

IMPORTANT

## ROE Guidance: Service Canada

When employees are directly affected by COVID-19 and are not working, an ROE must be issued. For **Box 16 - Reason for Separation**, please use the following codes but **do not include comments**:

- Employee is sick or quarantined: Code D (Illness or Injury).
- Employee stops working due to shortage of work or shutdown due to COVID-19 – Code A (Shortage of Work).
- Employee is not sick or quarantined but not working due to other reasons related to COVID-19 – Code E (Quit) or Code N (Leave of Absence).

**NOTE: Add comments only when required.** Doing so causes the ROE to be pulled from the automatic processing queue for review by an agent, slowing down the process.

Do not show this message again

**CLOSE**