



# Memorandum

Housing Services  
Division

Financial Services

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**To: All Housing Providers  
Durham Access to Social Housing (DASH)**

**From: Mary Menzies  
Director of Housing Services**

**Date: March 26, 2009**

**Re: Changes to Service Canada Information**

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The Service Canada web site has a feature called "My Service Canada Account" which allows people to view and update information concerning their Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS). Some Records of Employment (ROE) can also be accessed through this site by the employee.

Effective March 15, 2009, the EI regulations were changed to so that employers that submit the ROE electronically to Service Canada are no longer required to print a copy for the employee. Employers that do not submit the ROE electronically must still give the employee a copy.

Housing providers and DASH should encourage tenants, where possible, to access their My Service Canada Account for verification of federal benefits or an ROE that is required to determine RGI eligibility. Where a tenant or applicant does not have access to the internet or printing facilities, the housing provider should offer to print the information or refer the tenant or applicant to the Housing Services Division for assistance in this regard.

My Service Canada Account information requires a secure login and password. Housing providers and DASH are cautioned not to request this information from tenants or applicants when printing information on their behalf.

My Service Canada Account information can be found online at <http://www.servicecanada.gc.ca/eng/online/mysca.shtml>. For information concerning tax returns, tenants and applicants may want to go to My Canada Revenue Agency Account at <http://www.cra-arc.gc.ca/esrvc-srvce/tx/ndvdl/mysccnt/menu-eng.html>.

If you have any questions, please contact your Housing Co-ordinator.

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Mary Menzies  
Director of Housing Services

cc. Joanne Cermak, Director of Financial Services