

**EMPLOYMENT AND INCOME ASSISTANCE
COVID 19**

EIA Call Centre

A new centralized EIA call centre has been established as of Thursday, March 19, 2020.

Service will be available in both English and French.

Our Call Centre will be opened to the public Monday thru Friday 7 – 7

Winnipeg – 204-948-2888

Rural and Northern – 1-855-944-8111

Online Application Portal to Be Launched

The Online Application Portal will be launched effective Thursday, March 19, 2020 on www.gov.mb.ca/fs/eia. This will allow clients to start their application process with EIA online. Information from the online applications will be collected and forwarded to the appropriate office for further processing

All EIA offices are still open during normal business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.) but it is recommended clients use phone or email options and avoid in-person visits.

EIA General Mailbox

EIA will begin conducting as much of its business as possible by phone, email and the online application form. Please note that EIA offices are not being closed to the public, as clients may still need to present at the office to sign application forms and for emergency benefits. If clients need to provide documents such as pay stubs or rent forms, they can send them to EIA@gov.mb.ca. Clients should include their name, EIA case number and EIA office location when they send an email to help ensure a quick response. Clients may take photos of their documents with their phone and send them by email if they do not have access to a computer. In order to ensure clients are aware of these changes, staff are directed to immediately change their outgoing voicemail messages. Staff are also directed to immediately add an Out of Office reply to their personal email account.

Expiring Medical and Health Needs

All health or medical needs that are set to expire will be extended to June 30, 2020 by EIA Counsellors or Financial Workers. These measures are being taken to eliminate the need for clients to access the medical system to seek doctor's notes or to have forms filled out.

Expiring Disability Eligibility

Staff are directed to extend expiring disability eligibility to June 30, 2020. Please be advised that clients who have already provided their EIA Disability Assessment Report to an office or a Disability Assessment Panel will still have it assessed. Clients who contact the call centre and request disability forms, will have their information emailed to the appropriate generic afterhours mailboxes for follow up.