

If you are receiving assistance

home care services and
the service employment
paycheque



You live at home. However,

- You need help for certain activities such as taking a bath, eating, dressing or doing your household chores.
- You need special care.

You may qualify for the Direct Allowance Program, but on certain conditions:

- Your state of health is stable.
- You need long-term services.
- You are able to assume management of your services, alone or with the help of a friend or family member.



Direct allowance – service employment paycheque

Support services from the health and social services network are available thanks to a financial allowance granted through the Direct Allowance Program–Service Employment Paycheque.

This allowance is allocated to you by the health and social services center (CSSS) that assessed your needs and established an intervention plan specifying the number of home care service hours you are entitled to. You can choose the person who will provide the home care agreed upon at the time of assessment by the CSSS.

If you do not know anyone who can provide you with home care, the CSSS can assign a person to temporarily provide you with services. You must also agree with the CSSS on the most appropriate service replacement measures in order to ensure continuity in the services you need.

The employment service paycheque

The employment service paycheque is a tool for processing the pay of the person who provides you with home care through the Direct Allowance Program. The employment service paycheque is used to manage the amounts to be paid to the person. The Service Employment Paycheque Processing Center acts as the CSSS's paymaster. This service concerns the allocated hours as set down in your intervention plan. The service is free.

The person who provides you with home care services will receive his or her paycheque from the Service Employment Paycheque Processing Center, which is responsible for operations concerning pay. Your home care service provider's hourly wage is determined on a regional basis by the health and social services agency. In case of an occupational accident, he or she may receive compensation as provided under the *Act Respecting Industrial Accidents and Occupational Diseases*.

Services

Services include personal assistance, such as help with bathing, eating, dressing, and certain transfers (from wheelchair to bed, from wheelchair to toilet, etc.) as well as housekeeping services, such as household tasks, meal preparation, laundry, ironing and errands.

You can organize these services at your convenience on a regular or occasional basis, over a two-week period.



The intervention plan

The CSSS, which is responsible for organizing all home care services, grants you a direct allowance according to the hours provided for in your intervention plan. The plan takes into consideration your needs, your preferences as to how services will be provided, and your ability to manage your affairs, as well as resources available in your family, in the community, or at the CSSS. The intervention plan must be reviewed by the CSSS at least once a year and adjusted according to your needs. In the course of the year, if your situation or your state of health should worsen or undergo other changes, you must notify the CSSS, which will re-assess your needs and make any necessary adjustments.

Using the service employment paycheque

The CSSS allocates you service hours, and a sum of money is set aside to pay for these hours of services through the Service Employment Paycheque Processing Center. The CSSS will register you with the center.

The CSSS is required to support you in this program. At your request, the CSSS will help you choose a person who can provide you with home care services and will teach you what your responsibilities are with respect to the service employment paycheque. In certain regions, support organizations have been set up for this purpose.

Choosing a home care service provider

The direct allowance allows you to choose a person to help you in your daily life.

The program also aims to prevent exhaustion among family members. For this reason, it is preferable not to choose a member of your family, especially if the person lives under the same roof as you. However, if such is your wish, you must first discuss the matter with your CSSS worker.

If you move to a new home or to another local territory, you must contact the CSSS as soon as possible. The CSSS will take the necessary measures to ensure you receive your services without interruption.

Your responsibilities

As a home care services user, you have the following responsibilities:

- Choosing the person who will provide you with home care services (the CSSS will be able to assist you with how to proceed).
- Organizing and scheduling the work to be done according to the number of hours allocated to you in your intervention plan.
- Explaining and describing the tasks to be done as set down in your intervention plan.
- Explaining how equipment works, if applicable (the CSSS can assist you).
- Informing your service provider if their services satisfy you or if adjustments are necessary.
- Using the *Volet social* form to provide, in keeping with your situation and within a reasonable time period, all information needed to prepare your service provider's paycheque, vacation pay, termination notice, or employment record. You must also indicate time taken for family or parental leave.

For each two-week pay period, you must carry out the following steps so that your service provider receives his or her salary on time:

- Write the number of hours that the person has worked on the *Volet social* form received by mail.
- Sign the *Volet social* form (compulsory) and, if possible, have the person providing you home care sign it.
- Send the *Volet social* form to the Service Employment Paycheque Processing Center in the return envelope at the end of each pay period, according to the dates fixed on the schedule established by the Center.

- Keep a copy of the duly completed *Volet social* form for your records so that you have supporting documents on hand for follow-up or future verification, if required.

Annual vacation leave

The person providing home care services is entitled to paid annual vacation leave. Vacation length and pay vary depending on the period of uninterrupted service calculated at the end of the reference year (from May 1 to April 30). You must come to an agreement with your service provider concerning vacation dates and send the information to the Service Employment Paycheque Processing Center, which will ensure that payment is made before the leave begins.

If the person does not take his or her vacation leave during the reference year, vacation pay will be paid at the end of the year.

Family or parental leave

To help you respect deadlines, the CSSS will give you the service employment paycheque processing schedule indicating the key dates.

Termination of employment

If the home care service provider stops working for you, you must use the *Volet social* form to record the date and the reason for leaving in the appropriate section. You will subsequently receive a *Record of Employment* form from the Service Employment Paycheque Processing Center. You must sign it and give a copy to the person, either in person or by mail. Keep a copy of the employment record for your records and send one to the Canada Service Center of your locality.



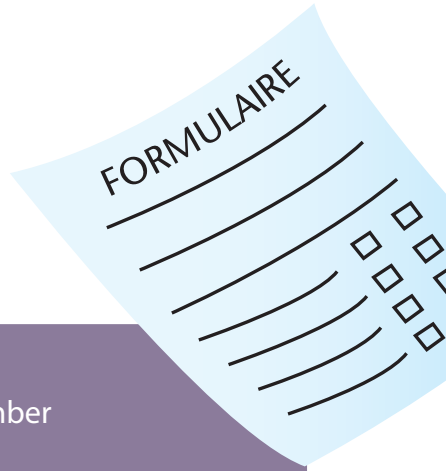
Paycheque processing

The Volet social form is used as an **attendance record** for the person providing you with home care. Each pay period is two weeks long, from Sunday to Saturday. You must fill out the form and return it to the Service Employment Paycheque Processing Center as soon as possible so that the person is paid on time at the end of each pay period. Financial transactions are made by direct deposit by the Service Employment Paycheque Processing Center, whose responsibility it is to:

- Enter the information relative to each pay (hours, hourly rate and, if necessary, all necessary changes).
- Make government remittances for income tax payments, contributions to the Québec Pension Plan, the Québec Parental Insurance Plan, employment insurance, etc.
- Send you two copies of the **Volet social** form with a return envelope for each pay period.
- Mail the deposit notice for each paycheque to each person providing support services.
- Pay indemnities for annual vacations, legal holidays or other leave (e.g., family or parental leave) when leave is taken.
- Prepare the paycheque of the person providing you with home care services and deposit it directly in his or her account.

The *volet social form*

The Volet social form was created to transmit information between the Service Employment Paycheque Processing Center, the CSSS and you. It is used to process the pay of persons providing home care services through direct allowance (Consult the appendix to see how to fill out the form).



Here are the roles of each party involved in a case file and the main points to remember concerning the form.

The role of the csss

The CSSS assesses your needs and works with you to prepare an intervention plan that will be reviewed at a fixed date or as needed according to changes in your situation. It then determines the amounts that you will be allocated for home care services or refers you to other recognized organizations that can provide you with the necessary services.

The CSSS fills in the "User" section on the Volet social form. If needed, the CSSS will make any necessary corrections to the section for which it is responsible. This section contains your personal information as well as the number of hours and the hourly rate you have been allocated for home care services.

At the time of your registration

When you register for the program, the CSSS makes absolutely sure that a person provides you services.

CSSS personnel will explain to you how to fill out and send the Volet social form to the Service Employment Paycheque Processing Center. They may also refer you to a support organization, if there is one in your area.

The CSSS must also regularly check to make sure you are getting the services for which you receive the direct allowance and, if necessary, agree with you on alternative solutions.

Your role

You designate the person or persons who will provide home care services by filling out the “Service Provider” section of the Volet social form. You must provide all information requested for all persons providing you home care services **on a regular or occasional basis**.

At the end of each two-week pay period, you must write in the number of hours worked by each service provider and return the *Volet social* form to the Service Employment Paycheque Processing Center in the return envelope. You or your representative must sign in the space provided at the end of the form. You can also have it signed by each of the persons providing support services, but it is not compulsory.

You can return the form to the Service Employment Paycheque Processing Center by mail, by fax or by Desjardins Internal Mail (Deposit it at your caisse populaire using the return envelope).

When necessary, you must update information on the *Volet social* form concerning the person providing services, for example, an address change, a financial institution or account number change, a modification of tax exemptions, etc.

You must notify the CSSS of any change in your situation that might affect services you receive, whether the change is temporary or permanent. Examples include travel, hospitalization, moving, etc.

The role of the service employment paycheque processing center

For each pay period, the Service Employment Paycheque Processing Center prepares the paycheque of the person or persons providing you with home care services and makes government remittances according to the information provided on the **Volet social** form. For each period, the Center also sends you two copies of the Volet social form with a return envelope. At your request, it prepares employment termination, revenue statements, and other forms.



Hiring procedure

When you receive services from a person, you must give him or her the leaflet entitled *Information for Persons Providing Home Care Services to a Handicapped or Frail Person*. These leaflets can be obtained at the CSSS or downloaded from the Ministère de la Santé et des Services sociaux website at www.msss.gouv.qc.ca.

The Volet social form is used by the CSSS to register you, your representative, and the person providing you with home care services with the Service Employment Paycheque Processing Center. The CSSS can help you fill out the *Volet social* form at any time. The person providing you with services is responsible for giving you tax information that will enable the Service Employment Paycheque Processing Center to calculate taxes and other contributions to be paid to the federal and provincial governments. In the absence of information, basic exemptions will automatically apply. The person providing home care support can furnish the information by filling out the TP1015.3 (www.revenu.gouv.qc.ca) and TD1 (www.cra-arc.gc.ca) forms.

Remember to send a cheque specimen for the person providing support services so that direct deposit of his paycheque can be made.



Hours worked

As soon as possible after each two-week pay period, return the Volet social form to the Service Employment Paycheque Processing Center after entering the number of hours and minutes worked for the different allowances (A or B). The total number entered must not exceed the number of hours and minutes allocated by the CSSS. Any error in this regard may cause a pay delay for all persons providing you with home care services.

If payment is a lump sum (Allowance C), you must enter the total amount to be paid. You or your representative must sign the *Volet social* form so that the Service Employment Paycheque Processing Center can process the paycheque.

Paycheque

Pay covers a two-week period starting on Sunday and ending on Saturday.

The Volet social form must be sent to the Service Employment Paycheque Processing Center as soon as possible. You can mail it, deposit it in at any Caisse Populaire Desjardins location using the return envelope, or send it by fax. You have one week to return it to the Center. An oversight or an error on your part may cause a delay in pay for all persons providing you home care service.

The Center enters the data on the Wednesday following each pay period and sends you a new form for the following period.

Home care providers' paycheques are deposited in their accounts on a Friday. A deposit notice is then sent to their personal address.

About the Act Respecting Labor Standards¹

Annual Vacation

The right to annual vacation leave is acquired over a period of 12 consecutive months. The *Act Respecting Labor Standards* establishes a reference year that extends from May 1 to April 30 unless a decree or an agreement fixes a different starting date for that period.

Uninterrupted Service	Duration of Leave	Indemnity
Less than 1 year	1 day per month of uninterrupted service	4%
1 year to less than 5 years	2 consecutive weeks	4%
5 years and more	3 consecutive weeks	6%

Statutory General Holidays with Pay

The employee who is subject to the *Act Respecting Labor Standards* is entitled to an indemnity for each legal general holiday provided that he or she was not absent from work without the employer's authorization or without valid cause on the working day preceding or on the working day following the holiday. This working day preceding or following the holiday is the employee's working day.

The *Act Respecting Labor Standards* specifies that the following days are statutory general holidays:

- January 1
- Good Friday or Easter Monday, at the option of the employer
- The Monday preceding May 25
- July 1, or July 2 where the 1st falls on a Sunday
- The first Monday in September
- The second Monday in October
- December 25

Absences and leaves for family and parental matters

The *Act Respecting Labor Standards* grants the employee a certain number of leaves for family events. These leaves are paid or unpaid, as the case may be. The employee must advise the employer of his or her absence.

Code	Reason for leave	Relationship	Conditions of leave
81	Death or funeral	of spouse, of a child, of spouse's child, of a father, of a mother, of a brother, of a sister	1 day with pay and 4 days without pay
82	Marriage or civil union	of the employee	1 day with pay
83	Adoption Birth	of a child of his or her child	5 days of absence (including 2 paid days if the employee is credited with 60 days of uninterrupted service)
84	Termination	of pregnancy in or after the twentieth week of pregnancy	This leave may be divided into days at the request of the employee. It may not be taken more than 15 days after the child arrives at the residence of its father or mother or, as the case may be, after the termination of pregnancy.

Absences owing to sickness or accident

An employee who is credited with 60 days of uninterrupted service may be absent from work for a period of not more than 26 weeks over a period of 12 months, owing to sickness or accident. The employee must advise the employer as soon as possible of a period of absence from work, giving the reasons for it.

Notice of termination of employment

The employer must give written notice to an employee before terminating his contract of employment or laying him off for six months or more.

An employer who does not give the notice must pay the employee a compensatory indemnity equal to his regular wage excluding overtime for a period equal to the period or remaining period of notice to which he was entitled.

Uninterrupted Service	Period of notice
3 months to 1 year	1 week
1 year to 5 years	2 weeks
5 years to 10 years	4 weeks
10 years and more	8 weeks

The application and interpretation of the *Act respecting Labor Standards* is under the administration of the Commission of Labor Standards. You can consult the Commission’s website at www.cnt.gouv.qc.ca, where you will also find contact information for reaching clientele services in all regions.

Additional information

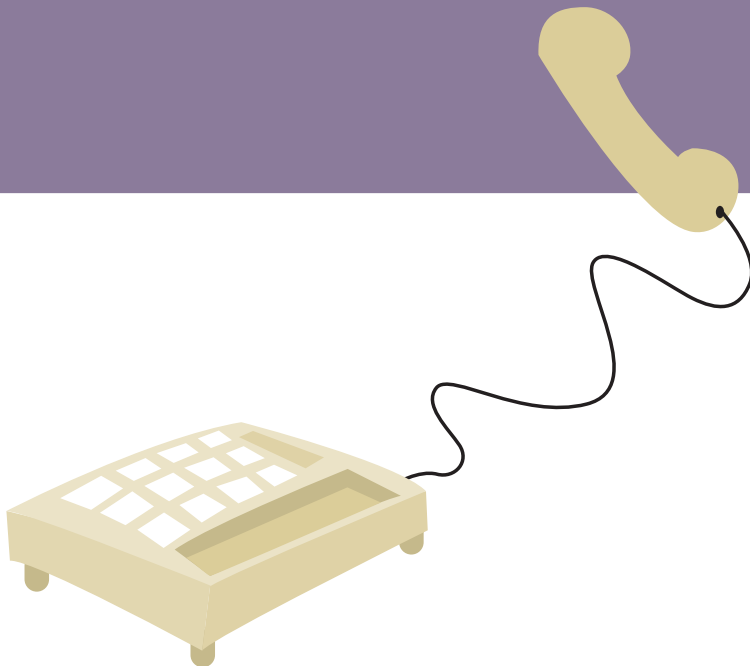
For any questions concerning paycheque processing of persons providing you with home care services, contact the Service Employment Paycheque Processing Center at one of the following numbers:

By telephone

Montréal Region: **514 356-1199**
Elsewhere in Québec (toll free): **1 888 405-4262**

By fax:

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



Here's how to fill out your

social component form

Your Social Component Form

This section is filled out and up dated by the CSSS.

SOCIAL RECORD Employment cheque service

1 Period from _____ to _____ Resides on a reserve

2

USER FILE INSCRIPTION MODIFICATION

3 User name Last Name **4** CLSC code **5** CLSC name **6** Client Type _____ Prov. _____ Postal Code _____

Address _____ **7** First Name _____ Phone _____

City _____ Language: English French

Respondant Last name **7** First name **4** Phone _____

Allocation A - Regular service	Allocation B - Caretaker service	Allocation C - Lump sum
8 Period hour Hrs _____ Min. _____	9 Period hour Hrs _____ Min. _____	10 Total amount: _____ \$
Hourly rate _____ \$ Fund _____ \$	Hourly rate _____ \$ Fund _____ \$	Balance: _____ \$ Fund _____ \$
11 <input type="checkbox"/> Suspension <input type="checkbox"/> Reactivation <input type="checkbox"/> Cessation	<input type="checkbox"/> Suspension <input type="checkbox"/> Reactivation <input type="checkbox"/> Cessation	<input type="checkbox"/> Suspension <input type="checkbox"/> Reactivation <input type="checkbox"/> Cessation
Effective: _____ D M Y 13	Effective: _____ D M Y 12	Effective: _____ D M Y 12

EMPLOYEE FILE 1 # **14** Employee Private Agency / non-profit Organization / COOP Aboriginal employee

Last Name **16** First Name _____ Signature _____ **17**

Address _____ Language: French English

City _____ Prov. _____ Postal Code _____

Date of birth **19** Hiring Date **20** Social Insurance Number **21** Last paid date **22** Reason **18** Add. prov. tax _____ \$ Add. Fed. tax _____ \$

Allocation A - Hrs _____ Min. _____ Allocation B - Hrs _____ Min. _____ Allocation C - _____ \$ **25**

Vacation: From _____ to _____ Hr. _____ Min. _____ Taken Yes No

24 Social holiday

Your employee's signature

Fill out this line each pay period.

This section is completed by your HSSC

- 1** **Period from D/M/Y to D/M/Y**
Two-week pay period from Sunday to Saturday. Dates are printed by the SEP Processing Centre.
- 2** **Resides on a reserve**
Check if user who receives the services lives on a reserve.
- 3** **User number**
Number assigned by the SEP Processing Centre.
- 4** **HSSC Code**
Code number of the institution.
- 5** **HSSC Name**
Name of the institution.
- 6** **Client Type**
Corresponds to a simplified code, per intervention profile, which is written by HSSC. It will be used to issue reports for management purposes.
- 7** **User's representative**
Person named by the user to act on his or her behalf. Reference person if the user cannot be reached. The user's representative will complete and sign the Social Record form on the user's behalf. The employee cannot act as user's representative.
- 8** **Allocation A**
Regular Service: Usually corresponds to personal assistance services and domestic help.
Period hours: Number of hours and minutes of services allocated by HSSC for two weeks.
Hourly Rate: Basic hourly wage granted by HSSC.

- 9** **Allocation B**
Caretaking service: Usually corresponds to caretaking, support and presence services, surveillance. Period hours: Number of hours and minutes of services allocated by HSSC for two weeks. Hourly Rate: Basic hourly wage granted by HSSC.
- 10** **Allocation C**
Lump Sum: Usually used for activities other than those mentioned in items 8 and 9, that are written in the intervention plan. Total amount: Amount granted by the HSSC.
Balance: Amount unspent.
- 11** **Suspension**
Discontinued temporarily.
Reactivation
Allocation to user re-started.
Arrêt
File closure.
- 12** **Fund**
Code used by all HSSC in a region to produce management reports.
- 13** **Effective D/M/Y End D/M/Y**
Dates entered by the HSSC to identify the period for the allocation.
- 14** **Employee File**
Number assigned by the SEP Processing Centre.

You must complete these sections

- 15** **Aboriginal Employee**

- 24** **Allocation A Hrs/min.**

- 16 Name**
Enter the employees' name and address. If it's an agency, the HSSC will enter them. The names and addresses are printed by the SEP Processing Centre until employment is terminated. You may enter one or two employees per form.
- 17 Signature**
Your employee signs on each pay period. The employee's signature is not mandatory.
- 18 Provincial deductions Federal deductions**
These information are used by the SEP Processing Centre to calculate the tax payable to the federal and provincial governments upon registration. Enter amount in excess of the basic exemption amount, so it can be deducted as per the employee's request.
- 19 Date of birth**
Mandatory.
- 20 Hiring date**
Fill in these boxes for each employee.
- 21 Social insurance number**
Mandatory.
- 22 Last day paid**
Mandatory for compiling records of employment. As soon as you find out the date of the last working day, enter it.
- 23 Reason**
Mandatory. Write the code corresponding to the reason for terminating employment.
Possible reasons:
[A] shortage of work
[C] return to school
[D] illness or injury
[E] quit
[F] pregnancy
[G] retirement
[H] work sharing
[M] dismissal
[N] leave of absence
[P] parental
[Z] other explain in box 18
[K] compassionate care
- 25 Allocation C**
Amount to be paid to the employee. Cannot exceed the balance recorded in item 10.
- 26 Vacation**
Enter the employee's expected beginning and end of vacation date, at the time of pay period prior to the employee's taking their vacation. You must beforehand make an agreement with your employee.
- 27 Social holiday**
Only holidays with monetary impact are entered. At the time when the holiday is taken, enter the number of hours and minutes usually worked as well as the date of the first holiday day.
[81] Bereavement: bereavement or funeral of an immediate family member.
[82] Wedding : wedding of civil union of the employee.
[83] Birth/adoption: of an employee's child.
[84] Abortion: as of th 20th week of pregnancy.
[85] Training: training activities must be agreed upon between the user and HSSC.
- 28 Notice**
The notice is considered worked when the user is terminated on the same day as the last worked day entered on the ROE.
- Worked**
The notice is considered worked when the user is terminated on the same day as the last worked day entered on the ROE.
- Not worked**
The notice is considered not worked when the user does not give a termination notice within the stipulated term.
- Signature of user's representative**
Mandatory. You or your representative to authorize the SEP Processing Centre to process with the payment.
- Message**
Message for the user. Printed by the SEP Processing Centre.

If you need information on available services or if there is a change in your situation, contact your Centre de santé et de services sociaux (Health and social services center) (CSSS).

Case worker's name:

Telephone number:

This document is available online and can be ordered at www.msss.gouv.qc.ca by clicking Documentation and then Publications.

It may also be ordered at diffusion@msss.gouv.qc.ca or by mail at:

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Santé
et Services sociaux

Québec 