



Réseau de soins palliatifs du Moyen-Nord  
**NEAR NORTH PALLIATIVE CARE NETWORK**  
Rue Main Ouest, no. 2025, North Bay, ON, P1B 2X6  
2025 Main Street West, North Bay, ON, P1B 2X6  
(705) 497-9239 1-800-287-9441  
Télécopieur/Fax: (705) 497-1039  
[office@nnpccn.com](mailto:office@nnpccn.com) <http://nnpccn.com/>



**Ontario  
Health**

## Compassionate Care Leave Application Guidelines

### What Are Compassionate Care Benefits?

- Compassionate care benefits are available to eligible claimants within a 52-week window, to provide care or support to a family member who is seriously ill.
- Up to 15 weeks of benefits are available for the care of an adult and up to 35 weeks are available for the care of a child under the age of 18.
- To be eligible, you must have worked 600 hours in the last 52 weeks.

### How Many Weeks of Compassionate Care Benefits Are Paid For By The Federal Government?

- You can receive compassionate care benefits for up to a maximum of six weeks if you must be absent from work to provide care or support to a gravely ill family member.

### How do I apply for Compassionate Care Benefits?

- You can apply for Compassionate Care benefits here:  
<https://www.canada.ca/en/services/benefits/ei/caregiving/apply.html>

### There Are 5 Steps to This Process.

- Step one - Gathering Information Process
- Step two - Completing the Online Application
- Step three - Provide the required documents
- Step four - Receiving your benefits code via mail.
- Step five - Checking the progress of your application

There are **two** forms you will need to complete. One is **INS5242A**, which is the authorization to release a medical certificate for the Employment Insurance Family Caregiver Benefits.

The other form, **NS5242B** is the medical certificate for employment insurance caregiver benefits. **This form is to be filled out by the health care provider of the patient.**

**Confidentialité.** Les informations contenues dans cette communication sont privées et confidentielles, destinées uniquement au (x) destinataire (s) désigné (s). En cas de réception par erreur, veuillez en informer immédiatement l'expéditeur par téléphone et conserver les informations de manière sécurisée jusqu'à ce que l'expéditeur donne d'autres instructions. Ne copiez pas les informations et ne les divulguez à aucune autre personne.

**Confidentiality.** The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.



Réseau de soins palliatifs du Moyen-Nord  
**NEAR NORTH PALLIATIVE CARE NETWORK**  
Rue Main Ouest, no. 2025, North Bay, ON, P1B 2X6  
2025 Main Street West, North Bay, ON, P1B 2X6  
(705) 497-9239 1-800-287-9441  
Télécopieur/Fax: (705) 497-1039  
[office@nnpcn.com](mailto:office@nnpcn.com) <http://nnpcn.com/>



**Ontario  
Health**

### How to Return the Documents

- You can return the documents via email, or drop them off at the nearest Service Canada Centre.
- After the documents have been returned, a benefit statement and access code will arrive by mail.
- With your code you will be able to log into MSCA to track the status of your application.

**Confidentialité.** Les informations contenues dans cette communication sont privées et confidentielles, destinées uniquement au (x) destinataire (s) désigné (s). En cas de réception par erreur, veuillez en informer immédiatement l'expéditeur par téléphone et conserver les informations de manière sécurisée jusqu'à ce que l'expéditeur donne d'autres instructions. Ne copiez pas les informations et ne les divulguez à aucune autre personne.

**Confidentiality.** The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.