

*This program allows Quebecers to obtain financial assistance when they use domestic help services provided by a recognized domestic help social economy business.*

### What is a domestic help social economy business?

A domestic help social economy business is a cooperative or a non-profit organization that provides domestic help services. Such businesses are recognized, in the region in which they operate. The health and social services agencies are in charge of recommending domestic help social economy businesses to the Ministère de la Santé et des Services sociaux for recognition.

### What does the program involve?

Under the program, a person who uses domestic help services provided by a recognized business benefits from a reduction in the hourly rate the business charges. There are two types of assistance: basic and variable.



### Basic assistance of \$4

Basic assistance of \$4 for EACH HOUR OF SERVICE RENDERED is granted to any eligible person who applies by filling out the forms entitled *Application for Financial Assistance* and *Service Agreement*.

### Who is eligible for basic assistance of \$4?

All persons age 18 and over who are residents of Québec within the meaning of the *Health Insurance Act* are eligible for basic assistance, regardless of income.

### Variable assistance of \$0.40 to \$6

Variable assistance of \$0.40 to \$6 for EACH HOUR OF SERVICE RENDERED may be granted over and above the basic assistance (\$4) and is determined on the basis of an eligible person's **family income** and **family situation**.

The maximum total assistance granted is \$10 for EACH HOUR OF SERVICE RENDERED.

The person pays only the difference between the rate charged by the business and the amount of the assistance granted.

### Who is eligible for variable assistance of \$0.40 to \$6?

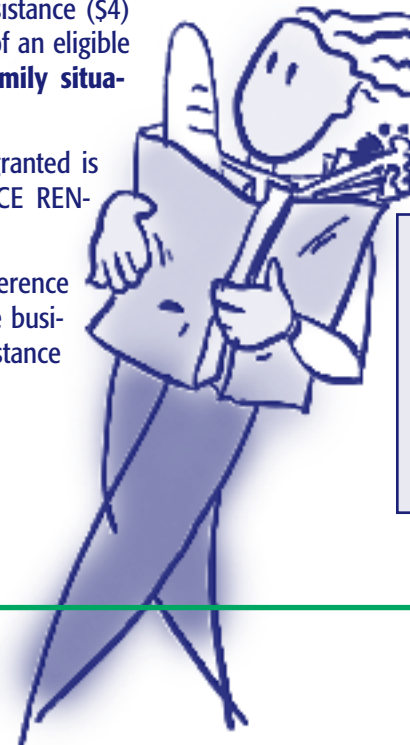
Persons age 65 and over are eligible for variable assistance, as are persons age 18 to 64 who are recommended by a CLSC or CSSS.

### How may I benefit from the program?

- A. You must use domestic help services provided by a business recognized under the program.
- B. Fill out the forms entitled *Application for Financial Assistance* and *Service Agreement*, available from recognized businesses. A list of these businesses is available from Services Québec offices, on the website of the Régie de l'assurance maladie du Québec, or from the Régie's Direction de la contribution et de l'aide financières.

#### Important note

*Persons receiving compensation for domestic help services under a public plan (e.g. Commission de la santé et de la sécurité du travail, Société de l'assurance automobile du Québec, Veterans Affairs Canada) or under a private insurance plan are not eligible for the program.*



## What services does the program cover?

- Light housework, such as laundering, vacuuming, dusting, cleaning (e.g. refrigerator, bathtub, pantry)
- Heavy housework, such as major cleaning jobs and clearing snow from the main access to the residence
- Clothing care
- Preparation of non-diet meals
- Grocery shopping and other errands



## How can I obtain further information?

### On the Internet

[www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

### By telephone

Call one of the following numbers during office hours.

Montréal: 514 873-9504

Elsewhere in Québec, toll-free: 1 888 594-5155

You can also call the Services Québec regional office in your area.

### In person

Visit the Régie's office, at the address below.

425, boul. De Maisonneuve Ouest, suite 213  
Montréal (Québec)

### Office hours

Mondays, Tuesdays, Thursdays and Fridays  
from 8:30 a.m. to 12 noon and from 1:00 p.m.  
to 4:30 p.m., and Wednesdays from 10:00 a.m.  
to 12 noon and from 1:00 p.m. to 4:30 p.m.

### By TDD

(telecommunication device for the deaf)

Québec: 418 682-3939

Elsewhere in Québec, toll-free: 1 800 361-3939

### By fax

Montréal: 514 864-4321

Elsewhere in Québec, toll-free: 1 866 820-8321

### By mail

Régie de l'assurance maladie du Québec  
Direction de la contribution et de l'aide financières  
425, boul. De Maisonneuve Ouest, suite 213  
Montréal (Québec) H3A 3G5

Le présent dépliant est aussi disponible en français.

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# FINANCIAL ASSISTANCE PROGRAM

for Domestic Help Services



The information in this pamphlet is neither exhaustive nor applicable in all cases, and does not have force of law.

Régie de  
l'assurance maladie

Québec



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Québec

