



AGREEMENT – DOMESTIC SUPPORT SERVICES BETWEEN THE COOPÉRATIVE DE SOUTIEN À DOMICILE DE LAVAL AND ITS MEMBERS

Amended and adopted by the Board of Directors on June 11th, 2026.

The Board of Directors may amend this agreement at any time. Any amendments shall take effect upon their adoption.

Our mission

The Coopérative de soutien à domicile de Laval is a non-profit organization that offers various home care services to seniors or individuals with reduced autonomy or seeking to maintain their independence. Founded in 1995 as an initiative of all four CLSCs in Laval, the Cooperative is also accredited as a "social economy enterprise". By choosing this type of organization, it has committed itself to investing in a social mission.

The Cooperative is built on a social mission:

To support the independence of our members by offering personalized services that respect their needs, enabling them to live fully in their own homes.

"A human-centered mission, rooted in Laval's community."

Through this mission, the Cooperative aims to improve the quality of life of its members by providing personalized, respectful support focused on their needs, to promote their ability to remain at home with dignity and independence.

Oui vision

To stand as a trusted cornerstone in home support – honoring the richness of every life journey and placing solidarity at the heart of all we do, for our members as well as our employees.

Guided by cooperation and genuine care, we strive to ensure that every action and every role become a meaningful force for lasting social change, rooted in purpose and dignity.

"Home is where the heart is."

Our Collaboration Expectations:

By choosing our services, you support employment integration, which is essential to fulfilling our mission. Your support enables our employees to thrive in a positive and collaborative work environment. This is made possible through:

- **Respect:** Always use kind and respectful words and actions.
- **Communication:** Express your needs and concerns clearly and respectfully.
- **Inclusivity:** Embrace and value differences in origin, language, gender, and identity.
- **Zero Tolerance:** Any violent, discriminatory, or harassing behavior of any kind will not be tolerated.

Policy on the Promotion of Civility, and the Prevention and Management of Harassment and Violence:

SUMMARY :

Background: The Cooperative is committed to protecting the fundamental rights of every individual, including

respect, dignity, and physical and psychological integrity. Any form of harassment or violence is strictly prohibited.

Scope of the Policy: This policy applies to all employees, volunteers, partners, and any other individuals interacting with the Cooperative, whether in a physical or virtual environment.

Main Commitments:

- **Prevent and address incidents:** Raise awareness, provide training, and equip individuals with the necessary **tools** to maintain a respectful and safe environment.
- **Support victims:** Provide protection, guidance, and access to resources to help restore a healthy work environment.
- **Promote civility:** Encourage respectful behaviour to prevent incivility, which can lead to harassment.

Definitions and Situations Covered: The policy covers psychological, sexual, and discriminatory harassment, as well as various forms of physical, psychological, sexual, domestic, and family violence. It also covers serious isolated incidents that may be considered as harassment.

Responsibilities:

- **Board of Directors:** Ensure the implementation and ongoing oversight of the policy.
- **Management:** Appoint designated individuals to handle complaints and oversee preventive measures.
- **Supervisors:** Respond promptly to inappropriate behaviors and promote awareness among staff.
- **Designated Persons:** Provide information and training, receive and address complaints, and support victims.
- **Employees and Volunteers:** Comply with the policy, report inappropriate situations, and cooperate with investigations.

Prevention and Awareness

- **Standards of Civility:** Promote politeness, courtesy, and respectful behavior.
- **Training Programs:** Provide training and informational resources to employees and managers to strengthen prevention efforts.

Complaint Handling Process

1. **Complaint or Report:** Any person may report incidents or file a complaint with the designated individuals.
2. **Investigation:** An impartial and confidential process is established to verify the facts.
3. **Measures:** If a complaint is substantiated, appropriate and proportionate measures (e.g., training, reprimand, dismissal) will be applied.
4. **Follow-up:** Support is provided to the parties involved to ensure a smooth and respectful reintegration.

All complaints and reports are handled confidentially. Severe disciplinary measures may be imposed for malicious complaints or failure to comply with the policy.

Conclusion: This policy reflects the Cooperative's commitment to respecting fundamental rights and providing an inclusive and safe work environment, in accordance with best practices and the legal requirements of the CNESST.

The full policy is available on our website: (ajouter lien)

To contact us, Monday to Friday, from 8:00 am to 5:00 pm:

Address :

312-A, boul. Cartier Ouest
Laval (Québec) H7N 2J2

Phone number : 450-972-1313

Fax : 450-972-1919

- **Customer Service :** 450-972-1313 # 1
- **Cancellations :** 450-972-1313 # 2
- **Heavy Housekeeping services :** 450-972-1313 # 3
- **Complaints and concerns :** 450-972-1313 #4
- **Social Geriatrics :** 450-972-1313 #6

Email : info@cooplaval.com

Website : www.cooplaval.com

Complaints or Concerns :

If you wish to file a complaint or share a concern, you can contact the responsible coordinator by phone at extension 4 or write to us at the following email address: info@cooplaval.com.

Social Media :

Coopérative de soutien à domicile de Laval



Follow us!

1. GENERAL INFORMATION ABOUT THE COOPERATIVE

1.1. Domestic support services :

Light Housekeeping	Heavy Housekeeping
Equipment and products: provided by the member.	Equipment and products: provided by the Cooperative, included in the price.
Duration and frequency: Monday to Friday, between 8:00 a.m. and 5:00 p.m.	Duration and frequency: Monday to Friday, between 8:00 a.m. and 5:00 p.m.
Regular service: Offered in blocks of 2, 3, 4 or 6 hours per service. Available weekly, every 2 weeks, or every 4 weeks. On demand service (one time service): Available at the member's request, subject to the Cooperative's availability.	On demand service: At the member's request, subject to the Cooperative's availability. (See Section 6)

2. RULES AND PROCEDURES FOR DOMESTIC SUPPORT SERVICES

2.1. The Cooperative's Responsibilities

The Cooperative is proud to reflect its community by having employees of all ages, men and women of different nationalities. Therefore, in accordance with the law on the Charter of Rights and Freedoms, the Cooperative does not tolerate any form of discrimination. Failure to comply may lead to the discontinuation of services.

- The Cooperative visits all new members in their home to properly evaluate their home support needs. An agreement is then established with the member to specify the nature of the services to be provided (see Appendices 1 and 3), as well as their duration and frequency. The agreed-upon number of service hours must be respected. If the service takes less time than expected, the member may ask the employee to perform occasional tasks. Otherwise, the member must pay for the unused service time at the applicable service suspension rate.
- The Cooperative will only communicate with the member or the person designated by the member regarding any request or change in the agreement.
- Members will be notified by the Cooperative of any rate changes 30 days prior to their application.
- Priority is given to seniors and individuals with reduced autonomy.
- The Cooperative does not provide housekeeping services on the eight statutory holidays or during its annual vacation period. At the member's request, the Cooperative will try to reschedule the services, depending on the staff availability.
- The Cooperative informs the member as soon as possible if a service cannot be provided and will do its best to offer a replacement service at the member's request.
- The Cooperative places great importance on the training, supervision, and support of its employees. Therefore, the follow-up officer, the coordinator, or any other member of the Cooperative's team may accompany an employee during a service as part of their duties, in order to conduct an evaluation and provide training. The cooperation of members is therefore essential to this process.

- h) The Cooperative conducts criminal background checks on all employees prior to hiring.
- i) The employees must remain sober and must not smoke while performing their duties. In addition, the employees may, if needed, have a cold snack during their shift.
- j) The Cooperative's employees do not accept any form of gratuity (material goods, money, or otherwise). Furthermore, no donations may be made to a Cooperative employee or to members of their family.
- k) The employees shall not engage in any kind of solicitation, commercial or financial transactions with or on behalf of the Cooperative's members.
- l) The employees shall not, at any time, act as representatives, witnesses, or holder of a power of attorney for any member of the Cooperative.
- m) The employees shall work at a normal pace without scheduled breaks. However, for services lasting 6 hours, the employee is required to take a minimum 30-minute lunch break.
- n) The employees shall maintain a professional relationship with members and shall not, under any circumstances, discuss personal problems or private matters. Therefore, the employees may not provide their personal contact information to members. The employee may communicate with members only within the scope of their duties.
- o) The Cooperative's employees have received the *Social Geriatrics Sentinel training*. This training aims to support prevention through the observation of significant changes in members' well-being. Without performing any clinical interventions, employees report to the Cooperative any observable changes in the health status of the members they are assigned to, or in their living environment, so that appropriate follow-up actions can be taken in accordance with internal procedures.

Dans l'optique de remplir sa mission qui est de permettre aux membres de rester chez eux le plus longtemps possible en santé et de manière sécuritaire, la Coopérative a formé ses employés pour leur permettre d'agir à titre de sentinelle auprès de ceux-ci.

In order to fulfill its mission of enabling members to remain at home as long as possible while maintaining their health and safety, the Cooperative has trained its employees to serve as sentinels for its members and inform the Cooperative of any changes.

By becoming a member of the Cooperative, you authorize the employee assigned to you to report to the Cooperative any observable changes in your health status or living environment, and you consent to the Cooperative communicating with you subsequently as required.

- p) The Cooperative guarantees that confidentiality will be maintained regarding information concerning its members.
- q) The scheduled service start time is approximate, as the employee may arrive up to fifteen minutes before or after the scheduled time due to road and weather conditions, as well as public transport schedules.

2.2. Member's Responsibilities

- a) Members are responsible for clearly informing the Cooperative of all availabilities to receive services. Greater availability increases the chances of starting services sooner.
- b) The member has a service agreement with the Cooperative. Therefore, any member wishing to modify the time, duration, or frequency of their service must contact the Cooperative. This request may require a new assessment of the member's needs by the Cooperative. The Cooperative cannot guarantee the same employee, the same day, or the same time slot.
- c) The member's file must always be up to date with the Quebec Health Insurance Board (Régie de l'assurance maladie du Québec (RAMQ)). The member must inform the Cooperative as soon as possible of any changes to their situation or that of their spouse, including a change of address, admission to a care facility, death, or a dependent child.
- d) The member is responsible for providing the required equipment and necessary products (see Appendix 2) so that the Cooperative can dispense the services (see Appendices 1 and 3). This equipment must be in good condition and available in sufficient quantities.
- e) During a service, the member may not ask the Cooperative employee to assume responsibility for or provide care for adults, children, or animals. Therefore, the employee may not be left alone with them. Pets must be kept in a

cage, tied to a leash, or placed in a closed room.

- f) The member understands and agrees that a service, regardless of its duration, includes the time required for the employee to organize their work, perform the assigned tasks, put away equipment and supplies, and complete the invoice on their tablet.
- g) The member must inform the Cooperative when undertaking renovations in their home that may affect the service provided or put the employee's safety at risk.
- h) The member must immediately inform the Cooperative upon noticing any breakage or damage caused by an employee during a service, so that the Cooperative can assess the situation.
- i) Before signing the invoice, the member is responsible for reading it to ensure the accuracy of the information. The employee must abide by the duration of the service. The employee may not leave before the scheduled end time unless authorized by the Cooperative.
- j) Services must be paid for by:
 - Pre-authorized payment (PAP) : Payments by PAP are processed every two weeks.
Overpayments of \$1,00 will not be refunded to the member, and no credit will be applied to the account.
- k) Any unpaid balance may lead to the suspension of services and, if necessary, the termination of the membership of the member.
- l) A tax receipt will be issued automatically to members aged 70 and over. Members under the age of 70 may request a receipt from the Cooperative summarizing the total expenses incurred during the year for home support services.
- m) The member is committed to provide the employee with a safe and respectful work environment that is free from discrimination, violence, and all forms of harassment, as set out in the appendix to the Harassment Policy.
- n) The member has the responsibility and duty to promptly inform the Cooperative of any concerns regarding the employee or the services provided.
- o) To prevent the employee's exposure to tobacco and drug smoke, members are required to refrain from smoking during service hours and must allow the employee to open windows when necessary. Failure to comply with this requirement may lead to the employee's withdrawal from the service and the imposition of applicable suspension fees.
- p) The member is responsible for ensuring safe access to their residence. As such, walkway, steps and driveways leading to entrance doors must be cleared of snow and treated with appropriate de-icing materials to prevent accidents or falls. If access to the residence is deemed unsafe, the service will be cancelled and applicable fees will apply, unless the Cooperative determines otherwise in exceptional circumstances.
- q) A member who has not used the Cooperative's services for a period of three years, is therefore deemed to have resigned and consent to transferring their \$10.00 membership share to the Cooperative as a donation.

3. RULES AND PROCEDURES FOR SUSPENDING DOMESTIC SUPPORT SERVICES

3.1. Procedure for suspending a regular light housekeeping service

Members may, for various valid reasons, need to suspend one or more services from time to time. As outlined in its mission, the Cooperative strives to provide consistent and reliable services to its members. To achieve this, it must also ensure stable employment for its employees. Consequently, the Cooperative has implemented a procedure governing service suspension.

3.1.1. Free of charge suspension

A member who agrees to modify their schedule and have a different employee assigned will be placed back on the waiting list, and the cancelled services will not be subject to any fees. The member must notify the Cooperative before 4:00 p.m. on the business day prior to the scheduled service date. The Cooperative will contact the member once new service availability can be offered.

3.1.2. Suspension with charges

A member who wishes to suspend one or more services and would like to maintain the same schedule and assigned employee must pay for all cancelled services at the current applicable suspension rate.

3.2. Procedure for suspending a heavy cleaning service

For heavy cleaning services (heavy housekeeping), members must notify the Cooperative at least 2 business days prior to the scheduled service date to cancel without fees. Otherwise, the member will be billed at the applicable suspension rate for the number of assessed service hours.

3.3. Procedure for avoiding the suspension of a service

- a) When a member cannot be present for their scheduled service, the service will only be provided if the member contacts the Cooperative to inform them of the designated person who will open and close the door for the employee and sign the invoice.
- b) A member who expects to be absent occasionally or frequently during their scheduled services may contact the Cooperative to sign a Home Access Agreement.
- c) For vacation purposes, a Home Access Agreement may be used for one service only. Subsequent services will be billed at the applicable service suspension rate.

3.4. Absence of a member

If the employee arrives for a scheduled service and there is no one available, the service will be billed to the member at the applicable service suspension rate. In case of an emergency hospitalization, the member may request the cancellation of the suspension fees by providing the Cooperative with proof of hospitalization. Upon receipt of this document, the Cooperative will credit the member's account to reimburse the suspension fees.

An emergency hospitalization is an unforeseen and sudden hospitalization that occurs within 5 business days prior to the scheduled service date.

In case of an emergency hospitalization, the Cooperative will maintain the services at no charge, with the same schedule and the same employee, for two consecutive services only. Beyond this period, the member may contact the Cooperative to maintain their services by paying the applicable suspension fees or suspend their services until their return home. The member will then be responsible for contacting the Cooperative again to resume their services.

4. COMPLAINT HANDLING

- a) A member's complaint must be submitted to the Cooperative by telephone at extension 4 or by email at info@cooplaval.com.
- b) Complaints received are handled promptly, and the member is informed of the follow-up process and the decision. If the member is not satisfied, they may request that their complaint be escalated to the Cooperative's Executive Directors.
- c) If the member remains dissatisfied, they may address their complaint directly to the Cooperative's Board of Directors.
- d) At any time, the member may submit their complaint directly to the Regional Service Quality and Complaints Commissioner.

5. OTHER SERVICES AVAILABLE

Respite care

The Cooperative provides regular at-home respite services to let caregivers have moments of rest and personal time, while ensuring peace of mind that their loved one is safe. This service is available 7 days a week, from 8:00 a.m. to 11:00 p.m..

Personal assistance services

This service includes personal hygiene care, incontinence brief changes, and assistance with transfers and mobility. This service is available 7 days a week, from 8:00 a.m. to 11:00 p.m.

Learn more about the possibility of combining multiple services to help you remain in the comfort of your own home for as long as possible.

6. HEAVY HOUSEKEEPING

6.1. Service request dates for Heavy Housecleaning services

	Window Cleaning	Walls and ceilings cleaning and other tasks inside of the house
Performed :	Starting January 15th	January till December
Please call 450-972-1313 And press 3	All year long	All year long

7. FINANCIAL ASSISTANCE

In addition, a Tax Credit for seniors is available for home support services. If a member is 70 years of age or older, the tax system provides financial assistance in the form of a refundable tax credit for expenses related to home support services. Since the Cooperative's services are considered eligible home support service expenses, members may benefit from this tax credit.

Appendix 1 – HEAVY CLEANING TASKS

HEAVY CLEANING

- ☐ Clean windows, walls and ceilings
- ☐ Clean inside and outside cabinets and closets
- ☐ Dust blinds, fans and light fixtures
- ☐ Move big furniture, if necessary

Appendix 2 – EQUIPMENTS AND PRODUCTS



Vaccum cleaner with necessary nozzles and spare bags



or



with



All types of mop and wring pail with handle



Toilet brush



Large towel to wash the bath



All-purpose wipes in sufficient quantity (at least 6)



or



Multi-purpose cleaner



or



OPTIONAL

The footstool or stepladder is mandatory only in case of working at heights.

Appendix 3 – DOMESTIC HELP TASKS

KITCHEN :

- ☐ Clean the counter
- ☐ Clean the outside of the oven
- ☐ Clean the outside of the fridge
- ☐ Clean the outside of the hood
- ☐ Clean stains on cabinet doors
- ☐ Clean electrical appliances on the counter
- ☐ Clean the inside and outside of the microwave
- ☐ Dust the kitchen furniture (table and chairs)
- ☐ Dust the decorative objects (knickknacks, frames)
- ☐ Clean the sink and fittings
- ☐ Dust windowsills, heaters and plinths
- ☐ Vacuum
- ☐ Wash the floor
- ☐ Empty and wash garbage cans
- ☐ Clean the inside of the oven
- ☐ Wash the dishes
- ☐ Empty / wash the dishwasher
- ☐ Clean the cabinet under the kitchen sink
- ☐ Clean the inside of the fridge

BEDROOM :

- ☐ Dust furniture surfaces
- ☐ Dust decorative objects, knickknacks, Dust the frames with a feather duster
- ☐ Vacuum
- ☐ Wash the floor
- ☐ Clean the mirrors
- ☐ Make the bed
- ☐ Change the bed sheets
- ☐ Wash the bed sheers

ENTRYWAY, HALLWAYS, OR STAIRCASE:

- ☐ Dust decorative objects, knickknacks, frames and ramps
- ☐ Clean the mirrors
- ☐ Dust the frames with a feather duster
- ☐ Vacuum
- ☐ Wash the floor

BATHROOM :

- ☐ Wash the bath
- ☐ Wash the shower
- ☐ Wash the tiles
- ☐ Clean the sink and fittings
- ☐ Clean the counter
- ☐ Clean the mirrors
- ☐ Clean the bowl
- ☐ Clean back and sides of the bowl
- ☐ Clean the cabinet doors
- ☐ Vacuum
- ☐ Wash the floor
- ☐ Dust windowsills, heaters and plinths
- ☐ Empty and wash garbage cans
- ☐ Clean the cabinet under the sink of the bathroom

LIVING ROOM :

- ☐ Dust decorative objects, knickknacks, lamps, frames, TV, phone, computer
- ☐ Dust all furniture surfaces
- ☐ Vacuum sofa, cushions, etc.
- ☐ Clean the mirrors
- ☐ Dust windowsills, heaters and plinths
- ☐ Vacuum
- ☐ Wash the floor

MISCELLANEOUS (OCCASSIONAL TASKS)

- ☐ Clean interior patio door only
- ☐ Clean the outline of the door handles
- ☐ Clean the interior of the pantry
- ☐ Dust the washer and dryer
- ☐ Move furniture
- ☐ Dust the tops of the door
- ☐ Wash clothes
- ☐ Iron clothes
- ☐ Fold clothes
- ☐ Put away clothes
- ☐ Clean adaptive equipment (toilet seat, bath, bench)
- ☐ Dust the curtains with a feather duster
- ☐ Clean around light switches

ERRANDS

- ☐ Go to the grocery store
- ☐ Go to the pharmacy

MEAL PREPERATION (NO SPECIAL DIET)

- ☐ Follow a recipe
- ☐ Prepare or reheat simple meals without diet