

Questions & Answers

Am I eligible for the Emergency Isolation Supports?

Emergency Isolation Supports are available for adult Albertans who are losing more than 50% of their income as a result of self-isolation or providing care for a dependent who is self-isolating due to COVID-19 and who are not eligible for any other type of compensation during this time. A full list of criteria is available on [Alberta.ca](https://alberta.ca).

How do I access the Emergency Isolation Supports?

The eligibility criteria and application can be found at [Alberta.ca](https://alberta.ca). To complete the application, eligible Albertans must use a verified MyAlberta Digital ID (MADI). Albertans creating and verifying their MADI for the first time will need their driver's licence or identification card to complete the verification process. Albertans without a MADI account will be prompted to create one, and must create a verified account to apply.

How long does it take?

When you have completed the application, a government employee will review your application, and if it's approved, funds will be sent to you by Interac eTransfer. The speed of this process will depend on how many applications the government receives. We anticipate a turnaround time of 24-48 hours for payment.

Why do you need information from my driver's licence or ID card?

By inputting this information, we can compare it against the information in our motor vehicles database. This information allows the government to verify your identity without needing to meet you in person. When delivering funds like this, we want to ensure everyone is getting what they need, and the funds are going to the correct people.

I completed the application and received my funds, and now I've received an activation code in the mail from MyAlberta Digital ID. I thought I already activated and verified my account during the application. What is the code for?

There are two components to getting a verified MyAlberta Digital ID. The first is what you completed during the application process. This required you to input information from your driver's licence and ID card, and have it compared against our motor vehicles database to prove who you are. This was all that was required to access the Emergency Isolation Supports from the Government of Alberta.

The final step in the verification process requires you to take the activation code we mailed you, login to your MyAlberta Digital ID account, and input the code. This gives you a fully verified MyAlberta Digital ID, and gives you easy access to additional services, including COVID-19 supports being provided by the federal government, such as Employment Insurance.

Do I need to wait 10 days for my verification code to come in the mail before I receive the Emergency Isolation Payment?

No. You do not need to wait 10 days for the verification code in order to receive the Emergency Isolation Payment. Your application will be processed as soon as you apply using your verified MADI account.

Do I need to do this final step?

If all you need is the Emergency Isolation Supports, you do not need to do this. However, we encourage you to complete the full verification process, as doing so will allow you to log into the Government of Canada's MyService Canada Account and access Employment Insurance and other supports provided by the federal government.

It will also give you a completely verified MyAlberta Digital ID so you can access additional provincial services in the future, outside of an emergency situation.

How is the government accommodating people who may not be able to access the online application? People may not have internet access/valid ID/Interac eTransfer options through their bank? Are there other options (e.g. in-person location)?

Due to the contagious nature of COVID-19, emergency isolation supports are only being issued through eTransfer so we can adhere to recommendations around self-isolation and social distancing. We need to be able to confirm applicants are from Alberta, therefore a valid Alberta ID (driver's licence or ID card) is required.

It is important to note that these funds are not being issued to Albertans who receive other forms of government assistance. As these are primarily for Albertans who are self-employed, we anticipate the majority of applicants will be able to access the application online and receive the funds through eTransfer.