

March 17, 2020

Casino Employee's Benefit Update

March 2020

PLEASE READ COMPLETE DOCUMENT BEFORE FILING YOUR APPLICATION

Step #1 Apply to open your E.I. claim

To access Employment Insurance, enter Service Canada to your internet search engine.

- Select: **Employment Insurance**
- Under the heading Service and information select: **Regular benefits**
- Select **5. Apply** and at the bottom of the following page click on **Ready to start?**
- Read the following Privacy Notice Statement before you access the "Start application" located at the bottom of the page.
- Are you trying to retrieve an application you began within the last 72 hours but did not complete? **NO**
- Were you given a reference code: **NO**
- Enter personal security information.
- Business name of employer: **Windsor Casino, Starlight Casino, Cascades Casino, or Sarnia Casino**
- First day worked = **Seniority date** (not mandatory)
- Last day worked = **Actual last day worked**
- You have 28 days to apply from the date of lay-off
- Employer will submit ROE Electronically

Step #2 Reporting the lay-off week

- After you apply you will receive a statement from E.I. with your Access code. (You will need your 4 digit code)
- Report on-line at www.servicecanada.gc.ca or by phone at: 1-800-531-7555
- Most reports are for a two-week period; **verify the dates prior to reporting.**

Provided below are current examples of questions when reporting to E.I.

**** (Reporting questions are subject to change by E.I.) ****

- **Did you work or receive earnings during the period of this report?**
YES – if you worked one or both weeks
NO – if you did not work during the 2-week report.
- Did you attend school or training? **NO**
- Were you ready, willing and able to work? **YES**
- Did you receive any other money?
- Did you start a full time job?
- **NO** – to continue reporting following weeks.
- **YES** – to close your claim and suspend reporting.

Additional Information

- To verify information regarding your E.I. claim, contact E.I. at: 1-800-206-7218 - or go on-line to: www.servicecanada.gc.ca -- "Access My Service Canada Account"
- If you have worked for more than 1 employer in the past year, you will need to obtain a record of employment from your previous employer(s) and forward to Service Canada
- Pensionable earnings (CPP & OAS) must be reported to Service Canada (Gross Amount when applying)
- Casino Windsor phone #: 519-258-7878
- Casino Windsor address: 377 Riverside Dr., E. Windsor, Ontario N9A 7H7
- Starlight Casino (Point Edward) address: 2000 Venetian Blvd, Point Edward, ON, N7T 8G4
- Starlight Casino phone #: 519-383-7770
- Gateway Casino Sarnia address: 1730 London Line, Sarnia, ON, N7T 7H2
- Gateway Casino Sarnia phone #: 519-383-3732
- Cascades Chatham address: 615 Richmond St, Chatham, ON, N7M 1R2
- Cascades Chatham phone #: 226-296-0309
- Earliest you can apply is the Saturday, prior to the week of lay off.
- **Close your claim once you return to work. Report that you started a full time job.**

Caesars: If you have any questions or need assistance, please contact the benefits office at:

Union office – 519-985-2864

CASINO MEMBERS

- Probationary employees will be laid-off, not terminated.
- Due to the special circumstances surrounding our closure, the company will continue all benefits*, except for **NEW** STD/LTD claims.
- All casino employees are responsible to maintain their gaming license
- EFAP will continue to be available during this time
- Make sure all contact info is up to date with your employer