

Home Autonomy Allowance Modality

for Workers

June 2026

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Context

This document has been prepared to provide comprehensive information on the home autonomy allowance (HAA) modality and facilitate its use for HAA workers.

Description of the home autonomy allowance modality

Home support services (HSS) are for anyone, regardless of their age, who has a temporary or permanent disability, which may be physical, cognitive, mental health-related or psychosocial, and who must receive some or all of the care and services their condition requires in their home.

The HAA is a HSS delivery modality in force in the regions of Quebec. The health and social services institution's care provider assesses the user's needs and prepares an intervention plan that includes a specific number of hours of home support services. In order to assign this modality, the care provider takes into account the user's needs, their preferences for the service delivery modality, their ability to self-manage the modality as well as the resources available in their family, the community or the institution. In this modality, which is **free of charge**, the user may hire one or more people of their choice to provide certain types of care and the health and social services required for their condition in accordance, however, with certain guidelines. In this sense, the user or their representative becomes your employer within the legal meaning of the Act respecting labour standards. In the document, the term "user/employer" refers to the user or their representative.

Intervention plan

Depending on the institution's guidelines, the institution's care provider is responsible for organizing all HSS. The HAA hours granted by the care provider are determined based on the services included in the user's intervention plan. The number of hours of service cannot be changed without the care provider's authorization. The intervention plan must be reviewed by the care provider at least once a year and adjusted based on the user's needs. In the course of a year, if the user's situation or health deteriorates, or in the event of any other changes, you must inform the care provider, who will reassess the user's needs and make the necessary adjustments.

In addition, if the user moves to another local territory or if they move house, they must contact their care provider as soon as possible, who will take the necessary steps so that they can receive their services.

It is recommended that the user/employer or the institution's care provider inform you of the services included in the user's intervention plan.

Services that may be provided in the HAA modality

You may provide a variety of services, including:

- personal assistance, such as assistance with bathing, dressing, feeding and certain transfers (chair to bed, chair to toilet, etc.) (Allowance A);
- domestic help, such as household chores, meal preparation, laundry, grocery shopping and other errands (Allowance A);
- learning assistance and support for family tasks (Allowance A);
- services for informal caregivers, including respite care, companion care or supervision and emergency help (Allowance B);
- occasional home support services to contribute to the maintenance and the health and safety of the person at home and allow them to stay in their home (Allowance C).¹

Users/employers must organize their services, as authorized by the institution's care provider, at their convenience based on their needs, on a regular or occasional basis, spread over periods of two weeks.

Special provision regarding the choice of HAA workers

The HAA modality allows the user to choose the worker(s) who will help them in their daily life. It also aims to prevent their family members from becoming exhausted. The user may hire their informal caregiver or a loved one (family member or other loved one) as an HAA worker if they and their informal caregiver so wish. If, on the other hand, hiring an informal caregiver or a loved one as an HAA worker may be a solution that will address the needs of the person who is receiving HSS, this practice must take the informal caregiver's capacities into account. HSS are determined in partnership with the health and social services network (HSSN) care provider following a clinical procedure. As part of this procedure, in order to determine whether or not it is appropriate for the user's informal caregiver or loved one to provide HSS, the care provider must take into account:

- the user's overall situation and needs;
- their health;
- the safety of the user and the person providing assistance;
- the type of care and services to be provided;
- the skills required;
- the expertise and supervision required;
- the risk of exhaustion of the user's family and friends.

The HAA cannot be combined with other types of financial assistance. An informal caregiver employed under the HAA measure cannot also receive:

- the tax credit for caregivers;²
- last-resort financial assistance;
- Employment Insurance.

¹ For example: major house cleaning, clearing snow from the main access to the home (steps, balcony).

² [Tax Credit for Caregivers | Revenu Québec](https://www.revenuquebec.ca/en/citizens/tax-credits/tax-credit-for-caregivers/),

<https://www.revenuquebec.ca/en/citizens/tax-credits/tax-credit-for-caregivers/>

You are the user's employee

When the user chooses to use the HAA as a delivery modality for some of their HSS, they become your employer. This means they must assume the responsibilities and comply with the legal obligations associated with the status of employer.

Therefore, as an HAA modality worker, you are considered an employee within the meaning of the Act respecting labour standards (ALS) and you are entitled to the rights and remedies provided for by that Act. You are **not considered self-employed** for tax purposes. In this sense, you **cannot** claim a tax deduction for expenses related to your job, for example: mileage expenses, travel expenses, the purchase of equipment if required, or a tax credit, including the tax credit for caregivers, etc.

The [Droits et obligations des travailleurs | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST](#) page on the website of the Commission des normes de l'équité de la santé et de la sécurité du travail (CNESST) provides all the necessary information on workers' rights and obligations.

In order to simplify the administrative tasks related to your pay, the HAA modality allows a financial institution, via the Home Autonomy Allowance Processing Centre (HAAPC), to process pay-related operations. The *Volet social* form is the tool used to transmit the information needed to manage the HAA modality, including your hours worked, between the institution, the Home Autonomy Allowance Processing Centre and the user. The HAA minimum hourly rate is determined by the Ministère de la Santé et des Services sociaux (MSSS). The hourly rate is indexed annually.

Appendix 1 presents your role and responsibilities as an HAA worker.

Employment contract

“An employment contract is an agreement whereby a worker undertakes to perform a task or work for an employer in exchange for remuneration. As soon as an employer hires a worker, there is an employment contract. The employment contract may be **verbal or written**. However, a written employment contract is recommended. It helps to avoid misunderstandings by clarifying, among other things, the working conditions, the duration of the contract and the tasks that the worker will have to perform.”³

³ [Employment contract | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](#).

“An employment contract must comply with the laws governing employment. Otherwise, it has no value, even if the worker and the employer are in agreement.”⁴

The CNESST provides a employment contract template for the general public. If you wish to use a written employment contract with your employer, it is available on the CNESST's website and by clicking on the following link: [*dc200-989-2-contrattravail.pdf \(gouv.qc.ca\)](https://www.cnesst.gc.ca/contrat-travail/contrat-travail-anglais/contrat-travail-anglais.pdf).

A simplified contract template, based on the CNESST's contract, is also available:



employment contract
template AAD_EN_04-

Confirmation of employment letter template

If required, as an HAA worker, you can ask for a confirmation of employment letter. The letter may be requested by a banking institution when you apply for a loan or a purchase. The user/employer is responsible for producing the letter. To help with writing the letter, here is a letter template that the user/employer could fill in and give you.



employment
confirmation letter ter

Young workers

An employer may not ask a person under the age of 18 to perform work that exceeds their abilities and that may:

- o be detrimental to their education;
- o be detrimental to their health or their physical or moral development.

An informal caregiver, a loved one or any other person designated as an HAA worker must be 16 years of age or older in order to provide Allowance A services, specifically for:

- the following basic personal assistance services:
 - o activities of daily living;
 - o unregulated care activities;
 - o care activities regulated under sections 39.7 and 39.8 of the Professional Code;
- civic support services.

⁴ [Employment contract | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](https://www.cnesst.gc.ca/contrat-travail/contrat-travail-anglais/contrat-travail-anglais.pdf).

A young person aged 16 or under⁵ who is required to attend school under the Education Act must have a work schedule of a maximum of 17 hours per week, including a maximum of 10 hours from Monday to Friday.

These conditions do not apply during periods when there is no school for more than seven days, such as during the holiday season, spring break or the summer holidays.

In addition, throughout the school calendar, a young person aged 16 or under who is required to go to school must have a schedule that allows them to be:

- o in class during school hours;
- o at home between 11 p.m. at night and 6 a.m. the following morning (including in the summer, on weekends and during periods of leave).

Registering for the HAA modality

When you are hired and registered with the HAAPC, you must provide the user/employer with the information the HAAPC will need to process your pay, that is, your name, address, telephone number, social insurance number and date of birth. You must also give the user/employer a sample cheque (mandatory) so that your pay can be deposited directly into your bank account.

You are responsible for providing the user, your employer, with tax deduction information so that the HAAPC can calculate the taxes and other contributions payable to the federal and provincial governments. Otherwise, the basic exemption will be applied automatically. An HAA worker hired directly by several users/employers must consider each user **separately**, so it is preferable to ask the HAAPC to deduct an additional amount or percentage of tax, federally and provincially, in order to avoid having to pay tax at the end of the year. It is also possible to complete the TP1015 or TD1 form ([Businesses| Revenu Québec](#)) to modify the basic exceptions and thus contribute to the first dollars earned.

IT IS IMPORTANT to provide all the information and documents for each new user/employer who hires you.

To make sure that you have been registered with the HAAPC, it is recommended that you register as an HAA worker on behalf of the user.

⁵ In Quebec, the minimum working age is 14, with a few rare exceptions provided for by law: [Young people under 14 years of age | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](#).

Placement Assistance Centre, Emploi-Québec

To help you look for a job as an HAA worker, you can go to the following website: <https://www.quebecemploi.gouv.qc.ca/plateforme-emploi> and indicate in the search by keyword(s):

- Orderly - home help (title of the job offer);
- Ministère de la Santé et des Services sociaux (for the employer's name).

So you can consult the various job offers available and apply online. Users interested in your application will contact you if they wish to obtain more information or reach an agreement.

If you have any questions about posting a job offer or looking for a job offer, you can call the following number: 1-888-367-5647.

Pay processing

The HAAPC acts as paying agent and is responsible for pay operations.

The institution uses the *Volet social* form to register you with the HAAPC as a person providing home support services. It allows information to be transmitted between the HAAPC, the institution, the employer and you. It also serves as an **attendance sheet**.

- The pay covers a period of two weeks; it starts on Sunday and ends on Saturday.
- A pay processing schedule that specifies the dates of each pay period is given to the user/employer by the HAAPC.
- For each pay period, the HAAPC sends the employer the *Volet social* form in duplicate with a reply envelope.
- **At the end of each two-week pay period**, the employer must enter the number of hours and minutes **worked** according to the different allowances (A or B). **The total number of hours worked cannot exceed the number of hours and minutes allocated by the institution's care provider.** If it is an allocated amount (lump sum / allowance C), they must enter the total dollar amount that represents the total number of hours worked multiplied by your current hourly rate.
- The employer, or their representative, must sign the *Volet social* form in the space provided at the bottom of the form in order for the HAAPC to process the pay. They can have it signed by each of the people concerned who provide support services, but this is not mandatory.
- The employer must meet the deadline for submitting the *Volet social* form in accordance with the HAAPC's schedule for sending the *Volet social* form to the HAAPC so that you are paid on time at the end of each pay period.
- The HAAPC enters the data on the Wednesday following the second week of each pay period and sends the employer a new *Volet social* form for the next period.
- Each worker's pay is deposited into their account on Friday.
- An oversight or error on the part of the employer in completing and transmitting the *Volet social* form may result in a delay in the HAA worker's pay.
- A deposit notice (pay stub) is then sent to your personal mailing address.

- There are four options for sending the *Volet social* form to the HAAPC:
 - by mail using the reply envelope sent in advance by the HAAPC;
 - by fax;
 - by internal mail at a Caisses populaires Desjardins point of service using the reply envelope;
 - by email to the following address: ctces@employeurd.com (a confirmation of receipt is sent for each email received).
- The HAAPC prepares the workers' bank deposit on time and makes the government remittances for the payment of taxes, contributions to the Régie des rentes du Québec, the Québec Parental Insurance Plan, Employment Insurance, etc. based on the information entered on the *Volet social* form.
- In order for the direct pay deposit to be made, the employer must first send the HAAPC your sample cheque.
- You are entitled to paid annual leave. The length of annual leave and the amount of the indemnity vary depending on the length of uninterrupted service at the end of a reference year (May 1 to April 30). You must agree with your employer when the leave will be taken and send the information to the HAAPC, which will ensure payment before the start of your leave. If you did not take your leave during the reference year, the indemnity will be paid at the end of the reference year.
- If your employment ends and you were not able to take the full annual leave to which you were entitled, the HAAPC will add the indemnity for the remaining annual leave to your pay for hours worked.
- If necessary, the employer must update certain information entered on the *Volet social* form that relates to you, for example:
 - a change of address;
 - a change of financial institution or account number;
 - a change relating to tax exemptions, etc.

At the employer's request, the HAAPC prepares termination of employment forms, tax statements, etc.

Act respecting labour standards

As an employer, the user is obliged to ensure compliance with the Act respecting labour standards with respect to work schedules, vacation, statutory holidays, termination of employment, etc.

Labour standards

The CNESST's website, [Working conditions | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](http://www.cnesst.gouv.qc.ca), provides information on working conditions, in particular for:

- leave:
 - statutory holidays;
 - family-related leave;
 - annual vacation;
 - accidents and illnesses;
 - special situations;
 - events not covered by the Act.
- work schedule:
 - standard work week;
 - attendance at work, breaks and weekly rest;
 - right to refuse to work.
- termination of employment:
 - termination, layoff, dismissal and resignation;
 - notice of termination of employment and indemnity.

The application and interpretation of the Act respecting labour standards is the CNESST's responsibility. For more details on labour standards, you can consult the CNESST's website at www.cnesst.gouv.qc.ca or call 1 844 838-0808.

Notice of termination of employment

If the employer wishes to terminate your services, they must give you written notice of termination of employment, with the required length of notice, before terminating your employment contract or laying you off for a period of more than six months.

For example: "I am informing you that your employment will end on xx (date)."

If you want to find out more, the CNESST provides all the important information concerning the notice of departure or notice of termination of employment at the following address:

[Notice of termination of employment and indemnity | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](http://www.cnesst.gouv.qc.ca).

For example, there are sections on:

- situations where notice of termination is not required;
- the required length of notice of termination of employment.

If you have been employed by the same employer for at least two years, you may file a complaint if you believe that your employer has dismissed you without a valid reason. For more information, do not hesitate to consult the following page on the CNESST's website: [Complaint concerning dismissal without just and sufficient cause | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST](#).

In the event of the user's death or relocation to long-term care accommodation, the user's representative is responsible for making the change on the *Volet social* form and indicating the end of service. If the user does not have a representative, the HSSN care provider is responsible for terminating the HAA.

Note that:

- The representative must indicate the last day worked and the reason. Since it is a loss of employment, the person must enter the answer "A" meaning lack of work.
- Once it has received the *Volet social* form with the indication, the HAAPC produces and sends the record of employment directly to the user/employer's worker.

Resignation

If you wish to terminate your services, you must inform your employer as soon as possible and provide them with the information needed to produce the record of employment, such as the reason for your departure and the date of your last day of work, which you must agree on together. This information will be entered on the *Volet social* form and sent to the HAAPC by the employer. The HAAPC will send the employer the record of employment form for them to sign and give you a copy in person or by mail. This document is required to apply for Employment Insurance benefits and to establish your eligibility for the Québec Parental Insurance Plan. Your employer is required to give it to you.

Occupational health and safety

HAA modality workers

HAA modality workers have labour rights and obligations, in particular:

- to apply for the [For a Safe Maternity Experience](#) Program;
- in the event of a [work accident](#) or [occupational disease](#);
- [and with respect to prevention](#).

For more information, go to the following page: [Domestic workers | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST](#).

If you have had an accident, have developed a work-related illness or are pregnant

HAA workers are covered by the Act respecting industrial accidents and occupational diseases (AIAOD). This means that you can file a claim with the CNESST in the event of a work accident or an occupational disease at your place of work while performing tasks related to the hours allocated for the HAA modality. The cost of this coverage is paid by the MSSS directly to the CNESST.

The management of HAA worker injury files is the responsibility of a person acting as an occupational health and safety advisor who represents the MSSS with the CNESST. Thus, your employer must send this advisor, by fax or email, as soon as possible, all the documents related to the follow-up of the work accident or occupational disease as well as any reassignment or preventive withdrawal certificate for a pregnant or breastfeeding worker (for example, event report, medical reports, examinations, etc.).

You can contact the occupational health and safety advisory staff at the Comité patronal de négociation du secteur de la santé et des services sociaux (CPNSSS) using the following contact information:

Telephone number: 514 864-8113	Fax number: 514 873-2125
Email: aad.cpnsss@ssss.gouv.qc.ca	

If you want to learn more about the procedure, workers' rights, the period of absence and the return to work after an injury or after developing an occupational disease, you can consult the following link: [I had an accident or illness at work | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](#).

Note that if you work hours for the user outside the hours granted for the HAA modality, you are not covered in the event of a work accident or occupational disease or for reassignment or preventive withdrawal as a pregnant or breastfeeding worker.

Worker's responsibilities

As an HAA worker, you have the obligation to:

- “take the necessary measures to protect your health, safety and physical and psychological well-being;
- ensure the health, safety or physical or psychological well-being of other people in or near the workplace is not endangered;
- participate in [identifying](#) and eliminating hazards in your workplace, such as those related to physical or psychological violence, which includes [spousal or family violence](#) and [sexual violence](#);
- take note of the [prevention program](#) established by your employer, if any;
- wear [personal protective equipment](#) provided by your employer;
- know [what to do if you have a work accident or develop an occupational disease](#).⁶

Preventing psychological harassment and sexual violence in the workplace

The Act respecting labour standards provides for the right to a workplace free from psychological or sexual harassment.

Your employer must prevent psychological or sexual harassment at work. In particular, they are obliged to put in place a policy for the prevention and management of psychological harassment and make it available to their workers.

The CNESST's website provides all the essential information on the subject. You can consult it at the following address: [Harassment in the workplace | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST](#).

The Act respecting occupational health and safety also provides that occupational health includes both physical and psychological health. This is why work-related psychosocial hazards, including psychological harassment and sexual violence, must also be addressed, in the same way as other health and safety risks. For more information on this subject, go to the CNESST's website:

[Risques psychosociaux liés au travail | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST](#).

⁶ [Droits et obligations des travailleurs | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST](#).

Training

Training for entrusted care activities

Since June 2022, HAA workers have been required to comply with the conditions of training and performance set out in the regulation on the activities described in sections 39.7 and 39.8 of the Professional Code when they must carry out entrusted care activities. The 14-hour training program is paid for in the case of HAA workers. Note that the 14 hours of training cannot be deducted from the hours granted to you to provide care and services.

The training program recognized by the MSSS may be offered, depending on the institution, in person or in hybrid mode, i.e., one day via the FCP-partenaires platform⁷ and one day of practical training. Specific training concerning invasive care is provided by qualified professionals after the 14-hour training program, if applicable.

The institution in your territory will tell you if you will be doing the training in person or in hybrid mode and will give you the relevant information.

To ensure there is no confusion, a parent or informal caregiver who is receiving the HAA modality is not subject to the training provided for in the Regulation and therefore does not have to complete the mandatory 14-hour training program, since they may provide care pursuant to section 39.6 of the Professional Code.⁸

When you complete the 14-hour training program for the National Rule of Care, it is important that your employer indicate, on the *Volet social* form, at Item 85 “Training”, the hours of training (maximum 14 hours) and the date of training.

Vacation: From | | To | | H | | Min. | | Taken ☐ Yes ☐ No

Social leave

81 – Death H | | Min. | | Date | | Relationship | |
D M Y

82 – Marriage H | | Min. | | Date | | 83 – Birth H | | Min. | | Date | |
D M Y D M Y

84 – Termination of pregnancy H | | Min. | | Date | | 85 – Training H | | Min. | | Date | |
D M Y D M Y

Notice: Worked \$ | | or not worked: \$ | |

Available training

A number of **free**, but **unpaid**, courses are available on the shared continuing education site for non-network service partners. All you have to do is discuss it with the institution's care provider and, if necessary, connect to the following address: [se connecter sur le site | ENA hors réseau](#).

⁷ [Se connecter sur le site | ENA hors réseau \(fcp-partenaires.ca\)](#).

⁸ [C-26 – Professional Code \(gouv.qc.ca\)](#).

Following an agreement with the MSSS, you also have access to Mr. Philippe Voyer's training platform, <https://www.philippevoyeur.org/formations>. Refer to your employer to obtain the access code.

Additional information

If you need additional information about your pay, talk to the user/employer. For any questions relating to deductions at source, contact the HAAPC.

By telephone:

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

By fax:

- Montreal region: 514 356-1155
- Elsewhere in Quebec (toll free): 1 888 385-3969

For any questions relating to income tax, Employment Insurance, the Québec Pension Plan, the Québec Parental Insurance Plan or labour standards, contact the ministries or agencies concerned:

Ministère du Revenu du Québec or Canada Revenue Agency

Home | Revenu Québec (revenuquebec.ca) or <https://www.revenuquebec.ca/fr/>

Canada Revenue Agency – Canada.ca or <https://www.canada.ca/fr/agence-revenu.html>

Service Canada Centre

Service Canada – Canada.ca:

(<https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>)

Régie des rentes du Québec

Retraite Québec – The Québec Pension Plan (gouv.qc.ca) or https://www.rrq.gouv.qc.ca/en/programmes/regime_rentes/Pages/regime_rentes.aspx

Commission des normes, de l'équité, de la santé et de la sécurité du travail

[Contact us | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST \(gouv.qc.ca\)](http://Contact us | Commission des normes de l'équité de la santé et de la sécurité du travail – CNESST (gouv.qc.ca)) or <https://www.cnesst.gouv.qc.ca/en/client-services/contact-us>

For support and referrals concerning specific situations of mistreatment of older adults, people in vulnerable situations or to find information, the general public and professionals can consult the Mistreatment Helpline at: 1 888 489-2287 or the site <https://lignemaltraitance.ca/en>.

Appendix 1

Role and responsibilities of the HAA worker

The HAA worker's role and responsibilities are to

- Have a social insurance number. If you do not have one, you must apply for one at a Service Canada Centre at www.servicecanada.gc.ca.
- Respect the conditions for the provision of care and services that have been agreed on with the user/employer with regard to the intervention plan(s) developed by the HSSN institution.
- Cooperate in filling out the attendance sheet in a rigorous manner.
- Complete the requisite training relating to the specific care and services to be given to the user/employer, based on their needs;
- Take responsibility for the care and services they provide to the user/employer in terms of their quality and safety and, if necessary, take appropriate corrective measures.
- Comply with the recommendations made by the HSSN institution's care providers for the provision of quality care.
- Comply with legal obligations with respect to the CNESST (ALS, AOHS, AIAOD, prevention of psychological or sexual harassment in the workplace, etc.) as an HAA worker.
- Contact the occupational health and safety advisor at the CPNSSS as soon as possible after:
 - a work accident or occupational disease;
 - obtaining a reassignment or preventive withdrawal certificate for a pregnant or breastfeeding HAA worker. Send, by fax or email, as soon as possible, all the documents related to the follow-up of the occupational injury (event report, medical reports, examinations, etc.).
- Cooperate with the occupational health and safety advisor at the CPNSSS who is responsible for managing occupational injury files, in particular:
 - during the initial management of a new claim and the medical-administrative follow-up;
 - when temporary assignment tasks are put in place;
 - during a return to work.
- Inform the HSSN institution of changes in their situation that are likely to influence their needs, in particular concerning their health condition, with the user/employer's consent;
- Voluntarily report any situation of mistreatment of the user/employer observed to the local service quality and complaints commissioner of the HSSN institution.

