

# If you are providing homecare assistance

to a person with a handicap  
or loss of independence

Home care services and  
the service employment  
paycheque



You are about to begin providing help to a person who is receiving home support services through the Direct Allowance Program.

Here are the key elements of this program.



## Clientele and services

The clientele eligible for this program is composed of handicapped and frail persons whose state of health requires long term home care services.

The home care services that you may provide are as follows:

- Personal assistance services such as helping with bathing, eating, dressing or certain transfers (from wheelchair to bed, from wheelchair to toilet, etc.).
- Housekeeping services such as household tasks, meal preparation, laundry, ironing, and errands.

The number of service hours is determined by the health and social services center (CSSS) and cannot be modified without its authorization.

## Service delivery and remuneration

You have been chosen to provide home care services to a person who is a beneficiary of the Direct Allowance Program. The general terms and conditions of the program are as follows:

- The hourly cost of service delivery is established by the health and social services agency.
- Service delivery is paid for by the Service Employment Paycheque Processing Center (CTCES), which takes care of all operations concerning payment on behalf of users.

## Conditions

- Your basic pay must be greater than the legal minimum wage in effect in Québec.
- Depending on your income, you must pay federal and provincial income tax. You contribute to the Québec Pension Plan (RRQ).
- You must contribute to the Québec Parental Insurance Plan (RQAP) and may receive benefits if you meet the eligibility requirements.
- You must contribute to employment insurance. If you leave or lose your job, you are entitled to employment insurance benefits if you meet the eligibility requirements.
- You are entitled to benefits under the *Act Respecting Labor Standards*, including legal holidays, absence from work, and family leave.
- You are entitled to an indemnity for annual leave (vacation pay), paid in one lump sum at the end of a qualifying period of 12 consecutive months prior to the effective date of leave or upon termination of employment.
- You are subject to the *Act Respecting Industrial Accidents and Occupational Diseases*; in the event of an occupational accident, you may be entitled to benefits provided to that effect by law, if you meet the eligibility requirements.



## Your obligations

- You must have a social insurance number. If you do not have one, apply for one at a Service Canada Center at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).
- You must at all times act with courtesy and respect schedules, work frequency, as well as all other conditions agreed upon with the person (the user) to whom you are providing services.
- If you must be absent from work, whether for your annual vacation, family or parental leave, or for any other reason, you must advise the user of your services as soon as possible.
- If you notice a change in the user's state of health, you must first discuss it with him or her. If you deem it necessary, you can inform the CSSS responsible for the person's file.
- You must respect your tax obligations the same as all workers.
- In the event of an occupational accident or to obtain information on the subject, contact the Santé des organizations program team at the following numbers:

Montréal:

**514 864-6048**

Elsewhere in Québec (toll free):

**1 866 802-6280**

## Hiring

When you are hired, you will be registered with the Service Employment Paycheque Processing Center (CTCES). You must provide the user with the information that the center needs to prepare your paycheque, i.e. your name, address, telephone number, social insurance number, and date of birth. In addition, you must give the user a **cheque specimen** (compulsory) so that your paycheque can be deposited directly in your bank account.

You are responsible for providing the user with information concerning tax deductions so that the Service Employment Paycheque Processing Center can calculate taxes and other contributions to be made to the federal and provincial governments. Otherwise, basic exemptions will be automatically applied.

You can fill out TP1015.3 and TD1 forms and give them to the user, who will send them to the Service Employment Paycheque Processing Center.

The user can provide you with these forms or you can obtain them from the CSSS, a Service Canada Center or Ministère du Revenu du Québec.

They are also available online at the following addresses:

- [www.revenu.gouv.qc.ca](http://www.revenu.gouv.qc.ca)
- [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

**IT IS IMPORTANT to provide all information and documents for each new user.**

## Pay processing

The user will receive the *Volet social* form, which is used as an attendance record to prepare your paycheque. To avoid any delay in processing your paycheque, you can remind the user to sign and mail the form as soon as possible. At the user's request, you can help him or her fill out the form. A pay processing schedule, delivered to the user by the Service Employment Paycheque Processing Center, specifies the dates of each pay period.

You can sign the form where indicated confirming the number of hours worked during the pay period.

Your pay is calculated according to the number of hours worked during each pay period, which covers two weeks from Sunday to Saturday.

Your net pay is deposited directly in your bank account on a Friday. Deductions for income taxes, employment insurance, the Québec Parental Insurance Plan, and the Québec Pension Plan as well as any other applicable deductions are automatically made by the Service Employment Paycheque Processing Center. You will receive a deposit notice by mail during the following week.



## Changes in your situation

If you change financial institutions or bank account numbers, you must immediately provide the user with a new cheque specimen. The specimen will be sent to the Service Employment Paycheque Processing Center so that the necessary corrections can be made as soon as possible to avoid any delays in paycheque processing.

In the event of other changes, such as a change of address, you must inform the user so that he or she can notify the Service Employment Paycheque Processing Center.

Once a year, the Center will mail you forms for preparing your income tax returns. If you are no longer working, or have changed jobs, please notify the Center in order to obtain the required documents.





## Termination of employment

If you or the user wishes to terminate your employment, you must notify the user, or the user must notify you, as soon as possible. You must then provide him or her with all necessary information to produce an employment record, including the reason for your leaving and the date of your last day of work, matters on which you must agree together.

This information is entered on the Volet social form and sent to the Service Employment Paycheque Processing Center by the user. The Center will send the user a *Record of Employment* form to be signed. A copy of the form must be given to you in person or sent to you by mail.

This document is required to apply for employment insurance benefits and to establish your eligibility for the Québec Parental Insurance Plan. The user is required to give you this document.

At the end of your employment, if you have not taken all the annual vacation leave to which you were entitled, the Service Employment Paycheque Processing Center will include the balance of annual vacation pay owed to you with your pay for hours worked.

## Additional information

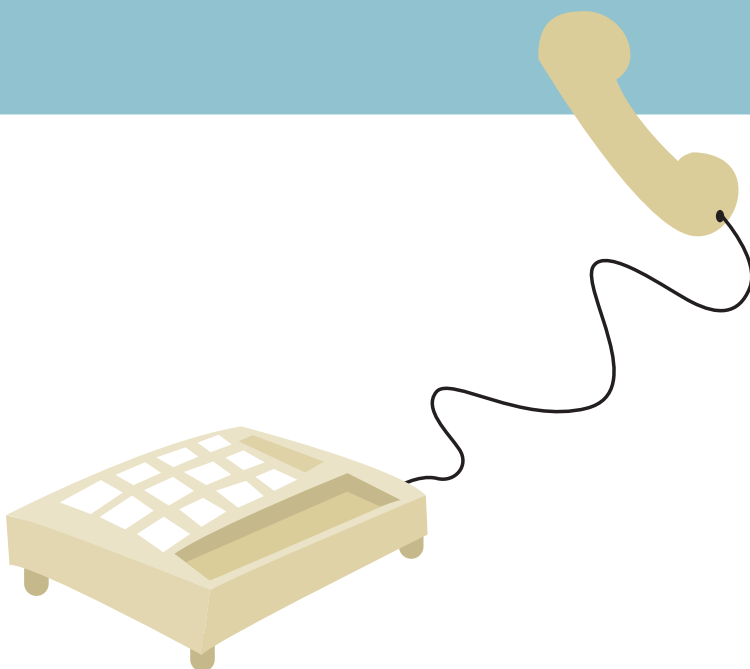
If you need additional information about your pay, speak to the user. For all questions concerning payroll deductions, contact the Service Employment Paycheque Processing Center, giving the name of the person to whom you are providing home care services (the user's name is written on the upper left of the deposit notice).

### By telephone

Montreal area: 514 356-1199  
Elsewhere in Québec (toll free): 1 888 405-4262

### By fax

Montréal area: 514 356-1155  
Elsewhere in Québec (toll free): 1 888 385-3969



For all questions concerning income tax, employment insurance, the Québec Pension Plan, the Québec Parental Insurance Plan, or labor standards, contact the ministries or organizations concerned:

Ministère du Revenu du Québec or Canada Revenue Agency  
**[www.revenu.gouv.qc.ca](http://www.revenu.gouv.qc.ca), [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)**

Canada Service Center  
**[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)**

Québec Pension Plan (RRQ)  
**[www.rrq.gouv.qc.ca](http://www.rrq.gouv.qc.ca)**

Regional office of Commission des normes du travail  
**[www.cnt.gouv.qc.ca](http://www.cnt.gouv.qc.ca)**

If you have any questions about the services that you offer, start by talking to the user or his or her representative. You can also contact the user's Centre de santé et de services sociaux (Health and social services center) (CSSS).

Name of the case worker at the institution:

Telephone:

This document is available online and can be ordered at [www.msss.gouv.qc.ca](http://www.msss.gouv.qc.ca) by clicking Documentation and then Publications.

It may also be ordered at [diffusion@msss.gouv.qc.ca](mailto:diffusion@msss.gouv.qc.ca) or by mail at:

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**Québec**

