

Service Canada – Prêt à aider

Notre priorité est de protéger la santé et la sécurité des Canadiennes et Canadiens, tout en maintenant les services au public. En réponse à la COVID-19, Service Canada a mis en place des mesures pour assurer la prestation de services indispensables aux clients vulnérables.

Si vous avez besoin d'aide pour accéder aux prestations indispensables, vous pouvez remplir un formulaire de demande de service en ligne au lien suivant : Canada.ca/service-canada-services-electroniques. Une fois la demande de service complétée, un représentant de Service Canada communiquera avec vous dans les 2 jours ouvrables.

Si vous n'avez pas accès à un ordinateur ou si vous avez besoin de soutien additionnel, vous pouvez obtenir de l'aide en appelant le **Centre d'appui des services mobiles** de Service Canada au **1-877-760-2657**. Des employés des services mobiles sont disponibles pour vous aider entre 8h30 et 16h00 du lundi au vendredi.

Service Canada – Ready to Help

Our priority is the health and safety of all Canadians, while maintaining service to the public. In response to COVID-19, Service Canada has measures in place to ensure critical service delivery to vulnerable clients.

If you need help accessing critical benefits, you can complete a service request form at: Canada.ca/service-canada-e-service. Once the service request is submitted, a Service Canada representative will contact you within 2 business days.

If you do not have access to a computer or need more support, you can get help by calling the **Service Canada Outreach Support Centre** at **1-877-760-2657**. Outreach workers are available to help from 8:30am to 4:00pm Monday to Friday.

A message for our

Service Delivery Partners

As Service Canada is gradually re-opening some in-person locations for key services, Canadians should continue to use Service Canada's online services whenever possible.

Our priority is the health and safety of all Canadians, while maintaining service to the public. In response to COVID-19, Service Canada is changing how we serve clients and communities. To ensure critical service delivery to clients, clients can access our services in three ways:

Option 1 (preferred option for most Canadians)

Clients can access Service Canada programs, services and benefits through our online services and call centres.

Please access our many online services at:

Canada.ca/service-canada-home

Please contact our call centres at:

Service Canada 1-800-O-CANADA (1-800-622-6232)

Employment Insurance 1-800-206-7218

Canada Pension and Old Age Security 1-800-277-9914

Canada Emergency Response Benefit 1-833-699-0299

Social Insurance Number 1-866-274-6627

Option 2 (for further support and assistance)

If clients require further support and assistance to access critical benefits, help is available through an e-service request available online and on mobile phones.

If you require assistance accessing services or need to make an appointment for an in-person service, please complete an online request at:

Canada.ca/service-canada-e-service

A Service Canada officer will contact you within two business days.



Option 3 (only for those with other barriers or NO computer access)

If clients do not have access to a computer, the internet, or have other barriers, they can contact the Service Canada Outreach Support Centre toll-free service. TTY service is available.

Outreach Support Centre

Monday to Friday 8:30 a.m. to 4:00 p.m.

Western Provinces and Territories: 1-877-631-2657

Ontario: 1-877-355-2657

Quebec: 1-877-760-2657

Atlantic Provinces: 1-877-464-2657

TTY: 1-833-719-2657

Services available:

- **Employment Insurance**
- **Canada Emergency Response Benefit**
- **Information and form filling assistance for Canada Pension Plan / Old Age Security**
- **Social Insurance Number**
- **Information and referral for other federal programs and services**

Recognizing that the majority of Canadians will be able to access benefits through Options 1 and 2, Option 3 is a call centre with limited capacity and is designed to support the needs of only our most vulnerable clients with no other means of accessing service. For this reason we request that you do not post the signage provided in general public areas.

Thank you for your support in ensuring that Canadians continue to receive access to critical services and benefits.

Hi,

The Government of Canada recently announced the gradual and safe reopening of the in-person Service Canada Centres across the country for key services such as Employment Insurance, Canada Pension Plan, Old Age Security, and Social Insurance Numbers. Our priority is the health and safety of all Canadians, while continuing to maintain service to the public. With this in mind, I hope that you will share the following information on how to access our services with others in your community.

Canadians should continue to use Service Canada's many online services whenever possible.

1) Go online

For the most convenient, easy-to-use and secure way to apply, view or update your information, access our [most requested services online](#). Please note that you can now apply online for a Social Insurance Numbers, essential for accessing government services and benefits, through the secure [SIN online portal](#).

2) Call us

Access our [most requested toll-free numbers](#) for service. Please note that call volumes are expected to be high during this time.

3) Get extra help without leaving your home *NEW*****

If you have a question, need extra help or need to make an appointment for an in-person service, fill out the [service request form](#) and a Service Canada officer will call you back within 2 business days.

If your community members or individuals within your network do not have access to the internet or face other barriers, the *****Service Canada Outreach Support Centre***** will ensure they get access to the critical benefits they need. Call our toll-free number **1-877-760-2657 - TTY: 1-833-719-2657** from 8:30am to 4:00pm Monday to Friday.

If you have any questions please contact me directly at 514-206-0785 or 819-780-4918.

Thank you,

John O'Leary
Citizens Services Specialist, Citizen Services Branch
Service Canada | Gouvernement of Canada