

Have you stopped working because of COVID-19? Do you urgently need financial support? You may be eligible for the new **Canada Emergency Response Benefit (CERB)**

What is the CERB?

The Canada Emergency Response Benefit (CERB) is a new program introduced by the Canadian government. It will provide temporary financial support to those who have lost income because of reasons related to COVID-19.

The CERB is available from March 15, 2020, to October 3, 2020. You can get a maximum of four months of benefit with a monthly amount of \$2000 (\$500 per week).

Am I eligible for the CERB?

Note: You must meet all of the criteria below to be eligible for CERB

- You are 15 years or older
- You live in Canada
- You have a valid Social Insurance Number (SIN)
- You are legally permitted to work in Canada (you can be a wage earner, contract worker/freelancer or self-employed), you can be on a work permit or a study permit that indicates that you are allowed to work
- In 2019 or in the 12 month period before the day you apply for the CERB, you made at least \$5000 from your job, through self-employment or from EI maternal or parental leave benefits. Income earned outside of Canada will also be considered.
- You did not quit your job permanently
- You are or you expect to be without income for 14 consecutive days of the initial four week benefit period for COVID-19 related reasons. Reasons can include:
 - You lose your job (or your hours were reduced to 0)
 - You are sick or in quarantine
 - You have to be at home to care for a child or a family member

When and how can I apply for the CERB?

Applications will be available on April 6, 2020. But you cannot apply any later than December 2, 2020.

You can apply in one of the following ways:

- Open a Canada Revenue Agency (**CRA**) **My Account** and apply through the secure portal
- Call the automated phone service at: **1-800-959-2019**.
- If you already have a **My Service Canada Account**, you don't have to register for a **CRA My Account**. You can switch over to CRA through your My Service Canada Account.

Once you apply, your application will be processed immediately. But CRA will review your information later to see if you are eligible. If CRA finds that you are not eligible and that you applied by mistake, you will have to pay back any money that you were not entitled to.

Note: You can apply even if you do not have a Record of Employment (ROE)

What if I am also eligible for Employment Insurance (EI Regular or Sickness Benefits)?

If you have already applied for EI regular or sickness benefits, you don't need to reapply for the CERB.

If you became eligible to get EI before March 15, your claim will be processed under the EI stream. You will get EI benefits until your benefit period runs out. If your EI benefit period runs out before October 3, 2020, you can apply for CERB once you stop receiving EI benefits.

If you became eligible to get EI on or after March 15, you have two options:

- Apply for EI before April 6: Your claim will automatically be transferred to the CERB, and you will be directed back to the EI stream once your CERB runs out.
- Apply for CERB on or after April 6: Your claim will be processed under CERB. Once your CERB runs out, you can apply for EI if you need to.

We can support you with any questions or issues related to E.I. or the CERB.

You can reach SALCO for inquiries regarding E.I. or
CERB at:

(416)-487-6371

or

Find your local legal clinic at

www.legalaid.on.ca/legal-clinics/ or call: 416 979 1446

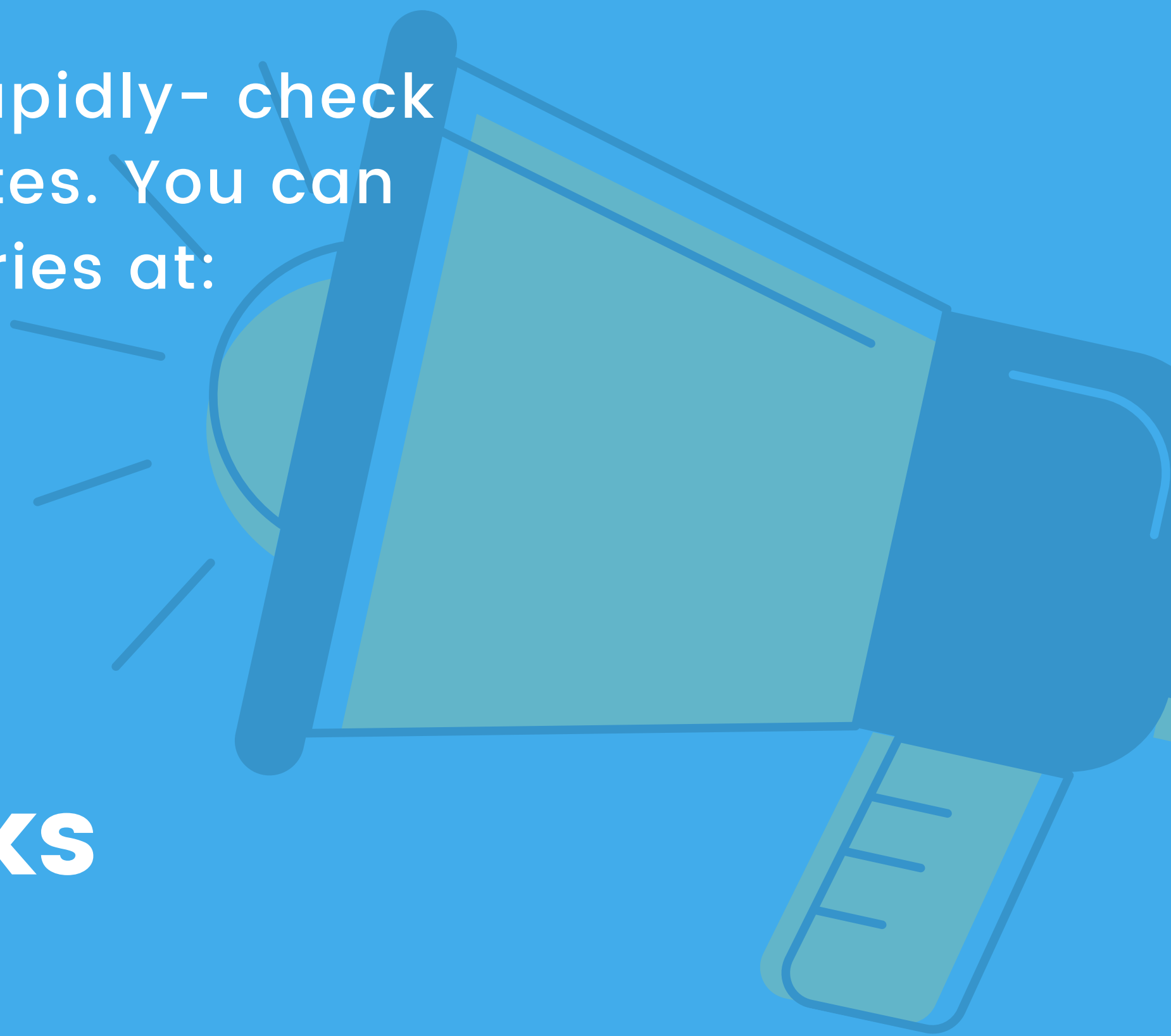
With the community quarantine still in place, we encourage everyone to:

Stay home and #StopTheSpread.

COVID-19: Emergency Measures & Public Space Update

as of April 14, 2020

The situation is changing rapidly- check local news outlets for updates. You can reach SALCO for legal inquiries at: (416)-487-6371



1 CERB & EI

2 Ontario Works

3 Housing

4 Travel Restrictions & Immigration

5 Uninsured & Access to Health

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Can I be evicted during the COVID-19 Outbreak?

Evictions will NOT take place until further notice. There will be no new eviction orders, and outstanding eviction order will be postponed by the Sheriff's office. Your landlord is not allowed to evict you or lock you out from your unit without an Order from the Landlord and Tenant Board that is being enforced by the Sheriff. This means that at this time you cannot be evicted or locked out.

Note: your landlord can still serve eviction notices; however, no evictions are presently being enforced.

If my landlord tries to evict me or lock me out anyway, what can I do?

If you are locked out of your unit, you can call the Rental Housing Enforcement Unit to escort you back in:

Tel: 416-585-7214 Toll-free: 1-888-772-9277 MHO.RHEU.Info@Ontario.ca.

Is the Landlord and Tenant Board (LTB) open?

The physical location and front counter is closed to the public at this time. Many of the most common applications can still be filed online: <http://www.sjto.gov.on.ca/ltb/e-file/>. Where feasible, hearings may proceed by telephone or in writing; if you have submitted an application, your application will still be processed. There is presently no official update from the LTB or Social Justice Tribunals Ontario on whether applications submitted during this period of time will be given hearing dates.

What do I do if I have a hearing before the LTB?

All in-person hearings have been postponed. You may receive a new Notice of Hearing if your matter is now proceeding via alternate means (and is not eviction-related).

All hearings for evictions have been suspended. If you think your hearing involves an urgent issue, such as your safety, you may still have your matter heard at this time.

I want to make an application to the LTB but I missed the deadline because of the COVID-19 outbreak.

Depending on when your deadline ended, you may still have time. The Government of Ontario has suspended limitation periods and procedural time periods relevant to tribunal proceedings, from March 16, 2020 to present. This includes the timeline for submitting an application to a tribunal, which tenants will now be able to submit at a later date. If you are not sure please seek assistance from a legal clinic like SALCO.

Do I have to pay my rent during this time?

Yes. You are still legally required to pay your rent. If you cannot, you can contact your landlord to make alternate arrangements. If there is no arrangement and you do not pay your rent, you do not face removal from your home during this period. Your landlord may still serve you with a notice for rent arrears, and may then apply to the LTB for eviction for non-payment of rent at a later date (this is NOT the same as an LTB Order for an eviction and you CANNOT be removed from your home). You will have the chance to participate in a hearing before a decision is made. **If you are served with anything by your landlord, do not sign or agree to anything without legal advice and contact your local legal clinic immediately for help.**

Some tenants have heard of the #keepyourrent campaign* and may wish to gather more legal information about such campaigns. We encourage them to contact their local legal clinic for information and advice.

*One such campaign has been championed by Parkdale Organize: <http://parkdaleorganize.ca/>

Does my landlord need to observe physical (social) distancing if entering my unit?

Normally, a landlord must give 24 hours notice, state the time of day they will enter (between 8am-8pm), and state their reason for entering. At present, this remains true. During the outbreak, landlords are also urged (but not required) to only make requests to enter in urgent situations, and to observe the rules around physical (social) distancing.

RESOURCES:

- South Asian Legal Clinic of Ontario: 416-487-6371
- Find your local legal clinic: www.legalaid.on.ca/legal-clinics/, or call: 416 979 1446
- Advocacy Centre for Tenants in Ontario (ACTO): www.acto.ca/for-tenants/
- Federation of Metro Tenants' Associations (FMTA): www.torontotenants.org, or call the Tenant Information Hotline: 416 921 9494
- Provincial renting information: <https://www.ontario.ca/page/renting-changes-during-covid-19>
- Contact the Landlord and Tenant Board: <http://www.sjto.gov.on.ca/lrb/contact/>

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Who can Apply for Ontario Works (OW)?

If you are not eligible for the Federal CERB and E.I. benefits you may still be eligible for OW benefits.

OW regular benefits-to be eligible you must:

- Live in Ontario
- Need money right away to pay for food and shelter
- Be willing to take part in activities that will help you find a job (although there may be exemptions of this during COVID-19)
- Meet the financial eligibility criteria (low income and low assets)

You do NOT need to be a Canadian Citizen or Permanent Resident to be eligible for OW.

You can apply if you are **not**:

- A tourist/ visitor
- You have a removal order and there is nothing stopping you from leaving Canada

This means that if you are in Ontario with a temporary visa or without immigration status and you are not able to leave Canada due to the current COVID-19 situation, you should be eligible to apply for Ontario Works. **If your application is denied you should appeal and a legal clinic can assist you.**

You can start the application process either online or by phone.

Online application:

https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx

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Ontario Works Emergency Assistance

Do you urgently need financial help because of COVID-19? If you are not already receiving support from Ontario Works or the Ontario Disability Support Program, you can apply for Ontario Works emergency assistance. You can do this instead of applying for Ontario Work Regular Benefits if you need some short-term help.

To be eligible for the emergency benefit, you must:

- **not qualify** for federal assistance (EI or CERB)
- **not** already receiving OW, ODSP or any federal assistance
- **not** a tourist or a visitor; and
- be in a crisis or emergency situation, and do not have enough money for things like food and housing

For example, a crisis or emergency includes situations where you:

- have been affected by COVID-19
- are being evicted from your home
- are in or are leaving an abusive relationship
- are worried about your safety

Ontario Works will make Emergency Assistance available for up to 48 days at a time (up from 16) and allow families and individuals affected by COVID-19 to apply for Emergency Assistance more often than once every six months. Families and individuals affected by COVID-19 can apply more often

- The amount you receive is discretionary. There is no clear information about how much you will receive.
- Assistance will be paid once every 16 days.

You can start the application process either online or by phone.

Online application: https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx

Benefits For People Who Are Already on Ontario Works / Ontario Disability

Ontario Works and ODSP recipients can access emergency benefit funds for **COVID-19 related expenses** for both programs: up to \$100 for single individuals and up to \$200 for families.

This funding can be used to meet a broad range of needs, for example: cleaning supplies, transportation, food or clothing that individuals and families may require due to COVID-19. To apply you can call your caseworker.

You can reach SALCO with social assistance inquiries at:

(416)-487-6371

or

Find your local legal clinic at www.legalaid.on.ca/legal-clinics/ or call: 416 979 1446

COVID-19: Public Space

as of April 14, 2020

Public spaces:

The Ontario government has extended emergency orders, including the closure of outdoor park amenities and recreational areas, non-essential workplaces, and public places.

All outdoor spaces are closed, including fields, basketball courts, dog parks and beaches.

You are also not allowed to host public events or be in social gatherings of more than 5 people.

This includes:

- Gatherings for the purposes of conducting religious services or ceremonies
- Gatherings held in a private dwelling
- Recreational camping

Penalty: fine of up to \$100,000 or up to one year in prison



up to \$1000 fine if you refuse to identify yourself to the police or if caught violating social distancing measures

Find the latest updates on emergency orders at: <https://covid-19.ontario.ca/>

You can reach SALCO for access to justice issues at: (416)-487-6371

or

Find your local legal clinic at www.legalaid.on.ca/legal-clinics/
or call: 416 979 1446

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COVID-19: Travel Restrictions- Who can enter Canada.

as of April 14, 2020

Canadian citizens and permanent residents

- Canadian citizens and permanent residents returning to Canada **must** self-quarantine for 14 days
- Canadian citizens and permanent residents who show symptoms consistent with COVID-19 may only enter Canada by land, rail, or sea and must self-quarantine for 14 days. This means that Canadians who show symptoms of COVID 19 **cannot** fly home.
- Canadian citizens and permanent residents outside of Canada should register with Global Affairs and will be contacted by their consulate for support to return home:
<https://travel.gc.ca/travelling/registration>

Foreign nationals

- **Any foreign national who has symptoms of COVID-19 will not be allowed to enter Canada.**
- Foreign nationals arriving from the U.S. without symptoms of COVID-19 will be allowed to enter Canada only for essential travel (i.e. for the movement of people or goods)
- Most foreign nationals will **not** be allowed to enter Canada. But there are some exceptions. **These are some of the people who can still enter Canada:**
 - An **immediate family member of a Canadian citizen or of a permanent resident;**
 - You must show that you're coming to Canada for essential reasons and **NOT** reasons that are optional or discretionary, such as tourism, recreation or entertainment.
 - An **international student** who has a valid study permit or was approved for a study permit on or before March 18, 2020. A student travelling by air will need to pass a health check conducted by the airline before they're allowed to board their flight. Anyone who shows symptoms of COVID-19 will not be allowed to enter Canada by air. Upon arrival in Canada, the student's health will be assessed before they leave the port of entry. The student must isolate for 14 days even if they have no symptoms. This is mandatory.
 - All **temporary foreign workers** are exempt from travel restrictions and can travel to Canada by air or land **if they're coming for an essential purpose**. A worker travelling by air will need to pass a health check conducted by the airline before they're allowed to board their flight. Anyone who shows symptoms of COVID-19 will not be allowed to enter Canada by air. Upon arrival in Canada, the worker's health will be assessed before they leave the port of entry. The worker must isolate for 14 days even if they have no symptoms. This is mandatory.
 - There are also other very specific exceptions that can be found at:
<https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/travel-restrictions-exemptions.html>

COVID-19: Immigration

as of April 14, 2020

Immigration: What changes have been made affecting immigration applications?

- Immigration, Refugees and Citizenship Canada (IRCC) is still accepting and processing immigration applications (both online and mail)
 - NOTE: Applications that are incomplete and do not explain why documents are missing may be returned without being processed. If you can't attach a document because of COVID 19 make sure to explain why
- IRCC has granted a 90-day extension to those with a pending application for citizenship, permanent residence, and temporary resident permit, for which IRCC requested additional information
- **Visitors, students, temporary workers, and those with temporary resident permits are still required to apply to extend their status before it expires**
 - NOTE: A temporary resident who has applied to extend their status can remain in Canada until a decision is made on their new application, even if their initial status expires while they are waiting for that decision. This is called implied status.
- There may be delays in processing times for new and existing applications
- If IRCC approved your permanent resident application on or before March 18, 2020, but you haven't travelled to Canada yet, you're exempt from the travel restriction measures
- If IRCC already approved your permanent resident application, but you can't travel to Canada before your documents expire, use the online web form to tell them why you can't travel: <https://www.cic.gc.ca/english/contacts/web-form.asp>

Refugees: What changes have been made affecting refugee claims?

- Individuals entering Canada from the U.S., to make an asylum claim, will be sent back to the U.S.
- For people in Canada, refugee claims can be made via email during this time:
 - You can send an email to IRCC.RefugeeClaim-Demandedasile.IRCC@cic.gc.ca that says you want to make a refugee claim
- All refugee hearings are postponed until further notice
- All refugee interviews are cancelled and will be re-scheduled by IRCC
- The Immigration and Refugee Board (IRB) has extended the deadline to file Basis of Claim forms that were due on or after February 15, 2020 to 30 days after the date of the Resumption Notice. The Resumption Notice will be posted on the IRB website. Please check the IRB website regularly.
- The IRB has extended the deadline to file notices of appeal to the Refugee Appeal Division that were due on or after January 1, 2020 to 30 days after the date of the Resumption Notice. The Resumption Notice will be posted on the IRB website. Please check the IRB website regularly.

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COVID-19: Immigration

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Detention & Removal: What changes have been made affecting immigration detention and removal?

- The Immigration Division is still holding detention review hearings by video conference
- The Canada Border Services Agency has postponed all removals for three weeks as of March 17, 2020

What is cancelled?

- Biometric appointments until further notice
- Removals by the Canada Border Services Agency for three weeks as of March 17, 2020
- In-person permanent resident landing appointments until further notice
- Citizenship ceremonies, tests, and retests until further notice
- Refugee interviews until further notice
- In-person and telephone hearings (except for urgent matters) before the Federal Court of Canada until May 15, 2020
- In-person hearings and meditations (except for detention reviews) before the IRB until further notice

What is closed?

- IRCC's call center, IRCC's temporary offices, IRB front offices, some Visa Application Centers, and the Federal Court of Canada (except for urgent matters)

You can reach SALCO for immigration related inquiries at:
(416)-487-6371

or

Find your local legal clinic at www.legalaid.on.ca/legal-clinics/ or
call: 416 979 1446

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Access to health care for uninsured patients during COVID-19

The Ontario Ministry of Health has expanded health care coverage for patients without OHIP during the COVID-19 outbreak.

Important updates about access to hospital services during COVID-19:

Hospitals will provide service to all patients regardless of whether they have a valid OHIP card or health care coverage in Ontario: March 20, 2020, the Ontario Ministry of Health directed all hospitals to: "provide **all medically necessary services** to all persons who present at hospital, regardless of whether the person presents a valid OHIP card, or does not have health insurance under OHIP or another provincial health insurance plan." This includes **all** medically necessary hospital services, not just COVID-19 related care.

Patients without OHIP should not be asked for payment upfront or receive any bills for hospital care: The directive states that: "Services for uninsured persons should be prioritized consistent with the prioritization of service for insured persons." The directive also makes physician and hospital reimbursement clear: "Payment for hospital services [for uninsured persons] will be provided at the 2019/2020 inter-provincial hospital billing rates and physician services will be provided at the existing Schedule of Benefit for Physician Services (the "Schedule") rate(s)."

What Identification Information will be collected?: The Ministry only requires hospitals to record the following information for uninsured clients: patient name, gender, and age. This means people should be able to access services without ID (although we are not sure whether hospitals will still ask for ID).

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COVID-19: Uninsured & Access to Health

as of April 14, 2020

OHIP Waiting Period: To ensure that anyone in need of care can receive it, Ontario is **waiving** the three-month **waiting period** for Ontario Health Insurance Plan (OHIP) coverage.

Additional no cost options that are available for people who are uninsured:

- **Walk-in clinics:** There are several community health centers that will see people who are uninsured.
- All **COVID-19 assessment centers** should be accessible without OHIP. This includes both assessment and tests for those who meet the testing criteria.
- **Telehealth Ontario** is open to everyone, and accessible without OHIP. People can call to discuss health concerns at 1-866-797-0000. (In an emergency people should always call 911.)
- **LOCAL Public Health** provides services to everyone.

You can reach SALCO for access to healthcare issues at: (416)-487-6371

or

Find your local legal clinic at
www.legalaid.on.ca/legal-clinics/
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