

# Multistakeholder co-ops in domestic help services: The view from Quebec (1997-2023)

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All amounts in CND \$: \$1 CND = \$ 0.71 USD

# 1. Domestic help services:

## a. Background

- Prior to 1997, lack of efficient domestic help services
- Quebec's demographic projections indicate an ageing society (in 2030, 25+% of total population = 65+ years)
- Relevance of encouraging seniors to remain at home as long as possible rather than moving into retirement home

# 1. Domestic help services: Background

- 1996 Summit on Economy and Employment - brought together Quebec's leaders in economy, union, community organizations, women's organizations
- 4 working clusters, including one on social economy
- Promotion of innovative solutions to address economy and employment challenges
- Social economy cluster: How to meet the emerging needs of seniors for domestic help through social economy enterprises (SSEs), e.g., co-ops or associations?

# 1. Domestic help services

## b. The 1997 solution

- Related to domestic help services, address supply and demand at the same time:
- **Supply:** in the district of each public clinic (CLSC), accredit one social economy enterprise dedicated to domestic help services (SEEHHS): merger of existing organizations, setting up of new ones, or simply recognition of existing ones. Ultimately, a total of +or-100 SEEHHS.
- **Demand:** Under the *Financial Exemption Program for Domestic Help Services* (PEFSAD), a program funded by Quebec government, each SEEHHS user receives a fixed amount (\$4/hr) + variable amount based on their income (0-\$6/hr). For instance, if you are billed \$20/hr, and you receive \$4+ \$5, you pay \$11/hr for SEEHHS service offerings.

# 1. Domestic Help services

## The 1997 solution: SEEHHS Customers

- Mainly, people  $\geq 65$  years
- People under 65 referred by public health authority
- Any active household

# 1. Domestic help services

## The 1997 solution : SEEHHS service offerings

- light housekeeping (laundry and general maintenance of the residence);
- heavy housekeeping (snow removal from the main entrance and major cleaning);
- supplying groceries and other errands;
- clothing care;
- the preparation of meals without a diet.

# 1. Domestic help services

## c. Key moment, 1997-2023

- ↗ of variable amount (\$1.83-\$14.64/hr)
- ↗ of SEEHHS service offerings
- In 2000, inclusion of another program to support demand - the *tax credit for home-support services for seniors* (TCHSSS). This tax credit has been increased in the last year, maximum amount + service offerings.

# 1. Domestic help services

Key moment, 1997-2023, services covered by the  
TCHSSS

- housekeeping services (such as sweeping and dusting or washing floors, rugs and upholstered furniture);
- laundry services (such as the care of your clothing, bedding and curtains by a household service worker in your home);
- groundskeeping, snow removal services and minor maintenance work outside your home (such as installing and removing a portable shelter);
- personal care services (help with dressing and personal hygiene);
- meal support services (help eating and drinking);

# 1. Domestic help services

Key moment, 1997-2023, services covered by the  
TCHSSS

- meal preparation and delivery services (help preparing meals in your home, or meal delivery and preparation by a non-profit community organization such as Meals on Wheels);
- nursing services;
- companion sitting services;
- person-centred remote monitoring services (such as emergency call systems activated by a panic button on a bracelet or pendant); and
- services related to the use of a personal GPS locator.

# LIMIT ON ELIGIBLE EXPENSES

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## Senior living alone

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The annual limit on eligible expenses is \$19,500. Therefore, the maximum tax credit is \$7,020 (36% of \$19,500) and \$7,215 (37% of \$19,500) for 2022 and 2023, respectively.

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## Dependent senior living alone

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The annual limit on eligible expenses is \$25,500. Therefore, the maximum tax credit is \$9,180 (36% of \$25,500) and \$9,435 (37% of \$25,500) for 2022 and 2023, respectively.

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## Couple

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The annual limit on eligible expenses is the total of the limits that apply to you and your spouse. For example, if neither of you is a dependent senior, the annual limit is \$39,000 ( $\$19,500 \times 2$ ), for a maximum tax credit of \$14,040 (36% of \$39,000) and \$14,430 (37% of \$39,000) for 2022 and 2023, respectively.

GIRARD Multistakeholders co-ops and Home Help Service

# 1. Domestic help services

## d. Current situation : SEEHHS Manpower (2019-2022 data)

- 100 SEEHHSs (around 40 using SC or multistakeholders co-op)
- Covering all regions of Quebec
- 9400 staff
- Delivering 7 million hr/year
- 90% of staff dedicated to light maintenance work
- 67% of staff are 46+ years of age
- 94 % of total staff are women
- Average education is Grade 9

# 1. Domestic help services

## Current situation: Customers (2019 and 2022 data)

- 110,000+ customers
- 79% of customers =  $\geq$  65 years
  - 57% of customers =  $\geq$  75 years
- 71% of customers are women
- 54% annual income  $\leq$  18 000\$



Une présence dans les  
**17 régions administratives**  
du Québec



Près de  
**7 millions d'heures de services**  
de soutien à domicile



Plus de  
**110 000 usagers**



**9 400 employés,**  
dont 9 000 préposées et préposés d'aide à  
domicile

# 1. Domestic help services

## Current challenges

- Recruitment of staff
- Expand services
- More fund coming from Quebec Government (PEFSAD) keeping in mind poor citizen
- Integration of digital resources

## 2.The multistakeholder co-op

### a. Background

- Radical change with single-member co-op tradition
- Found inspiration in Italian social co-ops (1991 law)
- Original solution to address various needs at the crossroads of socio-economic concerns:
  - Growing interest in local development;
  - Shrinkage of small villages;
  - The development of childcare services;
  - The challenges of integration through employment; and
  - The development of domestic help services.

## 2. The multistakeholder co-op

### **b.The 1997 solution**

- 1996 Economic and Employment Summit (social economy cluster): starting point
- Working group assembled executives from Quebec's government and Quebec's co-op apex organization (CCQ). Several months of meetings and liaison with various stakeholders. Final agreement in spring 1997.
- The related articles on co-op law were enacted by the Quebec National Assembly in June 1997. All parties agreed to recognize Solidarity Co-ops (SCs).

## 2. The multistakeholder co-op The 1997 solution

- 3 possible member categories:
  - Users: individual or organizational
  - Workers
  - Supporters: individual or organizational

**Worker- and user-members are compulsory**

## 2. Multistakeholder co-ops :

### c. Key moment, 1997-2023

- 2005: Change in the law: SCs need two categories of members, but the obligation for user- and worker-members is dropped. In other words, it can comprise worker-members + supporter-members.
- 2017: Change in the law: municipality and Supra-municipality (MRC) can become SC members IF the co-op does not pay interest on privileged shares and pays patronage dividends.
- 2006-2015: 56% of all new co-ops in Quebec use the SC legal framework
- Benefited from existing network of supporting resources for set-up of new co-op under the name, *Coopératives de développement régional du Québec* and favorable \$ resources: Social Economy financial ecosystem

## 2. Multistakeholder co-ops :

### d. Current situation and challenges (2023)

➤ + 600 SC

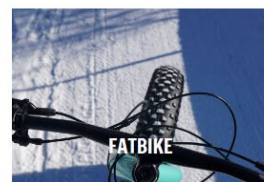
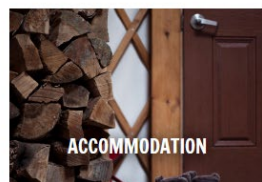
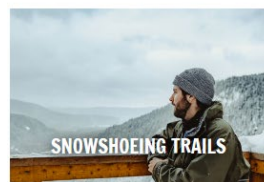
➤ Attracting new people around the co-op model

➤ Expanding in new areas

## 2. Multistakeholder co-ops : Current situation and challenges (2023)

### **Outstanding development of the SC model mainly in...**

- Professional and technical services
- Health services and social services (including domestic help services);
- Food
- Leisure and outdoor activities
- Housing
- Environment



DÉCOUVREZ LE MONT KAAIKOP, DEUXIÈME PLUS HAUT SOMMET DES LAURENTIDES

## Resources

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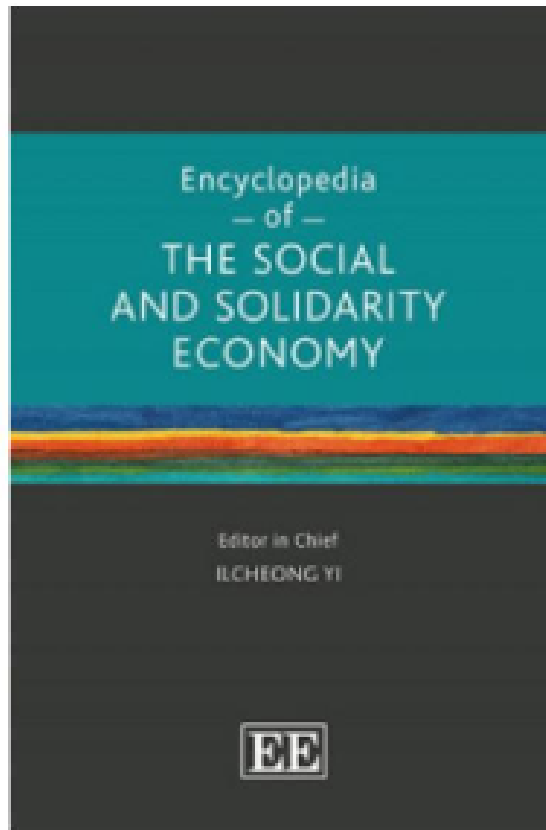
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### 3. International encyclopedia of Social and Solidarity Economy, UN Inter-Agency Task Force on Social and Solidarity Economy Project (2023)



**Lead Editor: Ilcheong Yi**

***Encyclopedia of the Social and Solidarity Economy***

Edward Elgar Publishing, March 2023

The *Encyclopedia of the Social and Solidarity Economy* (edited by Ilcheong Yi, Peter Utting, Jean-Louis Laville, Barbara Sak, Caroline Shenaz Hossein, Sifa Chiyoge, Cecilia Navarra, Denison Jayasooria, Fernanda Wanderley, Jacques Defourny, and Rocio Nogales-Muriel and written by 70 top class experts across the world) is a comprehensive reference text about the Social and Solidarity Economy.