking events • Workplace and Career Planning (ALIS Website): Career planning, job search and labour market information available through print and online service • Labour Market Information Product (Evaluation and Analysis: Development of Labour Market information (wage and salary) to assist job seekers, career planners, etc. to support informed evidence-based decisions
Target Client Groups	Unemployed or employed Albertans who are legally entitled to work.
Benefits and Expected Results	Alis Website (site visits): 4,100,000 Community Presentations: 20,907 Employer Connections (including hiring events): 2,607 Employer Partnership Program No Touch / Light Touch: 2,499 Information Services by Contracted Service Provider (including Resource Centres): 10,139

Program	Short-Term Training
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	• Integrated Training Program Costs: Skills-based training that combines academic and general employability skills with occupation-related • Integrated Foundational Pathways Program Costs: A unique blend of essential skills, academics and applied skills development designed to build upon foundational skills • Integrated Training Program Costs: Skills-based training that combines academic and general employability skills with occupation-related skills. • Training for Work (Integrated, Immigrant Bridging and Self-Employment) Financial Assistance Costs: Needs-based financial assistance for eligible clients attending full-time approved training • Pre-Apprenticeship Training Program Costs: Skills-based training that combines academic and general employability skills with occupation-related skill • Short-Term Training Financial Assistance Costs: Needs-based financial assistance for eligible clients attending full-time approved Integrated Skills Training, Pre-Apprenticeship Training, and Integrated foundational pathways • Immigrant Bridging Program Costs: Integrated training programs that focus on training skilled immigrants with prior education and/or experience in a specific occupation, so that they can bridge gaps in knowledge skills in order to gain employment in that occupation or a related occupation
Target Client Groups	EI-Insured clients
Benefits and Expected Results	788 services provided

Program	Occupational Skills Training
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	Training programs are competency-based occupation-related training programs intended to provide students with a unique blend of occupation-related skills, work experience placement(s), employability and/or essential skills, and applied academics and/or English as an Additional Language.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	9 services provided

Program	Literacy, Essential Skills, Language Training and Adult Basic Education
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	• Foundational Learning (Academic upgrading and Adult Basic Education) Program Costs: Training in literacy and numeracy ranging from basic skills to adult academic subjects needed to meet post-secondary entry requirements • Foundational Learning (English as an Additional Language) Program Costs: Training to improve English language competencies for individuals whose first language is other than English • Financial Assistance Costs - Foundational Learning: Needs-based financial assistance for eligible clients attending full-time approved Academic upgrading, Adult Basic Education and English as an Additional Language
Target Client Groups	EI-Insured clients
Benefits and Expected Results	1,261 services provided

Program	Apprenticeship
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	Apprentice Training Program Costs: Technical training, delivered by an Alberta approved training provider, to individuals registered in the Alberta apprenticeship program.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	19,891 apprenticeships were provided

Program	Targeted Wage Subsidies
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	Workplace Training Program Costs: Individually-focused worksite training provided by an employer. The employer receives a subsidy to offer on-the-job training, or a short term paid work experience to individuals with barriers to employment
Target Client Groups	EI-Insured clients
Benefits and Expected Results	210 services provided

Program	Self-Employment Assistance
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	Self Employment Program Costs: Training on business plan development, business counselling, coaching and guidance to facilitate entry into self-employment for clients who have a viable business idea.
Target Client Groups	EI-Insured clients
Benefits and Expected Results	214 services provided

Program	Labour Market Partnerships
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	• Labour Market Partnerships: Identify, develop and support projects with industry, organizations and community groups to enhance human resource development and labour market adjustment strategies • Agriculture, Forestry and Rural Economic Development Project: Identify, develop and support projects with industry, organizations and community groups to enhance human resource development and labour market adjustment strategies • Employment Partnership Program: Identify, develop and support projects with industry, organizations and community groups to enhance human resource development and labour market adjustment strategies • Employer Sponsored Training: Training for workers to help them upgrade or acquire new skills to maintain employment
Target Groups	Industry, communities and Indigenous organizations
Benefits and Expected Results	In Alberta, Labour Market Partnerships provide support to: • take action to address a labour market need to enhance workforce development and labour market adjustments, • implement workforce development and labour market adjustment strategies • form stronger partnerships between the Government of Alberta and communities and/or industry sectors relating to labour market planning and development • increase labour market intelligence and its dissemination

3.2.10 British Columbia

EBSM key facts

Table 3.2.10.1: British Columbia, 2024-25, clients served and relative share, by client type

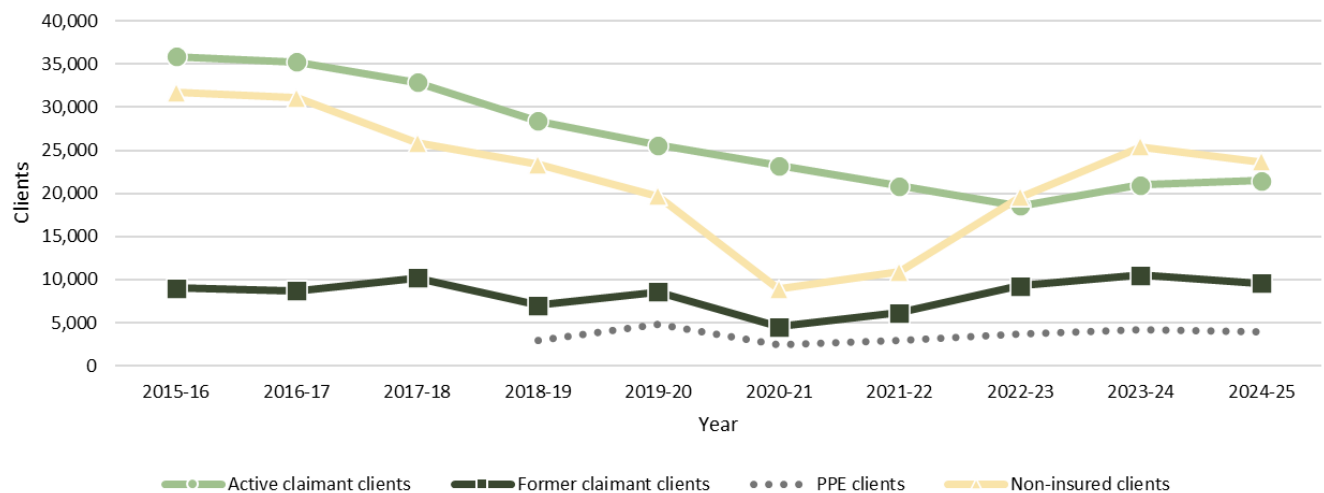
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	21,477	9,558	3,982	23,664	58,681
Share of total	36.6%	16.3%	6.8%	40.3%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data

Chart 3.2.10.1: British Columbia, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.10.2: British Columbia, 2015-16 to 2024-25, relative client share, by client type

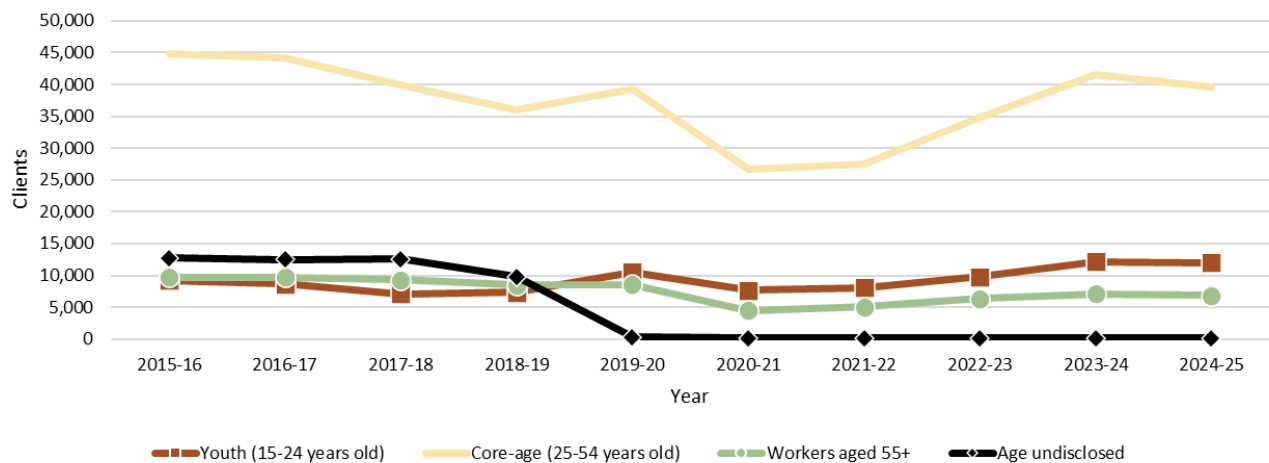
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	46.9%	11.8%	n/a	41.4%
2016-17	47.0%	11.6%	n/a	41.4%
2017-18	47.7%	14.8%	n/a	37.5%
2018-19	46.0%	11.4%	4.7%	37.8%
2019-20	43.6%	14.7%	8.2%	33.5%
2020-21	59.5%	11.6%	6.1%	22.8%
2021-22	51.1%	15.0%	7.2%	26.7%
2022-23	36.3%	18.2%	7.2%	38.2%
2023-24	34.3%	17.2%	6.8%	41.6%
2024-25	36.6%	16.3%	6.8%	40.3%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.10.2: British Columbia, 2015-16 to 2024-25, client served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.10.3: British Columbia, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	12.1%	58.6%	12.7%	16.6%
2016-17	11.6%	58.9%	12.9%	16.6%
2017-18	10.3%	57.9%	13.5%	18.3%
2018-19	11.9%	58.4%	13.8%	15.9%
2019-20	18.0%	67.0%	14.6%	0.5%
2020-21	19.6%	68.5%	11.6%	0.3%
2021-22	19.7%	67.3%	12.5%	0.4%
2022-23	19.2%	68.0%	12.5%	0.3%
2023-24	19.9%	68.1%	11.7%	0.2%
2024-25	20.5%	67.5%	11.7%	0.3%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.10.4: British Columbia, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	33,166	-42.7%	25.5%	-18.9
Support Measure	97,049	+33.7%	74.5%	+18.9
Total services	130,215	-0.2%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ The decrease in EB is due to coding correction, where some workshops previously counted as EB instead of SM. Prior to this coding correction, EB counts were stable between 2023-24 and 2024-25.

Table 3.2.10.5: British Columbia, 2024-25, services delivered, by service type

Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	2,453	-40.0%	\$33,896,593	-13.1%
Self-Employment	544	-26.3%	\$23,745,580	+1.1%
Job Creation Partnerships	0	-100.0%	\$104,605	-94.5%
Skills Development-Regular	15,635	-60.1%	\$129,262,823	-21.7%
Skills Development-Apprentices	14,534	+5.1%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	33,166	-42.7%	\$187,009,601	-18.5%
Employment Services	61,195	+79.9%	\$51,232,634	+3.8%
Individual Counselling	35,854	-6.9%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$11,805,133	-7.0%
Research & Innovation	n/a	n/a	\$24,978,012	-8.9%
Total Support Measure	97,049	+33.7%	\$88,015,779	-1.6%
Total EBSMs	130,215	-0.2%	\$275,025,380	-13.8%

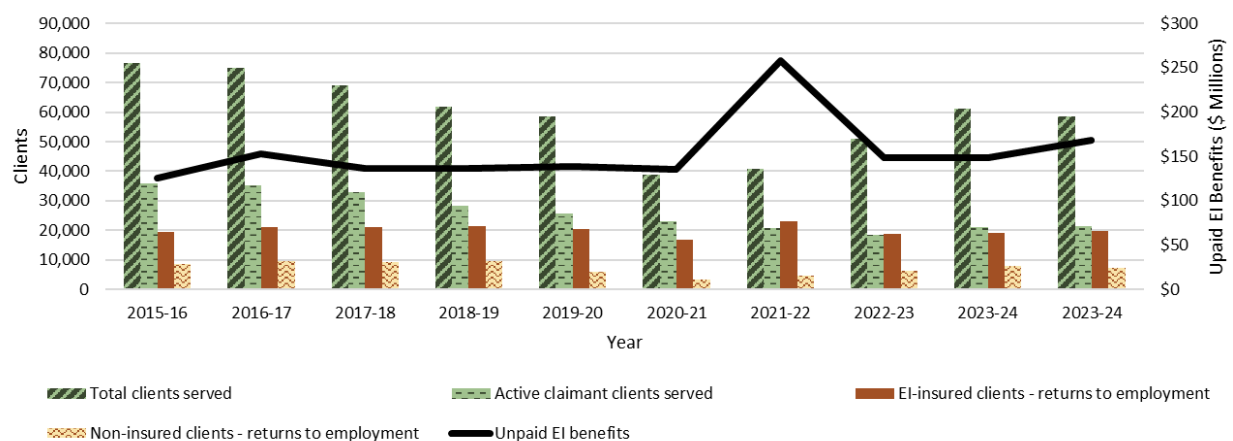
Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ The decrease in Skills Development-Regular (SD-R) is due to a coding correction, where some workshops previously were coded by BC as SD-R instead of EAS. Prior to this coding correction, the SD-R counts were stable between 2023-24 and 2024-25.

Chart 3.2.10.3: British Columbia, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data..

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

Between 2023-24 and 2024-25, British Columbia's labour market has continued to stabilize, following the easing of the extremely tight conditions in 2020-22. This balance is largely attributed to a combination of factors, including a strong influx of younger workers and immigrants, as well as ongoing economic expansion. However, the effects of this stabilization are not evenly distributed across all sectors and regions.

British Columbia's unemployment rate rose slightly to 5.6% in 2024 up from 5.2% in 2023.⁸⁴ Job vacancies continued to decline, with the job vacancy rate dropping to 3.9% in March 2024, down from its peak of 7.2% in December 2021 and down from the average of 5.8% in 2022-23.⁸⁵ In March 2024, there were approximately 97,200 job vacancies in the province,⁸⁶ compared to approximately 167,200⁸⁷ persons who were without work, looked for work in the last four weeks, and were available for work.

Despite a general improvement in labour market balance, British Columbia still faces persistent recruitment in key sectors such as health care and social assistance, construction, professional, scientific and technical services, retail trade, and educational services. These sectors continue to experience job vacancy rates above 2019 levels, particularly in regions outside of the Lower Mainland-Southwest, where the demographic pressures and slower population growth exacerbate hiring difficulties.

In 2024-25, British Columbia's economic labour market priorities continue to focus on addressing the challenges of an aging workforce, adapting to evolving immigration policies, and ensuring the workforce is equipped with the skills for both emerging and established industries. The increasing demand for post-secondary education and training, including micro-credentials and green economy skills, reflects the province's commitment to building a resilient and inclusive workforce.

Canada-British Columbia Labour Market Development Agreement

In 2024-25, British Columbia received over \$296 million through the LMDA, serving approximately 58,700 clients. Within six months of receiving training and employment supports, 69.1% of active claimant clients had secured employment, resulting in approximately \$168 million in saving from unpaid EI benefits.

The LMDA funding in British Columbia contributed to addressing the following priorities:

- Ensuring job seekers have access to high quality services and supports they need to find and keep meaningful employment.
- Supporting programs, services and initiatives that create equity for underrepresented groups in the labour market, with program and policy design aligned with the *Declaration on the Rights of Indigenous Peoples Act*.

⁸⁴ Statistics Canada (October 2025). [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁸⁵ Statistics Canada (October 2025). [Add/Remove data - Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality](#)

⁸⁶ Statistics Canada (October 2025). [Add/Remove data - Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, adjusted for seasonality](#)

⁸⁷ Statistics Canada (October 2025). [Labour force characteristics by province, monthly, seasonally adjusted](#)

- Building an efficient labour market that support all communities.
- Evolving employment and labour market services to meet the needs of a modern and inclusive economy.

In Fiscal year 2024-25, over 58,700 people started a new employment service through WorkBC. This includes over 35,000 Active, Former and Premium Paid Employment Insurance (EI) claimants, and close to 24,000 non-insured individuals.

In 2022-23 WorkBC began to see a post-pandemic increase in new clients seeking services at the same time as the labour market experienced a strong recovery. As a result, the program saw a higher proportion of people with more complex employment barriers requiring higher levels of support to find and keep stable employment. 2023-24 saw a strong increase in non-insured clients accessing WorkBC services, driven by the increase in immigration and youth unemployment, populations which traditionally have lower eligibility for EI benefits. In 2024-25 the number of new uninsured clients declined due to the federal immigration policy shift.

Of the Active EI, Former EI, and past premium contributing clients who received WorkBC services in 2024-25, over 57.0% achieved employment, an increase from 54.0% in the previous fiscal year. More than 27,300 clients achieved employment through WorkBC in 2024-25, slightly higher than in the previous fiscal year.

Designated and/or under-represented groups

British Columbia prioritizes an inclusive labour market that values diversity and enables employers to draw from a wide talent pool and benefit from a variety of skills, perspectives, and experiences. In 2024-25, recent immigration made up 44.0% of WorkBC's case-managed client base, the largest group served by inclusion-focused programming. With recent immigrants expected to play a key role in meeting future labour market needs, WorkBC achieved positive outcomes for 46.0% of its recent immigrant clients, who secured employment after receiving case management services.

WorkBC also supported more than 15,700 clients with disabilities in 2024-25, with 37.0% of them securing employment or a community attachment (volunteer opportunity) after receiving case management.

Recognizing reconciliation as an ongoing commitment, British Columbia continues to work with partners in ways that honor Indigenous rights and advance reconciliation efforts. In 2024-25, British Columbia engaged with nearly 7,000 Indigenous clients through WorkBC services. Additionally, the province invested over \$2.1 million through Community and Employer Partnerships to support 2 Indigenous-focused projects, creating opportunities for up to 72 clients across the province.

Stakeholder consultations

In British Columbia, partnerships and collaboration with community organizations remain central in the development of employment programming. In 2024-25, the province maintained its commitment to inclusive and responsive labour market strategies by engaging a broad range of stakeholders, including

sectors and employers, communities, Indigenous communities and organizations, employees, provincial ministries, persons with disabilities, inclusive employers, community-based service providers, and Francophone service providers.

Consultations conducted during this period helped identify key priorities and informed actions aligned with the StrongerBC Economic Plan, with a focus on supporting unemployed and underemployed individuals. These engagements emphasized the importance of tailoring employment services to meet the diverse needs of British Columbians, particularly those facing systemic barriers to labour market participation.

British Columbia continues to work closely with the Fédération des Francophones de la Colombie-Britannique (FFCB) to address the needs of Francophone job seekers and communities in the province. The collaboration supports the planning and integrated implementation of the Official Language Minority Community (OLMC) Employment Assistance Services network, funded by the Government of Canada, ensuring Francophone communities receive tailored employment assistance.

In recent years, British Columbia has also provided funding grants to community organizations to pilot innovative program models aimed at supporting vulnerable populations, fostering inclusive workplaces, and informing future program design. These initiatives, administered by the Ministry of Social Development and Poverty Reduction, reflect the province's ongoing commitment to equity, innovation, and collaboration in employment service delivery.

Empowering Men to Heal, Learn, and Thrive

After years of battling chronic unemployment, addiction, and unhealthy relationships, Bert was ready for change. He joined the Purpose Project through a WorkBC Wellness Navigator at his transitional housing program. Coordinated by Kinghaven Peardonville House Society, Purpose Project is a program for male survivors of violence, funded through Project-Based Labour Market Training (PBLMT).

The Purpose Project offered more than just job training – it offered hope. Bert gained hands-on construction training and earned industry-recognized certificates. He also participated in trauma counselling sessions, which supported his healing journey and helped him address the lasting impacts of addiction and abuse. He took part in employability skills training, where he developed essential life skills such as goal setting, boundary building, and mindfulness – tools that empowered him to move forward with confidence. These skills helped Bert gain full-time employment as a Hoist Operator with the same employer he trained with. He was recently named Employee of the Month – a testament to his hard work and transformation.

“I would like to express my deepest gratitude on giving me such a wonderful gift that is going to allow me to move forward after a life of addiction that did its damage on my life,” Bert shared. “Programs like this are an amazing opportunity for men.”

Bert's story is a powerful example of how the Purpose Project helps male survivors of violence and abuse reclaim their lives through meaningful employment and healing support.

Program delivery and participant supports

This section provides an overview of specific programs and financial supports funded under the LMDA. It includes specific details on the programs/initiatives, their duration, their associated funding, and any additional supports provided to clients.

Program	WorkBC Employment Services – General Employment Support
Expenditures	In 2024-25, over \$111.3 million of LMDA funding was attributed to skills-training programs for unemployed and underemployed British Columbians, providing about 27,000 skills training services to clients. An additional \$34 million was invested to support British Columbians gain paid work experience to improve their search for employment. To help prepare for an expected shortfall of skilled trades people, British Columbia. invested an additional \$18.2 million in programs supporting apprentices.
Description	To achieve sustainable and meaningful employment, British Columbia's programs provide customized services to help clients find good, stable jobs in key in-demand sectors like construction, social services, technology, tourism, natural resources, and healthcare.
Target Client Groups	EI-Insured clients are funded via the LMDA. WDA and provincial funding support equitable access to the suite of case-managed services.
Benefits and Expected Results	In 2024-25, almost 100,000 clients actively receiving services, with 82,000 case managed. Of these clients close to 36,000 were supported through their first year of employment. In 2024-25, the WorkBC employment outcome rate was 45%. The outcome rate was higher for Active EI, Former EI, and past premium contributing clients who received WorkBC services, with over 49% achieving employment. Among individuals who completed Occupational Skills Training, 69% secured employment. For those participating in Wage Subsidy, 77% achieved employment. This year, over 15,300 apprentices have participated in the WorkBC Apprentice Services program, with 12,400 completing a level of apprentice training this year.

	In 2016, British Columbia launched the Targeting, Referral and Feedback (TRF) initiative to assist EI applicants return to employment more quickly by identifying and connecting these individuals with their local WorkBC Centre. In 2024-25, while conducting behavioural insights trials, over 45,000 EI applicants were referred and about 2,800 began working with a WorkBC Case Manager. LMDA funding helps British Columbians seeking employment adapt to changing labour market conditions and to meet the needs of employers seeking a skilled workforce. Close to 13,000 employers ranging from small businesses to multi-national corporations hired over 12,700 current and former EI recipients through WorkBC in 2024-25. The top occupations and employers of over 15,000 of these jobs were reported to WorkBC employment counsellors.

Program	WorkBC Employment Services – Inclusive Employment Support
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	A diverse and inclusive labour market creates a wider pool for employers to draw on. Providing a broader choice of job applicants and bringing into workplaces a wealth of diverse skills, knowledge, and fresh viewpoints. WorkBC provides individualized services and support to all case-managed clients to support them in achieving their employment goals.
Target Client Groups	EI-Insured clients are funded by the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.
Benefits and Expected Results	In 2024-25, 44% of WorkBC Case Managed clients identified as an immigrant. Immigrants represent the largest inclusion group and one of the groups expected to help meet future labour market demands. 46% of WorkBC immigrant clients achieved an employment outcome after receiving case management services. • WorkBC also served almost 15,800 people with disabilities in 2024-25. • Of these, 37% achieved an employment outcome or secured community attachment (volunteer opportunity) after receiving case management services. Additionally, British Columbia provides secretariat support to the Presidents' Advisory Committee and supports ongoing collaboration to promote awareness of, and the business case for, recruitment and retention of persons with disabilities.

Program	WorkBC Employment Services – Indigenous Employment Support
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	British Columbia recognizes that reconciliation is an ongoing commitment and will continue to engage with partners in ways that respect the rights of Indigenous Peoples and advance reconciliation.
Target Client Groups	EI-Insured clients are funded by the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.
Benefits and Expected Results	In 2024-25, nearly 7,000 clients who identify as Indigenous participated in WorkBC services.

Program	Single Parent Employment Initiative
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	In 2015, British Columbia introduced the Single Parent Employment Initiative to support single parents on income and disability assistance who want to pursue employment and move towards financial independence.
Target Client Groups	EI-Insured clients funded through the LMDA. Provincial funding supports single parents receiving income assistance who have not established EI eligibility.
Benefits and Expected Results	As of March 2025, 2,771 single parents have participated in the Single Parent Employment Initiative through WorkBC. Of those, 1,959 have found employment.

Program	WorkBC Employment Services - Francophone Client Support
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	The volume of new WorkBC clients who self-identified as Francophone grew 11% year-over-year in 2024-25.
Target Client Groups	EI-Insured clients are funded via the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.
Benefits and Expected Results	Over 2,400 Francophone clients were provided employment services or supported through the first year of employment. Of these clients, about 40% also identified as immigrants, this ratio has increased steadily over the last two fiscal years. Francophone clients participated in over 5,600 WorkBC services. In March of 2022, British Columbia introduced automated surveys to collect WorkBC clients' feedback on their overall satisfaction with the services they received. In 2024-25 close to 480 Francophone clients completed the surveys with an average satisfaction score of 72 and British Columbia expects increased satisfaction as program improves over time.

Program	Community and Employer Partnership (CEP) Program – Project Based Labour Market Training projects
Expenditures	\$2.8M was invested in PBLMT projects which includes \$0.73M in Indigenous focused projects. An additional \$2.5M was provided to PBLMT participants in financial supports.
Description	British Columbia's investments in innovative PBLMT projects offer unique skills training and work experience opportunities to support people in gaining good jobs. CEP projects support innovative initiatives to help to make life better for people and their families. British Columbia continued to leverage funding from the Community and Employer Partnerships fund to learn about and address unique local labour market issues, as well as help support communities and contribute to economic growth. In 2024-25, British Columbia focused on labour market recovery and prioritized funding CEP projects that: • Supported people to ensure they have all the employment supports needed to be able to participate fully in the labour market and gain the skills needed for good, in-demand jobs • Provided individual and community tailored training and work experience opportunities with industry recognized certifications in priority sectors • Had the greatest and most immediate impact on employment outcomes • Ensured that funding was accessible and equitably distributed across the province British Columbia supported 15 Project Based Labour Market Training projects, such as: • Community Support Workers in Northern British Columbia provided participants with employability, essential skills, occupational skills training and on-the-job work experience with local employers to prepare participants for employment as Community Support Workers and Community Mental Health Workers. • The Purpose Project with Kinghaven Peardonville House Society for male survivors of violence prepared participants for employment in the construction industry. Participants receive occupational and employability skills training, individual trauma counselling and one on one supports.

	- Wildfire and Integrated Natural Resources Training provided participants with employability, essential skills, occupational skills training, and on the job work experience opportunities with local employers to prepare for employment in the natural resources sector. British Columbia supported 2 Indigenous-focused projects for up to 72 participants across the province: - Key to Employment supported 48 participants in 4 communities with essential and employability skills training, as well as work experience to prepare them for employment in construction, transportation, general labour, and security Class 1 Professional Driving supported 24 participants in 3 communities with essential and employability skills training, as well as work experience to prepare them for employment in the truck driving industry.
Target Client Groups	EI-Insured clients are funded via the LMDA. WDA and Provincial funding support equitable access to needed services to support people toward meaningful employment.
Benefits and Expected Results	360 people were served on these projects, 309 completed, and 190 of them are still employed today. Participants received valuable cohort-based skills training and work experiences in a variety of occupations such as construction, community support workers and in the natural resources sector.

Program	Job Creation Partnership projects
Expenditures	\$0.11M invested in one JCP project for project and participant costs.
Description	British Columbia's investments in innovative CEP projects offer unique skills training and work experience opportunities to support people into good jobs. CEP projects support innovative initiatives to help to make life better for people and their families. British Columbia continued to leverage funding from the Community and Employer Partnerships fund to learn about and address unique local labour market issues, as well as help support communities and contribute to economic growth. British Columbia invested in 1 Job Creation Partnership project, including: The Regenerative Agriculture Project provided clients with work experience and skill enhancement in the agriculture sector. Training included general farm practices, composting skills, regenerative agriculture, and food security techniques. The project enhanced the clients' employment prospects as harvesting labourers or general farm workers, as well as knowledge of regenerative agriculture that gave clients' advantage in the labour market
Target Client Groups	EI-Insured clients funded via the LMDA
Benefits and Expected Results	5 people were served on this project and gained valuable work experience in the area of regenerative agriculture.

Program	Research and Innovation Projects – Inclusive Employment Supports
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	British Columbia invests in projects that support initiatives focusing on employment supports and programming for youth, Indigenous Peoples, people with disabilities, and underrepresented populations. On-going, multi-year projects included: • Foundry Work and Education program which provides integrated and personal wraparound assistance to youth ages 15 to 24, including health, mentoring, education, skills development, and job-placement services. Victoria L.E.A.P. (Life Skills, Employment Skills, and Awareness Program) which supports the development of pre-employment training and

	employment readiness for people who have formerly experienced homelessness and who are contemplating employment.
Target Client Groups	Research institutions and project-based research approaches that test new and innovative service delivery approaches to inform and continue to enhance services, including informing future services.
Benefits and Expected Results	Victoria LEAP helped over 120 formerly homeless people with practical support, hands-on learning and personalized development to increase their employability and access to opportunities. Four participants reported obtaining employment in 2024-25. The Foundry Work and Education Program (FWEP) expanded to 16 communities across British Columbia, improving access to employment services for at-risk youth in the province.

Program	Research and Innovation projects – Care Economy
Expenditures	Please note that the information related to associated funding is not available at that time.
Description	The care economy encompasses the full life cycle of human services. The care economy includes contracted social service providers, who provide government-funded services dedicated to enhancing economic and social well-being by helping individuals lead more stable and self-sufficient lives. Contracted social service providers employers across British Columbia are struggling to recruit and retain the thousands of workers needed to maintain important social services. In 2024-25, British Columbia managed two ongoing multi-year grants: • Online Training for Newcomers in the Care Economy, jointly funded with British Columbia, provides online training to support newcomers entering the human services sector. This will improve newcomer employment outcomes and retention rates and remove barriers by providing training free of cost to participants. • Supervisor Training in the Community Social Services Sector provides supervisory training and education for leaders in the social service sector, improving outcomes and retention rates for supervisors and their staff.
Target Client Groups	Research institutions and project-based research approaches that test new and innovative service delivery approaches to inform and continue to enhance services, including informing future services.
Benefits and Expected Results	25 participants are expected to take part in the first cohort of Online Training for Newcomers in the Care Economy, which will be held in 2025-26. Multiple social services organizations in remote, rural, and urban locations across the province will receive training grants as part of the Supervisor Training project.

Program	Community based Employment Services
Expenditures	\$3,810,00
Description	In 2024-25, British Columbia. launched Community-based Employment Services (CBES) as a 3-year pilot in six communities across the province. Community-based Employment Services addresses known community needs by funding outreach-based pre-employment and employment services for people with complex needs – such as substance use, homelessness, and mental health challenges – who are often underserved by traditional employment programs. Delivered in safe, accessible community spaces, CBES meets people where they are with trauma-informed, culturally safe supports, helping people build stability, confidence and community connection as they move towards employment readiness.
Target Client Groups	Community organizations test new and innovative service delivery approaches for unemployed adults who are facing multiple, complex barriers to employment in order to continue to enhance current services and inform future services.
Benefits and Expected Results	As of March 2025, 376 people were supported by meeting them where they are along their employment journey and supporting meaningful steps for them to obtain a job. project obtained employment in-demand occupations including construction, scientific and administrative occupations.

3.2.11 Yukon

EBSM key facts

Table 3.2.11.1: Yukon, 2024-25, clients served and relative share, by client type

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Client type unspecified ²	Total
Clients served	205	107	92	255	n/a	659
Share of total	31.1%	16.2%	14.0%	38.7%	n/a	100.0%

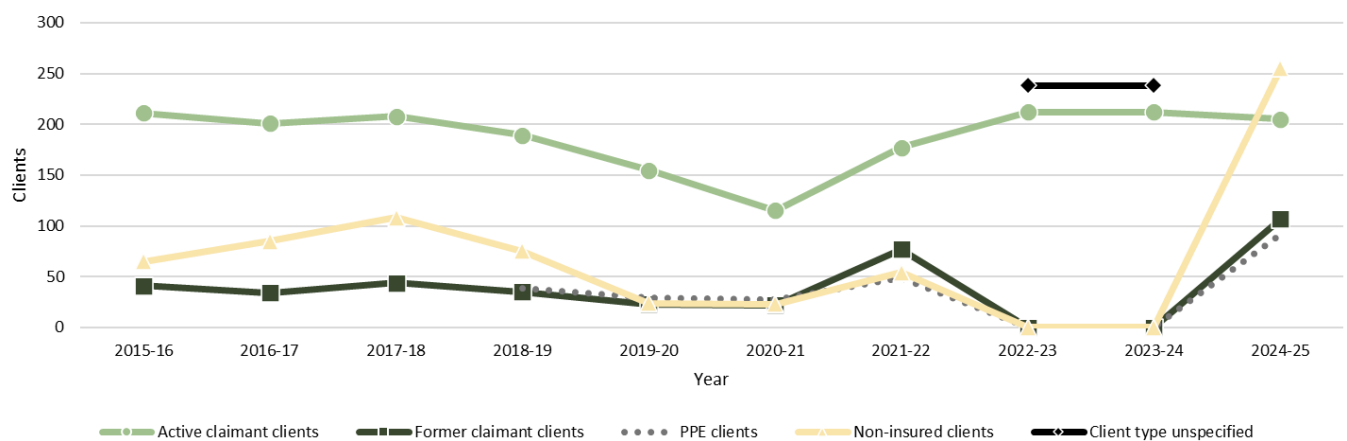
Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom necessary information (Social Insurance Number) was not provided are included in the 'Client type unspecified' category.

³ This table excludes Indigenous pan-Canadian data.

Chart 3.2.11.1: Yukon, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom necessary information (Social Insurance Number) was not provided are included in the 'Client type unspecified' category.

³ This chart excludes Indigenous pan-Canadian data.

Table 3.2.11.2: Yukon, 2015-16 to 2024-25, relative client share, by client type

Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Client type unspecified ²
2015-16	66.6%	12.9%	n/a	20.5%	n/a
2016-17	62.8%	10.6%	n/a	26.6%	n/a
2017-18	57.8%	12.2%	n/a	30.0%	n/a
2018-19	55.9%	10.4%	11.5%	22.2%	n/a
2019-20	67.1%	10.0%	12.6%	10.4%	n/a
2020-21	61.5%	11.8%	14.4%	12.3%	n/a
2021-22	49.6%	21.6%	13.7%	15.1%	n/a
2022-23	47.1%	0.0%	0.0%	0.0%	52.9%
2023-24	47.1%	0.0%	0.0%	0.0%	52.9%
2024-25	31.1%	16.2%	14.0%	38.7%	n/a

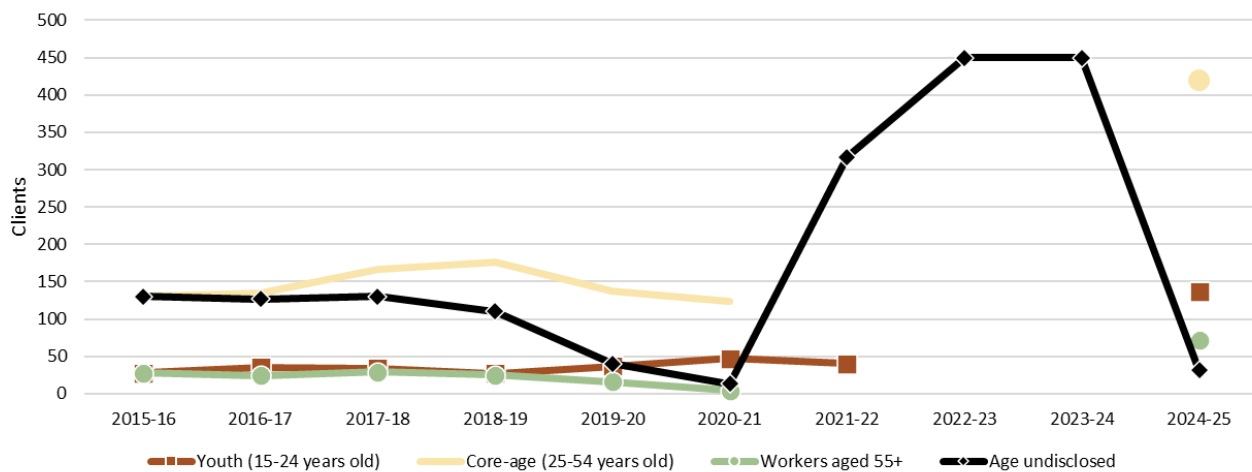
Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom necessary information (Social Insurance Number) was not provided are included in the "Unknown" category.

³ This table excludes Indigenous pan-Canadian data.

Chart 3.2.11.2: Yukon, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.11.3: Yukon, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	8.8%	41.3%	8.8%	41.0%
2016-17	10.9%	41.9%	7.5%	39.7%
2017-18	9.4%	46.4%	8.1%	36.1%
2018-19	8.0%	52.1%	7.4%	32.5%
2019-20	16.0%	59.7%	6.9%	17.3%
2020-21	25.1%	65.8%	2.1%	7.0%
2021-22	11.2%	n/a	n/a	88.8%
2022-23	n/a	n/a	n/a	100.0%
2023-24	n/a	n/a	n/a	100.0%
2024-25	20.8%	63.7%	10.8%	4.7%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.11.4: Yukon, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	348	+7.4%	41.5%	-1.8
Support Measure	491	+15.5%	58.5%	+1.8
Total services	839	+12.0%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.11.5: Yukon, 2024-25, services delivered, by service type

Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	0	n/a	\$6,000	-93.8%
Self-Employment	1	-75.0%	n/a	n/a
Job Creation Partnerships	n/a	n/a	n/a	n/a
Skills Development-Regular	24	-77.8%	\$1,538,339	-10.9%
Skills Development-Apprentices	323	+52.4%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	348	+7.4%	\$1,544,339	-15.4%
Employment Services	458	+35.5%	\$1,009,944	-53.9%
Individual Counselling	33	-62.1%	Included above	Included above
Labour Market Partnerships	n/a	n/a	n/a	n/a
Research & Innovation	n/a	n/a	\$612,073	+90.9%
Total Support Measure	491	+15.5%	\$1,622,017	-35.4%
Total EBSMs	839	+12.0%	\$3,166,356	-26.9%

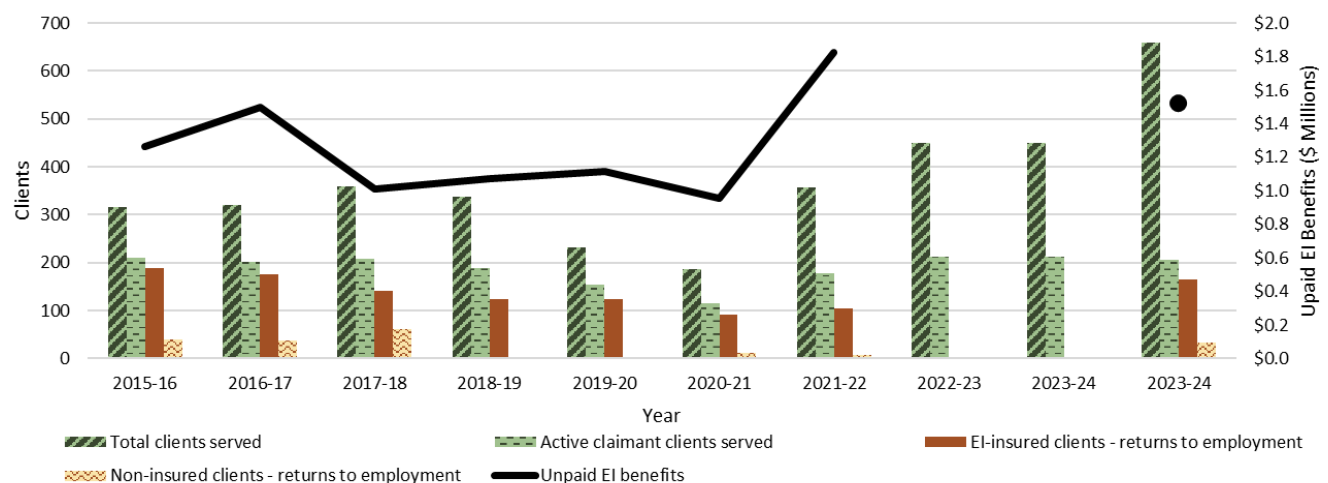
Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

Chart 3.2.11.3: Yukon, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

Yukon's labour market in 2024-25 continued to evolve in response to demographic shifts, sectoral demands, and broader economic transformations. While the territory maintained a relatively strong employment landscape, employers across multiple sectors faced persistent challenges in recruiting and retaining workers.

Labour shortages were particularly evident in key sectors such as tourism, healthcare, food and retail, and construction. These industries experienced increased demand due to new projects, population growth, and ongoing investments. At the same time, economic fluctuations, such as disruptions in the mining sector, influenced employment patterns and prompting a need for workforce adaptability.

The unemployment rate in Yukon was approximately 4.2%.⁸⁸ In comparison, Canada's unemployment rate in 2024 was 6.3% and in 2023 was 5.4%.⁸⁹

In March 2025, the territory had approximately 685 job vacancies,⁹⁰ while in 2023, there were, on average, around 900 unemployed individuals each month.⁹¹ For the same period we were estimating an average of 1,148 vacancies per quarter.

Yukon's growth prospects remained positive, driven by sectors such as tourism, non-residential investment projects, and an expected population increase. However, there are concerns about a slowdown in the mining sector. To address these challenges, Yukon remains focused on evolving demographic and ensuring a skilled and inclusive workforce to support future growth.⁹²

Canada-Yukon Labour Market Development Agreement

In 2024-25, Yukon received approximately \$3.5 million through the LMDA, serving approximately 660 clients. Within six months of receiving training and employment supports, approximately 65.9% of active claimant clients had secured employment, resulting in approximately \$1.5 million in saving from unpaid EI benefits.

In 2024-25, LMDA funding was directed towards the following priorities:

- Establishing meaningful, government-to-government labour market engagement with Yukon First Nations to support the Truth and Reconciliation Calls to Action #7 under the Education theme.
- Improving engagement with employers and employer organizations to drive positive change in recruitment and employer-driven workforce development.
- Leveraging the current labour market situation and recent work in Skills for Success to develop stronger solutions reengaging working-age Yukoners in the labour market.

⁸⁸ Government of Yukon (October 2025). [Access the Yukon's key indicators | Yukon.ca](#)

⁸⁹ Statistics Canada (October 2025) [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

⁹⁰ Statistics Canada (October 2025) [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

⁹¹ Yukon Bureau of Statistics (2023). [fin-yukon-employment-annual-review-2023.pdf](#)

⁹² Yukon Bureau of Statistics (2024). [fin-yukon-labour-demand-survey-2024_r.pdf](#)

- Determining the most effective means to support the shift from demand-driven to supply-driven thinking and maintaining flexibility as the labour market continues to evolve.

In 2024-25, Yukon funded the Staffing UP – Employer Funding Support program, which helped employers hire, retain, and train employees while enhancing workplace supports for employees and employers human resource knowledge and practice. This program served 13 employers, out of which, one was funded through the LMDA and 11 employers were funded through WDA. This program resulted in positive labour market outcomes for 29 individuals, three of which were funded through LMDA and 23 were funded through WDA.

Designated and/or under-represented groups

The program helped to strengthen the labour market by providing support to individuals and/or employers, coordinating community and sector training funds, and helping to connect employers with job seekers. It specifically targeted members of under-represented groups, such as:

- Yukon First Nation citizens
- Youth
- Older workers
- Persons with disabilities
- Women in trades and technology
- Newcomers in professional sectors

For example, in 2024-25, Yukon collaborated with stakeholders to improve labour market outcomes for persons with disabilities by developing consistent job coaching and work placement opportunities. Labour market participants from under-represented groups can assist Yukon in helping to fill the job vacancies.

In 2024-25, the territory funded the Building Up – Organizational Funding Support program. Below is a summary of the individuals serviced:

- Six organizations reported 3,516 units of service, representing tracked interactions with Yukon job seekers and employers.
 - These interactions include repeat use by unique individuals for many services, such as accessing labour market information, using computers for job searches, receiving job assistance applications, and resume support. Historically, a unique individual is estimated to access these services four times a year, translating into 879 unique individuals being served in 2024-25. Among these:
 - Five funded organizations/institutions provided support to 189 Yukon First Nation citizens;
 - 596 individuals received ongoing case-management support to return to or gain employment.

Stakeholder consultations

Yukon actively engaged several stakeholders, including in one-on-one engagement. In 2024-25, stakeholders included:

- First Nations
- Official language minority communities
- Organizations representing employers
- Organizations representing workers
- Persons with disabilities
- Government of Yukon departments

Tr'ondek Hwech'in First Nation Workforce Capacity Initiative

Yukon has contributed to funding an innovative First Nation project located in Dawson City. It was developed by the Tr'ondek Hwech'in First Nation (THFN) who are funding 70.0% of the project costs. The three year project aims to increase the First Nation's Social Services, Education and Human Resources capacity thereby improving outcomes for those citizens seeking to progress towards their employment goals and improving the First Nation's ability to staff government vacancies. What makes this project innovative is the expected creation of 12 positions within the THFN government tailored to participants' strengths, skills, and experiences. The project provides wrap around services including case management for 24 citizens who are coming from high school and university. 50.0% of participants will obtain positions within THFN government and 50.0% will be supported to seek other employment or further training opportunities. At the end of the project the THFN will develop a 'best practices' report that will inform other First Nations' capacity development and support Yukon First Nation participation in workforce development.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to participants. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program	Building UP – Organizational Funding Support
Expenditures	\$2,797,373 (88.1%)
Description	Funding support for organizations that strengthen the labour market by providing: • Support to individuals • Support to employers • Projects that connect employers to job seekers • Coordination of community and sector training funds Programs: • Employment Assistance Services (EAS) (Building UP) • Labour Market Partnerships (LMP) (Building UP) • Skills For Success Projects (Building UP – participants are ‘insured participants’) • Research & Innovation (R&I) (Building UP – Projects)
Target Client Groups	• Organizations providing services and supports to employers and individuals • Organizations providing information and expertise to strengthen the labour market
Benefits and Expected Results	Maintain services and supports provided to employers and individuals to attain benefits and expected results for equity-seeking groups in the Yukon’s labour market (for example: Yukon First Nations people, youth, older workers, people with disabilities, women in trades and technology and newcomers in professional sectors). Of the 596 individuals who participated in Employment Assistance Services, 271 were successful in obtaining employment within the fiscal year.

Program	Staffing UP – Employer Funding Support
Expenditures	\$6,129 (0.2%)
Description	Strengthening the labour market with funding for employers to: • Find, hire, and keep workers that are a good fit for employers • Train new or existing workers to meet the employers' needs • Develop workplace supports to accommodate staff • Enhance employer human resource knowledge and practice • Get and effectively use labour market information • Connect with other employers to find and keep workers Programs: • Targeted Wage Subsidies (TWS) (Staffing UP) • Employer Sponsored Training (Staffing UP – trainees are 'insured participants')
Target Client Groups	Yukon employers, and employers who are training, hiring and retaining individuals, with additional incentives for those employers targeting equity-seeking groups in the Yukon. Priority sectors: Health services, food and retail services, construction trades and tourism
Benefits and Expected Results	• Increased employer engagement in training, hiring and retaining employees • Increased or sustained employment in the food and retail services, tourism and hospitality sectors, and a demonstrable strengthening of participant workplace skills. 29 individuals completed either on the job training and/or obtained work experience with 15 employers. • Of the 29 individuals, 6 obtained new employment, 11 retained employment they otherwise would have lost, and 12 obtained skills/experience to advance, progress or move to different and/or better employment.

Program	Working UP – Individual Funding Support (delivered by the Department of Education)
Expenditures	\$370,401 (11.7%)
Description	Funding for individuals to help them: • Take the next steps toward their work or learning goals • Improve literacy and essential skills • Increase participants' workplace skills and experience, including apprenticeship • Get workplace or learning support • Explore options for self-employment Programs: • Skills Development Regular (SD-R) • Skills Development Apprentice (SD-A)
Target Client Groups	Individuals who require assistance and support in moving towards their labour market goals
Benefits and Expected Results	218 individuals successfully completed directly funded activities, increased foundational and vocational skills, and demonstrated movement towards their labour market goals.

3.2.12 Northwest Territories

EBSM key facts

Table 3.2.12.1: Northwest Territories, 2024-25, clients served and relative share, by client type

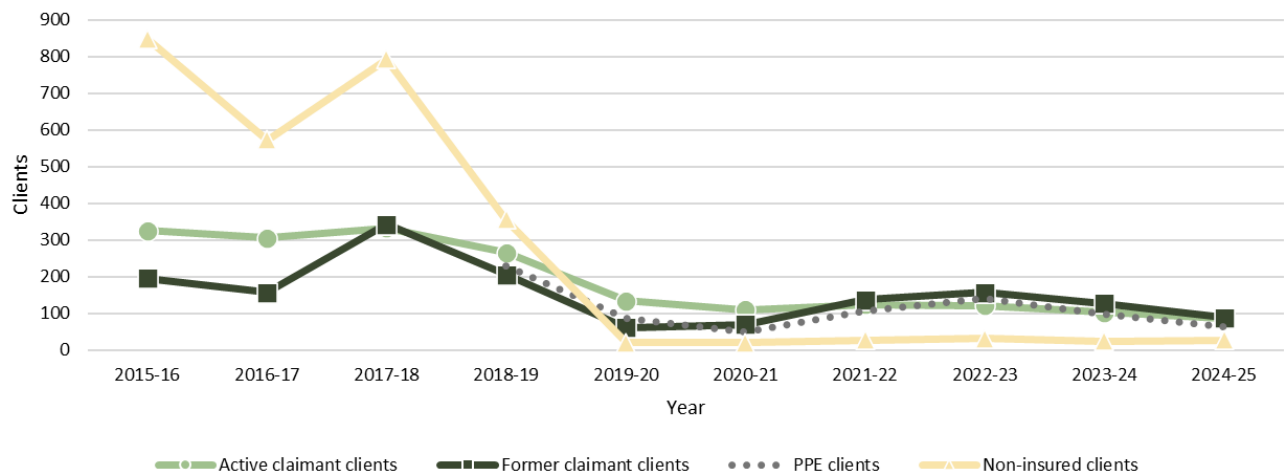
Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Total
Clients served	87	88	64	27	266
Share of total	32.7%	33.1%	24.1%	10.2%	100.0%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.12.1: Northwest Territories, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² This chart excludes Indigenous pan-Canadian data.

Table 3.2.12.2: Northwest Territories, 2015-16 to 2024-25, relative client share, by client type

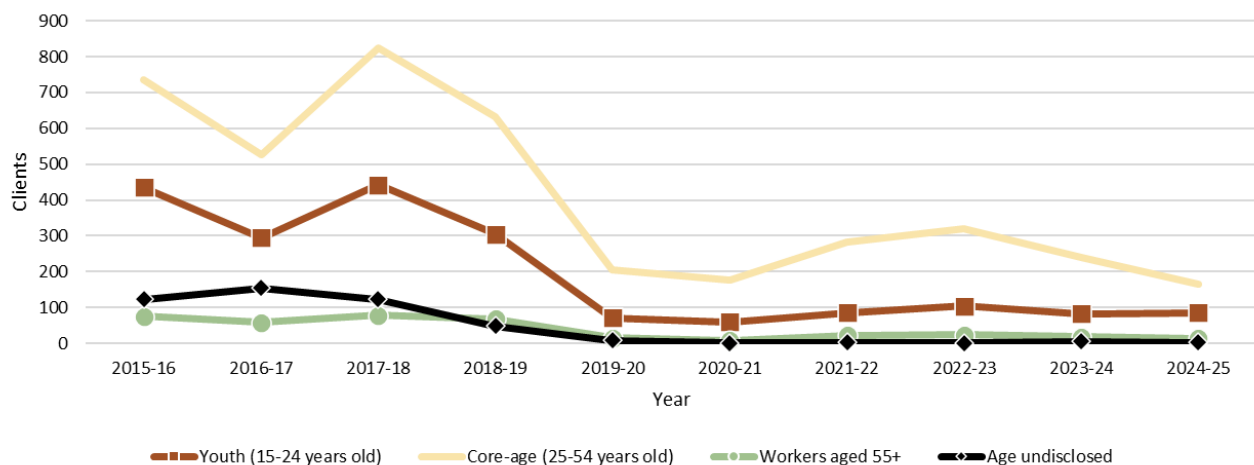
Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients
2015-16	23.7%	14.2%	n/a	62.0%
2016-17	29.6%	15.1%	n/a	54.0%
2017-18	22.7%	23.3%	n/a	54.0%
2018-19	25.2%	19.4%	21.7%	33.6%
2019-20	44.8%	28.2%	19.4%	6.4%
2020-21	44.4%	20.4%	28.4%	8.1%
2021-22	31.5%	34.8%	26.9%	6.9%
2022-23	26.9%	34.9%	31.3%	6.9%
2023-24	29.4%	36.3%	27.7%	6.6%
2024-25	32.7%	33.1%	24.1%	10.2%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.12.2: Northwest Territories, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.12.3: Northwest Territories, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	31.8%	53.7%	5.6%	9.0%
2016-17	28.5%	50.8%	5.7%	15.0%
2017-18	30.2%	56.2%	5.3%	8.4%
2018-19	28.9%	59.9%	6.5%	4.6%
2019-20	24.1%	68.2%	5.0%	2.7%
2020-21	24.2%	71.8%	3.6%	0.4%
2021-22	21.8%	71.8%	5.8%	0.5%
2022-23	23.3%	71.1%	5.3%	0.2%
2023-24	23.9%	68.9%	5.5%	1.7%
2024-25	32.0%	61.7%	5.3%	1.1%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.12.4: Northwest Territories, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	183	-17.2%	42.5%	+1.3
Support Measure	248	-21.5%	57.5%	-1.3
Total services	431	-19.7%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Table 3.2.12.5: Northwest Territories, 2024-25, services delivered, by service type

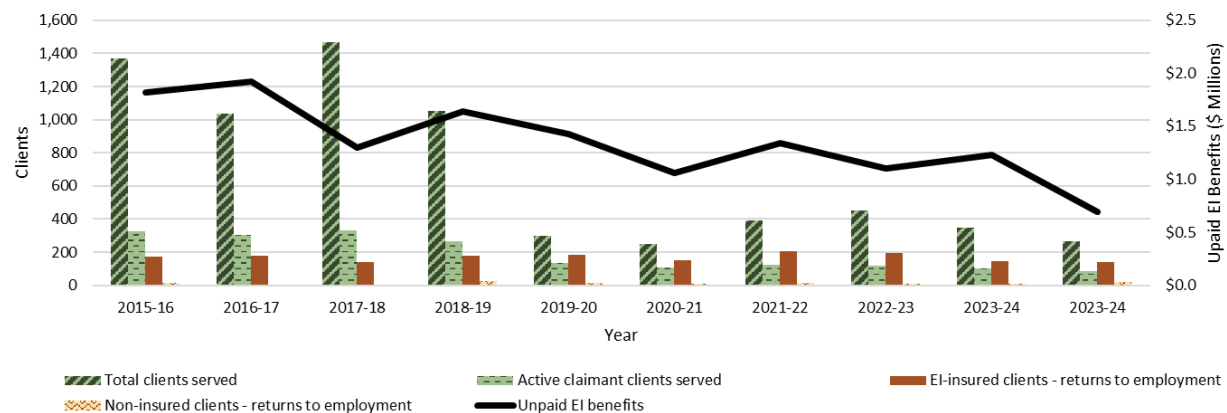
Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	4	-85.7%	\$467,804	-63.3%
Self-Employment	7	-22.7%	\$306,723	-12.4%
Job Creation Partnerships	n/a	n/a	\$145,000	n/a
Skills Development-Regular	79	-12.2%	\$773,529	+72.7%
Skills Development-Apprentices	93	-1.1%	Included above	Included above
Targeted Earning Supplements	n/a	n/a	n/a	n/a
Totals Employment Benefits	183	-17.2%	\$1,693,056	-18.3%
Employment Services	0	-100.0%	\$1,276,473	+42.5%
Individual Counselling	248	-21.0%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$98,375	-54.0%
Research & Innovation	n/a	n/a	n/a	n/a
Total Support Measure	248	-21.5%	\$1,374,848	+23.9%
Total EBSMs	431	-19.7%	\$3,067,904	-3.6%

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

Chart 3.2.12.3: Northwest Territories, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, the Northwest Territories labour market showed significant disparities between smaller communities and larger regional centres or the capital city. While Yellowknife and the capital region experienced low unemployment due to higher employment levels, smaller communities struggled with higher unemployment rates, driven by limited local employment opportunities. Employment decreased most significantly in industries such as information, culture & recreation, education, and construction,⁹³ highlighting the need for the continuation of workforce development and targeted recruitment strategies.

The unemployment rate for those aged 15 and over in the Northwest Territories was 5.8% in 2024, compared to 6.0% in 2023. By comparison, Canada's unemployment rate was 6.3% in 2024 and 5.4% in 2023.⁹⁴ In fiscal 2025 (April 1, 2024 – to March 31, 2025) the territory had, on average, approximately 1,300 unemployed individuals^{95,96}

The labour market needs in the Northwest Territories range from essential skills to advanced technical and trades skills development. Many job seekers face significant barriers to employment, such as the lack of high school diplomas or equivalency credentials. Projections show that over the next 20 years, a majority of jobs will require some kind of post-secondary education. To address these challenges, the Northwest Territories is leveraging LMDA funding to deliver targeted programs and services aimed at increasing labour force participation, particularly among individuals not currently in the workforce or those considering re-entry.

Canada-Northwest Territories Labour Market Development Agreement

In 2024-25, Northwest Territories received approximately \$4.5 million through the LMDA, serving approximately 260 clients. Within six months of receiving training and employment supports, approximately 64.4% of active claimant clients secured employment, resulting in approximately \$695k savings in unpaid EI benefits.

For example, the territory funded Employment Assistance Services, which provided career and employment assistance targeted to particular local needs and extending the delivery of services throughout their region. Eligible activities included education and training programs that led towards preparing individuals for the workforce and to find and maintain work. Approximately 10,675 clients benefited from this program in 2024-25. However, some regional offices were unable to obtain reliable data from their community partners

⁹³ Newstats, NWT Bureau of Statistics – Labour Force Activity

⁹⁴ Statistics Canada (January 2026) [Economic Scan - Yukon, Northwest Territories and Nunavut: 2024](#)

⁹⁵ Statistics Canada (January 2026) [Job vacancies, payroll employees, and job vacancy rate by provinces and territories, monthly, unadjusted for seasonality](#)

⁹⁶ Statsnwt (January 2026) [Unemployed, Seasonally Unadjusted \(Labour Force Characteristics\)](#)

Designated and/or under-represented groups

The Northwest Territories delivered LMDA programming designed to encourage greater employer involvement in training, ensuring that skills were better aligned with job opportunities. These programs and services specifically target under-represented groups. For example, Strategic Workforce Initiatives funding supported the Conseil de développement économique des Territoires du Nord-Ouest (CDÉTNO) to hire client navigators/pathfinders. The client navigators would work from Yellowknife but would travel to the South Slave and Inuvik regions to meet with clients (individuals and employers) to support newcomers.

Stakeholder consultations

In 2024-25, the Northwest Territories continued to engage stakeholders through its Regional Service Centres. Engagement sessions on LMDA-supported labour market programs and included stakeholders such as other government departments, local employers, community and non-governmental organizations, and Indigenous Governments and Organizations.

Consultations processes were tailored to address the unique circumstances of each region. Key themes that emerged from consultations include:

- Focusing on regional projects and local training needs
- Forecasting of labour training
- Highlighting other funding programs available to individuals, employers, and communities
- Addressing challenges faced by individuals in the community needing to travel far from home for training and skills development
- Providing targeted supports, such as financial assistance

Returning to the workforce while helping those in need

Inuvik Works, a local initiative in Inuvik, a Beaufort-Delta town in the NWT, was designed to assist people who aren't in the local workforce to find their way back to employment, with assistance where needed. The program had been inactive for a number of years and, along with an associated thrift store, was relaunched. It 'meets a need that's been around the town for a long time' said a town councillor. 'It provides the opportunity for hope and an alternative source of employment for many different populations within [the] community, whether they're unemployed or lacking some of the requirements to be employed in other areas' said an area resident.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to clients.

Program	Skills Development Program (SDP)
Expenditures	\$911,000 (28.3%)
Description	Provides support for eligible recipients to participate in training opportunities to upgrade skills and knowledge and/or develop essential employability skills. Eligible activities include education and training programs that lead to labour market attachment. This may include academic upgrading, life skills, employment readiness programs, pre-employment training courses, skill-specific training programs and post-secondary programs. SDP interventions may be supported under the LMDA or WDA. • Dehcho: Technical training, Heavy Equipment Operator, pre-trades training, academic upgrading, Driver training, safety certification, final year of diploma and degree programs • North Slave: Technical training for apprentices, Driver training (Class 3), Occupational Health and Safety and Environmental training • South Slave: Apprenticeship technical training, business administration, Heavy Equipment Operator (HEO), chainsaw training, Driver training, service industry training • Beaufort-Delta: Apprenticeship technical training, different levels of Driver Training, Infrastructure, pre-apprenticeship training, continued education courses, and selected diploma and certificate studies Schools • Sahtu: Apprentice technical training
Target Client Groups	• Dehcho: Apprentices, Unemployed, persons with disabilities, pre-apprentices, SNAP apprentices, women • North Slave: Apprentices, employers, jobseekers, workers affected by mine closures • South Slave: Apprentices, EI Eligible, Active Claim, Unemployed, Persons with Disabilities • Beaufort-Delta: Schools North Apprenticeship Program (SNAP) students, active apprentices, driver training, post-secondary students; youth and school graduates, Income Assistance Clients, person with disabilities • Sahtu: Schools North Apprentice Program students and apprentices

Benefits and Expected Results	143 individuals are expected to benefit from the program.

Program	Self-Employment Program (SEP)
Expenditures	\$307,000 (9.5%)
Description	Provides support to eligible clients with the opportunity to start a small business. This program provides supports for clients in assessing their business idea, their personal suitability, family issues, financial risks, and the resources available or required to be successful. SEP interventions are administered by the Career Development Officers in the Regional ECE Service Centres. SEP interventions may be supported under the LMDA or WDA. • Dehcho: Trades, arts and crafts, tourism, transportation, hospitality • North Slave: Journeypersons starting their own businesses related to their trades. Other businesses related to automotive services, transport, real estate, communications, and bookkeeping • South Slave: Food services, lawn care services, bookkeeping, hair cutting services, etc. • Beaufort-Delta: Childcare, small engine repair, hospitality, construction, arts & crafts, food businesses, journeypersons starting a new business, and retail businesses • Sahtu: Helping potential entrepreneurs realize their potential
Target Client Groups	• Dehcho: Unemployed, EI Eligible, PPE, Active Claim, self-employed • North Slave: Unemployed, EI Eligible, PPE, Active Claim, self-employed, Journeypersons, Retired clients • South Slave: Unemployed, EI Eligible, PPE, Active Claim, self-employed, Post-Secondary graduates, Journeypersons with/without Red Seal IPS Certification • Beaufort-Delta: Unemployed, EI Eligible, PPE, Active Claim, self-employed, Post-secondary graduates • Sahtu: Unemployed, EI Eligible, PPE, Active Claim, self-employed
Benefits and Expected Results	21 individuals are expected to benefit from this program.

Program	Wage Subsidy Program (WSP)
Expenditures	\$467,000 (14.5%)
Description	provides support to an employer to hire and train NWT residents. This program is intended to provide work experience and training that will better enable clients to obtain meaningful long-term employment. WSP projects may be supported under the LMDA or WDA. • Dehcho: Small businesses, retail, community government trainees • North Slave: Small employers, cannabis production employers, travel agencies, entertainment sector, security, non-profits, beauty salons, communications, and coffee houses and Aircraft Maintenance Engineer Schools North Apprenticeship Program students • South Slave: Trades Industry, Small Business Start ups, Day Cares, Indigenous Governments, Non-profit organizations • Beaufort-Delta: Community government, Indigenous organizations, small business, retail business, Industry, non-profits • Sahtu: Construction, Transportation, Administration, Customer Service
Target Client Groups	• Small employers, communications industry, tourism industry, construction, accounting • Existing & new entrants of labour force • EI Eligible, PPE, Active Claim, self-employed • Indigenous governments, NGOs, non-profit organizations, community governments
Benefits and Expected Results	29 employers are expected to benefit from the program.

Program	Employee Training Program
Expenditures	\$15,400 (0.5%)
Description	Helps employers, who have proactively hired employees in anticipation of their workforce needs, to offset the cost of training for employees. The ETP can assist employers who require employee up-skilling due to economic, technological and/or organizational change, and may be used to support individuals who are under-employed or employed and in need of training to maintain their current job and/or advance, progress or move to a different and/or better job. The ETP may also be used in conjunction with the Wage Subsidy Program (WSP) to offset the costs of training employees. Requests for ETP are primarily supported under the WDA. If used in conjunction with the WSP, then support may also be provided under LMDA. • Dehcho: Construction, book-keeping/accounting, driver training, management training, office administration, business administration • North Slave: Cannabis industry, train the trainer education, computer training for seniors • South Slave: Band offices, First Nations, small employers, communication industry, tourism industry, construction, pre-trades, tourism, mining, bookkeeping/accounting • Beaufort-Delta: Community government, Indigenous organizations, small businesses, retail business, industry, non-profits • Sahtu: K'asho Got'ine Charter Community – one; Deline Got'ine Government – one; Hamlet of Tulita - one
Target Client Groups	• Small employers, communications industry, tourism industry, construction, accounting • Existing & new entrants of labour force • EI Eligible, PPE, Active Claim, self-employed • Community governments, Indigenous organizations, non-profit organizations (South Slave)
Benefits and Expected Results	2 employers are expected to benefit from the program.

Program	Employee Assistance Services
Expenditures	\$1,277,000 (39.6%)
Description	Enables Regional ECE Service Centres to provide career and employment assistance targeted to particular local needs and to extend the delivery of services throughout their region. EAS is used to fill gaps in service and is intended to help individuals prepare for the workforce, find work and/or to maintain work through third party organizations. EAS may be supported under the LMDA or WDA. • Dehcho: Career Development representatives in employment offices/band offices to assist with resumes, job applications, complete funding applications, etc. • North Slave: Non-profit organizations, business expert services for self-employment clients and Indigenous organizations • South Slave: Community Employment Coordinators, Persons with Disabilities, French Employment Services & non-profit organizations • Beaufort-Delta: Indigenous governments, municipal governments, Non-Profit organizations • Sahtu: Providing career development counselling services to community residents
Target Client Groups	• Unemployed • Existing & new entrants of labour force • EI Eligible, PPE, Active Claim, self-employed • Individuals needing assistance with résumés, job hunting, anything employment- and career-related
Benefits and Expected Results	Approximately 10,300 individuals are expected to benefit from the program.

Program	Strategic Workforce Initiatives (SWI)
Expenditures	\$98,300 (3.1%)
Description	Supports community partners in undertaking labour market activities that promote labour force development, workforce adjustments and effective human resources planning. Activities must address a community labour market need, and may include identifying economic trends, creating strategies, and initiating projects to develop a responsive local labour force. SWI projects may be supported under the LMDA or WDA. Providing financial support to assist DCAs with the development of Community Labour Market Development Plans, Indigenous Governments and Organizations with labour market research, and supporting other regional workforce initiatives, including the North Slave Regional Training Partnership and Hub, and supports to the NWT Mine Training Society.
Target Client Groups	• Dehcho: Designated Community Authorities • North Slave: North Slave communities to develop 5 year strategic plans for the Small Communities Employment Supports program • South Slave: Designated Community Authorities • Beaufort-Delta: Regional Training Partnerships, Indigenous governments, and Designated Community Authorities • Sahtu: no anticipated SWI projects • Headquarters: Immigration Settlement Service Providers in support of federal Francophone Immigration Settlement Program (FISP) project. Northwest Territories Nominee Program (NTNP) engagements to inform renewed program for 2026 and beyond
Benefits and Expected Results	Nine Designated Community Authorities will receive financial assistance to develop community labour market development plans and one committee will receive funding to engage in a strategic planning initiative.

Program	Job Creation Partnerships
Expenditures	\$145,000 (4.5%)
Description	An initiative that provides work experience opportunities to improve the subsequent employment prospects of the clients. The program provides support for third party organizations to deliver community and regional activities that either include a work experience component or have a guarantee of employment at the end of the project. Work experience projects may also include a skills development component The program is intended to assist unemployed individuals who need work experience (and training if applicable) to be better able obtain meaningful long-term employment. JCP projects may be supported under the LMDA or WDA. Areas of focus: • Dehcho: Construction/trades, infrastructure projects, community fire protection • North Slave: no anticipated JCP projects • South Slave: Non-profit organizations that have a focus on skills development and certifications for employability • Beaufort-Delta: Gwich'in and Inuvialuit Governments at a regional level or community level, Industry, Non-Government Organizations/Non-Profit Organizations will provide additional financial support to a project (Inuvik Works & Next to New Project) • Sahtu: no anticipated JCP projects
Target Client Groups	• Existing and new entrants to the labour force • EI Eligible, PPE, Active Claim
Benefits and Expected Results	(Number of individuals/clients supported and number of organizations receiving a contribution agreements) • Dehcho: 20 individuals • North Slave: Unable to forecast how many individuals will be assisted • South Slave: 6 potential clients. Anticipating requests for training and support to existing and new entrants to Great Slave commercial fishery, and Heavy Equipment Operators. • Beaufort-Delta: 3 possible organizations for this fiscal year. • Sahtu: 2 organizations receiving contribution agreements.

3.2.13 Nunavut

EBSM key facts

Table 3.2.13.1: Nunavut, 2024-25, clients served and relative share, by client type

Indicator	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Client type unspecified ²	Total
Clients served	12	1	0	0	1,167	1,180
Share of total	1.0%	0.1%	0.0%	0.0%	98.9%	100.0%

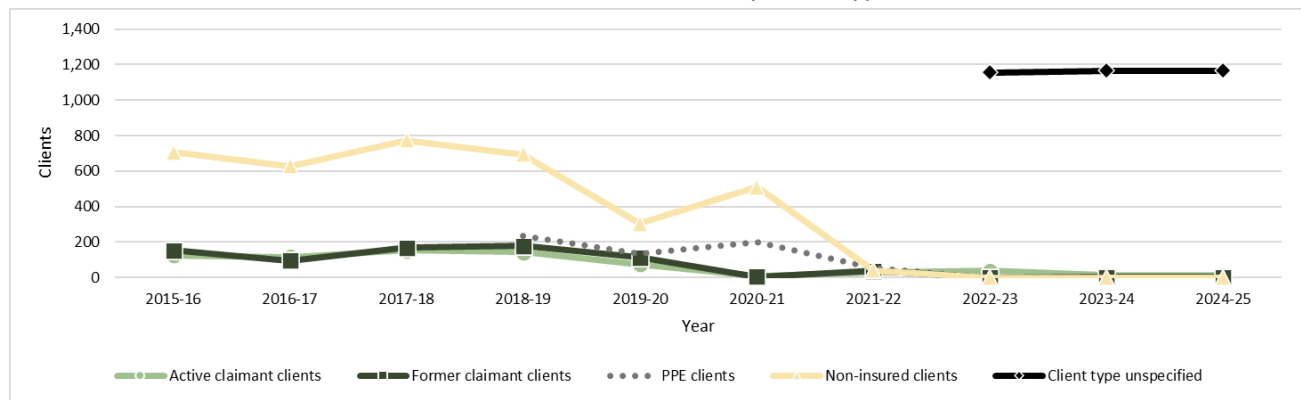
Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom necessary information (Social Insurance Number) was not provided are included in the 'Client type unspecified' category.

³ This table excludes Indigenous pan-Canadian data.

Chart 3.2.13.1: Nunavut, 2015-16 to 2024-25, clients served, by client type



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom necessary information (Social Insurance Number) was not provided are included in the 'Client type unspecified' category.

³ This chart excludes Indigenous pan-Canadian data.

Table 3.2.13.2: Nunavut, 2015-16 to 2024-25, relative client share, by client type

Year	Active claimant clients	Former claimant clients	PPE clients	Non-insured clients	Client type unspecified ²
2015-16	12.8%	15.6%	n/a	71.6%	n/a
2016-17	13.8%	11.3%	n/a	74.9%	n/a
2017-18	14.0%	15.4%	n/a	70.7%	n/a
2018-19	11.4%	14.2%	18.8%	55.7%	n/a
2019-20	11.8%	18.0%	21.5%	48.6%	n/a
2020-21	1.5%	0.5%	27.7%	70.2%	n/a
2021-22	18.4%	23.4%	32.9%	25.3%	n/a
2022-23	3.1%	0.0%	0.0%	0.0%	96.9%
2023-24	1.0%	0.1%	0.0%	0.0%	98.9%
2024-25	1.0%	0.1%	0.0%	0.0%	98.9%

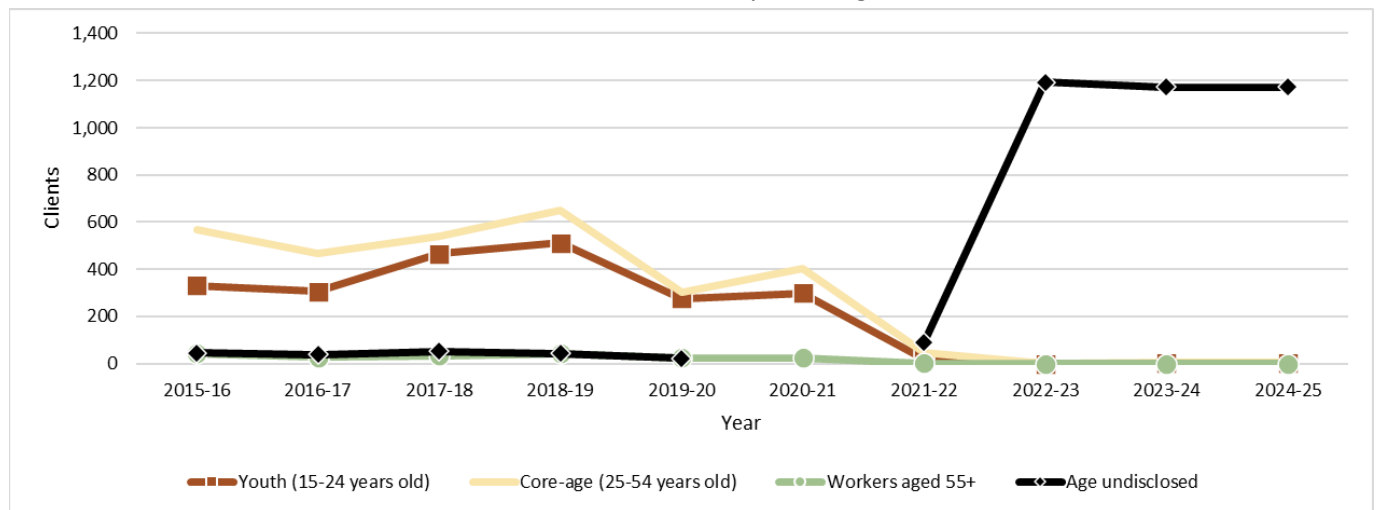
Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom necessary information (Social Insurance Number) was not provided are included in the 'Client type unspecified' category.

³ This table excludes Indigenous pan-Canadian data.

Chart 3.2.13.2: Nunavut, 2015-16 to 2024-25, clients served, by client age



Notes:

¹ This chart reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This chart excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.13.3: Nunavut, 2015-16 to 2024-25, relative client share, by client age

Year	Youth (15-24 years old)	Core-age (25-54 years old)	Workers aged 55+	Age undisclosed ²
2015-16	33.7%	57.5%	4.3%	4.6%
2016-17	36.6%	55.5%	3.3%	4.5%
2017-18	42.7%	49.4%	3.1%	4.8%
2018-19	41.0%	52.3%	3.4%	3.4%
2019-20	44.0%	48.5%	3.8%	3.7%
2020-21	41.2%	55.5%	3.3%	n/a
2021-22	12.7%	29.7%	0.6%	57.0%
2022-23	0.0%	0.0%	0.0%	100.0%
2023-24	0.1%	0.5%	0.0%	99.4%
2024-25	0.1%	0.5%	0.0%	99.4%

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

³ This table excludes Indigenous pan-Canadian data.

⁴ Apprentice clients were excluded from the age breakout prior to 2024-25. Starting 2024-25 they are reported under a "known" age unless their date of birth was invalid or missing.

Table 3.2.13.4: Nunavut, 2024-25, services delivered key facts, by service type

Service type	Services delivered	Year-over-year change	Share of total	Year-over-year change (p.p.)
Employment Benefits	1,478	0.0%	54.9%	0.0
Support Measure	1,214	0.0%	45.1%	0.0
Total services	2,692	0.0%	100.0%	n/a

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ NU estimates from 2023-24 were re-used for 2024-25.

Table 3.2.13.5: Nunavut, 2024-25, services delivered, by service type

Service type	Services	Year-over-year change	Expenditures	Year-over-year change
Targeted Wage Subsidies	28	0.0%	\$272,333	n/a
Self-Employment	0	n/a	\$0	n/a
Job Creation Partnerships	0	n/a	\$0	n/a
Skills Development-Regular	1,422	0.0%	\$1,322,586	n/a
Skills Development-Apprentices	28	0.0%	Included above	Included above
Targeted Earning Supplements	0	n/a	n/a	n/a
Totals Employment Benefits	1,478	0.0%	\$1,594,918	n/a
Employment Services	1,214	0.0%	\$128,493	n/a
Individual Counselling	0	0.0%	Included above	Included above
Labour Market Partnerships	n/a	n/a	\$1,279,732	n/a
Research & Innovation	n/a	n/a	n/a	n/a
Total Support Measure	1,214	0.0%	\$1,408,226	n/a
Total EBSMs	2,692	0.0%	\$3,003,144	n/a

Notes:

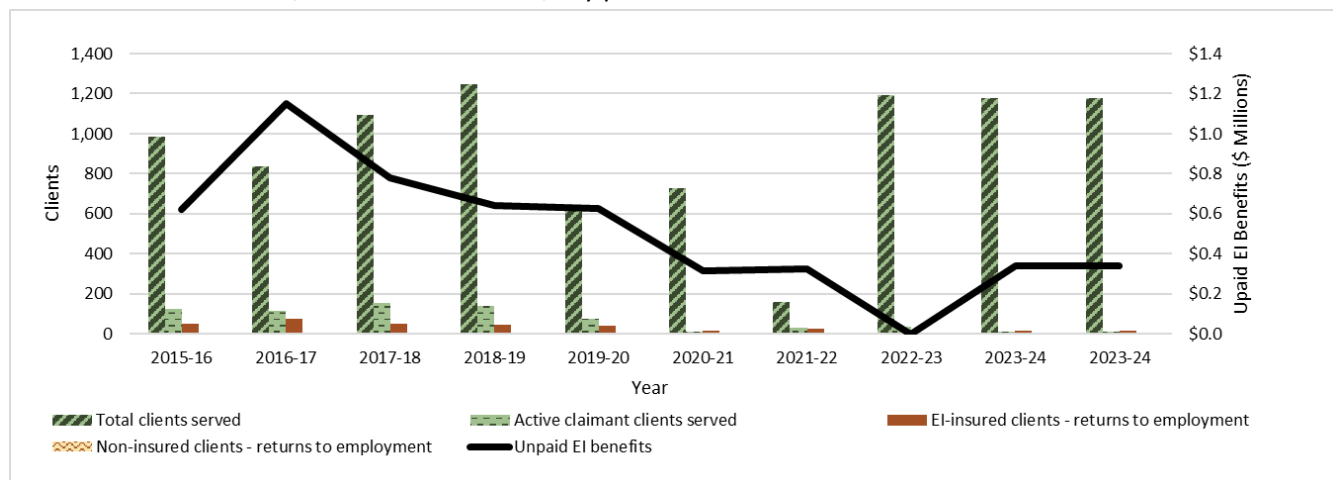
¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This table excludes Indigenous pan-Canadian data.

³ NU estimates from 2023-24 were re-used for 2024-25.

⁴ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

Chart 3.2.13.3: Nunavut, 2015-16 to 2024-25, key performance indicators



Notes:

¹ This chart excludes Indigenous pan-Canadian data.

² Volatility in the Unpaid EI Benefits from 2021-22 to 2022-23 correlates with the speed of recovery of the labour market that allowed many Canadians to return to work before exhausting their EI benefits.

³ The EI-insured return to employment returns includes active claimants, former claimants, and PPE clients

⁴ "Total Clients Served" refers to the count of EI-insured clients served (active claimant clients, former claimant clients, and PPE clients) and non-insured clients.

⁵ Historical data has been adjusted to enhance accuracy.

Labour market context

In 2024-25, Nunavut's unemployment rate remained one of the highest in Canada, recorded at 8.5%,⁹⁷ reflecting a 4.4% decrease from the previous year.⁹⁸ Although significantly higher than the national average of 6.3%,⁹⁹ this decrease could indicate the continuation of a more stabilized labour market.

Through the Canada-Nunavut LMDA, the territory has enhanced its training and employment programs for job seekers and employers, focusing on increasing labour force participation and addressing skills gaps. These initiatives aim to better align the local workforce with industry needs and contribute to better employment outcomes in the coming years.

Nunavut's labour market outlook is expected to improve further, supported by increased funding from all levels of government for infrastructure projects and other economic development initiatives, which will help create more jobs for residents.¹⁰⁰

Canada-Nunavut Labour Market Development Agreement

In 2024-25, Nunavut received approximately \$3.8 million through the LMDA, serving approximately 1,200 clients,¹⁰¹ resulting in approximately \$338k in savings from unpaid EI benefits.

In 2024-25, LMDA funding supported the delivery of programs and services, including:

- Training
- Upskilling
- Employment supports
- Career counselling
- Job search assistance

For example, the Training Assistance Program (TAP) provided work experience, training, and skills development to job seekers. TAP offered wage subsidies to employers, covering up to 16.0% of the hourly wage (maximum \$15/hour) for eligible clients in the public, private, and not-for-profit sectors, helping them secure potential permanent employment. For persons with disabilities, TAP subsidies covered 90.0% of the wage, up to 40 hours per week. In total, 16 clients benefited from this program, receiving job training, mentorship, and hands-on experience to enhance their employability.

Designated and/or under-represented groups

Nunavut continued to deliver LMDA-programming aimed at supporting under-represented groups in 2024-25. The Targeted Labour Market Programs provided funding to employers, institutions, training providers, community organizations and Inuit organizations to offer training for in-demand occupations

⁹⁷ Statistics Canada (October 2025) [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted](#)

⁹⁸ Statistics Canada (October 2025) [Labour force characteristics by territory, three-month moving average, seasonally adjusted and unadjusted, last 5 months \(Statistics Canada\)](#)

⁹⁹ Statistics Canada (October 2025) [Unemployment rate, participation rate and employment rate by educational attainment, annual](#)

¹⁰⁰ Job Bank (October 2025) [Economic Scan - Yukon, Northwest Territories and Nunavut \(Job Bank\)](#)

¹⁰¹ LMDA data for Nunavut is estimated. Some LMDA data breakdown for Nunavut are unavailable.

and skills. The program served 1,180 clients, with priority given to Nunavut based organizations that target under-represented groups such as:

- Persons with disabilities
- At-risk youth
- Persons who face multiple barriers to employment
- Persons who are unemployed, underemployed or persistently unemployed

Additionally, in 2024-25, Nunavut supported youth aged 18-30 through Hamlets Employing Youth (HEY) program, which offered valuable work experience, job training, and mentoring over a six-month period. The program targeted youth who were out of school, not planning to return, and either unemployed or underemployed. Youth clients in the HEY program earned a livable wage while receiving job training and mentorship. In 2024-25, 6 clients benefited from this program.

The program subsidized 75.0% of wages for up to 40 hours per week, with increased subsidies of up to 90.0% for persons with disabilities. It also aimed to secure full-time employment for youth at the end of the six-month period, ensuring meaningful job opportunities for clients.

Stakeholder consultations

In 2024-25, Nunavut conducted a series of consultations with a wide range of stakeholders, including industry representatives, employers, journeypersons, apprentices, Inuit organizations, economic development officers, hamlets, Nunavut Arctic College officials, and Nunavut Housing Corporation officials.

During these community consultations, discussions focused on several key topics, such as:

- Programming and community needs assessments
- Nunavut Housing 3000 initiatives
- Trades and occupations certification options
- Apprenticeship by attestation (Compulsory certification and governance of the apprenticeship system)
- Technical training and tutoring supports
- The Trades Entrance Exam
- Pay rates for apprentices
- On-the-job training and support
- Employer engagement and inclusive hiring practices
- High school involvement in trade programs

Career Development Programming 2024-25

Building Pathways, Empowering Futures

In 2024-25, career development programming continued to make meaningful impact across Nunavut, helping residents strengthen their skills, explore opportunities, and build confidence. Through community partnerships, dedicated staff and targeted initiatives, the programs supported over two thousand Nunavummiut in pursuing training and sustainable employment.

Over the year, Career Development Officers provided personal guidance to more than 2,800 clients, marking a 5.0% increase in participation. This growth reflects both the expanding awareness of services within communities. Officers delivered career counselling, resume and interview workshops, and labour market information sessions, helping clients align their skills with emerging employment needs across the territory.

A major accomplishment this year was the expansion of youth engagement and mentorship activities, which connected high school and post-secondary students with government departments and local employers. These initiatives support Inuit employment priorities and encourage young people to consider long-term careers within Government and broader public sectors.

Collaboration remained a cornerstone of success. By working with industry, Nunavut Arctic College, Inuit organizations and community organizations, career development teams coordinated training opportunities tailored to local labour demands – from trades and administration to government and management.

As a result, many clients transitioned from training to full-time employment, contributing to community growth and supporting Article 23 objectives of increasing Inuit representation in the workforce. The year demonstrated the ongoing strength and adaptability of career development programming – where each conversation, workshop and partnership moved Nunavut closer to a skilled, confident, and resilient labour force.

Program delivery and participant supports

This section provides an overview of the specific programs and financial supports available under the LMDA. It includes specific details on the programs/initiatives available, their duration associated funding, and additional supports provided to clients. This aims to demonstrate how these programs and initiatives align with federal and provincial priorities, and support labour market integration.

Program	Adult Learning and Training Supports (ALTS)
Expenditures	\$1,982,190 (39.9%)
Description	Provides students with supports to attend training or upgrading that is under one year in duration. Clients include apprentices attending technical training, clients upgrading their skills, and clients in shorter term programs providing program and occupational skills required to participate in the labour market. This includes supporting programming for persons with disabilities by providing supports through the Piqataugitsi program. Nunavut's ALTS program provides \$500/week to clients as a training allowance. The new policy shows an increase in current ALTS allowances and introducing new targeted supports that will make the program more relevant to Nunavut's current socio-economic conditions. ALTS clients are also eligible to receive the cost of tuition, books, special equipment, tutoring, travel, accommodations, and childcare.
Target Client Groups	• Clients aged 18 and older. • Clients who are unemployed or underemployed. • Residents of Nunavut
Benefits and Expected Results	The ALTS program reduces the financial barriers faced by Nunavut clients seeking training opportunities. Training funded under this program contributes to positive employment outcomes. 254 Clients received ALTS funding and attended programming. Programming includes Office Administration, College Foundations, Skilled Trades Worker, and Trades Pre-Employment. In accordance with Article 32, the Department is undergoing the Policy review process for updates to the ALTS Policy as well as the ALTS travel Policy. This includes an increase in allowances and benefits to better support clients.

Program	Grant for Nunavut Employers (GNE)
Expenditures	\$226,667 (4.6%)
Description	Formerly Nunavut Employers Grant, the Grant for Nunavut Employers program provides eligible employers with a maximum grant of up to \$10,000,00 per employee to support the employee in professional development opportunities. The opportunities should lead to a promotion, higher level position, or an increase in salary within the organization.
Target Client Groups	Eligible trainees are individuals employed with an eligible employer and who require additional training to improve their job advancement opportunities. Trainees will continue to be employed with the GNE funded employer at the conclusion of training. As a result of the training, trainees are expected to be hired into a new position, receive an increase in salary, and/or receive a promotion. Eligible employers must be in the private sector, or municipal sector, be in Nunavut, have a position available for the designated trainee to advance into after training, and must be able to contribute 1/3rd of the total eligible training costs.
Benefits and Expected Results	Increasing professional development of the trainee. Employers can upskill their employees to advance their positions in their organization consistent with organizational needs. In 2024-25, six applications for training 34 Nunavummiut was approved. Of those 34 trainees, 32 are now newly employed. Training took place in five different communities across the territory.

Program	Training Assistance Program (TAP)
Expenditures	\$284,330 (5.7%)
Description	Formerly Training on the Job (TOJ), this program provides wage subsidies to employers who wish to invest in an individual by providing on-the-job training, thereby strengthening the participant's employability skills. Upon completion of the subsidy, employers are expected to offer the participant a job, which has a reasonable chance to become a permanent position. TAP is intended to subsidize training during full-time, part time or seasonal employment. TAP offers subsidies of up to \$15.00/hour (or to a maximum of 50 per cent of the hourly wage, whichever is less) to cover the wage costs of eligible clients.
Target Client Groups	• Trainees must be 16 years of age or older • Trainees must be a resident of Nunavut • Trainees should be unemployed and require skill upgrading • Trainees must be training in a full-time, part-time (minimum 20 hrs./week) or seasonal position
Benefits and Expected Results	Employers hire Nunavummiut who require additional experience, skill building and workplace training. This makes them better qualified for existing positions and allows them to pursue other positions. Wage subsidies for employing apprentices (Apprenticeship Training on the Job – ATOJ) are also under this program. The ATOJ program supported the training of 11 Nunavut Apprentices. The TAP program supported five Nunavummiut.

Program	Employment Assistance Services (EAS)
Expenditures	\$433,675 (8.7%)
Description	The EAS Program provides individuals with a variety of employment services with the overall goal of increasing their labour market participation. Career Development delivers EAS through both Career Development Officers (CDOs), as well as through community organizations who deliver EAS on behalf of Family Services Employment Assistance Services include: job interview preparation, resume writing assistance, labour market information, computer and internet access and training program referrals
Target Client Groups	• Residents of Nunavut • Underemployed • Unemployed
Benefits and Expected Results	The Employment Assistance Services Program provides individuals with a variety of employment services with the overall goal of increasing their labour market participation. Typically, individuals accessing this program face barriers to finding and maintaining employment. The program supports unemployment and underemployed Nunavummiut with employment counselling, job preparation, job search, employment placement, and related services. The Department is pursuing more partnerships to expand our programming and services and to rely on the expertise and contacts of these partner organizations. There will be an increase in labour market participation following an EAS intervention. 1,088 clients were supported through Employment Assistance Services in 2024-25.

Program	Targeted Labour Market Programs (TLMP)
Expenditures	\$1,165,165 (23.4%)
Description	Provides employers, institutions, training providers, community organizations, and Inuit organizations with funding to provide education or training for occupations or skills that are in demand in the territory. Applicants must clearly demonstrate that there is a labour market demand for the training or programming they are undertaking and must be able to report on employment outcomes.
Target Client Groups	Priority will be given to Nunavut based organizations that target marginalized groups, such as persons with disabilities, youth at risk (ages 15-30) and not attending school, persons who face multiple barriers to employment, and persons who are unemployed, underemployed or persistently unemployed. Nunavut faces unique challenges in terms of geographical isolation, limited infrastructure, high cost of training, and high cost of living.
Benefits and Expected Results	TLMP provides training programs to enhance their employability skills. In 2024-25, Targeted Labour Market Programming was delivered to 2,131 participants. 18 programs were approved under TLMP. Some key programs include: The Kisarvik Program through Nunavut Fisheries and Marine Training Consortium is a training program that aims to train youth to participate in the marine industry through attaining the essential technical knowledge specific to this sector and by teaching life skills that are required for employment in the industry. This training will not only increase employability skills, but it will also increase self-confidence and will give them the tools to pursue employment in the fishing and marine industry. Skills Canada Nunavut is a youth focused program to promote and increase exposure of the Skilled Trades and Technology sector through Programs to students across Nunavut as first choice career options. Skills Canada Nunavut has achieved remarkable success, equipping our youth with valuable skills, and fostering innovation. Nunavummi Disabilities Makinnasuaqtiit Society - NDMS offered a full-time pre-employment program in Iqaluit to help participants

	develop employability skills through one-on-one sessions and classroom-based coursework. Participants were connected with co-op opportunities where applicable. NDMS also provided drop-in support for those not enrolled in the program. To increase outreach, NDMS hosted four information booths to attract new participants and held three employer engagement events across the territory, focusing on inclusive hiring practices, duty to accommodate, and the business case for hiring people with disabilities. The goal is to equip Nunavummiut with the transferable skills and credentials that are nationally recognized and in demand here in the territory.

Program	Piqataugitsi
Expenditures	\$589,577 (11.9%)
Description	This program provides various supports to persons with disabilities and those who face barriers to employment by accommodating them within the workplace. Employment for Nunavummiut with disabilities is a Government of Nunavut priority. The program assists individuals with disabilities to obtain and maintain employment by offering funding supports related to their disability. The program also assists with job coaching for the individual and training employers on how to be more inclusive.
Target Client Groups	• Clients must be 16 years of age or older • Clients must self-identify as having a disability • Clients must be unemployed or employed with non-governmental organizations, including non-profit organizations, municipal governments, private sector employers, Inuit organizations, or industry associations
Benefits and Expected Results	• Promoted equity, access, and inclusion in the workplace • Provided greater supports to persons with disabilities to increase their labour market participation Through employer engagements, the Department learned that employers needed more information on hiring persons with disabilities. An inclusive employer handbook was created to provide this framework for helping organizations embrace equity, access, inclusion and celebrate diversity in the Territory. Amendments were made to some of the existing labour market programs to include disability support components to better support clients with disabilities. Adult Learning and Training Supports (ALTS) will provide Persons with Disabilities the ability to receive additional training supports while they attend training opportunities. Wage-Subsidy programs (SENS, HEY, TAP) include an additional wage subsidy if employers hire and train persons with disabilities under these programs. In 2024-25, 178 clients with disabilities were supported.

Program	Hamlets Employing Youth (HEY)
Expenditures	\$224,000 (4.5%)
Description	The Hamlets Employing Youth program provides youth with an opportunity to gain valuable work experience with community Hamlets in Nunavut over a 6-month period. The expectation is that Hamlets will guarantee full-time employment for youth at the end of the 6-month period. HEY subsidizes 75.0% of the wages up to 40 hours per week. For persons with disabilities, HEY rates are 90.0% of the wages up to 40 hours per week.
Target Client Groups	• Clients are out of school youth ages 18-30 • Clients not returning to school, unemployed or underemployed • Clients must be residents of Nunavut
Benefits and Expected Results	HEY provides on the job training and mentorship to youth over a 6 month period to enhance employability skills. Youth earn a livable wage while training on the job. The Hamlets Employing Youth wage subsidy offered 6 youth employment in 2024-25.

Program	Summer Employment for Nunavut Students (SENS)
Expenditures	\$64,897 (1.3%)
Description	SENS provides wage subsidy funding to eligible private sector and non-governmental sector employers, as well as municipal level government (Hamlets) to hire and train summer students (16-30) who will be returning to school. SENS provides 50.0% of the student wage to a maximum of 40 hours per week. For persons with disabilities, SENS rates are 65.0% of the student wage to a maximum of 40 hours per week.
Target Client Groups	Eligible students must be 16 years of age or older, returning to school in the fall and normally a resident in Nunavut. Eligible employers include non-profit organizations, municipal governments, private sector employers, Inuit organizations and industry associations. Clients must not be employed with the Government of Nunavut.
Benefits and Expected Results	Nunavut students receive valuable work experience as well as earn money to support them over their next school year. Employers receive a wage subsidy to hire and train students in their organization. Summer Employment for Nunavut Students wage subsidies lead to the support of 48 students throughout the territory who were employed prior to returning to school in the fall of 2024-25.

3.3 Evaluation of Employment Benefits and Support Measures (EBSM)

The Evaluation Directorate of ESDC completed the third LMDA evaluation cycle (Cycle III) of the LMDAs between 2018 and 2023. Studies conducted as part of the second and third evaluation cycles examined all programs and services funded under the LMDAs.

The Horizontal Evaluation of the LMDAs was approved for publication by the Federal-Provincial-Territorial Evaluation Steering Committee and the Deputy Minister in 2022.¹⁰² In addition, twelve provincial and territorial-level LMDA evaluation reports were approved through bilateral joint evaluation committees, and received Deputy Minister approval for publication in 2023.¹⁰³ Both the national and provincial/territorial-level evaluation reports are available at [Evaluation Reports](#).

Summary of findings

Overall, incremental impacts demonstrate that participating in most EBSMs improves labour market attachment. It also reduces reliance on both federal and provincial/territorial government income supports compared to similar individuals who did not participate. These findings are consistent with results from earlier participant cohorts in previous evaluation cycles. A subgroup analysis reveals that, with some exceptions, Skills Development and Targeted Wage Subsidies benefit most clients' subgroups. Employment Assistance services alone were found to improve labour market attachment for female and Indigenous clients, and recent immigrants. These services also helped decrease their use of EI. In addition, for most interventions, the benefits accrued by clients and governments from EBSMs exceeded the initial investment costs over time.

Fourth evaluation cycle of the LMDAs

The fourth evaluation cycle of the LMDAs was launched in fall 2025. It will build on findings from previous evaluation cycles, reflect federal and provincial/territorial priorities, and rely on in-depth data assessment. Like previous LMDA-evaluation cycles, the fourth cycle is being designed and implemented under the guidance of a federal-provincial/territorial LMDA Evaluation Steering Committee. This steering committee is composed of ESDC nominees and representatives of each province and territory.

Supplementary Study: The Evolution and Impacts of EI Part II Spending (1996-25)

For this year a supplementary report was produced to examine how Employment Insurance (EI) Part II's Labour Market Development Agreements (LMDAs) have evolved since their introduction in 1996. The examination focuses specifically on how changes made to EI eligibility criteria, client uptake, service delivery, funding and expenditures have helped programming to evolve over time.

For more information, please see Annex 6.

¹⁰² Findings from the Horizontal Evaluation of the Labour Market Development Agreements were included in the 2021-22 EI MAR.

¹⁰³ As stipulated in the Canada-Quebec LMDA, Quebec is responsible for undertaking its own evaluation.

3.4 Pan-Canadian Activities and the National Employment Service

While LMDAs receive the majority of EI Part II funding and are responsible for the delivery of the majority EI Part II programming, EI Part II also makes a critical contribution in the form of pan-Canadian programs and services. Through pan-Canadian activities under EI Part II, the Government of Canada plays a leadership role in addressing challenges that extend beyond local and regional labour markets. These activities are guided by four primary objectives:

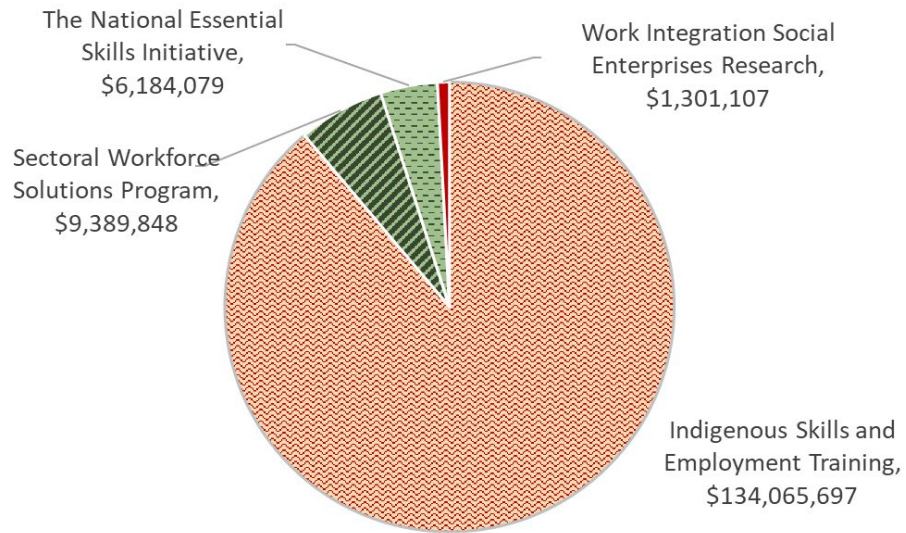
- Promote an efficient and integrated national labour market
- Preserve and enhance Canadian economic unity
- Help address common labour market challenges and priorities of national and/or international scope that surpass provincial and territorial borders
- Promote equality of opportunity for all Canadians, with a focus on helping designated and/or underrepresented groups reach their full potential in the Canadian labour market

In 2024-25, over \$181 million in EI part II funding, including just over \$150 million in program funding (Chart 3.4.1), was invested in pan-Canadian activities to support these objectives through the following 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 Platform¹⁰⁴
 - Labour Market Information
- Exploring New Opportunities to Improve Labour Market Participation and Outcomes
 - National Essential Skills Initiative
- Work Integration Social Enterprises research

¹⁰⁴ Education and Labour Market Longitudinal Linkage Platform provides access to more information about past cohorts of postsecondary students and registered apprentices, to better understand how their education and training affected their career prospects.

Chart 3.4: Canada, 2024-25, EI Part II program expenditures for the Pan-Canadian activities, by program



3.4.1 Indigenous programming¹⁰⁵

Programming delivered by the Indigenous Skills and Employment Training (ISET) program with EI Part II funding aims to enhance the skills of Indigenous people and support their participation in the Canadian labour market. The ISET program ensures that First Nations, Inuit, Métis, and Urban/Non-affiliated Indigenous people have access to skills development training and employment supports to help them achieve their long-term career goals and secure employment.

In 2024-25, the ISET program received approximately \$125 million from EI Part II to support training and related services for Indigenous clients. This funding supports a network of over 115 Indigenous contribution recipients operating through more than 650 service points across Canada. ISET Program results for 2024-25 were funded through EI Part II and the Consolidated Revenue Fund (CRF). Additionally, \$23,744,883 in ISET program funds were transferred to Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) for self-governing Indigenous governments, delivered through their Fiscal Financing Agreements or related self-governing grants.

The ISET program aims to reduce the skills and employment gaps between Indigenous and non-Indigenous people. Co-developed with Indigenous partners, the program includes four distinct labour market strategies, each with its own funding envelope for: First Nations, Inuit, Métis, and Urban and Non-affiliated Indigenous peoples.

Offering new investments and long-term, flexible agreements to Indigenous service delivery organizations supports Canada's efforts to advance reconciliation and promote self-determination. Systemic inequities between Indigenous and non-Indigenous people in Canada are addressed by creating more job training opportunities for Indigenous people. This approach aligns with the United Nations Declaration on the Rights of Indigenous Peoples Act Action Plan, to which Canada is committed in full.

The ISET program offers a broad range of labour market activities tailored to each group's unique needs. Indigenous service delivery organizations design and deliver locally relevant programs, including:

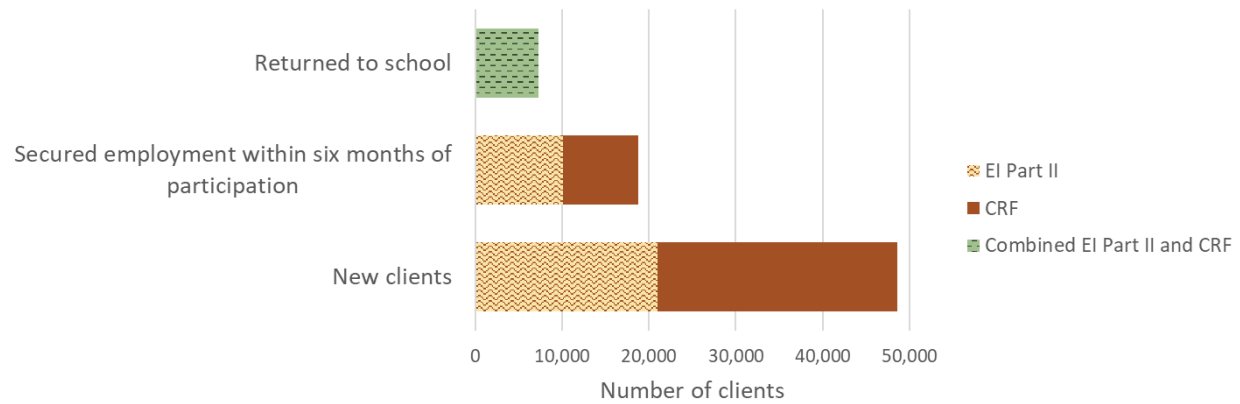
- employment-related and career development assistance
- financial assistance to support individuals in obtaining skills for employment
- tuition support
- business coaching and mentorship
- disability-related support
- ancillary supports such as living expenses

Indigenous service delivery organizations receive funding from both the CRF and the EI Part II pan-Canadian funding envelope to support their clients. EI Part II funding enables the Indigenous service delivery organizations to support clients who meet the EI Part II employment support measures eligibility criteria. In 2024-25, the ISET program served over 54,000 Indigenous clients, including both new and ongoing clients (see Chart 3.4.1.1). Of these, more than 48,500 were new clients, with nearly 21,000 funded through EI Part II. Out of the total 54,000 Indigenous clients, over 18,000 secured employment

¹⁰⁵ Program results for ISET are funded under EI Part II and the CRF.

within six months of completing their participation in training and employment programs, including over 10,000 EI-funded clients. Additionally, over 7,200 clients returned to school for further training.

Chart 3.4.1.1: Canada, 2024-25, clients served by the Indigenous Skills and Employment Training program and performance indicator



Notes:

¹ EI Part II and CRF combined, representing the total number of clients served under the Indigenous Skills and Employment Training program.

² The number of clients who returned to school is available only for the combined EI Part II and CRF total.

An evaluation of the ISET Program is underway and expected to be completed by March 2026. The evaluation is co-developed with First Nations, Métis, Inuit, and Urban/Non-Affiliated organizations to reflect their perspectives and realities in support of reconciliation. This approach prioritizes ongoing engagement, the use of culturally responsive evaluation practices, and a strength-based approach.

3.4.2 Investments in workplace skills

Pan-Canadian funding also serves to invest in the development of workplace skills that benefit Canadian workers and employers across the country. 2024-25 investment areas included:

- The Skilled Trades and Apprenticeship and Red Seal Programs
- The Registered Apprenticeship Information and Information System (RAIS)
- The Sectoral Workforce Solutions Program (SWSP)

The Skilled Trades and Apprenticeship and Red Seal Programs

The Red Seal Program develops common interprovincial standards and examinations for the designated Red Seal trades, based on which tradespeople can be trained and assessed. These standards and examinations are used to harmonize apprenticeship training among PTs, provide the public with updated descriptions of trades. They serve as the foundation for assessment that leads to interprovincially endorsed certification in 54 skilled trades. The Red Seal endorsement is a nationally recognized credential for skilled trades workers in Canada. It promotes excellence to employers, instills pride in skilled workers, and facilitates labour mobility across jurisdictions. Apprentices who complete their training and experienced tradespeople can challenge (i.e., contest) the interprovincial Red Seal examination. Those who pass receive a Red Seal endorsement on their provincial or territorial certificate of qualification, indicating they have demonstrated the knowledge required for the national standard in that trade.

In most PTs, the Red Seal examination serves as the final examination prior to Red-Seal trade certification. The collaborative process of developing interprovincial Red Seal standards and examinations also results in cost-savings for governments.

The Canadian Council of Directors of Apprenticeship (CCDA) oversees the Red Seal Program. The Government of Canada and all PTs – where each PT is responsible for apprenticeship training and trade certification in their jurisdictions – are members of the CCDA. ESDC sponsors a Red Seal Secretariat, which provides strategic and secretariat support to the CCDA.

Red Seal Program

The Red Seal Program currently covers 54 skilled trades, accounting for: 77% of registered apprentices, 86% of new registrations, and 84% of completing apprentices.

The top 5 Red Seal trades by number of endorsements issued in 2024 were:

- construction electrician
- automotive service technician
- plumber
- truck and transport mechanic
- industrial mechanic (millwright)

Red Seal Program Highlights:

- In 2024:
 - 49,631 Red Seal examinations were written
 - 22,220 Red Seal endorsements were issued.
- In 2024-25:
 - 8 new Red Seal Occupational Standards were completed.
 - 11 examinations were published for three (3) trades.
 - 31 workshops were held for standards and exam development.

The Red Seal Program regularly updates its products to reflect the evolving needs of the labour market. The most recent standards have added new content to improve skills related to healthy and respectful workplaces; it is expected that this content will support workplaces that are more welcoming for all tradespeople.

The Government of Canada continues to work with provinces, territories, and industries to reduce barriers to certification in the skilled trades and expand opportunities for apprentices across the country. The federal government and the CCDA continue to lead efforts to harmonize apprenticeship training requirements in Red Seal trades. Harmonization promotes greater labour mobility across Canada and helps apprentices in completing their training when relocating to another jurisdiction during their apprenticeship. The CCDA is also working to support improved foreign credential recognition in the skilled trades.

The Registered Apprenticeship Information System (RAIS)

The Registered Apprenticeship Information System (RAIS) is an annual administrative database produced by Statistics Canada. The database compiles data from PTs on the number of registered apprentices participating in in-class and on-the-job training in trades that are either Red Seal or non-Red Seal. It also compiles data on the number of certificates granted to apprentices or trade qualifiers (challengers).

RAIS is part of the Education and Labour Market Longitudinal Platform, announced in Budget 2018 with an investment of \$5.5 million per year, ongoing since 2018-19. The Platform provides Canadians with up-to-date labour market information to help them make informed career decisions. It integrates data from foundational systems, including the RAIS, the Post-Secondary Information System, and Canada Revenue Agency's T1 Family File. Annually published RAIS longitudinal indicators provide insights on a number of key topics, including apprenticeship pathways, labour market outcomes, and interprovincial mobility.

The latest 2023 RAIS results revealed that there were over 385,000 continuing apprentices, with 77% enrolled in Red Seal trades. Of the more than 95,000 new registrations recorded, 86% were in Red Seal trades. Over 37,000 apprentices received certification, with 84% earning their certification in Red Seal trades.

Sectoral Workforce Solutions Program (SWSP)

In 2024-25, the Department continued to implement the Sectoral Workforce Solutions Program (SWSP) announced in Budget 2021. The SWSP sought to close the remaining projects funded under Budget 2021; projects supporting tourism and persons with disabilities, and some legacy projects under the Sectoral Initiatives Program (SIP). The SWSP relied on two sources of funds, \$19.4 million under EI Part II and \$29.4 million in Consolidated Revenue Fund (CRF) funding. The breakdown of spending is outlined below.

The SWSP offers a number of supports for training workers and helping 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-seeking groups by promoting a diverse and inclusive workforce. This helps employers find skilled workers and connect Canadians with the training they need to access good jobs in key sectors.

While the Program helps both employers and workers, its EI Part II funding is primarily focused on solutions to support employers—and particularly small and medium-sized businesses—in attracting 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, as well as provincial and territorial governments, institutions, agencies, and Crown Corporations.

In 2024-25, the SWSP invested \$0.1 million in CRF funding to support two legacy projects originally launched under the SIP. Additionally, \$11.9 million in EI Part II funding and \$13.6 million in CRF funding were provided to support 21 tourism projects and nine projects targeting persons with disabilities. A further \$200,000 in CRF funding was invested in one SWSP project.

- Specifically, \$11.9 million in EI Part II funding was invested in the following 15 projects as per the following: \$4.5 million for six of the 21 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 equity-seeking groups.
- \$7.4 million for all nine projects focusing on persons with disabilities to remove barriers and facilitate participation in the labour market, provide training tools, and support employment and career-building opportunities across multiple sectors, including information and communications technology and transportation.

Overall, in 2024-25, the SWSP supported 33 projects (15 projects funded through EI Part II and 18 projects funded through the CRF). Cumulatively this resulted in:

- 13,982 individual clients in training activities
- 37 labour market intelligence reports and forecasting systems
- 4 national occupational standards
- 3 sectoral systems for LMI, certification and/or accreditation
- 281 onboarding and retention tools
- 5,597 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. \$19.4 million was allocated to 15 projects.

Tourism Projects

- Cape Breton University – Cape Breton Island’s Tourism Training Network
- Conseil de la Nation Huronne-Wendat – Tous ensemble pour notre avenir
- Gros Morne Institute for Sustainable Tourism Inc. – Leadership and Innovation for the Future of Tourism in Atlantic Canada
- Refiner’s House of Prayer – Placement Aid and Skills Development Project
- The Further Education Society of Alberta – Pathways Creating Opportunities for Indigenous Youth Employment in Tourism and Government
- Wheatland Express Inc. – East-Central Saskatchewan Tourism and Learning Centre

Persons with Disabilities Projects

- Abilities to Work Employment Support – Employability Health Support Services Project
- Canadian Association for Supported Employment – Case Innovations Lab Initiative
- Canadian Cultural Society of the Deaf – Building Capacity for Sign Languages Employment
- Canadian National Institute of the Blind – Apprenticeship Training for New Guide Dog Trainers and Guide Dog Mobility Instructors
- Disabled Workers Foundation of Canada – Towards Excellence in Return to Work
- Gateway Association for Community Living – GEDI-Hub
- Real wheels Society – Customized Actor Training for Persons with Disabilities
- Rick Hansen Foundation – Building National Capacity for Accessibility Training and Credentials
- The Canadian Council on Rehabilitation and Work – Accessibility First West Coast

3.4.3 Labour market information

Labour Market Information (LMI) is an integral component of the Government of Canada's economic agenda, providing Canadians with employment-related information to make informed decisions regarding the labour market. LMI includes both qualitative and quantitative information, offering insights into job supply and demand, job location, and required qualifications. It also includes information on wages and other forms of compensation, as well as skills needs and gaps at both detailed and aggregate levels.

ESDC invests in a number of foundational LMI frameworks and programs to streamline data collection and measurement of occupational and competency-based information across Canada. These foundational frameworks – such as classifications, taxonomies, and information systems – create a common lens and terminology to improve the capture and interpretation of LMI data, notably on the Job Bank platform.

National Occupational Classification (NOC)

ESDC's LMI portfolio includes administration of the National Occupational Classification (NOC), the national framework for collecting, analyzing, and disseminating occupational data. For many occupational groups, the NOC describes job titles, functions, tasks and duties, employment requirements, responsibilities, and qualifications.

The current version of the NOC organizes information for over 40,000 job titles classified into 516 unit groups – occupations with similar duties and employment requirements. These groups are classified into broad occupational categories within the labour market.

Labour market surveys, research, analysis, and reports commonly rely on the NOC. It also supports employment-based programming, such as EI and the Temporary Foreign Worker Program, along with initiatives supporting the integration of injured workers and persons with disabilities. NOC-based information is used for policy development, program design, and service delivery.

ESDC, in collaboration with Statistics Canada, revises the NOCs every five years to maintain its accuracy and relevance. These revisions are informed by research and stakeholders' feedback gathered through extensive consultations.

On September 21, 2021, ESDC and Statistics Canada released the NOC 2021 V1.0 redesigned classification. This version replaced the former NOC "Skill Level" categories with a Training, Education, Experience and Responsibilities (TEER) categorization system. The TEER system offers a clearer distinction between occupations based on formal training and education requirements, while also capturing work experience, managerial duties, and significant safety responsibilities.

Since the release of NOC 2021 V1.0, ESDC has moved to an ongoing consultation process to provide stakeholders more opportunities to offer feedback. Research for the NOC 2026 revision is completed, and NOC 2026 V1.0 is expected to be published by the end of 2026.

The Skills and Competency Taxonomy (SCT), and the Occupational and Skills Information System (OASIS)

As a natural extension to the NOC, ESDC has developed and maintains skills frameworks and systems that outline the competency requirements of Canadian occupations.

ESDC developed the Skills and Competencies Taxonomy (SCT). The SCT is a dictionary of over 300 descriptors and definitions designed to standardize terminology across skills, competencies, and occupational domains. This streamlined terminology improves the comparability of skills and competencies taxonomy across sectors and over time.¹⁰⁶ The SCT serves as the foundation for the development of a Canadian system similar to the American O*NET system, which is recognized as an effective model for providing detailed skill information for all occupations. Using the SCT and the NOC, ESDC launched a new system called Occupational and Skills Information System (OASIS). The OASIS 2023 V1.0 maps skills and competency requirements for 900 occupational profiles, allowing users to understand how skills, competencies, and occupational work activities from the SCT apply to specific occupations. It also enables users to compare occupations based on skills, abilities, and personal attributes, while exploring career options that share similar skill sets.

In today's economic context, including digitalization of jobs, more granular information about skills is needed to support Canadians navigate labour market transitions. Comprehensive and well-structured skills information is important as job searches, match processes, and training advice are increasingly delivered online through modern digital formats.

Canada is adopting common international practices and leading development of algorithms tailored to Canadian labour markets. These algorithms leverage artificial intelligence (AI), natural language processing, and text mining technologies.

Labour market information products and services

ESDC also delivers the National Employment Service on behalf of the Canada Employment Insurance Commission (CEIC), supported by regional and labour market analysts. These analysts produce regular LMI products based on the NOC and other LMI classifications. These products and services include data on wages, wage analyses, job market snapshots, employment outlooks, and economic forecasts, all of which are accessible to Canadians via the Job Bank website. LMI products help to match current and future job seekers, including students and immigrants, with available and potential job opportunities. They also facilitate exploration of educational and training options, helping Canadians make informed career decisions.

Job Bank is a free and bilingual platform co-delivered with PTs governments, offering a comprehensive listing of job opportunities across Canada. Employers use Job Bank to post their job vacancies and connect with qualified candidates. Job Bank supports other ESDC employment programs, as well, and collaborates with private job boards to enhance the diversity of jobs opportunities available and offered.

¹⁰⁶ Labour Market Information Council (August 2019) LMI Insights Report no. 16, Bridging the Gap between Skills and Occupations: A Concept Note to Identify the Skills Associated with NOC — [LMIC-CIMT](#)

In 2024-25, Job Bank introduced several online service enhancements aimed at supporting Canadians in succeeding in the labour market, with a focus on sustainable employment, inclusive services, and addressing skill mismatches.

Since February 2025, Canadian citizens and permanent residents with a Plus account can help Job Bank build more inclusive services by completing our new survey on employment barriers. This new survey aims to collect data on user demographics. The results will help Job Bank identify potential employment barriers and guide the development of better products for underrepresented groups.

- **Support for Employment Groups:** As part of the ongoing effort to help temporary residents integrate the Canadian labour market, a new pop-up with optional self-declaration options appears when temporary residents create or sign into their Plus account.
- **Recognition of Red Seal Occupations:** To highlight the importance of tradespeople in the Canadian economy and to offer valuable information to people who are planning their careers, Job Bank added a Red Seal disclaimer under the “Requirements” tab of job profiles where endorsements are available.
- **Green Jobs Pages:** Job Bank introduced a dedicated search page for workers looking for jobs in the green economy. Since 2023-24, employers aiming to create a positive environmental impact can access resources to advertise green jobs and establish eco-friendly workplaces.

Key highlights of 2024-25 – Job Seekers

- Over the past several years, the Job Bank website has become a primary source of job matching services and quality labour market and career information for Canadians and newcomers to Canada, serving about 10% of the Canadian workforce in any given month.
- 1.7 million job seekers created a user account on Job Bank, up from 1.99 million in 2023-24
- Job alerts users enrolled via AppliWeb accounted for 88% of the new Job Alerts users.
- Top occupations of Job Alerts users included construction, elementary and secondary teacher assistants, carpenters, and truck drivers, which remained largely consistent with previous year.

Website content enhancements

Job Bank launched a dedicated content page for workers about green jobs, titled Find a Green Job in Canada. The Green jobs search page offers new opportunities for workers to help the environment, play an active role in Canada’s goals of reducing greenhouse emissions by 2030 and reaching net-zero emissions by 2050.

In 2024-25, Job Bank expanded the data coverage of the Job Transition Tool. As a result, the top 1,000 most popular jobs searched on Job Bank’s Job Profiles are now available as searchable job titles in the Job Transition Tool.

The Job Bank mobile application underwent several updates to align with website changes. Additionally, back-end changes were made to maintain the application's performance and provide job seekers with a seamless experience.

Job Bank also continued to expand its job listings by integrating job feeds from 19 "external" contributors, including provinces, private job boards, and federal government agencies or departments. In 2024-25, these contributors added a total of 821,168 jobs to the Job Bank platform.

Increased Integrity, Efficiency and Interoperability

Job Bank continued to enhance interoperability and collaboration with stakeholders within ESDC to improve its services and functionality.

- For the seventh consecutive year, Job Bank leveraged its job posting capabilities to publish Canada Summer Jobs opportunities on its website and Mobile App.
- Interoperability with stakeholders continues to be improved with the integration of the new LMI Outlooks & Wages APIs, making it easier for Job Bank users to access to the most current data on Outlooks & Wages across Canada

Key highlights of 2024-25 – Web Analytics and Job Postings

- The Job Bank website received 78.8 million visits, down from 96.7 million in the previous year, averaging 216,000 site sessions and 1.4 million page views per day.
- 53% of visitors viewed job postings, down from 57%, resulting in over 142 million job posting views, compared to 176 million views in the previous fiscal year.
- The Labour Market Information section received approximately 35,000 site visits per day, up from 33,000, generating over 77,000 job profiles daily, up from 66,000 last year.
- The Career Planning section attracted nearly 1.6 million site visits during the year.
- The Mobile App recorded over 2.9 million sessions, an increase from 2.5 million, resulting in over 6.7 million job posting views, up from 5.8 million in the previous year.
- Over 1.2 million job postings were available on Job Bank from all sources in 2024-25, a decrease from 1.3 million last year.
- Over 95,500 employers posted 373,000 job postings, down from 101,000 employers and 425,000 job postings in the previous fiscal year. These postings represented over 778,000 job vacancies, down from 937,000 the year before.
- Approximately 55,000 job postings directly advertised on Job Bank were associated with the Temporary Foreign Worker (TFW) Program down from 79,000 last year.
- TFW job postings accounted for 15% of all direct employer postings, a decrease from 19% in the previous fiscal year, and 5% of postings displayed across all sources, reflecting a one-percentage-point decrease from the prior year.
- Over 56,000 job postings (covering over 76,000 distinct vacancies) were available on the Canada Summer Jobs feature, down from 61,000 job postings (90,000 vacancies) in the previous fiscal year. These postings were received by 26,103 employers, compared to 26,462 employers in the prior year.
- 45% of jobs for which employers who completed a closeout survey and reported hiring someone indicated that they filled a job vacancy as a result of posting on Job Bank.

3.4.4 The National Essential Skills Initiative

The National Essential Skills Initiative (NESI), funded through EI Part II, is one of two Grants and Contributions programs under the Skills for Success (SFS) program; the other is the Adult Learning, Literacy and Essential Skills Program, funded through the CRF. The SFS program supports Canadians to improve their foundational and transferable skills, enabling them to prepare for, secure, and retain jobs while adapting and succeeding in the workforce. This aligns with the Government of Canada's commitment to helping Canadians develop the skills necessary for good quality jobs.

Past evaluations of the SFS Program's predecessor, including NESI-funded activities, have shown positive results. The 2016-21 evaluation report, detailed in the [2022 Literacy and Essential Skills Program Evaluation](#), highlights the effectiveness of these initiatives in addressing skills gaps.

NESI focusses on research projects that anticipate and help predict emerging foundational and transferable skills needs, particularly for designated and/or under-represented groups in the labour market. More than 15% of current NESI funding supports Indigenous people, more than 14% supports persons with disabilities, and approximately 5% supports racialized Canadians. These research projects allow the SFS program to:

- Understand evolving foundational and transferable skills gaps across Canada, with a focus on a changing labour market, informed by an intersectional lens.
- Target future project intake processes to anticipate and respond to emerging priorities and labour market trends.

In 2024-25, NESI funded nine projects, focusing on enhancing foundational and transferable skills for persons with disabilities, Indigenous peoples including those working in the trades, young adults (18-30), racialized youth, underrepresented groups living in rural areas, and community service workers. Notably, it funded the development of free online tools to support SFS assessment and curriculum design with its NESI funding, and the Business and Higher Education Roundtable developed a disability-centred skills assessment designed for youth with disabilities. Some of these NESI projects are also focused on preparing young workers for the demands of a rapidly changing labour market, including the growing needs for digital skills. For instance, Imagine Canada's "Futureproofing the Community Service Frontline Workforce" NESI-funded project collaborates with Blueprint, the Dais (a think tank at the Toronto Metropolitan University) and the Digital Governance Council to develop learning resources based on the Skills for Success Model, focusing on upskilling the non-profit sector. This initiative has prototyped learning resources for digital skills and is implementing a Digital Skills Implementation Toolkit.

3.4.5 Fostering Sustainable Jobs

The Government of Canada is committed to reducing greenhouse gas emissions while strengthening the economy through the creation of sustainable jobs. Transitioning to a low-carbon economy will transform Canadian industries and the labour market, creating new opportunities while changing skill requirements. Ensuring workers are prepared to succeed in this transition is essential to meeting Canada's climate objectives.

Further to this, on February 17, 2023, the Government released the Interim Sustainable Jobs Plan (2023–25), which provides the foundation for Sustainable Jobs Action Plans to be released every five years starting in 2025. The interim plan outlined federal actions across ten key areas to help coordinate efforts and support workers as Canada transitions to a low-carbon economy.¹⁰⁷ Alongside the release of the interim Sustainable Action Plan, ESDC implemented several key investments in 2023-24, partially funded through EI Part II, to drive progress towards sustainable jobs and support Canada's transition to a low-carbon economy. Key areas of investment included:

- Supporting training and employment initiatives for individuals and employers, with programming tailored to regional priorities and the specific needs of local labour markets, including initiatives that contribute directly to the net-zero transition
- Advancing Indigenous-led training and employment supports, designed by First Nations, Inuit, Métis, and Urban/Non-affiliated organizations to reflect the unique needs of their people and communities, including initiatives that support Indigenous participation in the net-zero transition
- Updating skilled trades training to address key topics, such as reducing emissions and pollution, integrating emerging technologies that support net-zero climate goals, and reducing the environmental footprint of the trades
- Supporting workforce planning and skills training to enable worker transitions from declining to growing industries, including in communities affected by economic disruption
- Developing and delivering training for apprentices and journeypersons that supports emissions reductions

¹⁰⁷ Actions identified were informed by over two years of consultations and conversations with PTs, Indigenous peoples, workers, unions, industries, environmental and civil society organizations, and interested Canadians and run as follows: (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; and (10) Establish legislation that ensures ongoing engagement and accountability.

LMDA support for or sustainable jobs

The table below provides illustrative examples of how PTs are using EI Part II–funded LMDA programs and services to support the development of sustainable jobs, including skills development, workforce transitions, and inclusive participation in a low-carbon economy:

Province / Territory	Programs	How the Programs Support Sustainable Jobs
Newfoundland and Labrador	Skills Development Program; Apprenticeship Wage Subsidies; Labour Market Partnerships	Supports training and apprenticeships in construction, energy, and skilled trades; pilots micro-credentials and employer-led projects to support workforce adaptation and inclusion in transitioning sectors.
Prince Edward Island	Skills Development; Employer-Supported Training; Labour Market Partnerships; Etl-lukwey Indigenous programming	Provides apprenticeship and short-term training aligned with infrastructure and clean growth sectors; supports Indigenous and employer-led pathways into construction, aquaculture, and tourism.
Nova Scotia	Skills Development and Apprenticeship Programs; SkillsOnlineNS; Labour Market Partnerships	Builds trades, digital, and essential skills needed for a modernized economy; supports sector councils and workforce planning linked to long-term economic sustainability.
New Brunswick	Training and Skills Development; Wage Subsidies; Community Adult Learning	Supports reskilling and employer adaptation in priority sectors through case-managed training, foundational and digital skills development, and workforce retention supports.
Quebec	Opération main-d'œuvre; Training Allowances; Wage Subsidy Programs	Accelerates training in construction, engineering, information technology, and education; supports workforce readiness and increased participation of under-represented groups in key transition sectors.
Ontario	Apprenticeship and Pre-Apprenticeship Training; Integrated Employment Services	Expands pathways into skilled trades and technical occupations supporting infrastructure renewal and clean growth, while improving inclusive access to employment services.
Manitoba	Skills Development; Apprenticeship Training; Labour Market Partnerships	Aligns employer-led training and apprenticeship supports with regional labour market needs, supporting sustainable workforce participation for Indigenous Peoples and other equity-seeking groups.
Saskatchewan	Skills Training Allocation; Apprenticeship Supports; Northern Skills Training	Supports community-based and Indigenous-led training in trades and resource-related industries, strengthening workforce resilience and regional sustainability.

British Columbia	WorkBC Skills Training; Apprenticeships; Community and Employer Partnership Projects	Provides skills training and work-integrated learning in construction, natural resource stewardship, and community-based projects aligned with environmental sustainability.
Yukon and Northwest Territories	Skills Development; Wage Subsidies; Apprenticeship and Strategic Workforce Initiatives	Strengthen local and Indigenous workforce capacity through training, work experience, and employer partnerships aligned with long-term regional economic development.

Pan-Canadian Programs Supporting Sustainable Jobs

Complementing provincial and territorial delivery, the table below highlights pan-Canadian programs that support sustainable jobs by preparing workers for a changing, low-carbon economy:

Program	What the Program Does	Contribution to Sustainable Jobs
Indigenous Skills and Employment Training (ISET)	Supports Indigenous-led organizations to design and deliver training and employment services tailored to community needs.	Enables Indigenous governments and organizations to prepare workers for opportunities arising from the net-zero transition, supporting participation in clean growth and sustainable economic development.
Red Seal Program	Maintains and updates national occupational standards for skilled trades to reflect evolving labour market requirements.	Integrates <i>green learning</i> objectives into trades training, including skills related to emissions reduction, emerging clean technologies, and environmentally sustainable practices (e.g., heat pump installation and maintenance).
Community Workforce Development Program (CWDP)	Provides project based funding for workforce planning and targeted skills training in communities affected by economic disruption or mass layoffs.-	Supports worker transitions from declining industries to growing sectors, helping communities adapt to economic and environmental change while maintaining local employment.
Union Training and Innovation Program (UTIP)	Funds union led projects to develop and deliver training for journeypersons and apprentices in Red Seal trades.	Through the Sustainable Jobs stream, supports the development of green training focused on reducing emissions and modernizing skills in key trades.
Labour Market Information (LMI)	Invests in tools and data (including surveys and analytical products) that improve understanding of labour market trends and workforce demand.	Enhances insight into skills needed in a net zero economy, supporting informed decisions by workers, employers, governments, and training providers.-
Job Bank – Green Jobs Features	Enhances Job Bank to identify and promote jobs linked to environmental sustainability and clean growth.	Connects job seekers with employers contributing to positive environmental outcomes and supports the development of specialized skills needed in green economy sectors.

3.4.6 Work Integration Social Enterprises Research

The Work Integration Social Enterprises (WISE) research program is designed to provide evidence that support the achievement of the Government of Canada's and ESDC's objective of creating a skilled, adaptable, and inclusive workforce while fostering an efficient labour market. The findings of this research will inform policy and program-funding decisions, ensuring federal investments align with labour market needs. WISE emphasizes collaboration with the not-for-profit sector and private business in implementing innovative ideas, social partnerships, and social finance approaches. The research program itself is an example of this collaborative approach.

This strategy aligns well with the Government's Social Innovation and Social Finance Strategy and supports longstanding initiatives by various governments to recognize social enterprise as a key business model. WISEs serve as a primary example of community organizations developing solutions for society's most challenging problems. They consistently look for innovative financing and new revenue sources to enhance their sustainability and achieve greater impact.

WISEs have the capacity to (re)integrate vulnerable populations into existing labour markets, creating long-term new jobs, and increasing the overall employability of disadvantaged populations. However, a lack of empirical data on the direct labour market and broader relevant social outcomes of WISEs for different vulnerable populations in Canada remains a significant barrier to evidence-based policy and program development.

WISE Phase I

ESDC launched the WISE Research program in 2017, as a five-year longitudinal study composed of six main projects. The goal was to measure the impact of social enterprises on labour market outcomes for vulnerable populations including persons with disabilities, youth, recent immigrants, homeless or those at risk of homelessness, and Indigenous peoples. Funding was strictly for research purposes and did not cover the WISE organizations on their interventions directly.

These six longitudinal research projects included one project based on a quasi-experimental design and five projects based on multi-site extended case studies, with projects located in Ontario (4), Quebec (1), and British Columbia (1).

The six research teams completed their projects in 2022, marking the completion of the WISE Phase I Research Program. Each team publicly published a final report highlighting the key results from their research.

The results demonstrated that WISE interventions generally led to improvements in employment and financial outcomes for clients, including enhanced ability to secure and maintain employment and achieve higher income levels. Notably, one project provided evidence that funding WISE programs can have a positive return on investment.

Further details on WISE Phase I Research Program can be found in the Synthesis report: [Work Integration Social Enterprises \(WISE\) Research Program – Synthesis – 2017 to 2022](#).

WISE Phase II

Building on WISE Phase I Research Program, ESDC launched a Phase II in 2022-23 as a multi-project longitudinal study spanning over five fiscal years, until 2026-27. Phase II focussed on the role of the broader social enterprise sector in supporting the work and social integration of Black and racialized groups in Canada. The program consists of 11 longitudinal research projects, some of which span multiple provinces. These projects are located in British Columbia (4), Alberta (2), Saskatchewan (1), Manitoba (1), Ontario (7), Quebec (2), and Nova Scotia (2).

The research aims to address key questions:

- What are the characteristics of social enterprises serving Black and racialized groups?
- What are the characteristics of the clients of these social enterprises?
- How and to what extent do these social enterprises help promote the social and labour market integration of Black and racialized persons in Canada (e.g., improvement in employment, mental health, wellbeing, and other socio-economic outcomes)?

This research program aligns with the Canada's goal of fostering equality, equity, and fairness, as well as the Research & Innovation (R&I) objectives of EI Part II. It responds directly to the growing need to improve labour market outcomes for equity-deserving groups and racialized workers. This research program is timely, given the specific challenges these populations face with regards to the Canadian labour market and the GC's objective to build an economy that works for everyone.

Achievements in 2024-25 include:

- **Knowledge Sharing with PTs:** Information on the WISE Phase II program was shared with all PTs in April 2024.
- **Touchbase with Research Teams:** ESDC held bilateral virtual meetings with each of the 11 research teams in September and October 2024, to discuss progress to date and preparations for the second annual workshop.
- **Research Progress:** All research teams completed or almost completed the recruitment of social enterprises and individuals to be included in their studies. By the end of the fiscal year, all teams had started data collection, and some teams had conducted preliminary data analyses.
- **Publication of the 2023-24 Status Report:** A progress report on the research program, based on presentations from the 11 research teams at the virtual kickoff workshop held in October 2023, was produced and made public.
- **Annual Workshop:** A second workshop (hybrid) was held in February 2025, where the 11 research teams presented their results to date and discussed their respective projects with each other and ESDC representatives. An overall status report has been produced and will be made public.

ESDC organized the third workshop in February 2025. This event brought together the eleven research teams and selected ESDC stakeholders to discuss the progress of the research projects.



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, “2024–25” refers to the period starting on April 1, 2024, and ending on March 31, 2025.

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 reviews Service Canada's administration of the Employment Insurance (EI) program during the 2024–25 fiscal year. This chapter presents essential data on service delivery, client experience, application intake, claims processing, accuracy reviews, appeals, and recourse, along with updates on modernization initiatives and outreach efforts.

In 2024–25, Service Canada made notable advancements in improving the efficiency of its services and optimizing program operations. The Department increased call centre responsiveness, integrated new technologies such as Robotics Process Automation and artificial intelligence, and focused on improving processing times for EI claims. Initiatives such as cross-training staff to manage fluctuating workloads have further supported the goal of delivering timely and accurate service.

Additionally, Service Canada prioritized outreach to marginalized and underrepresented populations, ensuring greater accessibility to EI benefits through tailored support services and multilingual resources. Over 3.2 million EI applications were processed, with the vast majority of EI payments issued within the 28-day standard.

In response to the ongoing challenge of fraudulent application attempts, Service Canada effectively balanced client accessibility with program integrity by implementing advanced data analytics and fraud detection strategies. The program also streamlined the appeals process to ensure more timely and efficient resolutions for clients, improving their overall experience while navigating the EI system. Enhanced quality assurance initiatives have solidified the EI program's commitment to maintaining high standards of service delivery.

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 2024–25:** The Service Canada Outreach Support Centre met this target by answering 98% of calls within 5 minutes, compared to 97% last year
- For more on the Outreach Support Centre, consult [section 4.3.1](#)

4.1.2 Employment Insurance Call Centre

- **Standard:** To answer calls within 10 minutes (once a caller is in the queue to speak to a representative)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2024–25:** The EI Call Centre answered 87.5% of calls within 10 minutes, compared to 84.5% last year
- For more on the EI Call Centre, consult [section 4.3.2](#)

4.1.3 Employer Contact Centre

- **Standard:** To answer Employer Contact Centre (ECC) calls within 10 minutes (once a caller is in the queue to speak to a representative)
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2024–25:** The ECC answered 92.1% of calls within 10 minutes, compared to 85.6% last year

- For more on the Employer Contact Centre, consult [section 4.3.2](#)

4.1.4 Payment of Employment Insurance

- **Standard:** To issue EI benefit payments or non-benefit notifications within 28 calendar days of filing an application for benefits
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2024–25:** ESDC met this standard 87.4% of the time, compared to 86.4% last fiscal year
- For more on EI claims processing and 2024–25 results, consult [section 4.4.2](#)

4.1.5 Employment Insurance requests for reconsideration

- **Standard:** To finalize EI requests for reconsideration decisions within 30 days of the request being received
- **Target:** ESDC aims to meet this standard 80% of the time
- **Performance in 2024–25:** ESDC met this standard 25.3% of the time, compared to 53.1% last fiscal year
- For more on EI requests for reconsideration and 2024–25 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 2024–25:** SST met this standard 47.6% of the time (compared to 14.1% in 2023–24), with an average processing time of 55 days (compared to 108 in 2023–24)
 - When including group appeals, the SST met this goal 46% of the time, with an average processing time of 65.4 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 2024–25:** SST met this goal 75.6% of the time (up from 66.6% in 2023–24), averaging 12.2 days to issue a decision after the hearing compared with 17.9 days in 2023–24
 - When including group appeals, the SST met this goal 75.2% of the time, averaging 12.8 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 2024–25:** SST met this goal 92% of the time (compared with 23.5% in 2023–24), with an average processing time of 21.1 days (compared to 67.2 days in 2023–24)

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 2024–25:** the SST met this goal 90.2% of the time (compared to 81.1% in 2023–24), with an average processing time of 91.6 days (compared to 113.3 days in 2023–24)
 - Including group appeals, the SST met this goal 42.6% of the time, with an average processing time of 149.4 days
- **Standard:** To send final decisions within 60 days of the hearing
- **Target:** SST aims to meet this standard 80% of the time
- **Performance in 2024–25:** the SST met this goal 88.5% of the time, with an average processing time of 29.6 days
- For more information, consult [section 4.6.2](#)

4.2 Transformations to improve the future of EI service delivery

4.2.1 Service transformation and the Benefits Delivery Modernization programme

A key element of service transformation is the Benefits Delivery Modernization (BDM) programme, ESDC's multi-year approach to improve client service experience and address aging IT infrastructure.

The BDM Programme will improve how the Department delivers services by updating its business practices, better managing the workforce and workloads, enhancing knowledge management, and upgrading its technology.

In 2024–25, the BDM Programme completed the planning phase for bringing the EI program onto the new technology platform. This phase involved designing EI products and creating examples based on feedback from users and clients. It also included developing and launching an Employment Insurance Benefits Estimator.

The EI Benefits Estimator is a new digital tool that enables clients to obtain an estimate of the EI benefits to which they may be entitled when applying.

- This tool gives EI seekers access to simplified information about various EI benefits, the calculation of an estimated benefits amount, and eligibility criteria, all without having to call or visit a service centre in person

In January 2025, the BDM Programme launched the next phase of work, the build and implement phase of the EI on BDM project, with plans to launch its first EI benefit on the new platform in the Fall of 2025.

4.2.2 Call Centre improvement strategy

In 2024–25, the following initiatives were taken to improve and modernize the call centres:

- enhanced the 6 Robotics Processing Automation (RPA)¹ bots, improving stabilization and increasing the speed of the bots
 - These bots assist representatives with manual tasks while on a call (for example copying and pasting information and completing checklists)
- rolled out a dedicated toll-free number for callers using a Video Relay Service (VRS) provider to reach the EI call centre, offering a prioritized service and improved accessibility for clients with speech and hearing impairments using VRS
- replaced outdated teletypewriter (TTY) machines with a new TTY platform to improve accessibility for those with hearing and speech impairments
 - The platform has been successfully receiving calls in real time since its launch, improving the previous service which allowed clients to leave a message and be called back by a representative within 48 hours
- introduced a voluntary post-call survey to gather the clients' experience with the call centre
- implemented the ability to allow clients to go on hold virtually during periods of high call demand and receive a call back from a representative rather than waiting in the queue

¹ RPA is an industry standard tool that replicates actions of a human user interacting with applications. These bots simplify work processes while improving efficiency.

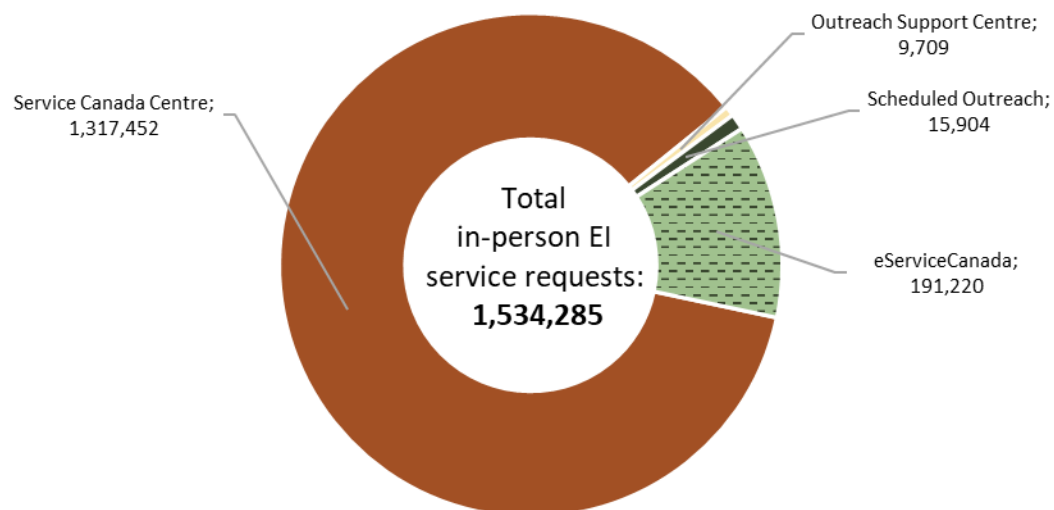
4.3 EI service delivery and the client experience

4.3.1 In person

The employees of the In-Person channel provide services to EI clients via close to 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).

In 2024–25, out of a total of 12.3 million requests across all programs, Service Canada staff completed over 1.5 million EI-related service requests in person and via eServiceCanada (consult Chart 1, below). In addition, there were nearly 450,000 cases where EI Clients self-served using Citizen Access Workstation Services located in Service Canada Centres (SCC).

Chart 1: EI service requests via different in-person service channels in 2024–25*



* Data in chart 1, above, represent number of service requests and does not represent the number of clients. A client can have more than one service request.

** Note: When referring to 'In-Person services' it includes services considered as extensions of those available at Service Canada Centres. These include eServiceCanada, Outreach Support Centres, and Scheduled Outreach Sites. Some services are provided by Citizen Service Officers (CSOs) (e.g., those at SCCs and eServiceCanada) and COLS services are provided by Citizen Service Specialists (CSSs).

Service Canada Centres

Service Canada Centres (SCCs) provide clients with an in-person point of access to ESDC programs and services, including EI.

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.

Although SCC employees do not process EI claims, they can support EI claimants by helping them to complete their applications. They also provide general program information and intake support to clients, including:

- authenticating identity
- validating supporting documents
- verifying information for completeness
- completing non-complex transactions: change of address, direct deposit (consult [Annex 4.3.1a](#))
- issuing temporary access codes, updating tax codes, and extending sickness benefits
- assisting with completing claimant reports
- assisting with completing EI applications
- assisting with converting an EI claim from regular to sickness benefits (or vice versa)

In January 2025, Service Canada began publishing estimated wait times for in-person services at all SCCs on Canada.ca. Before leaving home, walk-in clients can now check wait times for all offices in their area and select the most appropriate location based on their needs.

As of March 31, 2025, Canadians have access to 138 bilingual SCCs offering EI services in both French and English. Additional bilingual locations will be added to existing SCCs already providing this service in the coming years.

French and English service is also available through the Telephone Interpretation Service (TIS) in designated unilingual SCCs. The TIS allows employees to serve clients in over 100 other languages in all SCCs and outreach locations across the country. To find a bilingual Service Canada Centre near you, visit the [Service Canada Office Locator](#).

Video Remote Interpretation (VRI) is available at all SCCs to support Deaf and hard of hearing clients. This service improves accessibility by connecting clients and staff with a sign language interpreter via video.

Table 1: Breakdown of the types of EI service requests provided to clients in SCCs (excluding Scheduled Outreach)

Type of EI service offering	Number of service requests	% of total*
Follow-up	689,433	52%
Information	420,318	32%
Application	68,246	5%
Other (including first point of contact, processing support, and T4E inquiries)	139,455	11%
Total EI service requests	1,317,452	100%

*+/- due to rounding %

For more on the volume of EI service requests at SCCs, Scheduled Outreach Sites, and Citizen Access Workstation Services, consult [Annex 4.3.1c](#).

Scheduled outreach sites

Scheduled outreach sites provide services in host sites within communities on a scheduled basis. To accomplish this, staff travel to pre-determined locations, typically in rural or remote areas, and

conduct business using space within the community. These points of service offer the same services as SCCs and act as an extension to the physical in-person SCC network.²

In 2024–25, scheduled outreach sites completed a total of 185,136 service requests, 15,904 of which were related to the EI Program.

Table 2: Types of EI service requests provided to clients in scheduled outreach sites

Type of EI service offering	Number of service requests	% of total*
Follow-up	8,388	53%
Information	3,815	24%
Application	2,529	16%
Other (including first point of contact, processing support, and T4E inquiries)	1,172	7%
Total EI service requests	15,904	100%

*+/- due to rounding %

eServiceCanada

eServiceCanada is an online platform where clients can submit an online request to receive a telephone callback from a Citizen Services Officer (CSO) about a Service Canada program, service or benefit. eServiceCanada is intended to deliver a level of service equivalent to that provided at In-Person Service Canada locations. Typically, the service involves tasks such as answering general questions, assisting the completion of applications, updating personal information and processing supporting documents. Clients may use the online eservice form to request a callback within two business days regarding several services including EI. In 2024–25, 94% of eServiceCanada requests received a response within 2 business days.

In 2024–25, over 191,000 EI requests were completed via eServiceCanada requests (representing 47% of all eServiceCanada program requests completed). Consult [Annex 4.3.1d](#) for more on EI requests and eServiceCanada.

² Scheduled outreach sites can be found on [Find a Service Canada Office](#).

Table 3: Number of times each EI service request reason was selected in the eServiceCanada portal in 2024–25

EI service request selections*	Number of times selected	% of total**
Update direct deposit/address	50,416	21%
Help applying for EI	55,669	23%
General EI information	65,593	27%
Submit additional information and/or supporting documents (medical notes, records of employment)	30,465	13%
Help with claimant reports	25,370	11%
Record of employment Web—Primary officer identity validation	8,281	3%
Obtain overpayment information on the Canada Emergency Response Benefit initial \$2,000 payment	3,332	1%
Total	239,126	100%

*Clients can identify multiple reasons for one single eService request

** +/- due to rounding

Reaching at-risk and remote populations

In 2024–25, the Department continued to implement strategies that assist marginalized, underrepresented³, and at-risk clients. These are clients who can sometimes face difficulties and barriers in accessing and obtaining services.

Service Canada does this through services such as:

- Community Outreach and Liaison Service (COLS)
- Outreach Support Centre (OSC)
- the Service Referral Initiative (SRI)

Similar to in-person services, Service Canada also offers specialized assistance or translation services to those who need it through COLS, the OSC, and the SRI. These services include TIS, Video Remote Interpretation services, and VOCALLS, a service that provides TTY services to callers.

Community Outreach and Liaison Service

Community Outreach and Liaison Service (COLS) expands the reach of Service Canada by connecting with communities, particularly those with limited access to traditional service delivery. Direct support to at-risk populations, Indigenous communities, those impacted by hazardous weather events, and employers and employees facing labour market challenges will find support via COLS. COLS thrives on building relationships with community partners and organizations to increase awareness of and access to programs and services such as EI. COLS staff may travel to various

³ Underrepresented groups are communities or populations whose participation or access to services is lower than expected compared to their share of the general population, often due to systemic barriers or inequities. These groups may include, but are not limited to, Indigenous communities, newcomers and immigrants, and persons with disabilities.

communities to offer support and information, or host events to connect with people in their own environments.

The COLS program supports:

- northern, remote, and on-reserve Indigenous communities and urban Indigenous populations
- underserved populations—those who generally have more barriers to accessing government programs and services
- employers and workers facing labour market adjustments
- communities experiencing emergency situations

Outreach staff gather information about labour market events and the affected employers to establish points of contact to start developing a plan to provide services to all impacted workers. Through collaboration with provincial and territorial governments, COLS staff deliver information sessions and application assistance to support workers through the different steps and stages of applying for federal programs, including EI.

Through these outreach events, workers receive immediate access to essential programs and information enabling them to make informed decisions about their next steps, such as EI, job search support (Job Bank), and pension information. Employers are offered information on layoff mitigation options, including work-sharing and the workforce reduction program. They are also provided with support to host EI information sessions and application clinics for their employees.

In 2024–25, 1,210 EI-related information sessions were conducted through COLS, to over 20,700 participants.

Table 4: EI-related COLS activities delivered to various client groups in 2024–25

Client group	Number of EI information/application sessions	Number of mass layoff sessions	Number of work-sharing sessions	Number of attendees
Citizens	359	265	281	18,962
Employers	37	15	108	666
Other stakeholders	124	7	14	1,096

For more on COLS information sessions in 2024–25, consult [Annexes 4.3.1e–h](#).

Service Canada Outreach Support Centre

The Service Canada Outreach Support Centre (OSC) is a toll-free service that offers tailored information and support to individuals living in Indigenous and remote communities, as well as those who face barriers to accessing government services. These barriers may include limited access to technology, language differences, cultural considerations, disabilities, or other challenges that make in-person or online services difficult to use. The OSC provides tailored assistance with a range of Service Canada programs and benefits, including EI. Launched during the COVID-19 pandemic as a stopgap measure, it is now a permanent component of the COLS service delivery model.

In 2024–25, the OSC expanded Service Canada’s reach in communities by partnering with various national and community organizations, including [2-1-1](#), who can transfer clients directly to the OSC for assistance with Service Canada programs and services, including EI.

In 2024–25, the OSC received 20,512 calls and completed 24,635 service requests.

Of these service requests:

- 1,833 were for EI information
- 7,876 were for EI related service requests

In 2024–25, the OSC met its service standard (90% of calls answered within 5 minutes), with 98% of calls answered within 5 minutes, compared with 97% last fiscal year.

As of March 31, 2025, 382 unique Indigenous communities received services through the OSC. From these communities, 1,950 callers were assisted with 2,023 EI service requests, which include:

- 235 Information requests
- 272 Application assistance
- 1,516 Follow up/First Point of Contact Resolution

For the breakdown of the OSC EI requests by regions, consult [Annex 4.3.1i](#).

Service Referral Initiative

The Service Referral Initiative (SRI) entails working with community organizations to help identify at-risk and vulnerable individuals who may be eligible for federal services and benefits and referring them directly to a Service Canada representative for personalized support. These clients are those who experience barriers to service and cannot access benefits through other service channels. COLS staff actively promote the SRI and collaborate with Service Delivery Partners (SDPs) to improve access to benefits. By offering a more targeted and accessible approach, the SRI helps ensure that underserved clients receive the support they need.

During 2024–25, Service Canada received 1,830 referrals from its partners, of which 293 were related to EI.

4.3.2 By telephone

Employment Insurance Call Centre

The EI Call Centre network is the main point of contact for EI clients. The EI Call Centre spreads calls across the national network based on next available resources, regardless from where in the country the calls originate.

EI Call Centre representatives respond to questions about the application process for EI, eligibility for EI benefits, and enquiries specific to claimants' EI files. Representatives resolve enquiries by:

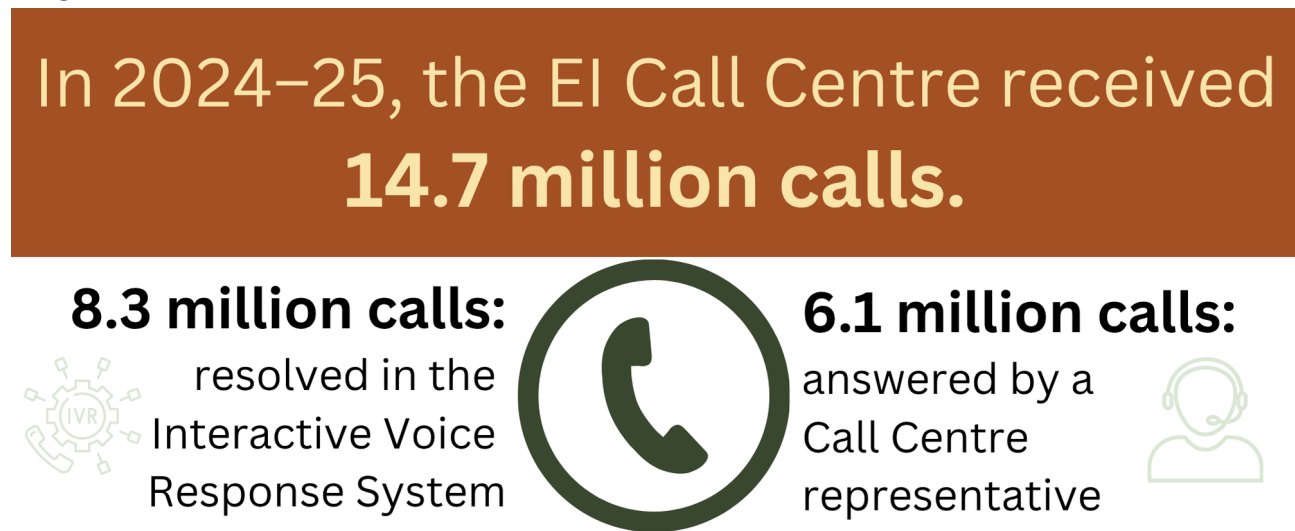
- providing claim-specific information
- updating information on the claimant's file (for example, changing an address or direct deposit information)

- processing claimant reports for which a claimant requires intervention to access the payment to which they are entitled
- making decisions on a wide variety of non-contentious issues (such as claim calculation and reason for separation)

EI Call Centre staffing levels increased slightly in 2024–25, starting the year with 2,587 full-time representatives and an average of 2,511 full-time equivalent (FTE) representatives over the year compared to an annual average of 2,373 FTEs in 2023–24. The EI Call Centre experienced staff turnover of 29%, with approximately 32% of these individuals leaving permanently (including resignations and retirements) compared to 21% and 60% respectively in 2023–24.

Call volume

Image 1: EI Call Centre call volumes



The EI Call Centre received 14.7 million calls in 2024–25, slightly down from 15 million the previous year. This continued decline was due to improvements in the speed and efficiencies in EI claims processing, resulting in fewer claimants calling back for updates. Continued shorter wait times also helped reduce the number of calls because clients had their calls answered in a timely manner instead of hanging up and trying again later.

Interactive Voice Response system

The EI Call Centre is equipped with an Interactive Voice Response (IVR) system. This system allows claimants 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 2024–25, 56.2% of calls (8.3 million) were resolved⁴ in the IVR system without the need to speak to a representative. This is a decrease in the percentage of calls resolved in the IVR, compared to 57.3% in 2023–24 (consult [Annex 4.3.2a](#)).

Representatives are available to guide claimants through issues not resolved by self-service. For 2024–25, the top 5 reasons claimants requested representative-assisted services were regarding:

1. Questions about the status of a claim/decision (21.4%)
2. Support to complete an electronic claimant's report started through a self-service option (7.5%)
3. Support to complete a claimant report (7%)
4. Questions about the status of an expected payment (5.9%)
5. Help on how to file an application (5.4%)

Calls answered

In 2024–25, calls answered by a call centre representative increased slightly to 6.1 million calls, compared to 6 million in 2023–24 (consult [Annex 4.3.2b](#)).

The call centre exceeded the service level for the second consecutive year, answering 87.5% of calls within 10 minutes of entering the queue to speak to a representative.

In 2024–25, the average call length, at about 16.8 minutes, was similar to 2023–24, at about 17 minutes. Call length is affected by the nature and complexity of the calls received. Call length is also affected by the proportion of new staff, who generally have longer calls than more experienced representatives. In 2024–25, the number of call centre representatives who had at least a year of experience remained high though it decreased to 84.5% (from 86.7% in 2023–24).

Representative availability and caller wait times are two important performance indicators for call centres:

- representative availability represents the percentage of call attempts that are successfully placed in queue to wait to speak to a representative⁵
- caller wait times represent the amount of time a caller is in queue waiting to speak to a call centre representative

In 2024–25, representative availability remained at virtually 100% for the second year in a row. Also, in 2024–25, the average annual wait time in the queue to speak to a representative was 3.4 minutes, creeping down slightly from 4 minutes in 2023–24. For information on the rate of callers who chose to hang-up, rather than wait to speak to a representative, consult [Annex 4.3.2c](#).

⁴ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to a representative afterward.

⁵ A single client may represent multiple call attempts to call centres.

The changes and improvements to representative availability and caller wait times are 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

Factors affecting Call Centre performance

There were fewer calls received from claimants waiting for EI claim decisions in 2024–25. Claim status enquiries are directly correlated with the volume of EI applications or claims pending review that are awaiting a decision.

Calls resolved at first point of contact

Once a client connects to a call centre representative, most of their telephone enquiries are resolved at that initial point of contact. However, there are occasionally cases where the call centre environment is not well suited to handle a request. When this occurs, the call centre representative sends the request to EI processing officers for appropriate follow-up actions.

The EI Call Centre tracks the volume of calls resolved at first point of contact. A call is considered resolved if the representative can address the client's enquiry during the telephone interaction.

During 2024–25, the percentage of calls that were resolved by a call centre representative with no additional follow-up required was 3.2% higher at 94.1% (consult [Annex 4.3.2d](#)). This increase is due to a continued high ratio of experienced call centre staff to newer staff. Having more experienced staff means that call centre representatives can make decisions in more cases, submit fewer callback requests and tend to contact advisors for help less frequently, leaving the assist line more available for new staff and more complicated enquiries. Call Centres also implemented initiatives for the upskilling of staff, which included new procedures allowing them additional authorities and refresher training to clarify and solidify knowledge for more complex activities that are part of existing work. Additionally, more easily-resolved calls—such as completing a claimant report or questions about the status of a payment—and significantly fewer calls related to the status of a claim/decision (21.4% compared to 27% in 2023–24) were received in 2024–25, contributing to the increased resolution rate.

Employer Contact Centre

Another critical component of the call centre network is the Employer Contact Centre (ECC). The ECC provides enhanced services to employers through an accessible, national, single point of contact. The ECC network is comprised of approximately 85 full-time representatives.

Employers contact the ECC to get information and help on a variety of service offerings, which may or may not be related to EI (including Temporary Foreign Worker Program, Work-Sharing, and Grants and Contributions Online Services).

Call volume

Clients made 568,248 calls to the ECC in 2024–25. This volume includes:

- calls answered by ECC representatives
- calls for which the self-serve option resolved the clients' needs
- calls for which the caller chose to abandon while waiting to speak to a representative
- calls prevented from accessing a representative

In 2024–25, 33% of calls (186,355) were resolved⁶ in the IVR system without the need to speak to a representative. This is similar to 2023–24 with 34% resolved in the IVR.

Calls answered

The ECC answered 371,094 calls in 2024–25, which is 22,086 additional calls compared to 2023–24.

In 2024–25, virtually 100% of clients who opted to speak to an ECC representative were placed in a queue, compared to 99.9% the previous year.

The ECC has the same service-level target as the EI Call Centre, which is to answer 80% of calls within 10 minutes. The ECC answered 92.1% of calls within 10 minutes, which is 6.5% higher than the previous fiscal year. The average length of time clients had to wait in the queue to speak to a representative decreased to 2.1 minutes from 3.7 minutes in 2023–24. The number of clients who chose to hang up after being placed in queue to speak to a representative decreased to 10,407 from 19,002 calls the previous year.

In 2024–25, the top service offering remained the same compared to the previous year. Temporary Foreign Worker Program (TFWP) is still ECC's main service offering, while record of employment on the Web (ROE Web) is the second. The number of ROEs issued⁷ remained stable for 2023–24 and 2024–25, with nearly 12 million ROEs issued. The following are the top 5 individual reasons employers called the ECC to speak to a representative for assistance:

1. To request changes or updates to their Labour Market Impact Assessment (LMIA) application (14.1%)
2. To enquire about ROE Web registration and login (13.54%)
3. To order paper ROE forms (10.21%)
4. To enquire about the status of an application for an LMIA through the TFWP (9.22%)
5. To receive help about block-specific information on ROEs (7.97%)

To identify the specific reasons for which employers contact ECC, each main service offering is divided into call topic categories. As shown above, the 2 main call topics to ECC were related to TFWP (specifically, requests regarding LMIA applications) and enquiries about ROE Web registration

⁶ Calls are considered resolved when the call finishes in the IVR. That is, the client connects to the IVR but does not ask to speak to a representative afterward. It does not measure client satisfaction and is an internal organizational performance indicator.

⁷ ROEs issued include Web, SAT, Paper, and Interim ROEs.

and login. Nonetheless, in fiscal year 2024–25 calls related to TFWP enquiries increased while ROE enquiries remained stable.

Training for call centre representatives

The EI Call Centre and the ECC are committed to ensuring that clients receive consistent high-quality service. Representatives are supported in delivering on this commitment from the moment they are hired, beginning with an extensive training program.

The initial training for call centre representatives varies by program. EI Call Centre representatives receive a minimum of 10 weeks of onboarding training, whereas ECC representatives receive a minimum of 8 weeks. The training takes various forms, including computer-based learning, classroom instruction, practical exercises, and reading materials. A post-training monitoring program ensures that representatives are supported as they begin to answer calls. Even once representatives begin to work more independently, ongoing support is available through a dedicated help desk. Call centre representatives receive additional training as required when there are changes to programs or systems.

Coping skills and crisis intervention training for call centre employees

A suite of courses has been developed for employees in call centres, designed to help them with matters related to working in a call centre environment, such as coping skills. These training efforts have been implemented to ensure that call centre employees are supported and provided with the appropriate tools to help them maintain positive mental health.

All new call centre employees receive 2 full days of training relating to coping skills as part of their initial training curriculum. The intent is to prepare employees by helping them develop active listening skills, call de-escalation techniques, strategies to help manage and control their personal reactions, as well as provide them with resources and tools to help support their own wellness.

Additionally, every call centre employee benefits from the availability of a one-time training course relating to dealing with crisis in a call centre environment.

The objectives of this 1-day session are to:

- help employees improve their ability to recognize an emotional or mental crisis in themselves, their co-workers, or their clients
- identify and apply coping mechanisms to help them through a crisis
- identify and apply tools to de-escalate issues present because of a crisis
- identify available resources to support the call centre representative

The Department also ensures that ongoing support is available to employees as they progress in their call centre careers with the implementation of a 3-year training cycle. Two full-day training sessions are offered to employees each fiscal year. Training content reinforces the technical, interpersonal, and self-care skills that employees may need to foster a positive work environment and support their mental health and well-being.

Quality of call centre service delivery

Beyond supporting call centre employees through training, Service Canada continues to ensure the delivery of high-quality service to clients through its Service, Excellence, Accuracy, and Quality (SEAQ) Program.

The SEAQ Program is a streamlined approach to quality management. Through the program, evaluators monitor calls on an ongoing basis. Representatives receive regular constructive and reinforcing feedback to ensure that they provide accurate, complete information and high-quality client service. Supplemental support can include coaching or training plans tailored to individual needs. Extra monitoring can also be completed as part of these plans to ensure continued performance improvements. To ensure consistency across the network, evaluators must be certified. Evaluators must keep their certification through ongoing national calibration sessions to ensure that the same monitoring criteria is applied across all call centres.

Call centre interactions are evaluated using the 10 elements that make up the SEAQ Program, which are categorized into 4 sections: Analysis, Accuracy, Security, and Excellence. Each element is attributed a result of Yes, Observation, or No by the evaluator, based on whether the actions and behaviours observed throughout the interaction satisfy the definition of each of the elements. Interactions are considered Satisfactory when all applicable elements have been attributed a result of Yes or Observation, meaning that they are free of impactful errors.

In 2024–25, 17,059 interactions EI Call Centre were evaluated. Of the monitored interactions, 82% were Satisfactory. The specific element “Information Provided” is a key indicator of the result achieved for the client. For this element, 95.7% of monitored EI interactions adequately fulfilled the essential criteria.

For the ECC, 812 interactions were evaluated in 2024–25. 96% of interactions monitored were Satisfactory, and 99.5% of reviewed ECC interactions adequately fulfilled the essential criteria for the element “Information Provided.”

In addition to the Department's formal quality management program, clients can provide feedback about their service delivery experience either directly to a call centre representative or to the Office of Client Satisfaction. Call centre representatives have an ID number assigned to them. Clients can request this number during any call and reference it when providing feedback. Clients can also share general feedback about their experience by completing the post-call survey after their call.

4.3.3 Online *Canada.ca*

In 2024–25, [Canada.ca](https://www.canada.ca) remains a reliable and authoritative source for information about Employment Insurance (EI). It provides accurate and comprehensive details about the EI program, including eligibility requirements, application procedures, and the types of benefits available. Additionally, clients can use the website to manage their claim, access tax information, and find contact information for further assistance with Service Canada.

The number of visitors seeking EI information and services increased by 4.7% in 2024–25 compared to 2023–24. There were 40 million visits across all EI web pages. Overall, 11% of all EI online clients went on to start an application for EI online. This is a marginal difference in the overall conversion rate compared to last year (an increase of 0.35%).

In 2024–25, the following EI pages were the most popular ESDC web pages visited in both official languages:

- [EI reporting](#)
- [EI benefits](#)
- [EI regular benefits: Apply](#)
- [Access record of employment on the Web \(ROE Web\)](#)
- [EI contact information - Individuals](#)

EI regular benefits pages

EI regular benefits pages had 7.8 million visits in 2024–25. There were 5.8% more visits than in 2023–24. Of those visitors, 41% went on to start applications using AppliWeb, identical to the rate seen in 2023–24.

Maternity and parental benefits pages

When applying for maternity and parental benefits, claimants can access the [estimator tool](#), which provides an interactive calculator that potential claimants can use to estimate how much they could receive.

In 2024–25, the data shows that:

- 372,009 clients used the estimator tool, generating 774,773 estimates
- there were 2.7 million visits to the EI maternity and parental benefits information pages, a 4.1% increase from 2023–24
- 16.4% of visitors to the maternity and parental benefits pages went on to start applications for benefits

EI sickness benefits pages

EI sickness benefits pages had 2.5 million visits in 2024–25, which is the same as in the previous year. About 7.2% of those visitors went on to start applications.

Reaching out to Canadians

In a continued effort to connect with and engage Canadians, Service Canada is using alternate online channels, like social media, to reach EI clients faster. In 2024–25 the Department enhanced its social media management system's analytical and reporting functionalities. As a result, EI-related client traffic on social media platforms has been steadily increasing, reflecting a growing demand for timely, accessible information through these channels.

Online tools and services

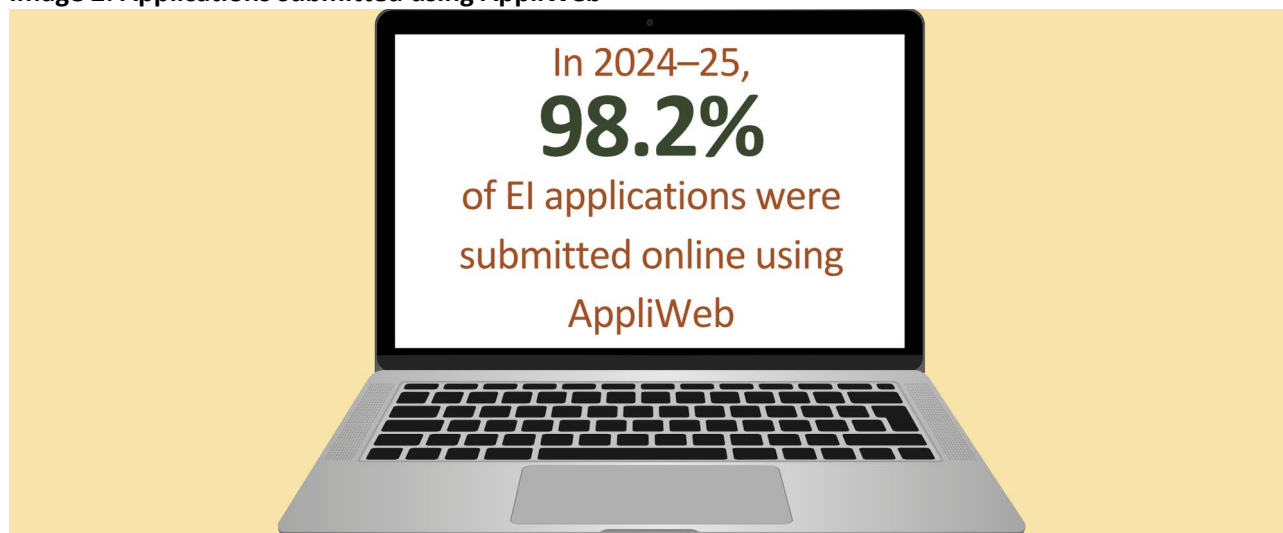
Clients use ESDC's secure web applications to access information and make transactions. EI online tools are integral to service delivery as they enable secure self-service access, alleviate demand on in-person and call centre channels, and improve overall efficiency and accessibility.

AppliWeb

AppliWeb is the online tool EI claimants can use at any time to submit applications. Claimants can access AppliWeb from anywhere offering internet access, including in SCCs. Information shared by claimants is automatically transferred to their EI files and used to support claim processing automation.⁸

In 2024–25, 98.2% of EI applications were submitted online using AppliWeb.

Image 2: Applications submitted using AppliWeb



For more on AppliWeb, consult [Annex 4.3.3a](#).

Electronic reporting

Every 2 weeks, claimants must complete EI reports and provide responses to a series of questions. Their answers confirm their ongoing entitlement to benefits.

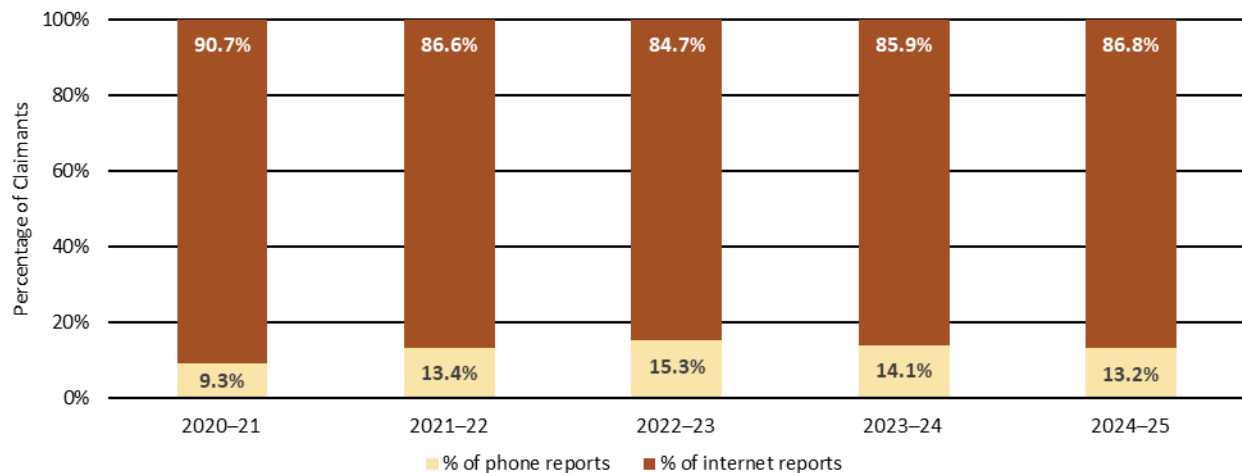
Electronic reports can be completed using the telephone reporting service or the internet reporting service. While both services are simple, secure, and always available, the internet reporting service offers additional electronic questionnaires. Instead of having to contact the call centre, claimants

⁸ Automation refers to the use of technology, software, robotics or processes to perform tasks with minimal or no human intervention. Business rules within EI systems are leveraged to communicate with various applications, databases, and other EI systems to process data, enter transactions on EI files, and/or render decisions. An EI claim can be partially or fully automated.

are prompted to provide supplemental information directly in their online reports. The information is instantly transferred to their EI file and may result in faster payment processing for claimants.

In 2024–25, the internet reporting service remained the preferred reporting method for EI at 86.8%. The remaining 13.2% of reports were completed by telephone.

Chart 2: Preferred methods for completing EI reports



My Service Canada Account

My Service Canada Account (MSCA) is a secure online portal that can be accessed through Canada.ca and is available 24 hours a day, 7 days a week. This portal contributes to Service Canada’s ability to deliver accessible, accurate, and timely services. MSCA allows users to view and update their information for EI as well as for other government programs.

Using MSCA, EI claimants can:

- check the status of their claims and transactions, including payment information
- receive information from Service Canada about their EI claim
- view previous EI claim information
- view and print their T4E tax slip and their electronic records of employment
- upload supporting documents for their EI claim and also view and print their uploaded documents
- view and print an electronic copy of many of the EI decision letters sent to them by mail

The EI services on MSCA are promoted through Canada.ca, on AppliWeb, via the EI Call Centre, and in communications sent to claimants.

For more information on MSCA, consult Annexes 4.3.3b–c.

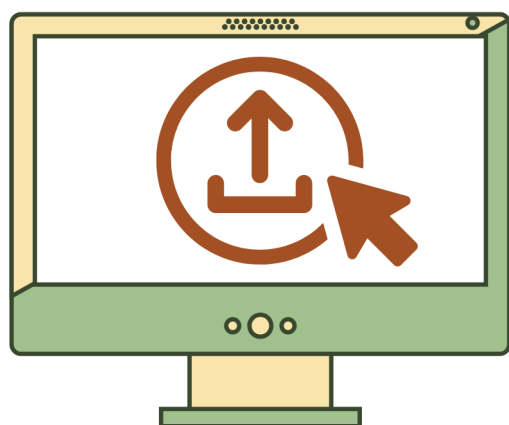
Enhancement of document upload for EI claimants

Every year, the EI program receives millions of paper documents, by mail or in person, at Service Canada Centres. Staff must manually sort and enter these documents into EI files.

Since 2021, claimants can electronically submit supporting documents directly to their EI files using AppliWeb or MSCA. The document upload tool:

- is a simpler and faster alternative for claimants
- allows documents to be immediately viewable in the file without manual intervention from staff

Image 3: Documents accepted for electronic submission



Documents accepted electronically for EI

- Medical documentation
- Proof of employment
- Proof of authorization to work in Canada
- Proof of identity
- Documentation related to pregnancy, parental leave, and preventive withdrawal
- Teaching and self-employment documentation
- Third-party authorization

Claimants can upload supporting documents directly to AppliWeb when submitting an EI application online. They can also upload other documents requested at any time using MSCA.

Table 5: Number of claimants using Document Upload

Fiscal year	2022–23	2023–24	2024–25
Number of claimants who have used Document Upload (AppliWeb, MSCA) *	510,043	612,130	546,703

* Erratum: The numbers of “claimants who have used Document Upload” and “documents uploaded” provided in the 2023–24 EI Monitoring and Assessment Report mistakenly included uploads made internally through another EI processing system.

On March 16, 2024, the AppliWeb instructions were updated to clarify when claimants need to provide supporting documents for their claim (such as medical certificates). This update aimed to reduce the number of unnecessary documents being uploaded which causes additional work. In 2024–25, the number of documents uploaded to AppliWeb decreased by over 30%.

Table 6: Volume of documents uploaded to AppliWeb and MSCA

Fiscal year	2022–23	2023–24	2024–25
Number of documents uploaded to AppliWeb	360,496	426,307	295,100
Number of documents uploaded to MSCA	610,811	798,808	917,119

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 2024–25 and continues to help to protect users' personal information and prevent unauthorized access to MSCA.

Online accessibility

In 2024–25, 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 2024–25

The 2024–25 results from Service Canada's Annual Client Experience Survey are unavailable, as the survey was deferred due to the government-wide suspension of all Public Opinion Research projects during the 2025 Federal Election (covering March 23 to May 13, 2025), as well as the implementation of additional security processes by Public Services and Procurement Canada (PSPC). The client experience data will be released in the subsequent report covering fiscal year 2025–26.

4.4 Application intake and claim processing

4.4.1 Employer intake

Records of employment

Records of employment (ROEs) are electronic or paper forms issued by employers to provide information on an employee's work history. ROEs are at the core of EI processing. When claimants submit EI applications, Service Canada uses the ROEs to:

- determine eligibility for benefits
- calculate the benefit rate
- calculate the number of weeks of entitlement to benefits

In 2024–25, over one-third of ROEs submitted were used to establish a claim for EI benefits.

Employers and payroll service providers play a crucial role in EI claim processing. To avoid delays in the payment of EI benefits, employers must complete ROEs in a timely and correct manner.

Missing, late, or incorrect ROEs require officers to take additional steps to obtain employment information through other means and to process claims. As a result, this can affect payments to eligible claimants.

Impact of delivery of records of employment on claim processing

A departmental study completed in 2025* investigated delays in the submission of records of employment (ROEs) by employers between 2017 and 2024. The study examined compliance with regulatory requirements** and the impact of non-compliance on the administration of the EI program.

The results showed that employers complied with prescribed submission deadlines, with 62.11% of ROEs submitted on time. Service Canada's service standard*** is to provide EI applicants with a decision within 28 calendar days of their application for benefits. If a required ROE is missing, the claimant is informed after this 28-day period that the EI claim cannot be established. The study noted that most ROEs were submitted before they caused significant complications in claims processing or difficulties for EI claimants because they were submitted within the 28-day period.

The study found that 2.38% of ROEs used on claims were late enough to significantly affect the regular claim process. Many existing EI procedures, such as the creation of an interim ROE when claimants can provide evidence of insurable hours and earnings, mitigated the consequences of the delay on claimants. On average, there were 68,500 cases per year requiring a Service Canada officer's intervention relating to a missing or late ROE. Of these, 7.67% were escalated to the Integrity Services Branch (ISB) for further attention.

One of the main factors contributing to the late submission of ROEs was the circumstances surrounding the employee's termination, particularly when these circumstances were unclear to the employer. Among the reasons for separation that had an impact on the timeliness of ROE submission, strike or lockout, leave of absence, illness or injury, and voluntary leaving had the most significant influence.

The study also revealed that small firms were more likely to submit ROEs on time than large firms, with a compliance rate of 92.25%. In addition, industries where work is seasonal, such as agriculture, forestry, fishing and hunting, were also more likely to submit ROEs on time, meeting regulatory requirements at 97.76%.

*ESDC, Impact of Delivery of Records of Employment on Claim Processing (Ottawa: ESDC, Integrated Workload Workforce Management Branch, Integrated Services Strategy and Operations [ISSO], 2025).

**For employers who pay their employees weekly, biweekly, or semi-monthly, the deadline for submitting an ROE electronically is 5 calendar days after the end of the pay period. For those with monthly pay periods or pay periods occurring every 4 weeks, the deadline is the earlier of: either 5 calendar days after the end of the pay period or 15 calendar days after the first day of an interruption of earnings. For more information, consult [Employers: How to complete the record of employment \(ROE\) form - Canada.ca](#).

***Consult [section 4.1.4](#).

In 2024–25, employers issued nearly 12 million records of employment. Of these, 98.2% were issued electronically (on par with the 98.1% issued electronically in 2023–24).

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 2024–25, 42,450 employers registered for ROE Web, maintaining strong engagement comparable to 42,559 in 2023–24. By the end of 2024–25, total employer registrations reached 607,677, up from 577,532 the previous year. Since 2022–23, more than 98% of ROEs are issued electronically, demonstrating widespread adoption of ROE Web among employers and the ongoing shift toward efficient digital service delivery.

For more on eROEs, consult [Annexes 4.4.1b–c](#).

Artificial intelligence to review records of employment

When issuing ROEs for their employees, many employers include text comments to provide additional information. When screening the ROEs, the claim automation process stops when these added comments are detected. Staff must then review and process the comments manually.

In 2020, Service Canada started using an AI model to process employer comments on ROEs. The AI model reduces the need for human intervention and supports claim processing automation.

Table 7: Percent of ROE comments processed by artificial intelligence

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25
Number of ROEs with comments issued (rounded to the nearest ten thousand)	1,250,000	1,300,000	910,000	670,000	920,000
% processed by AI	47.9%	34.5%	33.7%	48.9%	51.3%

The AI model is updated periodically to ensure it operates effectively. Its most recent version was implemented in January 2024. In 2024–25, the use of the AI model led to a reduction of 30.7% in the number of work items⁹ that otherwise would have required processing by EI officers. The AI model achieved an accuracy rate of 99.6%¹⁰ in 2024–25.

4.4.2 Claimant application intake and processing

A national network of officers manages the intake and processing of EI claims,¹¹ reviewing and making decisions on applications with the support of EI processing systems. These systems

⁹ A work item is a task to be completed by an EI officer on a claim. There may be several work items associated with a single EI claim.

¹⁰ Accuracy is assessed through a manual review of a data sample conducted monthly.

¹¹ An EI application is a request submitted for EI benefits, while a claim processed is an application for which a decision has been made as to whether the claimant is entitled to EI benefits.

streamline claim processing, automate routine tasks, and optimize workload management, enabling faster and more accurate service delivery to claimants.

El applications received

In 2024–25, 3,199,282 EI applications were received, compared to 3,098,520 in 2023–24, an increase of over 3%.

Claims processed

In 2024–25, the Department processed 3,202,029 EI claims,¹² compared to 3,134,638 in 2023–24.

Chart 3: Applications received and claims processed



ESDC aims to issue EI benefit payments or non-benefit notifications within 28 calendar days of filing an application for benefits 80% of the time. The COVID-19 pandemic caused a significant increase in EI applications. Amendments to the *Employment Insurance Act* and simplified temporary measures had increased claim automation, speeding up processing times. In 2022–23, after the simplified temporary measures ended, the automation of claims processing was reduced, and claim inventories increased. In 2023–24, effective workload management helped bring claim inventories down to sustainable levels, which significantly improved EI speed of payment. By building on this progress, the number of older claims continued to decrease in 2024–25, and the EI speed of payment improved even more.

Table 8: Percentage of claims processed within a given number of days

Fiscal year	28 days	29 to 35 days	36 to 42 days	43 to 49 days	50+ days
2021–22	85.4%	4.8%	2.7%	2.0%	5.1%
2022–23	76.2%	5.0%	3.5%	3.2%	12.0%
2023–24	86.4%	5.7%	2.8%	1.9%	3.2%
2024–25	87.4%	5.8%	2.7%	1.8%	2.4%

¹² Among these processed claims, some applications were received in 2023–24.

For more on claims processed, speed of payment and claims automated, consult [Annexes 4.4.2a–c](#).

Inventory reduction strategies

Claims pending review

Service Canada regularly receives new information regarding EI claims that have already been processed. Officers then review the information and determine if the claims require any changes. Due to increased claim volumes during the COVID-19 pandemic, the Department focused on processing new claims to ensure claimants were receiving timely benefits. As a result, fewer officers had been assigned to the processing of claims pending review, significantly increasing inventories in 2021–22 and 2022–23.

Managing claims pending review is challenging. These claims are more complex to process, require fully trained and highly experienced staff, and offer few possibilities for automation.

In 2022–23, the Department implemented a multi-year strategy to reduce the inventory of claims pending review to a sustainable level and to improve its capacity to meet service standards. Building on the progress made on workforce productivity and efficient workload management during the first 2 years of the strategy, the Department achieved its goal of returning to targeted sustainable inventory levels in 2024–25.

Table 9: Overview of results: Multi-year inventory reduction strategy

Year and key priority	Strategies	Results
Year 1 (2022–23): Rebuilding the workforce	- Hiring - More extensive training of existing staff - Integrating the workforce to better manage workload peaks	Increased productive capacity of the workforce
Year 2 (2023–24): Improving inventory levels	- More precise workload management ensuring work is assigned to the appropriate officers - Innovative workload triage and strategies for prioritizing work more efficiently	The inventory of claims pending review reduced by half between March 31, 2023, and March 31, 2024
Year 3 (2024–25): Stabilizing workload and workforce	- Optimization of the skilled workforce - Contribution of call centre staff in processing specific work items* - Stabilization of an efficiently controlled workload	Sustainable claims inventory targets achieved as planned

*A work item is a task to be completed by an EI officer on a claim. There may be several work items associated with a single EI claim.

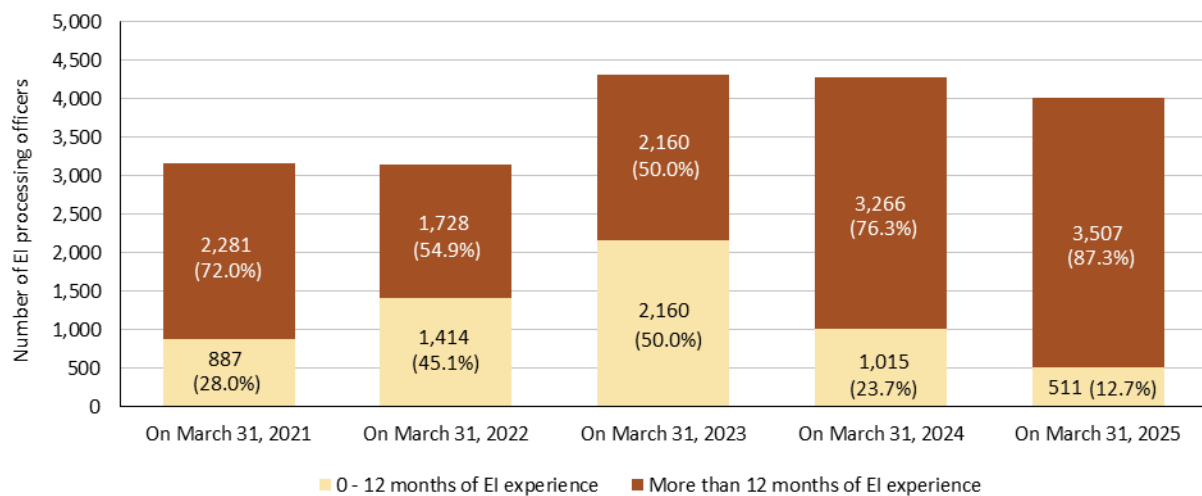
Now that the workload has returned to manageable levels and most officers are skilled and trained to handle most tasks related to EI claims, the Department is better prepared to respond quickly to client needs and meet service standards.

Hiring and training

After 2 years of hiring new officers for EI processing and providing intensive training as part of the multi-year strategy, 2024–25 was a year for stabilizing the workforce:

- No new officers were hired
- Attrition and turnover rates continued to decline
- The proportion of experienced officers continued to increase

Chart 4: Number of processing officers and EI experience



The training program for EI processing officers is comprised of multiple modules staggered over time. The format is designed to:

- manage efficient onboarding and training of officers
- remain flexible in the face of legislative changes
- support managers' plans for future hiring needs

New officers must go through extensive training, and it takes up to 2 years before they are able to perform all the duties of an EI processing officer. The number of EI officers trained to process complex claims pending review tripled within 2 years, from 681 on March 31, 2023, to 2,038 on March 31, 2025.

Integrated Workload and Workforce

ESDC continues to advance integrated workload strategies and initiatives that optimize the workforce and improve service delivery. In 2022–23, the Department implemented the Integrated Workload and Workforce (IWW) model. This model includes initiatives that integrate the work of call centre and processing officers to better plan and manage workload peaks.

Within the IWW model, officers are assigned where they are needed most: answering the phone during busy periods or processing EI claims. Officers are trained to provide both call-taking and processing activities, enabling them to complete more work on behalf of the claimant and increasing first-contact resolution. IWW initiatives lead to more efficient services for claimants.

Table 10: Number of calls answered and work items completed through the IWW model

Fiscal year	2023–24	2024–25
Number of calls answered	189,709	282,721
Number of work items* completed	209,745	543,305

*A work item is a task to be completed by an EI officer on a claim. There may be several work items associated with a single EI claim.

In 2024–25, additional officers were trained and upskilled as part of the IWW model, increasing the workforce capable of handling both calls and processing related activities.

4.5 Service quality and integrity

Canadians rightly expect strong stewardship and accountability from the Employment Insurance (EI) program. To meet these expectations, Service Canada has implemented a robust framework of preventative measures and control activities designed to avoid, detect, and manage errors—both during the processing of claims and while clients are receiving benefits. These efforts ensure that payments are accurate and timely, while also enhancing the overall quality of EI services, reinforcing the integrity of ESDC programs, and demonstrating responsible and transparent use of public resources.

Examples of preventative activities completed by staff during the establishment of the claims include but are not limited to:

- Correction of records of employment (ROEs) by processing staff to ensure that the entitlement amounts are accurate
- Validation of reasons for separation to confirm claimant eligibility
- Review of documents that have been submitted by the client to ensure all relevant information is considered
- Communication with clients and/or employers to resolve any discrepancies and ensure accurate information is collected
- Verifying procedures to ensure accuracy in the decisions made regarding claims

Similarly, as part of its commitment to service excellence, ESDC has a strong quality management framework to ensure EI claimants receive the benefits they're entitled to. This framework includes:

- Quality control programs including the EI Payment Accuracy Review (PAAR) program as well as the Processing, Excellence Accuracy and Quality (PEAQ) program that provide feedback to staff and help identify issues after claims are processed
- Quality assurance activities developed in collaboration with the EI quality council that use insights from the quality control programs to prevent errors before they occur

4.5.1 Employment Insurance Payment Accuracy Program

The EI Payment Accuracy Review (PAAR) program aims to assess the accuracy of EI benefit payments 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

Throughout fiscal year 2024–25, the EI PAAR sample was drawn monthly using a stratified Simple Random Sampling (SRS) method. A total of 504 files were reviewed between April 2024 and March 2025, and the results were aggregated to generate statistically valid estimates.

EI Payment Accuracy Review results

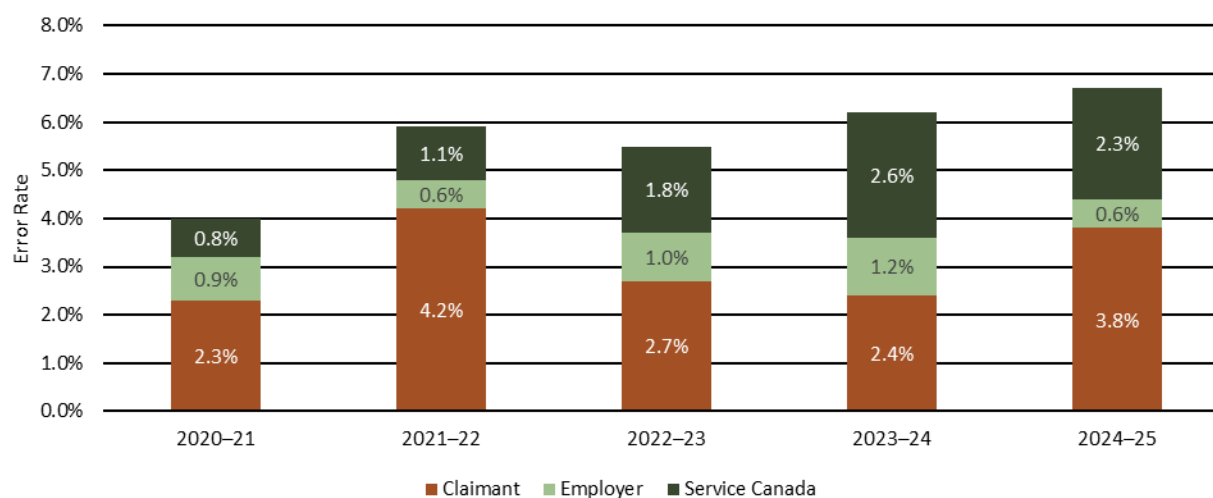
The ESDC payment accuracy service standard for EI is set at 95%. Errors identified through the EI PAAR program are categorized by source and include errors made by claimants, employers, and Service Canada processing staff. In 2024–25, the EI PAAR accuracy rate was estimated at 93.3%, remaining below the 95% target, as has been the case for the past three fiscal years.

Table 11: EI payment accuracy rate

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25
Total EI benefit payout	31.0B	37.8B	20.0B	21.4B	23.8B
EI payment accuracy rate	96.1%	94.0%	94.5%	93.8%	93.3%

Error rates

Chart 5: Error rates (Claimant, Employer, Service Canada)



Note: PAAR sampling methodology has undergone important changes in recent years. Prior to 2021–22, Monetary Unit Sampling (MUS) was used. In 2021–22, the methodology was combination of MUS and SRS due to a transitional period. From 2022–23 onward, the methodology fully transitioned to SRS. Therefore, caution is advised when conducting year-over-year comparisons or analyzing disaggregated results, due to changes in sampling approach and sample size

Correction: Due to a data collection error, last year's Report indicated that the 2023–24 Service Canada error rate was 2.2%. This has been corrected to reflect 2.6%.

Table 12: Estimated financial impact of errors and estimated error rate, by sources (based on PAAR sample)

Errors by sources	Estimated financial impact (\$M) 2023–24	Estimated error rate 2023–24	Estimated financial impact (\$M) 2024–25	Estimated error rate 2024–25
Claimant	\$512.3	2.4%	\$915.4	3.8%
Employer	\$259.9	1.2%	\$134.1	0.6%
ESDC	\$552.7	2.6%	\$547.4	2.3%
Total	\$1.32B	6.2%	\$1.6B	6.7%

Correction: Due to a data collection error, last year's Report included incorrect information for the 2023–24 ESDC and total financial impact and error rates. These figures have been corrected above.

Claimant error rate

This fiscal year, the monetary impact of claimant errors was estimated at 3.8% of total EI payout. 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.

These errors typically involve clients incorrectly reporting earnings while in receipt of benefits, or 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 ways to reduce the frequency of these issues.

Employer error rate

Employer errors were estimated to account for 0.6% of total EI payout in 2024–25. These errors typically result from incorrect information reported by the employer on the ROE, such as the number of hours worked, insured earnings, or dates of employment. Such inaccuracies can lead to incorrect claim start dates or miscalculations of entitlement weeks and benefit rates.

To identify employer errors, PAAR reviewers validate all ROEs used to establish claims of files included in the EI PAAR sample with the employers. Electronic ROEs reduce the occurrence of errors and represent approximately 98% of the ROEs validated through the PAAR process. The department continues to analyze employer errors to better understand their causes, assess their financial impact, and explore ways to prevent them.

Service Canada error rate

Errors attributed to Service Canada processing staff were estimated to account for 2.3% of total EI payout in 2024–25. While the types of Service Canada errors vary from year to year, 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
- Non-Compliance—these are situations where the decision does not comply with the EI Act, Regulations, and operational policies

The EI Quality Council is actively engaged with its EI partners, working to implement solutions that improve policies, procedures, and tools, with the goal of effectively mitigating the error rate.

4.5.2 Processing Excellence, Accuracy and Quality program

The EI Processing Excellence, Accuracy and Quality (PEAQ) program was launched in May 2022. Through the PEAQ program, 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) and the Processing Accuracy Review (PRAR) programs 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 EI Quality Council committee offering valuable business intelligence on issues affecting payment and processing accuracy and supporting 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 2024–25 fiscal year, the organization committed to reviewing a certain number of assigned files per person for all processing staff. This resulted in a total of 43,641 files reviewed for the year. The PEAQ results provide metrics on both files containing errors that affect client outcomes (payment, entitlement, or eligibility) as well as metrics for issues that do not comply with operational processes, but which do not affect the client directly.

PEAQ review Results

The processing accuracy target for Service Canada's PEAQ program (set at 80% as an industry standard target) was met in 2024–25 with a result of 81%. Specifically, as PEAQ reporting on errors includes both confirmed and potential errors, a minimum of 80% of the files reviewed did not contain any issues that would affect client outcomes. PEAQ Quality Services collaborates closely with business experts to ensure consistency and accuracy. Additionally, PEAQ provides valuable insights into processing issues that, while not directly affecting clients, enable Service Canada to identify areas for improvement and enhance overall effectiveness and efficiency.

4.5.3 Quality assurance

In line with ESDC's Enterprise Quality Framework—which promotes a consistent approach to quality across policy and service delivery—an EI Quality Council was established in late 2022–23. This council brings together executive leaders responsible for training, policy, procedures, tools, and quality.

The Council meets at least quarterly to review the latest data on payment and processing accuracy and to lead initiatives that address recurring errors.

In 2024–25, the Council endorsed a comprehensive quality management plan with 21 targeted activities to improve accuracy. Key initiatives include:

- Specialized training for staff on fact-finding and identifying complex issues
- Quarterly newsletters for processing staff highlighting common errors and how to avoid them
- A workshop for employers, developed with the Canadian Payroll Institute, to reduce employer-related errors
- Collaboration with ESDC's Client Experience team to improve claimant-facing materials and reduce client errors

It is expected that the effects of these activities on payment and processing accuracy results should become observable as early as the 2025–26 fiscal year.

4.5.4 Compliance investigations

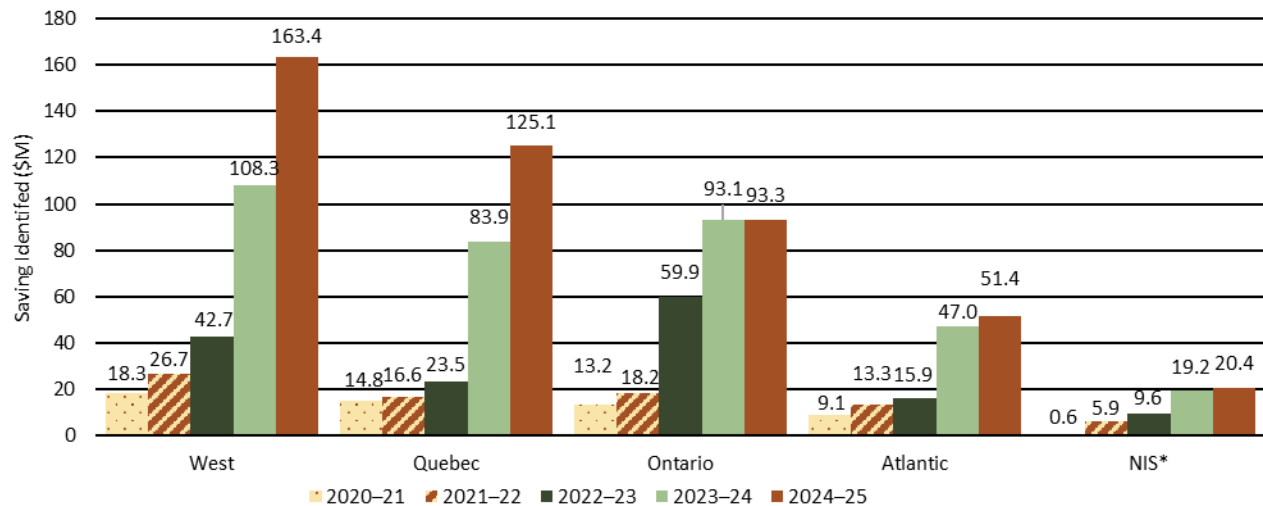
Integrity activities at ESDC focus primarily on detection, with the most significant of these activities being directed towards compliance investigations. These are intended to confirm whether claimants meet eligibility requirements and to recover overpayments from ineligible claimants. The Department uses a variety of tools and processes to help identify and address instances of error, abuse, and fraud. During 2024–25 ESDC conducted over 162,000 compliance investigations relating to the EI program. This is a slight decrease compared to the 174,000 conducted in 2023–24. Typically, compliance investigations uncover instances of intentional errors by claimants related to undeclared work and earnings.

The most common types of intentional errors and abuses by claimants include:

- failing to report employment, earnings, or self-employment income
- not declaring periods of unavailability for work
- misrepresenting the reason for job separation
- failing to report absences from Canada
- receiving sickness benefits without having the required medical certificate

Compliance investigations generate significant savings for the EI Operating Account. In 2024–25, savings of \$453.6 million were generated (consult chart 6, below), compared with \$351.4 million in 2023–24.

Chart 6: Total net savings identified (\$M) due to integrity activities



*NIS: National Investigative Services (NIS). Cases dealing with unreported absences from Canada while on EI and the Report on Hiring program are centrally managed through Integrity's NIS centre in Miramichi, New Brunswick.

**Note: The numbers (\$M) have been rounded to the nearest hundred thousand. The national amounts were calculated using the raw data.

The savings amount reflects a combination of overpayments and penalties. These efforts benefit both employee and employer payers of EI premiums as the savings reduce the overall cost of the EI program when overpayments are recovered.

ESDC uses several methods to recover funds from EI claimants who have been overpaid, including:

- the automatic recovery of monies from active EI benefit claims (either the full amount or an agreed upon partial deduction)
- voluntary cash payments, or the collection of debts by the CRA through an agreed upon repayment schedule
- tax offsets¹³

Risk-based 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 payment errors, misrepresentation, abuse, 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 compliance 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.

¹³ Tax offsetting involves proactively applying tax refunds and benefit payments (such as the GST/HST credit) to government debts.

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.

4.5.5 Evolution of integrity in the Department

ESDC is undergoing a significant transformation in how it approaches program integrity. Central to this evolution is the adoption of Integrity-by-Design (IBD)—a proactive, prevention-focused framework that embeds integrity measures directly into the design and delivery of programs and services. This approach ensures that risks are mitigated before they materialize, reducing the need for costly investigations and improving the overall client experience.

Modernization initiatives such as Benefits Delivery Modernization (BDM) and the integration of advanced data analytics are enabling ESDC to shift from a reactive “post-payment verification” model to a prevention-based regime. This transformation supports the Department’s commitment to responsible stewardship of public funds and ensures that benefits are delivered accurately, securely, and consistently.

Integrity quality initiatives: Enhancing consistency and accountability

To support this evolution, ESDC has implemented a National Quality Management Program that ensures consistency and excellence across investigative activities. The program includes in-depth quality monitoring to assess performance and identify areas for improvement. Corrective measures stemming from these reviews include:

- Updates to training materials
- National procedural changes
- Policy and system enhancements

These initiatives contribute to a culture of continuous improvement and help align operational practices with evolving integrity standards.

Proactive fraud detection and prevention

Fraudulent attempts to access EI benefits, including identity theft, remain a persistent threat. ESDC has responded by strengthening its fraud management framework through the development of two distinct but complementary teams:

1. The specialized fraud team, composed of data analysts, focuses on prevention
 - Using advanced data analytics and intelligence tools, this team identifies anomalous patterns and potential vulnerabilities in real time
 - Their work enables the Department to implement stop-pay measures before payments are issued, effectively preventing fraud from occurring
 - In 2024–25, these preventative measures resulted in savings of \$28.8 million, representing funds that were never disbursed due to early intervention
2. The enforcement team, responsible for investigating suspected fraud cases where criminal or penal liability may be involved

- These investigations are conducted in collaboration with law enforcement agencies and may lead to prosecution
- Enforcement activities are reserved for the most serious cases and are supported by judicially authorized tools under the Criminal Code

Together, these teams form a robust fraud management strategy that balances proactive prevention with responsive enforcement.

ESDC maintains strong partnerships with the Canadian Anti-Fraud Centre, law enforcement agencies, and financial institutions to address fraud comprehensively. These collaborations enhance the Department's ability to detect, investigate, and respond to fraudulent activity across the EI program.

Modernizing identity management to support integrity

Accurate identity verification is foundational to program integrity. The Social Insurance Register (SIR) plays a critical role in validating claimant identities during EI application and processing. The Social Insurance Number (SIN) program ensures the accuracy of SIR data through strict identity and quality management practices aligned with the updated ESDC Identity Management Policy Suite.

In 2024–25, approximately 11.1 million real-time identity validations were conducted, enabling secure and efficient online EI applications. These efforts reduce the risk of critical errors and ensure that benefits are issued to the correct individuals, reinforcing the Department's preventative integrity framework.

Employment Insurance Emergency Response Benefit

During the COVID-19 pandemic, the Government of Canada pivoted quickly to provide access to income support to millions of individuals using an attestation-based approach to the EI Emergency Response Benefit (EI ERB). The attestation approach was balanced by a risk-based integrity framework focused on fraud detection, prevention measures, and post-payment verification of claimant's eligibility.

As per its multi-year operational plan (2021–22 to 2024–25), in 2024–25 the Department successfully fulfilled its commitment to complete 157,000 EI ERB post-payment verifications by March 31, 2025. These verifications were conducted to confirm that claimants met eligibility requirements and to identify and recover any ineligible payments.

During the 2024–25 fiscal year, 73,454 verifications were completed and approximately \$166.6 million in savings were identified.

This marks the completion of ESDC's 4-year EI ERB post-payment verification plan. Since the 2021–22 fiscal year, the Department has conducted over 164,000 verifications, resulting in estimated savings of \$456.8 million. Recovery efforts for ineligible payments will continue into 2025–26 and beyond.

In addition, ESDC undertook reconciliation activities to recover the advance payment of \$2,000 issued to EI ERB recipients immediately upon the establishment of their claim. Overpayments arose because of recipients becoming ineligible for EI ERB after establishing their claim but before their payments could be stopped or reconciled. In 2024–25, ESDC was able to recover \$221 million.

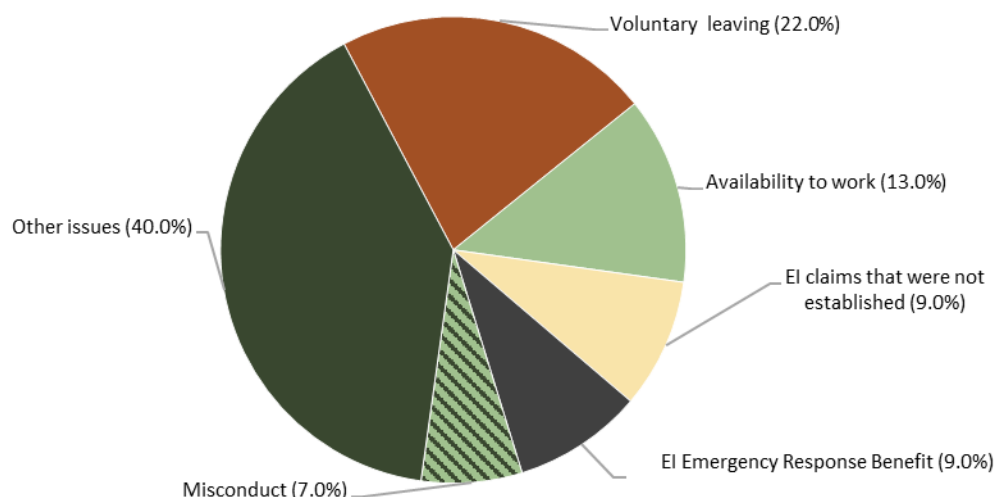
This accomplishment highlights the Department’s dedication to program integrity, accountability, and sound financial stewardship.

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. Consult chart 7, below, for the EI issues most frequently requested for reconsideration.

Chart 7: 2024–25 EI issues most frequently requested for reconsideration

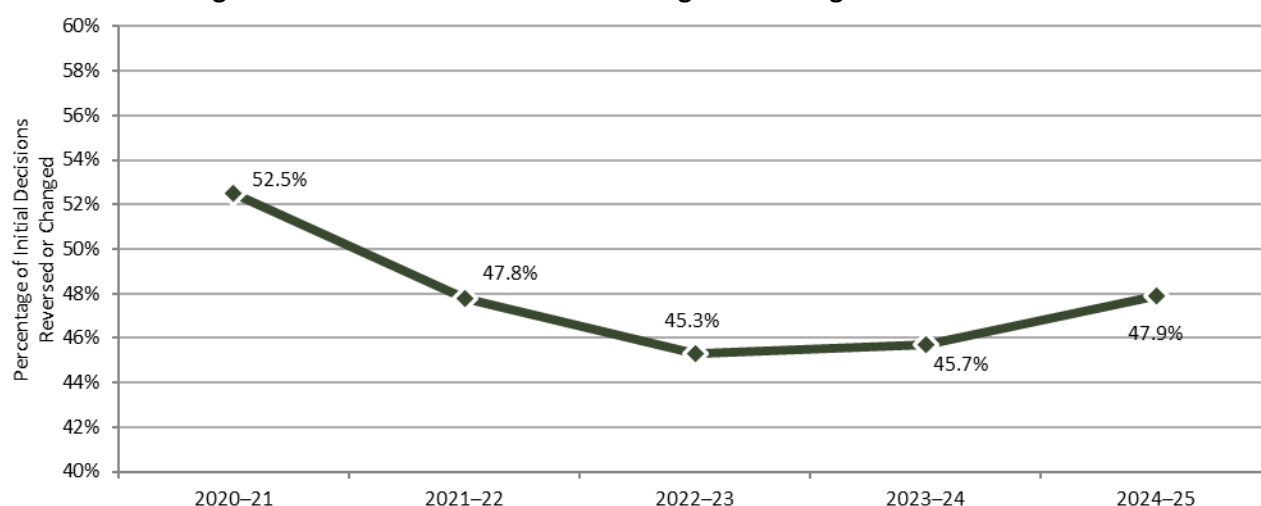


A reconsideration is never done by the officer who made the first decision. A different officer considers all the information on file, as well as the legislation and policies that apply. Following the review, the first decision is either kept, reversed, or changed. Once the review is completed, Service Canada informs the client of the outcome.¹⁴

In 2024–25, the percentage of reversed or changed decisions as a result of reconsideration was similar to that of the previous 3 years.

¹⁴ For more explanation on requests for reconsideration, consult [EI Reconsideration - Canada.ca](#).

Chart 8: Percentage of initial decisions reversed or changed following reconsideration



ESDC aims to complete requests for reconsideration within 30 days of the request being received 80% of the time. Before the COVID-19 pandemic, Service Canada received an average of 50,000 requests for reconsideration each year. In 2022-23, this number more than doubled to 110,000 requests,¹⁵ mainly related to decisions on the EI Emergency Response Benefit (EI ERB).¹⁶ In 2023-24 and 2024-25, the number of requests received per year decreased to 70,000, however, the speed of service result has not met the target.

Table 13: Request for reconsideration service standard results

Year	2021-22	2022-23	2023-24	2024-25
Results of the service standard Finalize EI requests for reconsideration decisions within 30 days of the request being received 80% of the time	83.7%	33.8%	53.1%	25.3%

The performance decline between 2023-24 and 2024-25 is mainly due to a growing request for reconsideration inventory caused by:

- the existing inventory of overdue requests at the start of the year
- the additional requests received after processing more EI claims as part of the Multi-year Strategy to put claimants into pay¹⁷
- EI ERB-related requests for reconsideration that continued to come in, further impacting service delivery

The average time to complete a request for reconsideration increased from 61 to 119 days between 2023-24 and 2024-25, mainly because of the complexity of EI ERB-related requests, which often involve multiple issues. When considering only non-EI ERB-related requests, the average processing

¹⁵ Requests for reconsideration numbers are approximate and have been rounded to the nearest ten thousand, because they are evergreen and can change retroactively.

¹⁶ Starting in November 2021, Service Canada issued [1.9 million notices of debts to clients who had received the EI ERB advance payment](#). The high volume of notices resulted in an increase in the number of requests for reconsideration from clients in 2022-23 and 2023-24.

¹⁷ For more information on the Multi-year Strategy, consult "Claims pending review" in [section 4.4.2](#).

time drops to 52 days in 2024–25.

As Service Canada continues to prioritize service excellence and deliver timely, client-focussed service, training and workload management strategies are being developed to address the growing inventory of requests for reconsideration. Service levels are expected to improve as the volume of pending requests stabilizes.

4.6.2 Employment Insurance appeals and the Social Security Tribunal of Canada

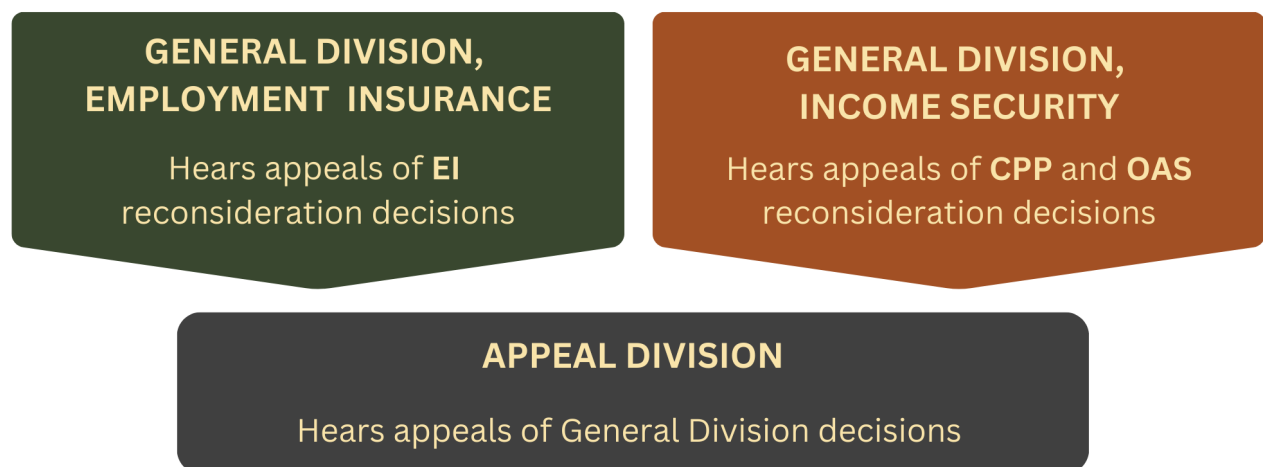
The Social Security Tribunal (SST) is an independent administrative tribunal that makes decisions on appeals related to government benefits and programs, including EI. Members appointed by the Governor in Council decide these appeals.

The SST is separate and independent from the CEIC and ESDC. The SST's activities are funded by the EI Operating Account, the CPP Operating Account, and the Consolidated Revenue Fund for OAS cases.

The SST is divided into:

- the General Division, Employment Insurance Section
- the General Division, Income Security Section
- the Appeal Division

Image 4: SST divisions



The SST's mandate is to provide the Canadian public with a user-centred appeal process that is simple, quick, and fair. As part of its efforts to continually improve its recourse process and access to justice, in 2024–25 the SST:

- developed a management response and action plan in response to the November 2023 End-User Interviews on the Navigator Service in the Appeal Division: final report. The action plan includes the launch of the Navigator Reinforcement Project. The Navigator Reinforcement

Project reviews how the SST's Navigator Service is adapting to claimant needs and the growing role of Navigators. Drawing on feedback from staff and stakeholders, it identifies strengths and gaps in service delivery and training, and informs improvements to make the service more responsive, accessible, and transparent

- created a new web page about [finding decisions on similar cases](#). This page explains what each function in our online advanced search tool does, so parties can get the best results when looking for decisions to support their appeal
- created a new web page with information on [how to use past decisions to help your appeal](#)
- put in place a [management response and action plan](#) in response to the September 2023 [Review of Decisions and Correspondence of the Social Security Tribunal \(SST\) for Accessible and Inclusive Language](#). Some of the steps that will be taken include:
 - adopting alternative terminology
 - updating our style guides and templates
 - promoting inclusive writing internally
 - improving guidance on the use of gender in French writing
- continued to gather data to better understand the people who use SST services. This data helps the SST to:
 - expand interpretation services beyond hearings to navigator services for people who do not speak English or French
 - explore ways to address digital barriers that make it harder for seniors, low-income individuals, and people in rural areas to participate fully in their appeal process
 - identify more organizations that can help, recognizing that access to legal help and community services varies across provinces and territories, especially for newcomers and people who don't speak an official language
- used stakeholder input from the [Employment Insurance Appeals Consultative Committee](#) and [Income Security Appeals Consultative Committee](#) to:
 - design the process for Canada Disability Benefit appeals at the General Division and Appeal Division
 - strengthen outreach efforts to better support appellants

At the beginning of 2024–25, the SST was still dealing with the effects of backlogs resulting from having had too few members to handle the volume of appeals in 2023–24. Over the course of the year, the SST continued to streamline processes for EI appeals and used new member capacity to eliminate the backlog. Due to these efforts, the SST was able to significantly reduce the inventory of EI files and make steady gains in meeting its [service standards](#).

The SST's [Annual report for the 2024 to 2025 fiscal year: Putting people at the centre of our service](#) includes more information on these initiatives, as well as statistics on the SST's performance against service standards in the 2024–25 fiscal year.

SST – General Division, EI Section

After the CEIC makes a reconsideration decision, a claimant has 30 calendar days to appeal the decision to the SST's General Division, EI Section.

On behalf of the CEIC, Service Canada provides the SST with the reconsideration file. The file includes all documents used in making the initial and reconsideration decisions. When requested, the CEIC will answer requests for more information from the SST. As a party to the appeal, the CEIC may attend appeal hearings.

Regular and group appeals

The SST manages and tracks EI appeals in 2 categories:

- Regular appeals
 - An appeal that is not a part of a group is considered a regular appeal
- Group appeals
 - Group appeals usually arise from a single employment situation that affects many people
 - Group appeals are more complex and require more time to complete than regular appeals

Volume of appeals

In 2024–25, the General Division, EI section received 3,908 appeals (including 95 files that were part of group appeals) and concluded 4,272 appeals (including 135 files that were part of group appeals). This resulted in a decrease in inventory from 963 active appeals (including 134 files that were part of group appeals) in March 2024, to 599 active appeals (including 94 files that were part of group appeals) in March 2025. For more information, consult [Annex 4.6.2a](#).

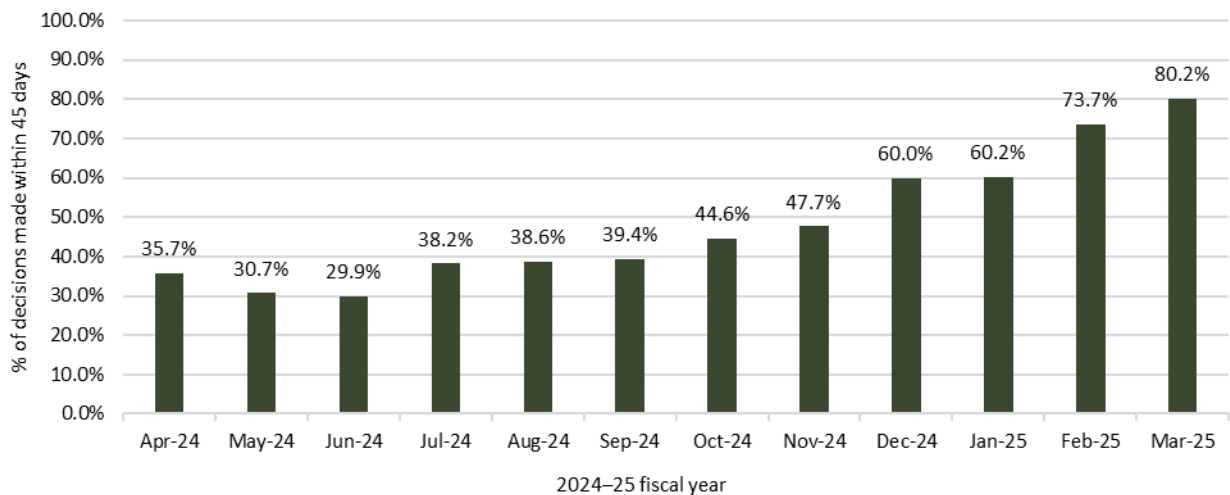
Service standards, performance, and appellant satisfaction.

Experience surveys indicate that in 2024–25, overall satisfaction for EI appellants was at 91% (down from 96% in 2023–24), with a 22% response rate and a margin of error of $\pm 3.5\%$; 19 times out of 20.

The General Division, EI section has the following service standards:

- **Decisions are made within 45 days from when an appeal is filed with the SST, 80% of the time**
 - For 2024–25, the SST met this goal 47.6% of the time (up from 14.1% in 2023–24), with an average processing time of 55.4 days (down from 108.0 days in 2023–24).
 - When including group appeals, the SST met this goal 46% of the time, with an average processing time of 65.4 days.
 - Through 2024–25, the SST steadily improved this standard, from 35.7% (59.4 days) in April 2024 to 80.2% (37.3 days) in March 2025 (excluding group appeals).

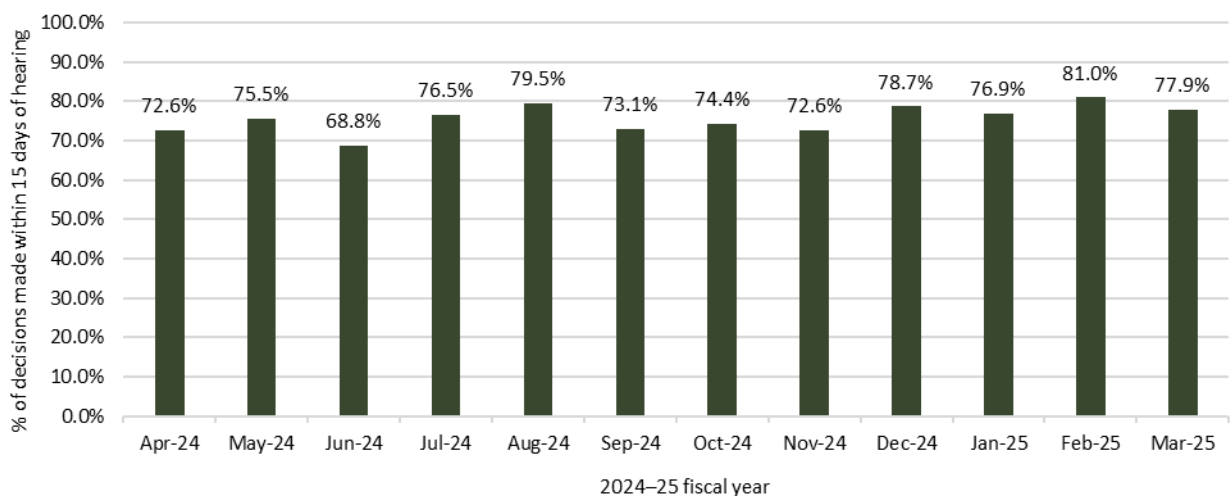
Chart 9: 2024–25 adherence to the 45-day service standard for decisions following an appeal at the General Division, EI section (excluding groups)



For more information on decisions issued 45 days following an appeal, consult [Annex 4.6.2b](#).

- **Decisions are made within 15 days of the hearing, 80% of the time**
 - For 2024–25, the SST met this goal 75.6% of the time (up from 66.6% in 2023–24), averaging 12.2 days to issue a decision after the hearing compared with 17.9 days in 2023–24.
 - When including group appeals, the SST met this goal 75.2% of the time, averaging 12.8 days to issue a decision after the hearing.
 - Through 2024–25, the SST steadily improved this standard from 72.6% in April 2024 to 77.9% in March 2025 (excluding group appeals).

Chart 10: 2024–25 adherence to the 15-day service standard for decisions following a hearing at the General Division, EI section (excluding groups)

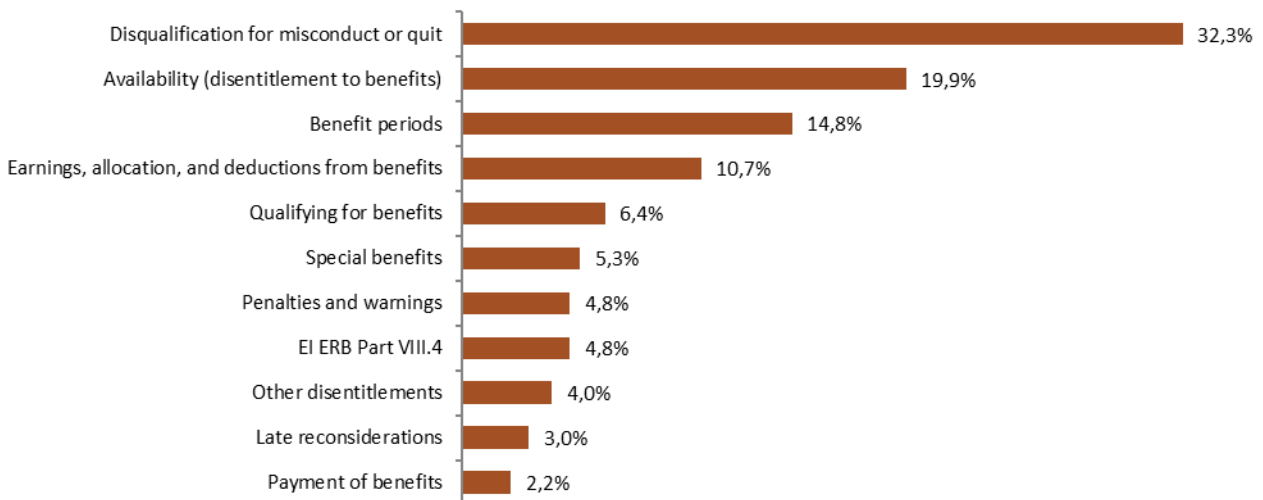


For more information on decisions issued within 15 days of a hearing, consult [Annex 4.6.2c–d](#).

Appeal Issues at the General Division, EI Section

In 2024–25, the General Division, EI section concluded appeals that examined a range of issues. The most common issues are indicated in chart 11, below:

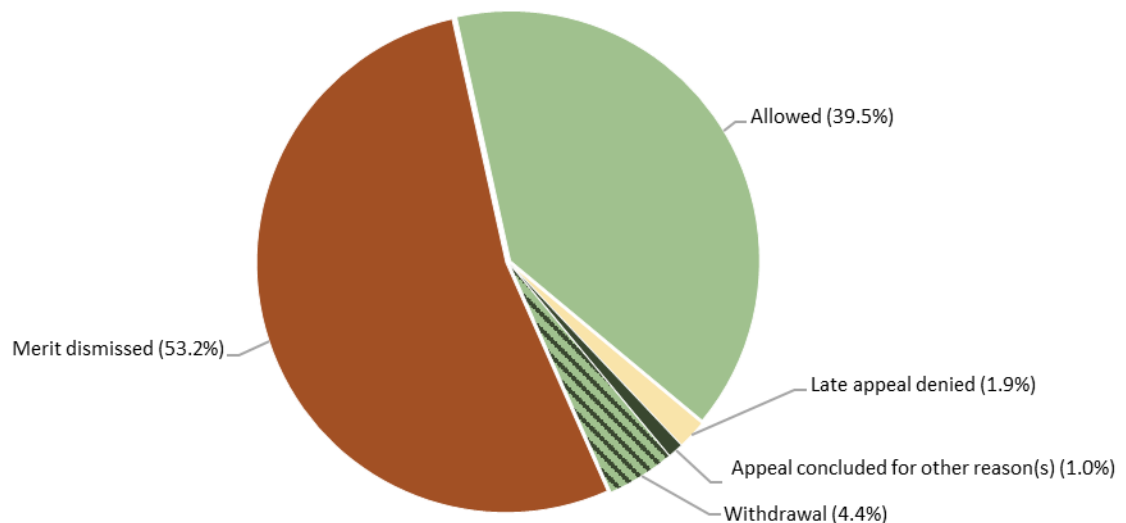
Chart 11: Most common issues in appeals concluded at the General Division, EI Section in 2024–25



Outcomes at the General Division, EI section

In 2024–25, at the General Division, EI section, 39.5% of appeals were allowed, 53.2% were dismissed, 4.4% were withdrawn, 1.9% were late appeals that were denied, and 1.0% were concluded for other reasons.

Chart 12: 2024–25 outcomes of appeals to the General Division, EI section



Note:

Merit dismissed – decision not in the appellant's favour

Allowed – decision is in the appellant's favour

Withdrawal – appellant either withdraws or abandons the appeal

Late appeal denied – the Tribunal refuses the appeal filed beyond the 30-day deadline

Appeal concluded for other reason(s) – administrative closure

SST – Appeal Division, EI section

When a party to an appeal disagrees with a General Division decision, they can challenge it at the Appeal Division. The first step at the Appeal Division is to file an application for leave (permission) to appeal. The Appeal Division will grant permission to appeal if there is an arguable case. If leave to appeal is granted, the Appeal Division will then ask parties for their written arguments, hold a hearing, and decide whether the appeal should be allowed or dismissed. The grounds for appeal to the Appeal Division are limited to certain errors of fact, law, jurisdiction, or procedural fairness.

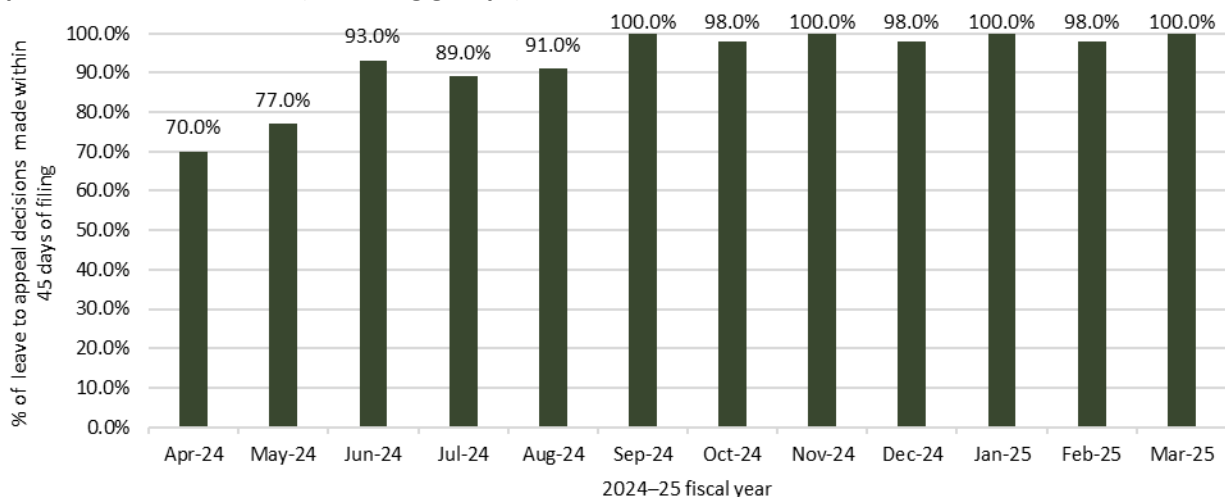
In 2024–25, the Appeal Division received 616 appeals. No EI group appeals were filed. The Appeal Division concluded 732 (including 36 group appeals that were withdrawn). This resulted in a decrease of inventory from 187 active appeals (including the 36 group appeals) in March 2024, to 71 in March 2025. There were no active group appeals at the end of 2024–25. For more information, consult [Annex 4.6.2e](#).

Service standards and performance

The Appeal Division has the following service standards for EI files:

- **Leave to appeal decisions are made within 45 days of filing, 80% of the time**
 - For 2024–25, the SST met this goal 92.0% of the time, which is up from 23.5% in 2023–24, with an average processing time of 21.1 days (down from 67.2 days in 2023–24).
 - Through 2024–25, the SST improved this standard from 69.6% in April 2024 to 100% in March 2025.

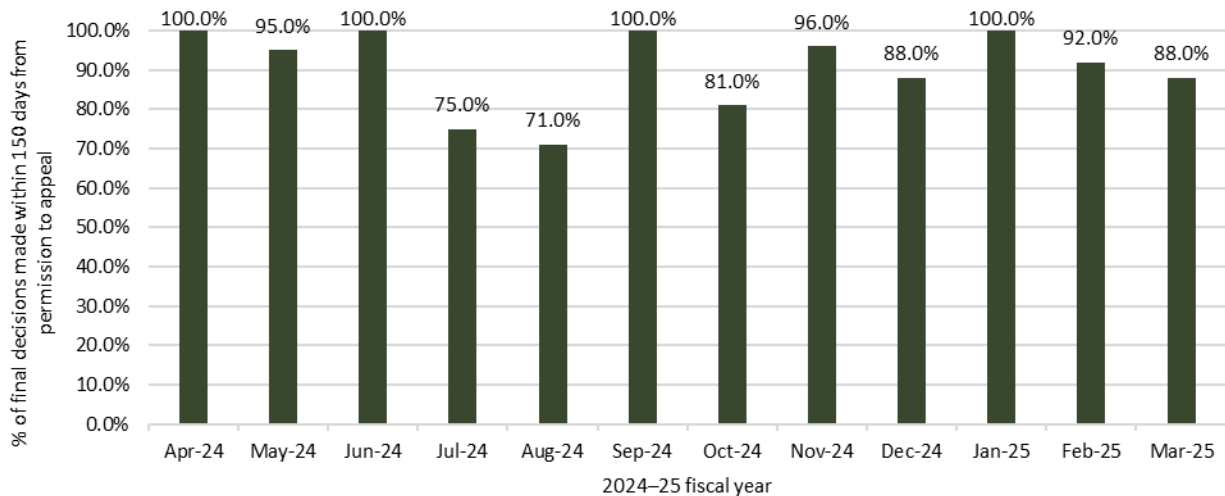
Chart 13: 2024–25 adherence to the 45-day service standard for leave to appeal decisions at the Appeal Division, EI section (excluding groups)



For more information on leave to appeal decisions within 45 days of filing, consult [Annex 4.6.2f](#).

- **Final decisions are made within 150 days from the date that permission to appeal was given, 80% of the time**
 - For 2024–25, the SST met this goal 90.2% of the time (up from 81.1% in 2023–24), with an average processing time of 91.6 days (down from 113.3 days in 2023–24).

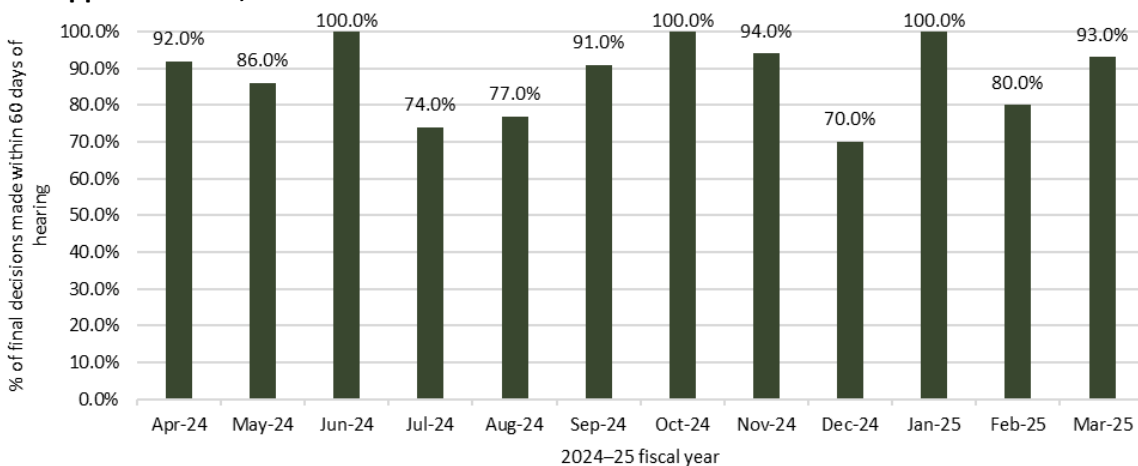
Chart 14: 2024–25 adherence to the 150-day service standard for final decisions following permission to appeal at the Appeal Division, EI section (excluding groups)



For more information on final decisions within 150 days of permission to appeal, consult [Annex 4.6.2g](#).

- **Final decisions are sent within 60 days of the hearing, 80% of the time**
 - For 2024–25, the SST met this goal 88.5% of the time, with an average processing time of 29.6 days. The SST introduced this service standard in April 2024.

Chart 15: 2024–25 adherence to the 60-day service standard for final decisions following hearing at the Appeal Division, EI section



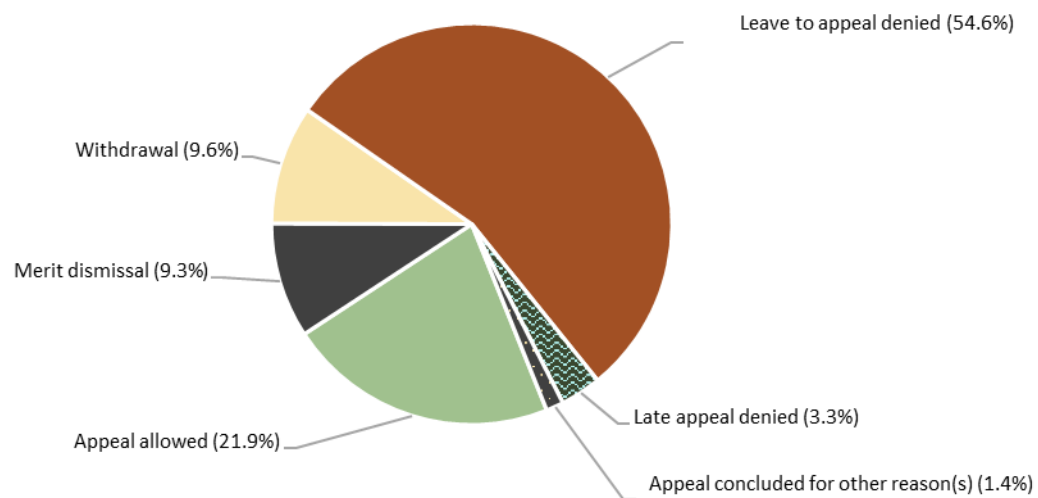
Alternative dispute resolution at the Appeal Division

The Appeal Division may bring the parties together for alternative dispute resolution (ADR) when there is a reasonable expectation that the appeal can be resolved informally, without a hearing. For 2024–25, 5.6% (39) of concluded Appeal Division EI cases went through the ADR process. Of these cases, 61.5% (24) were resolved by ADR.

Outcomes at the Appeal Division

In 2024–25, at the Appeal Division, EI section, 17.6% of EI cases were allowed, 4.2% were agreements between parties accepted, 9.3% were dismissed, 9.6% were withdrawn, 54.6% were denied permission to appeal, 3.3% were denied late appeals, and 1.4% were concluded for other reasons.

Chart 16: 2024–25 outcomes of Appeal Division, EI section



Note:

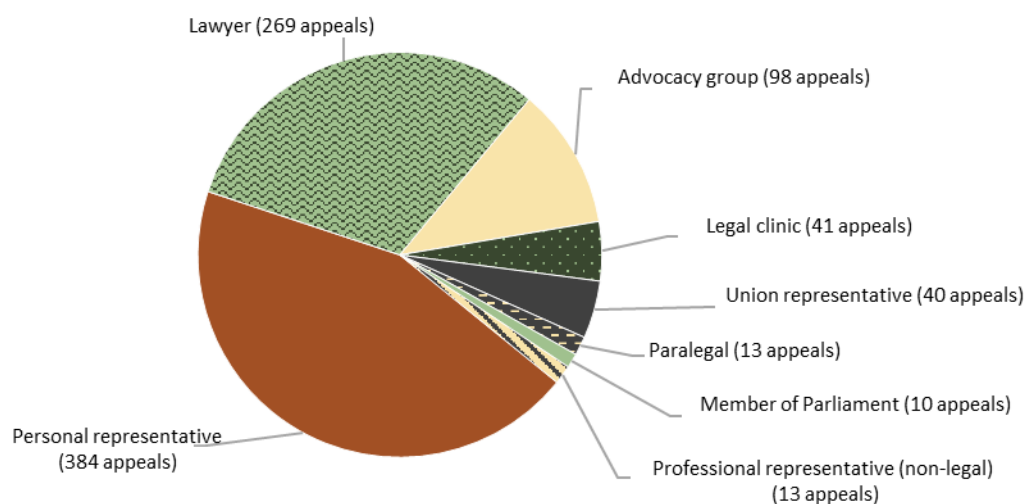
Merit dismissal – decision unfavourable to the appellant
Leave to appeal denied – the Appeal Division denies permission to appeal
Appeal allowed – decision is in the appellant's favour
Withdrawal – appellant withdraws the appeal
Late appeal denied – the Appeal Division refuses the appeal filed beyond the 30-day deadline
Appeal concluded for other reason(s) – administrative closure

Representation at the SST

At each level of appeal, appellants can choose either to represent themselves or to have a representative assist them during the appeal process. A representative can be a friend, a family member, a lawyer, or another professional. The SST has compiled a list of organizations that can help free of charge across Canada to assist appellants.

Appeals with representation include files with any type of representative. Of EI files that were concluded in 2024–25, 17.3% (868 of 5,004) of appeals had a representative at the time of closing.

Chart 17: 2023–24 distribution of appellant representation types, as identified by the representatives



Keeping the SST accountable

The SST is responsible for handling appeals in a way that is simple, quick, and fair. It does so with the help of its stakeholders who have a good understanding of the issues that can affect a decision for the parties involved in an appeal. 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 2024–25, fall and spring stakeholder consultations were held for the Employment Insurance Appeals Consultative Committee to discuss changes in policy and organizational updates.

4.7 Conclusion

Building on lessons learned from previous years, Service Canada continues to refine the administration of the EI program to better serve the needs of Canadian workers. In 2024–25, improvements in call centre responsiveness, cross-functional staffing, and the integration of technologies like Robotics Process Automation and AI have streamlined operations and elevated service delivery standards. Focused outreach efforts to underserved populations and a steadfast commitment to accessibility have further strengthened the program's responsiveness.

Looking ahead, Service Canada remains dedicated to ensuring timely service delivery, maintaining accuracy, and upholding the integrity of the EI program. These ongoing initiatives will ensure that the EI program remains robust, adaptable, and equipped to meet the evolving needs of Canadians in the future.



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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	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. 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.
Employment	Employed persons are those who, during the Statistics Canada's Labour Force Survey reference week: 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 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).
Unemployment	Unemployed persons are those who, during the Statistics Canada's Labour Force Survey reference week: a) were without work but had looked for work in the past 4 weeks (ending with the reference week) and were available for work; 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 c) were without work but had a job to start within 4 weeks from the reference week and were available for work.
Participation rate	The participation rate is defined as the labour force expressed as a percentage of the population 15 years of age and over. The participation rate for a particular group (province, gender, age, etc.) is the labour force of that group expressed as a percentage of the population 15 years of age and over for that group.
Employment rate	The employment rate is defined as the number of employed persons expressed as a percentage of the population 15 years of age and over. 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.
Unemployment rate	The unemployment rate is defined as the number of unemployed persons expressed as a percentage of the labour force. 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.
Job vacancies	A job is vacant if it meets the following conditions: a) it is vacant on the reference date (first day of the month) or will become vacant during the month; b) there are tasks to be carried out during the month for the job in question; and c) the employer is actively recruiting outside the organization to fill the job. 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.
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, 2025. Statistics Canada. Statistics Canada, "Guide to the Job Vacancy and Wage Survey", Catalogue no. 75-514-G, Ottawa: Statistics Canada, 2024.

Annex 1.2: Key labour market statistics

Annex 1.2.1: Key labour market statistics¹

Labour market characteristics (levels in thousands)				
Statistics	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Population ²	31,988.7	32,945.2	34,073.4	+3.4
Labour force	20,973.3	21,660.1	22,279.2	+2.9
Employment	19,906.2	20,451.0	20,818.8	+1.8
Unemployment	1,067.1	1,209.1	1,460.4	+20.8
Labour market characteristics (rates in %)				
Statistics	2022-23	2023-24	2024-25	Change (% points) 2023-24 to 2024-25
Unemployment rate	5.1	5.6	6.6	+1.0
Participation rate	65.6	65.8 ^R	65.4	-0.4
Employment rate	64.8 ^R	62.1	61.1	-1.0

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)

Annex 1.3.1: Employment by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency (levels in thousands)

Characteristics ¹	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Province or territory				
Newfoundland and Labrador	236.3	240.8	244.1	+1.4
Prince Edward Island	84.6	90.9	93.0	+2.4
Nova Scotia	497.0	510.6	521.9	+2.2
New Brunswick	380.2	390.8	401.5	+2.7
Quebec	4,431.9	4,535.6	4,585.4	+1.1
Ontario	7,829.9	8,044.0	8,185.8	+1.8
Manitoba	690.7	710.9	728.0	+2.4
Saskatchewan	580.1	590.4	605.1	+2.5
Alberta	2,381.2	2,466.8	2,531.6	+2.6
British Columbia	2,794.3	2,870.3	2,922.3	+1.8
Yukon ²	23.9	25.2	26.8	+6.3
Northwest Territories ²	24.2	23.5	23.1	-1.5
Nunavut ²	14.3	14.0	14.3	+2.2
Gender				
Men	10,447.2	10,774.7	10,986.9	+2.0
Women	9,459.0	9,676.3	9,831.9	+1.6
Age category				
15 to 24 years	2,633.9	2,664.0	2,693.0	+1.1
25 to 54 years	13,010.0	13,423.7	13,779.0	+2.6
55 years and older	4,262.3	4,363.3	4,346.8	-0.4
Educational attainment				
Less than high school ³	1,476.4	1,450.0	1,393.5	-3.9
High school diploma ⁴	4,540.8	4,572.8	4,524.3	-1.1
Post-secondary certificate or diploma ⁵	6,932.2	7,121.2	7,087.1	-0.5
University degree ⁶	6,954.6	7,302.1	7,822.9	+7.1
Industry				
Goods-producing industries	4,126.7	4,195.7	4,207.2	+0.3
Agriculture	264.0	249.8	232.4	-7.0
Forestry, fishing, mining, quarrying, and oil and gas extraction	327.4	336.7	351.1	+4.3
Utilities	154.1	159.1	151.4	-4.9
Construction	1,574.9	1,602.1	1,616.8	+0.9
Manufacturing	1,806.4	1,848.0	1,855.5	+0.4
Services-producing industries	15,779.5	16,255.3	16,611.6	+2.2
Wholesale and retail trade	2,982.2	2,987.2	2,942.5	-1.5
Transportation and warehousing	988.2	1,061.5	1,081.8	+1.9
Finance, insurance, real estate, rental and leasing	1,371.1	1,389.1	1,436.9	+3.4
Professional, scientific and technical services	1,844.8	1,916.3	1,986.6	+3.7
Business, building and other support services ⁷	695.9	691.3	715.0	+3.4
Educational services	1,484.6	1,533.3	1,576.9	+2.8
Health care and social assistance	2,633.4	2,721.7	2,847.6	+4.6
Information, culture and recreation ⁸	820.6	846.2	846.6	+0.0
Accommodation and food services	1,075.4	1,129.0	1,154.0	+2.2
Other services (except public administration)	722.9	781.9	792.7	+1.4
Public administration	1,160.4	1,197.8	1,230.9	+2.8
Employment type				
Full-time employment ⁹	16,327.0	16,784.2	17,039.2	+1.5
Part-time employment ¹⁰	3,579.2	3,666.8	3,779.6	+3.1
Class of worker				
Employees	17,266.5	17,791.8	18,132.5	+1.9
Public sector employees	4,233.4	4,347.6	4,488.3	+3.2
Private sector employees	13,033.1	13,444.3	13,644.3	+1.5

Self-employed	2,637.4	2,654.3	2,695.5	+1.6
Job permanency				
Employees	17,266.5	17,791.8	18,132.5	+1.9
Permanent employees ¹¹	15,237.6	15,751.5	16,080.2	+2.1
Temporary employees ¹²	2,028.9	2,040.3	2,052.3	+0.6
Canada	19,906.2	20,451.0	20,789.9	+1.7

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) also excludes territorial data.

² Figures for the territories are calculated based on 3-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes 0 to 8 years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

⁷ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁸ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁹ Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.

¹⁰ Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job.

¹¹ A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.

¹² A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs, including work done through a temporary help agency; casual jobs; and other temporary work.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0355-01, seasonally adjusted (for data by industry); 14-10-0026-01, unadjusted (for data by class of workers); 14-10-0071-01, unadjusted (for data by job permanency); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.4: Unemployment by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration (levels in thousands)

Annex 1.4.1: Unemployment by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration (levels in thousands)

Characteristics ¹	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Province or territory				
Newfoundland and Labrador	27.6	26.0	27.5	+6.0
Prince Edward Island	6.8	7.2	8.0	+10.8
Nova Scotia	34.7	36.1	35.6	-1.3
New Brunswick	28.0	28.7	30.2	+5.4
Quebec	203.2	217.4	268.4	+23.5
Ontario	465.6	508.3	635.5	+25.0
Manitoba	34.3	36.7	44.7	+21.8
Saskatchewan	28.4	30.3	35.5	+16.9
Alberta	147.5	156.4	196.7	+25.8
British Columbia	146.8	162.1	178.3	+10.0
Yukon ²	1.0	1.0	1.3	+29.1
Northwest Territories ²	1.4	1.5	1.3	-11.2
Nunavut ²	2.1	2.0	1.3	-36.5
Gender				
Men	578.3	657.5	812.1	+23.5
Women	488.8	551.6	648.3	+17.5
Age category				
15 to 24 years	286.1	334.2	420.7	+25.9
25 to 54 years	575.8	667.5	806.9	+20.9
55 years and older	205.2	207.4	232.9	+12.3
Educational attainment				
Less than high school ³	175.0	195.5	221.8	+13.5
High school diploma ⁴	319.5	353.3 ^R	427.1	+20.9
Post-secondary certificate or diploma ⁵	299.9	331.8	382.4	+15.2
University degree ⁶	273.7	331.7	423.8	+27.7
Industry⁷				
Goods-producing industries	170.9	192.3	208.2	+8.3
Agriculture	10.5	8.3	12.4	+49.8
Forestry, fishing, mining, quarrying, and oil and gas extraction	20.7	25.9	21.1	-18.7
Utilities	3.0	2.1	2.7	+29.2
Construction	79.8	90.1	99.4	+10.4
Manufacturing	57.4	66.3	73.0	+10.0
Services-producing industries	455.9	557.1	629.2	+12.9
Wholesale and retail trade	100.4	115.4	128.7	+11.5
Transportation and warehousing	26.5	36.0	40.8	+13.4
Finance, insurance, real estate, rental and leasing	20.1	27.8	32.0	+14.8
Professional, scientific and technical services	42.7	63.7	75.3	+18.1
Business, building and other support services ⁸	37.1	46.2	49.2	+6.6
Educational services	53.0	50.3	59.9	+18.9
Health care and social assistance	42.2	48.2	49.3	+2.3
Information, culture and recreation ⁹	42.1	54.1	65.9	+21.9
Accommodation and food services	55.7	71.0	75.1	+5.8
Other services (except public administration)	17.8	26.3	31.3	+18.9
Public administration	18.4	18.1	22.0	+21.3
Unclassified industries¹⁰	441.3	462.9	617.6	+33.4
Reasons for unemployment				
People who have left their job	208.1	228.5	243.5	+6.6
People who have lost their job	418.7	520.9	593.9	+14.0
People who have not worked in the last year or who have never worked	441.3	292.8	379.7	+29.7

Duration of unemployment¹¹				
1 to 4 weeks	393.3	423.5	446.7	+5.5
5 to 13 weeks	290.4	341.4	400.0	+17.2
14 to 26 weeks	151.1	195.7	255.6	+30.6
27 weeks or more	173.0	191.7	299.7	+56.4
52 weeks or more	101.8	96.5	159.3	+65.0
Duration unknown ¹²	59.2	56.9 ^R	58.3	+2.5
Canada	1,067.1	1,209.1	1,460.4	+20.8

Note: Monthly data that are confidential under *the Statistics Act* are excluded from the calculation of the fiscal year average.

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, reason for unemployment and duration of unemployment) also excludes territorial data.

² Figures for the territories are calculated based on 3-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes 0 to 8 years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

⁷ Information is provided for the last job held, providing the person worked within the previous 12 months.

⁸ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁹ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

¹⁰ People who last worked more than 1 year ago or who have never worked before are not classified as belonging to any industry.

¹¹ Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

¹² Duration of unemployment is not reported for unemployed people who reported having a job to start in the next 4 weeks under the Labour Force Survey.

^R Revised data.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, seasonally adjusted (for data by industry); 14-10-0342-01, seasonally adjusted (for data by duration of unemployment); 14-10-0125-01, unadjusted (for data by reason for unemployment); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender and age); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.5: Unemployment rate by province or territory, gender, age, educational attainment, and industry (%)

Annex 1.5.1: Unemployment rate by province or territory, gender, age, educational attainment, and industry (%)

Characteristics ¹	2022-23	2023-24	2024-25	Change (% points) 2023-24 to 2024-25
Province or territory				
Newfoundland and Labrador	10.5	9.7	10.1	+0.4
Prince Edward Island	7.1	7.4	7.9	+0.6
Nova Scotia	6.3	6.6	6.4	-0.2
New Brunswick	6.9	6.8	7.0	+0.2
Quebec	4.2	4.6	5.5	+1.0
Ontario	5.3	5.9	7.2	+1.3
Manitoba	4.5	4.9	5.8	+0.9
Saskatchewan	4.5	4.9	5.5	+0.6
Alberta	5.6	6.0	7.2	+1.2
British Columbia	4.6	5.3	5.7	+0.4
Yukon ²	4.1	3.7	4.5	+0.8
Northwest Territories ²	5.4	6.0	5.4	-0.6
Nunavut ²	12.8	12.7	8.3	-4.4
Gender				
Men	5.2	5.8	6.9	+1.1
Women	4.9	5.4	6.2	+0.8
Age category				
15 to 24 years	9.8	11.1	13.5	+2.4
25 to 54 years	4.2	4.7	5.5	+0.8
55 years and older	4.6	4.5	5.1	+0.5
Educational attainment				
Less than high school ³	10.6	11.9	13.7	+1.9
High school diploma ⁴	6.6	7.2	8.6	+1.5
Post-secondary certificate or diploma ⁵	4.1	4.5	5.1	+0.7
University degree ⁶	3.8	4.3	4.7	+0.8
Industry				
Goods-producing industries				
Agriculture	3.8	3.2	5.1	+1.9
Forestry, fishing, mining, quarrying, and oil and gas extraction	6.0	7.2	5.6	-1.5
Utilities	1.9	1.3	1.8	+0.5
Construction	4.8	5.3	5.8	+0.5
Manufacturing	3.1	3.5	3.8	+0.3
Services-producing industries				
Wholesale and retail trade	3.3	3.7	4.2	+0.5
Transportation and warehousing	2.6	3.3	3.6	+0.3
Finance, insurance, real estate, rental and leasing	1.4	2.0	2.2	+0.2
Professional, scientific and technical services	2.3	3.2	3.6	+0.4
Business, building and other support services ⁷	5.1	6.3	6.4	+0.2
Educational services	3.4	3.2	3.7	+0.5
Health care and social assistance	1.6	1.7	1.7	0.0
Information, culture and recreation ⁸	4.9	6.0	7.2	+1.2
Accommodation and food services	4.9	5.9	6.1	+0.2
Other services (except public administration)	2.4	3.3	3.8	+0.5
Public administration	1.6	1.5	1.8	+0.3
Canada	5.3	5.6	6.6	+1.0

Note: Monthly data that are confidential under the *Statistics Act* are excluded from the calculation of the annual average.

¹ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment and industry) also excludes territorial data.

² Figures for the territories are calculated based on 3-month moving averages using seasonally adjusted monthly data produced by Statistics Canada.

³ Includes 0 to 8 years of education and some high school.

⁴ Includes high school graduates and some post-secondary education (not completed).

⁵ Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

⁶ Includes at least a university bachelor's degree.

⁷ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁸ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

^R Revised data.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01, unadjusted (for data by educational attainment); 14-10-0022-01, unadjusted (for data by industry); 14-10-0287-01, seasonally adjusted (for data specific to provinces, by gender, age and employment type); and 14-10-0292-01, seasonally adjusted (for data specific to territories).

Annex 1.6: Average duration of unemployment (weeks) by province, gender and age

Annex 1.6.1: Average duration of unemployment (weeks)^{1,2} by province, gender and age

Characteristics ³	2022-23 ^R	2023-24 ^R	2024-25	Change (%) 2023-24 to 2024-25
Province				
Newfoundland and Labrador	18.8 ^R	17.7 ^R	19.7	+11.3
Prince Edward Island	19.8 ^R	14.1 ^R	14.1	-0.1
Nova Scotia	20.1 ^R	19.8 ^R	18.2	-8.2
New Brunswick	17.1 ^R	15.4 ^R	16.7	+8.4
Quebec	17.8 ^R	14.5 ^R	16.6	+14.6
Ontario	18.9 ^R	18.2 ^R	21.9	+20.0
Manitoba	18.3 ^R	19.0 ^R	19.1	+0.4
Saskatchewan	20.0 ^R	16.5 ^R	24.2	+46.4
Alberta	20.5 ^R	20.5 ^R	21.6	+5.4
British Columbia	17.0 ^R	17.7 ^R	18.9	+7.3
Gender				
Men	19.3 ^R	17.9 ^R	21.0	+17.4
Women	17.7 ^R	17.3 ^R	19.4	+12.2
Age category				
15 to 24 years old	10.0 ^R	11.6	14.8	+27.8
25 to 54 years old	19.6 ^R	18.5 ^R	21.5	+16.5
55 years old and over	27.8 ^R	24.6 ^R	25.9	+5.2
Canada	18.5^R	17.5^R	20.3	+15.9

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

Annex 1.7.1: Job vacancies by province or territory, industry, job type, job permanency and vacancy duration

Characteristics	Last 2 quarters of 2022-23 ^R	Last 2 quarters of 2023-24 ^R	Last 2 quarters of 2024-25	Change (%) Last 2 quarters of 2023-24 to 2024-25
Province or territory				
Newfoundland and Labrador	6,858 ^R	6,488 ^R	5,193	-19.6
Prince Edward Island	3,458 ^R	2,451 ^R	2,281	-6.9
Nova Scotia	20,321 ^R	15,345 ^R	13,806	-10.0
New Brunswick	13,691 ^R	11,143 ^R	9,122	-18.1
Quebec	208,743 ^R	151,403 ^R	122,872	-18.8
Ontario	308,886 ^R	224,883 ^R	181,338	-19.4
Manitoba	26,886 ^R	23,361 ^R	19,961	-14.6
Saskatchewan	24,724 ^R	21,472 ^R	17,191	-19.9
Alberta	95,663 ^R	80,484 ^R	66,175	-17.8
British Columbia	134,343 ^R	109,004 ^R	89,217	-18.2
Yukon	1,393 ^R	1,025 ^R	748	-27.0
Northwest Territories	1,481 ^R	1,251 ^R	954	-23.7
Nunavut	605 ^R	665 ^R	629	-5.5
Industry				
Goods-producing industries	163,788^R	116,855^R	93,520	-20.0
Agriculture, forestry, fishing and hunting	12,450 ^R	9,720 ^R	8,468	-12.9
Mining and quarrying, and oil and gas extraction	8,690 ^R	6,558 ^R	5,183	-21.0
Utilities	2,955 ^R	3,060 ^R	2,390	-21.9
Construction	71,815 ^R	54,900 ^R	41,755	-23.9
Manufacturing	67,878 ^R	42,618 ^R	35,725	-16.2
Services-producing industries	689,538^R	539,183^R	441,163	-18.2
Wholesale and retail trade	125,128 ^R	86,918 ^R	69,428	-20.1
Transportation and warehousing	44,098 ^R	37,705 ^R	27,233	-27.8
Finance, insurance, real estate, rental and leasing	45,023 ^R	30,223 ^R	26,425	-12.6
Professional, scientific and technical services	54,585 ^R	42,668 ^R	37,525	-12.1
Business, building and other support services ¹	52,890 ^R	39,558 ^R	29,958	-24.3
Educational services	25,018 ^R	23,680 ^R	20,303	-14.3
Health care and social assistance	145,730 ^R	136,358 ^R	115,005	-15.7
Information, culture and recreation ²	29,883 ^R	19,133 ^R	15,415	-19.4
Accommodation and food services	114,968 ^R	77,580 ^R	61,198	-21.1
Other services (except public administration)	36,913 ^R	30,790 ^R	24,598	-20.1
Public administration	15,305 ^R	14,573 ^R	14,078	-3.4
Job vacancy type				
Full-time positions ³	635,843 ^R	486,978 ^R	403,123	-17.2
Part-time positions ⁴	217,480 ^R	169,058 ^R	131,570	-22.2
Job permanency				
Permanent positions ⁵	714,363 ^R	533,348 ^R	438,298	-17.8
Temporary positions ⁶	138,960 ^R	122,688 ^R	96,393	-21.4
Job vacancy duration				
Less than 15 days	141,573 ^R	136,313 ^R	116,833	-14.3
15 to 29 days	132,510 ^R	103,933 ^R	91,900	-11.6
30 to 59 days	140,808 ^R	106,285 ^R	86,845	-18.3
60 to 89 days	90,070 ^R	57,393 ^R	47,483	-17.3
90 days or more	818,608 ^R	624,060 ^R	503,870	-19.3
Canada	847,178^R	648,948^R	529,523	-18.4

¹ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ A full-time vacant position consists of position which requires 30 or more hours of work per week.

⁴ A part-time vacant position consists of position which requires less than 30 hours of work per week.

⁵ A permanent position consists of a position which is expected to last as long as the employee wants it, given that business conditions permit. That is, there is no pre-determined termination date.

⁶ A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

⁷ A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

^R Revised data.

Sources: Statistics Canada, Job vacancies, payroll employees, and job vacancy rate, Table 14-10-0432-01, seasonally adjusted (for data by province or territory); 14-10-0400-01, seasonally adjusted (for data by industry); 14-10-0399-01, seasonally adjusted (for data by job vacancy occupation, type of work and position); and 14-10-0443-01, unadjusted (for data by job vacancy duration).

Annex 1.8: Job vacancy rates by province or territory and industry (%)

Annex 1.8.1: Job vacancy rates by province or territory and industry (%)

Characteristics	Last 2 quarters of 2022-23 ^R	Last 2 quarters of 2023-24 ^R	Last 2 quarters of 2024-25	Change (% points) Last 2 quarters of 2023-24 to 2024-25
Province or territory				
Newfoundland and Labrador	3.4 ^R	2.8 ^R	2.4	-0.5
Prince Edward Island	4.7 ^R	3.2 ^R	2.7	-1.5
Nova Scotia	4.2 ^R	3.3	3.0	-0.9
New Brunswick	4.1 ^R	3.1 ^R	2.6	-1.0
Quebec	4.9 ^R	3.5 ^R	2.9	-1.4
Ontario	4.1 ^R	3.0 ^R	2.6	-1.1
Manitoba	4.2 ^R	3.5 ^R	3.0	-0.7
Saskatchewan	4.8 ^R	3.9 ^R	3.2	-0.9
Alberta	4.4 ^R	3.5 ^R	3.0	-0.9
British Columbia	5.0 ^R	4.0 ^R	3.3	-0.9
Yukon	6.1 ^R	4.9 ^R	3.8	-1.2
Northwest Territories	5.8 ^R	5.9 ^R	3.7	+0.2
Nunavut	3.8 ^R	3.8 ^R	3.8	0.0
Industry				
Goods-producing industries	4.2	3.2	2.6	-0.6
Agriculture, forestry, fishing and hunting	4.9 ^R	3.9	3.4	-0.5
Mining and quarrying, and oil and gas extraction	4.0	3.0	2.4	-0.7
Utilities	2.2 ^R	2.2	1.8	-0.5
Construction	5.9	4.5	3.4	-1.1
Manufacturing	4.2	2.7	2.3	-0.4
Services-producing industries	4.6^R	3.6^R	2.9	-0.7
Wholesale and retail trade	4.2	3.0	2.4	-0.6
Transportation and warehousing	5.1	4.3	3.1	-1.2
Finance, insurance, real estate, rental and leasing	3.9	2.6	2.3	-0.3
Professional, scientific and technical services	4.4	3.4	3.0	-0.4
Business, building and other support services ¹	5.2 ^R	4.0	3.1	-0.9
Educational services	1.8	1.7	1.4	-0.3
Health care and social assistance	6.1	5.5 ^R	4.5	-1.0
Information, culture and recreation ²	2.6	1.6	1.3	-0.3
Accommodation and food services	8.2 ^R	5.6 ^R	4.5	-1.1
Other services (except public administration)	6.3 ^R	5.1 ^R	4.1	-1.0
Public administration	2.8	2.5	2.4	-0.1
Canada	4.4	3.4^R	2.9	-0.5

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.

^R Revised data.

Source: Statistics Canada, Job vacancies, payroll employees, and job vacancy rate, Tables 14-10-0432-01, seasonally adjusted (for data by province or territory); and 14-10-0400-01, seasonally adjusted (for data by industry).

Annex 1.9: Average hourly wage rate by province, gender, age and industry (current dollars)

Annex 1.9.1: Average hourly wage rate^{1,2,3} by province, gender, age and industry (current dollars)

Characteristics	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Province				
Newfoundland and Labrador	32.4	34.0	35.5	+4.5
Prince Edward Island	29.8	31.4	32.8	+4.6
Nova Scotia	27.2	28.2	29.7	+5.4
New Brunswick	27.8	29.3	31.3	+6.8
Quebec	27.7	29.2	30.5	+4.6
Ontario	31.4	32.7	34.1	+4.4
Manitoba	33.4	35.1	36.8	+4.8
Saskatchewan	28.5	29.6	30.8	+4.1
Alberta	30.7	31.8	32.9	+3.3
British Columbia	33.9	35.3	36.6	+3.7
Gender				
Men	34.6	36.2	37.9	+4.5
Women	30.0	31.6	33.0	+4.4
Age category				
15 to 24 years	19.4	20.3	21.5	+5.4
25 to 54 years	35.0	36.7	38.1	+3.9
55 years and older	33.4	35.0	37.0	+5.7
Industry				
Goods-producing industries	33.9	35.9	37.3	+3.9
Agriculture	22.0	23.9	25.7	+7.4
Forestry, fishing, mining, quarrying, and oil and gas extraction	45.0	47.4	50.9	+7.4
Utilities	48.3	49.8	54.3	+9.1
Construction	34.2	35.9	36.9	+2.7
Manufacturing	31.5	33.5	34.5	+3.0
Services-producing industries	32.0	33.5	35.1	+4.7
Wholesale and retail trade	25.0	26.3	27.2	+3.4
Transportation and warehousing	30.8	32.4	33.8	+4.2
Finance, insurance, real estate, rental and leasing	39.3	41.5	43.0	+3.6
Professional, scientific and technical services	42.5	44.9	47.8	+6.5
Business, building and other support services ⁴	25.2	26.2	27.4	+4.8
Educational services	37.9	39.0	40.8	+4.6
Health care and social assistance	31.0	32.4	33.8	+4.3
Information, culture and recreation ⁵	31.1	31.4	33.0	+5.1
Accommodation and food services	18.9	20.0	20.7	+3.3
Other services (except public administration)	27.7	29.2	30.7	+5.0
Public administration	41.1	43.1	45.1	+4.5
Canada	32.4	34.0	35.5	+4.5

¹ Hourly wage rate includes wage/salary before taxes and other deductions, and includes tips, commissions and bonuses for the main job.

² Annual average hourly wage rate is calculated as the average of the monthly data.

³ Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by industry, gender and age) also excludes territorial data.

⁴ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁵ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0063-01, unadjusted data.



ANNEX 2

Employment Insurance benefits data tables

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Annex 2.1: Employment Insurance benefits – Concepts and definitions

Chapter 2 and Annex 2 provide information on the numbers of new EI claims established, the average actual duration, the average weekly benefit rate, the amount paid in EI benefits, EI claimant categories (long-tenured workers, occasional claimants, frequent claimants), seasonal regular claimants and claim status (active, open, completed, terminated, dormant and combined). These concepts are defined below.

Concept	Definition
New claims established	New claims established refer to new EI 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 EI claimant. To avoid double counting, each claim established is counted only once. Thus, a claim that was established, for example, in November 2024 (in 2024-25) and for which benefits paid to an EI claimant began in December 2024 (in 2024-25) and ended in June 2025 (in 2025-26) is included in the 2024-25 statistics, but is not counted in the 2025-26 statistics. 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. It should be noted that the number of new claims established during a fiscal year does not necessarily correspond to the number of new EI claimants because a claimant can have more than one EI claim established annually. 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.
Average actual duration	The average actual duration of EI 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 EI claimant. 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). Average actual duration for claims for EI fishing benefits is calculated using claims established during the reference period rather than claims completed during the reference period. The average actual duration is a different concept than the average maximum entitlement: the latter is the maximum number of weeks during which benefits may be paid (under sections 12 and 152.14 of the <i>Employment Insurance Act</i>, and Section 8 of the <i>Employment Insurance (Fishing) Regulations</i>), while the former is the number of weeks for which benefits are actually paid.
Average weekly benefit rate	The average weekly benefit rate, or level of EI benefits, refers to the rate of weekly benefits payable on average for an EI claim. The average weekly benefit rate is calculated by dividing the sum of the entitled weekly benefit rate of each claim by the number of claims that were established. The Family Supplement is always included in the calculation of the average weekly benefit rate, unless otherwise specified. 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 2 relating to the Working While on Claim provision).
Amount paid	The amount paid refers to the sum of benefit payments that claimants who have established an EI claim have received. In other words, it is the value of EI benefits that were paid to EI claimants. The Family Supplement is always included in the amount paid. 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 EI claimant who, for example, had a claim established in November 2024 (in 2024-25) and received payment starting in December 2024 (in 2024-25) and ending in June 2025 (in 2025-26) are included in the fiscal year statistics for 2024-25 and 2025-26. If this claimant received \$400 per week for 17 weeks between December 2024 and March 2025, and \$400 per week for 12 weeks between April and June 2025, an amount of

	\$6,800 will be allocated to 2024-25 and \$4,800 will be allocated to 2025-26.
Long-tenured workers	Long-tenured workers are 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.
Frequent claimants	Frequent claimants are EI claimants who have had 3 or more EI regular or fishing claims and have collected benefits for a total of more than 60 weeks in the past 5 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 3 regular or fishing claims in the 5 years preceding the reference year, with at least 2 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 period of the year if it was established between 8 weeks before and 8 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 can still receive EI benefits.
Completed claims	Completed claims refer to claims that are terminated and those that are dormant.
Terminated claims	Terminated claims are those that have ended and for which claimants are no longer eligible to receive EI benefits. The main reasons associated with the termination of claims are either that all weeks of benefits the claimant was entitled to have been paid or that the claim reached the last week of the benefit period, which is the last week for which EI 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	A combined or mixed claim refers to an EI claim for which the claimant receives more than one type of benefit during the claimant's benefit period. The 9 types of benefits available under the EI program as stipulated in Chapter 2 and Annex 2 are: regular benefits, fishing benefits, maternity benefits, parental benefits, sickness benefits, compassionate care benefits, family caregiver benefits for adults, family caregiver benefits for children and Work-Sharing benefits. Regular and fishing benefits can never be combined in the same claim.

	A claim for which a claimant receives both regular benefits and maternity benefits during its benefit period is treated as 2 separate claims in cases where information on regular benefits or maternity benefits is reported separately (as in the case of Annexes 2.5 and 2.14, which report data on the 2 types of benefits separately; in this example, each of the 2 annexes would add one claim to its totals). Conversely, if aggregated information is presented, the claim is considered a single claim (as in the case of Annex 2.3, which presents data on all EI benefits).

Annex 2.2: Employment Insurance maximum number of benefit weeks entitlement – 2024-25

Annex 2.2.1: Employment Insurance maximum numbers of benefit weeks entitlement – 2024-25

Number of hours of insurable employment in qualifying period	Regional rate of unemployment											
	6% and under	More than 6% but not more than 7%	More than 7% but not more than 8%	More than 8% but not more than 9%	More than 9% but not more than 10%	More than 10% but not more than 11%	More than 11% but not more than 12%	More than 12% but not more than 13%	More than 13% but not more than 14%	More than 14% but not more than 15%	More than 15% but not more than 16%	More than 16%
420-454	0	0	0	0	0	0	0	0	26	28	30	32
455-489	0	0	0	0	0	0	0	24	26	28	30	32
490-524	0	0	0	0	0	0	23	25	27	29	31	33
525-559	0	0	0	0	0	21	23	25	27	29	31	33
560-594	0	0	0	0	20	22	24	26	28	30	32	34
595-629	0	0	0	18	20	22	24	26	28	30	32	34
630-664	0	0	17	19	21	23	25	27	29	31	33	35
665-699	0	15	17	19	21	23	25	27	29	31	33	35
700-734	14	16	18	20	22	24	26	28	30	32	34	36
735-769	14	16	18	20	22	24	26	28	30	32	34	36
770-804	15	17	19	21	23	25	27	29	31	33	35	37
805-839	15	17	19	21	23	25	27	29	31	33	35	37
840-874	16	18	20	22	24	26	28	30	32	34	36	38
875-909	16	18	20	22	24	26	28	30	32	34	36	38
910-944	17	19	21	23	25	27	29	31	33	35	37	39
945-979	17	19	21	23	25	27	29	31	33	35	37	39
980-1,014	18	20	22	24	26	28	30	32	34	36	38	40
1,015-1,049	18	20	22	24	26	28	30	32	34	36	38	40
1,050-1,084	19	21	23	25	27	29	31	33	35	37	39	41
1,085-1,119	19	21	23	25	27	29	31	33	35	37	39	41
1,120-1,154	20	22	24	26	28	30	32	34	36	38	40	42
1,155-1,189	20	22	24	26	28	30	32	34	36	38	40	42
1,190-1,224	21	23	25	27	29	31	33	35	37	39	41	43
1,225-1,259	21	23	25	27	29	31	33	35	37	39	41	43
1,260-1,294	22	24	26	28	30	32	34	36	38	40	42	44
1,295-1,329	22	24	26	28	30	32	34	36	38	40	42	44
1,330-1,364	23	25	27	29	31	33	35	37	39	41	43	45
1,365-1,399	23	25	27	29	31	33	35	37	39	41	43	45
1,400-1,434	24	26	28	30	32	34	36	38	40	42	44	45
1,435-1,469	25	27	29	31	33	35	37	39	41	43	45	45
1,470-1,504	26	28	30	32	34	36	38	40	42	44	45	45
1,505-1,539	27	29	31	33	35	37	39	41	43	45	45	45
1,540-1,574	28	30	32	34	36	38	40	42	44	45	45	45
1,575-1,609	29	31	33	35	37	39	41	43	45	45	45	45
1,610-1,644	30	32	34	36	38	40	42	44	45	45	45	45
1,645-1,679	31	33	35	37	39	41	43	45	45	45	45	45
1,680-1,714	32	34	36	38	40	42	44	45	45	45	45	45
1,715-1,749	33	35	37	39	41	43	45	45	45	45	45	45
1,750-1,784	34	36	38	40	42	44	45	45	45	45	45	45
1,785-1,819	35	37	39	41	43	45	45	45	45	45	45	45
1,820+	36	38	40	42	44	45	45	45	45	45	45	45

Source: Employment Insurance Act, Schedule I.

Annex 2.3: Employment Insurance benefits

Annex 2.3.1: Employment Insurance benefits: New claims established

Province or territory	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	100,110	85,720	82,880	79,013	78,706	-0.4
Prince Edward Island	25,190	24,040	22,730	22,757	22,595	-0.7
Nova Scotia	103,060	91,660	78,430	77,989	77,040	-1.2
New Brunswick	110,670	97,090	83,600	81,299	81,133	-0.2
Quebec	749,310	538,340	476,480	498,005	500,180	+0.4
Ontario	1,067,890	680,230	610,670	663,134	691,786	+4.3
Manitoba	102,110	71,470	67,350	70,247	73,098	+4.1
Saskatchewan	77,500	57,850	53,270	54,582	55,847	+2.3
Alberta	364,420	210,600	196,200	215,429	223,895	+3.9
British Columbia	340,390	237,110	223,610	234,916	238,478	+1.5
Yukon	3,210	2,620	2,280	2,398	2,439	+1.7
Northwest Territories	2,860	2,290	1,860	2,418	2,031	-16.0
Nunavut	1,970	1,580	1,360	1,373	1,287	-6.3
Gender						
Men	1,605,540	1,104,940	1,006,590	1,087,830	1,117,252	+2.7
Women	1,443,150	995,660	894,130	915,730	931,263	+1.7
Age category						
24 years old and under	440,960	238,000	174,870	182,520	181,883	-0.3
25 to 44 years old	1,382,320	1,033,500	956,370	1,027,472	1,059,580	+3.1
45 to 54 years old	524,550	358,210	327,820	339,581	346,082	+1.9
55 years old and over	700,860	470,890	441,660	453,987	460,970	+1.5
Canada	3,048,690	2,100,600	1,900,720	2,003,560	2,048,515	+2.2

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

¹ 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).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.3.2: Employment Insurance benefits: Average weekly benefit rate¹ (\$)

Province or territory	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	525	546	571	+4.5
Prince Edward Island	502	534	556	+4.0
Nova Scotia	501	529	553	+4.6
New Brunswick	515	540	563	+4.2
Quebec	535	558	580	+3.9
Ontario	539	564	588	+4.3
Manitoba	501	529	550	+4.0
Saskatchewan	527	551	571	+3.6
Alberta	549	572	587	+2.6
British Columbia	544	574	594	+3.6
Yukon	603	615	634	+3.0
Northwest Territories	590	601	633	+5.3
Nunavut	561	603	626	+3.8
Gender				
Men	565	587	608	+3.4
Women	500	526	549	+4.5
Age category				
24 years old and under	476	510	530	+3.9
25 to 44 years old	551	576	596	+3.6
45 to 54 years old	544	567	592	+4.3
55 years old and over	515	539	562	+4.3
Canada	535	560	581	+3.9

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

¹ Excludes extended parental benefits which are paid at a lower benefit rate. 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.3.3: Employment Insurance benefits: Amount paid (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	1,274.8	1,552.8	1,141.1	1,089.0	1,129.5	+3.7
Prince Edward Island	293.8	361.2	279.7	272.9	286.3	+4.9
Nova Scotia	1,187.6	1,542.7	933.0	904.1	958.5	+6.0
New Brunswick	1,248.4	1,542.6	1,054.6	981.6	1,029.3	+4.9
Quebec	6,547.8	7,249.5	3,653.0	3,926.4	4,267.7	+8.7
Ontario	11,347.0	13,143.7	6,554.1	7,233.1	8,339.7	+15.3
Manitoba	1,082.2	1,257.5	725.5	739.5	793.5	+7.3
Saskatchewan	952.5	1,101.4	654.9	650.4	683.6	+5.1
Alberta	4,304.4	4,562.1	2,334.7	2,491.4	2,754.0	+10.5
British Columbia	3,734.2	4,300.3	2,308.5	2,601.7	2,775.2	+6.7
Yukon	39.5	50.1	28.7	30.7	32.9	+7.1
Northwest Territories	37.0	49.4	28.9	29.5	30.3	+2.5
Nunavut	25.7	38.7	22.5	22.5	21.6	-3.7
Gender						
Men	16,252.2	17,838.7	9,581.6	10,483.4	11,634.3	+11.0
Women	15,822.8	18,913.2	10,137.6	10,489.3	11,467.8	+9.3
Age category						
24 years old and under	3,601.1	4,297.4	1,521.9	1,488.7	1,591.4	+6.9
25 to 44 years old	15,819.2	17,803.7	10,929.3	11,829.6	13,043.6	+10.3
45 to 54 years old	5,272.4	5,893.0	2,969.3	3,164.0	3,497.5	+10.5
55 years old and over	7,382.4	8,757.8	4,298.6	4,490.4	4,969.6	+10.7
Canada	32,075.0	36,751.9	19,719.2	20,972.7	23,102.1	+10.2

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 benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.4: Employment Insurance benefits (by Employment Insurance region)

Annex 2.4.1: Employment Insurance benefits (by Employment Insurance region): New claims established

El region	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador						
St. John's	24,230	16,510	15,400	14,866	14,966	+0.7
Newfoundland-Labrador	75,880	69,210	67,480	64,147	63,740	-0.6
Prince Edward Island						
Charlottetown	8,600	7,220	5,860	5,709	5,728	+0.3
Prince Edward Island (excluding Charlottetown)	16,590	16,820	16,870	17,048	16,867	-1.1
Nova Scotia						
Eastern Nova Scotia	30,220	29,690	27,450	26,200	25,144	-4.0
Western Nova Scotia	40,970	36,360	31,470	31,769	31,118	-2.0
Halifax	31,870	25,610	19,510	20,020	20,778	+3.8
New Brunswick						
Fredericton-Moncton-Saint-John	41,760	33,480	27,970	27,581	28,324	+2.7
Madawaska-Charlotte	17,270	15,030	12,610	11,937	11,705	-1.9
Restigouche-Albert	51,640	48,580	43,020	41,781	41,104	-1.6
Quebec						
Gaspésie-Îles-de-la-Madeleine	26,720	25,710	24,610	23,273	22,104	-5.0
Quebec	67,730	45,900	38,350	39,793	40,059	+0.7
Trois-Rivières	15,930	11,490	9,370	9,739	9,846	+1.1
South Central Quebec	16,220	11,920	11,860	12,451	12,080	-3.0
Sherbrooke	17,290	12,680	10,610	11,349	11,835	+4.3
Montréal	55,830	38,840	36,570	38,574	37,842	-1.9
Montréal	324,500	201,960	174,000	189,601	194,413	+2.5
Central Quebec	109,250	94,470	86,410	89,217	88,842	-0.4
North Western Quebec	24,660	21,640	19,360	19,432	18,875	-2.9
Lower Saint Lawrence and North Shore	54,330	46,450	40,810	39,882	39,244	-1.6
Hull	21,440	15,210	12,880	13,540	14,051	+3.8
Chicoutimi-Jonquière	15,410	12,070	11,650	11,154	10,989	-1.5
Ontario						
Ottawa	65,530	43,110	38,610	42,432	44,654	+5.2
Eastern Ontario	32,720	27,750	24,570	25,343	26,010	+2.6
Kingston	11,050	7,450	7,260	7,260	7,529	+3.7
Central Ontario	99,240	69,080	60,270	64,238	67,197	+4.6
Oshawa	31,480	21,910	19,340	21,605	22,225	+2.9
Toronto	455,220	249,730	227,530	257,523	267,735	+4.0
Hamilton	58,950	37,280	34,210	35,154	37,556	+6.8
St. Catharines	44,760	27,590	21,440	23,465	25,027	+6.7
London	40,500	26,870	24,340	25,549	26,995	+5.7
Niagara	23,750	17,660	16,350	17,105	18,339	+7.2
Windsor	35,230	25,520	20,840	18,098	21,028	+16.2
Kitchener	40,540	27,410	24,220	28,172	30,380	+7.8
Huron	25,470	19,300	18,500	20,156	18,775	-6.9
South Central Ontario	37,800	27,290	27,650	30,063	32,041	+6.6
Sudbury	14,340	11,200	8,220	8,739	9,091	+4.0
Thunder Bay	10,160	6,640	6,280	6,419	6,314	-1.6
Northern Ontario	41,150	34,440	31,040	31,813	30,890	-2.9
Manitoba						
Winnipeg	66,440	41,450	39,370	39,788	42,978	+8.0
Southern Manitoba	24,070	18,880	17,890	20,081	20,057	-0.1
Northern Manitoba	11,600	11,140	10,090	10,378	10,063	-3.0
Saskatchewan						
Regina	17,050	10,860	10,660	10,471	11,104	+6.0
Saskatoon	21,860	15,800	13,870	14,548	15,077	+3.6
Southern Saskatchewan	17,920	14,690	12,860	13,487	13,997	+3.8
Northern Saskatchewan	20,670	16,500	15,880	16,076	15,669	-2.5
Alberta						
Calgary	124,830	67,590	63,350	69,938	73,379	+4.9

Edmonton	126,950	75,220	69,410	77,112	81,044	+5.1
Northern Alberta	24,080	15,730	15,230	16,572	16,628	+0.3
Southern Alberta	88,560	52,060	48,210	51,807	52,844	+2.0
British Columbia						
Southern Interior British Columbia	60,500	45,530	43,300	44,110	44,051	-0.1
Abbotsford	14,550	12,080	10,880	11,397	11,341	-0.5
Vancouver	168,240	106,150	101,900	110,046	112,597	+2.3
Victoria	22,140	15,710	13,590	14,371	15,222	+5.9
Southern Coastal British Columbia	45,400	34,010	31,390	32,755	33,054	+0.9
Northern British Columbia	29,560	23,630	22,550	22,237	22,213	-0.1
Territories						
Whitehorse	2,140	1,760	1,550	1,661	1,733	+4.3
Yukon (excluding Whitehorse)	1,070	860	730	737	706	-4.2
Yellowknife	1,050	880	710	1,076	848	-21.2
Northwest Territories (excluding Yellowknife)	1,810	1,410	1,150	1,342	1,183	-11.8
Iqaluit	350	330	260	259	242	-6.6
Nunavut (excluding Iqaluit)	1,620	1,250	1,100	1,114	1,045	-6.2
Canada	3,048,690	2,100,600	1,900,720	2,003,560	2,048,515	+2.2

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

¹ 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).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.4.2: Employment Insurance benefits (by Employment Insurance region): Average weekly benefit rate¹ (\$)

El region	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador				
St. John's	514	544	567	+4.1
Newfoundland-Labrador	527	547	572	+4.6
Prince Edward Island				
Charlottetown	452	511	533	+4.2
Prince Edward Island (excluding Charlottetown)	519	542	563	+4.0
Nova Scotia				
Eastern Nova Scotia	514	542	562	+3.7
Western Nova Scotia	486	515	544	+5.6
Halifax	505	533	555	+4.1
New Brunswick				
Fredericton-Moncton-Saint-John	509	534	557	+4.3
Madawaska-Charlotte	490	524	551	+5.1
Restigouche-Albert	526	548	569	+4.0
Quebec				
Gaspésie-Îles-de-la-Madeleine	535	558	579	+3.6
Quebec	547	570	589	+3.3
Trois-Rivières	524	548	576	+5.1
South Central Quebec	541	566	586	+3.6
Sherbrooke	536	557	580	+4.0
Montréal	538	560	582	+3.8
Montréal	534	557	579	+3.9
Central Quebec	532	556	579	+4.0
North Western Quebec	530	559	580	+3.7
Lower Saint Lawrence and North Shore	531	553	577	+4.3
Hull	544	563	587	+4.2
Chicoutimi-Jonquière	538	561	582	+3.7
Ontario				
Ottawa	550	575	598	+4.0
Eastern Ontario	522	553	579	+4.7
Kingston	520	549	576	+4.9
Central Ontario	528	554	581	+4.9
Oshawa	551	574	600	+4.6
Toronto	545	569	590	+3.7
Hamilton	545	567	595	+4.9
St. Catharines	513	541	564	+4.3
London	530	551	580	+5.2
Niagara	534	555	582	+5.0
Windsor	543	550	581	+5.7
Kitchener	544	568	594	+4.7
Huron	536	561	584	+4.2
South Central Ontario	544	568	594	+4.6
Sudbury	546	573	593	+3.5
Thunder Bay	560	575	600	+4.4
Northern Ontario	530	554	582	+4.9
Manitoba				
Winnipeg	506	534	556	+4.1
Southern Manitoba	492	529	549	+3.7
Northern Manitoba	498	509	527	+3.7
Saskatchewan				
Regina	543	560	579	+3.5
Saskatoon	522	552	572	+3.7
Southern Saskatchewan	518	549	565	+2.9
Northern Saskatchewan	528	546	568	+4.0
Alberta				
Calgary	545	569	584	+2.7
Edmonton	555	577	592	+2.6

Northern Alberta	564	586	601	+2.6
Southern Alberta	540	563	577	+2.4
British Columbia				
Southern Interior British Columbia	540	570	589	+3.3
Abbotsford	507	540	561	+3.9
Vancouver	549	576	599	+3.9
Victoria	546	579	600	+3.7
Southern Coastal British Columbia	543	571	591	+3.5
Northern British Columbia	554	584	602	+3.0
Territories				
Whitehorse	612	615	633	+3.0
Yukon (excluding Whitehorse)	586	617	635	+3.0
Yellowknife	591	601	638	+6.2
Northwest Territories (excluding Yellowknife)	589	601	629	+4.7
Iqaluit	610	641	663	+3.3
Nunavut (excluding Iqaluit)	552	595	618	+3.9
Canada	535	560	581	+3.9

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

¹ Excludes extended parental benefits which are paid at a lower benefit rate. 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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.4.3: Employment Insurance benefits (by Employment Insurance region): Amount paid
(\$ millions)

El region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador						
St. John's	246.8	311.8	162.2	163.7	177.3	+8.3
Newfoundland-Labrador	1,028.1	1,241.0	979.0	925.3	952.2	+2.9
Prince Edward Island						
Charlottetown	79.5	115.6	59.7	56.7	60.8	+7.2
Prince Edward Island (excluding Charlottetown)	214.4	245.6	220.0	216.2	225.5	+4.3
Nova Scotia						
Eastern Nova Scotia	402.6	514.8	379.2	349.3	360.8	+3.3
Western Nova Scotia	445.7	588.4	346.1	339.0	358.0	+5.6
Halifax	339.4	439.5	207.6	215.8	239.6	+11.0
New Brunswick						
Fredericton-Moncton-Saint-John	421.1	525.3	302.6	286.8	313.0	+9.1
Madawaska-Charlotte	171.8	223.0	136.3	124.0	136.0	+9.7
Restigouche-Albert	655.5	794.2	615.8	570.7	580.3	+1.7
Quebec						
Gaspésie-Îles-de-la-Madeleine	339.3	401.4	317.8	293.1	288.9	-1.4
Quebec	537.5	555.3	250.5	280.0	299.1	+6.8
Trois-Rivières	132.4	143.9	70.6	71.6	79.3	+10.8
South Central Quebec	113.6	127.0	67.4	79.8	83.2	+4.3
Sherbrooke	126.5	142.6	70.3	78.6	90.8	+15.6
Montréal	433.6	478.9	249.7	282.2	297.7	+5.5
Montréal	2,891.9	3,099.8	1,306.9	1,464.6	1,663.2	+13.6
Central Quebec	938.4	1,066.9	626.1	682.0	738.4	+8.3
North Western Quebec	220.6	292.8	167.9	167.8	177.8	+5.9
Lower Saint Lawrence and North Shore	497.6	576.1	340.0	334.0	342.2	+2.4
Hull	192.4	220.2	98.4	105.6	117.9	+11.6
Chicoutimi-Jonquière	123.9	144.5	87.4	87.0	89.2	+2.5
Ontario						
Ottawa	687.7	827.9	422.3	487.2	550.3	+13.0
Eastern Ontario	333.3	418.6	238.8	252.4	279.1	+10.6
Kingston	112.8	138.3	70.4	74.9	83.6	+11.5
Central Ontario	991.7	1,188.5	613.3	649.6	732.3	+12.7
Oshawa	346.2	409.9	216.8	240.2	277.4	+15.5
Toronto	5,115.9	5,677.4	2,608.5	2,978.5	3,508.1	+17.8
Hamilton	594.0	695.7	358.8	384.2	462.1	+20.3
St. Catharines	460.5	519.2	209.3	228.3	278.6	+22.0
London	377.8	483.9	246.7	262.1	296.4	+13.1
Niagara	248.0	283.9	164.5	173.6	199.7	+15.0
Windsor	356.1	433.0	214.8	195.9	212.5	+8.5
Kitchener	410.8	471.2	255.9	297.1	357.5	+20.3
Huron	249.0	296.4	182.0	202.6	209.5	+3.4
South Central Ontario	358.8	431.2	268.5	311.6	352.0	+13.0
Sudbury	136.8	187.0	87.3	91.0	103.0	+13.2
Thunder Bay	101.1	114.9	61.3	66.0	69.9	+5.9
Northern Ontario	466.4	566.7	334.8	337.6	367.8	+8.9
Manitoba						
Winnipeg	674.4	755.4	401.0	403.8	441.9	+9.4
Southern Manitoba	249.5	288.0	177.1	194.5	211.4	+8.7
Northern Manitoba	158.3	214.1	147.5	141.2	140.2	-0.7
Saskatchewan						
Regina	198.3	222.2	121.9	119.9	128.5	+7.1
Saskatoon	259.2	284.7	158.8	159.1	171.6	+7.8
Southern Saskatchewan	221.1	253.9	152.3	151.2	160.9	+6.4
Northern Saskatchewan	273.9	340.5	221.9	220.2	222.7	+1.1
Alberta						
Calgary	1,470.8	1,573.1	771.7	824.8	914.5	+10.9

Edmonton	1,512.8	1,588.3	817.1	880.2	998.9	+13.5
Northern Alberta	313.3	331.6	205.3	211.7	231.4	+9.3
Southern Alberta	1,007.5	1,069.1	540.5	574.7	609.2	+6.0
British Columbia						
Southern Interior British Columbia	624.7	742.5	414.0	447.8	481.0	+7.4
Abbotsford	152.4	188.7	110.8	119.8	130.6	+9.0
Vancouver	1,899.7	2,120.6	1,093.3	1,290.3	1,362.5	+5.6
Victoria	233.0	271.2	142.8	153.8	170.2	+10.7
Southern Coastal British Columbia	484.5	570.6	306.6	332.9	361.7	+8.6
Northern British Columbia	339.9	406.8	240.9	257.0	269.1	+4.7
Territories						
Whitehorse	25.3	32.7	20.2	20.6	22.8	+10.7
Yukon (excluding Whitehorse)	14.2	17.3	8.5	10.1	10.1	-0.3
Yellowknife	12.9	17.9	12.2	11.6	11.8	+1.7
Northwest Territories (excluding Yellowknife)	24.2	31.5	16.7	18.0	18.5	+3.1
Iqaluit	5.3	6.5	4.7	4.0	4.0	-0.5
Nunavut (excluding Iqaluit)	20.4	32.2	17.7	18.5	17.6	-4.4
Canada	32,075.0	36,751.8	19,719.2	20,972.7	23,102.1	+10.2

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 benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.5: Regular benefits

Annex 2.5.1: Regular benefits: New claims established

Province or territory	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	81,400	63,620	59,630	57,643	56,005	-2.8
Prince Edward Island	18,820	16,470	14,340	14,985	14,862	-0.8
Nova Scotia	81,630	66,670	55,050	53,649	52,611	-1.9
New Brunswick	91,520	72,500	63,210	61,104	60,871	-0.4
Quebec	653,980	431,360	376,680	395,053	396,116	+0.3
Ontario	848,920	436,290	377,100	423,113	446,542	+5.5
Manitoba	76,120	46,700	43,200	44,835	45,446	+1.4
Saskatchewan	60,370	39,390	35,360	36,188	36,794	+1.7
Alberta	296,840	138,620	125,980	140,200	144,457	+3.0
British Columbia	257,310	141,910	134,280	143,956	145,030	+0.7
Yukon	2,440	1,670	1,450	1,553	1,532	-1.4
Northwest Territories	2,200	1,600	1,190	1,720	1,323	-23.1
Nunavut	1,310	950	770	814	798	-2.0
Gender						
Men	1,371,140	846,940	759,990	829,115	847,962	+2.3
Women	1,101,720	610,810	528,250	545,698	554,425	+1.6
Age category						
24 years old and under	381,160	174,040	117,230	127,012	127,431	+0.3
25 to 44 years old	1,042,340	638,470	581,850	640,386	656,795	+2.6
45 to 54 years old	445,220	275,570	249,830	260,187	266,103	+2.3
55 years old and over	604,140	369,670	339,330	347,228	352,058	+1.4
EI claimant category						
Long-tenured workers	671,790	341,630	278,840	312,990	326,422	+4.3
Occasional claimants	1,511,990	839,210	729,900	783,196	796,220	+1.7
Frequent claimants	289,080	276,910	279,500	278,627	279,745	+0.4
Canada	2,472,860	1,457,750	1,288,240	1,374,813	1,402,387	+2.0

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

¹ Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.5.2: Regular benefits: Average actual duration (number of weeks)

Province or territory	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ¹	Claims established on or after September 26, 2021 and completed in 2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	30.0	7.6	33.7	9.7	37.8	26.4	26.3 ^R	25.9	-1.4
Prince Edward Island	24.6	8.9	28.2	11.4	27.9	22.2	21.5 ^R	22.0	+2.2
Nova Scotia	24.8	9.5	31.2	11.2	37.2	21.3	21.2 ^R	21.2	-0.2
New Brunswick	24.0	8.8	29.8	9.9	28.7	21.9	21.8 ^R	21.7	0.0
Quebec	18.1	7.4	26.7	8.9	30.3	14.6	14.6 ^R	15.1	+3.5
Ontario	20.2	9.0	31.1	8.5	33.5	15.7	16.0 ^R	17.5	+9.0
Manitoba	21.6	9.4	30.4	11.1	32.8	17.2	17.6 ^R	17.9	+1.5
Saskatchewan	23.6	10.3	31.6	11.2	36.5	19.0	19.2 ^R	19.2	+0.3
Alberta	23.5	9.4	31.7	10.3	34.7	17.4	17.0 ^R	17.9	+4.9
British Columbia	20.4	9.4	31.8	10.4	30.9	15.4	16.5 ^R	16.9	+2.6
Yukon	20.6	9.3	32.8	15.5	40.0	17.9	18.2 ^R	18.1	-0.8
Northwest Territories	26.7	11.6	36.8	13.2	40.6	17.2	15.4	22.1	+43.3
Nunavut	33.6	8.1	36.9	6.2	41.4	23.2	26.7 ^R	26.3	-1.3
Gender									
Men	21.2	8.7	29.7	9.3	34.5	17.1	17.4 ^R	18.0	+3.7
Women	20.9	8.6	30.7	9.2	31.1	16.3	16.2 ^R	16.9	+4.3
Age category									
24 years old and under	18.9	8.1	26.7	8.3	29.7	14.7	15.3 ^R	15.6	+2.3
25 to 44 years old	20.3	8.7	28.9	8.6	31.7	15.7	16.1 ^R	16.8	+4.8
45 to 54 years old	21.4	8.8	30.4	9.3	32.1	17.0	16.9 ^R	17.6	+4.1
55 years old and over	22.8	8.8	34.1	11.4	36.3	19.2	19.1 ^R	19.8	+3.4
EI claimant category									
Long-tenured workers	19.7	8.1	29.0	6.8	30.0	14.6	14.3 ^R	15.5	+8.0
Occasional claimants	20.6	8.8	30.9	9.2	33.5	15.9	16.5 ^R	17.3	+4.8
Frequent claimants	23.7	11.2	29.0	13.9	36.5	20.9	20.8 ^R	21.0	+1.0
Canada	21.1	8.6	30.2	9.3	32.7	16.8	16.9^R	17.6	+4.0

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

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.5.3: Regular benefits: Average weekly benefit rate (\$)

Province or territory	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	536	535	496	493	510	537	558	+3.8
Prince Edward Island	528	530	488	488	499	524	545	+3.9
Nova Scotia	530	530	492	473	491	519	544	+4.7
New Brunswick	531	528	496	494	517	540	562	+4.1
Quebec	534	546	490	511	544	567	588	+3.7
Ontario	532	552	497	509	538	563	588	+4.4
Manitoba	529	535	495	495	500	525	543	+3.4
Saskatchewan	540	542	520	532	525	550	567	+3.2
Alberta	542	554	533	549	551	577	590	+2.2
British Columbia	535	552	506	523	543	576	596	+3.5
Yukon	549	565	558	530	597	615	635	+3.0
Northwest Territories	557	568	555	575	583	598	634	+6.0
Nunavut	550	557	543	567	579	603	627	+3.9
Gender								
Men	544	555	524	540	564	588	607	+3.2
Women	522	541	459	453	494	522	546	+5.6
Age category								
24 years old and under	514	519	454	443	484	515	535	+3.3
25 to 44 years old	539	553	512	527	552	577	597	+3.4
45 to 54 years old	541	555	514	530	546	570	595	+4.3
55 years old and over	534	548	493	498	517	542	565	+4.3
EI claimant category								
Long-tenured workers	547	566	543	564	583	601	624	+3.7
Occasional claimants	526	538	475	483	512	543	564	+3.8
Frequent claimants	547	550	516	530	547	567	589	+3.7
Canada	534	547	500	511	535	561	583	+3.8

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.5.4: Regular benefits: Amount paid¹ (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	1,029.1	1,258.3	843.7	784.9	799.6	+1.9
Prince Edward Island	211.6	270.0	189.1	177.9	187.9	+5.6
Nova Scotia	905.1	1,213.5	632.5	573.7	608.2	+6.0
New Brunswick	989.9	1,251.4	782.1	691.1	721.8	+4.4
Quebec	5,906.0	6,464.9	3,000.0	3,075.7	3,332.4	+8.3
Ontario	8,352.1	9,766.4	3,412.9	3,808.1	4,651.7	+22.2
Manitoba	785.2	920.0	430.1	424.4	453.1	+6.8
Saskatchewan	700.7	819.1	403.0	389.7	410.2	+5.3
Alberta	3,304.1	3,477.9	1,354.7	1,433.5	1,605.6	+12.0
British Columbia	2,675.9	3,081.6	1,216.1	1,403.7	1,470.6	+4.8
Yukon	27.6	35.7	16.5	18.0	18.8	+4.0
Northwest Territories	26.4	36.3	16.0	18.1	18.0	-0.3
Nunavut	16.4	27.0	13.2	13.4	13.0	-3.1
Gender						
Men	14,578.4	15,982.2	7,860.1	8,421.9	9,401.0	+11.6
Women	10,351.7	12,639.8	4,449.9	4,390.2	4,889.9	+11.4
Age category						
24 years old and under	3,157.6	3,759.0	1,139.3	1,099.4	1,198.6	+9.0
25 to 44 years old	10,578.0	11,843.5	5,358.9	5,910.0	6,638.8	+12.3
45 to 54 years old	4,660.7	5,191.2	2,358.9	2,406.5	2,683.0	+11.5
55 years old and over	6,533.9	7,828.3	3,452.9	3,396.2	3,770.4	+11.0
EI claimant category						
Long-tenured workers	6,533.0	6,885.5	2,551.1	2,627.1	3,128.1	+19.1
Occasional claimants	14,933.4	17,856.2	6,650.0	7,044.7	7,891.9	+12.0
Frequent claimants	3,463.6	3,880.4	3,108.9	3,140.3	3,270.9	+4.2
Canada	24,930.1	28,622.1	12,310.0	12,812.1	14,290.9	+11.5

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

¹ Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.6: Regular benefits (by industry)

Annex 2.6.1: Regular benefits (by industry): New claims established

Industry	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Goods-producing industries	667,470	500,780	474,160	513,992	512,313	-0.3
Agriculture, forestry, fishing and hunting	59,370	55,550	51,410	48,672	46,646	-4.2
Mining, quarrying, and oil and gas extraction	33,730	21,730	20,260	23,064	22,202	-3.7
Utilities	3,980	4,250	3,690	3,467	4,058	+17.0
Construction	350,210	285,790	279,670	306,784	303,878	-0.9
Manufacturing	220,180	133,460	119,130	132,005	135,529	+2.7
Services-producing industries	1,671,510	912,730	774,430	831,039	854,888	+2.9
Wholesale and retail trade	369,350	127,280	97,250	108,873	113,120	+3.9
Transportation and warehousing	114,250	69,100	63,330	67,084	70,558	+5.2
Finance, insurance, real estate, rental and leasing	62,070	31,000	26,920	32,958	34,666	+5.2
Professional, scientific and technical services	87,120	58,260	65,120	74,932	78,164	+4.3
Business, building and other support services ³	170,190	95,540	84,470	97,566	98,205	+0.7
Educational services	120,670	191,150	193,530	185,799	187,712	+1.0
Health care and social assistance	105,120	62,290	49,980	49,827	52,288	+4.9
Information, culture and recreation ⁴	110,510	50,820	37,330	49,278	46,407	-5.8
Accommodation and food services	317,070	105,100	55,430	62,020	62,546	+0.8
Other services (excluding public administration)	116,740	45,530	36,800	37,219	39,389	+5.8
Public administration	98,420	76,660	64,270	65,483	71,833	+9.7
Unclassified industries⁵	133,880	44,240	39,650	29,782	35,186	+18.1
Canada	2,472,860	1,457,750	1,288,240	1,374,813	1,402,387	+2.0

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

¹ Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.6.2: Regular benefits (by industry): Average actual duration (number of weeks)

Industry	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ¹	Claims established on or after September 26, 2021 and completed in 2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Goods-producing industries	20.4	8.1	26.6	9.1	31.9	16.7	16.8^R	17.4	+3.2
Agriculture, forestry, fishing and hunting	23.5	10.6	30.1	13.8	34.3	21.1	20.7 ^R	20.8	+0.5
Mining, quarrying and oil and gas extraction	23.9	9.6	29.6	9.9	34.0	18.3	18.7 ^R	18.5	-1.0
Utilities	21.1	6.7	23.2	5.6	29.9	13.9	15.0 ^R	14.9	-0.7
Construction	19.8	7.7	24.8	8.8	32.7	15.7	15.8 ^R	16.2	+2.7
Manufacturing	19.9	7.9	27.9	7.7	30.2	17.1	17.4 ^R	18.7	+7.3
Services-producing industries	21.5	8.9	31.4	9.4	32.7	16.8	16.9^R	17.6	+4.4
Wholesale and retail trade	23.0	7.5	32.6	10.1	37.5	19.1	19.6 ^R	20.4	+4.0
Transportation and warehousing	21.5	9.1	31.0	9.9	34.8	17.4	17.1 ^R	17.9	+4.1
Finance, insurance, real estate, rental and leasing	24.6	9.7	35.1	9.9	39.9	19.1	19.8 ^R	21.1	+6.6
Professional, scientific and technical services	23.4	9.8	30.5	10.1	36.1	17.5	19.4 ^R	19.9	+2.6
Business, building and other support services ²	22.1	9.6	33.6	10.8	38.0	17.9	18.7 ^R	19.4	+3.8
Educational services	14.8	8.7	19.1	7.6	20.5	11.3	10.6	10.7	+1.4
Health care and social assistance	21.4	7.9	32.2	9.4	33.6	17.9	17.9 ^R	18.1	+0.8
Information, culture and recreation ³	22.1	10.3	32.7	9.2	35.0	17.2	18.2 ^R	19.8	+8.5
Accommodation and food services	23.0	10.0	35.8	7.5	38.5	18.1	19.2 ^R	19.7	+2.5
Other services (excluding public administration)	22.2	8.4	32.6	9.7	36.0	18.2	18.9 ^R	19.4	+3.1
Public administration	23.3	9.5	29.7	11.5	37.4	19.3	19.4 ^R	19.5	+0.3
Unclassified industries⁴	23.2	9.1	34.5	9.7	40.1	19.2	20.0^R	20.3	+1.7
Canada	21.1	8.6	30.2	9.3	32.7	16.8	16.9^R	17.6	+4.0

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

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.6.3: Regular benefits (by industry): Average weekly benefit rate (\$)

Industry	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Goods-producing industries	555	564	539	562	580	601	622	+3.4
Agriculture, forestry, fishing and hunting	542	555	522	505	524	556	578	+4.0
Mining, quarrying, and oil and gas extraction	571	588	579	597	622	641	662	+3.3
Utilities	567	585	567	596	620	633	658	+3.9
Construction	562	571	552	575	601	621	640	+3.1
Manufacturing	545	557	519	533	546	565	588	+4.1
Services-producing industries	526	544	482	470	509	537	561	+4.5
Wholesale and retail trade	522	531	464	457	485	513	581	+4.3
Transportation and warehousing	537	541	511	463	476	514	537	+4.4
Finance, insurance, real estate, rental and leasing	537	556	490	507	540	574	618	+4.0
Professional, scientific and technical services	549	563	534	553	577	606	626	+3.3
Business, building and other support services ²	531	537	473	489	513	539	559	+3.6
Educational services	533	552	499	515	529	549	583	+6.1
Health care and social assistance	524	539	458	460	487	517	539	+4.3
Information, culture and recreation ³	525	540	425	457	500	547	559	+2.2
Accommodation and food services	513	518	423	395	428	461	474	+2.9
Other services (excluding public administration)	525	536	481	456	490	521	543	+4.2
Public administration	537	545	518	506	533	560	583	+4.1
Unclassified industries⁴	527	538	487	482	518	537	557	+3.6
Canada	534	547	500	511	535	561	583	+3.8

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.6.4: Regular benefits (by industry): Amount paid¹ (\$ millions)

Industry	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Goods-producing industries	7,138.4	7,965.0	4,858.9	5,189.5	5,661.4	+9.1
Agriculture, forestry, fishing and hunting	689.3	940.2	615.6	573.3	575.6	+0.4
Mining, quarrying, and oil and gas extraction	430.8	417.2	251.5	274.9	280.8	+2.1
Utilities	46.8	46.7	35.9	34.0	42.6	+25.2
Construction	3,691.3	4,012.0	2,762.5	3,056.9	3,263.9	+6.8
Manufacturing	2,280.1	2,549.0	1,193.4	1,250.4	1,498.6	+19.8
Services-producing industries	16,428.9	19,915.0	7,080.3	7,331.2	8,247.1	+12.5
Wholesale and retail trade	3,343.2	3,950.6	1,073.3	1,078.2	1,270.3	+17.8
Transportation and warehousing	1,131.8	1,410.9	571.7	570.1	663.1	+16.3
Finance, insurance, real estate, rental and leasing	704.4	810.2	320.6	360.8	448.6	+24.3
Professional, scientific and technical services	996.0	1,140.4	647.2	901.3	963.3	+6.9
Business, building and other support services ²	1,845.5	2,275.7	872.9	964.8	1,076.1	+11.5
Educational services	793.5	1,823.9	1,059.3	963.3	1,024.9	+6.4
Health care and social assistance	978.2	1,383.4	530.4	438.2	494.9	+12.9
Information, culture and recreation ³	1,156.8	1,116.3	343.9	472.5	515.6	+9.1
Accommodation and food services	3,383.5	3,300.9	526.7	531.9	582.2	+9.5
Other services (excluding public administration)	1,126.7	1,315.9	385.5	366.9	430.3	+17.3
Public administration	969.2	1,386.8	748.8	683.2	777.7	+13.8
Unclassified industries⁴	1,362.9	742.0	370.7	291.4	382.4	+31.2
Canada	24,930.1	28,622.1	12,310.0	12,812.1	14,290.9	+11.5

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

¹ Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.7: Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment)

Annex 2.7.1: Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): New claims established²

Category	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Regional unemployment rate: 6.0% and under	835,500	846,289	490,616	-42.0
Regional unemployment rate: 6.1% to 7.0%	227,280	288,333	366,322	+27.0
Regional unemployment rate: 7.1% to 8.0%	43,960	44,994	222,189	+393.8
Regional unemployment rate: 8.1% to 9.0%	13,810	38,974	166,059	+326.1
Regional unemployment rate: 9.1% to 10.0%	18,280	39,313	56,832	+44.6
Regional unemployment rate: 10.1% to 11.0%	43,630	34,502	22,090	-36.0
Regional unemployment rate: 11.1% to 12.0%	25,350	16,581	19,744	+19.1
Regional unemployment rate: 12.1% to 13.0%	6,850	13,085	8,549	-34.7
Regional unemployment rate: 13.1% to 14.0%	3,630	31,405	27,925	-11.1
Regional unemployment rate: 14.1% to 15.0%	50,970	10,328	8,747	-15.3
Regional unemployment rate: 15.1% to 16.0%	4,260	2,510	5,757	+129.4
Regional unemployment rate: 16.1% or greater	14,720	8,499	7,557	-11.1
Hours of insurable employment from previous employment: 420 to 559	47,400	8,986	7,553	-15.9
Hours of insurable employment from previous employment: 560 to 699	54,600	27,081	38,326	+41.5
Hours of insurable employment from previous employment: 700 to 839	104,470	113,886	110,523	-3.0
Hours of insurable employment from previous employment: 840 to 979	104,920	111,762	112,393	+0.6
Hours of insurable employment from previous employment: 980 to 1,119	107,400	117,351	118,289	+0.8
Hours of insurable employment from previous employment: 1,120 to 1,259	114,030	126,027	128,321	+1.8
Hours of insurable employment from previous employment: 1,260 to 1,399	110,560	118,079	122,914	+4.1
Hours of insurable employment from previous employment: 1,400 to 1,539	130,010	136,667	140,612	+2.9
Hours of insurable employment from previous employment: 1,540 to 1,679	105,530	116,687	119,520	+2.4
Hours of insurable employment from previous employment: 1,680 to 1,819	106,350	120,187	120,998	+0.7
Hours of insurable employment from previous employment: 1,820 or more	302,970	378,100	382,938	+1.3
Canada	1,288,240	1,374,813	1,402,387	+2.0

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

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.7.2: Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Average actual duration² (number of weeks)

Category	Claims established on or after September 26, 2021 and completed in 2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Regional unemployment rate: 6.0% and under	13.3	15.5 ^R	16.4	+5.4
Regional unemployment rate: 6.1% to 7.0%	15.7	16.0 ^R	17.6	+10.0
Regional unemployment rate: 7.1% to 8.0%	18.2	18.8 ^R	16.3	-13.2
Regional unemployment rate: 8.1% to 9.0%	21.5	16.1 ^R	15.5	-3.9
Regional unemployment rate: 9.1% to 10.0%	21.9	21.2 ^R	22.0	+4.0
Regional unemployment rate: 10.1% to 11.0%	18.2	24.1	24.8	+3.0
Regional unemployment rate: 11.1% to 12.0%	21.4	25.6 ^R	25.8	+0.7
Regional unemployment rate: 12.1% to 13.0%	26.8	25.5 ^R	28.3	+10.8
Regional unemployment rate: 13.1% to 14.0%	25.5	21.2 ^R	26.4	+25.0
Regional unemployment rate: 14.1% to 15.0%	21.1	28.3	24.1	-15.0
Regional unemployment rate: 15.1% to 16.0%	29.0	28.0 ^R	25.8	-7.8
Regional unemployment rate: 16.1% or greater	28.5	26.6 ^R	27.0	+1.2
Hours of insurable employment from previous employment: 420 to 559	16.5	22.4	26.2	+17.2
Hours of insurable employment from previous employment: 560 to 699	16.7	21.0 ^R	20.4	-2.6
Hours of insurable employment from previous employment: 700 to 839	16.8	15.7 ^R	16.2	+3.0
Hours of insurable employment from previous employment: 840 to 979	17.5	16.8 ^R	17.1	+1.7
Hours of insurable employment from previous employment: 980 to 1,119	18.0	17.1 ^R	17.3	+1.2
Hours of insurable employment from previous employment: 1,120 to 1,259	17.8	17.0 ^R	17.0	+0.1
Hours of insurable employment from previous employment: 1,260 to 1,399	17.2	16.5 ^R	16.6	+0.6
Hours of insurable employment from previous employment: 1,400 to 1,539	15.4	14.9 ^R	15.1	+1.7
Hours of insurable employment from previous employment: 1,540 to 1,679	15.8	16.0 ^R	16.3	+2.4
Hours of insurable employment from previous employment: 1,680 to 1,819	15.7	16.5 ^R	17.4	+5.6
Hours of insurable employment from previous employment: 1,820 or more	16.9	18.1 ^R	19.6	+8.4
Canada	16.8	16.9^R	17.6	+4.0

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

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

^P Preliminary data.

^R Revised data.

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

Annex 2.7.3: Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Average weekly benefit rate² (\$)

Category	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Regional unemployment rate: 6.0% and under	540	563	584	+3.7
Regional unemployment rate: 6.1% to 7.0%	530	565	584	+3.4
Regional unemployment rate: 7.1% to 8.0%	521	564	581	+3.1
Regional unemployment rate: 8.1% to 9.0%	558	570	596	+4.5
Regional unemployment rate: 9.1% to 10.0%	526	548	572	+4.3
Regional unemployment rate: 10.1% to 11.0%	533	552	571	+3.5
Regional unemployment rate: 11.1% to 12.0%	525	533	551	+3.5
Regional unemployment rate: 12.1% to 13.0%	497	531	537	+1.1
Regional unemployment rate: 13.1% to 14.0%	480	552	573	+3.8
Regional unemployment rate: 14.1% to 15.0%	517	536	555	+3.5
Regional unemployment rate: 15.1% to 16.0%	497	535	583	+8.8
Regional unemployment rate: 16.1% or greater	494	507	520	+2.6
Hours of insurable employment from previous employment: 420 to 559	328	391	411	+5.1
Hours of insurable employment from previous employment: 560 to 699	394	442	458	+3.6
Hours of insurable employment from previous employment: 700 to 839	439	454	476	+4.9
Hours of insurable employment from previous employment: 840 to 979	482	493	514	+4.2
Hours of insurable employment from previous employment: 980 to 1,119	504	518	539	+3.9
Hours of insurable employment from previous employment: 1,120 to 1,259	525	538	560	+4.0
Hours of insurable employment from previous employment: 1,260 to 1,399	549	561	585	+4.3
Hours of insurable employment from previous employment: 1,400 to 1,539	570	582	609	+4.7
Hours of insurable employment from previous employment: 1,540 to 1,679	579	590	612	+3.8
Hours of insurable employment from previous employment: 1,680 to 1,819	589	599	620	+3.5
Hours of insurable employment from previous employment: 1,820 or more	606	620	639	+3.1
Canada	535	561	583	+3.8

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

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.7.4: Regular benefits (by regional unemployment rate¹ and hours of insurable employment from previous employment): Amount paid^{2,3} (\$ millions)

Category	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Regional unemployment rate: 6.0% and under	5,513.6	7,670.4	5,335.2	-30.4
Regional unemployment rate: 6.1% to 7.0%	2,267.1	2,371.8	3,564.9	+50.3
Regional unemployment rate: 7.1% to 8.0%	1,240.1	322.2	2,032.2	+530.7
Regional unemployment rate: 8.1% to 9.0%	644.1	351.9	1,202.0	+241.5
Regional unemployment rate: 9.1% to 10.0%	364.0	377.1	620.8	+64.6
Regional unemployment rate: 10.1% to 11.0%	341.1	557.4	312.1	-44.0
Regional unemployment rate: 11.1% to 12.0%	277.8	230.6	322.1	+39.7
Regional unemployment rate: 12.1% to 13.0%	229.2	126.8	181.9	+43.4
Regional unemployment rate: 13.1% to 14.0%	343.6	195.7	455.0	+132.5
Regional unemployment rate: 14.1% to 15.0%	449.1	422.4	95.6	-77.4
Regional unemployment rate: 15.1% to 16.0%	46.3	66.2	61.7	-6.7
Regional unemployment rate: 16.1% or greater	594.0	119.5	107.4	-10.1
Hours of insurable employment from previous employment: 420 to 559	447.7	102.9	85.5	-16.8
Hours of insurable employment from previous employment: 560 to 699	528.2	267.3	327.6	+22.6
Hours of insurable employment from previous employment: 700 to 839	837.5	810.2	852.6	+5.2
Hours of insurable employment from previous employment: 840 to 979	932.6	908.8	978.4	+7.7
Hours of insurable employment from previous employment: 980 to 1,119	990.7	1,015.9	1,087.8	+7.1
Hours of insurable employment from previous employment: 1,120 to 1,259	1,049.9	1,094.2	1,176.1	+7.5
Hours of insurable employment from previous employment: 1,260 to 1,399	1,005.6	1,043.3	1,134.5	+8.7
Hours of insurable employment from previous employment: 1,400 to 1,539	1,101.8	1,143.1	1,236.6	+8.2
Hours of insurable employment from previous employment: 1,540 to 1,679	938.5	1,066.8	1,154.6	+8.2
Hours of insurable employment from previous employment: 1,680 to 1,819	982.0	1,161.5	1,309.4	+12.7
Hours of insurable employment from previous employment: 1,820 or more	3,495.7	4,198.1	4,947.7	+17.9
Canada	12,310.0	12,812.1	14,290.9	+11.5

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid. Totals include amounts paid for claims where data on hours of insurable employment are missing.

¹ Unemployment rates used for the Employment Insurance program are a 3-month moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

² Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

³ Results for 2020-21 and 2021-22 are not presented because EI temporary measures affecting the EI unemployment rate and hours of insurable employment were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.8: Regular benefits (by Employment Insurance region)

Annex 2.8.1: Regular benefits (by Employment Insurance region): New claims established

El region	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador						
St. John's	20,320	11,900	10,470	10,146	9,979	-1.6
Newfoundland-Labrador	61,080	51,720	49,160	47,497	46,026	-3.1
Prince Edward Island						
Charlottetown	6,670	4,870	3,230	3,594	3,651	+1.6
Prince Edward Island (excluding Charlottetown)	12,150	11,600	11,110	11,391	11,211	-1.6
Nova Scotia						
Eastern Nova Scotia	24,760	23,290	21,040	19,719	18,693	-5.2
Western Nova Scotia	32,160	26,640	22,410	22,233	21,739	-2.2
Halifax	24,710	16,740	11,600	11,697	12,179	+4.1
New Brunswick						
Fredericton-Moncton-Saint-John	33,220	22,890	18,480	18,304	18,933	+3.4
Madawaska-Charlotte	14,090	10,750	9,340	8,636	8,508	-1.5
Restigouche-Albert	44,210	38,860	35,390	34,164	33,430	-2.1
Quebec						
Gaspésie-Îles-de-la Madeleine	23,980	22,640	21,720	20,352	19,204	-5.6
Québec	58,860	36,270	29,440	30,670	30,703	+0.1
Trois-Rivières	13,820	8,650	7,110	7,454	7,657	+2.7
South Central Quebec	13,190	9,140	8,940	9,507	8,914	-6.2
Sherbrooke	14,730	9,400	8,230	8,836	9,052	+2.4
Montréal	47,530	30,160	28,470	29,774	29,497	-0.9
Montreal	285,330	162,640	136,750	151,285	155,381	+2.7
Central Quebec	94,470	74,840	68,230	70,344	69,874	-0.7
North Western Quebec	21,950	17,330	15,710	15,672	15,112	-3.6
Lower Saint Lawrence and North Shore	47,950	39,170	33,560	32,506	31,768	-2.3
Hull	18,950	11,880	9,720	10,189	10,722	+5.2
Chicoutimi-Jonquière	13,220	9,240	8,800	8,464	8,232	-2.7
Ontario						
Ottawa	50,390	25,020	21,730	24,079	25,964	+7.8
Eastern Ontario	24,930	18,470	15,690	16,558	16,800	+1.5
Kingston	8,690	4,880	4,440	4,507	4,724	+4.8
Central Ontario	78,060	45,750	38,320	42,144	44,792	+6.3
Oshawa	24,710	13,460	11,100	13,080	13,765	+5.2
Toronto	368,300	157,100	138,950	166,014	174,538	+5.1
Hamilton	45,520	23,190	20,050	21,208	23,653	+11.5
St. Catharines	37,690	19,880	13,840	15,721	16,871	+7.3
London	32,370	16,840	15,180	16,039	17,026	+6.2
Niagara	18,040	11,260	10,150	10,614	11,616	+9.4
Windsor	29,740	19,110	14,560	12,258	14,197	+15.8
Kitchener	30,750	16,600	13,920	16,943	18,957	+11.9
Huron	19,730	12,480	12,410	13,883	12,710	-8.4
South Central Ontario	27,280	15,990	15,510	17,619	19,640	+11.5
Sudbury	11,060	7,430	5,120	5,576	5,747	+3.1
Thunder Bay	8,270	4,360	3,990	4,121	4,010	-2.7
Northern Ontario	33,390	24,470	22,140	22,749	21,532	-5.3
Manitoba						
Winnipeg	50,200	26,560	24,460	24,763	26,037	+5.1
Southern Manitoba	16,420	11,550	10,860	12,102	11,852	-2.1
Northern Manitoba	9,500	8,590	7,880	7,970	7,557	-5.2
Saskatchewan						
Regina	12,710	6,610	6,220	6,035	6,478	+7.3
Saskatoon	16,530	9,990	8,310	8,936	9,333	+4.4

Southern Saskatchewan	14,030	10,120	8,590	9,082	9,287	+2.3
Northern Saskatchewan	17,100	12,670	12,240	12,135	11,696	-3.6
Alberta						
Calgary	101,330	42,990	39,570	43,826	45,523	+3.9
Edmonton	103,540	50,890	45,220	51,057	53,527	+4.8
Northern Alberta	20,300	11,090	10,570	11,926	11,986	+0.5
Southern Alberta	71,670	33,650	30,620	33,391	33,421	+0.1
British Columbia						
Southern Interior British Columbia	48,000	31,440	29,190	30,375	29,922	-1.5
Abbotsford	9,950	6,900	6,300	6,349	6,312	-0.6
Vancouver	125,580	58,310	57,460	63,899	65,135	+1.9
Victoria	15,900	7,980	7,120	7,565	8,059	+6.5
Southern Coastal British Columbia	34,170	21,050	18,410	20,041	19,939	-0.5
Northern British Columbia	23,710	16,230	15,800	15,727	15,663	-0.4
Territories						
Whitehorse	1,470	970	800	944	952	+0.8
Yukon (excluding Whitehorse)	970	700	650	609	580	-4.8
Yellowknife	720	510	400	683	429	-37.2
Northwest Territories (excluding Yellowknife)	1,480	1,090	790	1,037	894	-13.8
Iqaluit	170	170	70	93	98	+5.4
Nunavut (excluding Iqaluit)	1,140	780	700	721	700	-2.9
Canada	2,472,860	1,457,750	1,288,240	1,374,813	1,402,387	+2.0

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

¹ Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.8.2: Regular benefits (by Employment Insurance region): Average actual duration (number of weeks)

El region	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ¹	Claims established on or after September 26, 2021 and completed in 2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador									
St. John's	21.7	7.4	31.2	11.1	34.7	17.2	17.6 ^R	18.0	+2.4
Newfoundland-Labrador	31.4	7.9	34.6	7.8	38.6	28.6	28.0 ^R	27.6	-1.7
Prince Edward Island									
Charlottetown	21.0	8.0	26.8	12.0	26.8	17.3	17.3 ^R	17.6	+2.0
Prince Edward Island (excluding Charlottetown)	25.5	9.8	28.9	10.7	29.0	23.7	22.7 ^R	23.4	+2.7
Nova Scotia									
Eastern Nova Scotia	28.5	9.9	32.5	11.1	37.5	25.7	24.9 ^R	25.2	+1.2
Western Nova Scotia	22.9	9.2	30.8	12.2	37.5	20.0	19.9 ^R	19.6	-1.1
Halifax	20.9	9.6	30.3	10.0	36.3	16.3	17.2 ^R	17.5	+2.2
New Brunswick									
Fredericton-Moncton-Saint-John	20.7	8.5	29.7	9.5	27.7	17.0	17.4 ^R	17.3	-0.2
Madawaska-Charlotte	21.8	8.9	28.4	13.5	25.5	19.6	19.7 ^R	20.3	+3.4
Restigouche-Albert	26.1	9.4	30.3	7.2	30.3	25.1	24.4 ^R	24.6	+0.6
Quebec									
Gaspésie-Îles-de-la-Madeleine	27.0	8.0	30.0	10.6	34.8	24.3	23.1 ^R	22.9	-0.9
Québec	16.4	7.6	23.4	7.9	27.7	12.3	12.4 ^R	12.9	+3.7
Trois-Rivières	17.1	7.1	26.7	8.9	28.6	13.8	14.0 ^R	14.1	+0.6
South Central Quebec	13.9	6.4	21.1	8.2	25.5	11.3	11.8 ^R	12.1	+2.6
Sherbrooke	15.9	6.6	22.6	7.7	29.4	12.3	12.8 ^R	13.2	+3.2
Montréal	16.2	6.8	24.9	9.0	27.0	13.1	13.5 ^R	13.6	+0.4
Montérégie	18.2	7.7	28.7	8.5	30.6	14.2	14.4 ^R	15.3	+6.4
Central Quebec	17.0	7.3	25.1	9.5	29.8	14.1	14.3 ^R	14.8	+3.3
North Western Quebec	18.3	7.0	27.0	10.2	31.9	16.5	15.6 ^R	16.4	+5.6
Lower Saint Lawrence and North Shore	18.4	7.2	24.9	10.6	31.7	15.4	15.1 ^R	15.5	+2.8
Hull	17.5	8.8	27.8	8.5	30.8	14.1	14.1 ^R	14.8	+4.9
Chicoutimi-Jonquière	17.0	7.1	25.0	8.8	32.4	14.3	14.1 ^R	14.4	+2.1
Ontario									
Ottawa	19.6	9.0	30.1	9.2	35.2	14.6	15.3 ^R	16.2	+5.9
Eastern Ontario	18.6	8.3	29.2	9.3	32.8	15.4	15.6 ^R	15.8	+1.6
Kingston	20.9	8.2	30.9	10.1	36.3	16.0	15.8 ^R	16.4	+3.8
Central Ontario	19.7	8.4	29.3	9.5	32.3	15.3	15.3 ^R	16.2	+5.8
Oshawa	21.1	8.7	31.0	7.8	32.3	14.9	15.1 ^R	17.2	+13.7

Toronto	20.9	9.5	33.2	7.8	34.4	16.2	16.9 ^R	18.9	+11.6
Hamilton	19.5	9.0	29.3	8.5	33.2	14.6	14.8 ^R	17.1	+15.3
St. Catharines	19.8	9.1	32.0	8.0	35.2	15.2	15.6 ^R	17.4	+11.4
London	18.1	8.2	28.8	7.9	32.2	15.4	15.7 ^R	16.2	+2.6
Niagara	19.6	8.2	29.1	7.9	33.1	15.1	15.1 ^R	15.8	+4.5
Windsor	17.8	8.5	29.2	6.7	28.6	16.2	15.0 ^R	16.6	+10.9
Kitchener	19.6	8.4	27.8	7.6	31.3	14.7	15.6 ^R	16.7	+7.6
Huron	18.0	7.9	27.7	9.2	34.5	15.4	15.7 ^R	16.8	+7.3
South Central Ontario	17.5	8.2	26.8	8.1	27.1	13.5	14.6 ^R	15.2	+4.5
Sudbury	20.4	8.4	26.9	8.2	34.2	15.1	15.7 ^R	16.5	+5.7
Thunder Bay	19.2	8.6	28.6	8.3	34.0	14.7	14.8 ^R	15.3	+3.1
Northern Ontario	24.5	8.6	30.7	11.5	36.4	17.8	17.6 ^R	18.6	+5.7
Manitoba									
Winnipeg	19.5	9.4	30.2	11.0	29.3	15.4	15.5 ^R	16.0	+3.3
Southern Manitoba	19.8	9.2	28.3	12.1	31.8	15.5	15.3 ^R	16.2	+5.7
Northern Manitoba	29.1	9.4	34.1	7.6	41.1	25.8	27.0 ^R	26.8	-0.9
Saskatchewan									
Regina	20.0	10.4	31.5	11.2	34.7	15.6	16.1 ^R	16.4	+2.1
Saskatoon	19.6	10.4	31.3	11.1	33.7	16.2	15.9 ^R	16.2	+2.0
Southern Saskatchewan	21.9	10.0	30.2	12.3	36.9	17.6	17.1 ^R	17.5	+2.5
Northern Saskatchewan	29.0	10.4	33.2	9.4	38.7	24.2	24.6 ^R	24.4	-0.9
Alberta									
Calgary	23.7	9.9	32.5	9.7	34.5	17.2	17.1 ^R	17.8	+4.3
Edmonton	22.9	9.2	31.1	10.5	34.4	16.7	16.3 ^R	17.5	+7.6
Northern Alberta	26.3	8.9	31.9	9.1	34.5	20.8	20.7 ^R	21.3	+2.8
Southern Alberta	23.0	9.3	31.5	10.9	35.6	17.4	16.8 ^R	17.3	+2.6
British Columbia									
Southern Interior British Columbia	20.4	10.1	30.1	11.6	31.7	15.3	15.9 ^R	16.5	+3.5
Abbotsford	17.9	9.4	31.0	9.7	35.3	15.3	15.7 ^R	16.3	+3.4
Vancouver	20.2	9.3	33.2	9.8	30.8	15.3	17.2 ^R	17.3	+0.8
Victoria	19.6	9.3	31.7	9.8	26.8	14.2	15.0 ^R	15.3	+1.6
Southern Coastal British Columbia	20.1	9.2	30.5	9.8	32.4	15.4	15.5 ^R	16.0	+3.8
Northern British Columbia	22.7	8.5	30.1	11.8	28.8	16.8	17.2 ^R	18.5	+7.8
Territories									
Whitehorse	19.5	8.8	31.8	14.0	40.1	16.5	16.3 ^R	15.9	-2.8
Yukon (excluding Whitehorse)	22.0	11.6	34.2	17.7	39.8	19.4	21.2 ^R	21.3	+0.3
Yellowknife	21.2	11.5	34.6	8.7	45.9	17.2	11.1 ^R	17.3	+55.3
Northwest Territories (excluding Yellowknife)	28.5	11.7	37.8	14.6	38.3	17.2	19.0 ^R	24.1	+26.5
Iqaluit	24.3	4.0	33.4	3.5	28.0	18.9	17.1 ^R	20.0	+16.9
Nunavut (excluding Iqaluit)	35.5	8.4	37.4	7.5	43.5	24.2	27.8 ^R	27.3	-1.7
Canada	21.1	8.6	30.2	9.3	32.7	16.8	16.9^R	17.6	+4.0

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

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.8.3: Regular benefits (by Employment Insurance region): Average weekly benefit rate (\$)

El region	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador								
St. John's	535	543	486	481	515	547	565	+3.2
Newfoundland-Labrador	536	532	497	496	509	535	556	+4.0
Prince Edward Island								
Charlottetown	520	528	454	450	478	513	530	+3.3
Prince Edward Island (excluding Charlottetown)	532	532	495	501	506	527	549	+4.2
Nova Scotia								
Eastern Nova Scotia	536	531	507	492	503	532	553	+4.0
Western Nova Scotia	529	529	479	463	476	507	535	+5.6
Halifax	526	531	481	468	495	523	545	+4.3
New Brunswick								
Fredericton-Moncton-Saint-John	527	525	465	487	518	539	562	+4.1
Madawaska-Charlotte	527	528	463	471	489	525	550	+4.7
Restigouche-Albert	534	531	512	505	523	544	566	+4.0
Quebec								
Gaspésie-Îles-de-la-Madeleine	539	545	519	527	537	559	579	+3.5
Québec	535	546	502	516	560	584	602	+3.0
Trois-Rivières	531	547	474	492	540	561	588	+4.8
South Central Quebec	539	548	465	516	550	576	594	+3.2
Sherbrooke	534	546	481	506	546	571	591	+3.4
Montréal	536	546	475	514	550	570	592	+3.9
Montreal	532	546	494	507	542	565	586	+3.7
Central Quebec	534	545	467	511	541	566	588	+3.8
North Western Quebec	538	551	501	512	536	568	590	+3.7
Lower Saint Lawrence and North Shore	538	542	484	518	539	561	585	+4.2
Hull	535	542	510	519	552	570	592	+3.9
Chicoutimi-Jonquière	532	548	484	499	550	573	595	+3.8
Ontario								
Ottawa	528	548	492	499	538	567	592	+4.5
Eastern Ontario	533	543	477	509	521	553	580	+4.9
Kingston	528	539	493	478	508	543	571	+5.2
Central Ontario	532	547	483	504	527	555	583	+5.1
Oshawa	533	552	493	510	547	572	600	+5.0
Toronto	531	555	510	511	545	569	589	+3.5
Hamilton	533	556	515	523	544	567	597	+5.2
St. Catharines	528	547	457	470	510	541	562	+3.9
London	530	544	485	491	528	551	579	+5.0
Niagara	536	548	497	511	534	555	583	+5.1
Windsor	537	559	472	531	551	555	583	+5.2
Kitchener	532	554	499	507	541	566	595	+5.1
Huron	537	546	494	521	545	567	591	+4.3
South Central Ontario	537	554	503	517	543	566	594	+5.0
Sudbury	536	568	523	514	554	578	597	+3.3
Thunder Bay	536	559	534	548	570	580	608	+4.7
Northern Ontario	536	547	496	520	526	553	582	+5.2
Manitoba								
Winnipeg	527	537	498	495	507	534	551	+3.3
Southern Manitoba	531	529	485	486	487	521	538	+3.1
Northern Manitoba	534	535	498	511	495	502	520	+3.7
Saskatchewan								

Regina	538	555	511	533	542	561	579	+3.3
Saskatoon	535	543	525	522	524	552	570	+3.3
Southern Saskatchewan	545	536	512	536	514	549	560	+2.1
Northern Saskatchewan	542	540	526	538	526	544	565	+3.8
Alberta								
Calgary	539	552	521	542	546	574	586	+2.2
Edmonton	544	557	544	552	559	585	598	+2.2
Northern Alberta	550	560	550	563	565	587	600	+2.3
Southern Alberta	543	550	525	547	539	567	577	+1.8
British Columbia								
Southern Interior British Columbia	537	546	489	525	543	574	592	+3.1
Abbotsford	528	538	494	487	489	532	552	+3.8
Vancouver	532	555	509	517	545	578	600	+3.8
Victoria	534	547	527	515	542	578	598	+3.5
Southern Coastal British Columbia	535	550	504	526	545	578	597	+3.2
Northern British Columbia	547	555	535	555	559	588	606	+3.0
Territories								
Whitehorse	552	567	574	545	609	614	634	+3.3
Yukon (excluding Whitehorse)	545	562	543	509	583	618	637	+3.1
Yellowknife	557	576	574	584	585	595	642	+7.9
Northwest Territories (excluding Yellowknife)	557	563	548	571	582	600	631	+5.1
Iqaluit	557	580	n/a	539	623	632	653	+3.3
Nunavut (excluding Iqaluit)	549	554	543	583	574	600	623	+3.9
Canada	534	547	500	511	535	561	583	+3.8

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.8.4: Regular benefits (by Employment Insurance region): Amount paid¹ (\$ millions)

El region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador						
St. John's	191.5	247.8	106.9	96.3	104.7	+8.7
Newfoundland-Labrador	837.7	1,010.5	736.9	688.6	694.9	+0.9
Prince Edward Island						
Charlottetown	58.7	86.7	38.7	34.6	37.4	+8.2
Prince Edward Island (excluding Charlottetown)	152.9	183.3	150.4	143.3	150.4	+5.0
Nova Scotia						
Eastern Nova Scotia	322.9	421.4	286.0	250.5	257.6	+2.8
Western Nova Scotia	335.4	461.3	235.8	217.6	231.2	+6.3
Halifax	246.8	330.8	110.8	105.7	119.4	+13.0
New Brunswick						
Fredericton-Moncton- Saint-John	315.9	402.7	194.5	167.6	183.6	+9.6
Madawaska-Charlotte	136.5	180.3	98.4	84.7	94.1	+11.1
Restigouche-Albert	537.5	668.4	489.2	438.8	444.1	+1.2
Quebec						
Gaspésie-Îles-de-la Madeleine	308.7	367.5	286.1	252.5	246.8	-2.3
Québec	477.9	488.3	195.9	209.0	220.4	+5.5
Trois-Rivières	116.4	124.1	56.0	52.7	58.4	+10.8
South Central Quebec	94.5	105.9	50.2	57.7	59.0	+2.3
Sherbrooke	110.2	120.7	55.1	59.1	67.8	+14.7
Montréal	384.0	417.7	199.5	214.0	222.5	+3.9
Montreal	2,661.7	2,825.3	1,084.6	1,168.5	1,334.4	+14.2
Central Quebec	830.3	925.6	505.3	524.9	563.7	+7.4
North Western Quebec	199.5	259.2	141.1	133.7	141.1	+5.6
Lower Saint Lawrence and North Shore	441.4	510.3	281.3	261.9	265.4	+1.3
Hull	174.7	197.6	78.1	78.5	89.2	+13.6
Chicoutimi-Jonquière	106.7	122.6	66.8	63.2	63.8	+1.0
Ontario						
Ottawa	465.7	567.4	180.9	214.6	254.0	+18.3
Eastern Ontario	232.6	304.4	136.2	141.8	156.7	+10.5
Kingston	76.8	103.3	35.3	37.6	43.8	+16.4
Central Ontario	724.0	876.0	335.1	359.4	422.8	+17.6
Oshawa	252.2	296.2	100.2	112.2	144.3	+28.6
Toronto	3,842.6	4,293.7	1,313.3	1,564.8	1,993.3	+27.4
Hamilton	419.8	493.2	171.2	184.9	249.3	+34.8
St. Catharines	376.9	418.1	116.1	128.5	168.2	+30.9
London	275.0	355.7	133.2	136.3	158.4	+16.3
Niagara	173.7	205.4	88.0	90.1	108.9	+20.8
Windsor	287.5	348.8	142.8	119.5	124.9	+4.5
Kitchener	274.8	329.9	117.1	145.4	189.4	+30.3
Huron	175.7	213.5	106.2	123.7	128.2	+3.6
South Central Ontario	233.3	286.1	124.4	145.5	174.9	+20.2
Sudbury	98.4	137.2	48.6	49.2	57.6	+17.0
Thunder Bay	75.5	86.7	36.0	36.4	38.0	+4.6
Northern Ontario	367.6	450.7	228.3	218.1	239.0	+9.6
Manitoba						
Winnipeg	493.0	549.0	218.3	213.7	237.2	+11.0
Southern Manitoba	164.3	192.2	95.4	102.4	110.5	+7.8
Northern Manitoba	127.8	178.8	116.4	108.2	105.5	-2.5
Saskatchewan						
Regina	134.4	156.1	59.6	57.0	63.8	+12.0
Saskatoon	181.8	197.8	82.6	81.2	88.7	+9.3

Southern Saskatchewan	160.0	184.0	91.0	88.0	93.9	+6.6
Northern Saskatchewan	224.6	281.2	169.9	163.4	163.8	+0.2
Alberta						
Calgary	1,114.3	1,179.8	414.2	443.2	497.7	+12.3
Edmonton	1,165.6	1,211.8	479.8	510.6	591.6	+15.9
Northern Alberta	244.7	265.9	136.6	143.4	161.7	+12.8
Southern Alberta	779.6	820.4	324.2	336.3	354.5	+5.4
British Columbia						
Southern Interior British Columbia	481.0	565.6	259.0	277.7	294.7	+6.1
Abbotsford	98.3	122.8	53.9	54.5	58.5	+7.4
Vancouver	1,332.5	1,488.1	516.8	656.8	674.3	+2.7
Victoria	160.7	179.3	63.4	68.6	76.7	+11.9
Southern Coastal British Columbia	346.9	411.6	165.4	178.1	192.2	+7.9
Northern British Columbia	256.7	314.2	157.6	168.1	174.2	+3.6
Territories						
Whitehorse	15.8	20.9	9.2	9.9	10.8	+9.3
Yukon (excluding Whitehorse)	11.8	14.9	7.3	8.1	7.9	-2.5
Yellowknife	7.6	11.1	5.4	4.9	4.8	-2.2
Northwest Territories (excluding Yellowknife)	18.8	25.2	10.6	13.2	13.3	+0.4
Iqaluit	2.0	3.5	0.8	1.1	1.4	+25.0
Nunavut (excluding Iqaluit)	14.5	23.5	12.4	12.3	11.6	-5.6
Canada	24,930.1	28,622.1	12,310.0	12,812.1	14,290.9	+11.5

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

¹ Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.9: Seasonal regular claimants

Annex 2.9.1: Seasonal regular claimants¹: New claims established

Province or territory	Total of 2020-21 ^{2,3}	Total of 2021-22 ³	Total of 2022-23 ³	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	24,750	25,400	28,460	28,008	27,722	-1.0
Prince Edward Island	6,210	6,480	6,930	7,058	7,138	+1.1
Nova Scotia	17,190	18,100	21,520	20,297	20,524	+1.1
New Brunswick	26,070	26,180	29,720	28,849	28,654	-0.7
Quebec	114,120	124,820	133,170	137,181	140,158	+2.2
Ontario	60,960	79,280	90,730	93,995	99,717	+6.1
Manitoba	7,290	9,990	12,130	12,090	12,837	+6.2
Saskatchewan	7,430	8,940	9,940	9,975	10,534	+5.6
Alberta	15,870	20,310	22,310	24,377	26,803	+10.0
British Columbia	16,170	22,560	26,490	25,601	28,355	+10.8
Yukon	420	440	340	385	381	-1.0
Northwest Territories	230	240	X	220	199	-9.5
Nunavut	40	60	X	59	80	+35.6
Gender						
Men	230,780	231,180	240,340	245,570	248,858	+1.3
Women	65,970	111,620	141,650	142,525	154,244	+8.2
Age category						
24 years old and under	7,590	6,850	7,670	8,173	8,934	+9.3
25 to 44 years old	118,510	130,800	140,720	143,843	150,927	+4.9
45 to 54 years old	63,800	79,460	89,660	90,382	93,576	+3.5
55 years old and over	106,850	125,690	143,940	145,697	149,665	+2.7
Canada	296,750	342,800	381,990	388,095	403,102	+3.9

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

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The "same time of year" is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

² Claims for EI regular benefits could not be established during the first half of 2020-21 due to the implementation of the Canada Emergency Response Benefits (CERB).

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.9.2: Seasonal regular claimants¹: Average actual duration (number of weeks)

Province or territory	Claims established before March 15, 2020 and completed in 2020-21	Claims established on or after September 27, 2020 and completed in 2020-21 ²	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ²	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established between September 27, 2020 and September 25, 2021 and completed in 2022-23 ²	Claims established on or after September 26, 2021 and completed in 2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	31.2	9.0	32.7	9.8	37.5	28.1	27.8 ^R	27.6	-0.6
Prince Edward Island	26.2	10.5	30.1	12.7	33.3	25.3	23.8 ^R	24.7	+3.6
Nova Scotia	25.9	8.7	29.5	13.4	33.6	22.8	23.0 ^R	22.6	-1.4
New Brunswick	25.2	9.6	28.9	11.9	32.3	24.1	23.4 ^R	23.4	-0.3
Quebec	18.0	7.7	20.0	10.3	19.3	15.1	14.4 ^R	14.2	-0.9
Ontario	17.4	9.3	20.0	11.3	16.0	14.5	13.2 ^R	13.9	+5.4
Manitoba	18.9	10.4	22.4	12.7	16.1	17.2	15.9 ^R	15.7	-1.1
Saskatchewan	21.8	11.6	24.9	13.1	21.6	19.1	18.1 ^R	17.7	-2.2
Alberta	20.8	10.3	23.1	12.4	20.0	16.8	15.2 ^R	15.4	+1.1
British Columbia	17.0	11.5	24.9	13.9	15.1	14.7	14.6 ^R	14.0	-4.1
Yukon	20.8	13.2	29.6	18.1	33.7	19.9	19.6 ^R	20.2	+3.3
Northwest Territories	23.5	X	34.0	14.0	28.0	17.8	18.0 ^R	22.9	+27.4
Nunavut	X	n/a	28.8	n/a	50.0	22.5	29.4 ^R	24.0	-18.2
Gender									
Men	20.7	8.8	23.6	10.9	26.9	17.9	17.6 ^R	17.5	-0.4
Women	20.0	10.6	22.1	13.6	18.4	16.6	14.8	15.0	+0.9
Age category									
24 years old and under	20.8	9.1	23.5	9.8	23.9	17.6	17.9 ^R	17.1	-4.3
25 to 44 years old	19.3	8.6	21.1	9.9	20.2	16.0	15.2 ^R	15.4	-1.0
45 to 54 years old	20.1	9.0	21.7	11.2	18.4	16.8	15.6 ^R	15.6	+0.3
55 years old and over	22.0	10.3	26.2	13.9	22.7	19.5	18.5 ^R	18.7	+0.9
Canada	20.5	9.1	23.1	11.5	20.6	17.5	16.6^R	16.6	0.0

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

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The "same time of year" is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

² EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

^P Preliminary data.

^R Revised data.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.9.3: Seasonal regular claimants¹: Average weekly benefit rate (\$)

Province or territory	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	547	541	508	528	540	560	582	+4.1
Prince Edward Island	536	542	491	516	527	547	567	+3.7
Nova Scotia	543	537	488	525	521	543	564	+3.8
New Brunswick	543	544	517	536	552	567	587	+3.5
Quebec	554	555	501	558	575	593	614	+3.6
Ontario	558	571	504	569	571	586	613	+4.6
Manitoba	553	531	532	559	535	548	561	+2.5
Saskatchewan	558	535	548	567	552	569	582	+2.3
Alberta	567	555	568	592	570	586	597	+1.9
British Columbia	549	551	516	548	545	574	596	+3.8
Yukon	561	563	561	569	622	628	648	+3.1
Northwest Territories	569	595	557	581	613	629	653	+3.8
Nunavut	555	X	n/a	627	X	639	650	+1.6
Gender								
Men	559	565	534	571	588	606	624	+3.0
Women	530	555	464	488	516	535	565	+5.6
Age category								
24 years old and under	551	550	518	542	568	592	607	+2.6
25 to 44 years old	559	564	531	572	586	604	625	+3.4
45 to 54 years old	555	558	518	564	568	584	608	+4.1
55 years old and over	544	550	496	531	533	553	574	+3.8
Canada	553	557	512	556	561	580	601	+3.7

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

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The “same time of year” is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.9.4: Seasonal regular claimants¹: Amount paid (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	404.7	429.2	412.5	400.6	432.2	+7.9
Prince Edward Island	90.4	98.6	86.9	88.6	95.5	+7.8
Nova Scotia	244.7	273.5	244.3	238.0	252.9	+6.3
New Brunswick	366.0	387.6	362.2	354.6	365.5	+3.1
Quebec	1,206.4	1,236.7	1,059.8	1,042.1	1,095.9	+5.2
Ontario	668.3	839.5	706.9	694.4	810.3	+16.7
Manitoba	96.9	115.1	105.7	101.2	109.6	+8.3
Saskatchewan	97.0	118.3	104.4	99.2	104.0	+4.9
Alberta	216.3	267.4	232.4	213.4	240.2	+12.6
British Columbia	200.3	271.2	218.2	199.6	218.0	+9.2
Yukon	5.5	7.2	5.1	4.7	4.9	+2.7
Northwest Territories	3.9	4.8	2.6	2.8	2.9	+2.8
Nunavut	0.4	1.3	0.8	1.1	1.1	-2.6
Gender						
Men	2,758.7	2,878.6	2,523.1	2,465.2	2,625.6	+6.5
Women	842.1	1,171.7	1,018.8	975.0	1,107.3	+13.6
Age category						
24 years old and under	95.7	98.8	95.1	79.3	90.6	+14.1
25 to 44 years old	1,360.0	1,487.4	1,283.1	1,229.6	1,335.2	+8.6
45 to 54 years old	785.1	877.7	782.8	754.9	812.9	+7.7
55 years old and over	1,360.0	1,586.4	1,380.9	1,376.4	1,494.3	+8.6
Canada	3,600.7	4,050.3	3,541.8	3,440.3	3,732.9	+8.5

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

¹ Seasonal regular claimants are individuals who established 3 or more regular or fishing claims in the 5 fiscal years preceding the reference year, of which at least 2 were established at the same time of year as their claim in the reference year. The "same time of year" is defined as the 8 weeks before and the 8 weeks after the week in which the reference year claim was established, for a total window of 17 weeks.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.10: Fishing benefits

Annex 2.10.1: Fishing benefits: New claims established

Region	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	12,066	13,816	14,408	11,953	13,005	+8.8
Prince Edward Island	3,145	3,105	3,169	3,150	3,142	-0.3
Nova Scotia	5,369	5,359	5,494	5,400	5,338	-1.1
New Brunswick	3,021	3,124	3,007	2,830	2,852	+0.8
Quebec	1,289	1,284	1,264	1,089	1,097	+0.7
British Columbia	2,434	2,139	2,006	1,920	1,839	-4.2
Other provinces and territories	964	1,128	1,099	1,095	1,032	-5.8
Gender						
Men	22,608	23,669	23,944	21,746	22,236	+2.3
Women	5,680	6,286	6,503	5,691	6,069	+6.6
Age category						
24 years old and under	1,341	1,560	1,629	1,410	1,490	+5.7
25 to 44 years old	7,494	7,882	8,130	7,376	7,498	+1.7
45 to 54 years old	7,231	7,252	7,130	6,338	6,375	+0.6
55 years old and over	12,222	13,261	13,558	12,313	12,942	+5.1
Canada	28,288	29,955	30,447	27,437	28,305	+3.2

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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

Annex 2.10.2: Fishing benefits: Average actual duration (number of weeks)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	19.9	22.2	22.9	20.9	21.6	+3.4
Prince Edward Island	19.7	21.2	20.6	21.0	20.5	-2.4
Nova Scotia	20.4	21.5	21.1	21.0	21.2	+0.9
New Brunswick	19.8	21.4	21.2	21.0	21.4	+1.9
Quebec	18.6	21.2	20.7	20.5	20.4	-0.4
British Columbia	23.3	23.0	22.9	22.8	23.2	+1.6
Other provinces and territories	23.6	23.9	23.2	23.4	23.8	+1.9
Gender						
Men	20.0	21.7	21.8	20.9	21.2	+1.8
Women	21.6	23.2	23.3	22.3	22.6	+1.4
Age category						
24 years old and under	19.9	20.6	20.3	19.5	19.7	+1.3
25 to 44 years old	20.5	21.6	21.8	20.9	21.2	+1.4
45 to 54 years old	19.8	21.8	21.9	20.8	21.3	+2.3
55 years old and over	20.5	22.4	22.6	21.7	22.0	+1.6
Canada	20.3	22.0	22.1	21.2	21.5	+1.7

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI fishing benefits was paid. Estimates on average actual duration are based on claims established.

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

Annex 2.10.3: Fishing benefits: Average weekly benefit rate (\$)

Region	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	511	561	576	560	568	604	602	638	+5.9
Prince Edward Island	563	570	593	552	583	614	625	649	+3.8
Nova Scotia	558	567	591	529	570	600	610	635	+3.9
New Brunswick	552	573	592	570	582	603	621	642	+3.4
Quebec	565	570	591	545	584	596	622	643	+3.3
British Columbia	482	567	573	475	498	518	529	562	+6.2
Other provinces and territories	441	548	555	475	461	479	513	520	+1.3
Gender									
Men	537	567	584	543	568	597	605	633	+4.6
Women	506	559	575	531	549	579	582	618	+6.1
Age category									
24 years old and under	517	557	572	521	541	574	576	609	+5.8
25 to 44 years old	534	565	583	539	562	590	601	628	+4.4
45 to 54 years old	540	567	586	547	573	602	611	640	+4.6
55 years old and over	527	565	581	538	565	594	597	628	+5.2
Canada	532	565	582	539	565	594	601	630	+4.9

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

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

Annex 2.10.4: Fishing benefits: Amount paid (\$ millions)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	133.7	163.0	178.0	159.1	173.9	+9.3
Prince Edward Island	36.1	34.3	38.0	40.3	42.0	+4.3
Nova Scotia	63.4	65.7	68.1	68.8	70.8	+3.0
New Brunswick	38.6	41.8	40.8	36.6	38.7	+5.7
Quebec	13.0	13.7	13.2	14.0	14.1	+1.2
British Columbia	26.8	22.4	21.4	23.2	23.3	+0.4
Other provinces and territories	12.1	13.8	13.0	13.0	12.7	-2.4
Gender						
Men	260.2	280.7	295.4	279.7	293.0	+4.7
Women	63.4	74.1	77.1	75.2	82.6	+9.8
Age category						
24 years old and under	15.5	18.8	20.4	16.2	17.6	+8.5
25 to 44 years old	92.8	98.0	102.1	94.2	98.5	+4.6
45 to 54 years old	77.2	81.8	82.7	82.5	85.3	+3.3
55 years old and over	138.1	156.2	167.4	162.0	174.2	+7.5
Canada	323.6	354.8	372.5	354.9	375.6	+5.8

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 fishing benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.11: Special benefits

Annex 2.11.1: Special benefits: New claims established

Province or territory	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	13,120	14,190	14,930	14,805	15,185	+2.6
Prince Edward Island	6,050	6,830	6,500	6,607	6,501	-1.6
Nova Scotia	24,980	28,520	26,110	27,148	27,004	-0.5
New Brunswick	30,050	33,060	31,670	31,207	30,255	-3.1
Quebec	139,530	147,550	134,150	137,411	138,445	+0.8
Ontario	243,530	255,620	241,440	247,458	255,244	+3.1
Manitoba	24,190	25,050	22,630	24,092	24,923	+3.4
Saskatchewan	18,260	18,730	17,730	18,087	18,240	+0.8
Alberta	76,610	74,480	70,180	74,990	78,359	+4.5
British Columbia	92,670	98,350	90,320	91,877	95,356	+3.8
Yukon	880	940	870	855	904	+5.7
Northwest Territories	720	690	720	728	719	-1.2
Nunavut	670	610	570	492	445	-9.6
Gender						
Men	254,480	272,760	252,090	265,506	272,838	+2.8
Women	416,780	431,860	405,730	410,251	418,742	+2.1
Age category						
24 years old and under	60,350	52,740	42,540	40,466	38,361	-5.2
25 to 44 years old	381,580	422,600	392,190	406,586	422,811	+4.0
45 to 54 years old	97,570	101,030	93,370	94,318	94,436	+0.1
55 years old and over	131,760	128,250	129,720	134,387	135,972	+1.2
Employment status						
Employees	670,420	703,510	656,820	674,485	690,094	+2.3
Self-employed persons	840	1,110	1,000	1,272	1,486	+16.8
Canada	671,260	704,620	657,820	675,757	691,580	+2.3

Note: Includes claims for which at least \$1 of EI special 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 Canada Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.11.2: Special benefits¹: Average weekly benefit rate (\$)

Province or territory	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	506	533	543	487	471	511	529	552	+4.3
Prince Edward Island	508	538	546	509	485	504	532	555	+4.2
Nova Scotia	500	535	544	485	472	496	529	551	+4.2
New Brunswick	496	534	540	502	483	505	531	552	+4.0
Quebec	495	533	542	481	489	508	531	552	+4.0
Ontario	522	542	558	515	522	537	560	583	+4.1
Manitoba	493	535	546	491	492	500	533	551	+3.3
Saskatchewan	513	542	555	516	509	528	548	569	+3.8
Alberta	527	545	559	521	528	537	555	573	+3.2
British Columbia	519	542	556	515	525	540	564	586	+3.9
Yukon	550	564	579	587	557	609	611	629	+3.0
Northwest Territories	555	569	586	525	587	597	612	631	+3.1
Nunavut	513	565	575	515	590	569	618	637	+3.2
Gender									
Men	549	548	561	530	543	560	581	603	+3.7
Women	507	532	548	484	483	503	527	549	+4.1
Age category									
24 years old and under	417	516	522	430	408	426	461	482	+4.8
25 to 44 years old	525	545	559	517	528	545	568	589	+3.7
45 to 54 years old	513	540	552	510	514	529	551	573	+4.0
55 years old and over	497	534	547	490	482	500	521	541	+4.0
Employment status									
Employees	518	539	553	503	508	526	549	571	+4.0
Self-employed persons	418	525	517	392	397	381	405	442	+9.0
Canada	518	539	553	503	508	525	549	571	+4.0

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

¹ Excludes extended parental benefits which are paid at a lower benefit rate.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.11.3: Special benefits: Amount paid (\$ millions)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	111.5	132.1	119.8	145.1	156.1	+7.6
Prince Edward Island	46.0	56.7	52.5	54.6	56.4	+3.2
Nova Scotia	216.3	260.6	232.2	261.6	279.7	+6.9
New Brunswick	217.7	249.0	232.8	254.1	268.5	+5.7
Quebec	592.8	749.4	628.4	815.4	891.2	+9.3
Ontario	2,931.7	3,341.8	3,133.4	3,419.7	3,680.4	+7.6
Manitoba	279.2	324.1	285.3	304.7	328.3	+7.7
Saskatchewan	245.8	280.7	249.7	259.4	271.4	+4.6
Alberta	971.0	1,076.8	980.0	1,058.8	1,148.7	+8.5
British Columbia	1,013.1	1,189.2	1,069.6	1,173.1	1,280.4	+9.2
Territories	30.7	37.4	33.8	31.8	26.0	-18.3
Gender						
Men	1,296.0	1,518.9	1,408.6	1,758.6	1,905.9	+8.4
Women	5,359.7	6,178.7	5,608.9	6,019.7	6,489.2	+7.8
Age category						
24 years old and under	422.4	516.8	360.5	371.7	372.8	+0.3
25 to 44 years old	5,081.1	5,840.5	5,469.2	5,820.9	6,295.6	+8.2
45 to 54 years old	487.8	597.3	520.3	666.1	717.0	+7.6
55 years old and over	664.5	743.0	667.5	919.6	1,009.7	+9.8
Employment status						
Employees	6,643.1	7,678.9	7,003.8	7,761.3	8,375.1	+7.9
Self-employed persons	12.6	18.7	13.7	17.0	19.9	+17.4
Canada	6,655.7	7,697.6	7,017.5	7,778.3	8,395.1	+7.9

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 special benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results on maternity, parental and sickness benefits are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25, whereas results on compassionate care benefits, family caregiver benefits for adults and children are based on 100% of data for 2020-21 to 2024-25.

Annex 2.12: Special benefits (by Employment Insurance region)

Annex 2.12.1: Special benefits (by Employment Insurance region): New claims established

El region	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador						
St. John's	5,180	5,280	5,400	5,379	5,556	+3.3
Newfoundland-Labrador	7,940	8,910	9,530	9,426	9,629	+2.2
Prince Edward Island						
Charlottetown	2,200	2,300	1,930	1,966	1,935	-1.6
Prince Edward Island (excluding Charlottetown)	3,850	4,530	4,570	4,641	4,566	-1.6
Nova Scotia						
Eastern Nova Scotia	6,840	8,150	7,930	8,121	8,172	+0.6
Western Nova Scotia	9,770	10,730	9,790	10,349	9,952	-3.8
Halifax	8,370	9,640	8,390	8,678	8,880	+2.3
New Brunswick						
Fredericton-Moncton-Saint-John	11,700	12,740	11,930	11,725	11,680	-0.4
Madawaska-Charlotte	4,250	5,030	4,260	4,242	4,048	-4.6
Restigouche-Albert	14,100	15,290	15,480	15,240	14,527	-4.7
Quebec						
Gaspésie-Îles-de-la-Madeleine	3,760	4,340	4,810	5,347	5,390	+0.8
Québec	13,210	13,000	11,730	12,037	12,263	+1.9
Trois-Rivières	3,680	4,120	3,400	3,413	3,293	-3.5
South Central Quebec	4,700	4,110	3,660	3,587	3,487	-2.8
Sherbrooke	3,630	4,080	3,270	3,343	3,307	-1.1
Montréal	11,400	11,230	10,250	10,850	10,881	+0.3
Montreal	49,750	49,990	45,540	47,033	48,266	+2.6
Central Quebec	24,070	28,340	24,990	25,457	25,548	+0.4
North Western Quebec	4,680	5,740	5,120	5,251	5,319	+1.3
Lower Saint Lawrence and North Shore	13,050	13,830	12,920	12,800	12,444	-2.8
Hull	3,520	4,260	3,740	4,054	4,081	+0.7
Chicoutimi-Jonquière	4,080	4,510	4,720	4,239	4,166	-1.7
Ontario						
Ottawa	16,500	19,110	17,270	18,721	19,449	+3.9
Eastern Ontario	8,970	10,020	9,040	9,215	9,496	+3.0
Kingston	2,770	2,760	2,860	2,838	2,850	+0.4
Central Ontario	23,370	24,410	22,220	22,311	22,898	+2.6
Oshawa	7,720	8,900	8,450	8,763	8,875	+1.3
Toronto	95,190	95,740	91,270	94,138	96,823	+2.9
Hamilton	14,450	14,950	14,820	14,276	14,536	+1.8
St. Catharines	8,460	8,400	8,100	8,278	8,593	+3.8
London	9,010	10,310	9,490	9,766	10,204	+4.5
Niagara	6,440	6,730	6,290	6,614	6,965	+5.3
Windsor	7,300	7,490	6,890	6,420	7,360	+14.6
Kitchener	10,410	11,190	10,430	11,136	11,746	+5.5
Huron	6,830	7,300	6,890	7,036	6,717	-4.5
South Central Ontario	10,460	10,860	11,770	11,985	12,353	+3.1
Sudbury	3,910	4,320	3,430	3,534	3,695	+4.6
Thunder Bay	2,400	2,370	2,460	2,429	2,443	+0.6
Northern Ontario	9,340	10,760	9,760	9,998	10,241	+2.4
Manitoba						
Winnipeg	15,490	15,760	14,400	14,887	15,410	+3.5
Southern Manitoba	6,800	7,100	6,520	7,272	7,505	+3.2
Northern Manitoba	1,900	2,190	1,710	1,933	2,008	+3.9
Saskatchewan						
Regina	4,480	4,360	4,480	4,468	4,444	-0.5
Saskatoon	5,660	5,710	5,500	5,425	5,532	+2.0
Southern Saskatchewan	4,340	4,720	4,080	4,293	4,451	+3.7
Northern Saskatchewan	3,780	3,940	3,670	3,901	3,813	-2.3
Alberta						

Calgary	25,790	25,380	23,980	25,822	27,400	+6.1
Edmonton	26,750	25,880	24,530	26,872	28,084	+4.5
Northern Alberta	5,060	5,020	4,720	4,807	4,710	-2.0
Southern Alberta	19,010	18,200	16,950	17,489	18,165	+3.9
British Columbia						
Southern Interior British Columbia	14,940	15,870	15,050	14,636	15,113	+3.3
Abbotsford	5,460	6,010	5,200	5,692	5,719	+0.5
Vancouver	45,680	48,550	44,460	45,681	47,640	+4.3
Victoria	6,510	7,640	6,180	6,518	7,028	+7.8
Southern Coastal British Columbia	13,240	13,140	12,630	12,660	13,079	+3.3
Northern British Columbia	6,840	7,140	6,800	6,690	6,777	+1.3
Territories						
Whitehorse	760	750	770	699	757	+8.3
Yukon (excluding Whitehorse)	120	190	100	156	147	-5.8
Yellowknife	360	380	350	410	414	+1.0
Northwest Territories (excluding Yellowknife)	360	310	370	318	305	-4.1
Iqaluit	190	190	200	148	136	-8.1
Nunavut (excluding Iqaluit)	480	420	370	344	309	-10.2
Canada	671,260	704,620	657,820	675,757	691,580	+2.3

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

¹ Claims for sickness benefits could not be established during the first half of 2020-21 due to the implementation of the Canadian Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.12.2: Special benefits (by Employment Insurance region)¹: Average weekly benefit rate (\$)

El region	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador									
St. John's	515	532	547	481	479	511	533	559	+4.9
Newfoundland-Labrador	498	533	540	490	467	511	528	548	+3.9
Prince Edward Island									
Charlottetown	507	533	542	449	485	478	520	548	+5.4
Prince Edward Island (excluding Charlottetown)	510	541	549	525	486	514	537	557	+3.7
Nova Scotia									
Eastern Nova Scotia	524	539	546	507	487	509	545	561	+2.8
Western Nova Scotia	487	530	538	461	470	472	504	533	+5.8
Halifax	500	537	548	486	464	512	543	562	+3.5
New Brunswick									
Fredericton-Moncton-Saint-John	487	532	542	478	483	503	529	551	+4.0
Madawaska-Charlotte	505	529	537	469	463	485	515	537	+4.3
Restigouche-Albert	508	537	540	521	490	512	537	558	+3.9
Quebec									
Gaspésie-Îles-de-la-Madeleine	459	532	537	514	499	510	532	552	+3.7
Québec	504	534	544	488	484	511	534	554	+3.7
Trois-Rivières	556	528	538	461	482	496	519	544	+4.9
South Central Quebec	513	532	545	465	476	504	537	556	+3.6
Sherbrooke	448	531	542	473	499	515	520	546	+5.0
Montréal	505	535	540	470	482	504	532	550	+3.4
Montreal	499	532	542	482	492	510	534	555	+4.0
Central Quebec	483	531	541	467	486	502	524	546	+4.1
North Western Quebec	428	531	546	502	478	503	530	550	+3.8
Lower Saint Lawrence and North Shore	472	535	543	487	503	508	526	548	+4.3
Hull	509	536	548	512	511	518	546	570	+4.5
Chicoutimi-Jonquière	533	534	541	480	487	515	535	555	+3.7
Ontario									
Ottawa	541	545	565	530	551	566	584	604	+3.4
Eastern Ontario	521	538	554	502	512	518	546	570	+4.4
Kingston	519	533	552	518	524	537	556	579	+4.2
Central Ontario	508	539	555	502	505	523	546	570	+4.3
Oshawa	521	542	558	536	525	555	573	595	+3.9
Toronto	525	543	560	520	529	540	566	588	+4.0
Hamilton	537	544	562	511	527	541	563	587	+4.2
St. Catharines	509	536	555	489	491	514	536	561	+4.8
London	515	541	555	511	506	530	546	574	+5.2
Niagara	513	541	555	504	511	527	548	574	+4.9
Windsor	505	541	557	516	515	521	539	572	+6.1
Kitchener	531	541	559	519	518	543	566	589	+4.0
Huron	487	542	553	502	527	525	546	567	+3.8
South Central Ontario	519	544	557	523	528	535	562	586	+4.2
Sudbury	526	544	563	509	508	527	560	582	+3.9
Thunder Bay	502	543	565	542	535	550	561	583	+4.0
Northern Ontario	519	541	554	506	504	535	553	576	+4.2
Manitoba									
Winnipeg	499	533	545	500	482	500	532	551	+3.5
Southern Manitoba	480	538	544	482	502	492	535	552	+3.2
Northern Manitoba	489	535	556	465	535	531	535	550	+2.9
Saskatchewan									
Regina	520	548	558	538	510	544	555	572	+3.0
Saskatoon	520	539	554	516	494	517	546	569	+4.3
Southern Saskatchewan	495	541	556	485	516	521	542	561	+3.5

Northern Saskatchewan	512	540	552	526	524	534	548	573	+4.7
Alberta									
Calgary	531	544	559	512	534	536	555	574	+3.3
Edmonton	532	546	560	528	526	543	558	575	+3.2
Northern Alberta	535	552	563	541	551	550	578	593	+2.7
Southern Alberta	512	543	559	513	514	528	545	562	+3.1
British Columbia									
Southern Interior British Columbia	506	542	552	499	516	530	558	579	+3.7
Abbotsford	487	536	545	504	481	502	528	551	+4.3
Vancouver	524	544	558	523	535	550	570	593	+4.0
Victoria	535	543	560	530	547	549	576	600	+4.1
Southern Coastal British Columbia	506	540	552	506	503	535	559	580	+3.8
Northern British Columbia	533	547	559	518	537	533	571	590	+3.3
Territories									
Whitehorse	546	564	579	586	549	613	611	630	+3.1
Yukon (excluding Whitehorse)	573	568	578	595	592	584	612	625	+2.1
Yellowknife	540	573	588	537	593	594	616	632	+2.7
Northwest Territories (excluding Yellowknife)	562	563	584	517	578	599	608	629	+3.5
Iqaluit	526	572	595	595	631	596	643	668	+3.9
Nunavut (excluding Iqaluit)	507	563	568	501	559	557	608	624	+2.7
Canada	518	539	553	503	508	525	549	571	+4.0

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

¹ Excludes extended parental benefits which are paid at a lower benefit rate.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.12.3: Special benefits (by Employment Insurance region)¹: Amount paid (\$ millions)

El region	2020-21	2021-22	2022-23	2023-24	2023-24	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador						
St. John's	50.0	58.2	50.6	62.5	66.9	+7.0
Newfoundland-Labrador	60.8	73.0	68.7	82.5	89.1	+8.1
Prince Edward Island						
Charlottetown	18.0	26.3	18.8	19.7	20.8	+5.6
Prince Edward Island (excluding Charlottetown)	27.8	30.4	33.7	34.8	35.4	+1.8
Nova Scotia						
Eastern Nova Scotia	48.2	60.1	57.9	63.1	66.7	+5.7
Western Nova Scotia	80.2	97.2	80.8	91.5	95.9	+4.8
Halifax	87.7	103.9	93.5	106.7	116.7	+9.4
New Brunswick						
Fredericton-Moncton-Saint-John	101.3	120.6	106.6	117.9	128.0	+8.6
Madawaska-Charlotte	29.4	36.7	33.3	34.5	36.5	+5.8
Restigouche-Albert	86.5	91.6	91.8	101.4	103.8	+2.4
Quebec						
Gaspésie-Îles-de-la-Madeleine	17.9	20.8	19.1	27.2	28.8	+5.7
Québec	56.4	65.9	54.0	70.5	77.4	+9.9
Trois-Rivières	15.7	19.7	14.5	18.7	20.6	+10.4
South Central Quebec	18.1	20.5	16.7	20.5	21.9	+6.6
Sherbrooke	15.3	21.4	15.0	19.1	20.2	+5.6
Montréal	46.9	59.8	49.2	66.4	73.5	+10.7
Montreal	209.7	261.1	216.9	289.6	321.6	+11.1
Central Quebec	103.5	137.3	118.5	150.2	165.5	+10.1
North Western Quebec	21.0	33.6	26.8	33.8	36.5	+7.8
Lower Saint Lawrence and North Shore	54.8	65.2	58.2	70.7	74.2	+5.0
Hull	17.4	22.4	20.3	27.0	28.6	+5.8
Chicoutimi-Jonquière	16.6	21.8	20.6	23.8	25.3	+6.4
Ontario						
Ottawa	219.9	259.9	241.3	272.2	296.1	+8.8
Eastern Ontario	98.6	113.3	102.1	110.3	121.7	+10.4
Kingston	35.7	34.8	35.0	37.2	39.7	+6.7
Central Ontario	263.1	309.3	276.0	289.2	307.4	+6.3
Oshawa	92.3	113.1	116.6	127.7	132.8	+4.0
Toronto	1,230.5	1,357.4	1,288.2	1,406.8	1,507.3	+7.1
Hamilton	171.1	201.2	186.9	198.8	212.3	+6.8
St. Catharines	81.4	99.7	92.7	99.7	110.0	+10.4
London	101.3	127.0	113.0	125.2	137.0	+9.4
Niagara	72.5	77.2	76.1	83.1	90.4	+8.8
Windsor	67.4	83.7	71.6	76.1	86.9	+14.2
Kitchener	132.7	139.6	137.8	150.7	166.8	+10.7
Huron	72.2	82.1	74.6	78.5	80.7	+2.8
South Central Ontario	123.1	142.9	143.2	164.8	175.8	+6.7
Sudbury	38.0	49.8	38.7	41.8	45.4	+8.7
Thunder Bay	25.0	27.8	25.4	29.6	31.8	+7.5
Northern Ontario	97.4	115.2	105.7	119.1	128.3	+7.7
Manitoba						
Winnipeg	175.2	203.1	181.5	188.3	202.2	+7.4
Southern Manitoba	80.1	93.8	80.3	90.9	98.9	+8.8
Northern Manitoba	23.0	26.7	22.5	24.9	26.7	+7.1
Saskatchewan						
Regina	61.5	65.7	62.3	62.8	64.1	+2.0
Saskatoon	75.9	86.3	75.9	77.8	82.8	+6.5
Southern Saskatchewan	59.5	69.7	61.2	63.1	66.5	+5.4
Northern Saskatchewan	47.6	58.2	51.0	55.3	57.4	+3.8
Alberta						
Calgary	345.6	389.0	356.7	381.0	416.0	+9.2

Edmonton	333.5	373.2	337.1	369.4	407.0	+10.2
Northern Alberta	68.1	65.6	68.7	68.2	69.5	+1.9
Southern Alberta	221.1	246.9	216.1	238.2	254.3	+6.7
British Columbia						
Southern Interior British Columbia	141.1	176.0	154.8	169.2	185.8	+9.8
Abbotsford	52.8	65.1	56.3	64.5	71.7	+11.1
Vancouver	548.4	621.7	569.6	624.3	678.8	+8.7
Victoria	69.0	89.8	78.2	84.1	92.3	+9.8
Southern Coastal British Columbia	125.7	150.4	132.7	145.8	160.8	+10.3
Northern British Columbia	74.7	85.9	76.1	83.6	89.4	+7.0
Territories						
Whitehorse	9.5	11.9	11.0	10.7	12.0	+12.1
Yukon (excluding Whitehorse)	2.4	2.5	1.2	2.0	2.2	+8.6
Yellowknife	5.3	6.8	6.8	6.7	7.0	+4.7
Northwest Territories (excluding Yellowknife)	5.2	6.0	6.0	4.6	5.1	+10.5
Iqaluit	3.1	3.0	4.0	2.5	2.3	-7.5
Nunavut (excluding Iqaluit)	5.2	7.4	4.6	5.2	5.3	+2.8
Canada	6,638.6	7,686.3	7,004.4	7,766.1	8,382.4	+7.9

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 special benefits was paid.

¹ Total amounts paid in EI special benefits by EI region do not match those in Annex 2.11.3.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results on maternity, parental and sickness benefits are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25, whereas results on compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children are based on 100% of data for 2020-21 to 2024-25.

Annex 2.13: Firms and Employment Insurance regular and special benefits (by industry)

Annex 2.13.1: Firms and Employment Insurance regular and special benefits (by industry)

Industry	Number of firms 2023	Distribution of firms (%) 2023	Firms' workforce ¹ 2023	Distribution of the firms' workforce (%) 2023	Number of claimants who received EI regular benefits ² 2023	Distribution of claimants who received EI regular benefits (%) 2023	Number of claimants who received EI special benefits ² 2023	Distribution of claimants who received EI special benefits (%) 2023
Goods-producing industries	279,374	21.2	4,052,352	19.2	598,846	36.9	187,678	20.2
Agriculture, forestry, fishing and hunting	52,499	4.0	356,137	1.7	57,298	3.5	16,608	1.8
Mining, quarrying, and oil and gas extraction	7,271	0.6	236,600	1.1	26,348	1.6	8,073	0.9
Utilities	859	0.1	118,807	0.6	4,285	0.3	3,646	0.4
Construction	168,057	12.7	1,486,524	7.0	354,605	21.9	68,988	7.4
Manufacturing	50,688	3.8	1,854,284	8.8	156,310	9.6	90,364	9.7
Services-producing industries	930,269	70.5	16,801,338	79.5	961,598	59.3	717,017	77.1
Wholesale and retail trade	148,964	11.3	3,263,320	15.4	128,275	7.9	124,305	13.4
Transportation and warehousing	91,399	6.9	992,819	4.7	75,285	4.6	43,996	4.7
Finance, insurance, real estate, rental and leasing	89,505	6.8	1,179,763	5.6	38,904	2.4	45,477	4.9
Professional, scientific and technical services	169,132	12.8	1,445,879	6.8	90,377	5.6	49,376	5.3
Business, building and other support services ³	60,666	4.6	1,247,106	5.9	114,957	7.1	56,334	6.1
Educational services	15,672	1.2	1,533,859	7.3	198,813	12.3	54,047	5.8
Health care and social assistance	127,008	9.6	2,001,871	9.5	62,544	3.9	136,187	14.6
Information, culture and recreation ⁴	33,199	2.5	723,999	3.4	55,615	3.4	21,460	2.3
Accommodation and food services	81,139	6.2	1,525,660	7.2	73,975	4.6	50,640	5.4
Other services (excluding public administration)	108,427	8.2	758,507	3.6	42,622	2.6	32,701	3.5
Public administration	5,158	0.4	2,128,555	10.1	80,230	4.9	102,493	11.0
Unclassified industries⁵	109,470	8.3	279,815	1.3	60,931	3.8	25,523	2.7
Canada	1,319,113	100.0	21,133,505	100.0	1,621,374	100.0	930,218	100.0

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers.

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

² These columns are based on the number of individuals receiving EI regular and/or special benefits in 2023.

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.

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

Annex 2.14: Maternity benefits

Annex 2.14.1: Maternity benefits¹: New claims established

Province or territory	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	2,520	2,140	2,160	2,175	2,232	+2.6
Prince Edward Island	1,100	1,170	1,020	1,005	983	-2.2
Nova Scotia	5,040	5,510	5,070	5,225	5,231	+0.1
New Brunswick	4,080	4,600	4,080	4,112	4,267	+3.8
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	82,260	89,190	86,700	88,966	90,963	+2.2
Manitoba	8,600	9,000	7,960	8,134	8,450	+3.9
Saskatchewan	7,680	7,860	7,300	7,261	7,165	-1.3
Alberta	28,190	29,080	28,390	28,518	29,692	+4.1
British Columbia	26,400	27,310	26,980	27,029	28,784	+6.5
Yukon	340	410	280	290	333	+14.8
Northwest Territories	430	380	330	279	293	+5.0
Nunavut	270	260	260	197	169	-14.2
Age category						
24 years old and under	12,730	11,430	11,740	10,444	9,880	-5.4
25 to 29 years old	43,360	43,140	40,810	41,777	42,305	+1.3
30 to 34 years old	67,760	75,500	71,720	72,982	76,153	+4.3
35 to 39 years old	36,080	38,920	38,320	39,937	41,866	+4.8
40 years old and over	6,980	7,920	7,940	8,051	8,358	+3.8
Canada	166,910	176,910	170,530	173,191	178,562	+3.1

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

¹ Figures also include maternity benefits for self-employed individuals.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.14.2: Maternity benefits: Average actual duration (number of weeks)

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	14.5	14.3	14.4	14.5	14.5	-0.5
Prince Edward Island	14.5	14.6	14.6	14.6 ^R	14.6	+0.2
Nova Scotia	14.7	14.5	14.6	14.6	14.6	-0.2
New Brunswick	14.6	14.5	14.6	14.6	14.6	0.0
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.7	14.4	14.6	14.7	14.6	-0.1
Manitoba	14.7	14.6	14.6	14.7	14.7	-0.1
Saskatchewan	14.7	14.6	14.6	14.7	14.6	-0.1
Alberta	14.7	14.5	14.6	14.6	14.6	-0.2
British Columbia	14.7	14.6	14.7	14.7	14.7	-0.1
Yukon	14.6	14.5	14.7	14.5	14.7	+1.5
Northwest Territories	14.5	14.4	14.6	14.6	14.6	0.0
Nunavut	14.3	14.1	14.2	14.2 ^R	14.3	+1.0
Age category						
24 years old and under	14.6	14.2	14.4	14.6	14.5	-0.2
25 to 29 years old	14.7	14.5	14.6	14.6	14.6	-0.2
30 to 34 years old	14.7	14.6	14.7	14.7	14.7	-0.1
35 to 39 years old	14.7	14.4	14.6	14.7	14.6	-0.1
40 years old and over	14.6	14.5	14.6	14.6	14.6	+0.1
Canada	14.7	14.5	14.6	14.7	14.6	-0.1

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

¹ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^P Preliminary data.

^R Revised data.

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

Annex 2.14.3: Maternity benefits: Average weekly benefit rate (\$)

Province or territory	First half of 2020-21	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	495	545	553	557	490	545	554	577	+4.2
Prince Edward Island	496	545	556	447	514	528	547	570	+4.3
Nova Scotia	478	540	553	508	498	504	549	571	+4.1
New Brunswick	485	538	548	473	497	528	536	560	+4.6
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	515	553	563	526	542	546	572	593	+3.7
Manitoba	474	542	550	483	498	494	527	542	+2.9
Saskatchewan	499	550	558	516	526	529	548	567	+3.4
Alberta	519	552	561	532	535	537	551	564	+2.5
British Columbia	510	552	561	521	531	549	571	591	+3.6
Yukon	539	573	582	578	588	607	618	639	+3.3
Northwest Territories	556	574	577	553	601	591	622	628	+1.1
Nunavut	508	571	570	456	638	605	614	626	+1.9
Age category									
24 years old and under	405	520	525	409	398	408	438	457	+4.5
25 to 29 years old	489	543	550	498	500	512	534	551	+3.2
30 to 34 years old	525	558	567	541	552	561	580	599	+3.2
35 to 39 years old	530	560	571	538	567	568	592	611	+3.3
40 years old and over	522	556	570	540	547	567	584	607	+4.0
Canada	510	551	561	521	533	541	563	583	+3.5

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

¹ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.14.4: Maternity benefits: Amount paid (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	17.2	19.2	16.7	17.6	18.6	+6.0
Prince Edward Island	8.2	9.7	8.1	7.9	8.2	+3.0
Nova Scotia	36.8	45.3	38.0	41.9	43.2	+3.0
New Brunswick	30.3	36.1	33.2	31.4	35.1	+11.7
Quebec ¹	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	657.4	743.1	697.3	737.8	785.6	+6.5
Manitoba	66.6	70.4	60.6	62.6	66.8	+6.7
Saskatchewan	59.7	65.8	56.0	57.9	59.2	+2.3
Alberta	227.9	245.3	222.7	227.2	243.9	+7.3
British Columbia	212.6	230.8	216.2	221.8	248.0	+11.8
Yukon	2.9	3.3	2.5	2.6	3.1	+21.3
Northwest Territories	3.0	3.6	2.8	2.6	2.7	+5.9
Nunavut	2.0	2.1	2.2	1.7	1.6	-5.4
Age category						
24 years old and under	83.3	90.7	71.2	67.7	66.8	-1.4
25 to 29 years old	337.8	363.2	309.6	323.2	341.5	+5.7
30 to 34 years old	552.7	634.5	590.6	613.6	662.4	+8.0
35 to 39 years old	294.2	323.0	318.8	341.0	371.2	+8.9
40 years old and over	56.7	63.3	66.1	67.5	74.1	+9.8
Canada	1,324.7	1,474.7	1,356.3	1,413.0	1,516.0	+7.3

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 maternity benefits was paid.

¹ Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15: Parental benefits (biological and adoptive parents)

Annex 2.15.1: Parental benefits (biological and adoptive parents): New claims established

Benefit type ¹	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Parental standard	174,330	195,960	193,400	200,350	208,318	+4.0
Parental extended	38,770	45,940	42,740	43,655	48,199	+10.4
Province or territory						
Newfoundland and Labrador	2,780	2,540	2,880	2,748	2,867	+4.3
Prince Edward Island	1,370	1,690	1,350	1,355	1,383	+2.1
Nova Scotia	6,660	7,750	7,500	7,662	7,745	+1.1
New Brunswick	5,210	6,180	5,720	5,797	6,134	+5.8
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	106,680	123,250	121,910	126,387	132,148	+4.6
Manitoba	10,960	11,990	11,170	11,669	12,100	+3.7
Saskatchewan	9,070	9,750	9,090	9,786	10,017	+2.4
Alberta	34,920	38,340	37,420	38,471	40,915	+6.4
British Columbia	34,110	39,020	37,840	39,017	42,040	+7.7
Yukon	440	580	490	432	502	+16.2
Northwest Territories	490	420	410	400	414	+3.5
Nunavut	410	390	360	281	252	-10.3
Gender						
Men	50,100	68,350	69,270	74,540	81,989	+10.0
Women	163,000	173,550	166,870	169,465	174,528	+3.0
Age category						
24 years old and under	13,270	12,670	12,920	11,781	11,215	-4.8
25 to 29 years old	49,760	52,240	49,980	51,263	52,720	+2.8
30 to 34 years old	84,740	99,840	96,580	99,527	105,881	+6.4
35 to 39 years old	51,000	58,160	58,590	62,177	66,574	+7.1
40 years old and over	14,330	18,990	18,070	19,257	20,127	+4.5
Canada	213,100	241,900	236,140	244,005	256,517	+5.1

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between 2 parents are considered as 2 separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.2: Parental benefits (biological and adoptive parents): Amount paid (\$ millions)

Benefit type ¹	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Parental standard	2,612.5	2,939.4	2,793.6	2,840.5	3,058.3	+7.7
Parental extended	565.3	650.5	706.0	648.2	686.1	+5.9
Province or territory						
Newfoundland and Labrador	39.3	45.3	44.1	43.7	44.5	+1.8
Prince Edward Island	16.0	21.7	21.7	18.7	20.4	+9.1
Nova Scotia	89.0	106.4	108.2	102.7	110.6	+7.7
New Brunswick	69.2	84.6	85.5	79.7	86.5	+8.5
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	1,603.6	1,787.6	1,779.7	1,806.9	1,941.7	+7.5
Manitoba	150.3	178.5	166.4	157.9	168.1	+6.5
Saskatchewan	145.2	163.1	148.1	143.6	148.9	+3.7
Alberta	551.8	598.6	569.7	562.4	605.0	+7.6
British Columbia	496.2	581.6	555.5	556.1	600.8	+8.0
Yukon	5.9	8.0	7.4	6.6	7.3	+10.1
Northwest Territories	6.0	7.6	8.1	5.8	6.3	+8.1
Nunavut	5.3	7.0	5.3	4.5	4.4	-1.9
Gender						
Men	359.2	411.0	441.8	464.7	512.8	+10.4
Women	2,818.6	3,179.0	3,057.8	3,024.0	3,231.6	+6.9
Age category						
24 years old and under	171.8	222.1	170.9	159.4	158.0	-0.8
25 to 29 years old	756.1	868.1	773.8	756.8	801.3	+5.9
30 to 34 years old	1,319.4	1,484.3	1,490.2	1,470.5	1,590.0	+8.1
35 to 39 years old	740.7	814.6	839.7	869.6	944.9	+8.7
40 years old and over	189.8	200.9	225.0	232.4	250.3	+7.7
Canada	3,177.8	3,589.9	3,499.6	3,488.7	3,744.5	+7.3

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 parental benefits was paid.

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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.3: Parental standard benefits¹ (biological and adoptive parents): New claims established

Province or territory	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	2,380	2,200	2,510	2,286	2,378	+4.0
Prince Edward Island	1,170	1,400	1,190	1,212	1,213	+0.1
Nova Scotia	5,570	6,360	6,380	6,316	6,268	-0.8
New Brunswick	4,420	5,360	4,820	4,936	5,148	+4.3
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	84,220	97,080	97,970	102,109	105,711	+3.5
Manitoba	9,380	9,610	9,450	9,483	9,688	+2.2
Saskatchewan	8,220	8,660	8,020	8,234	8,206	-0.3
Alberta	29,510	32,540	31,010	33,138	34,813	+5.1
British Columbia	28,410	31,710	31,070	31,836	34,065	+7.0
Yukon	290	410	390	298	349	+17.1
Northwest Territories	390	310	330	280	281	+0.4
Nunavut	370	320	260	222	198	-10.8
Gender						
Men	41,950	57,680	57,660	62,198	67,890	+9.2
Women	132,380	138,280	135,740	138,152	140,428	+1.6
Age category						
24 years old and under	10,800	10,390	10,900	9,726	9,165	-5.8
25 to 29 years old	41,670	42,360	41,260	42,585	43,217	+1.5
30 to 34 years old	69,460	81,100	79,300	82,145	86,403	+5.2
35 to 39 years old	41,070	46,820	47,540	50,417	53,410	+5.9
40 years old and over	11,330	15,290	14,400	15,477	16,123	+4.2
Canada	174,330	195,960	193,400	200,350	208,318	+4.0

Note: Includes claims for which at least \$1 of EI parental standard benefits was paid. Parental benefits that are shared between 2 parents are considered as 2 separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.4: Parental standard benefits¹ (biological and adoptive parents): Average actual duration (number of weeks)

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	29.2	27.5	27.6	27.8 ^R	26.3	-5.6
Prince Edward Island	27.2	25.0	25.8	25.9 ^R	25.0	-3.4
Nova Scotia	27.3	25.6	25.1	24.8	24.7	-0.5
New Brunswick	27.1	25.7	25.9	25.2 ^R	24.7	-2.1
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	27.5	25.6	25.7	25.4 ^R	24.9	-1.9
Manitoba	27.6	26.5	26.1	25.9 ^R	25.3	-2.2
Saskatchewan	28.6	27.6	27.2	26.7 ^R	26.2	-1.8
Alberta	29.2	27.1	27.2	26.7 ^R	26.0	-2.4
British Columbia	27.0	25.0	25.7	25.1 ^R	24.4	-2.5
Yukon	26.7	25.5	24.7	24.6	24.0	-2.1
Northwest Territories	26.7	26.2	26.1	24.7 ^R	24.6	-0.4
Nunavut	26.2	26.7	27.3	26.0 ^R	25.8	-0.6
Gender						
Men	12.3	10.9	11.0	10.7 ^R	10.4	-3.2
Women	32.8	31.9	32.3	32.3	32.2	-0.3
Age category						
24 years old and under	30.5	28.3	28.6	28.8 ^R	28.4	-1.3
25 to 29 years old	29.5	27.9	27.8	27.6 ^R	27.2	-1.7
30 to 34 years old	27.8	26.3	26.5	26.0 ^R	25.4	-2.2
35 to 39 years old	26.4	24.4	24.7	24.3 ^R	23.6	-2.6
40 years old and over	23.3	19.9	21.1	20.8 ^R	20.6	-1.0
Canada	27.8	25.9	26.0	25.7^R	25.1	-2.1

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Starting March 17, 2019, parents who share parental benefits could receive an additional 5 weeks of parental standard benefits or 8 weeks of extended parental benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^P Preliminary data.

^R Revised data.

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

Annex 2.15.5: Parental standard benefits¹ (biological and adoptive parents): Average weekly benefit rate (\$)

Province or territory	First half of 2020-21	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	514	551	560	539	519	562	570	591	+3.7
Prince Edward Island	507	551	560	468	526	550	566	590	+4.1
Nova Scotia	499	548	561	511	527	535	571	592	+3.8
New Brunswick	497	544	557	505	524	544	560	581	+3.8
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	525	557	569	536	553	565	589	610	+3.6
Manitoba	493	548	556	502	523	520	555	571	+2.8
Saskatchewan	515	556	565	525	547	551	570	589	+3.2
Alberta	529	559	567	539	554	560	574	589	+2.8
British Columbia	522	558	567	533	563	570	589	610	+3.5
Yukon	549	571	586	582	589	615	616	640	+3.8
Northwest Territories	555	581	584	516	589	596	624	634	+1.6
Nunavut	508	564	575	540	629	608	621	640	+2.9
Gender									
Men	557	570	581	563	590	606	623	643	+3.2
Women	510	552	562	519	532	541	564	583	+3.3
Age category									
24 years old and under	417	525	530	432	421	425	460	481	+4.6
25 to 29 years old	497	547	555	509	512	531	551	568	+3.0
30 to 34 years old	533	562	571	546	565	575	594	613	+3.2
35 to 39 years old	541	564	575	549	576	585	606	626	+3.3
40 years old and over	538	563	574	542	586	588	606	628	+3.7
Canada	521	556	567	531	552	560	582	602	+3.4

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.6: Parental standard benefits¹ (biological and adoptive parents): Amount paid (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	34.4	40.2	38.4	36.8	36.7	-0.2
Prince Edward Island	13.7	19.7	18.9	16.2	18.2	+12.2
Nova Scotia	78.1	87.8	86.1	85.4	90.6	+6.0
New Brunswick	60.5	71.6	71.4	67.4	72.8	+8.0
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	1,271.8	1,420.5	1,385.7	1,439.6	1,559.6	+8.3
Manitoba	130.5	148.5	133.9	128.9	135.9	+5.4
Saskatchewan	128.0	142.7	125.9	122.1	124.3	+1.8
Alberta	479.0	518.1	483.4	482.8	520.2	+7.8
British Columbia	402.6	472.1	434.3	448.5	486.9	+8.6
Yukon	4.5	5.9	5.2	4.9	5.2	+6.9
Northwest Territories	5.0	6.4	6.4	4.4	4.3	-1.4
Nunavut	4.4	5.9	3.9	3.5	3.5	+0.4
Gender						
Men	312.7	355.4	381.8	404.3	444.3	+9.9
Women	2,299.9	2,584.0	2,411.8	2,436.3	2,614.0	+7.3
Age category						
24 years old and under	145.3	182.4	134.9	130.7	128.4	-1.7
25 to 29 years old	635.2	720.4	614.9	621.0	657.7	+5.9
30 to 34 years old	1,077.5	1,220.0	1,199.9	1,202.8	1,305.7	+8.6
35 to 39 years old	600.7	655.7	667.1	700.6	764.6	+9.1
40 years old and over	153.8	160.9	176.8	185.4	201.9	+8.9
Canada	2,612.5	2,939.4	2,793.6	2,840.5	3,058.3	+7.7

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 parental standard benefits was paid.

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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.7: Parental extended benefits¹ (biological and adoptive parents): New claims established

Region	Total of 2020-21 ³	Total of 2021-22 ³	Total of 2022-23 ³	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	350	320	320	462	489	+5.8
Prince Edward Island	160	220	140	143	170	+18.9
Nova Scotia	1,160	1,500	1,190	1,346	1,477	+9.7
New Brunswick	790	890	900	861	986	+14.5
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	22,290	25,870	23,720	24,278	26,437	+8.9
Manitoba	1,670	2,410	1,810	2,186	2,412	+10.3
Saskatchewan	1,230	1,480	1,330	1,552	1,811	+16.7
Alberta	4,590	4,990	5,790	5,333	6,102	+14.4
British Columbia	6,210	7,900	7,230	7,181	7,975	+11.1
Territories	320	360	310	313	340	+8.6
Gender						
Men	8,150	10,670	11,610	12,342	14,099	+14.2
Women	30,620	35,270	31,130	31,313	34,100	+8.9
Age category						
24 years old and under	2,470	2,280	2,020	2,055	2,050	-0.2
25 to 29 years old	8,090	9,880	8,720	8,678	9,503	+9.5
30 to 34 years old	15,280	18,740	17,280	17,382	19,478	+12.1
35 to 39 years old	9,930	11,340	11,050	11,760	13,164	+11.9
40 years old and over	3,000	3,700	3,670	3,780	4,004	+5.9
Canada	38,770	45,940	42,740	43,655	48,199	+10.4

Note: Includes claims for which at least \$1 of EI parental extended benefits was paid. Parental benefits that are shared between 2 parents are considered as 2 separate claims.

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.8: Parental extended benefits¹ (biological and adoptive parents): Average actual duration (number of weeks)

Region	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	44.6	48.8	47.1 ^R	45.7	-3.0
Prince Edward Island	42.6	46.0	48.0 ^R	43.7	-8.9
Nova Scotia	41.5	44.4	43.3 ^R	41.6	-4.0
New Brunswick	42.5	44.6	44.3 ^R	41.3	-6.7
Quebec ²	n/a	n/a	n/a	n/a	n/a
Ontario	44.7	44.9	44.6 ^R	42.5	-4.7
Manitoba	43.8	45.9	44.9 ^R	42.6	-5.2
Saskatchewan	44.9	46.9	45.7 ^R	42.5	-6.9
Alberta	47.4	48.7	46.8	44.7	-4.4
British Columbia	43.7	45.2	44.9 ^R	42.4	-5.7
Territories	40.6	41.8	39.3 ^R	38.4	-2.2
Gender					
Men	14.0	14.2	13.4 ^R	12.5	-6.7
Women	55.1	56.3	56.5	56.3	-0.4
Age category					
24 years old and under	49.8	53.3	51.9 ^R	51.5	-0.7
25 to 29 years old	48.5	50.2	49.5 ^R	47.6	-3.9
30 to 34 years old	45.0	45.9	45.8 ^R	43.5	-5.1
35 to 39 years old	42.4	42.7	42.0 ^R	39.3	-6.3
40 years old and over	36.2	35.0	35.3 ^R	34.1	-3.4
Canada	44.6	45.5	44.9^R	42.7	-4.9

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Starting March 17, 2019 parents who share parental benefits could receive an additional 5 weeks of parental standard benefits or 8 weeks of extended parental benefits.

² Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

^P Preliminary data.

^R Revised data.

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

Annex 2.15.9: Parental extended benefits¹ (biological and adoptive parents): Average weekly benefit rate (\$)

Region	First half of 2020-21	Second half of 2020-21 ³	First half of 2021-22 ³	2 months in fall 2021 ³	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	255	325	321	360	272	326	347	362	+4.5
Prince Edward Island	295	319	336	269	348	330	335	350	+4.2
Nova Scotia	291	333	336	303	324	318	345	357	+3.6
New Brunswick	297	336	325	298	314	326	344	358	+4.1
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	318	338	342	324	339	344	359	373	+4.0
Manitoba	281	328	338	308	307	318	333	342	+2.8
Saskatchewan	297	331	335	313	317	325	337	355	+5.4
Alberta	311	330	335	304	329	327	337	351	+4.1
British Columbia	316	337	342	324	333	346	358	374	+4.3
Territories	332	342	342	346	383	375	383	396	+3.4
Gender									
Men	336	346	352	345	362	372	382	394	+3.2
Women	307	333	337	313	324	327	342	356	+4.2
Age category									
24 years old and under	247	321	321	250	259	264	277	288	+3.9
25 to 29 years old	297	330	332	301	317	315	334	349	+4.4
30 to 34 years old	320	339	342	330	340	347	358	372	+3.8
35 to 39 years old	320	339	346	330	347	353	367	381	+3.7
40 years old and over	332	339	349	321	345	359	370	384	+3.7
Canada	313	336	340	320	333	339	353	367	+4.0

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

¹ Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits.

² Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

³ EI temporary measures affecting the weekly benefit rate were in effect during this period.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.15.10: Parental extended benefits¹ (biological and adoptive parents): Amount paid (\$ millions)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	4.9	5.1	5.7	7.0	7.8	+12.2
Prince Edward Island	2.3	2.0	2.8	2.5	2.2	-10.4
Nova Scotia	10.9	18.6	22.1	17.3	20.1	+16.0
New Brunswick	8.7	13.0	14.0	12.3	13.6	+11.0
Quebec ²	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	331.8	367.1	394.0	367.4	382.0	+4.0
Manitoba	19.8	30.0	32.4	29.0	32.3	+11.4
Saskatchewan	17.2	20.4	22.2	21.5	24.6	+14.4
Alberta	72.8	80.5	86.3	79.7	84.8	+6.4
British Columbia	93.7	109.5	121.2	107.6	113.8	+5.8
Territories	3.3	4.4	5.3	4.1	4.9	+18.7
Gender						
Men	46.6	55.6	59.9	60.4	68.5	+13.4
Women	518.7	594.9	646.0	587.8	617.6	+5.1
Age category						
24 years old and under	26.6	39.6	36.0	28.7	29.6	+3.3
25 to 29 years old	120.9	147.7	158.9	135.8	143.6	+5.7
30 to 34 years old	241.9	264.3	290.3	267.7	284.3	+6.2
35 to 39 years old	139.9	158.9	172.6	169.0	180.3	+6.7
40 years old and over	36.0	40.0	48.2	47.0	48.4	+3.0
Canada	565.3	650.5	706.0	648.2	686.1	+5.9

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 parental extended benefits was paid.

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.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.16: Sickness benefits

Annex 2.16.1: Sickness benefits: New claims established

Province or territory	Total of 2020-21 ^{1,2}	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	10,880	12,310	12,680	12,710	13,002	+2.3
Prince Edward Island	4,770	5,460	5,330	5,438	5,305	-2.4
Nova Scotia	18,300	21,110	19,170	20,042	19,721	-1.6
New Brunswick	25,230	28,040	26,650	26,205	24,929	-4.9
Quebec	135,660	143,640	130,250	133,653	134,495	+0.6
Ontario	132,800	130,970	116,800	118,531	120,027	+1.3
Manitoba	12,990	13,170	11,300	12,478	12,851	+3.0
Saskatchewan	8,750	8,760	8,320	8,326	8,241	-1.0
Alberta	42,370	37,950	33,880	37,376	38,197	+2.2
British Columbia	57,700	60,240	53,270	54,136	54,526	+0.7
Yukon	460	330	370	416	392	-5.8
Northwest Territories	220	300	270	311	290	-6.8
Nunavut	220	180	190	176	170	-3.4
Gender						
Men	199,620	199,850	177,150	185,017	184,335	-0.4
Women	250,730	262,610	241,330	244,781	247,811	+1.2
Age category						
24 years old and under	47,750	41,740	31,290	29,972	28,273	-5.7
25 to 34 years old	98,030	108,020	91,830	95,804	96,975	+1.2
35 to 44 years old	87,500	97,710	86,500	89,729	91,397	+1.9
45 to 54 years old	90,810	92,520	85,250	85,993	85,747	-0.3
55 to 64 years old	98,840	98,040	95,440	97,376	96,319	-1.1
65 years old and over	27,420	24,430	28,170	30,924	33,435	+8.1
Canada	450,350	462,460	418,480	429,798	432,146	+0.5

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

¹ Claims for sickness benefits could not be established during the first half of 2020-21 due to the implementation of the Canadian Emergency Response Benefits (CERB).

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.16.2: Sickness benefits: Average actual duration (number of weeks)

Province or territory	2020-21	2021-22	Claims established before December 18, 2022 and completed in 2022-23 ¹	Claims established before December 18, 2022 and completed in 2023-24 ^R	Claims established on or after December 18, 2022 and completed in 2023-24 ^R	2024-25 ^P	Change (%) 2023-24 (claims established on or after December 18, 2022) to 2024-25
Newfoundland and Labrador	9.4	9.7	9.4	8.7	12.9 ^R	12.8	-0.9
Prince Edward Island	8.1	8.1	7.9	7.4 ^R	10.9	9.5	-12.4
Nova Scotia	8.9	9.3	8.9	7.9 ^R	11.8 ^R	11.8	+0.2
New Brunswick	8.3	8.4	8.3	8.0	10.9 ^R	10.4	-4.0
Quebec	8.6	8.8	9.0	8.7	11.5 ^R	12.0	+4.3
Ontario	9.6	9.4	10.1	9.6	13.3 ^R	13.6	+2.3
Manitoba	9.1	8.8	9.8	9.5	12.8 ^R	13.3	+4.1
Saskatchewan	9.0	8.9	10.2	9.4	13.1 ^R	13.4	+2.1
Alberta	8.9	8.5	9.9	9.8 ^R	13.1 ^R	13.5	+3.6
British Columbia	9.7	9.9	10.4	9.8 ^R	13.3 ^R	13.7	+3.2
Yukon	10.1	10.8	10.8	10.6 ^R	13.3 ^R	14.7	+10.4
Northwest Territories	10.8	10.8	10.5	11.1 ^R	15.2	15.5	+2.3
Nunavut	10.2	9.5	11.5	7.1 ^R	14.3 ^R	14.2	-1.2
Gender							
Men	8.5	8.6	9.1	8.7	12.1 ^R	12.3	+1.7
Women	9.5	9.5	9.8	9.2 ^R	12.8 ^R	13.1	+2.6
Age category							
24 years old and under	7.8	7.8	8.6	8.5 ^R	10.2	10.7	+4.6
25 to 34 years old	8.2	8.5	8.9	8.5 ^R	11.0	11.3	+2.7
35 to 44 years old	8.9	8.9	9.4	9.1 ^R	12.1 ^R	12.4	+2.3
45 to 54 years old	9.3	9.5	9.8	9.3	12.9 ^R	13.4	+3.6
55 to 64 years old	9.9	9.9	10.0	9.2 ^R	13.7 ^R	13.9	+1.8
65 years old and over	10.8	10.6	10.4	9.3	14.7 ^R	14.4	-1.8
Canada	9.1	9.1	9.5	9.0	12.5^R	12.7	+2.2

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

¹ Results for 2022-23 represent claims established prior to December 18, 2022 and entitled to a maximum of 15 weeks of EI sickness benefits. Claims established on or after December 18, 2022 and entitled to a maximum of 26 weeks of EI sickness benefits are not considered.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.16.3: Sickness benefits: Average weekly benefit rate (\$)

Province or territory	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	531	538	483	468	500	523	545	+4.3
Prince Edward Island	536	539	511	466	492	524	546	+4.2
Nova Scotia	532	537	480	455	480	515	537	+4.3
New Brunswick	533	535	503	477	497	525	545	+3.9
Quebec	533	541	481	489	507	530	551	+3.9
Ontario	536	549	498	493	508	532	555	+4.4
Manitoba	529	537	478	463	477	513	531	+3.5
Saskatchewan	534	542	507	479	501	521	543	+4.3
Alberta	539	551	504	498	509	533	550	+3.1
British Columbia	538	549	504	499	521	546	567	+3.9
Yukon	561	571	595	505	602	606	618	+2.0
Northwest Territories	560	589	534	567	606	599	626	+4.6
Nunavut	563	569	452	553	517	618	636	+2.9
Gender								
Men	545	555	523	529	544	567 ^R	587	+3.7
Women	527	539	467	453	478	504 ^R	526	+4.4
Age category								
24 years old and under	515	520	431	403	426	460	481	+4.6
25 to 34 years old	536	544	491	488	507	533	554	+3.9
35 to 44 years old	541	552	505	508	525	552	573	+3.8
45 to 54 years old	540	551	508	509	526	548	570	+3.9
55 to 64 years old	536	548	494	488	507	529	551	+4.1
65 years old and over	528	540	477	453	469	490	510	+4.2
Canada	535	545	493	488	506	531	552	+4.0

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.16.4: Sickness benefits: Amount paid (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	52.8	65.0	57.0	82.0	90.8	+10.8
Prince Edward Island	20.8	24.3	21.9	27.0	27.0	0.0
Nova Scotia	85.9	103.8	81.9	112.5	121.4	+7.9
New Brunswick	115.0	124.4	110.7	140.0	143.7	+2.7
Quebec	567.6	719.6	602.8	790.7	865.8	+9.5
Ontario	603.6	735.4	584.1	808.1	878.0	+8.7
Manitoba	56.5	69.2	52.7	78.5	87.3	+11.2
Saskatchewan	36.4	47.3	41.3	53.7	58.5	+9.0
Alberta	173.8	213.8	169.3	250.6	280.0	+11.7
British Columbia	281.8	353.7	276.8	374.7	409.1	+9.2
Yukon	2.6	2.6	2.0	3.3	3.6	+8.2
Northwest Territories	1.4	1.6	1.9	2.7	2.9	+6.0
Nunavut	0.9	1.1	1.0	1.5	1.5	+4.9
Gender						
Men	890.4	1,056.1	914.8	1,240.8	1,334.1	+7.5
Women	1,109.0	1,405.7	1,088.6	1,484.4	1,635.6	+10.2
Age category						
24 years old and under	163.2	199.9	115.6	141.4	144.6	+2.2
25 to 34 years old	409.9	542.9	403.6	543.2	594.9	+9.5
35 to 44 years old	390.6	506.6	422.3	579.3	634.2	+9.5
45 to 54 years old	418.2	519.3	441.8	589.2	636.1	+8.0
55 to 64 years old	476.6	551.7	485.2	667.4	721.0	+8.0
65 years old and over	140.8	141.5	134.9	204.7	238.9	+16.7
Canada	1,999.3	2,461.9	2,003.4	2,725.3	2,969.7	+9.0

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 sickness benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.17: Sickness benefits (by industry)

Annex 2.17.1: Sickness benefits (by industry): Employment (totals in thousands)

Industry	Employment (in thousands) 2019-20	Share (%) 2019-20	Employment (in thousands) 2024-25	Share (%) 2024-25
Goods-producing industries	3,995.0	21.0	4,210.5	20.2
Agriculture, forestry, fishing and hunting	357.6	1.9	289.5	1.4
Mining, quarrying, and oil and gas extraction	263.1	1.4	295.1	1.4
Utilities	132.4	0.7	151.5	0.7
Construction	1,488.9	7.8	1,618.3	7.8
Manufacturing	1,753.0	9.2	1,856.1	8.9
Services-producing industries	15,045.9	79.0	16,617.5	79.8
Wholesale and retail trade	2,922.1	15.3	2,943.6	14.1
Transportation and warehousing	1,030.5	5.4	1,083.1	5.2
Finance, insurance, real estate, rental and leasing	1,237.5	6.5	1,438.4	6.9
Professional, scientific and technical services	1,567.1	8.2	1,987.6	9.5
Business, building and other support services ¹	747.1	3.9	714.6	3.4
Educational services	1,322.7	6.9	1,578.6	7.6
Health care and social assistance	2,480.0	13.0	2,849.1	13.7
Information, culture and recreation ²	771.4	4.1	844.6	4.1
Accommodation and food services	1,195.9	6.3	1,154.3	5.5
Other services (excluding public administration)	780.3	4.1	792.1	3.8
Public administration	991.3	5.2	1,231.5	5.9
Canada	19,040.9	100.0	20,827.9	100.0

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0022-01.

Annex 2.17.2: Sickness benefits (by industry): New claims established

Industry	New claims 2019-20	Share (%) 2019-20	New claims 2024-25	Share (%) 2024-25
Goods-producing industries	117,450	27.9	107,116	24.8
Agriculture, forestry, fishing and hunting	12,730	3.0	10,990	2.5
Mining, quarrying, and oil and gas extraction	4,250	1.0	3,667	0.8
Utilities	720	0.2	630	0.1
Construction	45,550	10.8	42,532	9.8
Manufacturing	54,200	12.9	49,297	11.4
Services-producing industries	291,610	69.2	315,738	73.1
Wholesale and retail trade	67,000	15.9	67,968	15.7
Transportation and warehousing	21,850	5.2	24,328	5.6
Finance, insurance, real estate, rental and leasing	12,000	2.8	12,113	2.8
Professional, scientific and technical services	12,540	3.0	14,505	3.4
Business, building and other support services ¹	27,510	6.5	28,194	6.5
Educational services	13,070	3.1	14,871	3.4
Health care and social assistance	52,690	12.5	66,248	15.3
Information, culture and recreation ²	8,600	2.0	8,048	1.9
Accommodation and food services	29,870	7.1	26,026	6.0
Other services (excluding public administration)	17,970	4.3	18,286	4.2
Public administration	28,510	6.8	35,151	8.1
Unclassified Industries³	12,080	2.9	9,292	2.2
Canada	421,140	100.0	432,146	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 sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 100% of data for 2024-25.

Annex 2.17.3: Sickness benefits (by industry): Amount paid (\$ millions)

Industry	Amount paid (\$ millions) 2019-20	Share (%) 2019-20	Amount paid (\$ millions) 2024-25	Share (%) 2024-25
Goods-producing industries	527.9	28.0	755.5	25.4
Agriculture, forestry, fishing and hunting	59.4	3.1	58.1	2.0
Mining, quarrying, and oil and gas extraction	23.5	1.2	30.5	1.0
Utilities	3.1	0.2	5.0	0.2
Construction	205.1	10.9	319.7	10.8
Manufacturing	236.8	12.5	342.3	11.5
Services-producing industries	1,314.6	69.6	2,155.6	72.6
Wholesale and retail trade	275.5	14.6	429.8	14.5
Transportation and warehousing	114.3	6.1	189.2	6.4
Finance, insurance, real estate, rental and leasing	59.0	3.1	94.2	3.2
Professional, scientific and technical services	58.3	3.1	101.1	3.4
Business, building and other support services ¹	129.0	6.8	202.3	6.8
Educational services	55.3	2.9	88.2	3.0
Health care and social assistance	246.9	13.1	463.6	15.6
Information, culture and recreation ²	35.2	1.9	52.8	1.8
Accommodation and food services	113.3	6.0	145.0	4.9
Other services (excluding public administration)	77.7	4.1	124.2	4.2
Public administration	150.1	7.9	265.3	8.9
Unclassified industries³	46.3	2.5	58.6	2.0
Canada	1,888.8	100.0	2,969.7	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 sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ For some claims, this information was not available in the data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2019-20 and 100% of data for 2024-25.

Annex 2.18: Compassionate care benefits

Annex 2.18.1: Compassionate care benefits: New claims established¹

Region	Total of 2020-21 ²	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	87	74	79	83	83	0.0
Prince Edward Island	31	30	44	44	24	-45.5
Nova Scotia	213	238	210	227	219	-3.5
New Brunswick	194	180	141	125	126	+0.8
Quebec	1,167	1,271	1,131	1,039	918	-11.6
Ontario	2,826	2,887	2,820	2,766	2,726	-1.4
Manitoba	264	225	264	267	276	+3.4
Saskatchewan	172	145	151	153	180	+17.6
Alberta	733	721	732	723	733	+1.4
British Columbia	1,090	989	1,034	976	999	+2.4
Territories	25	15	13	14	16	+14.3
Gender						
Men	1,871	1,995	2,025	2,011	2,028	+0.8
Women	4,931	4,780	4,594	4,406	4,272	-3.0
Age category						
24 years old and under	145	142	120	125	130	+4.0
25 to 44 years old	2,197	2,151	2,153	2,210	2,215	+0.2
45 to 54 years old	2,057	2,143	2,044	1,847	1,866	+1.0
55 years old and over	2,403	2,339	2,302	2,235	2,089	-6.5
Canada	6,802	6,775	6,619	6,417	6,300	-1.8

Note: Includes claims for which at least \$1 of EI compassionate care benefits was paid. Claims for which benefits are shared between caregivers are considered as separate claims.

¹ Due to revisions to EI administrative data, caution should be taken when comparing results from 2023-24 onward to those from previous fiscal years.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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

Annex 2.18.2: Compassionate care benefits: Average actual duration (number of weeks)

Region	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	13.4	13.1	10.9	10.5 ^R	10.6	+0.4
Prince Edward Island	13.5	16.0	9.6	11.2 ^R	13.3	+18.9
Nova Scotia	13.3	12.2	12.2	11.5	12.2	+5.9
New Brunswick	11.9	12.2	12.0	12.2 ^R	11.3	-7.7
Quebec	9.6	9.6	9.6	9.2	9.1	-1.9
Ontario	12.2	11.8	11.8	11.0	11.4	+3.4
Manitoba	11.9	12.2	11.3	11.1 ^R	10.8	-2.6
Saskatchewan	12.5	12.6	11.0	11.5	11.6	+0.9
Alberta	12.5	12.8	12.4	12.5	12.8	+2.2
British Columbia	12.1	12.1	12.6	11.9 ^R	10.9	-7.9
Territories	11.4	11.9	12.7	11.3	13.4	+18.7
Gender						
Men	12.3	12.2	12.1	11.8	11.9	+0.6
Women	11.6	11.4	11.3	10.7	10.7	+0.4
Age category						
24 years old and under	10.1	10.6	11.4	11.2 ^R	11.4	+1.7
25 to 44 years old	11.4	11.4	11.0	10.6	11.0	+4.4
45 to 54 years old	11.5	11.2	11.4	10.7	10.6	-1.5
55 years old and over	12.5	12.3	12.1	11.8 ^R	11.7	-1.3
Canada	11.8	11.6	11.5	11.1^R	11.1	+0.5

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

^P Preliminary data.

^R Revised data.

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

Annex 2.18.3: Compassionate care benefits: Average weekly benefit rate (\$)

Region	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	476	538	563	486	514	529	526	574	+9.0
Prince Edward Island	456	534	550	546	493	528	552	569	+3.1
Nova Scotia	501	539	548	466	471	495	545	558	+2.4
New Brunswick	478	537	533	487	483	503	503	539	+7.1
Quebec	498	539	557	497	510	535	547	576	+5.4
Ontario	513	553	564	532	530	553	570	597	+4.8
Manitoba	486	544	554	481	506	517	553	581	+5.0
Saskatchewan	494	556	557	489	552	555	551	582	+5.6
Alberta	516	553	566	531	555	556	575	593	+3.1
British Columbia	520	554	563	531	546	552	578	607	+5.0
Territories	556	561	573	536	627	619	622	647	+4.0
Gender									
Men	536	559	572	550	565	577	602	620	+3.1
Women	499	545	556	505	511	532	547	577	+5.6
Age category									
24 years old and under	427	528	525	417	437	466	482	514	+6.5
25 to 44 years old	525	556	564	531	538	561	580	605	+4.4
45 to 54 years old	509	551	564	533	539	555	577	604	+4.6
55 years old and over	498	543	557	502	511	527	542	569	+5.1
Canada	509	549	561	519	527	546	564	591	+4.8

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

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

Annex 2.18.4: Compassionate care benefits: Amount paid¹ (\$ thousands)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	620.4	603.7	462.5	461.7	495.8	+7.4
Prince Edward Island	247.2	253.6	220.6	300.1	191.3	-36.2
Nova Scotia	1,572.8	1,513.3	1,384.0	1,488.1	1,519.4	+2.1
New Brunswick	1,173.2	1,256.0	1,022.4	711.2	837.5	+17.8
Quebec	5,905.6	6,769.7	6,035.5	5,360.6	4,820.9	-10.1
Ontario	18,496.2	20,180.8	18,781.0	17,265.0	18,254.9	+5.7
Manitoba	1,689.4	1,660.9	1,482.9	1,552.6	1,825.4	+17.6
Saskatchewan	1,161.2	1,093.8	872.7	938.9	1,176.5	+25.3
Alberta	5,038.9	5,411.7	5,082.6	5,241.6	5,611.1	+7.0
British Columbia	7,300.9	7,106.8	6,994.6	6,514.6	6,467.2	-0.7
Territories	182.0	143.7	75.5	112.3	155.1	+38.1
Gender						
Men	13,620.4	14,841.2	14,442.6	14,450.0	14,981.5	+3.7
Women	29,767.5	31,152.9	27,971.8	25,496.8	26,373.5	+3.4
Age category						
24 years old and under	848.7	868.2	637.3	699.4	713.9	+2.1
25 to 44 years old	13,757.5	14,592.2	13,424.4	13,446.5	14,663.5	+9.1
45 to 54 years old	12,796.9	14,091.9	13,156.0	11,386.5	11,874.2	+4.3
55 years old and over	15,984.8	16,441.7	15,196.6	14,414.3	14,103.4	-2.2
Canada	43,387.9	45,994.0	42,414.4	39,946.8	41,355.0	+3.5

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

¹ Due to revisions to EI administrative data, caution should be taken when comparing results from 2023-24 onward to those from previous fiscal years.

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

Annex 2.19: Family caregiver benefits for adults

Annex 2.19.1: Family caregiver benefits for adults: New claims established¹

Region	Total of 2020-21 ²	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	166	196	188	178	221	+24.2
Prince Edward Island	86	73	81	96	67	-30.2
Nova Scotia	382	387	356	381	414	+8.7
New Brunswick	227	263	265	286	308	+7.7
Quebec	2,231	2,161	2,137	2,088	2,348	+12.5
Ontario	5,679	5,867	6,542	6,970	7,837	+12.4
Manitoba	388	451	487	482	544	+12.9
Saskatchewan	300	340	323	355	362	+2.0
Alberta	1,046	1,159	1,286	1,478	1,659	+12.2
British Columbia	1,668	1,616	1,568	1,778	1,955	+10.0
Territories	35	28	39	43	37	-14.0
Gender						
Men	3,890	4,103	4,520	4,978	5,776	+16.0
Women	8,318	8,438	8,752	9,157	9,976	+8.9
Age category						
24 years old and under	367	259	276	356	369	+3.7
25 to 34 years old	1,509	1,649	1,764	1,995	2,521	+26.4
35 to 44 years old	2,238	2,351	2,592	2,790	3,162	+13.3
45 to 54 years old	3,340	3,586	3,728	3,843	4,219	+9.8
55 to 64 years old	3,916	3,964	4,102	4,230	4,427	+4.7
65 years old and over	838	732	810	921	1,054	+14.4
Canada	12,208	12,541	13,272	14,135	15,752	+11.4

Note: Includes claims for which at least \$1 of benefits for family caregiver for adults was paid. Claims for which benefits are shared between caregivers are considered as separate claims.

¹ Due to revisions to EI administrative data, caution should be taken when comparing results from 2023-24 onward to those from previous fiscal years.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

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

Annex 2.19.2: Family caregiver benefits for adults: Average actual duration (number of weeks)

Region	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	10.9	11.4	10.8	11.0	10.8	-2.4
Prince Edward Island	10.5	11.1	10.5	11.2	11.2	+0.4
Nova Scotia	11.5	11.7	11.0	10.7	10.6	-1.3
New Brunswick	11.2	11.6	10.8	10.2 ^R	10.8	+5.7
Quebec	11.0	11.0	10.5	10.4 ^R	10.3	-0.8
Ontario	10.9	10.9	10.1	9.9 ^R	9.7	-1.4
Manitoba	11.3	11.3	10.1	10.7 ^R	10.0	-6.8
Saskatchewan	12.1	11.5	10.6	10.5 ^R	10.8	+2.9
Alberta	11.4	10.9	10.6	10.4	10.1	-2.5
British Columbia	11.4	11.3	10.8	10.5	10.3	-1.6
Territories	12.0	12.3	11.8	10.9 ^R	10.5	-3.2
Gender						
Men	10.9	10.8	10.4	10.1	10.0	-1.3
Women	11.2	11.1	10.3	10.2	10.0	-1.5
Age category						
24 years old and under	10.3	11.3	9.9	10.1 ^R	10.2	+1.3
25 to 34 years old	10.5	10.4	9.7	9.6	9.4	-2.5
35 to 44 years old	10.5	10.6	9.9	9.5	9.7	+2.0
45 to 54 years old	11.1	11.0	10.2	10.1 ^R	9.7	-3.7
55 to 64 years old	11.6	11.4	10.9	10.6	10.5	-1.4
65 years old and over	12.3	12.0	11.3	11.6	11.7	+0.9
Canada	11.1	11.0	10.4	10.2^R	10.0	-1.4

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of benefits for family caregiver for adults was paid.

^P Preliminary data.

^R Revised data.

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

Annex 2.19.3: Family caregiver benefits for adults: Average weekly benefit rate (\$)

Region	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	455	535	545	474	498	503	527	540	+2.3
Prince Edward Island	525	532	539	431	481	518	516	526	+2.0
Nova Scotia	467	528	544	445	473	485	508	537	+5.7
New Brunswick	464	524	533	468	455	503	520	532	+2.3
Quebec	466	530	547	480	490	513	538	555	+3.2
Ontario	494	544	558	512	522	538	560	587	+4.8
Manitoba	484	533	544	492	487	504	543	560	+3.2
Saskatchewan	486	539	558	506	495	532	548	567	+3.4
Alberta	507	546	562	515	538	545	558	580	+4.1
British Columbia	492	539	557	517	515	539	567	588	+3.7
Territories	515	567	568	595	580	598	582	622	+7.0
Gender									
Men	515	551	568	534	547	570	588	610	+3.7
Women	474	534	549	486	493	510	535	559	+4.4
Age category									
24 years old and under	392	515	525	457	435	448	482	519	+7.7
25 to 34 years old	502	545	558	518	528	548	572	593	+3.7
35 to 44 years old	504	547	561	522	535	551	571	601	+5.2
45 to 54 years old	497	543	558	510	529	540	565	590	+4.5
55 to 64 years old	483	536	551	486	495	518	543	563	+3.6
65 years old and over	439	523	539	460	448	476	493	504	+2.1
Canada	488	539	555	501	512	531	554	577	+4.2

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

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

Annex 2.19.4: Family caregiver benefits for adults: Amount paid¹ (\$ thousands)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	1,088.0	1,346.7	1,125.2	1,054.6	1,298.9	+23.2
Prince Edward Island	446.2	455.6	419.6	543.0	391.1	-28.0
Nova Scotia	2,058.9	2,481.8	1,925.5	2,071.2	2,276.4	+9.9
New Brunswick	1,295.4	1,567.9	1,477.7	1,629.3	1,713.9	+5.2
Quebec	12,096.3	13,865.3	12,128.7	11,643.5	13,041.2	+12.0
Ontario	31,877.4	37,076.1	36,280.1	37,190.4	42,992.3	+15.6
Manitoba	2,251.0	2,701.2	2,553.4	2,785.9	2,975.2	+6.8
Saskatchewan	1,788.6	2,007.8	1,857.1	2,031.1	2,202.3	+8.4
Alberta	6,330.8	7,586.7	7,463.0	8,511.2	9,288.5	+9.1
British Columbia	9,832.6	10,336.8	9,191.3	10,048.0	11,703.1	+16.5
Territories	224.3	178.3	276.4	278.4	229.2	-17.7
Gender						
Men	23,445.0	26,391.0	27,221.9	29,630.1	34,040.8	+14.9
Women	45,844.5	53,213.1	47,476.2	48,156.4	54,071.2	+12.3
Age category						
24 years old and under	1,724.4	1,692.0	1,177.6	1,654.0	1,884.7	+14.0
25 to 34 years old	8,196.6	9,889.9	9,395.7	10,578.9	13,493.0	+27.5
35 to 44 years old	12,218.4	14,777.1	14,245.6	14,893.3	17,815.0	+19.6
45 to 54 years old	19,364.6	22,933.2	21,025.2	21,627.0	23,391.3	+8.2
55 to 64 years old	22,901.0	25,448.7	24,119.8	23,941.9	25,503.3	+6.5
65 years old and over	4,884.4	4,863.3	4,734.1	5,091.4	6,024.6	+18.3
Canada	69,289.4	79,604.2	74,698.0	77,786.5	88,111.9	+13.3

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 benefits for family caregiver for adults was paid.

¹ Due to revisions to EI administrative data, caution should be taken when comparing results from 2023-24 onward to those from previous fiscal years.

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

Annex 2.20: Family caregiver benefits for children

Annex 2.20.1: Family caregiver benefits for children: New claims established¹

Region	Total of 2020-21 ²	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	71	56	47	48	58	+20.8
Prince Edward Island	44	31	30	23	36	+56.5
Nova Scotia	123	120	108	115	117	+1.7
New Brunswick	101	113	132	79	77	-2.5
Quebec	1,155	1,208	1,119	1,068	1,036	-3.0
Ontario	2,028	2,162	2,332	1,630	1,800	+10.4
Manitoba	209	185	209	158	167	+5.7
Saskatchewan	209	228	233	143	170	+18.9
Alberta	791	773	889	611	628	+2.8
British Columbia	791 ^c	757 ^c	734	533	582	+9.2
Territories			22	14	19	+35.7
Gender						
Men	1,281	1,356	1,445	1,203	1,318	+9.6
Women	4,241	4,278	4,410	3,219	3,372	+4.8
Age category						
24 years old and under	242	231	181	151	143	-5.3
25 to 44 years old	4,639	4,771	5,010	3,573	3,826	+7.1
45 to 54 years old	546	569	581	617	627	+1.6
55 years old and over	95	63	83	81	94	+16.0
Canada	5,522	5,634	5,855	4,422	4,690	+6.1

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid. Claims for which benefits are shared between caregivers are considered as separate claims.

¹ Due to revisions to EI administrative data, caution should be taken when comparing results from 2023-24 onward to those from previous fiscal years.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for the territories and British Columbia have been combined.

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

Annex 2.20.2: Family caregiver benefits for children: Average actual duration (number of weeks)

Region	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	19.1	17.7	16.7	17.9 ^R	13.7	-23.4
Prince Edward Island	7.6	14.7	17.4	16.9 ^R	9.9	-41.5
Nova Scotia	18.3	15.4	18.3	18.2	14.2	-22.3
New Brunswick	15.5	19.2	15.1	17.4 ^R	17.3	-0.8
Quebec	12.3	13.0	12.4	12.9 ^R	12.7	-1.5
Ontario	16.2	15.8	16.8	16.1 ^R	15.4	-4.3
Manitoba	16.9	17.1	15.3	19.0 ^R	14.6	-23.1
Saskatchewan	14.9	14.7	16.9	18.9	16.1	-15.1
Alberta	14.9	15.0	15.9	16.2 ^R	17.3	+7.0
British Columbia	14.5 ^C	15.1 ^C	16.6	16.2 ^R	15.4	-4.8
Territories			22.0	10.2 ^R	19.4	+90.4
Gender						
Men	13.2	13.4	13.3	13.2 ^R	12.8	-3.5
Women	15.4	15.6	16.2	16.4 ^R	15.8	-3.3
Age category						
24 years old and under	13.2	13.0	13.6	13.3 ^R	14.3	+6.9
25 to 44 years old	14.1	14.2	14.7	14.9 ^R	14.3	-4.2
45 to 54 years old	19.3	19.7	18.7	17.2 ^R	17.2	+0.0
55 years old and over	19.7	20.4	15.2	17.5 ^R	16.0	-8.6
Canada	14.8	15.0	15.3	14.8 ^R	14.8	-3.4

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of benefits for family caregiver for children was paid.

^C For confidentiality purposes, data for the territories and British Columbia have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.20.3: Family caregiver benefits for children: Average weekly benefit rate (\$)

Region	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	483	546	558	434	479	530	502	531	+5.8
Prince Edward Island	550	542	551	475	522	522	575	580	+0.9
Nova Scotia	469	543	556	452	498	506	518	526	+1.6
New Brunswick	498	548	548	464	467	493	522	582	+11.5
Quebec	494	549	555	517	536	545	563	589	+4.7
Ontario	511	554	565	518	544	553	560	581	+3.8
Manitoba	509	538	548	520	494	536	528	558	+5.6
Saskatchewan	506	552	558	539	541	551	564	540	-4.3
Alberta	520	548	564	523	555	551	563	566	+0.4
British Columbia	510	552	561 ^c	524 ^c	533 ^c	556	552	584	+5.8
Territories	475	586				608	616	643	+4.4
Gender									
Men	526	560	571	546	572	582	598	621	+3.8
Women	500	547	557	505	524	536	538	557	+3.5
Age category									
24 years old and under	425	526	524	499	436	435	471	503	+7.0
25 to 44 years old	510	552	562	521	543	554	564	581	+3.0
45 to 54 years old	520	548	565	507	527	542	544	577	+6.0
55 years old and over	467	548	541	481	505	515	540	571	+5.8
Canada	506	551	560	517	538	549	558	578	+3.7

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

^c For confidentiality purposes, data for the territories and British Columbia have been combined.

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

Annex 2.20.4: Family caregiver benefits for children: Amount paid¹ (\$ thousands)

Region	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	515.9	653.1	394.2	341.4	403.4	+18.2
Prince Edward Island	192.2	252.8	197.9	147.0	198.6	+35.1
Nova Scotia	980.7	1,033.8	823.0	958.5	688.3	-28.2
New Brunswick	751.2	975.8	906.9	659.8	680.6	+3.1
Quebec	7,161.2	9,170.2	7,512.1	7,699.9	7,557.6	-1.8
Ontario	16,636.2	18,363.8	17,279.2	12,460.3	13,823.1	+10.9
Manitoba	1,802.8	1,583.2	1,537.6	1,280.2	1,208.9	-5.6
Saskatchewan	1,504.9	1,478.7	1,506.6	1,248.1	1,401.9	+12.3
Alberta	6,153.3	6,016.3	5,771.6	4,771.4	4,922.7	+3.2
British Columbia	5,341.2	5,735.7	5,006.7	3,903.8	4,430.3	+13.3
Territories	180.4	163.5	226.0	125.6	164.0	+30.6
Gender						
Men	9,302.0	10,549.0	10,317.4	8,991.6	9,927.6	+10.4
Women	31,918.0	34,877.9	30,844.4	24,609.2	25,551.8	+3.8
Age category						
24 years old and under	1,426.1	1,578.2	963.9	844.8	798.4	-5.5
25 to 44 years old	33,250.0	36,660.8	33,844.9	26,661.4	27,833.4	+4.4
45 to 54 years old	5,644.8	6,357.2	5,749.2	5,345.4	5,999.1	+12.2
55 years old and over	899.2	830.7	603.7	749.3	848.5	+13.2
Canada	41,220.0	45,426.9	41,161.7	33,600.8	35,479.4	+5.6

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 benefits for family caregiver for children was paid.

¹ Due to revisions to EI administrative data, caution should be taken when comparing results from 2023-24 onward to those from previous fiscal years.

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

Annex 2.21: Work-Sharing benefits

Annex 2.21.1: Work-Sharing benefits: New claims established

Province or territory	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	498	24 ^c	15	60 ^c	0	n/a
Prince Edward Island	121		40		24	n/a
Nova Scotia	2,029	96	39 ^c	89	15	-83.1
New Brunswick	1,253	119		64	102	+59.4
Quebec	19,666	3,816	3,666	8,515	10,385	+22.0
Ontario	29,381	8,285	3,900	5,756	6,248	+8.5
Manitoba	6,733	411	1,354	1,352	2,938	+117.3
Saskatchewan	1,742	250	39	107	524	+389.7
Alberta	11,770	788	334	308	595	+93.2
British Columbia	9,758	1,289	572	1,278	699	-45.3
Yukon	13	0	0	0	0	n/a
Northwest Territories	17	0	0	0	0	n/a
Nunavut	10	0	0	0	0	n/a
Gender						
Men	52,895	10,277	6,532	11,397	15,668	+37.5
Women	30,096	4,801	3,427	6,132	5,862	-4.4
Age category						
24 years old and under	4,272	1,102	731	1,025	1,167	+13.9
25 to 44 years old	36,683	5,708	3,519	6,694	8,709	+30.1
45 to 54 years old	21,295	3,861	2,439	4,240	5,192	+22.5
55 years old and over	20,741	4,407	3,270	5,570	6,462	+16.0
Canada	82,991	15,078	9,959	17,529	21,530	+22.8

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for some provinces have been combined.

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

Annex 2.21.2: Work-Sharing benefits: Average actual duration (number of weeks)

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	10.3	20.2	21.9	16.9 ^C	25.2 ^C	+49.0
Prince Edward Island	9.8	48.1	5.6			
Nova Scotia	9.7	29.4	34.3	21.2 ^{R,C}	20.9	n/a
New Brunswick	13.6	23.7	21.1		15.0	n/a
Quebec	11.5	19.7	24.5	18.0 ^R	16.8	-6.8
Ontario	11.5	23.5	25.6	15.6 ^R	17.6	+12.9
Manitoba	10.8	19.3	16.5	11.3 ^R	9.3	-18.1
Saskatchewan	14.5	30.0	25.2	16.2	13.1	-18.9
Alberta	13.6	28.8	39.4	17.5 ^R	20.7	+18.5
British Columbia	11.9	26.5 ^{1,C}	29.9 ^{1,C}	17.5 ^R	18.1	+3.8
Yukon	11.7			n/a	n/a	n/a
Northwest Territories	16.4			n/a	n/a	n/a
Nunavut	7.4			n/a	n/a	n/a
Gender						
Men	11.6	22.7	25.1	16.3 ^R	15.8	-3.1
Women	12.3	25.0	26.5	16.8 ^R	17.5	+4.3
Age category						
24 years old and under	11.2	18.5	18.1	13.3 ^R	15.6	+17.5
25 to 44 years old	11.7	22.1	23.6	15.3 ^R	15.4	+1.0
45 to 54 years old	11.9	25.0	27.1	16.4 ^R	17.0	+3.6
55 years old and over	12.1	25.2	27.9	18.7 ^R	17.3	-7.3
Canada	11.8	23.5	25.6	16.5 ^R	16.4	-0.6

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

¹ There were no new claims for Work-Sharing benefits established in the territories from 2021-22 to 2024-25. However, there were a few claims completed in 2021-22 and 2022-23, but the numbers were too low to present the average duration for the territories alone. Consequently, claims have been combined with British Columbia.

^C For confidentiality purposes, data for some provinces and territories have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.21.3: Work-Sharing benefits: Average weekly benefit rate (\$)

Province or territory	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	131	207	X	X	X	185	141 ^c	n/a	n/a
Prince Edward Island	123	211				150		110	
Nova Scotia	122	148	129	102	133	143 ^c	124	261	+110.4
New Brunswick	110	121	137	106	137		115	297	+157.9
Quebec	120	144	137	176	140	139	139	146	+5.4
Ontario	136	148	142	127	140	137	142	147	+3.6
Manitoba	115	132	180	132	115	77	116	135	+15.6
Saskatchewan	153	157	134	176	207	142	152	166	+9.4
Alberta	137	148	163	164	194	138	111	153	+37.8
British Columbia	128	150	136	147	179	152	153	156	+2.2
Yukon	X	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northwest Territories	X	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Nunavut	X	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Gender									
Men	132	143	145	153	163	134	145	152	+4.9
Women	126	148	135	117	139	123	126	132	+4.2
Age category									
24 years old and under	115	143	150	129	134	119	131	143	+9.1
25 to 44 years old	129	142	142	146	159	132	140	148	+6.2
45 to 54 years old	131	145	139	138	158	129	140	147	+4.9
55 years old and over	133	150	141	144	155	132	137	144	+5.4
Canada	130	145	142	142	155	130	138	147	+5.8

Notes: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

^c For confidentiality purposes, data for some provinces have been combined.

X Suppressed for confidentiality purposes.

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

Annex 2.21.4: Work-Sharing benefits: Amount paid (\$ thousands)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	1,302.8 ^c	362.4 ^c	64.8	37.0	5.5	-85.2
Prince Edward Island			34.6	139.5	85.0	-39.1
Nova Scotia	3,806.2	2,344.0	245.4	324.7	77.7	-76.1
New Brunswick	2,306.9	480.6	73.5	35.8	477.5	+1,234.6
Quebec	36,116.6	22,214.2	8,662.7	19,045.6	27,097.3	+42.3
Ontario	68,333.9	40,581.0	14,985.7	13,583.1	16,877.0	+24.3
Manitoba	11,150.1	4,555.2	1,376.5	1,933.6	3,605.5	+86.5
Saskatchewan	5,604.7	1,412.1	631.5	234.8	1,057.0	+350.1
Alberta	32,923.3	9,599.1	1,407.3	831.0	1,261.7	+51.8
British Columbia	21,820.2	7,200.8	3,142.1	3,371.9	2,758.8	-18.2
Yukon	90.5 ^c	11.6 ^c	2.1 ^c	0.0	0.0	n/a
Northwest Territories				0.0	0.0	n/a
Nunavut				0.0	0.0	n/a
Gender						
Men	117,810.1	56,726.0	20,306.6	26,105.4	37,679.4	+44.3
Women	65,645.1	32,035.2	10,319.7	13,431.6	15,623.6	+16.3
Age category						
24 years old and under	7,584.7	3,685.4	1,529.5	1,798.1	2,859.6	+59.0
25 to 44 years old	76,688.5	30,099.7	10,036.8	13,824.6	20,282.1	+46.7
45 to 54 years old	48,710.4	25,224.5	8,060.2	9,999.6	13,372.1	+33.7
55 years old and over	50,471.6	29,751.5	10,999.7	13,914.7	16,789.2	+20.7
Canada	183,455.2	88,761.2	30,626.3	39,537.0	53,303.0	+34.8

Notes: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

^c For confidentiality purposes, data for some provinces and territories have been combined.

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

Annex 2.22: Work-Sharing benefits (by industry)

Annex 2.22.1: Work-Sharing benefits (by industry): New claims established

Industry	Total of 2020-21 ¹	Total of 2021-22 ¹	Total of 2022-23 ¹	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Goods-producing industries	43,142	12,161	8,658	15,871	19,472	+22.7
Agriculture, forestry, fishing and hunting	445	82	58 ^c	53 ^c	118	n/a
Mining, quarrying, and oil and gas extraction	658	24			31 ^c	n/a
Utilities	32	0				n/a
Construction	1,761	192	190	296	308	+4.1
Manufacturing	40,246	11,863	8,410	15,522	19,015	+22.5
Services-producing industries	37,959	2,550	1,192	1,623	1,967	+21.2
Wholesale and retail trade	13,011	1,053	445	768	641	-16.5
Transportation and warehousing	2,115	359	87 ^c	86	138	+60.5
Finance, insurance, real estate, rental and leasing	2,607	73		16	29	+81.3
Professional, scientific and technical services	8,474	261		338	416	+23.1
Business, building and other support services ²	4,925	257	191	140	311	+122.1
Educational services	768	29	31 ^c	13	21	+61.5
Health care and social assistance	724	63		13	20	+53.8
Information, culture and recreation ³	2,016	96	81 ^c	122	193	+58.2
Accommodation and food services	955	142		80	75	-6.3
Other services (excluding public administration)	2,165	217 ^c	63 ^c	47 ^c	123 ^c	+161.7
Public administration	199					
Unclassified industries⁴	1,890	367	109	35	91	+160.0
Canada	82,991	15,078	9,959	17,529	21,530	+22.8

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

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries have been combined.

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

Annex 2.22.2: Work-Sharing benefits (by industry): Average actual duration (number of weeks)

Industry	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Goods-producing industries	11.7	21.0	23.4	16.0^R	16.3	+2.1
Agriculture, forestry, fishing and hunting	10.0	25.8	26.2	20.2 ^{R,C}	9.1 ^C	-54.8
Mining, quarrying, and oil and gas extraction	14.0 ^C	27.6	63.2 ^C			
Utilities		60.5				
Construction	14.7	24.6	31.3	16.0 ^R	16.7	+4.4
Manufacturing	11.6	20.7	23.2	16.0 ^R	16.4	+2.4
Services-producing industries	12.0	27.9	34.3	20.5^R	17.3	-15.2
Wholesale and retail trade	11.5	25.6	30.1	19.6 ^R	15.7	-19.9
Transportation and warehousing	10.9	27.7	39.2	16.3 ^R	16.3	-0.2
Finance, insurance, real estate, rental and leasing	10.0	34.4	33.8	13.0 ^R	16.8	+28.8
Professional, scientific and technical services	12.5	26.2	38.2	22.9 ^R	19.9	-13.2
Business, building and other support services ¹	13.1	31.1	33.7	17.1 ^R	17.0	-0.9
Educational services	12.7	25.0	36.5	22.8 ^{R,C}	19.5	n/a
Health care and social assistance	12.4	25.4	39.1		20.9	
Information, culture and recreation ²	13.1	36.9	53.9	34.4 ^R	19.8	-13.0
Accommodation and food services	11.2	23.4	28.1	19.1 ^R	18.0	-47.6
Other services (excluding public administration)	12.8	29.7	33.1	18.1 ^{R,C}	11.8 ^C	-34.5
Public administration	12.2	18.0	15.9			
Unclassified industries³	11.2	27.1	35.8	14.8^R	9.5	-35.8
Canada	11.8	23.5	25.6	16.5^R	16.4	-0.6

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

¹ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ For some claims, this information was not available in the data.

^C For confidentiality purposes, data for some industries have been combined.

^P Preliminary data.

^R Revised data.

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

Annex 2.22.3: Work-Sharing benefits (by industry): Average weekly benefit rate (\$)

Industry	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Goods-producing industries	133	143	141	139	164	127	137	145	+6.3
Agriculture, forestry, fishing and hunting	117	174	111	X	X	196 ^c	142 ^c	195	n/a
Mining, quarrying, and oil and gas extraction	198	143	173	144	0			178 ^c	
Utilities	X	X	0	0	0				
Construction	149	156	155	172	195	141	201	177	-12.1
Manufacturing	132	142	141	139	163	126	136	145	+6.6
Services-producing industries	125	148	144	146	133	153	155	157	+1.3
Wholesale and retail trade	116	147	123	140	123	130	145	141	-2.4
Transportation and warehousing	118	127	186	231	180	179 ^c	141	156	+10.8
Finance, insurance, real estate, rental and leasing	144	169	X	X	X		146	146	+0.1
Professional, scientific and technical services	128	150	150	167	170	174	168	163	-2.9
Business, building and other support services ²	131	144	135	110	131	145	152	151	-0.8
Educational services	177	191	191	X	X	154 ^c	173	146	-15.6
Health care and social assistance	140	135	153	X	X		113	186	+65.2
Information, culture and recreation ³	123	166	102	238	178	171 ^c	215	224	+4.4
Accommodation and food services	121	166	160	123	131		123	117	-4.7
Other services (excluding public administration)	119	137	141	X	X	177 ^c	167 ^c	152 ^c	-9.2
Public administration	141	164	134 ^c	189 ^c	158 ^c				
Unclassified industries⁴	147	165			167	124	170	+37.0	
Canada	130	145	142	142	155	130	138	147	+5.8

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

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

² This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

³ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

⁴ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries have been combined.

X suppressed for confidentiality purposes.

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

Annex 2.22.4: Work-Sharing benefits (by industry): Amount paid (\$ thousands)

Industry	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Goods-producing industries	97,279.2	59,255.0	23,254.3	34,650.5	47,581.4	+37.3
Agriculture, forestry, fishing and hunting	943.2	413.3	228.3	152.7	291.6	+91.0
Mining, quarrying, and oil and gas extraction	2,220.7	385.0	29.8	25.0	33.3	+33.1
Utilities	299.3	56.1	0.9	0.0	5.0	n/a
Construction	5,582.5	1,966.3	476.0	983.9	1,241.4	+26.2
Manufacturing	88,233.5	56,434.2	22,519.2	33,488.9	46,010.1	+37.4
Services-producing industries	81,683.5	28,114.8	7,041.0	4,776.8	5,554.3	+16.3
Wholesale and retail trade	24,246.6	7,680.7	2,064.5	1,917.2	1,903.3	-0.7
Transportation and warehousing	4,612.1	3,027.2	1,885.6	159.6	247.8	+55.2
Finance, insurance, real estate, rental and leasing	5,711.7	1,244.2	114.7	56.2	60.7	+8.0
Professional, scientific and technical services	17,855.5	3,527.5	1,197.4	1,303.4	1,289.2	-1.1
Business, building and other support services ¹	12,446.9	5,915.5	610.6	471.4	562.2	+19.2
Educational services	2,247.8	1,041.2	126.2	41.7	74.2	+77.8
Health care and social assistance	1,558.4	629.8	137.7	48.8	77.4	+58.6
Information, culture and recreation ²	5,504.2	1,789.2	317.9	430.6	921.7	+114.0
Accommodation and food services	2,218.9	1,086.8	109.4	164.4	188.1	+14.4
Other services (excluding public administration)	4,918.9	2,106.3	469.0	165.3	222.5	+34.6
Public administration	362.5	1,457.9 ^c	8.1	18.1	7.3	-59.4
Unclassified industries³	4,492.6		331.0	109.7	167.3	+52.5
Canada	183,455.2	88,761.2	30,626.3	39,537.0	53,303.0	+34.8

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 This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

² This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

³ For some claims, this information was not available in the data.

^c For confidentiality purposes, data for some industries have been combined.

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

Annex 2.23: Family Supplement

Annex 2.23.1: Family Supplement: New claims established

Province or territory	2020-21 ¹	2021-22 ¹	2022-23 ¹	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	2,700	1,700	1,610	1,639	1,466	-10.6
Prince Edward Island	700	470	380	391	390	-0.3
Nova Scotia	5,000	3,170	2,210	2,684	2,366	-11.8
New Brunswick	3,850	2,200	2,080	2,377	2,234	-6.0
Quebec	21,860	11,590	9,140	9,486	9,084	-4.2
Ontario	33,330	14,320	15,170	17,598	16,824	-4.4
Manitoba	4,610	3,310	3,450	3,531	3,366	-4.7
Saskatchewan	3,910	2,580	2,610	3,040	2,882	-5.2
Alberta	10,380	5,210	5,150	6,031	6,213	+3.0
British Columbia	8,420	4,710	4,120	4,430	4,114	-7.1
Yukon	60	100 ^c	50 ^c	16	19	+18.8
Northwest Territories	110			60	59	-1.7
Nunavut	140	110	60	69	64	-7.2
Gender						
Men	15,970	9,040	8,040	9,554	9,350	-2.1
Women	79,100	40,430	37,990	41,798	39,731	-4.9
Age category						
24 years old and under	9,990	6,390	5,520	4,971	4,146	-16.6
25 to 44 years old	69,200	35,480	33,050	38,042	36,557	-3.9
45 to 54 years old	13,700	6,470	6,190	7,044	7,046	0.0
55 years old and over	2,180	1,130	1,270	1,295	1,332	+2.9
Canada	95,070	49,470	46,030	51,352	49,081	-4.4

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for some territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.23.2: Family Supplement: Percentage of new claims established which included Family Supplement (%)

Province or territory	2020-21 ¹	2021-22 ¹	2022-23 ¹	2023-24	2024-25
Newfoundland and Labrador	2.7	2.0	1.9	2.1	1.9
Prince Edward Island	2.8	2.0	1.7	1.7	1.7
Nova Scotia	4.9	3.5	2.8	3.4	3.1
New Brunswick	3.5	2.3	2.5	2.9	2.8
Quebec	2.9	2.2	1.9	1.9	1.8
Ontario	3.1	2.1	2.5	2.7	2.4
Manitoba	4.5	4.6	5.1	5.0	4.6
Saskatchewan	5.0	4.5	4.9	5.6	5.2
Alberta	2.8	2.5	2.6	2.8	2.8
British Columbia	2.5	2.0	1.8	1.9	1.7
Yukon	1.9	2.0 ^c	1.2 ^c	0.7	0.8
Northwest Territories	3.8			2.5	2.9
Nunavut	7.1	7.0	4.4	5.0	5.0
Gender					
Men	1.0	0.8	0.8	0.9	0.8
Women	5.5	4.1	4.2	4.6	4.3
Age category					
24 years old and under	2.3	2.7	3.2	2.7	2.3
25 to 44 years old	5.0	3.4	3.5	3.7	3.5
45 to 54 years old	2.6	1.8	1.9	2.1	2.0
55 years old and over	0.3	0.2	0.3	0.3	0.3
Canada	3.1	2.4	2.4	2.6	2.4

Note: Includes claims for which at least \$1 in Family Supplement was paid.

¹ Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

^c For confidentiality purposes, data for some territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.23.3: Family Supplement: Average weekly Family Supplement (\$)

Province or territory	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	38	39	45	45	43	36	40	41	+1.5
Prince Edward Island	27	34	28	27	26	37	38	41	+7.1
Nova Scotia	35	38	43	33	44	41	43	45	+4.4
New Brunswick	45	37	36	40	40	39	43	43	+0.2
Quebec	36	39	44	41	41	44	43	44	+1.7
Ontario	45	37	41	39	40	43	44	44	-0.3
Manitoba	55	42	51	52	55	52	57	55	-3.3
Saskatchewan	54	45	51	47	53	57	55	54	-1.2
Alberta	50	39	46	41	42	48	48	48	-0.2
British Columbia	50	36	39	47 ^{C,R}	42	42	42	42	-0.1
Yukon	63 ^C	39	47 ^C		18 ^C	45 ^C	38	50	+31.6
Northwest Territories		29					46	38	-18.5
Nunavut	52	37	54			59	49	42	-14.7
Gender									
Men	46	40	47	45	46	53	50	50	-1.0
Women	47	38	43	40	41	43	45	45	0.0
Age category									
24 years old and under	36	35	36	36	37	38	37	36	-1.6
25 to 44 years old	52	40	46	43	44	47	48	48	-0.2
45 to 54 years old	46	35	41	40	39	40	39	39	0.0
55 years old and over	32	31	36	36	37	38	38	38	-0.3
Canada	47	38	44	41	42	45	46	46	-0.1

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

^C For confidentiality purposes, data for some territories have been combined.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.23.4: Family Supplement: Average weekly benefit rate (\$)

Province or territory	First half of 2020-21	Second half of 2020-21 ¹	First half of 2021-22 ¹	2 months in fall 2021 ¹	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	414	537	525	433	344	389	406	437	+7.6
Prince Edward Island	348	531	524	414	330	379	417	454	+8.9
Nova Scotia	332	534	532	376	349	360	400	437	+9.1
New Brunswick	370	533	524	399	341	405	428	461	+7.5
Quebec	411	538	537	430	404	438	458	481	+5.1
Ontario	371	533	522	392	396	399	434	466	+7.5
Manitoba	375	540	534	427	386	410	434	469	+8.0
Saskatchewan	394	542	536	444	404	410	436	470	+7.6
Alberta	405	535	530	442	408	402	434	459	+5.7
British Columbia	386	534	524	418 ^{C,R}	392	414	455	485	+6.7
Yukon	460 ^C	541	500 ^C		465 ^C	372 ^C	545	496	-9.1
Northwest Territories		532					465	517	+11.3
Nunavut	349	539	529			394	459	553	+20.5
Gender									
Men	417	539	539	464	451	477	499	523	+4.7
Women	375	535	527	400	373	393	423	455	+7.4
Age category									
24 years old and under	348	526	505	387	347	349	376	411	+9.4
25 to 44 years old	390	537	532	416	392	413	443	473	+6.8
45 to 54 years old	424	533	532	435	413	426	448	471	+5.1
55 years old and over	365	531	533	465	411	440	452	473	+4.6
Canada	378	535	529	415	390	408	437	468	+6.9

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

¹ EI temporary measures affecting the weekly benefit rate were in effect during this period.

^C For confidentiality purposes, data for some territories have been combined.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.23.5: Family Supplement: Amount paid (\$ millions)

Province or territory	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	3.4	4.9	2.0	1.9	1.9	+1.4
Prince Edward Island	0.9	1.0	0.4	0.3	0.4	+28.3
Nova Scotia	6.6	8.3	2.6	2.7	2.9	+8.1
New Brunswick	5.0	5.4	2.1	2.4	2.6	+10.2
Quebec	20.5	25.8	7.1	7.1	7.4	+4.5
Ontario	38.2	38.9	12.5	15.4	16.7	+8.1
Manitoba	6.5	7.4	4.0	4.8	4.6	-5.2
Saskatchewan	5.4	6.9	3.6	4.0	3.8	-6.1
Alberta	12.3	14.1	5.4	6.1	6.8	+12.3
British Columbia	9.6	10.0	3.7	3.8	3.6	-3.4
Yukon	0.1	0.1	0.1 ^c	0.1 ^c	0.1 ^c	-7.2
Northwest Territories	0.1	0.1				
Nunavut	0.1	0.2				
Gender						
Men	18.0	20.1	7.9	8.5	8.9	+4.5
Women	90.6	102.8	35.8	40.1	42.0	+4.7
Age category						
24 years old and under	10.2	10.6	5.4	4.9	4.3	-11.5
25 to 44 years old	82.3	92.9	32.6	37.7	39.8	+5.7
45 to 54 years old	14.1	17.2	4.8	5.1	5.7	+10.7
55 years old and over	1.9	2.3	0.9	0.9	1.1	+14.3
Canada	108.6	123.0	43.7	48.6	50.9	+4.7

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 in Family Supplement was paid.

^c For confidentiality purposes, data for the territories have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.24: Working while on claim

Annex 2.24.1: Working while on claim: Number of completed claims for Employment Insurance regular benefits with working while on claim

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	35,200	52,260	40,031	32,512 ^R	31,175	-4.1
Prince Edward Island	6,510	11,380	8,915	6,882 ^R	6,790	-1.3
Nova Scotia	27,630	53,890	35,265	26,021 ^R	25,352	-2.6
New Brunswick	36,270	57,050	43,493	32,973 ^R	31,864	-3.4
Quebec	236,520	376,570	224,649	196,819 ^R	196,548	-0.1
Ontario	177,810	470,810	182,237	150,469 ^R	156,787	+4.2
Manitoba	19,440	41,320	20,622	16,860 ^R	18,406	+9.2
Saskatchewan	16,430	30,660	16,797	13,700 ^R	14,194	+3.6
Alberta	68,340	151,570	59,646	51,702 ^R	56,363	+9.0
British Columbia	67,680	146,120	65,606	58,002 ^R	60,303	+4.0
Yukon	570	1,160	600	498 ^R	569	+14.3
Northwest Territories	390	780	551	448 ^R	436	+2.7
Nunavut	160	440	283	244 ^R	232	-4.9
Gender						
Men	421,990	690,740	379,010	333,811 ^R	348,940	+4.5
Women	270,960	703,270	319,685	253,319 ^R	250,079	-1.3
Age category						
24 years old and under	78,600	224,490	70,917	49,472 ^R	53,517	+8.2
25 to 44 years old	332,580	627,100	323,332	284,784 ^R	295,342	+3.7
45 to 54 years old	157,190	285,560	157,883	135,074 ^R	135,120	0.0
55 years old and over	124,580	256,860	146,563	117,800 ^R	115,040	-2.3
Canada	692,950	1,394,010	698,695	587,130^R	599,019	+2.0

Note: Includes completed claims for which at least \$1 of regular benefits was paid. Includes only claims with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.24.2: Working while on claim: Average number of weeks worked while on claim

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	14.9	17.8	17.2	17.2 ^R	16.8	-2.7
Prince Edward Island	12.1	14.5	12.2	13.5 ^R	13.0	-4.1
Nova Scotia	12.6	15.1	14.2	13.5 ^R	13.1	-3.1
New Brunswick	14.9	17.8	15.8	16.3 ^R	16.0	-1.7
Quebec	11.0	14.0	13.3	12.7 ^R	12.5	-1.5
Ontario	6.9	11.6	8.7	7.3 ^R	6.9	-5.4
Manitoba	5.7	10.7	6.4	5.6	5.4	-3.4
Saskatchewan	6.7	11.6	7.6	6.8 ^R	6.6	-3.2
Alberta	6.2	12.0	7.9	6.7 ^R	6.5	-3.2
British Columbia	7.5	13.4	8.0	7.1 ^R	6.9	-3.4
Yukon	6.4	10.3	4.9	5.0 ^R	4.9	-0.2
Northwest Territories	6.4	7.4	6.3	4.4 ^R	5.8	+29.9
Nunavut	5.1	2.6	4.5	4.8 ^R	5.1	+6.0
Gender						
Men	9.8	12.5	12.0	11.6 ^R	10.9	-6.0
Women	8.7	13.7	10.2	8.8 ^R	8.7	-1.0
Age category						
24 years old and under	6.5	10.2	8.1	8.0 ^R	7.5	-6.5
25 to 44 years old	8.7	12.2	10.3	9.5 ^R	9.2	-3.1
45 to 54 years old	10.8	15.0	12.6	11.5 ^R	11.1	-3.5
55 years old and over	11.0	15.5	13.1	12.3 ^R	11.9	-3.5
Canada	9.3	13.1	11.2	10.4^R	10.0	-3.9

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of regular benefits was paid. Includes only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.24.3: Working while on claim: Average weekly employment income earned from working while on claim (\$)

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	1,074	981	1,099	1,211 ^R	1,291	+6.6
Prince Edward Island	751	677	760	884 ^R	914	+3.4
Nova Scotia	878	711	879	985 ^R	1,007	+2.1
New Brunswick	883	763	877	1,024 ^R	1,047	+2.3
Quebec	904	740	938	1,024 ^R	1,058	+3.3
Ontario	740	525	714	792 ^R	801	+1.1
Manitoba	621	471	611	683 ^R	695	+1.7
Saskatchewan	774	622	722	835 ^R	848	+1.5
Alberta	852	647	836	964 ^R	987	+2.4
British Columbia	808	588	783	890 ^R	883	-0.8
Yukon	764	633	659	808 ^R	777	-3.9
Northwest Territories	824	794	813	881 ^R	963	+9.3
Nunavut	732	707	720	778 ^R	866	+11.2
Gender						
Men	1,003	831	1,064	1,159 ^R	1,167	+0.7
Women	580	450	577	648 ^R	664	+2.6
Age category						
24 years old and under	646	401	602	730 ^R	740	+1.4
25 to 44 years old	859	659	857	953 ^R	968	+1.7
45 to 54 years old	903	733	906	986 ^R	1,016	+3.0
55 years old and over	841	694	852	936 ^R	962	+2.7
Canada	847	639	841	938^R	957	+2.0

Note: Percentage change is based on unrounded numbers. Includes completed claims for which at least \$1 of regular benefits was paid. Includes employment income only (all amounts paid in Employment Insurance benefits are excluded from the calculation). Only weeks with at least \$1 of employment income earned from working while on claim while claiming EI regular benefits are taken into account in the calculation.

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.24.4: Working while on claim: Percentage of completed claims for Employment Insurance regular benefits with employment income from working while on claim (%)

Province or territory	2020-21	2021-22	2022-23	2023-24 ^R	2024-25 ^P	Change (% points) 2023-24 to 2024-25
Newfoundland and Labrador	59.6	62.6	59.0	54.9 ^R	53.5	-1.4
Prince Edward Island	48.2	55.9	48.5	46.5 ^R	44.1	-2.4
Nova Scotia	51.8	57.3	52.7	48.4 ^R	46.7	-1.7
New Brunswick	57.5	58.9	55.7	53.3 ^R	51.2	-2.1
Quebec	55.4	54.0	52.5	51.6 ^R	48.8	-2.8
Ontario	44.3	50.4	43.5	38.3 ^R	35.5	-2.8
Manitoba	45.5	49.8	42.6	39.9 ^R	39.4	-0.5
Saskatchewan	43.1	46.4	41.2	39.4 ^R	38.2	-1.2
Alberta	44.3	48.7	41.2	40.2 ^R	39.3	-0.9
British Columbia	48.6	51.2	45.7	42.8 ^R	41.2	-1.6
Yukon	36.3	40.6	36.7	34.6 ^R	33.0	-1.6
Northwest Territories	29.1	32.1	32.5	30.9 ^R	29.9	-1.0
Nunavut	27.1	30.1	28.4	29.5 ^R	28.2	-1.4
Gender						
Men	47.9	47.4	44.5	42.6 ^R	40.5	-2.1
Women	52.7	57.5	52.6	48.3 ^R	45.4	-2.9
Age category						
24 years old and under	47.0	55.7	46.5	41.0 ^R	40.6	-0.5
25 to 44 years old	52.8	54.7	50.6	47.3 ^R	44.7	-2.6
45 to 54 years old	57.4	59.3	56.8	53.7 ^R	50.8	-3.0
55 years old and over	38.5	39.6	37.6	35.2 ^R	32.6	-2.7
Canada	49.7	52.0	47.9	44.9^R	42.4	-2.5

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

^P Preliminary data.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 and 2021-22 and 100% of data for 2022-23 to 2024-25.

Annex 2.25: Regular benefits for apprentices

Annex 2.25.1: Regular benefits for apprentices: New claims established

Region ¹	Total of 2020-21 ²	Total of 2021-22 ²	Total of 2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	480	730	900	957 ^R	957	+0.0
Prince Edward Island	120	220	260	367 ^R	376	+2.5
Nova Scotia	1,060	1,090	1,280	1,525 ^R	1,883	+23.5
New Brunswick	1,080	1,310	1,330	1,550 ^R	1,747	+12.7
Quebec ³	140	180	110	187 ^R	193	+3.2
Ontario	9,550	13,930	16,520	18,232 ^R	18,576	+1.9
Manitoba	2,160	2,350	2,440	2,650 ^R	3,172	+19.7
Saskatchewan	1,490	2,140	2,430	2,744 ^R	2,950	+7.5
Alberta	7,950	10,970	11,710	13,568 ^R	15,430	+13.7
British Columbia	7,540	8,830	9,590	10,422 ^R	10,836	+4.0
Territories	130	250	150	230 ^R	219	-4.8
Gender						
Men	29,860	39,660	44,100	49,372	52,771	+6.9
Women	1,840	2,340	2,620	3,060	3,568	+16.6
Age category						
24 years old and under	13,550	17,800	20,100	22,952	25,440	+10.8
25 to 44 years old	17,260	22,770	25,150	27,802	29,082	+4.6
45 years old and over	890	1,430	1,470	1,678	1,817	+8.3
Canada	31,700	42,000	46,720	52,432	56,339	+7.5

Note: Includes claims from apprentices referred to training 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 Due to methodological changes, data by region have been revised for 2023-24.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

³ 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.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.25.2: Regular benefits for apprentices: Average actual duration (number of training weeks)

Region	Claims established before March 15, 2020 and completed in 2020-21	Claims established between September 27, 2020 and September 25, 2021 and completed in 2020-21 ¹	Claims established between September 27, 2020 and September 25, 2021 and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2021-22	Claims established on or after September 26, 2021 and completed in 2022-23 ²	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	7.9	7.0	8.0	7.5	8.5	9.1 ^R	8.9	-1.8
Prince Edward Island	7.6	8.0	11.1	7.1	9.4	9.6 ^R	9.1	-4.7
Nova Scotia	8.1	6.4	8.8	6.7	8.1	8.5 ^R	8.4	-0.8
New Brunswick	9.2	6.7	8.8	6.2	8.1	8.4 ^R	8.3	-0.7
Quebec	X	X	16.3	9.0	10.5	9.8 ^R	9.0	-7.8
Ontario	9.9	8.0	9.6	7.8	8.8	9.0 ^R	9.1	+0.8
Manitoba	10.4	7.5	9.7	8.3	9.1	9.4 ^R	9.4	+0.0
Saskatchewan	9.3	6.3	9.7	6.5	8.2	8.8 ^R	8.5	-2.5
Alberta	9.3	7.5	10.3	7.7	8.9	9.0 ^R	8.7	-3.4
British Columbia	10.1	7.2	9.9	7.1	8.8	9.0 ^R	9.0	-0.2
Territories	8.4	7.4	9.4	10.1	9.6	9.3 ^R	9.4	+0.8
Gender								
Men	9.6	7.5	9.7	7.6	8.8	9.0 ^R	8.9	-0.9
Women	9.2	7.6	10.8	7.7	8.9	9.0 ^R	8.8	-1.5
Age category								
24 years old and under	9.8	7.4	10.1	7.5	8.8	9.0 ^R	8.9	-1.0
25 to 44 years old	9.5	7.5	9.7	7.7	8.8	9.0 ^R	8.9	-0.8
45 years old and over	9.2	8.2	9.0	7.6	8.5	8.8 ^R	8.6	-2.6
Canada	9.6	7.5	9.8	7.6	8.8	9.0^R	8.9	-1.0

Note: Percentage change is based on unrounded numbers. Includes completed claims from apprentices referred to training under Section 25 of the *Employment Insurance Act* for which at least \$1 of EI benefits was paid while the claimant was on training.

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

² The average duration of claims completed in 2022-23 only accounts for claims that were established on or after September 26, 2021. Claims that were established between September 27, 2020 and September 25, 2021 were mostly completed in 2020-21 and 2021-22, and those that were completed in 2022-23 have a high duration.

^P Preliminary data.

^R Revised data.

X Suppressed for confidentiality purposes.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.25.3: Regular benefits for apprentices: Average weekly benefit rate (\$)

Region ¹	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	552	556	528	539	564	604	625	+3.4
Prince Edward Island	529	491	458	429	505	539 ^R	543	+0.8
Nova Scotia	512	528	499	537	528	544 ^R	574	+5.6
New Brunswick	515	520	520	490	525	544	574	+5.5
Quebec	513	494	451	545	516	581 ^R	595	+2.5
Ontario	546	563	549	574	585	603	622	+3.1
Manitoba	549	551	544	563	548	583	603	+3.4
Saskatchewan	557	556	559	583	575	594 ^R	616	+3.7
Alberta	561	573	572	581	595	608 ^R	624	+2.7
British Columbia	543	556	537	556	572	597	620	+3.8
Territories	553	595	557	577	610	620 ^R	646	+4.1
Gender								
Men	549	561	552	569	581	600	619	+3.2
Women	525	540	507	526	543	571	591	+3.6
Age category								
24 years old and under	540	547	532	540	558	578	598	+3.4
25 to 44 years old	553	568	558	586	592	611	631	+3.3
45 years old and over	546	565	566	551	588	610	631	+3.4
Canada	547	559	549	566	578	598	617	+3.2

Note: Percentage change is based on unrounded numbers. Includes claims from apprentices referred to training 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 Due to methodological changes, data by region have been revised for 2023-24.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.25.4: Regular benefits for apprentices: Amount paid (\$ millions)

Region ¹	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Newfoundland and Labrador	5.7	7.0	7.3	8.9 ^R	9.0	+1.0
Prince Edward Island	1.0	1.3	1.3	2.4	2.2	-8.2
Nova Scotia	7.3	7.0	6.9	9.4 ^R	12.0	+27.3
New Brunswick	7.1	7.7	7.7	9.8	12.0	+22.0
Quebec	1.7	1.9	1.0	1.3 ^R	1.6	+20.3
Ontario	63.1	82.8	101.8	122.9 ^R	135.7	+10.4
Manitoba	13.5	15.6	14.4	16.9	21.2	+25.3
Saskatchewan	8.8	13.3	13.7	16.1 ^R	17.7	+10.4
Alberta	56.5	72.2	73.9	89.2 ^R	104.5	+17.1
British Columbia	47.2	52.3	53.4	64.7 ^R	73.2	+13.0
Territories	0.7	1.4	0.9	1.5 ^R	1.5	-0.3
Gender						
Men	197.4	246.3	264.9	321.1	363.4	+13.2
Women	15.0	16.2	17.4	22.1	27.1	+22.6
Age category						
24 years old and under	83.2	101.2	109.7	135.0	159.7	+18.3
25 to 44 years old	120.6	150.9	162.1	194.9	216.1	+10.9
45 years old and over	8.7	10.5	10.5	13.3	14.7	+10.5
Canada	212.5	262.6	282.3	343.2	390.5	+13.8

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims from apprentices referred to training 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 Due to methodological changes, data by region have been revised for 2023-24.

^R Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Results are based on a 10% sample of data for 2020-21 to 2022-23 and 100% of data for 2023-24 and 2024-25.

Annex 2.26: Regular benefits while on training with permission from Service Canada (Skills Boost)

Annex 2.26.1: Regular benefits while on training with permission from Service Canada (Skills Boost): New claims established

Region ¹	2020-21 ²	2021-22 ²	2022-23 ²	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Atlantic provinces	23	42	56	66 ^R	47	-28.8
Quebec	187	163	140	208	207	-0.5
Ontario	126	158	182	205 ^R	177	-13.7
Manitoba	19	32	28	33	38	+15.2
Saskatchewan	17	25	22	31 ^R	18	-41.9
Alberta	147	132	115	118 ^R	104	-11.9
British Columbia and territories ³	93	71	84	120 ^R	101	-15.8
Gender						
Men	249	299	307	412	373	-9.5
Women	363	324	320	369	319	-13.6
Age category						
34 years old and under	208	229	247	291	247	-15.1
35 to 44 years old	229	226	227	261	238	-8.8
45 to 54 years old	131	124	115	183	162	-11.5
55 years old and over	44	44	38	46	45	-2.2
Canada	612	623	627	781	692	-11.4

Note: Includes claims for which claimants received permission from Service Canada to train.

¹ Due to methodological changes, data by region have been revised for 2023-24.

² Different EI temporary measures affecting the eligibility for EI benefits were in effect from September 27, 2020 to September 24, 2022.

³ 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. Results are based on 100% of data.

Annex 2.26.2: Regular benefits while on training with permission from Service Canada (Skills Boost):
Average actual duration (number of training weeks)

Region	Claims established before March 15, 2020 and completed in 2020-21	Claims established between September 27, 2020 and September 25, 2021, and completed in 2021-22 ¹	Claims established on or after September 26, 2021 and completed in 2022-23	2023-24 ^R	2024-25 ^P	Change (%) 2023-24 to 2024-25
Atlantic provinces	23.0	24.2	16.0	20.3	20.7	+2.0
Quebec	18.8	25.2	16.2	17.7	17.9	+1.0
Ontario	20.6	23.6	16.2	15.5 ^R	16.4	+5.5
Manitoba	19.5	22.3	16.2	18.9 ^R	19.1	+1.2
Saskatchewan	19.6	22.5	17.6	16.5 ^R	15.9	-3.6
Alberta	21.0	24.3	16.6	15.8	18.5	+16.9
British Columbia and territories ²	17.9	24.3	16.7	15.3 ^R	16.5	+7.6
Gender						
Men	19.0	23.7	15.0	15.5 ^R	16.6	+7.2
Women	20.7	24.7	17.9	17.9 ^R	18.9	+5.4
Age category						
34 years old and under	19.5	25.0	15.4	16.0 ^R	16.9	+5.7
35 to 44 years old	20.4	24.5	17.3	17.9	18.1	+1.1
45 to 54 years old	20.2	23.0	17.0	16.8	18.7	+11.1
55 years old and over	18.3	22.6	15.2	13.3 ^R	15.0	+12.6
Canada	19.9	24.3	16.4	16.7	17.6	+5.5

Note: Percentage change is based on unrounded numbers. Includes completed claims for which claimants received permission from Service Canada to train.

¹ EI temporary measures affecting the maximum number of entitlement weeks were in effect during this period.

² For confidentiality reasons, data for the territories have been included with those for British Columbia.

^P Preliminary data.

^R Revised data.

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

Annex 2.26.3: Regular benefits while on training with permission from Service Canada (Skills Boost):
Average weekly benefit rate (\$)

Region ¹	Second half of 2020-21 ²	First half of 2021-22 ²	2 months in fall 2021 ²	Last 4 months of 2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Atlantic provinces	511	536	524	556	507	520	540	+3.7
Quebec	525	529	494	506	540	562 ^R	584	+3.8
Ontario	527	524	499	532	548	581 ^R	593	+2.1
Manitoba	506	528	505	536	557	488	571	+17.0
Saskatchewan	495	550	388	505	532	539 ^R	591	+9.7
Alberta	538	558	556	540	556	573	594	+3.7
British Columbia and territories ³	521	535	463	530	573	578 ^R	602	+4.1
Gender								
Men	539	555	541	552	571	581	605	+4.1
Women	517	523	470	493	527	545	567	+4.1
Age category								
34 years old and under	524	535	488	520	539	568	580	+2.1
35 to 44 years old	533	536	488	530	560	561	589	+5.0
45 to 54 years old	513	535	530	544	550	565	594	+5.1
55 years old and over	535	547	515	491	513	539	580	+7.7
Canada	526	536	500	526	547	563	587	+4.2

Note: Percentage change is based on unrounded numbers. Includes claims for which claimants received permission from Service Canada to train.

¹ Due to methodological changes, data by region have been revised for 2023-24.

² EI temporary measures affecting the weekly benefit rate were in effect during this period.

³ For confidentiality reasons, data for the territories have been included with those for British Columbia.

^R Revised data.

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

Annex 2.26.4: Regular benefits while on training with permission from Service Canada (Skills Boost):
Amount paid (\$ millions)

Region ¹	2020-21	2021-22	2022-23	2023-24	2024-25	Change (%) 2023-24 to 2024-25
Atlantic provinces	0.4	0.6	0.7	0.9	0.7	-26.8
Quebec	3.4	2.2	1.6	2.8	2.9	+2.4
Ontario	2.4	2.4	2.2	2.8 ^R	2.7	-6.1
Manitoba	0.3	0.5	0.4	0.4	0.6	+49.5
Saskatchewan	0.3	0.4	0.3	0.4	0.3	-26.6
Alberta	2.9	2.2	1.5	1.6	1.7	+5.0
British Columbia and territories ²	1.7	1.0	1.1	1.6 ^R	1.5	-5.4
Gender						
Men	4.7	4.4	3.7	5.6	5.5	-1.5
Women	6.7	4.9	4.1	5.0	4.8	-4.0
Age category						
34 years old and under	3.7	3.1	2.8	3.6	3.4	-3.2
35 to 44 years old	4.4	3.5	2.9	3.7	3.5	-7.8
45 to 54 years old	2.4	2.0	1.5	2.6	2.6	-0.1
55 years old and over	0.9	0.7	0.5	0.6	0.7	+21.1
Canada	11.4	9.3	7.8	10.5	10.2	-2.6

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which claimants received permission from Service Canada to train.

¹ Due to methodological changes, data by region have been revised for 2023-24.

² 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. Results are based on 100% of data.

Annex 2.27: Completed pure and combined Employment Insurance claims, by types of benefits

Annex 2.27.1: Completed pure and combined Employment Insurance claims, by types of benefits

Benefit type	Number of claims 2022-23	Share of combined claims 2022-23 (%)	Number of claims 2023-24 ^R	Share of combined claims 2023-24 ^R (%)	Number of claims 2024-25 ^P	Share of combined claims 2024-25 ^P (%)
Regular	1,512,141	12.3	1,359,792 ^R	11.5 ^R	1,468,813	11.6
Fishing	28,980	12.0	27,787 ^R	13.9	28,124	13.1
Sickness	461,074	43.9	411,066 ^R	40.3 ^R	451,229	40.0
Maternity	176,062	98.6	156,453 ^R	98.3 ^R	173,987	98.4
Parental ¹	247,034	72.5	228,073 ^R	69.8 ^R	254,078	69.9
Compassionate care	6,654	34.6	6,464 ^R	35.2	6,611	35.8
Family caregiver for adults	12,321	31.7	13,150 ^R	29.2 ^R	14,808	31.3
Family caregiver for children	3,237	22.8	3,119 ^R	24.0 ^R	3,187	25.0
Work-Sharing	18,151	43.4	10,326 ^R	28.1 ^R	18,562	34.1
All claims²	2,068,043	17.5	1,879,769^R	16.6^R	2,045,908	16.8

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

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.

^P Preliminary data.

^R Revised data.

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

Annex 2.28: Employment Insurance benefit repayment

Annex 2.28.1: Employment Insurance benefit repayment¹: People who repaid benefits

Province or territory ²	2020	2021	2022	2023
Newfoundland and Labrador	8,712	12,495	11,382	10,668
Prince Edward Island	1,199	1,885	1,504	1,312
Nova Scotia	6,508	8,570	6,715	6,480
New Brunswick	4,879	6,445	5,732	5,163
Quebec	45,916	68,463	52,337	49,610
Ontario	46,239	64,746	43,665	43,000
Manitoba	3,685	4,890	3,314	3,281
Saskatchewan	5,230	6,791	4,847	4,713
Alberta	28,464	42,353	28,217	27,223
British Columbia	19,294	27,543	19,176	18,521
Yukon	344	399	252	297
Northwest Territories	304	490	262	222
Nunavut	113	131	97	97
Non-residents of Canada	80	112	69	n/a
Gender				
Men	149,849	206,775	152,804	148,045
Women	21,118	38,538	24,765	22,542
Age category				
24 years old and under	3,250	5,382	4,431	4,346
25 to 44 years old	75,830	110,992	79,839	77,885
45 to 54 years old	39,320	54,216	39,303	37,674
55 years old and over	52,567	74,723	53,996	50,682
Industry				
Goods-producing industries	112,572	146,357	111,263	112,149
Agriculture, forestry, fishing and hunting	5,769	7,973	6,121	5,593
Mining, quarrying, and oil and gas extraction	9,269	11,851	8,373	8,664
Utilities	1,975	1,979	1,891	1,694
Construction	73,030	98,121	77,986	81,978
Manufacturing	22,529	26,433	16,892	14,220
Services-producing industries	56,018	92,480	58,928	52,847
Wholesale and retail trade	8,965	15,465	7,824	6,650
Transportation and warehousing	6,319	8,988	5,748	5,259
Finance, insurance, real estate, rental and leasing	3,426	5,177	3,228	2,848
Professional, scientific and technical services	10,050	16,317	12,254	10,324
Business, building and other support services ³	7,732	10,741	6,899	6,763
Educational services	5,610	11,954	8,688	8,185
Health care and social assistance	1,798	3,095	1,712	1,480
Information, culture and recreation ⁴	2,580	5,193	2,964	3,126
Accommodation and food services	1,370	3,663	1,800	1,115
Other services (excluding public administration)	4,193	6,027	3,849	3,317
Public administration	3,975	5,860	3,962	3,780
Unclassified industries⁵	2,377	6,476	7,378	5,591
Canada	170,967	245,313	177,569	170,587

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2023 tax year.

² Due to methodological changes, data comparisons by province or territory between 2023 and previous years need to be made with caution.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

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

Annex 2.28.2: Employment Insurance benefit repayment¹: Amount repaid (\$ millions)

Province or territory ²	2020	2021	2022	2023
Newfoundland and Labrador	18.8	36.9	32.5	25.9
Prince Edward Island	3.5	7.6	6.0	4.4
Nova Scotia	14.2	25.1	19.0	17.8
New Brunswick	9.8	17.2	13.5	12.1
Quebec	61.5	93.6	63.0	60.7
Ontario	59.5	110.8	62.0	63.5
Manitoba	5.2	8.7	5.4	5.5
Saskatchewan	8.0	13.4	8.3	8.2
Alberta	43.0	85.0	49.0	48.5
British Columbia	26.0	50.1	29.3	30.9
Yukon	0.5	0.8	0.5	0.6
Northwest Territories	0.5	0.9	0.5	0.4
Nunavut	0.2	0.3	0.2	0.2
Non-residents of Canada	0.1	0.2	0.1	n/a
Gender				
Men	224.3	375.7	250.4	244.2
Women	26.5	74.9	38.8	34.4
Age category				
24 years old and under	4.3	8.5	6.5	6.5
25 to 44 years old	101.9	173.4	112.9	113.4
45 to 54 years old	58.2	100.5	64.0	60.9
55 years old and over	86.6	168.2	105.7	97.8
Industry				
Goods-producing industries	166.3	255.2	179.7	179.3
Agriculture, forestry, fishing and hunting	10.4	20.4	14.8	12.7
Mining, quarrying, and oil and gas extraction	14.6	24.5	15.8	16.4
Utilities	2.9	3.3	2.7	2.9
Construction	105.9	151.3	112.1	124.1
Manufacturing	32.5	55.7	34.4	23.2
Services-producing industries	81.6	189.0	103.5	93.9
Wholesale and retail trade	16.2	38.3	19.6	16.0
Transportation and warehousing	8.8	18.1	9.5	8.7
Finance, insurance, real estate, rental and leasing	4.9	11.0	5.5	4.7
Professional, scientific and technical services	15.6	30.6	21.3	20.4
Business, building and other support services ³	11.4	21.7	11.8	11.9
Educational services	4.8	19.1	11.4	10.5
Health care and social assistance	2.2	6.3	2.7	2.1
Information, culture and recreation ⁴	3.3	10.4	4.6	5.0
Accommodation and food services	2.0	8.5	2.6	1.8
Other services (excluding public administration)	6.9	12.7	7.3	6.3
Public administration	5.6	12.2	7.1	6.4
Unclassified industries⁵	2.9	6.4	5.9	5.4
Canada	250.8	450.6	289.2	278.6

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

¹ As benefit repayments are administered through the tax system, the most recent data available are for the 2023 tax year.

² Due to methodological changes, data comparisons by province or territory between 2023 and previous years need to be made with caution.

³ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁴ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

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

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

Annex 2.29: Contributors to the Employment Insurance program

Annex 2.29.1: Contributors to the Employment Insurance program¹: EI premium

Province or territory	Total 2022 (\$ millions)	Total 2023 (\$ millions)	% of total 2023	Paid by employers ² 2023 (\$ millions)	Paid by employees 2023 (\$ millions)
Newfoundland and Labrador	370.4	400.6	1.4	231.6	173.5
Prince Edward Island	118.9	131.8	0.5	75.9	56.8
Nova Scotia	693.9	774.9	2.7	442.6	338.8
New Brunswick	559.7	613.8	2.1	351.0	267.3
Quebec	4,838.4	5,358.3	18.5	3,026.6	2,385.7
Ontario	10,776.1	11,768.2	40.6	6,734.5	5,163.9
Manitoba	927.7	1,015.2	3.5	578.3	445.8
Saskatchewan	778.6	848.3	2.9	482.2	375.4
Alberta	3,391.8	3,731.1	12.9	2,139.0	1,648.7
British Columbia	3,837.4	4,206.0	14.5	2,421.4	1,836.9
Yukon	41.3	45.7	0.2	26.5	20.0
Northwest Territories	43.0	46.0	0.2	26.5	20.4
Nunavut	29.0	31.4	0.1	18.3	13.8
Outside Canada and multiple jurisdictions	31.9	36.5	0.1	21.0	15.8
Gender					
Men	14,522.7	15,896.1	54.8	9,120.6	6,987.5
Women	11,915.2	13,111.8	45.2	7,454.9	5,775.4
Unknown gender ³	0.3	n/a	n/a	n/a	n/a
Age category					
24 years old and under	2,193.5	2,407.3	8.3	1,391.5	1,024.1
25 to 44 years old	12,906.5	14,330.6	49.4	8,203.9	6,318.4
45 to 54 years old	5,827.9	6,294.1	21.7	3,578.3	2,797.5
55 years old and over	5,506.4	5,976.0	20.6	3,401.8	2,622.8
Unknown age ³	3.9	n/a	n/a	n/a	n/a
Industry					
Goods-producing industries	5,783.8	6,329.8	21.8	3,656.0	2,758.2
Agriculture, forestry, fishing and hunting	337.9	359.7	1.2	210.6	152.3
Mining, quarrying, and oil and gas extraction	439.1	471.5	1.6	269.8	213.7
Utilities	214.0	231.1	0.8	127.7	106.0
Construction	2,097.8	2,307.3	8.0	1,361.2	988.5
Manufacturing	2,695.0	2,960.2	10.2	1,686.7	1,297.6
Services-producing industries	20,410.0	22,391.9	77.2	12,750.1	9,882.6
Wholesale and retail trade	3,434.7	3,731.4	12.9	2,142.5	1,616.6
Transportation and warehousing	1,263.6	1,410.4	4.9	801.4	623.7
Finance, insurance, real estate, rental and leasing	1,715.9	1,881.4	6.5	1,054.2	848.6
Professional, scientific and technical services	2,093.9	2,296.7	7.9	1,323.2	1,009.9
Business, building and other support services ⁴	1,474.2	1,571.7	5.4	910.3	682.8
Educational services	1,976.9	2,140.6	7.4	1,189.1	972.5
Health care and social assistance	2,505.8	2,748.7	9.5	1,572.7	1,214.0
Information, culture and recreation ⁵	868.5	947.6	3.3	543.5	416.0
Accommodation and food services	962.3	1,132.0	3.9	660.0	475.8
Other services (excluding public administration)	828.1	918.3	3.2	534.5	392.7
Public administration	3,286.0	3,613.1	12.5	2,018.7	1,629.9
Unclassified industries³	244.4	286.2	1.0	169.4	122.0
Canada	26,438.2	29,007.9	100.0	16,575.5	12,762.8

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 2023 tax year. EI premiums paid are determined based on the residence of employees.

² Employer contributions are 1.4 times the level of employee contributions. However, employers who participate in the Premium Reduction Program may contribute less than 1.4 times their employees' contributions. Consult Chapter 2, [Section 2.7](#) for more information.

³ For some T4 slips, this information was not available in the data.

⁴ This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

⁵ This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Results are based on 100% of data.

Annex 2.29.2: Contributors to the Employment Insurance program¹: Employment income

Province or territory	Total employment income (\$ millions) 2022	Total employment income (\$ millions) 2023	% of total employment income 2023	Total insurable earnings (\$ millions) 2022	Total insurable earnings (\$ millions) 2023
Newfoundland and Labrador	14,455.7	15,523.4	1.2	10,152.3	10,646.5
Prince Edward Island	4,180.3	4,547.2	0.4	3,250.0	3,490.1
Nova Scotia	26,044.7	28,525.4	2.2	19,217.7	20,802.5
New Brunswick	20,501.7	21,909.9	1.7	15,455.8	16,435.3
Quebec	254,284.7	268,082.8	21.0	179,075.4	187,355.2
Ontario	477,262.8	510,255.5	40.0	299,944.1	317,388.9
Manitoba	35,965.2	38,303.8	3.0	25,765.7	27,359.7
Saskatchewan	31,748.3	33,690.7	2.6	21,815.7	23,042.9
Alberta	158,656.1	169,166.8	13.3	94,916.9	101,200.8
British Columbia	164,787.9	177,143.4	13.9	106,168.8	112,758.0
Yukon	1,689.8	1,845.8	0.1	1,145.1	1,229.0
Northwest Territories	1,978.0	2,095.6	0.2	1,204.3	1,250.6
Nunavut	1,345.3	1,391.9	0.1	808.8	850.8
Outside Canada and multiple jurisdictions	2,612.3	2,807.5	0.2	947.4	1,043.6
Gender					
Men	718,795.1	764,850.0	60.0	427,975.9	451,479.7
Women	476,707.5	510,439.8	40.0	351,884.6	373,374.2
Unknown gender ²	10.4	n/a	n/a	7.5	n/a
Age category					
24 years old and under	65,741.7	69,936.0	5.5	62,305.2	65,992.2
25 to 44 years old	546,168.5	591,402.4	46.4	381,417.6	407,772.6
45 to 54 years old	302,825.2	318,511.1	25.0	173,961.9	181,399.9
55 years old and over	280,616.7	295,440.2	23.2	162,066.6	169,689.2
Unknown age ²	161.0	n/a	n/a	116.8	n/a
Industries					
Goods-producing industries	264,225.3	281,520.6	22.1	169,340.0	178,681.3
Agriculture, forestry, fishing and hunting	13,004.7	13,413.7	1.1	9,551.7	9,824.3
Mining, quarrying, and oil and gas extraction	31,727.9	32,862.0	2.6	13,012.2	13,506.9
Utilities	13,081.0	14,025.5	1.1	6,558.9	6,880.4
Construction	91,231.4	97,854.3	7.7	60,020.9	63,602.3
Manufacturing	115,180.2	123,365.1	9.7	80,196.4	84,867.5
Services-producing industries	918,858.9	979,221.3	76.8	603,590.7	638,352.7
Wholesale and retail trade	145,983.5	153,248.6	12.0	99,695.7	104,486.6
Transportation and warehousing	54,615.4	59,535.3	4.7	37,206.8	40,141.7
Finance, insurance, real estate, rental and leasing	103,003.1	109,031.7	8.5	51,399.7	54,443.6
Professional, scientific and technical services	116,648.7	126,691.8	9.9	62,006.9	65,380.5
Business, building and other support services ³	66,089.6	68,449.3	5.4	42,680.3	43,855.5
Educational services	81,955.2	85,516.9	6.7	60,356.5	63,097.9
Health care and social assistance	102,939.8	108,041.4	8.5	75,856.9	79,766.0
Information, culture and recreation ⁴	42,123.0	45,450.9	3.6	25,686.9	26,838.2
Accommodation and food services	30,885.4	34,903.0	2.7	26,930.7	30,599.3
Other services (excluding public administration)	32,800.8	35,148.7	2.8	23,689.8	25,308.6
Public administration	141,814.3	153,203.7	12.0	98,080.4	104,434.6
Unclassified industries²	12,428.8	14,547.9	1.1	6,937.3	7,819.9
Canada	1,195,513.0	1,275,289.8	100.0	779,868.0	824,853.9

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 2023 tax year. EI premiums paid are determined based on the residence of employees.

² For some T4 slips, this information was not available in the data.

³ This industry 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.

Source: Canada Revenue Agency, T4 slips with employment income. Results are based on 100% of data.

Annex 2.29.3: Contributors to the Employment Insurance program¹: Employment income per worker

Province or territory	Number of workers with employment income 2022	Number of workers with employment income 2023	% of total 2023	Employment income per worker (\$ per year) 2022	Employment income per worker (\$ per year) 2023	Insurable earnings per worker (\$ per year) 2022	Insurable earnings per worker (\$ per year) 2023
Newfoundland and Labrador	280,935	283,199	1.3	51,456	54,814	36,138	37,594
Prince Edward Island	96,407	99,132	0.5	43,361	45,870	33,711	35,207
Nova Scotia	535,765	550,073	2.6	48,612	51,858	35,870	37,818
New Brunswick	434,389	440,206	2.1	47,197	49,772	35,581	37,335
Quebec	4,799,441	4,809,114	22.7	52,982	55,745	37,312	38,958
Ontario	7,907,956	8,066,768	38.2	60,352	63,254	37,929	39,345
Manitoba	727,839	741,435	3.5	49,414	51,662	35,400	36,901
Saskatchewan	593,455	607,063	2.9	53,497	55,498	36,761	37,958
Alberta	2,436,992	2,534,458	12.0	65,103	66,747	38,948	39,930
British Columbia	2,833,567	2,893,777	13.7	58,156	61,215	37,468	38,966
Yukon	27,534	28,700	0.1	61,372	64,315	41,590	42,822
Northwest Territories	28,942	29,195	0.1	68,343	71,781	41,612	42,836
Nunavut	21,567	22,264	0.1	62,378	62,517	37,503	38,213
Outside Canada and multiple jurisdictions	31,068	34,036	0.2	84,083	82,487	30,494	30,661
Gender							
Men	10,750,656	10,980,078	51.9	66,861	69,658	39,809	41,118
Women	10,004,628	10,159,342	48.1	47,649	50,243	35,172	36,752
Unknown gender ²	573	n/a	n/a	18,138	n/a	13,028	n/a
Age category							
24 years old and under	3,452,557	3,447,457	16.3	19,041	20,286	18,046	19,142
25 to 44 years old	9,005,067	9,363,005	44.3	60,651	63,164	42,356	43,551
45 to 54 years old	3,800,619	3,839,546	18.2	79,678	82,955	45,772	47,245
55 years old and over	4,493,928	4,489,412	21.2	62,444	65,808	36,063	37,798
Unknown age ²	3,686	n/a	n/a	43,668	n/a	31,685	n/a
Industries							
Goods-producing industries	4,001,560	4,087,458	19.3	66,031	68,874	42,319	43,715
Agriculture, forestry, fishing and hunting	372,662	372,838	1.8	34,897	35,977	25,631	26,350
Mining, quarrying, and oil and gas extraction	234,671	239,170	1.1	135,202	137,400	55,448	56,474
Utilities	116,042	119,713	0.6	112,727	117,159	56,522	57,474
Construction	1,453,967	1,495,995	7.1	62,747	65,411	41,281	42,515
Manufacturing	1,824,218	1,859,742	8.8	63,139	66,335	43,962	45,634
Services-producing industries	16,499,058	16,774,889	79.4	55,692	58,374	36,583	38,054
Wholesale and retail trade	3,230,153	3,243,986	15.3	45,194	47,241	30,864	32,209
Transportation and warehousing	965,424	995,154	4.7	56,571	59,825	38,539	40,337
Finance, insurance, real estate, rental and leasing	1,164,602	1,186,684	5.6	88,445	91,879	44,135	45,879
Professional, scientific and technical services	1,412,437	1,453,524	6.9	82,587	87,162	43,901	44,981
Business, building and other support services ³	1,265,566	1,235,417	5.8	52,221	55,406	33,724	35,499
Educational services	1,488,310	1,521,252	7.2	55,066	56,215	40,554	41,478
Health care and social assistance	1,977,959	2,010,042	9.5	52,043	53,751	38,351	39,684
Information, culture and recreation ⁴	698,180	722,878	3.4	60,333	62,875	36,791	37,127
Accommodation and food services	1,459,219	1,507,620	7.1	21,166	23,151	18,456	20,296
Other services (excluding public administration)	735,992	756,791	3.6	44,567	46,444	32,188	33,442
Public administration	2,101,216	2,141,541	10.1	67,492	71,539	46,678	48,766

Unclassified industries²	255,239	277,073	1.3	48,695	52,506	27,179	28,223
Canada	20,755,857	21,139,420	100.0	57,599	60,328	37,573	39,020

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 2023 tax year. EI premiums paid are determined based on the residence of employees.

² For some T4 slips, this information was not available in the data.

³ This industry 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.

Source: Canada Revenue Agency, T4 slips with employment income. Results are based on 100% of data.

Annex 2.30: Adjusted benefits-to-contributions (B/C) ratios

Annex 2.30.1: Adjusted benefits-to-contributions (B/C) ratios¹

Province or territory	El premium (\$ millions) 2023	El premium % of total 2023	El regular benefits (\$ millions) 2023	El regular benefits % of total 2023	Total El benefits (\$ millions) 2023	Total El benefits % of total 2023	Adjusted regular B/C ratio ^{2,3} (Canada=1) 2023	Adjusted total B/C ratio ² (Canada=1) 2023
Newfoundland and Labrador	400.6	1.4	749.9	6.6	1,075.9	5.4	5.11	3.93
Prince Edward Island	131.8	0.5	154.2	1.4	267.4	1.4	3.21	2.97
Nova Scotia	774.9	2.7	531.8	4.7	867.6	4.4	1.86	1.64
New Brunswick	613.8	2.1	650.1	5.7	955.4	4.8	2.87	2.28
Quebec	5,358.3	18.5	2,782.5	24.5	3,634.2	18.4	1.08	0.99
Ontario	11,768.2	40.6	3,304.0	29.1	6,777.6	34.2	0.76	0.84
Manitoba	1,015.2	3.5	368.9	3.2	704.0	3.6	0.98	1.02
Saskatchewan	848.3	2.9	328.3	2.9	596.3	3.0	1.03	1.03
Alberta	3,731.1	12.9	1,237.7	10.9	2,386.4	12.1	0.89	0.94
British Columbia	4,206.0	14.5	1,214.3	10.7	2,448.7	12.4	0.78	0.85
Yukon	45.7	0.2	15.9	0.1	29.2	0.1	0.94	0.94
Northwest Territories	46.0	0.2	15.1	0.1	26.8	0.1	0.88	0.85
Nunavut	31.4	0.1	12.7	0.1	22.0	0.1	1.08	1.03
Other province or territory ⁴	36.5	0.1	1.3	0.0	10.8	0.1	0.09	0.43
Gender								
Men	15,896.1	54.8	7,414.2	65.2	9,757.5	49.3	1.19	0.90
Women	13,111.8	45.2	3,952.4	34.8	10,044.7	50.7	0.77	1.12
Unknown gender ⁵	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Age category								
24 years old and under	2,407.3	8.3	869.7	7.7	1,434.3	7.2	0.96	0.87
25 to 44 years old	14,330.6	49.4	5,107.4	44.9	11,193.6	56.5	0.91	1.14
45 to 54 years old	6,294.1	21.7	2,199.7	19.4	2,951.5	14.9	0.88	0.69
55 years old and over	5,976.0	20.6	3,189.8	28.1	4,222.8	21.3	1.36	1.04
Unknown age ⁵	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Industry								
Goods-producing industries	6,329.8	21.8	4,573.6	40.2	6,279.3	31.7	1.86	1.45
Agriculture, forestry, fishing and hunting	359.7	1.2	550.6	4.8	688.6	3.5	4.07	2.80
Mining, quarrying, and oil and gas extraction	471.5	1.6	250.2	2.2	322.4	1.6	1.34	1.00
Utilities	231.1	0.8	31.4	0.3	64.6	0.3	0.33	0.41
Construction	2,307.3	8.0	2,637.4	23.2	3,262.2	16.5	3.01	2.07
Manufacturing	2,960.2	10.2	1,104.2	9.7	1,941.5	9.8	0.94	0.96
Services-producing industries	22,391.9	77.2	6,546.9	57.6	13,150.2	66.4	0.74	0.86
Wholesale and retail trade	3,731.4	12.9	941.1	8.3	1,968.1	9.9	0.65	0.77
Transportation and warehousing	1,410.4	4.9	505.8	4.5	835.0	4.2	0.91	0.87
Finance, insurance, real estate, rental and leasing	1,881.4	6.5	311.4	2.7	797.7	4.0	0.42	0.62
Professional, scientific and technical services	2,296.7	7.9	813.3	7.2	1,325.9	6.7	0.90	0.85
Business, building and other support services ⁶	1,571.7	5.4	854.4	7.5	1,319.0	6.7	1.41	1.23
Educational services	2,140.6	7.4	910.6	8.0	1,516.6	7.7	1.05	1.04
Health care and social assistance	2,748.7	9.5	393.4	3.5	1,665.4	8.4	0.36	0.89
Information, culture and recreation ⁷	947.6	3.3	397.8	3.5	592.0	3.0	1.08	0.92
Accommodation and food services	1,132.0	3.9	473.5	4.2	801.9	4.0	1.12	1.04
Other services (excluding public administration)	918.3	3.2	323.1	2.8	603.0	3.0	0.93	0.96
Public administration	3,613.1	12.5	622.5	5.5	1,725.7	8.7	0.43	0.70
Unclassified industries⁵	286.2	1.0	246.1	2.2	372.8	1.9	2.28	1.91
Canada	29,007.9	100.0	11,366.6	100.0	19,802.2	100.0	1.00	1.00

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

¹ As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2023 tax year. EI premiums paid are determined based on the residence of employees.

² For ease of analysis, the benefits-to-contributions ratios have been adjusted (that is, standardized) so that the figure for Canada equals 1.

³ To factor in the Quebec Parental Insurance Program (QPIP), which reduced the premiums paid by employers and employees in Quebec, and the Premium Reduction Program (PRP), which reduces the premiums paid by employers who offer their employees a short-term disability plan, the regular benefits-to-contributions ratios have been calculated based on an estimate of the Employment Insurance premiums that would have been paid by employees and employers in the absence of QPIP and PRP, rather than on premiums that were actually paid.

⁴ This category includes outside Canada and multiple jurisdictions.

⁵ For some T4 slips, this information was not available in the data.

⁶ This industry 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.

⁷ 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.

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

Annex 2.31: Unemployment rates by Employment Insurance region

Annex 2.31.1: Unemployment rates by Employment Insurance region¹

Effective date ³	Regional rate of unemployment ²														
	Apr. 7, 2024 to May 11, 2024	May 12, 2024 to June 8, 2024	June 9, 2024 to July 6, 2024	July 7, 2024 to Aug. 10, 2024	Aug. 11, 2024 to Sept. 7, 2024	Sept. 8, 2024 to Oct. 12, 2024	Oct. 13, 2024 to Nov. 9, 2024	Nov. 10, 2024 to Dec. 7, 2024	Dec. 8, 2024 to Jan. 11, 2025	Jan. 12, 2025 to Feb. 8, 2025	Feb. 9, 2025 to Mar. 8, 2025	Mar. 9, 2025 to Apr. 5, 2025	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 2024 (%)	April 2024 (%)	May 2024 (%)	June 2024 (%)	July 2024 (%)	August 2024 (%)	September 2024 (%)	October 2024 (%)	November 2024 (%)	December 2024 (%)	January 2025 (%)	February 2025 (%)	2024-25 (%)	2024-25 (%)	2024-25 (%)
Newfoundland and Labrador															
St. John's	6.2	6.9	7.1	7.5	7.1	7.0	6.8	6.6	6.5	6.5	6.6	7.0	6.2	6.8	7.5
Newfoundland-Labrador	13.4	12.5	12.0	11.3	11.5	12.3	13.1	13.7	13.8	13.9	14.1	14.0	11.3	13.0	14.1
Prince Edward Island															
Charlottetown	5.2	5.3	5.5	6.2	6.9	7.3	6.5	6.5	6.6	7.5	6.7	6.2	5.2	6.4	7.5
Prince Edward Island (excluding Charlottetown)	10.2	9.7	9.2	8.5	8.7	9.1	9.2	9.6	9.8	10.4	10.2	10.3	8.5	9.6	10.4
Nova Scotia															
Eastern Nova Scotia	12.2	11.3	10.0	9.3	9.5	10.5	10.3	10.3	10.4	10.7	10.4	10.5	9.3	10.5	12.2
Western Nova Scotia	6.8	6.5	6.7	6.7	7.3	7.1	7.7	7.4	7.5	7.3	7.1	7.0	6.5	7.1	7.7
Halifax	5.5	5.4	5.6	5.6	5.5	5.6	5.4	5.3	5.0	5.0	5.0	5.2	5.0	5.3	5.6
New Brunswick															
Fredericton-Moncton-Saint-John	5.8	5.9	6.3	6.4	6.8	6.4	5.8	5.4	5.7	6.4	6.6	6.8	5.4	6.2	6.8
Madawaska-Charlotte	7.6	7.6	7.2	6.4	6.2	6.9	7.5	7.9	7.7	7.3	6.3	5.9	5.9	7.0	7.9
Restigouche-Albert	11.3	11.1	10.5	9.7	9.6	9.3	9.7	9.6	9.8	10.0	9.9	10.1	9.3	10.1	11.3
Quebec															
Gaspésie-Îles-de-la-Madeleine	10.3	10.0	9.7	9.8	9.2	8.4	7.6	7.3	8.4	9.0	9.6	8.4	7.3	9.0	10.3
Québec	3.3	3.3	3.3	3.3	3.8	4.0	4.3	4.0	4.5	4.4	4.7	4.5	3.3	4.0	4.7
Trois-Rivières	5.7	5.3	5.0	6.1	6.4	6.8	6.4	6.2	6.2	5.6	5.3	4.8	4.8	5.8	6.8
South Central Québec	2.7	2.7	2.7	2.8	2.7	2.9	3.1	3.3	3.1	2.8	2.6	2.6	2.6	2.8	3.3
Sherbrooke	6.2	5.3	4.3	3.6	4.4	5.2	6.0	5.9	5.6	5.3	5.3	5.1	3.6	5.2	6.2
Montréal	3.8	4.0	3.6	3.8	3.9	4.3	4.1	3.9	3.9	4.3	4.0	3.7	3.6	3.9	4.3
Montréal	5.8	5.8	5.9	6.3	6.6	6.9	6.7	6.8	6.8	6.8	6.7	6.5	5.8	6.5	6.9
Central Quebec	4.0	4.3	4.6	4.7	4.8	4.6	4.6	4.5	4.4	4.3	4.5	4.9	4.0	4.5	4.9
North Western Quebec	4.4	4.3	4.6	5.1	5.6	6.2	6.3	6.5	6.6	7.0	6.7	6.9	4.3	5.9	7.0
Lower Saint Lawrence and North Shore	4.6	5.3	4.9	4.9	5.1	5.3	5.1	4.7	4.9	5.3	5.3	5.0	4.6	5.0	5.3
Hull	4.6	4.9	5.2	5.8	6.3	6.9	7.1	7.0	6.7	6.2	5.9	5.3	4.6	6.0	7.1
Chicoutimi-Jonquière	2.0	1.8	1.6	2.2	3.0	3.9	4.0	4.0	3.9	4.2	3.3	3.1	1.6	3.1	4.2
Ontario															
Ottawa	5.0	5.2	5.3	5.7	6.0	6.3	6.1	6.2	6.1	6.0	6.0	5.8	5.0	5.8	6.3
Eastern Ontario	5.3	5.6	5.6	5.8	6.3	6.1	6.0	5.9	6.2	6.0	5.4	5.0	5.0	5.8	6.3
Kingston	7.0	6.6	5.9	5.4	6.0	6.4	6.4	5.8	5.8	6.1	6.3	6.4	5.4	6.2	7.0
Central Ontario	5.3	5.4	5.0	4.8	4.6	4.6	4.5	4.7	5.0	5.0	5.5	5.6	4.5	5.0	5.6

Oshawa	5.3	5.5	5.1	5.9	6.6	7.8	7.8	8.0	7.8	7.9	7.9	7.8	5.1	7.0	8.0
Toronto	7.4	7.7	7.8	7.7	7.6	8.0	8.1	8.1	8.2	8.5	8.8	8.6	7.4	8.0	8.8
Hamilton	6.4	6.7	7.1	7.4	7.3	6.9	6.4	6.3	6.7	7.1	7.1	7.1	6.3	6.9	7.4
St. Catharines	7.9	8.3	8.0	8.3	8.1	7.6	7.2	6.7	6.6	6.2	6.0	6.1	6.0	7.3	8.3
London	6.9	6.7	6.6	6.6	6.9	6.9	6.6	6.5	6.7	7.3	7.3	6.7	6.5	6.8	7.3
Niagara	4.3	5.0	5.4	5.7	5.3	5.1	5.1	4.9	4.8	4.1	4.6	5.4	4.1	5.0	5.7
Windsor	8.1	8.8	9.1	9.4	9.2	8.9	8.6	8.5	8.5	8.9	9.4	9.9	8.1	8.9	9.9
Kitchener	6.7	6.3	6.2	6.3	6.5	7.1	7.5	7.8	7.9	7.8	8.3	8.4	6.2	7.2	8.4
Huron	6.2	5.5	5.6	6.0	6.5	6.9	7.1	7.5	7.6	7.4	7.1	7.1	5.5	6.7	7.6
South Central Ontario	3.3	3.4	3.1	3.4	3.8	4.5	4.6	4.5	4.5	5.0	5.4	5.5	3.1	4.3	5.5
Sudbury	6.0	5.2	4.9	5.1	5.4	5.9	5.8	5.9	5.3	5.0	5.6	5.8	4.9	5.5	6.0
Thunder Bay	4.7	4.5	3.8	3.2	3.1	3.6	4.4	5.1	5.5	5.7	5.8	5.5	3.1	4.6	5.8
Northern Ontario	8.2	7.7	7.3	7.2	7.9	8.1	8.3	8.2	8.4	8.5	7.5	6.1	6.1	7.8	8.5
Manitoba															
Winnipeg	4.6	5.0	5.2	5.2	5.4	5.4	5.6	5.7	5.9	6.1	6.2	6.2	4.6	5.5	6.2
Southern Manitoba	6.7	6.8	6.5	6.4	6.3	6.8	6.6	6.8	6.4	6.8	6.8	7.1	6.3	6.7	7.1
Northern Manitoba	31.3	32.6	32.9	33.4	33.6	34.0	34.3	34.8	34.8	35.0	33.6	32.4	31.3	33.6	35.0
Saskatchewan															
Regina	4.9	5.9	6.5	6.7	6.4	6.2	6.1	5.8	5.8	6.8	7.1	7.3	4.9	6.3	7.3
Saskatoon	5.3	5.2	5.2	5.2	5.0	4.9	5.0	5.3	5.4	5.1	4.9	4.9	4.9	5.1	5.4
Southern Saskatchewan	7.8	8.0	7.4	7.2	6.5	6.5	6.6	7.2	7.4	7.3	6.7	6.4	6.4	7.1	8.0
Northern Saskatchewan	14.9	14.7	14.9	14.7	15.4	15.6	15.2	14.9	15.3	15.3	15.1	14.7	14.7	15.1	15.6
Alberta															
Calgary	6.7	7.9	8.5	8.8	7.7	7.5	7.4	7.9	8.1	7.9	7.7	7.4	6.7	7.8	8.8
Edmonton	6.7	6.8	6.9	7.2	7.9	8.5	8.9	8.7	8.4	7.7	7.4	7.3	6.7	7.7	8.9
Northern Alberta	12.0	12.0	11.8	11.5	11.6	11.4	11.1	10.7	10.7	11.0	10.5	10.0	10.0	11.2	12.0
Southern Alberta	6.6	6.2	6.5	6.2	6.3	6.1	6.4	6.3	6.5	6.3	6.3	6.1	6.1	6.3	6.6
British Columbia															
Southern Interior British Columbia	6.9	6.1	5.6	5.5	6.0	6.4	6.2	6.2	5.9	6.2	6.0	6.2	5.5	6.1	6.9
Abbotsford	4.7	5.5	5.7	6.2	6.5	6.5	6.2	5.5	5.4	5.6	5.7	5.8	4.7	5.8	6.5
Vancouver	5.5	5.5	5.8	5.7	5.8	6.0	6.3	6.4	6.4	6.4	6.7	6.8	5.5	6.1	6.8
Victoria	5.2	4.9	5.0	4.2	3.9	3.7	3.9	4.3	4.4	4.2	3.9	3.9	3.7	4.3	5.2
Southern Coastal British Columbia	5.3	5.2	5.5	5.4	5.9	6.2	6.5	6.6	6.6	6.6	6.5	6.6	5.2	6.1	6.6
Northern British Columbia	9.0	8.2	7.7	7.2	7.2	7.6	8.3	8.9	9.1	9.3	9.7	9.2	7.2	8.5	9.7
Territories															
Whitehorse	3.8	3.5	3.7	3.4	3.6	4.1	5.3	5.3	5.7	4.8	4.6	4.8	3.4	4.4	5.7
Yukon (excluding Whitehorse)	11.3	7.1	6.7	6.3	5.9	5.8	5.7	5.5	6.2	6.7	6.5	6.4	5.5	6.7	11.3
Yellowknife	4.2	3.6	3.6	3.0	3.3	3.0	3.2	3.4	3.7	4.7	4.4	3.3	3.0	3.6	4.7
Northwest Territories (excluding Yellowknife)	10.7	10.7	9.8	10.5	9.9	8.4	8.5	10.2	10.4	8.8	8.6	8.4	8.4	9.6	10.7
Iqaluit	6.2	7.0	6.4	4.8	5.1	4.9	6.4	5.2	5.3	4.8	5.2	5.2	4.8	5.5	7.0

Nunavut (excluding Iqaluit)	15.1	14.4	14.2	13.1	12.8	14.8	12.0	10.9	10.6	10.5	10.4	10.3	10.3	12.4	15.1

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 7, 2024, please refer to the [Monthly Seasonal Adjusted Unemployment Rates by EI Region page](#).

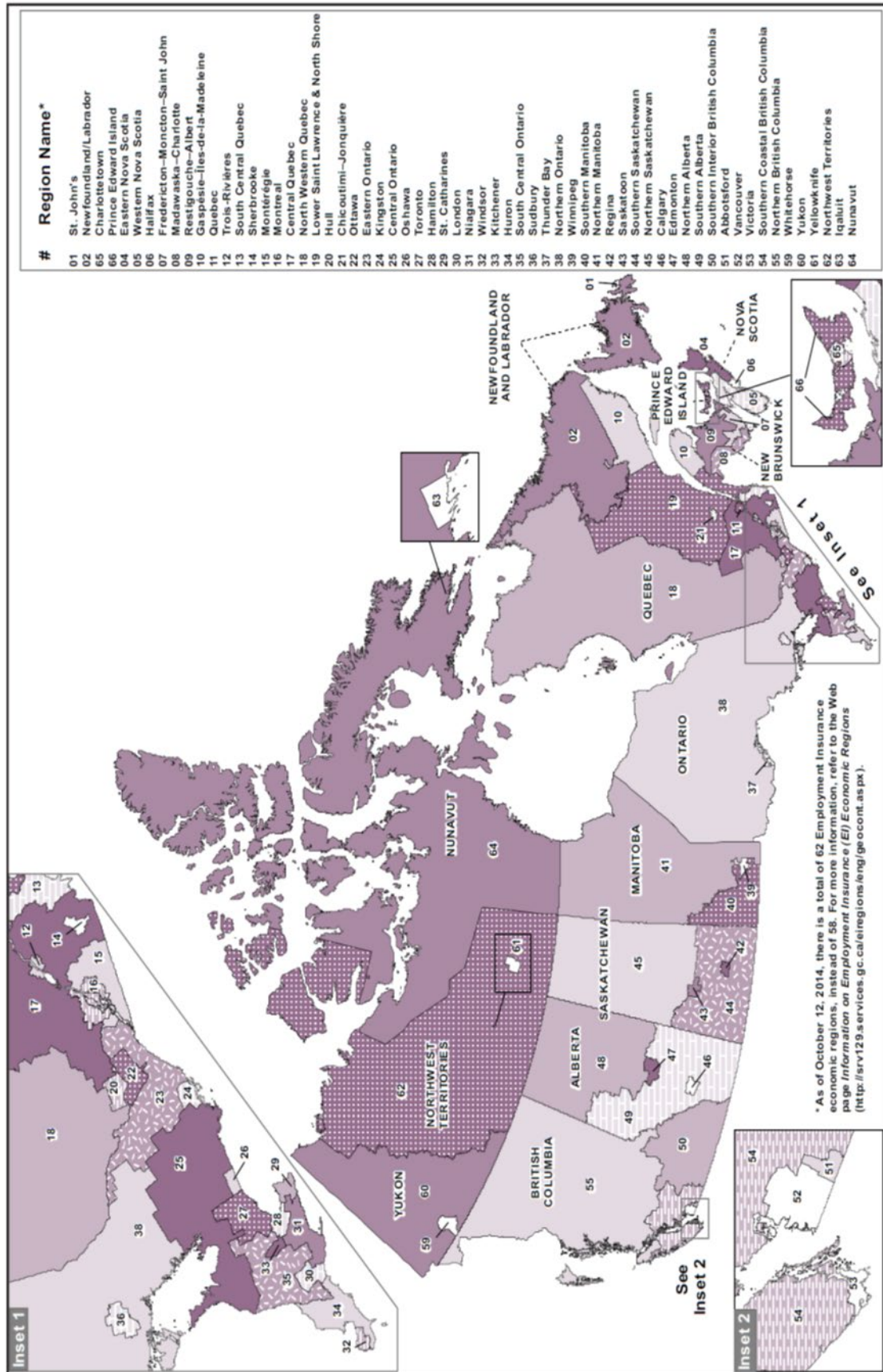
³ Effective for new claims established between the dates indicated.

⁴ The regional unemployment rates are calculated using a 3-month moving average (or, in the case of the territories, a 12-month moving average if this is larger) of seasonally adjusted unemployment rates for the period ending in the month indicated. These regional rates come from Statistics Canada's Labour Force Survey (LFS). The regional unemployment rates in the provinces incorporate an estimate of the rates of unemployment for status Indians living on reserves, as per section 17 of the *Employment Insurance Regulations*. Conversely, the regional unemployment rates in the territories are representative of the population, as LFS data cover persons living on and off reserves. A monthly regional unemployment rate substitute is used if Statistics Canada cannot 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 regions map

Annex 2.32.1: Employment Insurance regions map – 2024-25





ANNEX 3

Employment Benefits and Support Measures Data Tables (EBSM)

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Annex 3.1 – 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 were required to be unemployed and have a current Employment Insurance (EI) claim as an “active EI client” or a claim that ended in the preceding five years as a “former EI client.” Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. In addition, in 2018-19, eligibility for Employment Benefits was expanded to include all unemployed individuals who made EI premium contributions above the premium refund contribution threshold (\$2,000 in earnings annually) in at least five of the last 10 years. These clients are said to be Premium Paid Eligible (PPE).

Unemployed individuals who are neither active, former EI clients, nor PPEs are considered “non-insured” and are eligible to participate in Employment Assistance Services (EAS), as well as self-services provided by the National Employment Service. In 2018-19, eligibility to EAS was expanded to include employed Canadians. In addition, Budget 2022 also announced the amendment of Part II of the Employment Insurance Act to broaden eligibility and the types of training and employment supports funded under the LMDAs with provinces and territories. The legislative changes to EI Part II received Royal Assent on June 23rd, 2022, and provided the framework to follow through on Budget 2022 commitments to modernize the labour market transfers. Modernized labour market transfers will advance the Government’s efforts to support the needs of business, enhance skills training to support emerging sectors, and increase the workforce participation of designated and/or under-represented groups.

Labour Market Development Agreements (LMDAs)

LMDAs provide the frameworks within which programs and service delivery takes place. EBSMs are defined in the EI Act, providing provincial and territorial jurisdictions (PTs) parameters within which they deliver programs and services that are “similar” to the EBSMs that were delivered by the Government of Canada prior to the introduction of the LMDAs. Since 2010, all PTs have been responsible for the design and delivery of programs similar to EBSMs established under Part II of the EI Act. Canada retains responsibility for the delivery of insurance benefits under Part I of the EI Act and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to: [About the Labour Market Development Agreements program](#).

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. Consult [Job Bank](#).

Annex 3.2 – Employment Benefits and Support Measures (EBSMs) – Program Descriptions

Employment Benefits

Targeted Wage Subsidies assist participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants. This benefit encourages employers to hire unemployed individuals whom they would not normally hire in the absence of a subsidy.

Self-Employment provides financial assistance and business planning advice to participants to help them start their own business. This financial assistance is intended to cover personal living expenses and other expenses during the initial stages of the business.

Job Creation Partnerships projects provide participants with opportunities to gain work experience that will lead to ongoing employment. Activities of the project help develop the community and the local economy.

Skills Development helps participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for training.

Support Measures

Employment Assistance Services consist of individual counselling, action planning, job search skills, job-finding clubs, job placement services, the provision of labour market information, case management and follow-up.

Labour Market Partnerships help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments.

Research and Innovation supports research and broader labour market activities that identify better ways of helping people to prepare for or keep employment and to be productive participants in the labour force.

Annex 3.3 – Employment Benefits and Support Measures Data Tables

Table 3.1: Canada, 2024-25, Overview of the Labour Market Development Agreements

Province/Territory	Base funding	Total funding
Newfoundland and Labrador (NL)	\$123,544,634	\$123,544,634
Prince Edward Island (PE)	\$22,332,111	\$22,332,111
Nova Scotia (NS)	\$74,738,706	\$74,738,706
New Brunswick (NB)	\$85,899,051	\$85,899,051
Quebec (QC)	\$534,544,015	\$534,544,015
Ontario (ON)	\$583,750,801	\$583,750,801
Manitoba (MB)	\$44,450,496	\$44,450,496
Saskatchewan (SK)	\$38,206,816	\$38,206,816
Alberta (AB)	\$157,613,720	\$157,613,720
British Columbia (BC)	\$275,606,902	\$275,606,902
Yukon (YT)	\$3,166,484	\$3,166,484
Northwest Territories (NT)	\$3,067,904	\$3,067,904
Nunavut (NU)	\$3,078,360	\$3,078,360
Totals	\$1,950,000,000	\$1,950,000,000

Sources: 2024-25 PT LMDA Allocations and Chief Financial Officer Branch, ESDC

Notes:

¹ This was referred to as Table 3.3 in last year's report.

² Funds for administrative costs are excluded from these amounts. For details on administrative costs, please refer to Table 3.2.

³ Temporary top up funding ended in 2024-25, affecting comparability with earlier years; top up expected to return in 2025-26.

Table 3.2: Canada, 2024-25, final EBSM expenditures, by province or territory

Province/Territory	Employment Benefits	Support Measures	Over-contributions	Indigenous Pan-Canadian (consult details in Table 3.5)	Adjustments ⁵	Subtotal	Administrative costs ⁶	Total
NL	\$72,895	\$50,650	\$0	\$2,766	\$415	\$126,726	\$8,937	\$135,663
PE	\$17,568	\$4,765	\$0	\$281	\$0	\$22,613	\$2,695	\$25,309
NS	\$27,792	\$46,947	\$0	\$2,324	\$2,157	\$79,219	\$10,149	\$89,368
NB	\$53,160	\$32,739	\$0	\$1,712	\$0	\$87,611	\$8,922	\$96,533
QC	\$356,942	\$177,602	\$0	\$14,288	\$1,810	\$550,642	\$58,920	\$609,562
ON	\$205,724	\$378,026	\$0	\$27,079	\$8,052	\$618,882	\$57,277	\$676,159
MB	\$26,849	\$17,601	\$54	\$19,783	\$64	\$64,351	\$6,079	\$70,430
SK	\$28,717	\$9,490	\$0	\$18,349	\$1,145	\$57,700	\$6,022	\$63,722
AB	\$88,928	\$68,686	\$0	\$17,127	\$1,582	\$176,325	\$9,594	\$185,919
BC	\$187,010	\$88,016	\$2,882	\$19,377	-\$788	\$296,497	\$20,530	\$317,027
YT	\$1,544	\$1,622	\$0	\$1,395	\$0	\$4,562	\$80	\$4,642
NT	\$1,693	\$1,375	\$0	\$3,686	-\$370	\$6,383	\$1,450	\$7,833
NU	\$1,595	\$1,408	\$0	\$4,255	-\$1	\$7,258	\$787	\$8,045
NHQ ⁴	\$0	\$0	\$0	\$18,518	-\$18,518	\$0	\$0	\$0
Totals by category	\$1,070,417	\$878,927	\$2,936	\$150,941	-\$4,453	\$2,095,768	\$191,443	\$2,290,211

Source: Provincial/Territorial Audited Statements

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.4A in last year's report.

³ Expenditure figures expressed in thousands of dollars by service. Totals may not add due to rounding.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

⁵ This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

⁶ Net Administrative costs include salary and non-salary to administer LMDAs and \$11 million for rent.

⁷ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

Table 3.3: Canada, 2024-25, final EBSM expenditures, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB ⁵	BC	YT	NT	NU	NHQ ⁴	Canada
Targeted Wage Subsidies	\$8,116	\$3,595	\$1,568	\$1	\$124,990	\$0	\$63	\$0	\$1,954	\$33,897	\$6	\$468	\$272	n/a	\$174,930
Self-Employment	\$3,689	\$1,252	\$3,040	\$3,543	\$4,588	\$0	\$89	\$0	\$1,589	\$23,746	\$0	\$307	\$0	n/a	\$41,843
Job Creation Partnerships	\$6,807	\$327	\$334	\$0	\$43,845	\$1,243	\$3,806	\$0	\$0	\$105	\$0	\$145	\$0	n/a	\$56,612
Skills Development	\$54,283	\$12,394	\$22,849	\$49,616	\$183,519	\$204,481	\$22,890	\$28,717	\$85,386	\$129,263	\$1,538	\$774	\$1,323	n/a	\$797,032
Targeted Earning Supplements	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total Employment Benefits	\$72,895	\$17,568	\$27,792	\$53,160	\$356,942	\$205,724	\$26,849	\$28,717	\$88,928	\$187,010	\$1,544	\$1,693	\$1,595	n/a	\$1,070,417
Employment Assistance Services	\$8,313	\$3,982	\$41,191	\$8,323	\$146,404	\$271,686	\$11,945	\$8,972	\$64,401	\$51,233	\$1,010	\$1,276	\$128	n/a	\$618,862
Labour Market Partnerships	\$28,805	\$782	\$5,436	\$24,416	\$27,675	\$41,536	\$4,814	\$0	\$4,285	\$11,805	\$0	\$98	\$1,280	n/a	\$150,933
Research and Innovation	\$13,532	\$0	\$320	\$0	\$3,523	\$64,805	\$842	\$518	\$0	\$24,978	\$612	\$0	\$0	n/a	\$109,131
Total Support Measure	\$50,650	\$4,765	\$46,947	\$32,739	\$177,602	\$378,026	\$17,601	\$9,490	\$68,686	\$88,016	\$1,622	\$1,375	\$1,408	n/a	\$878,927
Total EBSM	\$123,545	\$22,332	\$74,739	\$85,899	\$534,544	\$583,751	\$44,450	\$38,207	\$157,614	\$275,025	\$3,166	\$3,068	\$3,003	n/a	\$1,949,343
Indigenous Pan-Canadian	\$2,766	\$281	\$2,324	\$1,712	\$14,288	\$27,079	\$19,783	\$18,349	\$17,127	\$19,377	\$1,395	\$3,686	\$4,255	\$18,518	\$150,941
Total EBSM and Indigenous Pan-Canadian	\$126,310	\$22,613	\$77,063	\$87,611	\$548,832	\$610,830	\$64,233	\$56,555	\$174,742	\$294,402	\$4,562	\$6,754	\$7,259	\$18,518	\$2,100,285

Source: Provincial/Territorial Audited Statements.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.4B in last year's report.

³ Expenditure figures expressed in thousands of dollars by service. Totals may not add due to rounding.

⁴ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

⁵ 2021-22 EI MAR Revision: AB skills development should have been \$104,088,000 and job creation partnerships should have been \$0. 2022-23 EI MAR Revision: AB skills development should have been \$160,698,168 and job creation partnerships should have been \$0.

⁶ The financial totals in the MAR are based on finalized reports provided by PTs. At the time of publication, final audited financial statements for YT and NU had not been received. As such, expenditures for these jurisdictions are based on draft reports or previous-year financial statements.

Table 3.4: Canada, 2024-25, Employment Benefits and Indigenous Pan-Canadian Activities, Part I — final expenditures, by province or territory

Indigenous Pan-Canadian EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Self-Employment	\$301	\$654	\$517	2,405	\$713	\$24	\$64	\$38	\$924	\$681	\$0	\$49	\$0	\$0	\$6,372
Job Creation Partnerships	\$477	\$16	\$53	\$0	\$7 ⁴	\$67	\$86	\$0	\$0	\$9	\$0	\$0	\$0	\$0	\$715
Skills Development (Regular, Apprentices)	\$12,081	\$20,286	\$15,158	\$20,479	\$20,883	\$122,928	\$29,949	\$20,349	\$93,297	\$68,987	\$958	\$426	\$110	\$-4	\$425,887
Total Indigenous Pan-Canadian Employment Benefits	\$12,859	\$20,956	\$15,728	\$22,884	\$21,603	\$123,019	\$30,099	\$20,837	\$94,221	\$69,677	\$958	\$475	\$110	\$-4	\$432,974

Sources: Benefit and Overpayment System and Official Departmental Financial System (SAP).

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.5 in last year's report.

³ Expenditure figures expressed in thousands of dollars by service. Totals may not add due to rounding.

⁴ In QC, this amount refers only to Indigenous Pan-Canadian activities.

Table 3.5: Canada, 2024-25, Support Measures and EI Part II Indigenous Pan-Canadian final expenditures, by province or territory

Indigenous Pan-Canadian Support Measures	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁵	Canada
Indigenous Skills and Employment Training Strategy	\$2,766	\$281	\$2,324	\$1,721	\$14,288	\$27,079	\$19,783	\$18,349	\$17,127	\$19,377	\$1,395	\$3,686	\$4,255	\$1,643	\$134,066
Labour Market Partnerships	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,482	\$12,482
Research & Innovation	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,393	\$4,393
Total Indigenous Pan-Canadian Support Measure	\$2,766	\$281	\$2,324	\$1,712	\$14,288	\$27,079	\$19,783	\$18,349	\$17,127	\$19,377	\$1,395	\$3,686	\$4,255	\$18,518	\$150,941

Sources: Benefit and Overpayment System and Official Departmental Financial System (SAP).

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.6 in last year's report.

³ Expenditure figures expressed in thousands of dollars by service. Totals may not add due to rounding.

⁴ In QC, this amount refers only to Indigenous Pan-Canadian activities.

⁵ Represents Pan-Canadian (ISET) funding for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.

Table 3.6: Canada, 2024-25, clients served, by client gender

Gender	Number	Share of total
Men	294,442	58.7%
Women	201,819	40.2%
Other	2,150	0.4%
Gender undisclosed ³	3,596	0.7%

Sources: LMDA Accountability Client Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.7A in last year's report.

³ Clients for whom information was not provided are included in the 'Gender undisclosed' category.

⁴ Reported counts may be lower than actual numbers due to reliance on voluntary self-identification.

Table 3.7: Canada, 2024-25, clients served, by client age

Age group	Number	Share of total
15 to 19	28,107	5.6%
20 to 24	77,825	15.5%
25 to 29	77,755	15.5%
30 to 34	73,185	14.6%
35 to 39	60,623	12.1%
40 to 44	49,674	9.9%
45 to 49	38,566	7.7%
50 to 54	31,345	6.2%
55 to 59	26,859	5.4%
60 to 64	21,118	4.2%
65 and over	10,893	2.2%
Age undisclosed ³	6,057	1.2%

Sources: LMDA Accountability Client Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.7B in last year's report.

³ Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

Table 3.8: Canada, 2024-25, clients served, by client age category

Age group	Number	Share of total
Youth (15-24 years old)	105,932	21.1%
Core age (25-54 years old)	331,148	66.0%
Workers aged 55+	58,870	11.7%
Age undisclosed ²	6,057	1.2%

Sources: LMDA Accountability Client Dataset and Pan-Canadian Data

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² Clients for whom valid dates of birth were not provided are included in the 'Age undisclosed' category.

Table 3.9: Canada, 2024-25, clients served, by client type

Clients served	Number	Share of total
Active claimants	163,949	32.7%
Former claimants	106,695	21.3%
Premiums-paid eligible (PPE)	41,522	8.3%
Non-insured	162,893	32.5%
Indigenous Pan-Canadian	25,781	5.1%
Client type not provided ³	1,167	0.2%

Sources: LMDA Accountability Client Datasets and Pan-Canadian Data

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.7C in last year's report.

³ NU clients for whom necessary information (Social Insurance Number) was not provided are included in the 'client type not provided' category.

Table 3.10: Canada, 2024-25, Services provided-to-client ratio

Services	Clients	Ratio
847,992	502,007	1.7

Sources: LMDA Accountability Client and Participant Datasets and Pan-Canadian Data

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This table reflects all new services started between April 1, 2024 and March 31, 2025.

³ This was referred to as Table 3.7D in last year's report.

Table 3.11: Canada, 2024-25, services provided and shares of total, by service type

Services	Number	Share of total
Targeted Wage Subsidies	9,195	1.1%
Self-Employment	1,559	0.2%
Job Creation Partnerships	1,678	0.2%
Skills Development-Regular	62,084	7.3%
Skills Development-Apprentices	80,375	9.5%
Targeted Earning Supplements	1	0.0%
Total Employment Benefits	154,892	18.3%
Employment Services	448,781	52.9%
Individual Counselling	190,468	22.5%
Total Support Measure – EAS	639,249	75.4%
Total EBSM	794,141	93.6%
Indigenous Pan-Canadian	53,851	6.4%
Total EBSM and Indigenous Pan-Canadian	847,992	100.0%

Sources: LMDA Accountability Participant Datasets and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025

² This was referred to as Table 3.7E in last year's report.

³ Indigenous pan-Canadian programs do not separate services into these categories.

Table 3.12: Canada, 2024-25, Services provided, by client's designated group

Group	Number	Share of total
Women	361,136	42.6%
Indigenous peoples	121,304	14.3%
Persons with disabilities	157,461	18.6%
Racialized people	174,525	20.6%
Youth (15-24 years old)	172,706	20.4%
Older workers (aged 55+)	95,923	11.3%

Sources: LMDA Accountability Participant Datasets and Pan-Canadian Accountability Data

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025

² This was referred to as Table 3.7F in last year's report.

³ Indigenous pan-Canadian data does not contribute to the Racialized people count because these clients are not asked about this identity.

⁴ Reported counts in the first four rows may be lower than actual numbers due to reliance on voluntary self-identification.

Table 3.13: Canada, 2024-25, Clients served, by client type and province or territory

Province/Territory	Active claimants target ⁴	Active claimants served	Former claimants served	PPE clients served	Total insured clients served	Non-insured clients served	Unknown ³	Total clients served
Newfoundland and Labrador	5,000	3,734	2,106	227	6,067	982	n/a	7,049
Prince Edward Island	2,800	3,030	1,115	265	4,410	1,243	n/a	5,653
Nova Scotia	5,000	4,781	2,228	703	7,712	4,133	n/a	11,845
New Brunswick	4,700	5,120	2,671	885	8,676	6,518	n/a	15,194
Quebec ⁵	92,857	53,040	23,994	8,986	86,020	43,817	n/a	129,837
Ontario	30,218	36,818	46,200	17,078	100,096	46,800	n/a	146,896
Manitoba	4,678	6,470	4,096	2,474	13,040	12,575	n/a	25,615
Saskatchewan	18,593	5,712	4,763	3,648	14,123	794	n/a	14,917
Alberta	18,000	23,463	9,768	3,118	36,349	22,085	n/a	58,434
British Columbia	22,000	21,477	9,558	3,982	35,017	23,664	n/a	58,681
Yukon	200	205	107	92	404	255	n/a	659
Northwest Territories	275	87	88	64	239	27	n/a	266
Nunavut	75	12	1	0	13	0	1,167	1,180
Total EBSM	204,396	163,949	106,695	41,522	312,166	162,893	1,167	476,226
Indigenous Pan-Canadian	n/a	8,450	12,464	4,867	25,781	n/a	n/a	25,781
Totals	204,396	172,399	119,159	46,389	337,947	162,893	1,167	502,007

Sources: LMDA Accountability Client Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all clients served between April 1, 2024 and March 31, 2025.

² This was referred to as Table 3.8 in last year's report.

³ Clients for whom necessary information (Social Insurance Number) was not provided are included in the 'Unknown' category.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

⁵ QC includes both active and former claimants in the "Active claimants target" column, whereas other jurisdictions only include active EI claimants served.

Table 3.14: Canada, 2024-25, Services provided, by New EBSM services, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	791	265	219	332	4861	n/a	32	n/a	210	2,453	0	4	28	n/a	9,195
Self-Employment	146	84	136	259	136	n/a	18	14	214	544	1	7	0	n/a	1,559
Job Creation Partnerships	685	16	21	n/a	n/a	67	889	n/a	n/a	n/a	n/a	n/a	0	n/a	1,678
Skills Development–Regular	2,178	2,444	1,286	2,855	11,980	8,643	5,928	7,552	2,058	15,635	24	79	1,422	n/a	62,084
Skills Development–Apprentices	1,269	511	2,148	2,495	n/a	29,782	3,955	3,454	21,783	14,534	323	93	28	n/a	80,375
Targeted Earning Supplements	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1
Total Employment Benefits	5,070	3,320	3,810	5,941	16,977	38,492	10,822	11,020	24,265	33,166	348	183	1,478	n/a	154,892
Employment Services	6,238	6,621	18,337	5,960	132,661	155,865	48,687	1,518	10,027	61,195	458	n/a	1214	n/a	448,781
Individual Counselling	5,561	1,471	837	18,532	1,827	7,187	54,530	6,985	57,403	35,854	33	248	n/a	n/a	190,468
Total Support Measure – EAS	11,799	8,092	19,174	24,492	134,488	163,052	103,217	8,503	67,430	97,049	491	248	1214	n/a	639,249
Total EBSM	16,869	11,412	22,984	30,433	151,465	201,544	114,039	19,523	91,695	130,215	839	431	2692	n/a	794,141
Indigenous Pan-Canadian	412	273	548	662	3,144	13,555	8,180	7,095	3,902	14,776	57	810	216	221	53,851
Total EBSM and Indigenous Pan-Canadian	17,281	11,685	23,532	31,095	154,609	215,099	122,219	26,618	95,597	144,991	896	1,241	2,908	221	847,992

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.9 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

Table 3.15: Canada, 2024-25, New EBSM services – provided to Premium Paid Eligible (PPE) clients, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	37	32	10	14	1,272	n/a	5	n/a	19	251	0	2	0	n/a	1,642
Self-Employment	5	2	7	6	12	n/a	7	0	18	39	0	2	0	n/a	98
Job Creation Partnerships	16	0	2	n/a	n/a	12	95	n/a	n/a	n/a	n/a	n/a	0	n/a	125
Skills Development–Regular	60	105	96	302	1,063	1,215	983	3,416	232	1,038	2	26	0	n/a	8,538
Skills Development–Apprentices	8	4	0	35	n/a	2,357	40	93	627	114	33	9	0	n/a	3,320
Targeted Earning Supplements	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Total Employment Benefits	126	143	115	357	2,347	3,584	1,130	3,509	896	1,442	35	39	0	n/a	13,723
Employment Services	254	330	1,228	519	8,703	17,311	3,031	298	651	4,992	64	n/a	0	n/a	37,381
Individual Counselling	258	73	93	1,168	102	877	5,170	1,091	3,641	3,082	5	61	n/a	n/a	15,621
Total Support Measure – EAS	512	403	1,321	1,687	8,805	18,188	8,201	1,389	4,292	8,074	69	61	0	n/a	53,002
Total EBSM	638	546	1,436	2,044	11,152	21,772	9,331	4,898	5,188	9,516	104	100	0	n/a	66,725
Indigenous Pan-Canadian	79	3	49	29	729	3,410	1,298	928	604	2,655	19	272	100	33	10,208
Total EBSM and Indigenous Pan-Canadian	717	549	1,485	2,073	11,881	25,182	10,629	5,826	5,792	12,171	123	372	100	33	76,933

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.9.1 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

Table 3.16: Canada, 2024-25, New EBSM services — provided to PPE clients, as a proportion of all services provided, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	4.7%	12.1%	4.6%	4.2%	26.2%	n/a	15.6%	n/a	9.0%	10.2%	0.0%	50.0%	0.0%	n/a	17.9%
Self-Employment	3.4%	2.4%	5.1%	2.3%	8.8%	n/a	38.9%	0.0%	8.4%	7.2%	0.0%	28.6%	0.0%	n/a	6.3%
Job Creation Partnerships	2.3%	0.0%	9.5%	n/a	n/a	17.9%	10.7%	n/a	n/a	n/a	n/a	n/a	0.0%	n/a	7.4%
Skills Development—Regular	2.8%	4.3%	7.5%	10.6%	8.9%	14.1%	16.6%	45.2%	11.3%	6.6%	8.3%	32.9%	0.0%	n/a	13.8%
Skills Development—Apprentices	0.6%	0.8%	0.0%	1.4%	n/a	7.9%	1.0%	2.7%	2.9%	0.8%	10.2%	9.7%	0.0%	n/a	4.1%
Targeted Earning Supplements	0.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total Employment Benefits	2.5%	4.3%	3.0%	6.0%	13.8%	9.3%	10.4%	31.8%	3.7%	4.3%	10.1%	21.3%	0.0%	n/a	8.9%
Employment Services	4.1%	5.0%	6.7%	8.7%	6.6%	11.1%	6.2%	19.6%	6.5%	8.2%	14.0%	n/a	0.0%	n/a	8.3%
Individual Counselling	4.6%	5.0%	11.1%	6.3%	5.6%	12.2%	9.5%	15.6%	6.3%	8.6%	15.2%	24.6%	n/a	n/a	8.2%
Total Support Measure – EAS	4.3%	5.0%	6.9%	6.9%	6.5%	11.2%	7.9%	16.3%	6.4%	8.3%	14.1%	24.6%	0.0%	n/a	8.3%
Total EBSM	3.8%	4.8%	6.2%	6.7%	7.4%	10.8%	8.2%	25.1%	5.7%	7.3%	12.4%	23.2%	0.0%	n/a	8.4%
Indigenous Pan-Canadian	19.2%	1.1%	8.9%	4.4%	23.2%	25.2%	15.9%	13.1%	15.5%	18.0%	33.3%	33.6%	46.3%	14.9%	19.0%
Total EBSM and Indigenous Pan-Canadian	4.1%	4.7%	6.3%	6.7%	7.7%	11.7%	8.7%	21.9%	6.1%	8.4%	13.7%	30.0%	3.4%	14.9%	9.1%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.9.2 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

Table 3.17: Canada, 2024-25, New EBSM services — provided to women, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	278	106	114	140	2,063	n/a	18	n/a	99	1,045	0	3	0	n/a	3,866
Self-Employment	80	28	56	93	75	n/a	7	8	133	310	0	5	0	n/a	795
Job Creation Partnerships	247	9	13	n/a	n/a	36	429	n/a	n/a	n/a	n/a	n/a	0	n/a	734
Skills Development—Regular	948	1,406	655	1,470	5,306	4,201	3,557	2,467	1,204	8,233	12	29	0	n/a	29,488
Skills Development—Apprentices	83	43	136	141	n/a	3,053	169	212	1,775	1,098	51	6	2	n/a	6,769
Targeted Earning Supplements	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Total Employment Benefits	1,636	1,592	974	1,844	7,444	7,290	4,180	2,687	3,211	10,686	63	43	2	n/a	41,652
Employment Services	2,889	3,457	8,383	2,863	58,043	68,247	23,302	700	3,759	30,211	197	n/a	0	n/a	202,051
Individual Counselling	2,832	734	448	8,016	900	3,087	26,345	2,955	28,408	17,038	16	46	n/a	n/a	90,825
Total Support Measure – EAS	5,721	4,191	8,831	10,879	58,943	71,334	49,647	3,655	32,167	47,249	213	46	0	n/a	292,876
Total EBSM	7,357	5,783	9,805	12,723	66,387	78,624	53,827	6,342	35,378	57,935	276	89	2	n/a	334,528
Indigenous Pan-Canadian	192	125	289	291	1,646	7,434	3,878	3,287	1,536	7,260	27	372	135	136	26,608
Total EBSM and Indigenous Pan-Canadian	7,549	5,908	10,094	13,014	68,033	86,058	57,705	9,629	36,914	65,195	303	461	137	136	361,136

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.10 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

Table 3.18: Canada, 2024-25, New EBSM services — women, as a proportion of all services, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	35.1%	40.0%	52.1%	42.2%	42.4%	n/a	56.3%	n/a	47.1%	42.6%	0.0%	75.0%	0.0%	n/a	42.0%
Self-Employment	54.8%	33.3%	41.2%	35.9%	55.1%	n/a	38.9%	57.1%	62.1%	57.0%	0.0%	71.4%	0.0%	n/a	51.0%
Job Creation Partnerships	36.1%	56.3%	61.9%	n/a	n/a	53.7%	48.3%	n/a	n/a	n/a	n/a	n/a	0.0%	n/a	43.7%
Skills Development—Regular	43.5%	57.5%	50.9%	51.5%	44.3%	48.6%	60.0%	32.7%	58.5%	52.7%	50.0%	36.7%	0.0%	n/a	47.5%
Skills Development—Apprentices	6.5%	8.4%	6.3%	5.7%	n/a	10.3%	4.3%	6.1%	8.1%	7.6%	15.8%	6.5%	7.1%	n/a	8.4%
Targeted Earning Supplements	0.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0%
Total Employment Benefits	32.3%	48.0%	25.6%	31.0%	43.8%	18.9%	38.6%	24.4%	13.2%	32.2%	18.1%	23.5%	0.1%	n/a	26.9%
Employment Services	46.3%	52.2%	45.7%	48.0%	43.8%	43.8%	47.9%	46.1%	37.5%	49.4%	43.0%	n/a	0.0%	n/a	45.0%
Individual Counselling	50.9%	49.9%	53.5%	43.3%	49.3%	43.0%	48.3%	42.3%	49.5%	47.5%	48.5%	18.5%	n/a	n/a	47.7%
Total Support Measure – EAS	48.5%	51.8%	46.1%	44.4%	43.8%	43.7%	48.1%	43.0%	47.7%	48.7%	43.4%	18.5%	0.0%	n/a	45.8%
Total EBSM	43.6%	50.7%	42.7%	41.8%	43.8%	39.0%	47.2%	32.5%	38.6%	44.5%	32.9%	20.6%	0.1%	n/a	42.1%
Indigenous Pan-Canadian	46.6%	45.8%	52.7%	44.0%	52.4%	54.8%	47.4%	46.3%	39.4%	49.1%	47.4%	45.9%	62.5%	61.5%	49.4%
Total EBSM and Indigenous Pan-Canadian	43.7%	50.6%	42.9%	41.9%	44.0%	40.0%	47.2%	36.2%	38.6%	45.0%	33.8%	37.1%	4.7%	61.5%	42.6%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.10.1 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

Table 3.19: Canada, 2024-25, New EBSM services — provided to persons with disabilities, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	131	28	72	70	3,719	n/a	4	n/a	15	424	0	0	0	n/a	4,463
Self-Employment	22	8	42	14	13	n/a	5	6	33	190	1	1	0	n/a	335
Job Creation Partnerships	45	2	8	n/a	n/a	30	165	n/a	n/a	n/a	n/a	n/a	0	n/a	250
Skills Development—Regular	590	274	369	350	1286	2,928	336	378	154	5514	6	3	0	n/a	12,188
Skills Development—Apprentices	67	29	34	119	n/a	421	87	146	569	130	8	2	0	n/a	1,612
Targeted Earning Supplements	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Total Employment Benefits	855	341	525	553	5,018	3,379	597	530	771	6,258	15	6	0	n/a	18,848
Employment Services	2,503	1,389	5,021	1,826	17,142	45,940	4,022	938	556	19,467	66	n/a	0	n/a	98,870
Individual Counselling	2,256	438	369	2,792	197	3,475	4,326	899	5,569	12,893	9	10	n/a	n/a	33,233
Total Support Measure – EAS	4,759	1,827	5,390	4,618	17,339	49,415	8,348	1,837	6,125	32,360	75	10	0	n/a	132,103
Total EBSM	5,614	2,168	5,915	5,171	22,357	52,794	8,945	2,367	6,896	38,618	90	16	0	n/a	150,951
Indigenous Pan-Canadian	28	17	65	32	9	1,914	574	1,963	261	1,588	0	13	1	45	6,510
Total EBSM and Indigenous Pan-Canadian	5,642	2,185	5,980	5,203	22,366	54,708	9,519	4,330	7,157	40,206	90	29	1	45	157,461

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.11 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

⁵ Reported counts may be lower than actual numbers due to reliance on voluntary self-identification for disabilities.

Table 3.20: Canada, 2024-25, New EBSM services — persons with disabilities, as a proportion of all services, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	16.6%	10.6%	32.9%	21.1%	76.5%	n/a	12.5%	n/a	7.1%	17.3%	0.0%	0.0%	0.0%	n/a	48.5%
Self-Employment	15.1%	9.5%	30.9%	5.4%	9.6%	n/a	27.8%	42.9%	15.4%	34.9%	100.0%	14.3%	0.0%	n/a	21.5%
Job Creation Partnerships	6.6%	12.5%	38.1%	n/a	n/a	44.8%	18.6%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	14.9%
Skills Development—Regular	27.1%	11.2%	28.7%	12.3%	10.7%	33.9%	5.7%	5.0%	7.5%	35.3%	25.0%	3.8%	0.0%	n/a	19.6%
Skills Development—Apprentices	5.3%	5.7%	1.6%	4.8%	n/a	1.4%	2.2%	4.2%	2.6%	0.9%	2.5%	2.2%	0.0%	n/a	2.0%
Targeted Earning Supplements	0.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0%
Total Employment Benefits	16.9%	10.3%	13.8%	9.3%	29.6%	8.8%	5.5%	4.8%	3.2%	18.9%	4.3%	3.3%	0.0%	n/a	12.2%
Employment Services	40.1%	21.0%	27.4%	30.6%	12.9%	29.5%	8.3%	61.8%	5.5%	31.8%	14.4%	n/a	0.0%	n/a	22.0%
Individual Counselling	40.6%	29.8%	44.1%	15.1%	10.8%	48.4%	7.9%	12.9%	9.7%	36.0%	27.3%	4.0%	n/a	n/a	17.4%
Total Support Measure – EAS	40.3%	22.6%	28.1%	18.9%	12.9%	30.3%	8.1%	21.6%	9.1%	33.3%	15.3%	4.0%	0.0%	n/a	20.7%
Total EBSM	33.3%	19.0%	25.7%	17.0%	14.8%	26.2%	7.8%	12.1%	7.5%	29.7%	10.7%	3.7%	0.0%	n/a	19.0%
Indigenous Pan-Canadian	6.8%	6.2%	11.9%	4.8%	0.3%	14.1%	7.0%	27.7%	6.7%	10.7%	0.0%	1.6%	0.5%	20.4%	12.1%
Total EBSM and Indigenous Pan-Canadian	32.6%	18.7%	25.4%	16.7%	14.5%	25.4%	7.8%	16.3%	7.5%	27.7%	10.0%	2.3%	0.0%	20.4%	18.6%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.11.1 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

⁵ Reported percentages may be lower than actual percentages due to reliance on voluntary self-identification for disabilities.

Table 3.21: Canada, 2024-25, New EBSM services — provided to Indigenous peoples, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	55	5	10	9	39	n/a	17	n/a	18	119	0	4	0	n/a	276
Self-Employment	17	1	7	2	0	n/a	2	2	16	54	0	6	0	n/a	107
Job Creation Partnerships	48	0	1	n/a	n/a	3	483	n/a	n/a	n/a	n/a	n/a	0	n/a	535
Skills Development—Regular	413	66	78	213	126	889	1,455	1,325	436	1,527	2	77	0	n/a	6,607
Skills Development—Apprentices	79	2	8	39	n/a	548	581	440	1,532	5	42	88	5	n/a	3,369
Targeted Earning Supplements	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1
Total Employment Benefits	613	74	104	263	165	1,440	2,538	1,767	2,002	1,705	44	175	5	n/a	10,895
Employment Services	796	131	673	142	1,453	8,588	8,688	278	1,392	4,540	91	n/a	0	n/a	26,772
Individual Counselling	1,238	39	41	440	25	390	14,199	3,515	6,525	3,133	4	237	n/a	n/a	29,786
Total Support Measure – EAS	2,034	170	714	582	1,478	8,978	22,887	3,793	7,917	7,673	95	237	0	n/a	56,558
Total EBSM	2,647	244	818	845	1,643	10,418	25,425	5,560	9,919	9,378	139	412	5	n/a	67,453
Indigenous Pan-Canadian	412	273	548	662	3,144	13,555	8,180	7,095	3,902	14,776	57	810	216	221	53,851
Total EBSM and Indigenous Pan-Canadian	3,059	517	1,366	1,507	4,787	23,973	33,605	12,655	13,821	24,154	196	1,222	221	221	121,304

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.12 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

⁵ Reported counts may be lower than actual counts due to reliance on voluntary self-identification for indigenous status.

Table 3.22: Canada, 2024-25, New EBSM services — Indigenous peoples, as a proportion of all services, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ³	Canada
Targeted Wage Subsidies	7.0%	1.9%	4.6%	2.7%	0.8%	n/a	53.1%	n/a	8.6%	4.9%	0.0%	100.0%	0.0%	n/a	3.0%
Self-Employment	11.6%	1.2%	5.1%	0.8%	0.0%	n/a	11.1%	14.3%	7.5%	9.9%	0.0%	85.7%	0.0%	n/a	6.9%
Job Creation Partnerships	7.0%	0.0%	4.8%	n/a	n/a	4.5%	54.3%	n/a	n/a	n/a	n/a	n/a	0.0%	n/a	31.9%
Skills Development—Regular	19.0%	2.7%	6.1%	7.5%	1.1%	10.3%	24.5%	17.5%	21.2%	9.8%	8.3%	97.5%	0.0%	n/a	10.6%
Skills Development—Apprentices	6.2%	0.4%	0.4%	1.6%	n/a	1.8%	14.7%	12.7%	7.0%	0.0%	13.0%	94.6%	17.9%	n/a	4.2%
Targeted Earning Supplements	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.0%
Total Employment Benefits	12.1%	2.2%	2.7%	4.4%	1.0%	3.7%	23.5%	16.0%	8.3%	5.1%	12.6%	95.6%	0.3%	n/a	7.0%
Employment Services	12.8%	2.0%	3.7%	2.4%	1.1%	5.5%	17.8%	18.3%	13.9%	7.4%	19.9%	n/a	0.0%	n/a	6.0%
Individual Counselling	22.3%	2.7%	4.9%	2.4%	1.4%	5.4%	26.0%	50.3%	11.4%	8.7%	12.1%	95.6%	n/a	n/a	15.6%
Total Support Measure – EAS	17.2%	2.1%	3.7%	2.4%	1.1%	5.5%	22.2%	44.6%	11.7%	7.9%	19.3%	95.6%	0.0%	n/a	8.8%
Total EBSM	15.7%	2.1%	3.6%	2.8%	1.1%	5.2%	22.3%	28.5%	10.8%	7.2%	16.6%	95.6%	0.2%	n/a	8.5%
Indigenous Pan-Canadian	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total EBSM and Indigenous Pan-Canadian	17.7%	4.4%	5.8%	4.8%	3.1%	11.1%	27.5%	47.5%	14.5%	16.7%	21.9%	98.5%	7.6%	100.0%	14.3%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.12.1 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

⁵ Reported percentages may be lower than actual percentages due to reliance on voluntary self-identification for indigenous status.

Table 3.23 — New EBSM services — provided to racialized people, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	Canada
Targeted Wage Subsidies	28	9	23	40	0	n/a	12	n/a	66	579	0	1	0	758
Self-Employment	7	5	12	8	0	n/a	8	2	58	81	0	3	0	184
Job Creation Partnerships	3		2	n/a	n/a	21	228	n/a	n/a	n/a	n/a	n/a	0	254
Skills Development—Regular	57	170	144	374	19	2,147	2048	551	692	4568	4	14	0	10,788
Skills Development—Apprentices	29	30	14	19	n/a	993	422	186	2742	4	23	12	0	4,474
Targeted Earning Supplements	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Total Employment Benefits	124	214	195	441	19	3,161	2,718	739	3,558	5,232	27	30	0	16,458
Employment Services	448	962	3,760	781	284	58,260	20,512	290	2,557	17,277	66	n/a	0	105,197
Individual Counselling	418	226	90	3,331	12	2,684	19,973	1,072	15,273	9,735	7	49	n/a	52,870
Total Support Measure – EAS	866	1,188	3,850	4,112	296	60,944	40,485	1,362	17,830	27,012	73	49	0	158,067
Total EBSM	990	1,402	4,045	4,553	315	64,105	43,203	2,101	21,388	32,244	100	79	0	174,525
Indigenous Pan-Canadian	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total EBSM and Indigenous Pan-Canadian	990	1,402	4,045	4,553	315	64,105	43,203	2,101	21,388	32,244	100	79	0	174,525

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.

² This was referred to as Table 3.13 in last year's report.

³ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.

⁴ Reported counts may be lower than actual counts due to reliance on voluntary self-identification for racialized status.

Table 3.24: Canada, 2024-25, New EBSM services — racialized people, as a proportion of all services, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	Canada
Targeted Wage Subsidies	3.5%	3.4%	10.5%	12.0%	0.0%	n/a	37.5%	n/a	31.4%	23.6%	0.0%	25.0%	0.0%	8.2%
Self-Employment	4.8%	6.0%	8.8%	3.1%	0.0%	n/a	44.4%	14.3%	27.1%	14.9%	0.0%	42.9%	0.0%	11.8%
Job Creation Partnerships	0.4%	0.0%	9.5%	n/a	n/a	31.3%	25.6%	n/a	n/a	n/a	n/a	n/a	0.0%	15.1%
Skills Development—Regular	2.6%	7.0%	11.2%	13.1%	0.2%	24.8%	34.5%	7.3%	33.6%	29.2%	16.7%	17.7%	0.0%	17.4%
Skills Development—Apprentices	2.3%	5.9%	0.7%	0.8%	n/a	3.3%	10.7%	5.4%	12.6%	0.0%	7.1%	12.9%	0.0%	5.6%
Targeted Earning Supplements	0.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.0%
Total Employment Benefits	2.4%	6.4%	5.1%	7.4%	0.1%	8.2%	25.1%	6.7%	14.7%	15.8%	7.8%	16.4%	0.0%	10.6%
Employment Services	7.2%	14.5%	20.5%	13.1%	0.2%	37.4%	42.1%	19.1%	25.5%	28.2%	14.4%	n/a	0.0%	23.4%
Individual Counselling	7.5%	15.4%	10.8%	18.0%	0.7%	37.3%	36.6%	15.3%	26.6%	27.2%	21.2%	19.8%	n/a	27.8%
Total Support Measure – EAS	7.3%	14.7%	20.1%	16.8%	0.2%	37.4%	39.2%	16.0%	26.4%	27.8%	14.9%	19.8%	0.0%	24.7%
Total EBSM	5.9%	12.3%	17.6%	15.0%	0.2%	31.8%	37.9%	10.8%	23.3%	24.8%	11.9%	18.3%	0.0%	22.0%
Indigenous Pan-Canadian	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total EBSM and Indigenous Pan-Canadian	5.7%	12.0%	17.2%	14.6%	0.2%	29.8%	35.3%	7.9%	22.4%	22.2%	11.2%	6.4%	0.0%	20.6%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects all new services started between April 1, 2024 and March 31, 2025, with one count per service provided.² This was referred to as Table 3.13.1 in last year's report.³ "0" indicates data was not provided by the PT, while "n/a" indicates data is not available and PT doesn't have anything to report.⁴ Reported percentages may be lower than actual percentages due to reliance on voluntary self-identification for racialized status.

Table 3.25: Canada, 2024-25, Unpaid benefits (\$ millions) indicator, by EBSM services and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ ⁴	Totals
Skills Development—Apprentices	\$12.65	\$5.46	\$22.62	\$23.53	n/a	\$230.05	\$38.52	\$41.97	\$221.23	\$145.21	\$1.48	\$0.58	\$0.34	n/a	\$743.63
Other ⁵	\$3.45	\$3.52	\$6.47	\$5.94	\$186.76	\$66.47	\$7.24	\$8.01	\$16.96	\$23.46	\$0.05	\$0.11	0	n/a	\$328.43
Total EBSM	\$16.11	\$8.98	\$29.09	\$29.48	\$186.76	\$296.52	\$45.76	\$49.98	\$238.19	\$168.65	\$1.52	\$0.70	\$0.34	n/a	\$1,072.06
Indigenous Pan-Canadian	\$0.29	\$0.04	\$0.21	\$0.16	\$0.71	\$3.07	\$4.28	\$4.13	\$3.36	\$5.32	\$0.00	\$0.46	\$0.07	\$0.23	\$22.35
Target⁶	\$16.00	\$5.92	\$25.00	\$24.5	n/a	\$292.0	\$34.40	\$37.00	\$131.25	\$145.0	\$1.8	\$1.40	\$0.6	n/a	\$714.87
Results vs. Targets (%)	100.7%	151.6%	116.3%	120.3%	n/a	101.5%	133.0%	135.1%	181.5%	116.3%	84.7%	49.7%	56.3%	n/a	150.0%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

Notes:

¹ This table reflects Unpaid Benefits of active claimant clients who returned to work between April 1, 2024 and March 31, 2025.² This was referred to as Table 3.14 in last year's report.³ Unpaid benefits figures expressed in millions of dollars may not add due to rounding.⁴ Represents Pan-Canadian (ISET) data for Indigenous organizations that operate nationally rather than within a specific province or territory. A dedicated NHQ row ensures these funds are properly accounted for.⁵ The "Other" category covers all remaining EBSMs, with SD-Apprentices reported separately.⁶ Targets are for EBSM regular clients only.

Table 3.26: Canada, 2024-25, Returns to employment after participation, by service type and province or territory

EBSM	NL	PE	NS	NB	QC	ON	MB	SK	AB	BC	YT	NT	NU	NHQ	Canada
Targeted Wage Subsidies	160	182	192	247	1,078	n/a	11	n/a	50	1,558	0	2	0	0	3,480
Self-Employment	41	88	104	343	297	n/a	5	11	29	121	0	5	0	0	1,044
Job Creation Partnership	52	10	14	n/a	n/a	1	111	n/a	n/a	2	n/a	n/a	0	0	190
Skills Development–Regular	418	896	674	1571	4249	2812	2241	349	209	6,767	5	36	0	0	20,227
Skills Development–Apprentices	819	402	1,513	1,784	n/a	19,650	2,729	2,633	15,010	11,411	133	71	17	0	56,172
Targeted Earning Supplements	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0
Total Employment Benefits	1,490	1,578	2,497	3,945	5,624	22,463	5,097	2,993	15,298	9,859	138	114	17	0	81,113
Employment Services	308	837	3,647	435	43,013	60,904	2,383	527	344	5,434	55	n/a	0	0	117,887
Individual Counselling	198	262	168	6,402	51	1,516	3,878	2,246	2,219	1,857	5	45	n/a	0	18,847
Total Support Measure – EAS	506	1,099	3,815	6,837	43,064	62,420	6,261	2,773	2,563	7,291	60	45	0	0	136,734
Total EBSM	1,996	2,677	6,312	10,782	48,688	84,883	11,358	5,766	17,861	27,150	198	159	17	0	217,847
Indigenous Pan-Canadian	147	36	99	118	841	1,897	1,929	1,927	2,223	3,101	28	275	47	104	12,772
Total EBSM and Indigenous Pan-Canadian	2,143	2,713	6,411	10,900	49,529	86,780	13,287	7,693	20,084	30,251	226	434	64	104	230,619
Target	3,000	2,100	5,500	6,200	52,000	34,544	4,932	6,693	12,000	22,000	150	250	35	n/a	149,404
Results vs Target (%)	71.4%	129.2%	116.6%	175.8%	95.2%	251.2%	269.4%	114.9%	167.4%	137.5%	150.7%	173.6%	182.9%	n/a	154.4%

Sources: LMDA Accountability Participant Dataset and Pan-Canadian Data.

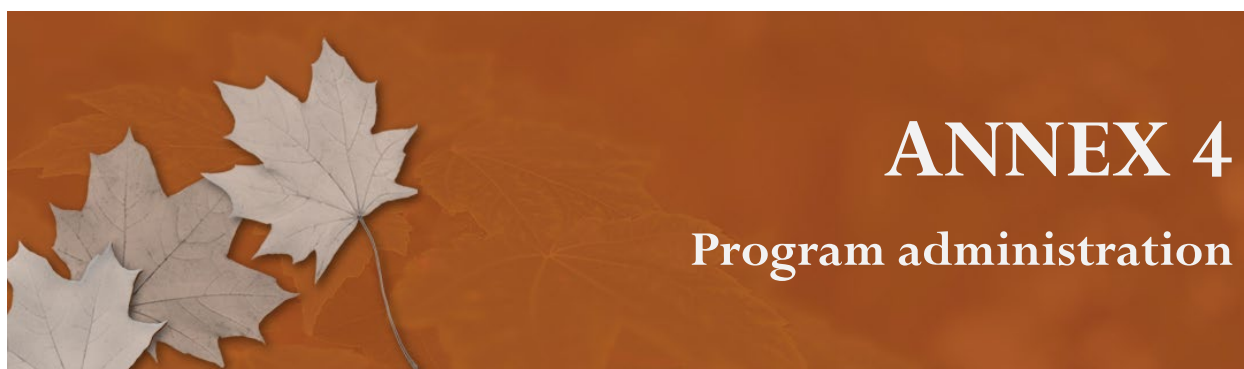
Notes:

¹ This table reflects counts of clients who returned to employment between April 1, 2024 and March 31, 2025, with one count per client.

² This was referred to as Table 3.14 in last year's report.

³ Represents Pan-Canadian (ISET) programs that operate nationally rather than within a specific province or territory. A dedicated NHQ column ensures these services are properly accounted for.

⁴ Targets are for EBSM regular clients only.



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Annex 4.3.1a: Electronic services: claimants receiving benefits through direct deposit (%)

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	96.9	97.4	97.9	97.7	98.2	0.5%
Quebec	94.5	95.9	96.5	96.1	96.8	0.7%
Ontario	95.4	96.6	97.3	97.1	97.6	0.5%
Western	94.9	96.2	96.8	96.7	97.4	0.7%
CANADA	95.2	96.4	97.1	96.9	97.5	0.6%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25.

Annex 4.3.1b: Points of service for EI program delivery¹

REGION	2020–21	2021–22*	2022–23**	2023–24***	2024–25****	% Change ²
Atlantic	84	57	84	85	85	0.0%
Quebec	93	75	98	97	97	0.0%
Ontario	162	87	173	172	172	0.0%
Western	240	113	245	246	246	0.0%
CANADA	579	332	600	600	600	0.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹The values represent existing points of service as of March 31 for each fiscal year. Points of service include Service Canada Centres, Scheduled Outreach sites, Service Delivery Partners. Service Canada Centre - Passport Services sites are included in the count, although they do not provide EI support.

²Percentage change between 2023–24 and 2024–25.

*As of March 31, 2022, the Scheduled Outreach sites had not been reactivated due to COVID-19 health and safety measures, they are not included in the total.

**As of March 31, 2023, 205 Scheduled Outreach site were reopened.

*** As of March 31, 2024, 249 Scheduled Outreach site were available for service.

**** As of March 31, 2025, 249 Scheduled Outreach site were available for service.

Annex 4.3.1c: Service delivery: in-person EI requests¹ (in millions)

REGION	2020–21 ²	2021–22	2022–23	2023–24	2024–25	% Change ²
Atlantic	0.09	0.14	0.2	0.25	0.31	24.0%
Quebec	0.28	0.36	0.46	0.53	0.66	24.5%
Ontario	0.16	0.17	0.22	0.33	0.42	27.3%
Western	0.18	0.21	0.24	0.31	0.37	19.4%
CANADA	0.7	0.88	1.13	1.42	1.78	25.4%

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 2023–24 and 2024–25.

³As a result of the pandemic, the Service Canada Centres were closed in March 2020. EI Volumes for 2021 to 2022 only include activities that occurred in Service Canada Centres as a result of an appointment or since they are staggered reopening that began in July 2020. In response to the pandemic, eServiceCanada was launched in March 2020, enabling clients to request assistance for EI via an online form. Once a form was submitted, an officer would call the client within 2 business days to either provide the client assistance or, if necessary, make an appointment to see an officer in a Service Canada Centre. eServiceCanada volumes are not included in this table.

Annex 4.3.1d: Service delivery: eServiceCanada EI requests completed¹ (in thousands)*

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ²
Atlantic	149	96	38	21	36	75.3%
Quebec	271	132	59	40	39	-1.9%
Ontario	363	134	33	33	62	89.7%
Western	429	149	43	51	54	6.2
CANADA	1212	511	174	144	191	32.9%

Note: Totals may not add up due to rounding.

Source: Service Canada, eServiceCanada, Employment Insurance (EI) administrative data.

¹These values could reflect multiple requests by the same client. Data includes all EI completed service requests.

²Percentage change between 2023–24 and 2024–25.

* Fiscal years 2020–21, 2021–22, and 2022–23 have been updated based on a revised data source. As a result, there are differences in volumes from previously reported figures. This adjustment aims to provide more accurate and consistent data representation.

Annex 4.3.1e: Community Outreach & Liaison Services: workers facing mass layoffs reached

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	249	116	92	311	329	5.8%
Quebec	5,864	2,561	947	3,207	2,687	-16.2%
Ontario	1,239	1,158	1,667	1,317	2,349	78.4%
Western	1,624	51	991	677	1,151	70.0%
CANADA	8,976	3,886	3,697	5,512	6,516	18.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2023–24 and 2024–25.

Annex 4.3.1f: Community Outreach & Liaison Services: EI information sessions, citizens

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	116	78	61	64	89	39.1%
Quebec	381	251	211	268	370	38.1%
Ontario	208	93	147	160	253	58.1%
Western	121	44	133	152	196	28.9%
CANADA	826	466	552	644	908	41.0%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2023–24 and 2024–25.

Annex 4.3.1g: Community Outreach & Liaison Services: employers reached

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	156	38	4	6	179	2883.3%
Quebec	1,704	716	2,750	865	311	-64.0%
Ontario	1,943	625	178	266	170	-36.1%
Western	498	90	4	139	6	-95.7%
CANADA	4,301	1,469	2,936	1,276	666	-47.8%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25.

Annex 4.3.1h: Community Outreach & Liaison Services: work-sharing sessions, citizens

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	84	21	10	5	6	20.0%
Quebec	238	142	129	148	197	33.1%
Ontario	39	10	8	12	22	83.3%
Western	3	0	0	30	56	86.7%
CANADA	364	174	147	195	281	44.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25.

Annex 4.3.1i: Community Outreach & Liaison Services: Outreach Support Centre EI requests¹ (in thousands)

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	1.4	0.8	1	0.7	0.7	0.0%
Quebec	3.3	2.2	2.85	1.6	1.2	-25.0%
Ontario	4.2	1.9	1.4	0.8	0.8	0.0%
Western	20.8	11.5	9.8	7.4	7.1	-4.1%
CANADA	29.7	16.5	15.1	10.5	9.7	-7.6%

Note: Totals may not add up due to rounding.

Source: Service Canada, Outreach Support Centre, Employment Insurance (EI) administrative data from ATOM.

¹ These values could reflect multiple requests by the same client.

Annex 4.3.2a: Call Centres: Enquiries resolved via EI voice response system (in millions)

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Canada	25.6	14.1	10.0	8.6	8.3	-3.7%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25. It is calculated on the data before rounding.

Annex 4.3.2b: Call Centres: calls answered at the EI call centre (in millions)

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Canada	5.6	7.2	6.2	6.0	6.1	1.6%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25. It is calculated on the data before rounding.

Annex 4.3.2c: Call Centres: client attempts to contact a call centre representative

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25
Attempts to speak to a representative ¹	21,657,330	9,432,283	7,810,4152	6,425,426	6,450,277
Calls that could not access the representative queue	10,816,735	117,325	22,422	1,301	302
Abandoned calls	5,150,382	2,132,887	1,602,997	388,895	319,258
Call answered by a representative	5,613,034	7,178,811	6,175,527	6,031,407	6,128,087

Source: Employment and Social Development Canada.

¹ Does not equal the sum of the 3 following rows. After the implementation of HCCS a few calls are not routed correctly after the client attempts to speak to a representative. The number of attempts for 2020–21 has been updated.

² Volume corrected following the removal of 90 test calls that were originally captured in the data.

Annex 4.3.2d: Call Centres: first contact resolution at the EI call centre (%)

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Canada	84.9	83.4	87.8	90.9	94.1	3.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2023–24 and 2024–25.

Annex 4.3.3a: Electronic services: percentage of applications submitted online

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	98.6	98.2	98.4	98.6	98.5	-0.1%
Quebec	98.1	97.4	96.9	97.6	97.7	0.1%
Ontario	98.6	97.8	98.4	98.5	98.3	-0.2%
Western	98.6	97.9	98.6	98.5	98.4	-0.1%
CANADA	98.5	97.7	98.1	98.3	98.2	-0.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2023–24 and 2024–25.

Annex 4.3.3b: Service delivery: My Service Canada Account logins¹ (in millions)

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ²
CANADA	80.1	38.2	32.5	31.1	33	6.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Regional breakdowns for MSCA logins are not available. The data tracking system used for MSCA is a secure information portal; hence, Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be needed in order to capture regional data.

²Percentage change between 2023–24 and 2024–25.

Annex 4.3.3c: Service delivery: percentage of EI claimants who accessed My Service Canada Account

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
CANADA	34.8	28.0	36.6	34.1	35.3	3.5%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹Percentage change between 2023–24 and 2024–25.

Annex 4.4.1a: Electronic records of employment: percent distribution of paper ROEs versus eROEs

Fiscal year	eROEs - Canada % total	Paper - Canada % total
2020–21	95.6	4.4
2021–22	97.5	2.5
2022–23	98.0	2.0
2023–24	98.1	1.9
2024–25	98.2	1.8
Year-by-Year Comparison ¹	+0.1	-0.1

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹This figure represents the percentage point increase over the percentage of ROEs submitted electronically the previous fiscal year.

Annex 4.4.1b: Electronic records of employment: number of new ROE web registrations

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
CANADA	84,699	40,231	42,939	42,559	42,450	-0.3%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹ Percentage change between 2023–24 and 2024–25.

Annex 4.4.1c: Electronic records of employment: number of ROEs submitted electronically by employers¹

Fiscal year	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ²
CANADA	12,237,632	12,203,454	11,737,128	11,683,081	11,447,665	-2%

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

¹ Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

² Percentage change between 2023–24 and 2024–25.

Annex 4.4.2a: EI claims processing: number of claims processed

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	678,144	407,942	367,505	361,473	361,018	-0.1%
Quebec	2,014,639	917,832	794,598	831,375	830,437	-0.1%
Ontario	2,873,316	1,148,588	967,693	1,042,489	1,083,426	3.9%
Western	2,392,358	912,839	845,848	899,301	927,148	3.1%
CANADA	7,958,457	3,387,201	2,975,644	3,134,638	3,202,029	2.1%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25.

Annex 4.4.2b: EI claims processing: speed of payment¹ (%)

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ²
Atlantic	93.1	88.3	85.2	92.0	92.4	0.4%
Quebec	89.0	84.3	74.2	82.8	86.6	4.6%
Ontario	88.8	86.2	76.3	87.2	87.5	0.3%
Western	87.5	84.1	74.0	86.3	86.1	-0.2%
CANADA	88.8	85.4	76.2	86.4	87.4	1.2%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ The speed of payment is the percentage performance for the Service Standard "To issue EI benefit payments or non-benefit notifications within 28 calendar days of filing an application for benefits." This standard has a target of 80%.

² Percentage change between 2023–24 and 2024–25.

Annex 4.4.2c: Electronic services: partially or fully automated claims (%)

REGION	2020–21	2021–22	2022–23	2023–24	2024–25	% Change ¹
Atlantic	89.5	80.9	78.2	78.1	77.8	-0.4%
Quebec	88.6	80.0	69.6	70.1	70.4	0.4%
Ontario	89.3	76.0	70.2	70.9	70.2	-1.0%
Western	88.5	74.9	69.5	69.8	69.2	-0.9%
CANADA	88.9	77.4	70.8	71.2	70.8	-0.6%

Source: Service Canada, Employment Insurance (EI) administrative data.

¹ Percentage change between 2023–24 and 2024–25.

Annex 4.6.2a: SST General Division - EI Section

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress on March 31, 2024	829	134	963
Appeals received	3,813	95	3,908
Appeals concluded	4,137	135	4,272
Appeals in progress on March 31, 2025	505	94	599

Annex 4.6.2b: SST General Division, EI Section file complete to decision sent (excluding group appeals)

Fiscal year	Average days from file complete to decision sent	Percentage of files meeting service standard (number of files)
2020–21	37.0	79.4% (1,441)
2021–22	42.9	68.8% (1,660)
2022–23	113.1	7.4% (223)
2023–24	108.0	14.1% (619)
2024–25	55.4	47.6% (1,853)

Note: The goal is to complete 80% of decision within 45 days from the date the appeal is filed.

Annex 4.6.2c: SST General Division, EI Section decisions sent within 15 days of hearing (excluding group appeals)

Fiscal year	Average days from hearing held to decision sent	Percentage of files meeting service standard (number of files)
2020–21	8.8	86.2% (1,400)
2021–22	9.0	82.5% (1,839)
2022–23	17.7	61.2% (1,564)
2023–24	17.9	66.6% (1,758)
2024–25	12.2	75.6% (2,548)

Note: The goal is to complete 80% of decision within 15 days of the hearing.

Annex 4.6.2d: SST General Division, EI Section decisions sent within 15 days of hearing (including group appeals)

Fiscal year	Average days from hearing held to decision sent	Percentage of files meeting service standard (number of files)
2020–21	9.1	84.6% (1,402)
2021–22	9.0	83.0% (1,841)
2022–23	18.6	59.4% (1,567)
2023–24	19.2	64.4% (1,766)
2024–25	12.8	75.2% (2,549)

Note: The goal is to complete 80% of decision within 15 days of the hearing.

Annex 4.6.2e: SST Appeal Division, EI Section

Appeal information	Number of regular files	Number of group files	Total number of files
Appeals in progress on March 31, 2024	151	36	187
Appeals received	616	0	616
Appeals concluded	696	36	732
Appeals in progress on March 31, 2025	71	0	71

Annex 4.6.2f: SST Appeal Division (EI) file complete to permission to appeal service standard (excluding group appeals)

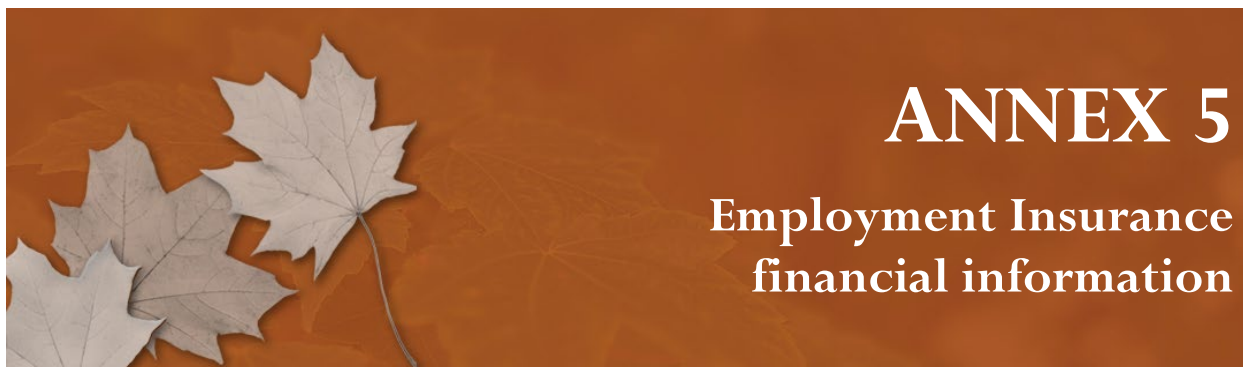
Fiscal year	Average days from file complete to leave to appeal decision sent	Percentage of files meeting service standard (number of files)
2020–21	21.6	94.8% (183)
2021–22	23.1	94.7% (267)
2022–23	41.3	64.3% (495)
2023–24	67.2	23.5% (174)
2024–25	21.1	92.0% (550)

Note: The goal is to complete 80% of permission to appeal decisions within 45 days from when the appeal is received at the Appeal Division.

Annex 4.6.2g: SST Appeal Division (EI) permission to appeal granted to final decision service standard (excluding group appeals)

Fiscal year	Average days from permission to appeal granted to final decision sent	Percentage of files meeting service standard (number of files)
2020–21	77.1	96.5% (111)
2021–22	89.0	93.9% (107)
2022–23	105.0	80.8% (229)
2023–24	113.3	81.1% (163)
2024–25	91.6	90.2% (203)

Note: The goal is to complete 80% of final decisions within 150 days from permission to appeal being granted.



Annex 5.1	Employment Insurance operating account.....	624

Annex 5.1: Employment Insurance operating account (\$ millions)

Statement of operations and accumulated surplus (deficit) for the year ending March 31¹

Operating account	2022-23	2023-24	2024-25
Revenues and funding			
Premiums	27,422.1	30,156.6	32,104.4
Interest ²	29.5	44.0	53.8
Penalties	21.3	72.5	83.5
Total revenues and funding	27,472.9	30,273.1	32,241.7
Expenditures³			
Part I: Employment Insurance benefits			
Regular benefits	12,090.5	12,834.5	14,228.3
Fishing benefits	384.9	367.7	386.5
Work-Sharing benefits	31.1	39.8	55.0
Parental benefits ⁴	3,555.3	3,593.6	3,843.0
Sickness benefits	2,047.1	2,779.0	3,033.0
Maternity benefits	1,386.2	1,462.5	1,562.8
Other special benefits ⁵	167.5	187.5	203.4
Special benefits for self-employed	15.1	17.8	21.1
Total income benefits	19,677.8	21,282.4	23,333.0
Less: Benefit repayments⁶	(262.6)	(291.0)	(349.7)
Total Part I: Employment Insurance benefits	19,415.2	20,991.3	22,983.3
Part II: Employment benefits and support measures			
Employment benefits ⁷	2,344.2	2,373.8	1,946.7
Support measures	145.5	150.3	149.8
Total Part II: Employment benefits and support measures	2,489.8	2,524.1	2,096.5
Administration costs			
Employment and Social Development Canada – Personnel related-costs	1,509.5	1,720.1	1,650.2
Employment and Social Development Canada – Non-personnel related costs	625.8	563.3	599.1
Canada Revenue Agency – Collection of premiums and rulings	244.9	253.0	251.9
Treasury Board Secretariat – Health Insurance Plan and Public Service Insurance	129.9	151.1	139.5
Administrative Tribunals Support Service of Canada – Social Security Tribunal	16.4	20.2	19.0
Courts Administration Services	1.7	1.7	1.2
Less: Recovery of costs from the Canada Pension Plan for maintaining the social insurance number registry	(7.2)	(7.1)	(5.4)
Total administration costs: Related parties	2,520.9	2,702.4	2,655.5
Total administration costs: External parties (administration costs incurred by provinces and territories under the LMDA)	189.0	187.4	191.5
Total administration costs	2,709.9	2,889.8	2,847.0
Total revenues and funding	27,472.9	30,273.1	32,241.7
Expenditures: Employment Insurance benefits (Part I)	19,415.2	20,991.3	22,983.3
Expenditures: Employment benefits and support measures (Part II)	2,489.8	2,524.1	2,096.5
Expenditures: Employment Insurance Emergency Response Benefit	(69.5)	(385.2)	(200.1)
Administrative costs	2,709.9	2,889.8	2,847.0
Bad debts	(350.5)	287.2	307.2
Total expenditures	24,194.9	26,307.2	28,033.9
Funding from the Government of Canada – Employment Insurance Emergency Response Benefit⁸	(483.4)	(225.8)	(21.2)
Net surplus for the year	2,794.7	3,740.0	4,186.5
Accumulated surplus (deficit) at beginning of year	(24,971.7)	(22,177.0)	(18,437.0)
Accumulated surplus (deficit) at end of year	(22,177.0)	(18,437.0)	(14,250.4)

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 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 2025, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, 2025) and past year versions of the Public Accounts report.



ANNEX 6

Key studies referenced in the report

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Factors that influence wage expectations

Author(s), Year

ESDC: Labour Market Information Directorate, 2026

Objective(s)

This study analyzes the wage expectations and income trajectories of unemployed individuals to assess if the EI program is playing its role of mitigating the effects of unemployment by supporting unemployed workers to find appropriate job matches at income levels like their pre-unemployment income.

Key Finding(s)

- Using data from the Employment Insurance Coverage Survey (EICS), the study found that between 2001 and 2019, approximately 51.7% of unemployed recipients were willing to accept jobs offering 75% of their previous wage while 16.4% sought jobs matching or exceeding their last wage; for unemployed non-recipients, these figures were 41.8%, and 24.7%, respectively. Unemployed recipients faced more pressure to accept lower wages.
- Wage expectations were influenced by several key factors, for example:
 - Unemployed individuals, irrespective of EI receipt, were more willing to accept jobs offering 75% of their previous wages rather than waiting for wages at least equivalent to their previous wage if they were: male; older in age; responsible for fewer children aged 17 and under; married to an employed spouse but members of families with multiple unemployed individuals; holders of a bachelor's degree or higher; immigrants; more attached to their previous employer (that is, had a longer tenure or worked more hours); spending more time searching for a job; residents of Alberta; or looking for jobs outside of their province of residence.
 - Unemployed recipients with higher amounts or longer durations of EI benefits were more likely to accept jobs at reduced wages, and higher unemployment rates increased this likelihood for unemployed recipients but not for unemployed non-recipients.
- Tax data from the Canadian Employer-Employee Dynamics Database (CEEDD) indicated that most unemployed individuals managed to earn at least as much as they did before unemployment. Only a small share (0.1%) of unemployed recipients earned 75% of their previous employment earnings within a year post-unemployment, while 57.4% earned at least as much; for unemployed non-recipients, these figures were 0.1% and 62.2%, respectively.
- Unemployed non-recipients had higher median household incomes than unemployed recipients before their unemployment spells. However, following unemployment, the gap in their median household incomes narrowed.

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

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Supplemental unemployment benefit plans

Author(s), Year

ESDC: Evaluation Directorate, 2021

Objective(s)

This study examines the characteristics of employers and employees who take part in the Supplemental Unemployment Benefit (SUB) Program and their utilization of Employment Insurance benefits.

Key Finding(s)

- Between 2008 and 2017, the number of firms with an active registered SUB plan increased from 5,714 to 7,782—an annual average of around 6,800 active firms—which represents a little over 0.5% of all firms in Canada.

- Registered SUB plans for illness, injury or quarantine account for around 63% of all plans while SUB plans for temporary stoppage of work, training or plans where there are a combination of top-up plans account for around 10%, 7% and 20% respectively.
- Overall, EI claims which receive top-up payments through registered SUB plans account for around 3% of all EI claims or between 40,000 and 60,000 claims per year. However, the analysis found that only 13% of EI claims from firms with registered SUB plans received top-up payments.
- Claimants who receive top-up payments for regular benefit claims are more likely to return to the same firm after a claim as compared to those who worked for non-SUB firms. A positive relationship is observed between job tenure and SUB claim whereby individuals tend to stay with an employer longer if they are part of a SUB firm.

Availability

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Employment Insurance usage and the labour market experience of immigrants

Author(s), Year

ESDC: Labour Market Information Directorate, 2022

Objective(s)

This study aims to understand the experiences of immigrants and Canadian-born workers with the EI program. This study uses data from the Employment Insurance Coverage Survey (EICS) and from the Labour Force Survey (LFS) from 2006 to 2019.

Key Finding(s)

- Immigrants had higher unemployment rates but lower employment rates than Canadian-born workers
- A lower share of immigrants were in insurable employment, were eligible for EI benefits, made a claim for EI benefits and received EI regular benefits compared to their Canadian-born counterparts
- A higher share of immigrants received maternity or parental benefits
- On average, immigrants had a higher claim duration than Canadian-born workers. However, the average total amount they received in benefits was lower

Availability

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Long-term trends in disqualifications and disentitlements

Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2026

Objective(s)

This study examines the long-term trends in disqualifications and disentitlements and the characteristics of claimants who had disqualifications and disentitlements imposed on their EI claim.

Key Finding(s)

- Trends in disqualifications and disentitlements:
 - Based on Statistics Canada's public data, from the early 2000s up to 2019, the average monthly number of disqualifications and disentitlements followed a similar trend as that of the average monthly number of EI beneficiaries. During the COVID-19 pandemic, the trend was reversed: the number of EI beneficiaries increased significantly in 2020 and 2021, while the number of disqualifications and disentitlement declined.
 - Based on EI administrative data, between 2010 and 2023, a total of 7.6 million of disqualifications and disentitlements were imposed on 3.5 million of EI regular claims (17.1% of all regular claims established). During the period of the COVID-19 pandemic, there was a significant decrease: only 6.2% and 10.1% of EI regular claims established in 2020 and 2021, respectively, had disqualifications and disentitlements.
- Based on EI administrative data:
 - Of all the disqualifications and disentitlements imposed between 2010 and 2023, 6.5% were disqualifications and 93.5% were disentitlements. These findings are different from Statistics Canada's public tables due to methodological differences.
 - For regular claims with disqualifications and disentitlements, there were, on average, 2.2 disqualifications and disentitlements per claim established between 2010 and 2023.
 - From 2018 to 2023, the proportion of EI regular claims with disqualifications and disentitlements was higher than the national average for claimants living in Quebec and British Columbia, women, claimants aged 25 to 34 and occasional claimants.

Availability

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Apprenticeship, Employment Insurance support and long-term outcomes

Author(s), Year

ESDC: Labour Market Information Directorate, 2026

Objective(s)

The purpose of this study is to better understand the system of federal financial supports that apprentices can access during their time in the program, and to examine the relationship between

receipt of EI Regular Benefits – Apprentices (EI-A) and apprenticeship outcomes like completion and post-program income.

Key Finding(s)

- This study uses data from the Education and Labour Market Longitudinal Platform (ELMLP); and finds that only 4 to 5% of apprentices access all forms of federal supports (EI-A, Canada Apprenticeship Loans - CAL, Apprenticeship Incentive and Completion Grants - AIG and ACG) over the course of their session in the program.
 - Uptake of federal supports rises from 11 to 16% when excluding loans.
 - 9 to 11% of completers accessed all forms of support, rising to 26 to 36% when excluding loans.
 - Apprentices in trades eligible for Red Seal designations were more likely to receive EI-A (around 30% more likely).
- Apprentices who received EI-A during their session were more likely to complete their program, had higher income 2 years and 5 years post completion, and were more likely to work in their field of study after leaving the program than those who did not.
 - Apprentices who received EI-A at least once over the course of their session were 22.3% more likely to complete.
 - Similarly, apprentices who received EI-A at least once during their session earned 9.7% more 2 years after leaving the program and 5.7% 5 years after.
 - Apprentices who received EI-A were 10.7% more likely to be working in their field of study 2 years after leaving the program.
- Apprentices who left the program in 2020 had received \$5,800 in EI-A benefits, \$7,100 in CAL, and 1.7 Apprenticeship Incentive Grants (\$1,000 per grant, \$1,500 for women) on average over the course of their session.
 - Apprentices in trades eligible for Red Seal endorsement received \$600 more in EI-A benefits on average.
 - Completers received \$2,600 more in EI-A and \$600 more in CAL.
 - Women received \$2,900 less in EI-A and \$800 less in CAL.

Availability

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Effectiveness of the Work-Sharing program: post-agreement dynamics and the role of special measures

Author(s), Year

ESDC: Evaluation Directorate, 2026

Objective(s)

This study explores Work-Sharing program's role in preventing layoffs and the effectiveness of the special measures introduced during Covid-19.

Key Finding(s)

- Special measures introduced during Covid-19 improved program access and responsiveness, contributing to more businesses participating in the program.
- Between 2015 and 2024, an annual average of 5,000 layoffs were estimated to be averted by the program, peaking at nearly 19,600 in 2020. Layoff rates within 6 months after the end of a Work-Sharing claim stood at 5% in 2020, compared to 14% in 2019.
- Post-claim layoffs were generally higher during or at the onset of economic downturns and lower toward the end or recovery phases. Within-agreement layoffs were noticeably higher in 2020 (7.7%) compared to other years (4.9% on average from 2015 to 2023, except 2020).
- Longer COVID-period agreements (1-2 years versus up to one year pre-COVID) delayed business closures and reduced short-term employee exits, but higher exits and closures later, suggesting risks were postponed, not avoided.
- Regression discontinuity shows that Work-Sharing agreements established just before the end of the Covid-19 special measures had statistically significant effects relative to those created just after:
 - Agreements were longer (36 weeks) and more likely to be extended, and claimants received more benefit weeks and higher benefit amounts. Reduced work hours were slightly higher resulting in higher estimated averted layoffs.
 - Post-claim layoffs within one year of the end of Work-Sharing claim fell by approximately 1.1 employee per agreement.
 - Agreements cost roughly \$29,000 more in EI benefits per agreement, reflecting the longer duration and the extent to which longer agreements help reduce post-claim layoffs.
- Employer survey:
 - Special administrative measures were generally useful and associated with positive program experiences, including perceived benefits and overall satisfaction.
 - Some employers identified challenges related to documentation, eligibility requirements, and reporting, although streamlined processes were associated with shorter processing times.
- Client Experience (CX) survey:
 - CX survey shows that employers primarily learned about Work-Sharing through the Government of Canada website, with some also informed via networks, media, tariff-related context, and information session invitations.
 - Differences across regions, sectors, and business-sizes in accessing and understanding Work-Sharing information, serve as proxies for disparities in awareness and accessibility.

Availability

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The evolution and impacts of EI Part II spending (1996-25)

Author(s), Year

ESDC: Intergovernmental Policy and Programs Directorate, 2025

Objective(s)

This study examines how EI Part II's Labour Market Development Agreements (LMDAs) have evolved since their introduction in 1996. The examination focuses specifically on how changes made to EI eligibility criteria, client uptake, service delivery, funding and expenditures have helped programming to evolve over time.

Key Finding(s)

Eligibility and clients served

- Eligibility has expanded: Added Premiums-paid Eligible individuals (PPE) (2018) and temporary flexibilities (COVID); changes outlaid in Budget 2022 still to come.
- Participation has declined, with active claimant clients falling most significantly by 62% (463,000 to 176,000) from 2009-10 to 2023-24.
- The client profile shifted (2002-03 to 2023-24):
 - Core-age share fell (73% to 66%).
 - Older workers doubled (6% to 13%).
 - Participation increased among persons with disabilities, racialized groups, and Indigenous peoples.

Services provided

- Support Measures (SMs) dominate: Lower cost, lower intensity services consistently dominate when it comes to LMDA service delivery, especially during downturns.
- Employment Benefits (EBs) smaller but higher cost: Higher cost, higher intensity services remain smaller in volume. Total offerings decline in times of reduced funding.
- Overall shift: Continued shift toward SM services, with access maintained to EBs services.

Funding and expenditures

- Base funding unchanged: Base funding has remained largely unchanged since 1996, with temporary boosts during major economic disruptions.
- EBs drive expenditures: EBs remain a smaller share of services but account for most EI Part II spending, averaging around \$1.2B annually (1997-98 to 2023-24).
- Pan-Canadian funding has remained relatively stable at \$150 to \$160M, with observable dips in 2013-15 (around \$117M) and 2022-24 (around \$125M), before restabilizing in 2024-25.

Availability

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Impact of delivery of records of employment on claim processing

Author(s), Year

Objective(s)

This study investigates delays in the transmission of Records of Employment (ROEs) by employers between 2017 and 2024, by examining compliance with regulatory requirements and the impact of non-compliance on the administration of the Employment Insurance program.

Key Finding(s)

- 62.11% of ROEs associated with EI claims between 2017 and 2024 were submitted within the prescribed timelines (within 5 calendar days of the end of the pay period [final pay period] or 15 days after the first day of an interruption in earnings [last day paid]).
- 61.82% of ROEs submitted to Service Canada were never used to establish a claim for benefits, while 2.38% of ROEs used on claims were late enough to significantly increase the complexity of processing and impacts for claimants.
- No yearly trends in compliance with prescribed timelines were identified.
- Reason for separation was a significant factor affecting timeliness of ROEs, with Strike or Lockout, Leave of Absence, Illness or Injury, and Voluntary Leaving having the highest degree of influence on whether an ROE was submitted on time.
- Small firms were nearly twice as likely (92.25%) to deliver ROEs on time when compared to their large counterparts.
- On average, there were 68,500 cases per year requiring a Service Canada officer's intervention relating to a missing or late ROE. Of these, 7.67% were escalated to the Integrity Services Branch (ISB) for further attention.

Availability

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ANNEX 7

Legislative changes to the Employment Insurance program implemented and in force from April 1, 1996 to December 31, 2025

Annex 7 is for informational purposes only. Please consult the [Justice Laws Website](#) for official versions of Acts and Regulations.

Regulatory amendments: Measures to respond to major changes in economic conditions (SOR/2025-115, SOR/2025-150, SOR/2025-205)	
Element	Rationale
Temporary measures to respond to major changes in economic conditions	
- The Government introduced EI Pilot Project No. 24 to test the outcomes of establishing the following 3 temporary measures: - waiving the one-week waiting period; - suspending the treatment of monies on separation; and - artificially boosting the EI regional unemployment rates by one percentage point to a maximum of 13.1%, with no region below 7.1%. - The first 2 measures, waiving the waiting period and suspending the treatment of monies on separation, applied to claims with a benefit period beginning between March 30, 2025 and October 11, 2025. They were later extended to April 11, 2026. The third measure which boosted unemployment rates applied to claims with a benefit period beginning between April 6, 2025 and July 12, 2025. It was later extended to October 11, 2025. - An amendment also introduced a temporary measure to provide 20 additional weeks of EI regular benefits (up to a maximum of 65	Test the outcomes of applying certain EI measures to respond to the impacts on employment of major changes in economic conditions (such as new tariffs imposed by trading partners).

weeks) to long-tenured workers ¹ who established claims between June 15, 2025 and April 11, 2026 and met specific conditions.	

Regulatory amendments: New Regulation setting out the processes for the Board of Appeal (SOR/2025-74)	
Element	Rationale
Processes for the Board of Appeal	
- These Regulations set out the processes and procedures for Board of Appeal issues such as filing an appeal, Board of Appeal regions, hearing format, quorum, issuing of decisions, hearings held in private and considerations for hearings that involve allegations of harassment. - The Regulations come into force on the date that the Board of Appeal starts accepting appeals.	Provide consistency and transparency to the administrative functions of the Board of Appeal and protect all parties' rights and obligations for first level EI appeals.

Regulatory amendments: Additional hours for claimants in areas affected by natural disasters (SOR/2025-10)	
Element	Rationale
Hours credit	
- The Government introduced pilot project No. 23 to provide a one-time credit of 300 hours of insurable employment to claimants residing in Jasper and Bunibonibee Cree Nation, based on postal codes, who establish a benefit period beginning between July 21, 2024, and July 19, 2025. - The credit increases the number of hours of insurable employment in a claimant's qualifying period by 300. - As a result, some workers who previously had insufficient hours to qualify may gain access to EI benefits.	Test the effectiveness of a one-time hours credit, based on claimant postal codes, in mitigating the impact of natural disasters.

¹ The definition of long-tenured workers was different than the one used in Chapter 2 of this report. For the purposes of Pilot Project No. 24, long-tenured workers are defined as 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 3 years, have received less than 36 weeks of EI regular or fishing benefits.

Legislative and Regulatory amendments: Starting with SOR/2018-228 and last extended by S.C. 2024, c. 17	
Element	Rationale
Increased weeks of benefits for seasonal claimants	
- On August 20, 2018, the Government announced a pilot project No. 21 which provided up to 5 additional weeks of EI regular benefits, up to a maximum of 45 weeks, 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 pilot project was extended to September 25, 2021. - The parameters of the pilot project were replicated in the <i>EI Act</i> at subsection 12(2.3) (S.C. 2021, c. 23). The Act provisions applied to benefit periods established in the period from September 25, 2021 to October 29, 2022. - Amendments to the <i>EI Act</i> (S.C. 2022, c. 5) were made in response to the potential effects of the temporary COVID-19 measures on seasonal claim patterns. This fix was maintained in the later extensions to the seasonal measure. - Amendments to the <i>EI Act</i> (S.C. 2022, c. 10) extended the temporary support for seasonal claimants to October 28, 2023. - The Government introduced pilot project No. 22 (SOR/2023-272) that provided up to 4 additional weeks of EI regular benefits, on top of the 5 additional weeks available under the existing legislated seasonal measure, to seasonal claimants whose benefit period was established between September 10, 2023 and September 7, 2024. - Amendments to the <i>EI Act</i> further extended the temporary support for seasonal claimants to October 26, 2024 (S.C. 2023, c. 26).	- The temporary seasonal measure increases the number of weeks of EI regular benefits paid to targeted eligible seasonal claimants. - Extensions continue to reduce the risk of gaps in EI support between seasons for eligible seasonal workers while the government considers a long-term solution that best targets the need of seasonal workers.

Amendments to the <i>EI Act</i> once again extended the temporary support for seasonal claimants to October 24, 2026 (S.C. 2024, c. 17).	

<i>Fall Economic Statement Implementation Act, 2023, S.C. 2024, c. 15 (Bill C-59)</i>	
Element	Rationale
Adoption benefit	
- In June 2024, legislation was passed creating a 15-week shareable EI benefit for adoptive parents and parents of children conceived through surrogacy - Bill C-59 also amended the <i>Canada Labour Code</i> to ensure that workers in federally regulated workplaces have the job protection they need while they are receiving the adoption benefit. - The legislation will come into force on a day to be fixed by order of the Governor in Council.	Make the EI program inclusive of the various ways families are formed in Canada by providing parents through adoption or surrogacy with the same total number of weeks of EI support as birth parents that receive maternity and parental benefits.

<i>Budget Implementation Act, 2023, No. 1, S.C. 2023, c. 26 (Bill C-47)</i>	
Element	Rationale
Establish the Employment Insurance Board of Appeal	
- The Government established the Employment Insurance Board of Appeal to hear appeals of decisions made under the <i>Employment Insurance Act</i> 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.	As a tripartite organization, the new Board of Appeal will represent the perspectives of government, workers and employers, helping put first-level EI appeal decisions back into the hands of those who pay into the EI system (that is, workers and employers).

<i>Budget Implementation Act, 2022, No. 1, S.C. 2022, c. 10 (Bill C-19)</i>	
Element	Rationale

Broaden the employment support measures	
Part II of the <i>Employment Insurance Act</i> amended to broaden program and participant eligibility for EI-funded employment support measures.	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.

Budget Implementation Act, 2021, No. 1, S.C. 2021, c. 23 (Bill C-30)	
Element	Rationale
Increase EI sickness benefits from 15 to 26 weeks	
- 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.	- 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	
The main temporary measures for claims established between September 26, 2021 and September 24, 2022: - reduced entrance requirements for both EI regular and EI special benefits to 420 hours of insurable employment as well as a 14-week minimum entitlement for EI benefits; - reduced the net earnings threshold for claims established by self-employed workers to \$5,289; - simplified treatment of reasons for separations; - simplified treatment of monies on separation; and - a minimum benefit rate of \$300 per week, or \$180 per week for extended parental benefits, for claims established between September 26, 2021 and November 20, 2021.	Ensure the EI system remains responsive to the needs of Canadian workers as the economy continues to re-open.

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)

Element	Rationale
Temporary increase to the number of weeks of regular benefits	
- 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.	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	
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.	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*, starting with SOR/2020-61)

Element	Rationale
A new emergency response benefit	
- Provide a new emergency response benefit that is closely aligned with the income support payments under the <i>Canada Emergency Response Benefit Act</i>. - Between March 15, 2020 and October 3, 2020, claims for EI regular benefits and EI sickness benefits are considered applications for the Canada Emergency Response Benefit.	Allow for many claims to be processed quickly by simplifying the eligibility criteria and facilitating automation.
Facilitated access to benefits, notably under Interim Order Nos. 8 and 9	

The main temporary measures for claims established between September 27, 2020 and September 25, 2021: • 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.	• Facilitate access to EI benefits during the COVID-19 pandemic.

<i>An Act respecting certain measures in response to COVID-19, S.C. 2020, c. 5 (Bill C-13)</i>	
Element	Rationale
Power to make orders amending the Act	
• The <i>Employment Insurance Act</i> was amended to give the Minister of Employment and Social Development the power to make interim orders amending the <i>EI Act</i> for the purpose of mitigating the economic effects of COVID-19	• Facilitate the provision of benefits and support to mitigate the economic effects of COVID-19

<i>Budget Implementation Act, 2018, No. 2, S.C. 2018, c. 27 (Bill C-86)</i>	
Element	Rationale
Parental sharing benefits	
• 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.	• 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.

• 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.	

Budget Implementation Act, 2018, No. 1, S.C. 2018, c. 12 (Bill C-74)	
Element	Rationale
Working while on claim	
• 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.	• 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.

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	
• Effective December 3, 2017, the 15-week EI family caregiver benefit for adults is available to provide income support to eligible caregivers who take time off work to provide care or support for an adult family member who is critically ill or injured. Any family member or person who is considered to be like family is eligible to receive benefits. • Bill C-44 also amended the <i>Canada Labour Code</i> to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured family member.	• Helps individuals balance work and family responsibilities by reducing the financial pressure they face when an adult family member is suffering from a critical illness or injury. • Recognizes that caregivers are likely to take time away from work when an adult member in their family is critically ill.
Family caregiver benefit for children	

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.	Enhances access to benefits by expanding eligibility to a wider support network that includes extended family members, rather than only parents.
Making it easier to apply for caregiving benefits	
- 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.	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.
Earlier access to maternity benefits	
- 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.	- 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 maternity benefits.
More choice for parents	
- 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	Facilitates parents taking more time to care for children. Working parents are allowed to choose the option of EI parental benefits that best meets their family's needs.

benefit. The choice cannot be changed once a payment of parental benefits has been made. • Parents must choose the same option. Parental benefits can be shared, taken 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.	
Expanded eligibility under EI Part II	
• Broadened eligibility for Employment Benefits to also include unemployed individuals who have made minimum EI premium contributions (that is, above the premium rebate threshold) in at least 5 of the previous 10 years. • Expanded eligibility for Employment Assistance Services (for example, employment counselling, job search assistance), previously available to unemployed individuals, to also include employed workers. • Increased flexibility to support employer sponsored training under the Labour Market Partnerships Support Measure by also including employers who need to upskill or retrain their employees, in order to maintain their current employment (for example, 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	• The changes to the <i>EI Act</i> 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.

from the flexibilities upon the signing of amended or new agreements.	

Budget Implementation Act, 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)	
Element	Rationale
Changes to the definition of suitable employment under the <i>Employment Insurance Act</i>	
- 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 work arising as a result of a labour dispute; if it is in the claimant's usual occupation, work 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, work at a lower rate of earnings or in conditions less favourable than those a claimant might reasonably expect to obtain in their usual occupation.	- 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 EI benefits continue to be upheld, certain requirements in the <i>EI Regulations</i> have been eased with respect to commuting times, offered wages and the types of work claimants are required to accept.

Budget Implementation Act, 2016, No. 1, S.C. 2016, c. 7 (Bill C-15)	
Element	Rationale
Reduced waiting period for Employment Insurance benefits	
- 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.	The waiting period for EI benefits acts as a deductible. Shortening the waiting period will help ease financial pressures when claimants become unemployed or leave work temporarily due to health or family pressures.
Elimination of the new entrant and re-entrant (NERE) requirements for Employment Insurance benefits	

• Effective July 3, 2016, additional eligibility criteria that restricted access to EI regular and fishing benefits for workers who were entering or re-entering the labour market were removed. Changes to the <i>Employment Insurance Regulations and 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. ○ 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. ○ NEREs are those who had minimal or no labour market attachment (less than \$3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period. • These changes also make it easier for workers entering or re-entering the labour market to receive EI-funded employment and training supports under Part II of the <i>Employment Insurance Act</i>.	• 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.
Extra weeks of benefits for workers in regions affected by downturns in global commodity prices	
• 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	• 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.

to their entitlement (up to a maximum of 70 weeks) in these regions. - Extended benefits were available for a period of one year starting in July 2016, and applied to claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed. - The applicable economic regions were: Newfoundland/Labrador; Sudbury; Northern Ontario; Northern Manitoba; Saskatoon; Southern Saskatchewan; Northern Saskatchewan; Calgary; Edmonton; Northern Alberta; Southern Alberta; Southern Interior British Columbia; Northern British Columbia; Whitehorse; and Nunavut.	- This measure ensures that long-tenured workers, who may have spent years working in one industry or for one 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. The regions had 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.

Regulatory amendments: Simplifying job search requirements (SOR/2016-162)	
Element	Rationale
Changes to the definition of suitable employment under the <i>Employment Insurance Regulations</i>	
- 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. The specific criteria for various claimant categories and those related to daily commuting times were removed; and the criteria related to the offered earnings and type of work which claimants must accept were eased. - These changes came into effect on July 3, 2016.	Introduces more flexibility and simplifies job search responsibilities.

Regulatory amendments: Working while on claim (SOR/2016-162)	
Element	Rationale
Working while on claim pilot projects	
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.	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.

• 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 be able to earn up to the greater of \$75 or 40% of their weekly benefit rate without affecting their EI benefits (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. ○ Pilot Project No. 8 took effect on December 11, 2005 in 23 EI economic regions with an unemployment rate of 10% or higher. The parameters of this pilot were re-introduced nationally in 2008 as Pilot Project No. 12, which was then extended (effective October 12, 2010) until August 6, 2011. ○ Budget 2011 announced a one-year renewal of the WWC pilot project parameters through a new pilot (Pilot Project No. 17), available nationally until August 4, 2012. ○ These pilot projects (Pilot Projects No. 8, No. 12 and No. 17) increased the amount that claimants were allowed to earn while on claim to \$75 per week or 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was deducted dollar-for-dollar	• Pilot Project No. 8 tests whether allowing claimants to earn more income without a reduction in their EI benefits gives 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.

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. 18. This pilot project concluded on August 1, 2015. ○ On August 2, 2015, as part of Budget 2015, the Government re-introduced the parameters of Pilot Project No. 18 under Pilot Project No. 19. This pilot project ended on August 5, 2016.	

<i>Economic Action Plan 2015 Act, No. 1, S.C. 2015, c. 36 (Bill C-59)</i>	
Element	Rationale
Increased duration of compassionate care benefits	
• 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.	• Provides additional financial security to Canadians workers and their families providing end-of-life care or support.

These changes came into effect on January 3, 2016.	

Regulatory amendments: Unemployment rates in the Territories and Employment Insurance economic regions in the Territories and Prince Edward Island (SOR/2014-160)	
Element	Rationale
New regional unemployment rate methodology in the Territories and new Employment Insurance economic regions in the Territories and Prince Edward Island	
- Amendments to the <i>Employment Insurance Regulations</i> added a special rule to determine the unemployment rate for the Yukon, the Northwest Territories and Nunavut. Due to historical data limitations, actual unemployment rates could not be determined for those regions prior to these amendments. Under this new approach, the regional monthly unemployment rate is henceforth equal to the greater of a seasonally adjusted unemployment rate based on a 3-month moving average or a 12-month moving average. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality. - In addition, the EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into 2 EI economic regions, one consisting of the capital area and the other the remaining non-capital area. - These changes came into effect on October 12, 2014.	- Ensures a better reflection of regional labour market conditions in the territories. - Offers a balance between responsiveness to regional labour market conditions in the territories (with the 3-month moving average) and better protection against statistical variance (with the 12-month moving average). - Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest Territories, Nunavut and Prince Edward Island.

<i>Economic Action Plan 2014 Act, No. 2, S.C. 2014, c. 39 (Bill C-43)</i>	
Element	Rationale
Small Business Job Credit	
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	- Ensures savings for employers on their EI premium obligations. - Businesses will have additional resources to pursue expansion opportunities that would

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 EI premiums paid by small businesses. The credit was calculated as the difference between premiums paid at the legislated rate of \$1.88 per \$100 of insurable earnings and the reduced small business rate of \$1.60 per \$100 of insurable earnings. • Since employers pay 1.4 times the legislated rate, this 28-cent reduction in the legislated rate was equivalent to a reduction of 39 cents per \$100 of insurable earnings in EI premiums paid by small employers. • The 39-cent premium reduction applied in addition to the premium reduction related to Quebec's parental insurance plan, the Québec Parental Insurance Plan. • Eligibility for the Small Business Job Credit was determined by the Canada Revenue Agency based on T4 information provided, and employers did not have to apply separately for this credit.	lead to additional hiring of workers within the Canadian economy and helps businesses to take advantage of emerging opportunities and compete in the global economy.

<i>Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)</i>	
Element	Rationale
Enhanced access to sickness benefits for compassionate care benefits or parents of critically ill children benefits claimants	
• 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 instead and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid.	• 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 (SOR/2012-260)	
Element	Rationale
Limiting access to maternity and parental benefits to persons authorized to remain in Canada	
- 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.	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.

<i>Jobs and Growth Act, 2012, S.C. 2012, c. 31 (Bill C-45)</i>	
Element	Rationale
<i>Canada Employment Insurance Financing Board Act</i>	
Effective March 7, 2013, the <i>Canada Employment Insurance Financing Board Act</i> is suspended.	Ensures that independent EI rate-setting is performed in the most cost-effective manner.
Premium rate-setting	
An interim rate-setting regime takes effect, under which EI 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.	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.

<i>Helping Families in Need Act, S.C. 2012, c. 27 (Bill C-44)</i>	
Element	Rationale
Parents of critically ill children	
- Effective June 9, 2013, a 35-week EI 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 <i>Canada Labour Code</i> to protect the jobs of employees in federally regulated enterprises while they	- 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.

take unpaid leave to care for their critically ill or injured child.	
Enhanced access to sickness benefits for parental benefits claimants	
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 choose to stop receiving parental benefits and access sickness benefits. Claimants could then resume collecting the balance of their parental benefits, if needed, once their sickness benefits have been received.	- Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child. - Enhances the flexibility and responsiveness of the EI program.

<i>Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)</i>	
Element	Rationale
Connecting Canadians to Available Jobs	
- Enhanced the content and frequency of job and labour market information for job seekers. - In conjunction with regulatory amendments (SOR/2012-261), strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits. - Initiated discussions with provinces and territories to make skills training and job search support available to EI claimants earlier in their claim.	- Ensures unemployed Canadians are better connected with available jobs in their local area. - Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.
Variable Best Weeks	
- Effective April 7, 2013, claimants (with the exception of fishing and self-employed claimants) have 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	- Makes the EI program more responsive to regional economic conditions. - Ensures that those living in areas with similar labour market conditions receive similar benefits.

rate in the EI economic region where the claimant resides.	
Premium rate-setting	
• The EI premium rate-setting mechanism has been amended whereby the premium rate will be set annually at a 7-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.	• Ensures that the Employment Insurance Operating Account targets balance over an extended period of time. • 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.
Social Security Tribunal	
• The Social Security Tribunal (SST) replaced the 4 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: ○ 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. A 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 process whereby EI clients who disagree with the Canada Employment Insurance Commission's decision submit new or additional information that the Commission is required	• Eliminates administrative duplication in appeals and tribunal services by amalgamating the administration of several tribunals. • This new approach to appeals introduced a number of measures to improve efficiency, simplify and modernize the process and reduce costs.

to review to determine if the decision can be reversed or modified. • Appeals are normally 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.	

<i>Keeping Canada's Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)</i>	
Element	Rationale
Temporary Hiring Credit for Small Businesses	
• Provided small businesses with a temporary hiring credit of up to \$1,000 against an increase in the firm's 2011 EI premiums over those paid in 2010. • Available to approximately 525,000 employers whose total EI premiums were at or below \$10,000 per employer in 2010 and will reduce their 2011 payroll costs by about \$165 million.	• Encourages additional hiring in small businesses, and helps them to take advantage of emerging opportunities and compete in the global economy.

Regulatory amendments: Best 14 weeks pilot project (SOR/2011-127)	
Element	Rationale
Best 14 weeks pilot project	
• 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 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.	• 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.

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.	

Regulatory amendments: Extended EI benefits (SOR/2010-214)	
Element	Rationale
Extended Employment Insurance benefits pilot project	
- Pilot Project No. 6, Pilot project relating to increased weeks of benefits, was introduced for a 2-year period on June 6, 2004 in 24 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	- 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 period of the 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.

years, until September 15, 2012, or earlier if there was a sustained economic recovery. An automatic termination trigger was implemented in regions where regional unemployment rates were below 8% for 12 consecutive months. It included the same 21 EI economic regions as Pilot Project No. 10. • Pilot Project No. 15 increased the maximum number of weeks for which regular benefits could be paid by 5, to a maximum of 45 weeks. • Pilot Project No. 15 concluded earlier in 3 regions where the unemployment rate was less than 8% for 12 consecutive months. This was the case for the EI economic region of St. John's (September 24, 2011), Chicoutimi-Jonquière (March 24, 2012) and Sudbury (June 23, 2012).	

<i>Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)</i>	
Element	Rationale
Improved access to parental benefits for military families	
• The 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.	• Provides additional flexibility to CF members to access parental benefits for parent-child care and bonding, while recognizing the importance of military service.

<i>Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)</i>	
Element	Rationale
Employment Insurance Operating Account	
• The Employment Insurance Operating Account was established in the accounts of Canada to record all EI related credits and charges since January 1, 2009, the date from	• Further strengthens the transparency and effectiveness of the financing of the EI program.

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.	• In line with steps taken in 2008 to establish the CEIFB.

<i>Fairness for the Self-employed Act, S.C. 2009, c. 33 (Bill C-56)</i>	
Element	Rationale
Special benefits for self-employed persons	
• Effective January 31, 2010, EI special benefits (maternity, parental, sickness and compassionate care benefits) have been extended to self-employed workers. Self-employed persons can opt into this 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.	• 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.

Regulatory amendments: Career Transition Assistance (SOR/2009-130)	
Element	Rationale
Career Transition Assistance Initiative	
• Two measures to support long-tenured workers: ◦ the Extended Employment Insurance and Training Incentive extended EI regular benefits to a maximum of 104 weeks for	• Improved claimants' incentive to renew or upgrade their skills. • Encouraged claimants to invest in their own training.

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.	Encouraged claimants to undertake long-term training to improve their re-employability.

<i>Budget Implementation Act, 2009, S.C. 2009, c. 2 (Bill C-10)</i>	
Element	Rationale
Premium rate freeze	
This measure froze EI premium rates for employees at \$1.73 per \$100 for 2010, the same rate as in 2009 and 2008.	Maintained premium rate stability during the recession despite higher EI costs.
Premium rates	
Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005.	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.

<i>An Act to amend the Employment Insurance Act and to increase benefits, S.C 2009, c. 30 (Bill C-50)</i>	
Element	Rationale
Temporary additional Employment Insurance benefits for unemployed long-tenured workers	
- Long-tenured workers are individuals who have worked and paid 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	- 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

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.	industry or an alternative one may have been particularly difficult in the economic environment of that time period.

Budget Implementation Act, 2008, S.C. 2008, c. 28 (Bill C-50)	
Element	Rationale
Canada Employment Insurance Financing Board	
- The legislation creating the Canada Employment Insurance Financing Board (CEIFB) received Royal Assent on June 18, 2008. - The CEIFB's legislated mandate was to: - set 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.	- 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 (SOR/2005-369, SOR/2008-257)	
Element	Rationale
New entrants and re-entrants pilot project	
- Pilot Project No. 9 (New entrants and re-entrants Pilot Project) was introduced on December 11, 2005 in 23 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.	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 (SOR/2005-366, SOR/2006-350)	
Element	Rationale
Quebec Parental Insurance Plan	
- 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 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.	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 (SOR/2006-135)	
Element	Rationale
Definition of family member	
Effective June 14, 2006, expanded the eligibility criteria and the definition of family member for the compassionate care benefit from that of immediate family to include extended family members and any other individuals considered by the person who has a serious medical condition to be like family members.	Expands the definition of family member to ensure that additional caregivers, who were previously excluded from the definition of family member, are able to get access to income support when they must leave work to care for a family member who has a serious medical condition.

Budget Implementation Act, 2005, S.C. 2005, c. 30 (Bill C-43)	
Element	Rationale
Premium rate-setting process	
- 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	Allows for a new rate-setting process where the EI premium rate is determined independently by the Canada Employment Insurance Commission.

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.	

<i>Budget Implementation Act, 2003, S.C. 2003, c. 15 (Bill C-28)</i>	
Element	Rationale
Compassionate care benefits	
- Effective January 4, 2004, compassionate care benefits are available to help eligible family members provide or arrange care for a family member who has a serious medical condition with a significant risk of death. The duration of the benefits is up to 6 weeks within a 26-week period. - Flexibility is a key feature of the benefits. Claimants can choose how and when to claim benefits within the 26-week window. Eligible family members can decide to have one person claim all 6 weeks or decide to share the benefit. Eligible family members can claim weeks of compassionate care benefits concurrently or consecutively. - Corresponding changes to the <i>EI Regulations</i> were made by SOR/2003-393.	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.

<i>Budget Implementation Act, 2001, S.C. 2002, c. 9 (Bill C-49)</i>	
Element	Rationale
Extension of benefit period for parental benefits – child in hospital	
Effective April 21, 2002, parents of a newborn or newly adopted child who is hospitalized can have their parental benefit window extended by the number of weeks during which the child is hospitalized to up to 104 weeks.	Provides flexibility for parents to choose to wait until their child comes home before collecting parental benefits.
Maximum duration of combined special benefits	
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	Ensures full access to special benefits for biological mothers who claim sickness benefits prior to and following maternity or parental benefits.

extended accordingly, under certain circumstances.	Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.

Regulatory amendments: Small Weeks provision (SOR/1997-245, SOR/1998-551, SOR/2001-495, SOR/2003-306, SOR/2005-317)	
Element	Rationale
Small Weeks provision	
- 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 EI economic regions on November 18, 2001. On September 7, 2003, the legislation was amended to increase the exclusion to \$225. - Between October 2005 and April 2013, EI claimants in the select EI economic regions had their benefit rates calculated according to the Best 14 weeks pilot project provisions. - The Small Weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers.	- At the time when the Small Weeks provision was introduced, weekly EI benefit rates were based on the average insured earnings in the 26 weeks preceding the last day of employment. Including "small weeks" in the calculation of a claimant's average earnings resulted in reduced weekly EI benefit amounts. This approach to calculating EI benefit rates could have the unintended effect of discouraging some workers from accepting weeks with lower earnings. - Removes program feature which may discourage workers from accepting all available work. Calculating the weekly benefit rate using insurable earnings from the 14 highest weeks of insurable earnings aims to ensure that workers who accept work with lower earnings will not see a reduction in their EI benefits.

An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations, S.C. 2001, c. 5 (Bill C-2)	
Element	Rationale
Intensity rule	
Effective October 1, 2000, eliminated the intensity rule, which had reduced the benefit rate by 1 percentage point for every 20	Eliminated an ineffective rule that had the unintended effect of being punitive.

weeks of EI regular benefits used in the past. The maximum reduction was 5 percentage points.	
Benefit repayment (Clawback)	
- Applied new rule, effective retroactively to the 2000 taxation year: - 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; and - 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.	- 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	
Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants have been adjusted so that claimants who are re-entering the workforce following an extended absence to raise children and who have received parental benefits are now only required to work the same number of hours as other workers to qualify for regular benefits.	Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.
Maximum insurable earnings	
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.	Ensures that the MIE does not go below \$39,000.

Budget Implementation Act, 2000, S.C. 2000, c. 14 (Bill C-32)	
Element	Rationale
Parental benefits	

Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks.	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	
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.	Improves access to special benefits.
Waiting period	
Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the 2-week waiting period.	Promotes gender equality and improves flexibility by reducing the income loss for the second parent.
Allowable earnings while on claim (parental benefits)	
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 EI benefits.	Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.

<i>Employment Insurance Act, S.C. 1996, c. 23 (Bill C-12)</i>	
Element	Rationale
Hours-based system	
- Effective January 1997, EI 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.	- Introduces a fairer and more equitable measure of time worked by making all hours count. - Removes inequities and anomalies of the weeks system by: - 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.
New entrants and re-entrants	
- 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 regular benefits. In January 1997, the 26 weeks were converted to 910 hours. - 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. - This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than \$3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave counts as time worked.	- Discourages a cycle of reliance by ensuring that workers, especially young people, develop a significant attachment to the labour force before collecting EI benefits. - Reintroduces insurance principles to the system by ensuring that workers make a reasonable contribution to the system before collecting benefits. - Strengthens the relationship between work effort and entitlement to benefits.
Reduction in maximum insurable earnings	
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	Adjusts the MIE to a level where EI benefits would no longer be competitive with wages in some parts of the country and in some industries.

benefit to \$413 (55% of \$750), from \$448 in 1995 and \$465 for the first 6 months of 1996.	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.
Reduced maximum duration of regular benefits	
Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks.	Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.
Calculation of weekly benefit rate	
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.	- 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.
Family Supplement	
- Claimants with children who receive the Canada child tax benefit and who have an annual family net income of up to \$25,921 (prescribed in the <i>Employment Insurance Regulations</i>) receive a top-up of their basic EI benefits. - Pursuant to the <i>Employment Insurance Regulations</i>, the Family Supplement increased the maximum benefit rate to 65% in 1997, to 70% in 1998, to 75% in 1999 and to 80% in 2000.	- Improves assistance to those most in need, because: - the old 60% dependent rate under the Unemployment Insurance was very poorly targeted—about 45% of low-income families did not qualify; and - about 30% of those who did receive the 60% rate had family incomes over \$45,000.
Allowable earnings while on claim	
Effective January 1997, claimants can earn \$50 or 25% of their weekly benefit rate, whichever is higher, without a reduction of their EI benefits. Prior to 1997, the exemption was only 25% of the weekly benefit rate.	- Helps low-income claimants. - Encourages claimants to maintain work attachment and increase their earnings from work.
Benefit repayment (Clawback)	

• 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.	• Makes benefits fairer and more accurately reflective of insurance principles. • Discourages repeated use of EI by those with high levels of annual income. • The Benefit Repayment provision was revised in Bill C-2 (2001).
Intensity rule	
• 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.	• Introduces an element of experience rating to the program, since heavy users of the system bore more of the costs. • Discourages use of EI as a regular income supplement rather than insurance for times of unpredictable job loss, while not excessively penalizing those who makes long or frequent claims. • Creates a better balance between contributions made and benefits received. • Repealed in Bill C-2 (2001).
First-dollar coverage	
• Effective January 1997, all earnings from the first dollar are insurable up to the maximum yearly insurable earnings. There are no weekly minimums or maximums for determining earnings.	• Creates a more equitable and balanced system—all earnings are insurable. • Decreases paper burden for employers. • Helps guard against abusing the system to avoid paying premiums.
Premium refunds	
• Since 1997, workers earning \$2,000 or less per year have had their premiums refunded.	• Helps workers who must pay premiums but do not have enough hours to qualify for benefits.
Increased sanctions for fraud	
• Effective July 1996, penalties for fraud by employers and claimants were increased.	• Protects the integrity of the EI program.

• Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements.	
Part II of the <i>Employment Insurance Act</i>: Employment benefits and the national employment service	
• Part II of the <i>Employment Insurance Act</i> provides for the establishment of employment benefits and the national employment service. • It further provides authority for 3 types of arrangements for employment program implementation and delivery with support from EI funds. The Canada EI Commission is authorized to: ○ 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 or Indigenous Skills and Employment Training program agreements).	• Facilitates the establishment and administration of employment benefits and the national employment service.