CARERULEBOOK DELAWARE MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook Delaware manual builder asks: 20 decisions and 28 details, 48 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 manual 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 manual 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/delaware/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 manual.

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 [Delaware office address]) 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 manual says, the agency is expected to do. Choose what the agency will really do, not what sounds best.
- This questionnaire and the manual are not legal advice.

Names to have ready

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

- Director's name

- Alternate director's name

PART 1

Part 1. Decisions to settle first

These 20 questions change what the manual 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 applying, or already licensed?

Already licensed? Policy 1.1 then ends with a renewal and annual review checklist, and the exhibits use the renewal application's letters.

☐ Applying for a new license (preparing the Document Compliance Binder) (builder default)
☐ Already licensed by DHCQ

What it changes:

- Changes the wording of 6 policies:
  - Policy 1.1 This binder and the Document Compliance Checklist index
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 1.3 Director, alternate director and management
  - Policy 1.4 License, initial survey, renewal, changes and inspections
  - Policy 1.5 Insurance
  - Policy 9.1 Comprehensive emergency management plan
- Decides whether the builder asks Q12, Q32 and Q33.
- Changes what the manual's cover page lists.

Q2. Which county is your office in?

Your service area is your office's county and the counties next to it (3345-1.0 "Service Area"). The manual prints it everywhere it is needed.

☐ New Castle County (you may serve New Castle and Kent counties) (builder default)
☐ Kent County (you may serve Kent, New Castle and Sussex counties)
☐ Sussex County (you may serve Sussex and Kent counties)

What it changes:

- Changes the wording of 6 policies:
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits

  - Policy 4.4 Module 4: The consumers we serve and our service area
  - Policy 4.23 Module 23: The state regulations for personal assistance services
  - Policy 4.25 Module 25: Our disaster preparedness plan
  - Policy 4.26 Competency test and answer key
  - Policy 9.1 Comprehensive emergency management plan
- Changes what the manual's cover page lists.

Q3. Do you own or manage any other agency or facility?

Part 1 Exhibit E lists them. If none, the manual prints "None" on the exhibit.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of Policy 1.2 Agency overview, service area and the Part 1 application exhibits.
- Decides whether the builder asks Q15.

Q4. Are you claiming tax-exempt (not-for-profit) status?

Yes reserves a page for your proof of not-for-profit status (checklist row 2.2.2.3.4). No marks that row N/A in the index.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.1 This binder and the Document Compliance Checklist index
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits

Builder step: Services and consumers

Q16. What will your direct care workers do?

Both need the PASA license (16 Del. C. 122(3)x). Orientation still covers all 25 topics, as the rule requires.

☐ Hands-on personal care (bathing, dressing, toileting, eating, moving about), with homemaker and companion services (builder default)
☐ Only homemaker and companion services (housekeeping, meals, shopping, errands, company), no hands-on personal care

What it changes:

- Changes the wording of 26 policies:

- Policy 1.1 This binder and the Document Compliance Checklist index
- Policy 1.2 Agency overview, service area and the Part 1 application exhibits
- Policy 2.7 Infection prevention and control program
- Policy 3.1 Job classifications, qualifications and position descriptions
- Policy 3.4 Orientation policy and procedure
- Policy 3.5 Competency testing at hire and every year
- Policy 3.6 Annual performance review and annual training
- Policy 4.2 Module 2: Our consumer care policies and procedures
- Policy 4.7 Module 7: Principles of good nutrition
- Policy 4.9 Module 9: Principles of infection control
- Policy 4.13 Module 13: Principles of body mechanics
- Policy 4.15 Module 15: Activities of daily living
- Policy 4.16 Module 16: Common assistive technology
- Policy 4.17 Module 17: Meal planning, food shopping and preparing meals, including special diets
- Policy 4.18 Module 18: Emotional and physical problems that come with illness, disability or aging
- Policy 4.19 Module 19: A clean, safe and pleasant home that encourages self-help
- Policy 4.22 Module 22: The service plan
- Policy 4.23 Module 23: The state regulations for personal assistance services
- Policy 4.24 Module 24: Dementia-specific training
- Policy 4.26 Competency test and answer key
- Policy 5.1 Intake, initial home visit and consumer evaluation
- Policy 5.2 Consumer agreement
- Policy 5.3 Service plan and follow-up home visits
- Policy 5.4 Scope of services: what direct care workers may and may not do, and consumer delegation
- Policy 7.1 Consumer records and activity logs
- Policy 7.2 Record retention, protection and destruction

Q17. Will you serve people diagnosed with Alzheimer's disease or another dementia?

Yes adds annual dementia training for every worker (3345-4.5.4). Dementia training in orientation is required either way (4.5.2.24).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 12 policies:

- Policy 1.1 This binder and the Document Compliance Checklist index
- Policy 1.2 Agency overview, service area and the Part 1 application exhibits
- Policy 3.1 Job classifications, qualifications and position descriptions
- Policy 3.6 Annual performance review and annual training
- Policy 4.2 Module 2: Our consumer care policies and procedures
- Policy 4.4 Module 4: The consumers we serve and our service area
- Policy 4.6 Module 6: Personnel and administrative policies
- Policy 4.22 Module 22: The service plan
- Policy 4.23 Module 23: The state regulations for personal assistance services
- Policy 4.24 Module 24: Dementia-specific training
- Policy 5.1 Intake, initial home visit and consumer evaluation
- Policy 5.3 Service plan and follow-up home visits

Q18. Medication: what will workers do?

Administration needs a Department-approved training program for every worker who gives medication (4.6). We found no approved program listed; ask DHCQ before choosing it.

☐ Medication reminders only (a spoken prompt, never touching the medication) (builder default)
☐ Medication administration authorized by a responsible caregiver, under 3345-5.4.3

What it changes:

- Policy 6.2 Medication administration authorized by a responsible caregiver applies only when Q18 is "Medication administration authorized by a responsible caregiver, under 3345-5.4.3". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 17 policies:
  - Policy 1.1 This binder and the Document Compliance Checklist index
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 1.5 Insurance
  - Policy 2.5 Major adverse incidents: 48-hour report and 30-day investigation
  - Policy 3.1 Job classifications, qualifications and position descriptions
  - Policy 3.5 Competency testing at hire and every year
  - Policy 4.2 Module 2: Our consumer care policies and procedures
  - Policy 4.10 Module 10: Observing, reporting and documenting the consumer’s status
  - Policy 4.15 Module 15: Activities of daily living
  - Policy 4.23 Module 23: The state regulations for personal assistance services
  - Policy 4.26 Competency test and answer key
  - Policy 5.2 Consumer agreement

- Policy 5.3 Service plan and follow-up home visits
- Policy 5.4 Scope of services: what direct care workers may and may not do, and consumer delegation
- Policy 5.6 Services in a hospital or other licensed facility
- Policy 6.1 Medication reminders and the medication attestation
- Policy 7.1 Consumer records and activity logs

Q19. Will workers drive consumers anywhere?

The consumer agreement must address transportation either way. Yes adds a transportation policy and the vehicle and insurance checks.

☐ No (builder default)
☐ Yes

What it changes:

- Policy 5.5 Transportation applies only when Q19 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 9 policies:
  - Policy 1.1 This binder and the Document Compliance Checklist index
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 1.5 Insurance
  - Policy 3.1 Job classifications, qualifications and position descriptions
  - Policy 4.2 Module 2: Our consumer care policies and procedures
  - Policy 4.15 Module 15: Activities of daily living
  - Policy 5.2 Consumer agreement
  - Policy 5.4 Scope of services: what direct care workers may and may not do, and consumer delegation
  - Policy 7.1 Consumer records and activity logs
- Decides whether the builder asks Q20.

Q20. Whose vehicle will workers use?

Only asked if Q19 is "Yes".

DHCQ's review guide asks whose vehicle is used and how liability is covered. Check your insurance before you choose.

☐ The worker's own vehicle (builder default)
☐ An agency vehicle
☐ The consumer's own vehicle

What it changes:

- Changes the wording of 3 policies:

- Policy 1.5 Insurance
- Policy 5.2 Consumer agreement
- Policy 5.5 Transportation

Q21. Will you serve consumers under 18?

Adds the parent or guardian as the consumer's representative and the minors' record retention rule. Child abuse reporting stays in every manual.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 10 policies:
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 2.1 Consumer rights and responsibilities
  - Policy 2.3 Abuse, neglect, mistreatment and financial exploitation: prevention and reporting
  - Policy 4.4 Module 4: The consumers we serve and our service area
  - Policy 4.8 Module 8: Growth, development and aging
  - Policy 4.20 Module 20: What to report to the agency, including changes in the consumer’s condition or family situation
  - Policy 4.26 Competency test and answer key
  - Policy 5.1 Intake, initial home visit and consumer evaluation
  - Policy 7.2 Record retention, protection and destruction
  - Policy 7.4 Confidentiality, use and removal of records, and release of information

Q22. Will workers ever serve consumers inside a hospital, nursing home or other licensed facility?

Yes adds the facility's written permission and the worker status disclosure to the facility before any service there (3345-3.12).

☐ No (builder default)
☐ Yes

What it changes:

- Policy 5.6 Services in a hospital or other licensed facility applies only when Q22 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of Policy 7.1 Consumer records and activity logs.

Builder step: People, screening and training

Q26. Are your direct care workers employees or contractors?

Decides which section of DHSS's Notice of Direct Care Worker Status you complete. Contractors need written contracts and must meet every employee requirement (3.8, 4.2).

☐ All employees of the agency (builder default)
☐ All independent contractors of the agency
☐ Some employees and some contractors

What it changes:

- Policy 1.6 Contracted services and contract direct care workers applies only when Q26 is not "All employees of the agency". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 17 policies:
  - Policy 1.1 This binder and the Document Compliance Checklist index
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 1.5 Insurance
  - Policy 2.2 Notice of Direct Care Worker Status
  - Policy 2.7 Infection prevention and control program
  - Policy 2.10 Uninterrupted service: worker pool, referral of workers, back-up and missed visits
  - Policy 3.1 Job classifications, qualifications and position descriptions
  - Policy 3.2 Pre-employment requirements: background check, drug screen, registries, service letters, physical and TB test
  - Policy 3.3 Personnel records and letters of appointment
  - Policy 3.4 Orientation policy and procedure
  - Policy 4.1 Module 1: Organizational structure of the agency
  - Policy 4.5 Module 5: Consumer rights
  - Policy 4.9 Module 9: Principles of infection control
  - Policy 4.23 Module 23: The state regulations for personal assistance services
  - Policy 4.25 Module 25: Our disaster preparedness plan
  - Policy 7.1 Consumer records and activity logs
  - Policy 9.1 Comprehensive emergency management plan

Q27. Will someone other than the director make home visits and draft service plans?

The rule lets the director or a designee make home visits, under the director's supervision (5.2, 5.3). Never a nursing role.

☐ No, the director does them (builder default)
☐ Yes, a designee does some of them

What it changes:

- Changes the wording of 21 policies:
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 1.3 Director, alternate director and management
  - Policy 2.1 Consumer rights and responsibilities
  - Policy 2.2 Notice of Direct Care Worker Status
  - Policy 2.9 Reporting concerns to the Department
  - Policy 2.10 Uninterrupted service: worker pool, referral of workers, back-up and missed visits
  - Policy 3.1 Job classifications, qualifications and position descriptions
  - Policy 3.6 Annual performance review and annual training
  - Policy 4.1 Module 1: Organizational structure of the agency
  - Policy 4.22 Module 22: The service plan
  - Policy 5.1 Intake, initial home visit and consumer evaluation
  - Policy 5.2 Consumer agreement
  - Policy 5.3 Service plan and follow-up home visits
  - Policy 5.4 Scope of services: what direct care workers may and may not do, and consumer delegation
  - Policy 5.6 Services in a hospital or other licensed facility
  - Policy 5.7 Case closure
  - Policy 6.2 Medication administration authorized by a responsible caregiver
  - Policy 7.1 Consumer records and activity logs
  - Policy 7.4 Confidentiality, use and removal of records, and release of information
  - Policy 8.1 Consumer grievances
  - Policy 9.1 Comprehensive emergency management plan
- When Q27 is "No, the director does them", job titles change throughout: "the director or designee" reads "the director" and "Director or designee" reads "Director".
- Decides whether the builder asks Q34.

Q28. Will you employ a nurse (RN or LPN) in any role?

Yes reserves a page for DHCQ's RN/LPN attestation. A nurse at a PASA does no nursing; the manual never describes nursing tasks.

☐ No (builder default)
☐ Yes, within PASA scope only

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.2 Agency overview, service area and the Part 1 application exhibits
  - Policy 3.1 Job classifications, qualifications and position descriptions

Q29. Will workers ever start before the full criminal history arrives?

Delaware law allows conditional hire for up to 60 days once fingerprinting is verified (16 Del. C. 1145). The drug screen still comes first.

☐ No, never (builder default)
☐ Yes, for up to 60 days after SBI fingerprinting is verified

What it changes:

- Changes the wording of 4 policies:
  - Policy 3.1 Job classifications, qualifications and position descriptions
  - Policy 3.2 Pre-employment requirements: background check, drug screen, registries, service letters, physical and TB test
  - Policy 3.3 Personnel records and letters of appointment
  - Policy 4.6 Module 6: Personnel and administrative policies

Q30. How recent must a new worker's physical examination be?

The rule says 12 months since July 2023, but DHCQ's FAQ (October 2025) still says 3. Three months satisfies both.

☐ Within 3 months before hire (meets the rule and DHCQ's FAQ) (builder default)
☐ Within 12 months before hire (the rule's limit)

What it changes:

- Changes the wording of 3 policies:
  - Policy 3.2 Pre-employment requirements: background check, drug screen, registries, service letters, physical and TB test
  - Policy 4.6 Module 6: Personnel and administrative policies
  - Policy 4.23 Module 23: The state regulations for personal assistance services

Q31. Pass mark for the competency test

DHCQ's review guide says the general guideline is 80%. A higher mark becomes your policy.

☐ 80% (DHCQ's guideline) (builder default)
☐ 85%
☐ 90%

What it changes:

- Changes the wording of 5 policies:
  - Policy 3.4 Orientation policy and procedure
  - Policy 3.5 Competency testing at hire and every year

- Policy 4.6 Module 6: Personnel and administrative policies
- Policy 4.23 Module 23: The state regulations for personal assistance services
- Policy 4.26 Competency test and answer key

Builder step: How you'll operate

Q37. How will you make follow-up home visits?

Visits come at least every 90 days, and every other one must be in person (5.2.4). Video needs real-time encryption and the consumer's consent.

☐ Every visit in person (builder default)
☐ Every other visit in person, the others by encrypted video

What it changes:

- Changes the wording of 5 policies:
  - Policy 4.22 Module 22: The service plan
  - Policy 4.26 Competency test and answer key
  - Policy 5.1 Intake, initial home visit and consumer evaluation
  - Policy 5.3 Service plan and follow-up home visits
  - Policy 7.1 Consumer records and activity logs
- Decides whether the builder asks Q40.

Q38. How will you keep consumer and staff records?

Decides how Policy 7.3 reads. DHCQ marks policies unmet when they say "no computer records" and then describe using one.

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

What it changes:

- Changes the wording of 7 policies:
  - Policy 4.10 Module 10: Observing, reporting and documenting the consumer’s status
  - Policy 4.21 Module 21: Confidentiality of consumer information
  - Policy 7.1 Consumer records and activity logs
  - Policy 7.2 Record retention, protection and destruction
  - Policy 7.3 Computerized records and authentication
  - Policy 7.4 Confidentiality, use and removal of records, and release of information
  - Policy 9.1 Comprehensive emergency management plan
- Decides whether the builder asks Q41.

Q39. Include recommended practices?

Some policies end with steps beyond Delaware's rules. DHCQ reviews your binder as your policies, so leave them out if you won't follow them.

☐ Yes, include them (builder default)
☐ No, only what the rules require

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 35 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 Policy 1.1 This binder and the Document Compliance Checklist index.

Also decide: commitments you write in Part 2

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

- Q32. Director's name (pre-filled: to be named with the step two application)
- Q33. Alternate director's name (pre-filled: to be named with the step two application)
- Q35. Who teaches orientation (pre-filled: The director, or a trainer the director names)
- Q36. Job title of the person who leads infection prevention and control (pre-filled: Director)
- Q42. Business days to acknowledge a grievance (pre-filled: 2)
- Q43. Business days to send the written decision (pre-filled: 10)
- Q44. Hours before a shift a worker must call in if they cannot work it (pre-filled: 2)

PART 2

Part 2. Agency details

These 28 answers fill in the names, contacts, dates and numbers the manual prints. Write each answer exactly as it should appear.

Builder step: Your agency

Q5. Agency legal name

Required.

Exactly as on your Part 1 application. A PASA must not use the word "healthcare", or any language implying health care services, in its name or advertising (3345-3.13). DHCQ's review guide also asks PASAs to remove "health", "patients" and medical icons or logos.

Example: Sample Home Care, LLC
Prints in: the cover page and 62 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q6. Doing business as (DBA), if different

Optional.

The Part 1 application asks for the provider legal name and the DBA. The same no-"healthcare" rule applies to the DBA (3345-3.13). A later name change goes to DHCQ on its change of information form.

Example: Sample Home Care
Prints in: the cover page

Answer: _____

Q7. Delaware office address

Required.

The office is where the agency's business is done and its personnel and consumer records are stored, and it must be in Delaware (3345-1.0 "Office"). DHCQ's FAQ allows a home office if one room has a door, a lock and a key. Each office needs its own license (2.1.2).

Example: 100 Main Street, Suite 200, Wilmington, DE 19801
Prints in: the cover page and 10 policies (including 1.1, 1.2, 1.4 and 2.1)

Answer: _____

Q8. Office phone

Required.

Format: a full phone number, with area code
Example: (302) 555-0100
Prints in: 19 policies (including 1.2, 1.3, 1.4 and 2.1)

Answer: _____

Q9. Office email

Required.

DHCQ does its business by email (the emergency plan, the checklist, the first-consumer notice), so use an address someone reads every day.

Example: office@samplehomecare.com
Prints in: 9 policies (including 1.2, 1.4, 2.1 and 2.9)

Answer: _____

Q10. Office hours

Required.

The director or a designee must be available to consumers at all times during the agency's operating hours (3345-3.9). DHCQ's review guide expects employees to be told the office hours and the days and hours care is available.

Format: days and times
Example: Monday to Friday, 8:00 a.m. to 5:00 p.m.
Prints in: 15 policies (including 1.1, 1.2, 1.3 and 2.9)

Answer: _____

Q11. Number consumers and staff call outside office hours

Required.

It can be the office number if calls forward to an on-call phone. The manual also uses it for call-outs and emergencies. DHCQ's renewal application asks for an emergency contact who is available at all times, including in a natural disaster. The emergency plan and back-up system use this number (3345-3.10, 8.2).

Format: a full phone number, with area code
Example: (302) 555-0199
Prints in: 27 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q12. DHCQ license ID

Optional; only asked if Q1 is "Already licensed by DHCQ".

Printed on the cover and in Policy 1.4. DHCQ's lists show each license as PASA- and a number.

Example: PASA-000
Prints in: the cover page and policies 1.1 and 1.4

Answer: _____

Q13. Owners, with addresses and percent of ownership

Required.

Everyone with an ownership interest. The percentages should add up to 100%. Part 1 Exhibit D lists the names, addresses and percent of interest of each officer, director and owner with an interest in the agency, and the application's Ownership Interest table must total 100%. The rule also asks for anyone with a financial interest of 5% or more (3345-2.2.2.3.5).

Example: Morgan Ellis, 12 Elm Road, Wilmington, DE 19803 (60%); Riley Chen, 8 Oak Lane, Newark, DE 19711 (40%)
Prints in: the cover page and policy 1.2

Answer: _____

Q14. Governing body members

Required.

The people with full legal responsibility for the agency. For a single-member company, this is usually the owner. Part 1 Exhibit C is the list of governing body members (3345-2.2.2.3.3). The governing body appoints the director (3345-1.0 "Director").

Example: Morgan Ellis (managing member) and Riley Chen (member)
Prints in: policies 1.2, 3.1 and 4.1

Answer: _____

Q15. Other agencies or facilities you own or manage

Only asked, and then required, if Q3 is "Yes".

Part 1 Exhibit E and checklist row 2.2.2.1 ask for the names, addresses and types of agencies owned or managed by the applicant.

Example: Sample Adult Day Services, 20 King Street, Wilmington, DE 19801 (adult day care)
Prints in: policy 1.2

Answer: _____

Builder step: Services and consumers

Q23. Your charges for each service

Required.

Write it as a consumer would read it. These are your prices, not a state fee. The consumer agreement describes the services purchased and their cost (3345-5.1.4.2.1), and consumers are told at admission of services and related charges (6.3.8). DHCQ's guide asks for services itemized with how often each is provided.

Example: Personal care $34.00 an hour; homemaker and companion $30.00 an hour; 2-hour minimum visit
Prints in: policy 5.2

Answer: _____

Q24. Payment methods you accept

Required.

The agreement states an acceptable method of payment (3345-5.1.4.2.2). DHCQ's guide lists check, cash, credit card or third-party insurance as common answers.

Example: Check, credit or debit card, bank transfer, or long-term care insurance we bill directly
Prints in: policy 5.2

Answer: _____

Q25. How you bill and when payment is due

Required.

One set of terms for every consumer. DHCQ marks unreasonable or fill-in-the-blank billing terms as unmet. The agreement outlines the billing procedures (3345-5.1.4.2.3). DHCQ's guide prefers billing procedures typed out the same for all consumers, not a blank for billing frequency.

Example: Invoiced every two weeks for the hours worked; payment due within 14 days of the invoice date
Prints in: policy 5.2

Answer: _____

Builder step: People, screening and training

Q32. Director's name

Required if Q1 is "Already licensed by DHCQ".

New applicants can leave this blank: the manual then reads "to be named with the step two application", because DHCQ lets you name the director with the step two application. Every agency needs a full-time director with at least an associate degree plus 2 years of healthcare or home care supervisory experience (3345-1.0, 4.1.1). DHCQ's review guide says the director and alternate can be designated after the binder is approved.

Example: Jordan Lee
If left blank, prints as: to be named with the step two application
Prints in: the cover page and policies 1.2, 1.3 and 4.1

Answer: _____

Q33. Alternate director's name

Required if Q1 is "Already licensed by DHCQ".

Can also be left blank until the step two application. The alternate must be similarly qualified. The director appoints, in writing, a similarly qualified person to act in the director's absence (3345-4.1.2). DHCQ's FAQ says the alternate needs equal experience.

Example: Casey Morgan
If left blank, prints as: to be named with the step two application
Prints in: the cover page and policies 1.2, 1.3 and 4.1

Answer: _____

Q34. Job title of the person who makes home visits for the director

Only asked, and then required, if Q27 is "Yes, a designee does some of them".

A job title, not a name. Never a nursing title. Home visits and service plans are done by the agency director or designee, under the director's supervision (3345-5.2.1, 5.3.1). DHCQ's FAQ says PASA policies may not describe RN assessments.

Example: Care coordinator
Prints in: 21 policies (including 1.2, 1.3, 2.1 and 2.2)

Answer: _____

Q35. Who teaches orientation

Pre-filled if left blank.

Job titles. The trainer teaches from Section 4 of this manual. Orientation is given by the agency before a direct care worker serves any consumer (3345-4.5.1). No rule sets the trainer's qualifications.

Example: The director, or a trainer the director names
If left blank, prints as: The director, or a trainer the director names
Prints in: 27 policies (including 3.4, 4.1, 4.2 and 4.3)

Answer: _____

Q36. Job title of the person who leads infection prevention and control

Pre-filled if left blank.

The individual designated to lead the agency's infection prevention and control program develops and implements a comprehensive plan (3345-9.2).

Example: Director
If left blank, prints as: Director
Prints in: policies 2.7, 2.8 and 4.9

Answer: _____

Builder step: How you'll operate

Q40. Video tool used for follow-up visits that are not in person

Only asked, and then required, if Q37 is "Every other visit in person, the others by encrypted video".

Follow-up visits not done in person use a telehealth mechanism: real-time video and audio, encrypted, with the consumer's consent (3345-1.0, 5.2.4.2). Whether a consumer's own smartphone qualifies is an open question for DHCQ.

Example: Our records system's encrypted video visit feature
Prints in: policies 4.22 and 5.3

Answer: _____

Q41. Name of your electronic records or scheduling system

Only asked, and then required, if Q38 is not "On paper only".

Printed in Policy 7.3. Check that it supports a second login step, such as a code by text or email. The agency must develop acceptable policies for authenticating computerized records (3345-5.5.10). DHCQ's guide looks for a second step after the password, such as a code sent to the user's phone or email.

Example: CareScheduler
Prints in: 7 policies (including 4.10, 4.21, 7.1 and 7.2)

Answer: _____

Q42. Business days to acknowledge a grievance

Pre-filled if left blank.

No rule sets this number. It is your choice and becomes your policy. The grievance process must set timeframes for review and response (3345-6.4.2). DHCQ's guide says 30 days to act is too slow and that care complaints need an immediate response.

Format: a whole number of up to three digits
Example: 2
If left blank, prints as: 2
Prints in: policies 4.5 and 8.1

Answer: _____

Q43. Business days to send the written decision

Pre-filled if left blank.

No rule sets this number. Keep it well under 30 days. The consumer gets a written decision naming the agency contact, the steps taken to investigate, the results and the date of completion (3345-6.4.3).

Format: a whole number of up to three digits
Example: 10
If left blank, prints as: 10
Prints in: policies 4.5 and 8.1

Answer: _____

Q44. Hours before a shift a worker must call in if they cannot work it

Pre-filled if left blank.

No rule sets this number. Choose one that gives you time to send a back-up worker. The agency's policies and operational system must keep service plans running, with a back-up system for substitute workers (3345-3.10). DHCQ's guide asks how staff cancel a shift and how the supervisor finds a replacement.

Format: a whole number of up to three digits
Example: 2
If left blank, prints as: 2
Prints in: 7 policies (including 2.10, 4.1, 4.2 and 4.6)

Answer: _____

Q45. Where workers get gloves, masks and hand sanitizer

Required.

The infection prevention and control program includes providing the appropriate personal protective equipment for consumers and staff (3345-9.1). DHCQ's guide asks how staff obtain PPE and hand sanitizer.

Example: Supply cabinet at the office; each worker gets a starter kit at orientation
Prints in: policies 2.7, 4.6, 4.9, 4.19, 4.25 and 9.1

Answer: _____

Q46. Where office staff work if the office cannot be used

Required.

The emergency plan identifies the resources needed to continue essential care and services (3345-8.2.2.4). DHCQ's guide expects the plan to say what happens step by step.

Example: The director's home, with the on-call phone and remote access to the records system
Prints in: policies 4.25 and 9.1

Answer: _____

Q47. Date the agency adopts the manual

Required.

Policies must be reviewed and dated annually and revised as necessary (3345-4.3.3). DHCQ's sample template shows an origination date on each policy.

Format: a date
Example: November 1, 2026
Prints in: the cover page and 64 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q48. Next annual review date

Required.

No later than a year after the adoption date. Policies shall be reviewed and dated annually (3345-4.3.3).

Format: a date
Example: November 1, 2027
Prints in: the cover page and policies 1.1 and 3.7

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 applying, or already licensed?	Applying for a new license (preparing the Document Compliance Binder)
Q2	Which county is your office in?	New Castle County (you may serve New Castle and Kent counties)
Q3	Do you own or manage any other agency or facility?	No
Q4	Are you claiming tax-exempt (not-for-profit) status?	No
Q5	Agency legal name	Sample Home Care, LLC
Q6	Doing business as (DBA), if different	Sample Home Care
Q7	Delaware office address	100 Main Street, Suite 200, Wilmington, DE 19801
Q8	Office phone	(302) 555-0100
Q9	Office email	office@samplehomecare.com
Q10	Office hours	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Q11	Number consumers and staff call outside office hours	(302) 555-0199
Q12	DHCQ license ID	Not asked with these answers
Q13	Owners, with addresses and percent of ownership	Morgan Ellis, 12 Elm Road, Wilmington, DE 19803 (60%); Riley Chen, 8 Oak Lane, Newark, DE 19711 (40%)
Q14	Governing body members	Morgan Ellis (managing member) and Riley Chen (member)
Q15	Other agencies or facilities you own or manage	Not asked with these answers

Builder step: Services and consumers

	Question	Sample answer
Q16	What will your direct care workers do?	Hands-on personal care (bathing, dressing, toileting, eating, moving about), with homemaker and companion services
Q17	Will you serve people diagnosed with Alzheimer's disease or another dementia?	Yes
Q18	Medication: what will workers do?	Medication reminders only (a spoken prompt, never touching the medication)
Q19	Will workers drive consumers anywhere?	No
Q20	Whose vehicle will workers use?	Not asked with these answers
Q21	Will you serve consumers under 18?	No
Q22	Will workers ever serve consumers inside a hospital, nursing home or other licensed facility?	No
Q23	Your charges for each service	Personal care $34.00 an hour; homemaker and companion $30.00 an hour; 2-hour minimum visit
Q24	Payment methods you accept	Check, credit or debit card, bank transfer, or long-term care insurance we bill directly
Q25	How you bill and when payment is due	Invoiced every two weeks for the hours worked; payment due within 14 days of the invoice date

Builder step: People, screening and training

	Question	Sample answer
Q26	Are your direct care workers employees or contractors?	All employees of the agency
Q27	Will someone other than the director make home visits and draft service plans?	No, the director does them
Q28	Will you employ a nurse (RN or LPN) in any role?	No
Q29	Will workers ever start before the full criminal history arrives?	No, never
Q30	How recent must a new worker's physical examination be?	Within 3 months before hire (meets the rule and DHCQ's FAQ)
Q31	Pass mark for the competency test	80% (DHCQ's guideline)
Q32	Director's name	Jordan Lee
Q33	Alternate director's name	Casey Morgan

	Question	Sample answer
Q34	Job title of the person who makes home visits for the director	Not asked with these answers
Q35	Who teaches orientation	The director, or a trainer the director names
Q36	Job title of the person who leads infection prevention and control	Director

Builder step: How you'll operate

	Question	Sample answer
Q37	How will you make follow-up home visits?	Every visit in person
Q38	How will you keep consumer and staff records?	Partly on paper and partly electronically
Q39	Include recommended practices?	Yes, include them
Q40	Video tool used for follow-up visits that are not in person	Not asked with these answers
Q41	Name of your electronic records or scheduling system	CareScheduler
Q42	Business days to acknowledge a grievance	2
Q43	Business days to send the written decision	10
Q44	Hours before a shift a worker must call in if they cannot work it	2
Q45	Where workers get gloves, masks and hand sanitizer	Supply cabinet at the office; each worker gets a starter kit at orientation
Q46	Where office staff work if the office cannot be used	The director's home, with the on-call phone and remote access to the records system
Q47	Date the agency adopts the manual	November 1, 2026
Q48	Next annual review date	November 1, 2027

What these answers do to the manual

- Policy 1.6 Contracted services and contract direct care workers prints as "Not applicable", because it applies only when Q26 is not "All employees of the agency".
- Policy 5.5 Transportation prints as "Not applicable", because it applies only when Q19 is "Yes".

- Policy 5.6 Services in a hospital or other licensed facility prints as "Not applicable", because it applies only when Q22 is "Yes".
- Policy 6.2 Medication administration authorized by a responsible caregiver prints as "Not applicable", because it applies only when Q18 is "Medication administration authorized by a responsible caregiver, under 3345-5.4.3".
- Job titles change throughout: "the director or designee" reads "the director" and "Director or designee" reads "Director".
- In 56 policies, passages written for other answers are left out and the ones that match these answers are kept, so the manual describes only the services and arrangements this agency chose.
- Every name, phone number, address and date above prints where the manual needs it. Part 2 shows where each one prints.

How answers become policy text

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

Q16. What will your direct care workers do?

In Policy 2.7 Infection prevention and control program, the sample answer "Hands-on personal care (bathing, dressing, toileting, eating, moving about), with homemaker and companion services" prints:

> The bloodborne pathogens forms follow them: the exposure determination, the hepatitis B vaccine offer record and the exposure incident record.
>
> `Policy 2.7 Infection prevention and control program, sample answer`

The answer "Only homemaker and companion services (housekeeping, meals, shopping, errands, company), no hands-on personal care" prints this instead:

> The director then makes sure the worker can see a physician or other licensed practitioner straight away, at no cost to the worker, and reviews the exposure determination in item 29.
>
> `Policy 2.7 Infection prevention and control program, other answer`

Q27. Will someone other than the director make home visits and draft service plans?

In Policy 1.3 Director, alternate director and management, the sample answer "No, the director does them" prints:

> 9. makes the home visits and consumer evaluations, and develops and reviews service plans (3345-5.2.1 to 5.2.5; Policies 5.1 and 5.3).
>
> `Policy 1.3 Director, alternate director and management, sample answer`

The answer "Yes, a designee does some of them" prints this instead:

> 9. makes, or supervises the designee who makes, the home visits and consumer evaluations, and develops and reviews service plans (3345-5.2.1 to 5.2.5; Policies 5.1 and 5.3).
>
> `Policy 1.3 Director, alternate director and management, other answer`

Q26. Are your direct care workers employees or contractors?

Policy 1.6 Contracted services and contract direct care workers prints in full only when Q26 is not "All employees of the agency". With any other answer, the policy keeps its number and prints this one statement instead:

> Every direct care worker at Sample Home Care, LLC is an employee of the agency, and the agency does not contract with anyone to provide services to its consumers. Before it ever does, it will put a written contract in place with each contractor and make sure every contract worker meets the same requirements as its employees, including screening, orientation and the competency test (3345-3.8, 4.2), and it will add this policy.
>
> `Policy 1.6 Contracted services and contract direct care workers, when it does not apply`

See it printed. The free sample policy uses exactly these answers: Policy 2.3, Abuse, neglect, mistreatment and financial exploitation: prevention and reporting, as it prints in the Delaware manual: https://www.carerulebook.com/samples/us-delaware-home-care.pdf