



## Disability Insurance (DI)

Special measures have been put in place to address the Phoenix-related backlog of DI claims.

### Understanding disability insurance: what you need to know

You must wait 13 weeks or use up all banked sick leave days (whichever is longer) before becoming eligible to apply for DI benefits. You may apply for Employment Insurance (EI) if you do not have sufficient banked sick leave days to cover the 13-week waiting period.

Note: the waiting period for seasonal employees may be different; more information is available on the websites listed below.

### Starting Your DI Claim

If you become disabled and your disability is expected to last long enough for you to qualify for DI Plan benefits, notify your manager immediately, who will work with you and the departmental HR Unit. For claim forms (Employee, Employer and Attending Physician Statements) and application instructions, visit the links below or contact the Public Service Pay Centre.

<https://www.canada.ca/en/treasury-board-secretariat/topics/benefit-plans/disability-insurance-plan.html>

<https://www.canada.ca/en/treasury-board-secretariat/topics/benefit-plans/management-insurance-plan.html>

Your manager will contact your departmental HR unit to determine the **best approach in your case**, for recommendation to your deputy head, taking into consideration the following option:

- sick leave may be advanced for up to 25 days, in accordance with your collective agreement. This could, however, impact your waiting period and would put you in a negative sick leave balance upon your return to work

### Waiting for a DI Adjudication Decision?

Be aware that special arrangements have been put in place with Sun Life and Industrial Alliance to fast-track your claim. If you are awaiting DI adjudication and the following circumstances apply, immediately inform your manager:

1. you are experiencing financial hardship
2. your Employer Statement is delayed
3. you have completed the 13-week waiting period or you have used up all banked sick leave (whichever is longer)
4. you are not already receiving EI benefits

Your manager will then contact your departmental HR unit to determine the best approach in your case, for recommendation to your deputy head, taking into consideration the following option:

- up to 6 months of benefits may be paid by the insurer in advance of your completed claim adjudication, provided the insurer has received your Employee Statement and your Attending Physician Statement



## Emergency Salary Advances

Emergency salary advances provide new employees, and employees returning from leave without pay, an advance on their pay until their pay file in Phoenix can be brought up-to-date.

If you are **not** in this situation but are experiencing a pay disruption, please ask for the **Priority Payments** fact sheet.

### What is an emergency salary advance?

- The amount of an emergency salary advance is up to 66% of gross pay entitlement; this represents the amount after tax that you would normally receive
- The advance payments must eventually be recovered in Phoenix, since you will have received double payment (approximately) once you receive the money originally owed. Any advance payments will be recovered from your regular pay. The timing of the recovery may not be processed on the same pay as any money owed to you

### How do I request an emergency salary advance?

- Tell your manager that you are having a pay issue
- Your manager will confirm that after initial appointment, rehire or return-to-work, you have not received any pay by the **second** payday (because we are paid in arrears)
- Your manager can help you determine the reason for the issue and help you get an emergency salary advance through **(insert department's name)** internal processes
- If the required conditions determined by **(insert department's name)** are met, work with your manager to complete the appropriate paperwork and submit it to **(insert department name)** ([embed link](#))
- **(Insert department's list of paperwork required)**

### If there's a Problem

Report a problem using the [Phoenix feedback form](http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html). (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html>)

The Pay Centre will triage requests based on priority. The staff may contact you for more information to resolve your pay issue and to provide a case status update, if requested.

The feedback form will also allow you to request an emergency salary advance. **Your department is responsible for issuing emergency salary advances.**



## Accessing EI Maternity and Parental Benefits

The Employment Insurance (EI) program offers temporary financial assistance to you while you are on a maternity or parental leave of absence. This assistance is administered through [Service Canada](#).

The Province of Quebec is responsible for providing maternity, paternity, parental and adoption benefits to residents of Quebec through a program called the [Quebec Parental Insurance Program \(QPIP\)](#).

### Types of Benefits

Maternity and Parental Leave Benefit payments consist of the following:

- Employment Insurance (EI)
- Supplemental Benefits (top-up), not exceeding 93% of an employee's salary

**EI maternity benefits** are offered to biological mothers, including surrogate mothers, who cannot work because they are pregnant or have recently given birth.

**EI parental benefits** are offered to parents who are caring for a newborn or newly adopted child. Parental benefits are available to biological, adoptive, or legally recognized parents.

**Supplemental Benefits** are offered to parents who are eligible for maternity or parental benefits under the Employment Insurance (EI) or the Québec Parental Insurance plan (QPIP).

- Parents receive 93% of their weekly rate of pay for the week of the waiting period under the Supplemental Unemployment Benefit Plan, minus any earnings made during this period
- For each week that the parent is eligible, he or she receives the difference between 93% of his or her weekly rate and the maternity or parental benefit minus any earnings made during this period

### Going on Maternity or Parental leave soon?

**Always apply for EI benefits as soon as you stop working.** You can apply for EI at a Service Canada office by submitting one of the following:

- your Record of Employment (ROE)
- a printed copy of your last pay stub (if your ROE is delayed)

Before you can start receiving EI benefits, there is a one-week waiting period when you will not be paid EI. Your government maternity or parental benefits provide a supplemental payment for this waiting period.

Check your home and mailing address in the HR system before you start your leave, and update it if needed.

Steps to follow:

- 1) print your latest pay stub before you leave work
- 2) apply for EI as soon as you leave work; you will receive EI or QPIP benefits after a one-week waiting period
- 3) contact your manager and HR unit right away for priority payments if your top-up payment is not processed on time
- 4) once you are receiving regular top-up payments, make repayment arrangements for any priority payments received

## How to Receive Supplemental Benefits

You must provide the original letter of entitlement or your payment stubs for EI or QPIP Benefits to the Phoenix Pay Centre (Pay Centre) as soon as you receive them. This documentation confirms your eligibility to receive your supplemental benefit (top-up) payments.

Subsequent proof of EI payments should be provided to the Pay Centre on a monthly basis.

This documentation should be forwarded to the Pay Centre under cover of a [Pay Action Request \(PAR\) Form](#)

## Already on Leave Without Pay?

**If you are experiencing financial hardship, priority payments may be available to you. Your departmental HR unit or your manager can help with this process.**

**If you are an employee** who has already left the workplace (on leave):

1. **contact** your manager and departmental HR unit to request priority payment if needed
2. **contact** the Compensation Web Applications (CWA) Help Desk (link below) to ask for a printed copy of your pay stub to be sent to your home address, or call 1-855-634-2358
3. **contact** the Pay Centre if you have not received your ROE and have not been put onto leave of absence
4. **apply** for EI with the printed pay stub right away
5. **once you are receiving regular top up-payments**, contact your departmental HR unit or the pay centre to arrange for repayment of any priority payments received

**If you are a manager** with employees who are already on leave without pay:

1. **if one of your employees indicates that they are experiencing financial hardship, help them access information and systems unreachable from outside the office or outside the government network**
2. **contact** your employees to ensure they have been put onto leave of absence and have received their ROE and/or EI
3. **if required, contact** the CWA Help Desk to arrange for a printout of your employee's last pay stub mailed to the employee's home address or call 1-855-634-2358

Link to [CWA](#) and the [Pay Centre](#) (it's the same one) <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html>



## Submitting a Claim for Out-of-Pocket Expenses

### Government of Canada Claims Process

The Government of Canada wants to ensure that current and former employees who have incurred out-of-pocket expenses because of pay issues are reimbursed in a timely manner.

If you experienced a pay problem after your department, agency or Crown corporation started using the Phoenix pay system and you have incurred out-of-pocket expenses because of incomplete or inaccurate pay, you are invited to submit a claim.

#### Tip: bundle your eligible expenses

For efficiency of processing and reimbursement, you are encouraged to bundle your eligible expenses as much as possible. You will be able to file another claim if new information comes to light or if more pay problems occur.

#### What you need to provide:

You will be asked to include a statement of facts upon which your claim is based and to provide supporting documents confirming all disbursements.

To support your claim, gather documents and receipts showing:

- interest charges related to late or missed payments from credit cards, lines of credit, personal loans, car loans, etc.
- NSF (insufficient funds) charges and other financial penalty charges resulting from late or missed payments for household utilities, condo fees, mortgages and other ongoing monthly financial commitments, insurance re-instatement fees, etc.
- interest charges from credit cards, lines of credit and personal loans temporarily used by you to pay mortgage payments, condo fees, rent, personal loan payments, household utilities, and other such expenses, until your pay issue was resolved
- fees, financial penalties or charges for early withdrawal of investments or savings accounts
- pay stubs showing your incomplete or inaccurate pay, letters of offer or other documents to confirm what you should be paid, requests for salary advances, etc.

#### Who to Contact

Your organization has identified a [claims officer](#) who can answer your questions, help you fill out the [form](#), and guide you through the claims process. Your organization will communicate to you how to send your completed claim.

Keep a copy for your records!



## Priority Payments

Priority payments can be used when there is a disruption of pay for an existing employee. It is a payment issued by your department on a priority basis for amounts employees are entitled to and for whom it has created a financial hardship situation. This applies to employees who have not received all the monies they are owed because of processing delays for their regular or acting pay, their allowances (including maternity and parental allowance), overtime, extra duty payments, and salary increases related to a promotion or a pay increment.

If you are a **new** employee, or if you are an employee returning from leave without pay, ask for the Emergency Salary Advance Fact Sheet.

### What is a Priority Payment?

- The amount of a priority payment is 66% of monies owed; this represents the amount after tax that you would normally receive.
- Any payments must eventually be recovered in Phoenix, since you will have received double payment (approximately) for a specific period. Any payments will subsequently be recovered from your regular pay. The recovery and the money owed to you may not be processed on the same pay stub.

### How to Request a Priority Payment?

If you need a priority payment, **provide your manager with the following information:**

1. the reason for the missing amount (acting, increment, wrong rate of pay, etc.)
2. dates (increment date, promotion, acting period, etc.)

Once your information is verified, you will receive a confirmation of the amount owed and information on the recovery process. Only then will a priority payment be issued. Be aware that the processing of payments may take a few weeks, depending on number of requests received.

### If there's a Problem

Report a problem through the [Phoenix feedback form](http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html). (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phenix-feedback-eng.html>)

The Pay Centre will triage requests based on priority. The staff may contact you for more information to resolve your pay issue, and to provide a case status update, if requested.

The feedback form will also allow you to request a priority payment. **Your department is responsible for issuing priority payments.**



## Where to find 2016 Tax Information

The following is a list of key information sources to assist you with your search for tax-related information. Given that there is likely a very high call volume at both the Pay Centre and the Compensation Web Applications Help Line, we recommend that you first consult the online information that Public Services and Procurement Canada, the Canada Revenue Agency and Revenu Québec have made available.

### Where to look Online

#### Public Services and Procurement Canada

- <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/impots-taxes-2016-eng.html>
- **Information for employees on tax slips:** <http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/trop-payes-overpayments-eng.html>
- **Guide to the 2016 tax slips (T4, Relevé 1):** [http://www.gcpedia.gc.ca/gcwiki/images/4/4e/Employee\\_QA\\_on\\_tax\\_slips.pdf](http://www.gcpedia.gc.ca/gcwiki/images/4/4e/Employee_QA_on_tax_slips.pdf)
- **2016 Tax Slips - Who do I call for information?:** [http://www.gcpedia.gc.ca/gcwiki/images/1/1c/2016\\_Tax\\_Slips-Who\\_do\\_I\\_call\\_for\\_information.pdf](http://www.gcpedia.gc.ca/gcwiki/images/1/1c/2016_Tax_Slips-Who_do_I_call_for_information.pdf)
- **Pay Stubs and archived tax slips:** <http://gcintranet.tpsgc-pwgsc.gc.ca/gc/rem/awr-cwa-eng.html>

#### Canada Revenue Agency

- **Questions and answers - tax implications of Phoenix payroll issues:** <http://www.cra-arc.gc.ca/gncy/prm/phnx-fq-eng.html>
- **Access your Federal tax slips from [Canada Revenue Agency's My Account](#)**

#### Revenu Québec

- **General Information for Individuals:** [http://www.revenuquebec.ca/en/nous\\_joindre/citoyens/](http://www.revenuquebec.ca/en/nous_joindre/citoyens/)

#### Treasury Board Secretariat

- **Submitting a claim for out-of-pocket expenses related to Phoenix pay issues:** <https://www.canada.ca/en/treasury-board-secretariat/services/pay/submit-claim-pocket-expenses-phoenix.html>

## Where to Call

### Public Service Pay Centre

- **In Canada or the United States:** 1-855-686-4729
  - Monday to Friday, 7 am to 7 pm, EDT
- **Outside Canada and the United States:** 506-424-4330
  - Monday to Friday, 7 am to 7 pm, EDT
- **TTY (for persons with hearing loss):** 1-855-393-1558 or 506-424-4085

If your organization is not served by the Public Service Pay Centre, your manager can direct you to the appropriate internal contact to address the issue.

### Canada Revenue Agency

1-888-556-5083 (9 am to 5 pm, EDT)

### Revenu Québec

1-800-267-6299

### **Employees on Long-Term Leave Without Pay**

Employees on leave without pay who want to verify if an overpayment is recorded in Phoenix or who would like to arrange repayment, must contact the call centre at 1-855-686-4729. If you are not receiving pay services from the Pay Centre, you should contact your manager directly to make these arrangements.