

Personalized Allowance

Private Seniors' Residence (RPA)

What is the RPA service allowance?

The RPA service allowance is monthly financial support to help people living in an RPA pay for personal assistance services so they can remain at home.

With your permission, it's paid directly to the RPA.

Are you eligible?

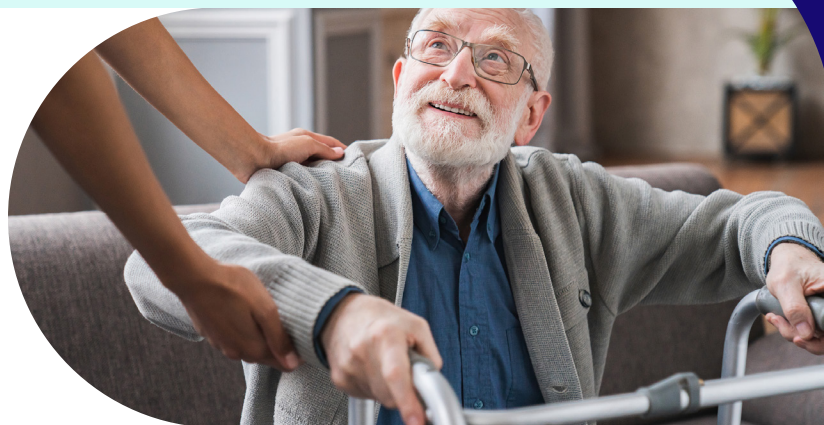
You may be eligible if you:

- have a loss of autonomy due to aging or a disability
- live in an RPA that is a category 3 or 4
- agree to have the RPA provide the services

Eligibility is assessed when you request services from your health and social services establishment's home support staff or access point (guichet).

Are you moving?

Let your home care team know as soon as possible.



How are the services you may be eligible for and receive determined?

The services you can receive are based on an assessment of your needs and how independently you can manage your daily activities, which is done by a member of the home care team.

For your well-being, we aim to help you maintain your abilities as much as possible.

The home care team may teach you new care techniques or new ways of doing things. If needed, they may recommend equipment or changes to your home to help you maintain your independence.

When maintaining your independence is no longer possible and home care services are needed, a service plan will be developed based on your needs.



What is the allowance?

The allowance helps you pay for the hours of services needed to meet your needs. It is calculated based on an hourly rate of \$34.30.

You must enter into an agreement with your RPA to receive the services.

You, the RPA, and your health and social services establishment must also complete an agreement related to the allowance.



Tax credit for home-support services for seniors

The allowance amount is not eligible for the tax credit for home-support services for seniors. It must be reported to Revenu Québec.

The personalized allowance may affect your advance payment for the tax credit for home-support services for seniors.



QUESTIONS?

To request services

Contact the access point (guichet) for support for autonomy services:

✉ gassa.cisssmo16@ssss.gouv.qc.ca
☎ 1-833-774-2772
📠 450-928-5256

Dissatisfaction or complaint

You can contact the Service Quality and Complaints Commissioner of your health and social services establishment:

☎ 1-800-700-0621, ext. 2462
✉ insatisfactions-plaintes.cisssmo16@ssss.gouv.qc.ca

You can be assisted or accompanied by:

- A family member, friend or someone you trust;
- The complaints assistance and support centre in your region at 1-877-767 2227, or by visiting the website fcaap.ca/en.