



# Are you helping someone who may be in need of home support?

**This document is intended for informal and family caregivers.** It provides information on home support services. These services provide assistance to the person you are helping and can also help you.

The services available vary depending on the situation and from region to region.

You are an **informal** or **family caregiver** if you help a family member or friend living with a disability. The help you provide may be regular or occasional, short-term or long-term. You do not need to live with the person you are helping to be considered a caregiver.

## Home support services

### Who are home support services for?

**Home support services are for anyone with a disability, regardless of age.** The disability may be temporary or permanent. For example:

- Loss of independence
- Physical or intellectual disability
- Neurocognitive disorder
- Autism spectrum disorder
- Chronic or terminal illness (palliative care)
- Mental health issues

These individuals need assistance to continue living at home. "Home" can refer to a house, apartment, room, private residence, community residence or seniors' residence.

### Why apply for these services?

Home support services help people with disabilities continue to live at home. They support their well-being and independence. Assistance is tailored to their needs, preferences and abilities.

## How to apply?

**You can apply for home support services at any time.**

If you or the person you are helping already receive services from a CLSC, talk to your case manager. You can also call:

- your [local CLSC](#)
  - Leave a message if you get the voicemail. State your full name, phone number and the reason for your call. Someone from the CLSC will call you back.
- Info-Social, at 811, Option 2

**Do not wait until you are too exhausted to ask for help.**

*"I've noticed that my husband's condition has gotten worse lately. No wonder I'm so tired! I should have asked for help sooner."*



## Steps for obtaining home support services

When you apply, a four-step process begins.

**There may be delays between these steps.** You may be asked to provide more information. You may also have to meet with different people.

### Step 1 – Eligibility analysis

**This step is often done over the phone.**

Someone from the CLSC will analyze the situation and determine if home support services can meet the needs of the person you are helping. They will ask questions to determine if the situation is urgent and what the needs are. This analysis will also allow us to offer other services, if needed.

The person you are helping, or their representative if they are incapable, must consent to the services.



*"It turned out that home support services weren't the right fit for my mom's needs. They suggested I talk to a social worker at the CLSC instead, and it helped. It felt good to talk to someone."*

## Step 2 – Needs assessment

Someone from the CLSC will assess the needs of the person you are helping. The assessment may take several meetings. A home visit is often necessary.

The purpose of this step is to help you better understand your needs, the needs of the person you are helping and the services available to meet those needs.

**Discuss your needs and concerns. Be clear about what you can and cannot do to support the person you are helping.**

## Step 3 – Organization of services

The services that meet the needs of the person you are helping will be outlined in an intervention plan. Decisions about services will be made with you and the person you are helping based on your needs, limitations and circumstances.

For each service, the intervention plan will specify:

- the frequency of service
- the number of hours allocated to the service
- the expected duration in weeks or months
- the service providers (individuals or organizations)

**Services will begin after that. They will be organized by a CLSC case manager.**

### CLSC case manager

A case manager will be assigned to manage the file of the person you are helping. They could be a social worker, a nurse or another professional. Their role will be to help you and to organize services.

Ask for their name and contact information. You can contact the case manager by phone, email or in person. Note down your needs and those of the person you are helping. Keep your emails and notes in a folder to keep track of your correspondence.

**Contact your case manager if you have any questions or if there are any changes in your situation or that of the person you are helping.**

## Step 4 – Reassessment

Your needs and those of the person you are helping will be reassessed at certain times. Services may remain the same or change. **Do not wait for a reassessment if the situation changes.** Your ability to support the person you are helping may change.

## Services for the person you are helping

Depending on the situation of the person you are helping, home support services may be provided by:

- the CLSC
- a social economy enterprise providing home support services
- a community organization
- a person of your choice with the Allocation autonomie à domicile

These organizations work together to meet the needs of the person you are helping. The services offered may include domestic help, personal assistance or professional services.

Some services may be charged to the person you are helping. Be sure to ask about this. If the person you are helping has private insurance, check if it covers some services.

### Allocation autonomie à domicile

The [Allocation autonomie à domicile](#)<sup>1</sup> (home autonomy allowance) may be offered to you. This allows you or the person you are helping to hire someone of your choice for certain services. The services and hours accepted are specified in the intervention plan.

With this allowance, you or the person you are helping becomes an employer. This involves tasks such as filling out timesheets and scheduling work hours. You are not the one paying the person you hire.

Depending on the specific circumstances and needs, a caregiver may be hired through the Allocation autonomie à domicile. Feel free to ask your case manager for more information.

## Domestic help

Domestic help supports the person you are helping in their daily activities.

For example:

- Preparing meals
- Doing the laundry
- Cleaning the house



*"By getting help, my son will be able to continue living at home."*

1. The Allocation autonomie à domicile was known as the Service Employment Paycheque before January 2026.

## Personal assistance



Personal assistance allows the person you are helping to meet their basic needs, including personal hygiene.

For example:

- Washing
- Eating
- Getting dressed
- Getting around (inside and outside)

## Professional services



Professional services allow the person you are helping to receive assistance from various professionals.

For example:

- Nurse
- Social worker
- Physiotherapist
- Respiratory therapist
- Occupational therapist
- Nutritionist

## Support for you

**Being a caregiver can be difficult. Whatever your needs, it is important to take care of yourself.** Home support services and other resources can help you.

Here are examples of support services available to you:

- Respite care
- Psychological support
- Support and listening services

### Getting support has several benefits

- Avoiding exhaustion
- Taking care of yourself
- Maintaining a good quality of life
- Having a good relationship with the person you are helping
- Having someone replace you for certain tasks

## Respite care

Respite care gives you a break from your responsibilities as a caregiver and allows you to take care of yourself. This support is planned in advance, can take many forms (e.g., at home or elsewhere) and lasts a few hours to a few days. Emergency respite care may also be available depending on the situation.

## Psychosocial support

This support is available if you are having difficulties related to your role as a caregiver. It is often provided outside the home on an individual or group basis. It helps you better understand your situation and find ways to make things better.

## Support and listening services

Free and confidential listening services are available. Someone will be there to listen to you, no matter what you want to talk about.

- Info-Social: 811, Option 2
- Caregiver Support Helpline: 1-855-852-7784 or [chat](#)
- Mistreatment Helpline: 1-888-489-2287

Other helplines are available to support you with specific issues (e.g., mental health).

## Other support resources

[Proche aide Québec](#) is a group of community organizations that support caregivers. Resources and tools are available on its website (in French only).

[L'Appui](#) is an organization that supports caregivers. Advice, training and a directory of regional resources are available on its website.

[CAP santé mentale](#) is a mental health network for caregivers of all ages. Resources and tools are available on its website.

The [Curateur public](#) protects incapable individuals and supports their families and friends. Information on assistance measures and protection mandates is available on its website.

The [Informal and family caregiver government webpage](#) provides a range of information and resources on caregiving. It provides details on the Act to recognize and support caregivers.

[The Québec Observatory on Caregiving](#) provides reliable information on caregiving. Its website provides a wealth of information.



*"Now that I have help, I can keep taking care of my sister without neglecting my own health."*

*"Thanks to respite care, I've become a more patient father."*



# Examples of financial assistance

Financial assistance is available for caregivers, families and those receiving care.

Some eligibility conditions may apply, such as age, financial situation or family circumstances.

## Examples for caregivers

- [Tax credit for caregivers](#)
- [Canada caregiver credit](#)
- [EI caregiving benefits](#)

## Examples for families

- [Family Support Program](#)
- [Child disability benefit](#)
- [Amount for other dependants](#)
- [Supplement for handicapped children](#)

## Examples for people receiving care

- [Disability tax credit](#)
- [Tax credit for home-support services for seniors](#)
- [Refundable tax credit for medical expenses](#)
- [Tax credit for medical expenses](#)
- [Home accessibility expenses](#)
- [Financial Assistance Program for Domestic Help Services](#)
- [Programme d'adaptation du domicile](#) (home adaptation program – French-language website)
- [Amount for a severe and prolonged impairment in mental or physical functions](#)
- [Canada Disability Benefit](#)

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