



## FAQ – Record of Employment (ROE)

### 1. What is a Record of Employment?

The ROE is the form that employers complete for employees receiving insurable earnings who stop working and / or experience an interruption of earnings.

### 2. When can I request a ROE?

You may request a ROE when you have experienced an interruption in earnings. An interruption of earnings occurs;

➤ When an employee has had or is anticipated to have seven consecutive calendar days with no work and no insurable earnings from the employer, an interruption of earnings occurs. This situation is called the seven-day rule. For example, the seven-day rule applies when employees quit their jobs or are laid off, or when their employment is terminated.

➤ When an employee's salary falls below 60% of regular weekly earnings because of illness, injury, quarantine, pregnancy, the need to care for a newborn or a child placed for the purposes of adoption, the need to provide care or support to a family member who is gravely ill with a significant risk of death, or the need for a parent to care for a critically ill child, an interruption of earnings occurs. In this case, the first day of the interruption of earnings is the Sunday of the week in which the salary falls below 60% of the regular weekly earnings.

### 3. How do I request that a ROE be submitted to Service Canada on my behalf?

Please send an email directly to [payrolluc@ucalgary.ca](mailto:payrolluc@ucalgary.ca) and include the below information:

- Full legal name
- UCID number
- Timeframe you were employed
- Reason for requesting the ROE

### 4. How long will it take for my ROE request to be completed and my ROE sent to Service Canada and how quickly will the University of Calgary issue my ROE after I have requested it?

We are experiencing an extremely high volume of ROE requests and are working diligently to complete them as quickly as possible. We will respond within 48 hours of the request being received. We issue ROE's electronically; we have up to five calendar days (as per Service Canada) after the end of the pay period in which an employee's interruption of earnings occurs.

**\*Please note that Service Canada is also experiencing an extremely high volume of requests and their website has been experiencing intermittent technical difficulties which does delay our ability to process directly to Service Canada's site. Please allow for additional processing time as a result of this.**

5. How will my ROE be submitted?

The University of Calgary issues and files ROE's electronically with Service Canada in accordance with Employment Standards guidelines.

6. Do I need a copy of my ROE?

No. The electronic ROE goes directly into Service Canada's EI system, so a paper copy is not required and will not be provided to you. Your electronic ROE will be available in your My Service Canada Account. To register for a My Service Canada Account, go to <http://www.servicecanada.gc.ca/eng/online/mysca.shtml> and follow the instructions in the "View my Electronic Record of Employment".

7. Earnings in the current period. Will the hours be on my ROE if I ask for it today?

Your ROE will be submitted after Payroll has completed the current pay period processing – this is done to allow us to report on all your insurable hours and dollars.

8. I'm going on maternity / parental leave, I need my ROE as soon as possible.

Maternity leaves are being prioritized at the top of the list. As per normal practices, they are processed at the end of the period so that all insurable earnings and hours may be collected and reported.

9. Due to the recent coronavirus (COVID-19) I am sick and / or quarantined. What will the reason for my separation be on my ROE?

If you are sick and / or quarantined, reason **Code D** (Illness or injury) will be entered on your ROE.

10. I am no longer working due to a shortage of work because the business has closed or decreased operations due to coronavirus (COVID-19). What will the reason for my separation be on my ROE?

If you are no longer working due to shortage of work, closure or decreased operations, reason **Code A** (Shortage of work) will be entered on your ROE.

11. My employer is expecting me to work and I am not sick, but I am concerned and have refused to come to work. Can I still request a ROE?

Yes, you can still request a ROE and the reason for separation will be **Code E** (Quit) or **Code N** (Leave of absence) as appropriate.

12. Am I eligible for EI benefits?

Unfortunately, we can not speak to eligibility. We will submit your ROE as requested; you will need to speak directly with Service Canada to review your application and eligibility.

13. How much money will I receive in EI benefits?

Unfortunately, we cannot tell you how much you will receive as your benefit. As each claim is unique, you will have to consult with Service Canada.

14. The Federal Government is rapidly introducing and evolving Employment Insurance Benefits & Funding programs to assist individuals and families during this time. We strongly encourage everyone to monitor the Government's Employment Insurance pages found on the Canada Revenue Agency's web site for the most up-to-date information:

<https://www.canada.ca/en/services/benefits/ei.html>