CARERULEBOOK CONNECTICUT CONTRACT AND COMPLIANCE PACK

Intake questionnaire

This questionnaire lists every question the CareRulebook Connecticut contract and compliance pack builder asks: 24 decisions and 30 details, 54 questions in all, including the ones the builder only asks after certain answers. Use it to collect everything from the agency before you open the builder. You do not need to buy the pack first.

How to use it

1. Settle the decisions in Part 1 with the agency's owner or governing body first. They change what the pack says, not just the names in it.
2. Collect the details in Part 2. Questions marked "Only asked if" depend on an earlier answer; skip them when that answer does not apply.
3. Type the answers into the builder at https://www.carerulebook.com/us/connecticut/home-care/manual. The builder asks the questions in the same order, step by step: each step asks its decisions first, then its details. The question numbers (Q1, Q2 and so on) are this questionnaire's own, to help you keep track.
4. Part 3 shows a completed example for a fictional agency and what those answers do to the pack.

Good to know

- Every question carries the same help text as the builder, including the rule references the builder gives.
- You can pay before every answer is in. Only the agency's name is needed, and the builder checks a few things first: Type phone numbers in full, with the area code. Type day counts as whole numbers. Any other required answer left blank prints as a gap in square brackets (for example [DCP registration number]) for you to fill in later, and the order page lists them. A question that says what prints if left blank is never a gap.
- After buying, you can change your answers and download again for 12 months, so a new manager or phone number does not mean buying again. One purchase covers one agency, so its name, address can only take small corrections, such as a typo.
- Whatever the pack says, the agency is expected to do. Choose what the agency will really do, not what sounds best.
- This questionnaire and the pack are not legal advice.

Names to have ready

The pack names these people, so agree who they are before you start:

- Manager (owner or person in charge)

PART 1

Part 1. Decisions to settle first

These 24 questions change what the pack says. Each one shows the options the builder offers (the builder's default is marked), when it is asked, and which policies it changes. Tick one option for each. The question numbers follow the builder, so they skip where a step asks its details (Part 2) between its decisions and the next step's.

Builder step: Your agency

Q1. Are you registering a new agency, or already registered?

Already registered? Policy 1.1 then ends with a What changed checklist: each law change it covers, from the ban on covenants not to compete and the 2023 contract notices to photo badges, the state and national check (in force June 2, 2026) and the paid training that starts January 1, 2027, with what to do now and where the pack answers it.

☐ Registering a new agency (builder default)
☐ Already registered with DCP

What it changes:

- Changes the wording of 8 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
  - Policy 1.2 Registration, yearly renewal, bond or insurance, the certificate and ownership changes
  - Policy 1.4 Records, how long we keep them, and DCP inspections
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
  - Policy 3.1 Comprehensive background checks before any offer
  - Policy 3.2 Employment applications, offers, Form I-9 and staff agreements
  - Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records

Q2. Do you employ your homemaker-companions, act as a registry, or both?

A registry supplies, refers or places an individual who is paid, in whole or in part, by the consumer, or treated as an independent contractor (C.G.S. § 20-670(10)). An agency that places an independent contractor is a registry (C.G.S. § 20-679a(c)). Registries give each

consumer a signed notice of their legal liabilities before services start (C.G.S. § 20-679a), so the pack then adds Policy 2.12 and Document 4.8.

☐ Employer agency: we employ every homemaker-companion we send to clients (builder default)
☐ Registry: we place individuals whom clients pay, or whom we treat as independent contractors
☐ Both an employer agency and a registry

What it changes:

- Policy 2.12 Registry placements: the notice of legal liabilities, emergencies and training before placement applies only when Q2 is not "Employer agency: we employ every homemaker-companion we send to clients". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Document 4.8 Registry notice of legal liabilities (registries only) applies only when Q2 is not "Employer agency: we employ every homemaker-companion we send to clients". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 15 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
  - Policy 1.3 Advertising, the agency name, brochure and website
  - Policy 1.4 Records, how long we keep them, and DCP inspections
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
  - Policy 2.4 Telling the client who is coming, and photo ID badges
  - Policy 2.5 Rates, billing, rate changes and refunds
  - Policy 2.10 Client contacts, narrative notes and the client file
  - Policy 2.11 Reporting suspected abuse, neglect, exploitation or abandonment of an elderly person
  - Policy 3.1 Comprehensive background checks before any offer
  - Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records
  - Document 4.1 New client paperwork: what to give, sign and keep (internal)
  - Document 4.2 Client contract and service plan (with the service plan update page)
  - Document 4.4 Our comprehensive background check policy, and the background check confirmation letter
  - Document 4.9 Consumer brochure and website text
- Decides whether the builder asks Q3.

- Changes what the pack's cover page lists.

Q3. How does your registry stand toward the individuals it places?

Only asked if Q2 is not "Employer agency: we employ every homemaker-companion we send to clients".

The registry's notice must identify the registry as an employer, joint employer, leasing employer or nonemployer, as applicable (C.G.S. § 20-679a(b)). Which one fits depends on how you hire, pay and direct the individuals you place: confirm it with a lawyer or tax professional before you use the notice.

☐ Nonemployer: the individuals we place are not our employees (builder default)
☐ Employer: we employ the individuals we place
☐ Joint employer: we and the consumer both employ them
☐ Leasing employer: we lease the individuals to the consumer

What it changes:

- Changes the wording of 3 policies:
  - Policy 2.12 Registry placements: the notice of legal liabilities, emergencies and training before placement
  - Document 4.2 Client contract and service plan (with the service plan update page)
  - Document 4.8 Registry notice of legal liabilities (registries only)

Q4. Do you use the word "care" in your agency name or advertising?

If you do, every advertisement, including each page of your website and every social media post, must show "[your agency name] solely provides nonmedical care." at the top, in plain font with distinctly contrasting colors (C.G.S. § 20-677(g)). Choose No only if the word "care" is in none of your names, ads, web pages or posts.

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.3 Advertising, the agency name, brochure and website
  - Document 4.9 Consumer brochure and website text

Q5. Will you serve clients through the Connecticut Home Care Program for Elders?

The contract requirements of C.G.S. § 20-679 do not apply to services under the Connecticut home-care program for the elderly (CHCPE), run by the Department of Social Services. Your other duties still apply, and the program has rules of its own that this pack does not cover.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 5 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
  - Policy 2.4 Telling the client who is coming, and photo ID badges
  - Document 4.1 New client paperwork: what to give, sign and keep (internal)

Q6. Does someone other than the manager oversee homemaker-companions and meet clients?

Every contract names the person who oversees the client's homemaker-companion (C.G.S. § 20-679(b)(3)). With No, the pack says "the manager" wherever it says "the supervisor".

☐ Yes, a supervisor does (builder default)
☐ No, the manager does

What it changes:

- Changes the wording of 16 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
  - Policy 1.5 Ending a client’s services and closing the agency
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Policy 2.2 Person-centered planning, employee oversight, supervisor meetings and changes in a client’s condition
  - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
  - Policy 2.4 Telling the client who is coming, and photo ID badges
  - Policy 2.6 Safeguarding client information
  - Policy 2.7 Gifts and gratuities
  - Policy 2.8 Complaints from clients and others, and DCP’s complaint guide
  - Policy 2.9 Client money, property and powers of attorney
  - Policy 2.10 Client contacts, narrative notes and the client file
  - Policy 2.11 Reporting suspected abuse, neglect, exploitation or abandonment of an elderly person
  - Policy 2.12 Registry placements: the notice of legal liabilities, emergencies and training before placement
  - Policy 3.1 Comprehensive background checks before any offer

    - Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records
    - Document 4.2 Client contract and service plan (with the service plan update page)
- When Q6 is "No, the manager does", job titles change throughout: "the supervisor" reads "the manager".
- Decides whether the builder asks Q19 and Q20.
- Changes what the pack's cover page lists.

Builder step: Services and rates

Q22. Will employees help clients with personal hygiene?

Homemaker services include assistance with personal hygiene (C.G.S. § 20-670(8)), and DCP lists personal hygiene among the services an agency can provide. Policy 2.3 draws the nonmedical line and says when to ask DCP first, for example when a client's needs look medical or their condition is not stable (our reading; an open question for DCP).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 5 policies:
    - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
    - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
    - Document 4.2 Client contract and service plan (with the service plan update page)
    - Document 4.3 Nonmedical care notice (signed before services start)
    - Document 4.9 Consumer brochure and website text

Q23. Will employees drive clients, for example to appointments, shopping or outings?

Errands, shopping and outings are part of every pack. With Yes, the pack adds driving to the employee task list and adds a driving record review to your comprehensive background check, as other information you deem necessary (C.G.S. § 20-670(5)(H)).

☐ Yes (builder default)
☐ No, employees do not drive clients

What it changes:

- Changes the wording of 8 policies:
    - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law

- Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
- Policy 2.9 Client money, property and powers of attorney
- Policy 3.1 Comprehensive background checks before any offer
- Document 4.2 Client contract and service plan (with the service plan update page)
- Document 4.3 Nonmedical care notice (signed before services start)
- Document 4.4 Our comprehensive background check policy, and the background check confirmation letter
- Document 4.9 Consumer brochure and website text

Q24. Will employees remind clients to take their medication?

DCP says homemaker companion services do not include administering medications. The pack covers reminders only: employees never prepare, crush, measure, sort, dispense or give medication (DCP's advertising FAQ, Spanish edition).

☐ Yes, reminders only (builder default)
☐ No

What it changes:

- Changes the wording of 7 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
  - Policy 1.3 Advertising, the agency name, brochure and website
  - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
  - Policy 2.10 Client contacts, narrative notes and the client file
  - Document 4.2 Client contract and service plan (with the service plan update page)
  - Document 4.3 Nonmedical care notice (signed before services start)
  - Document 4.9 Consumer brochure and website text

Q25. Will employees serve clients with Alzheimer's disease or dementia?

From January 1, 2027, the initial training of a new employee who will provide services to persons with Alzheimer's disease or dementia must include that topic (P.A. 26-50 § 1(a)(1)(A), (b)(6)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law

- Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
- Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records

Q26. Will you advertise that your employees are trained to help people with memory difficulties?

You may, if your advertising details the type of training and the number of hours each employee was trained (C.G.S. § 20-677(g)). With Yes, the pack asks for both and prints them in your brochure and website text.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.3 Advertising, the agency name, brochure and website
  - Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records
  - Document 4.9 Consumer brochure and website text
- Decides whether the builder asks Q35 and Q36.

Q27. Will you offer live-in service?

Every contract lists your job categories, such as "live-in" or "daily call", and job duties (Regs. Conn. State Agencies § 20-670-3(b)(1)). With Yes, the contract offers both categories and asks for your live-in rate.

☐ No, hourly visits only (builder default)
☐ Yes, hourly visits and live-in

What it changes:

- Changes the wording of 4 policies:
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Policy 2.5 Rates, billing, rate changes and refunds
  - Document 4.2 Client contract and service plan (with the service plan update page)
  - Document 4.9 Consumer brochure and website text
- Decides whether the builder asks Q31.

Q28. Do clients pay a deposit or pay for services in advance?

If you end a client's services, your written notice must say how the client will be reimbursed for any prepaid services (C.G.S. § 20-677(i)(1)(C)). With Yes, the pack asks for your prepayment terms and refund method and prints them in the contract.

☐ No, we bill after services are given (builder default)
☐ Yes, some clients pay a deposit or pay in advance

What it changes:

- Changes the wording of 4 policies:
  - Policy 1.5 Ending a client's services and closing the agency
  - Policy 2.5 Rates, billing, rate changes and refunds
  - Document 4.2 Client contract and service plan (with the service plan update page)
  - Document 4.7 Notice of ending services
- Decides whether the builder asks Q34.

Builder step: Your client contract

Q37. When will clients sign the contract and service plan?

The law requires the written contract or service plan not later than seven calendar days after services start (C.G.S. § 20-679(b)). Signing before the first visit is our suggestion and becomes your policy: the client knows the cost first, and a contract cannot be enforced until both sides have signed it.

☐ Before the first visit, with the law's seven calendar days as the outer limit for urgent starts (builder default)
☐ Within seven calendar days after services start (the law's limit)

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Document 4.1 New client paperwork: what to give, sign and keep (internal)

Q38. Will client contracts be open-ended or for a fixed period?

A client may cancel at any time a contract or service plan that does not state a specific period of duration (C.G.S. § 20-679b). With a fixed period, you also set how many days' notice a client gives to end early. Whether that notice binds a client is an open legal question, so ask a lawyer before relying on it.

☐ Open-ended: the client may cancel at any time (builder default)
☐ A fixed period, with dates for each client

What it changes:

- Changes the wording of 3 policies:
  - Policy 2.1 The client contract and service plan: preparing, signing and giving it
  - Policy 2.5 Rates, billing, rate changes and refunds
  - Document 4.2 Client contract and service plan (with the service plan update page)

- Decides whether the builder asks Q42.

Q39. How will you oversee each homemaker-companion's work?

Every contract must state the anticipated scope, type and frequency of oversight of the employee assigned to the client (C.G.S. § 20-679(b)(2)). The law sets no frequency: this is your choice, and it becomes a promise in every contract.

☐ A phone check with the client every month, and a supervisory visit in the home at least every three months (builder default)
☐ A supervisory visit in the home every month
☐ A supervisory visit in the home at least every two months, and a phone check with the client in the months between

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.2 Person-centered planning, employee oversight, supervisor meetings and changes in a client's condition
  - Document 4.2 Client contract and service plan (with the service plan update page)

Q40. How often will the supervisor meet each client or their representative?

Every contract must set a predetermined frequency of meetings between the person who oversees the employee and the client or their authorized representative (C.G.S. § 20-679(b)(3)). The law sets no frequency: this is your choice, and it becomes a promise in every contract.

☐ At least every three months, and any time the client asks (builder default)
☐ Every month, and any time the client asks
☐ At least every six months, and any time the client asks

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.2 Person-centered planning, employee oversight, supervisor meetings and changes in a client's condition
  - Document 4.2 Client contract and service plan (with the service plan update page)

Q41. May employees accept gifts from clients?

Every contract contains your policy for the acceptance of gratuities and gifts by your employees and independent contractors (Regs. Conn. State Agencies § 20-670-3(b)(2)). The regulation does not set the policy: this is your choice.

☐ No gifts, tips, gratuities or loans (food or drink offered during a visit is fine) (builder default)
☐ Small gifts only, up to a value you set and reported to the office; never cash, tips or loans

What it changes:

- Changes the wording of 4 policies:
  - Policy 1.4 Records, how long we keep them, and DCP inspections
  - Policy 2.7 Gifts and gratuities
  - Policy 2.10 Client contacts, narrative notes and the client file
  - Document 4.2 Client contract and service plan (with the service plan update page)
- Decides whether the builder asks Q43.

Builder step: Staff, training and records

Q45. How will you count each employee's yearly continuing education?

From January 1, 2027, each employee gets at least eight paid hours of annual continuing education from programs on DCP's approved list (P.A. 26-50 § 1(a)(1)(B)). The Act does not say which year to count by: this is your choice.

☐ By calendar year (January to December) (builder default)
☐ By each employee's hire anniversary

What it changes:

- Changes the wording of Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records.

Q46. Will you also give new employees your own orientation?

An orientation to your own policies, forms and clients is your practice, not a rule. Policy 3.3 records it separately and does not count it toward the eight paid hours of initial training (P.A. 26-50 § 1(a)(1)(A)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.4 Records, how long we keep them, and DCP inspections
  - Policy 3.3 Staff training under Public Act 26-50, abuse-detection training and training records

Q47. Do you hold a surety bond or an insurance policy?

Every agency maintains a surety bond or an insurance policy of not less than $10,000 coverage, including theft by an employee from a client (C.G.S. § 20-672(a)(3)). This is cover you buy, not a state fee. DCP's application form still asks about a surety bond only; Policy 1.2 explains.

☐ A surety bond (builder default)
☐ An insurance policy

What it changes:

- Changes the wording of Policy 1.2 Registration, yearly renewal, bond or insurance, the certificate and ownership changes.

Q48. How will you keep client and staff records?

The signed nonmedical notice and background check materials may be kept on paper or electronically (C.G.S. §§ 20-678(d), 20-679c). DCP may inspect, copy or audit all records at all reasonable hours (C.G.S. § 20-676(a)).

☐ Partly on paper and partly electronically (builder default)
☐ On paper
☐ Electronically

What it changes:

- Changes the wording of 5 policies:
  - Policy 1.4 Records, how long we keep them, and DCP inspections
  - Policy 2.3 Nonmedical services only: what employees do and do not do, medication reminders and the signed nonmedical notice
  - Policy 2.6 Safeguarding client information
  - Policy 2.10 Client contacts, narrative notes and the client file
  - Document 4.2 Client contract and service plan (with the service plan update page)

Q49. How long will you keep client records after services end?

No Connecticut rule sets a period for client files or contracts. The regulation's only period is for background check records: during employment and three years after it ends (Regs. Conn. State Agencies § 20-670-2(b)). Whatever you choose becomes your policy; ask a lawyer if you are unsure.

☐ Six years (builder default)
☐ Three years
☐ Seven years

What it changes:

- Changes the wording of Policy 1.4 Records, how long we keep them, and DCP inspections.

Q50. Include recommended practices?

Some policies end with steps that go beyond Connecticut's law, such as giving current clients the new contract or calling a client after a complaint is closed. Once adopted they are your policies, and DCP or a client can expect you to follow them, so leave them out if you won't.

☐ Yes, include them (builder default)
☐ No, only what the law requires

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 20 policies. Once adopted, recommended practices are the agency's own commitments, so only keep them if the agency will follow them.
- Changes the wording of 2 policies:
  - Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law
  - Policy 1.4 Records, how long we keep them, and DCP inspections

Also decide: commitments you write in Part 2

These details are commitments too: the pack prints them as what the agency will do, and the regulator can check that it does. Agree them at the same time.

- Q30. Minimum visit length (pre-filled: None)
- Q32. Other charges (pre-filled: None)
- Q42. Days of notice a client gives to end a fixed-term contract early
- Q43. Largest gift value employees may accept
- Q44. Days within which you respond to a complaint

PART 2

Part 2. Agency details

These 30 answers fill in the names, contacts, dates and numbers the pack prints. Write each answer exactly as it should appear.

Builder step: Your agency

Q7. Agency legal name

Required.

Exactly as on your DCP registration. DCP says a legal entity name should not include words such as "nurse", "nursing", "healthcare", "health" or "medical". An entity whose name has one may keep it if it gets a trade name certificate (DBA) from its town, with a name that meets DCP's naming rules.

Example: Sample Companions, LLC
Prints in: the cover page and 30 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q8. Trade name (DBA), if different

Optional.

Printed on the cover if you give one. A trade name certificate comes from the town where the agency is located, and the name must meet DCP's naming rules (DCP registration page).

Example: Sample Companions
Prints in: the cover page

Answer: _____

Q9. DCP registration number

Required.

Use the number exactly as it appears on your certificate of registration. Every advertisement must state that the agency is registered and include its registration number (C.G.S. § 20-677(a)(2)-(3)). Not registered yet? Leave it blank: it prints as [DCP registration number] until you add it on your order page and download again.

Example: 1234
Prints in: the cover page and policies 1.2, 1.3, 1.5, 4.2, 4.8 and 4.9

Answer: _____

Q10. Business address

Required.

The application asks for your business address (C.G.S. § 20-672(a)). It is printed in every client contract as the agency's address (Regs. Conn. State Agencies § 20-670-4(a)).

Example: 100 Main Street, Suite 200, Hartford, CT 06103
Prints in: the cover page and 12 policies (including 1.4, 1.5, 2.8 and 2.10)

Answer: _____

Q11. Where records are kept, if not at your business address

Optional.

The application asks where records are kept. DCP may inspect, copy or audit all records at all reasonable hours (C.G.S. §§ 20-672(a)(4), 20-676(a)). Leave blank if records are kept at your business address.

Example: Records are kept at 25 Elm Street, West Hartford, CT 06107
Prints in: policy 1.4

Answer: _____

Q12. Main phone

Required.

Printed in every client contract as the agency's contact phone number (Regs. Conn. State Agencies § 20-670-4(a)).

Format: a full phone number, with area code
Example: (860) 555-0100
Prints in: 11 policies (including 1.5, 2.8, 2.10 and 4.2)

Answer: _____

Q13. Email

Required.

Printed in the client contract and notices, and used to send name notices before a first visit (DCP: an email or text message counts as written notice).

Example: office@samplecompanions.com
Prints in: 10 policies (including 1.5, 2.8, 4.2 and 4.3)

Answer: _____

Q14. Website address

Required.

Every agency must have a printed consumer brochure and maintain a website detailing the homemaker and companion services it offers, and give either on request (C.G.S. § 20-679d).

Example: www.samplecompanions.com
Prints in: policies 1.3, 4.2, 4.8 and 4.9

Answer: _____

Q15. Towns or counties served

Optional.

Printed on the cover and in the agency overview. One DCP registration covers all locations where services are offered (DCP registration page).

Example: Hartford, West Hartford, Newington and Wethersfield
Prints in: the cover page

Answer: _____

Q16. Owners, members or officers

Optional.

Printed on the cover only. Applicants submit to state and national criminal history records checks with the application (C.G.S. § 20-672(a)), and new owners do before a sale or change in ownership, with two small-stake exemptions (C.G.S. § 20-677(d)).

Example: Morgan Ellis (60%) and Riley Chen (40%)
Prints in: the cover page and policy 1.2

Answer: _____

Q17. Manager (owner or person in charge)

Required.

Printed on the cover. Connecticut names no administrator post; the pack calls the person in charge "the manager", who signs client contracts as the agency's duly authorized representative (C.G.S. § 20-679(b)).

Example: Jordan Lee
Prints in: the cover page

Answer: _____

Q18. Manager's job title

Required.

Printed in client contracts beside the manager's signature.

Example: Owner and Director
Prints in: policy 4.2

Answer: _____

Q19. Supervisor(s)

Only asked, and then required, if Q6 is "Yes, a supervisor does".

Printed on the cover. The supervisor oversees homemaker-companions and meets clients at the frequency each contract sets (C.G.S. § 20-679(b)(2)-(3)).

Example: Casey Morgan
Prints in: the cover page

Answer: _____

Q20. Supervisor's job title

Only asked, and then required, if Q6 is "Yes, a supervisor does".

Printed in every client contract as the person who oversees the client's homemaker-companion (C.G.S. § 20-679(b)(3)).

Example: Client Services Supervisor
Prints in: policy 4.2

Answer: _____

Q21. Job title clients call to discuss their service

Required.

The agency must give each client a contact phone number and address for the agency and an authorized representative to discuss the service being provided (Regs. Conn. State Agencies § 20-670-4(a)). Printed in every client contract.

Example: Client Services Coordinator
Prints in: 14 policies (including 1.1, 1.5, 2.1 and 2.4)

Answer: _____

Builder step: Services and rates

Q29. Hourly rate(s)

Required.

Write it the way a client would read it. These are your prices, not a state fee. Every contract must state the cost of the services (C.G.S. § 20-679(b)(1); Regs. Conn. State Agencies § 20-670-3(b)(1)). A contract that misses a required element cannot be enforced against the client (C.G.S. § 20-679(b)). Do not write automatic yearly increases: a rate change for the same service needs at least sixty days' written notice.

Example: $34 an hour on weekdays; $38 an hour at weekends
Prints in: policies 2.5 and 4.2

Answer: _____

Q30. Minimum visit length

Optional.

Printed in the contract's cost section. Leave as None if you have no minimum.

Example: 2 hours
If left blank, prints as: None
Prints in: policies 2.5 and 4.2

Answer: _____

Q31. Live-in rate

Only asked, and then required, if Q27 is "Yes, hourly visits and live-in".

Printed in the contract for clients who choose live-in service. The contract lists your job categories, such as "live-in" or "daily call" (Regs. Conn. State Agencies § 20-670-3(b)(1)).

Example: $300 a day (24 hours, including an 8-hour sleep break)
Prints in: policies 2.5 and 4.2

Answer: _____

Q32. Other charges

Optional.

Printed word for word in every client contract. No fee for hiring an employee directly, no charge for time when no service is given, no medical words and no automatic increases. A contract clause that charges or penalizes a client for directly hiring an employee is void (C.G.S. § 20-683). Leave as None if you have no other charges.

Example: Holidays at time and a half; mileage for errands at $0.70 a mile
If left blank, prints as: None
Prints in: policies 2.5 and 4.2

Answer: _____

Q33. How and when you bill, and when payment is due

Required.

Printed word for word in every client contract. No fee for hiring an employee directly, no charge for time when no service is given, no medical words and no automatic increases. A client is only obligated to pay for actual services rendered (C.G.S. § 20-679b). A contract clause that charges or penalizes a client for directly hiring an employee is void (C.G.S. § 20-683).

Example: Invoiced every two weeks for the visits given; due within 14 days by card, check or bank transfer
Prints in: policies 2.5 and 4.2

Answer: _____

Q34. Deposit or prepayment terms and how refunds are paid

Only asked, and then required, if Q28 is "Yes, some clients pay a deposit or pay in advance".

If the agency ends a client's services, its written notice must say how the client will be reimbursed for any prepaid services (C.G.S. § 20-677(i)(1)(C)). Printed in the contract.

Example: A deposit of two weeks of scheduled visits, held against the last invoice; any unused prepayment refunded by check within 14 days after services end
Prints in: policies 1.5, 2.5 and 4.2

Answer: _____

Q35. Type of memory training your staff completed

Only asked, and then required, if Q26 is "Yes".

Advertising may say employees are trained to provide homemaker services to individuals experiencing memory difficulties, provided the agency details the type of training and number of hours each employee was trained (C.G.S. § 20-677(g)). This text goes into your advertising wording, so do not name a diagnosis, and leave out the word "care" if you answered No to using "care".

Example: A course from DCP's approved training list on serving people experiencing memory difficulties
Prints in: policies 1.3, 3.3 and 4.9

Answer: _____

Q36. Hours of that training per employee

Only asked, and then required, if Q26 is "Yes".

Printed in your brochure and website text with the type of training (C.G.S. § 20-677(g)). Every employee you describe this way must have had at least these hours.

Example: 4 hours
Prints in: policies 1.3, 3.3 and 4.9

Answer: _____

Builder step: Your client contract

Q42. Days of notice a client gives to end a fixed-term contract early

Only asked, and then required, if Q38 is "A fixed period, with dates for each client".

Your choice. Whether this notice binds a client is an open legal question; ask a lawyer before relying on it. A client may cancel at any time a contract or service plan that does not state a specific period of duration (C.G.S. § 20-679b). The law says nothing about ending a fixed-

term contract early.

Format: a whole number of up to three digits
Example: 14
Prints in: policies 2.5 and 4.2

Answer: _____

Q43. Largest gift value employees may accept

Only asked, and then required, if Q41 is "Small gifts only, up to a value you set and reported to the office; never cash, tips or loans".

No rule sets this number. It is your choice and becomes your policy. Every contract contains your policy for the acceptance of gratuities and gifts by your employees and independent contractors (Regs. Conn. State Agencies § 20-670-3(b)(2)).

Example: $20
Prints in: policies 2.7 and 4.2

Answer: _____

Q44. Days within which you respond to a complaint

Required.

Your choice: the regulation sets no time. It is printed in every contract as a promise. Every contract contains a process for the client to file a complaint with the agency, and a process must be available for people other than clients (Regs. Conn. State Agencies § 20-670-3(b)(3)).

Format: a whole number of up to three digits
Example: 10
Prints in: policies 2.8, 2.9 and 4.2

Answer: _____

Builder step: Staff, training and records

Q51. Surety or insurer

Required.

Printed in the bond or insurance record in Policy 1.2.

Example: Sample Surety Company
Prints in: policies 1.2 and 2.9

Answer: _____

Q52. Bond or policy amount

Required.

At least $10,000, covering employee theft from clients. This is cover you buy, not a state fee. Every agency maintains a surety bond or an insurance policy of not less than ten thousand dollars coverage, which coverage includes theft by an employee from a client (C.G.S. § 20-672(a)(3)).

Example: $10,000
Prints in: policy 1.2

Answer: _____

Q53. Date the agency adopts the pack

Required.

Printed on every policy and as the version date on every client document, so you can show which version a client signed.

Format: a date
Example: January 1, 2027
Prints in: the cover page and 11 policies (including 1.1, 2.8, 4.1 and 4.2)

Answer: _____

Q54. Next review date

Required.

No Connecticut rule sets a review cycle. Our suggestion: review every year, and whenever the law changes (the 2027 statutes will codify Public Act 26-50). Printed on every policy.

Format: a date
Example: January 1, 2028
Prints in: the cover page and policy 1.1

Answer: _____

PART 3

Part 3. Sample completed questionnaire

This is the questionnaire filled in for Sample Home Care, LLC, a fictional agency, with the builder's example answers and default choices. It is an illustration of the format, not a recommendation: every agency's answers will differ.

Builder step: Your agency

	Question	Sample answer
Q1	Are you registering a new agency, or already registered?	Registering a new agency
Q2	Do you employ your homemaker-companions, act as a registry, or both?	Employer agency: we employ every homemaker-companion we send to clients
Q3	How does your registry stand toward the individuals it places?	Not asked with these answers
Q4	Do you use the word "care" in your agency name or advertising?	Yes
Q5	Will you serve clients through the Connecticut Home Care Program for Elders?	No
Q6	Does someone other than the manager oversee homemaker-companions and meet clients?	Yes, a supervisor does
Q7	Agency legal name	Sample Home Care, LLC
Q8	Trade name (DBA), if different	Sample Companions
Q9	DCP registration number	1234
Q10	Business address	100 Main Street, Suite 200, Hartford, CT 06103
Q11	Where records are kept, if not at your business address	Records are kept at 25 Elm Street, West Hartford, CT 06107
Q12	Main phone	(860) 555-0100
Q13	Email	office@samplecompanions.com
Q14	Website address	www.samplecompanions.com
Q15	Towns or counties served	Hartford, West Hartford, Newington and Wethersfield
Q16	Owners, members or officers	Morgan Ellis (60%) and Riley Chen (40%)
Q17	Manager (owner or person in charge)	Jordan Lee

	Question	Sample answer
Q18	Manager's job title	Owner and Director
Q19	Supervisor(s)	Casey Morgan
Q20	Supervisor's job title	Client Services Supervisor
Q21	Job title clients call to discuss their service	Client Services Coordinator

Builder step: Services and rates

	Question	Sample answer
Q22	Will employees help clients with personal hygiene?	Yes
Q23	Will employees drive clients, for example to appointments, shopping or outings?	Yes
Q24	Will employees remind clients to take their medication?	Yes, reminders only
Q25	Will employees serve clients with Alzheimer's disease or dementia?	Yes
Q26	Will you advertise that your employees are trained to help people with memory difficulties?	No
Q27	Will you offer live-in service?	No, hourly visits only
Q28	Do clients pay a deposit or pay for services in advance?	No, we bill after services are given
Q29	Hourly rate(s)	$34 an hour on weekdays; $38 an hour at weekends
Q30	Minimum visit length	2 hours
Q31	Live-in rate	Not asked with these answers
Q32	Other charges	Holidays at time and a half; mileage for errands at $0.70 a mile
Q33	How and when you bill, and when payment is due	Invoiced every two weeks for the visits given; due within 14 days by card, check or bank transfer
Q34	Deposit or prepayment terms and how refunds are paid	Not asked with these answers
Q35	Type of memory training your staff completed	Not asked with these answers
Q36	Hours of that training per employee	Not asked with these answers

Builder step: Your client contract

	Question	Sample answer
Q37	When will clients sign the contract and service plan?	Before the first visit, with the law's seven calendar days as the outer limit for urgent starts
Q38	Will client contracts be open-ended or for a fixed period?	Open-ended: the client may cancel at any time
Q39	How will you oversee each homemaker-companion's work?	A phone check with the client every month, and a supervisory visit in the home at least every three months
Q40	How often will the supervisor meet each client or their representative?	At least every three months, and any time the client asks
Q41	May employees accept gifts from clients?	No gifts, tips, gratuities or loans (food or drink offered during a visit is fine)
Q42	Days of notice a client gives to end a fixed-term contract early	Not asked with these answers
Q43	Largest gift value employees may accept	Not asked with these answers
Q44	Days within which you respond to a complaint	10

Builder step: Staff, training and records

	Question	Sample answer
Q45	How will you count each employee's yearly continuing education?	By calendar year (January to December)
Q46	Will you also give new employees your own orientation?	Yes
Q47	Do you hold a surety bond or an insurance policy?	A surety bond
Q48	How will you keep client and staff records?	Partly on paper and partly electronically
Q49	How long will you keep client records after services end?	Six years
Q50	Include recommended practices?	Yes, include them
Q51	Surety or insurer	Sample Surety Company
Q52	Bond or policy amount	$10,000
Q53	Date the agency adopts the pack	January 1, 2027
Q54	Next review date	January 1, 2028

What these answers do to the pack

- Policy 2.12 Registry placements: the notice of legal liabilities, emergencies and training before placement prints as "Not applicable", because it applies only when Q2 is not "Employer agency: we employ every homemaker-companion we send to clients".
- Document 4.8 Registry notice of legal liabilities (registries only) prints as "Not applicable", because it applies only when Q2 is not "Employer agency: we employ every homemaker-companion we send to clients".
- In 27 policies, passages written for other answers are left out and the ones that match these answers are kept, so the pack describes only the services and arrangements this agency chose.
- Every name, phone number, address and date above prints where the pack needs it. Part 2 shows where each one prints.

How answers become policy text

Examples from the pack itself, with the sample answers filled in.

Q6. Does someone other than the manager oversee homemaker-companions and meet clients?

In Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law, the sample answer "Yes, a supervisor does" prints:

> This policy applies to the owners, the manager, the supervisor, every employee, and everything Sample Home Care, LLC says about itself to clients, families and the public.
>
> `Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law, sample answer`

The answer "No, the manager does" prints this instead:

> This policy applies to the owners, the manager, every employee, and everything Sample Home Care, LLC says about itself to clients, families and the public.
>
> `Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law, other answer`

Q1. Are you registering a new agency, or already registered?

In Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law, the sample answer "Registering a new agency" prints:

> - **Manager:** adopts and reviews the pack; keeps the Connecticut crosswalk current; approves every new service; corrects any misleading statement; is responsible for Sample Home Care, LLC's compliance with chapter 400o and the regulations.
>
> `Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law, sample answer`

The answer "Already registered with DCP" prints this instead:

> Sample Home Care, LLC was registered before it adopted this pack, so the What changed checklist after the crosswalk lists each change in the law that earlier paperwork may not reflect, and what to do now.
>
> `Policy 1.1 Agency overview, scope of services and how this pack meets Connecticut law, other answer`

Q2. Do you employ your homemaker-companions, act as a registry, or both?

Policy 2.12 Registry placements: the notice of legal liabilities, emergencies and training before placement prints in full only when Q2 is not "Employer agency: we employ every homemaker-companion we send to clients". With any other answer, the policy keeps its number and prints this one statement instead:

> Sample Home Care, LLC employs every homemaker-companion it sends to clients and does not act as a registry. Before it ever supplies, refers or places an individual who is paid by the client or treated as an independent contractor, it will adopt this policy and give each consumer the written notice C.G.S. § 20-679a requires.
>
> `Policy 2.12 Registry placements: the notice of legal liabilities, emergencies and training before placement, when it does not apply`

See it printed. The free sample policy uses exactly these answers: Policy 3.3, Staff training under Public Act 26-50, abuse-detection training and training records, as it prints in the Connecticut contract and compliance pack: https://www.carerulebook.com/samples/us-connecticut-home-care.pdf