CARERULEBOOK GEORGIA PERSONAL CARE HOME MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook Georgia personal care home manual builder asks: 21 decisions and 67 details, 88 questions in all, including the ones the builder only asks after certain answers. Use it to collect everything from the home 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 home's licensee 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/georgia/personal-care-home/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 home 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 home's name is needed, and the builder checks a few things first: You chose 2 to 24 beds: enter a number from 2 to 24. You chose 25 or more beds: enter a number of 25 or more. You chose a memory care center of 1 to 12 residents: enter a number from 1 to 12. You chose a memory care center of 13 to 30 residents: enter a number from 13 to 30. You chose a memory care center of 31 to 40 residents: enter a number from 31 to 40. You chose a memory care center of more than 40 residents: enter a number of 41 or more. A memory care center that uses proxy caregivers for medications needs the home to designate them: choose 'The home designates' or 'Both'. Certified medication aides give medications in the memory care center only if you answer Yes to certified medication aides. 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 [Governing body (the person or organization that holds or will hold the permit)]) 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 home, so its name, address can only take small corrections, such as a typo.
- Whatever the manual says, the home is expected to do. Choose what the home will really do, not what sounds best.
- This questionnaire and the manual are not legal advice.
- This checklist and schedule were written from the Georgia rules they cite. They are not legal advice and they are not a contract or a legal notice. Have a Georgia lawyer review your admission agreement, this schedule, your refund and deposit terms and your discharge notices before you use them. (Policy 3.1, the admission agreement content schedule, Policy 2.3, refunds, deposits and the personal needs allowance, and Policy 2.2, admissions, discharges and immediate transfers.)
- Your nurse or pharmacist reviews and adopts the clinical policies, if your answers add them. A basic Georgia personal care home needs no nurse, and most of this manual needs no clinical sign-off. A memory care center, certified medication aides or proxy caregivers add work the rules put under a licensed professional. CareRulebook checks every rule the manual quotes against the official text (Rule-verified); the clinical judgment stays with your nurse or pharmacist, who signs the adoption line at the end of each of those policies. Policy 1.1 sets out the steps.
- Not covered: assisted living community licensing. This manual is for a personal care home permit under Rule 111-8-62. A home of 25 or more beds that wants to give assisted living care (medication administration by certified medication aides, assisted self-preservation, limited nursing) needs a separate assisted living community license under Rule 111-8-63, which this manual does not cover.

Names to have ready

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

- Governing body (the person or organization that holds or will hold the permit)
- Who signs for the governing body
- Administrator
- On-site manager
- Pharmacist who reviews every resident's medications each quarter and the medication policies
- Registered nurse or pharmacist who adopts the proxy caregiver policy
- Name of the memory care center
- Memory care center nurse
- Registered nurse who supervises the LPN
- Pharmacy the home works with (name and phone)

PART 1

Part 1. Decisions to settle first

These 21 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 home

Q1. Are you applying, buying a home, or already licensed?

A change of ownership needs DCH's approval of a new application, and 30 days' written notice to DCH and every resident (Rule 111-8-62-.08(7)). Already licensed? Policy 1.1 then ends with a What to check now table.

☐ Applying for a new permit (builder default)
☐ Buying a licensed home (a change of ownership needs a new application)
☐ Already licensed (updating our manual)

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 1.2 The permit: capacity, display, changes, DCH contact details, inspections, plans of correction, variances and notices to DCH
- Decides whether the builder asks Q15.
- Changes what the manual's cover page lists.

Q2. How many beds?

Rules change at 25 beds: the administrator's license, two staff on site with one on each occupied floor, monthly average staffing ratios, staff ID badges, the food service permit, the pandemic plan and next-day outbreak notices (Rules 111-8-62-.08(1), .10, .21(5); Chapter 111-8-16).

☐ 2 to 24 (builder default)
☐ 25 or more

What it changes:

- Changes the wording of 11 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 1.2 The permit: capacity, display, changes, DCH contact details, inspections, plans of correction, variances and notices to DCH
  - Policy 1.3 Governing body, administrator, on-site manager and responsible staff

  - Policy 2.8 Health and hygiene: infection control, work and return to work, foodborne illness and reportable diseases
  - Policy 2.10 Discipline for staff conduct that goes against the home's policies
  - Policy 2.11 Emergency preparedness, drills and evacuation
  - Policy 2.15 Safety and security precautions
  - Policy 2.16 Staffing plan, including cover when regular staff are absent
  - Policy 4.3 Medical alert system: testing, training, outages and severe weather, data review, and the resident's choice
  - Policy 5.1 Meals, menus, diets and food safety
  - Policy 5.4 Disaster preparedness plan (111-8-16)
- Decides whether the builder asks Q18.

Q3. Do you have, or are you applying for, a memory care center certificate?

A home that serves residents with probable Alzheimer's disease or other dementia and holds itself out as giving them additional or specialized care, or charges more for it, meets the memory care center rules (Rule 111-8-62-.19). DCH certifies a center after the home holds its permit. Yes adds Section 7, two more documents, and the center's branches in other policies.

☐ No (builder default)
☐ Yes

What it changes:

- Section 7, "Memory care center", (2 policies) is part of the manual only when Q3 is "Yes". Otherwise the whole section is left out.
- Changes the wording of 22 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 1.2 The permit: capacity, display, changes, DCH contact details, inspections, plans of correction, variances and notices to DCH
  - Policy 1.3 Governing body, administrator, on-site manager and responsible staff
  - Policy 2.1 Services available in the home: personal services, memory care and specialized services
  - Policy 2.2 Admissions, discharges and immediate transfers
  - Policy 2.4 Training and ongoing evaluation of staff, including specialized training for proxy caregivers and memory care
  - Policy 2.5 House rules and their enforcement
  - Policy 2.6 Protecting the rights of the residents
  - Policy 2.7 Medication management, procurement and professional oversight
  - Policy 2.11 Emergency preparedness, drills and evacuation
  - Policy 2.12 Quality assurance and peer review

  - Policy 2.14 Proxy caregivers the home allows and their oversight
  - Policy 2.15 Safety and security precautions
  - Policy 2.16 Staffing plan, including cover when regular staff are absent
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights
  - Policy 3.2 Resident needs assessment and written care plans
  - Policy 3.4 Residents' funds, valuables, property and resident files
  - Policy 4.1 Residents at risk of wandering away (elopement precautions)
  - Policy 5.2 Activities, telephone, common areas and daily routine
  - Policy 5.4 Disaster preparedness plan (111-8-16)
  - Policy 6.1 Hiring: ages, GCHEXS fingerprint checks, employment history, TB screening and physical
  - Policy 6.2 Personnel records
- Decides whether the builder asks Q27, Q36, Q37, Q38, Q39, Q40, Q41, Q42, Q43, Q45, Q46, Q47, Q48, Q49 and Q50.
- Changes what the manual's cover page lists.

Builder step: Services and residents

Q25. Proxy caregivers: which does your home allow?

A proxy caregiver performs health maintenance activities for a resident with the resident's written informed consent (Chapter 111-8-100). Every home's policies say which proxy caregivers it allows and the oversight it requires or provides (Rule 111-8-62-.07(3)(n)). With proxy caregivers, Policy 2.14 ends with the trainer's adoption line.

☐ None (builder default)
☐ The home designates trained employees as proxy caregivers
☐ Residents may hire their own proxy caregivers
☐ Both

What it changes:

- Changes the wording of 11 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 1.3 Governing body, administrator, on-site manager and responsible staff
  - Policy 2.1 Services available in the home: personal services, memory care and specialized services
  - Policy 2.4 Training and ongoing evaluation of staff, including specialized training for proxy caregivers and memory care
  - Policy 2.7 Medication management, procurement and professional oversight
  - Policy 2.11 Emergency preparedness, drills and evacuation

    - Policy 2.14 Proxy caregivers the home allows and their oversight
    - Policy 2.15 Safety and security precautions
    - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights
    - Policy 3.2 Resident needs assessment and written care plans
    - Policy 6.2 Personnel records
- Decides whether the builder asks Q32, Q33 and Q34.

Q26. May residents hire their own sitters or aides?

If residents may hire their own sitter or aide, the home requires assurance that the person is familiar with the emergency evacuation routes and has documentation of compliance with the proxy caregiver rules, as applicable (Rule 111-8-62-.09(12)), and the admission agreement says so (.16(1)(i)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 6 policies:
    - Policy 2.1 Services available in the home: personal services, memory care and specialized services
    - Policy 2.6 Protecting the rights of the residents
    - Policy 2.11 Emergency preparedness, drills and evacuation
    - Policy 2.14 Proxy caregivers the home allows and their oversight
    - Policy 2.15 Safety and security precautions
    - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights

Q27. Will you serve residents whose memory loss puts them at risk of wandering away?

Only asked if Q3 is "No".

A home serving residents at risk of wandering away (elopement) has written policies, safety devices and a current picture of each resident at risk (Rule 111-8-62-.18). A memory care center always does. Choose No only if the home will not admit or keep such residents.

☐ Yes (builder default)
☐ No

What it changes:

- Policy 4.1 Residents at risk of wandering away (elopement precautions) applies only when Q27 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.

- Changes the wording of 8 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 2.1 Services available in the home: personal services, memory care and specialized services
  - Policy 2.2 Admissions, discharges and immediate transfers
  - Policy 2.9 Investigating and reporting abuse, neglect, exploitation, wandering away, accidents, injuries and changes in condition
  - Policy 2.11 Emergency preparedness, drills and evacuation
  - Policy 2.13 Volunteers with unsupervised access and their orientation
  - Policy 2.15 Safety and security precautions
  - Policy 5.4 Disaster preparedness plan (111-8-16)

Q28. Do you use a medical alert system?

Residents admitted after July 1, 2025 get information on the system in their admission agreement, which says that use is optional (Rule 111-8-62-.16(1)(m)). At 25 or more beds a system can let the floor staff person move about, with testing, training, outage and data review policies (.10(1)(b), .10(9)). Yes adds Policy 4.3.

☐ No (builder default)
☐ Yes

What it changes:

- Policy 4.3 Medical alert system: testing, training, outages and severe weather, data review, and the resident's choice applies only when Q28 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 6 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 2.1 Services available in the home: personal services, memory care and specialized services
  - Policy 2.11 Emergency preparedness, drills and evacuation
  - Policy 2.16 Staffing plan, including cover when regular staff are absent
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights
  - Policy 5.4 Disaster preparedness plan (111-8-16)
- Decides whether the builder asks Q35.

Q29. Will you keep up to three residents who can no longer walk, under an aging in place exception?

A home may keep up to three residents who are no longer ambulatory if it meets every condition of Rule 111-8-62-.15(1)(c), including evacuating everyone in 13 minutes or less, monthly fire drills on all shifts and written notice to the fire department within two weeks.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 6 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 2.2 Admissions, discharges and immediate transfers
  - Policy 2.11 Emergency preparedness, drills and evacuation
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident’s Bill of Rights
  - Policy 5.4 Disaster preparedness plan (111-8-16)
  - Policy 7.1 Memory care center: the written description and its disclosure
- Decides whether the builder asks Q81.

Q30. Who gets residents' new prescriptions and refills?

The admission agreement must say who is responsible for initial acquisition and refilling of prescribed medications (Rule 111-8-62-.16(1)(j)). Either way the home must obtain new prescriptions within 48 hours of notice (.20(10)) and refills in time to avoid a gap in dosing (.20(8)(e)). It prints in Policy 2.7 and the admission agreement schedule.

☐ The home orders them from each resident's pharmacy (builder default)
☐ The resident or representative gets them, and the home makes sure they arrive on time

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.7 Medication management, procurement and professional oversight
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident’s Bill of Rights

Q31. Do you require unit or multi-dose packaging (such as blister packs) for residents' medications?

Only asked if Q36 is "No".

The admission agreement must say whether unit or multi-dose packaging of medications is required (Rule 111-8-62-.16(1)(j)). Certified medication aides may use only unit or multidose packaging (.20(6)(e)), so with certified medication aides this is always yes. It prints in Policy 2.7 and the admission agreement schedule.

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.7 Medication management, procurement and professional oversight
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights

Builder step: Memory care center

Q36. Will certified medication aides give medications in your memory care center?

Only asked if Q3 is "Yes".

Rule 111-8-62-.20(5) lets certified medication aides give medications to memory care center residents. This manual offers them only with a memory care center (our reading of Rules 111-8-62-.06(7) and .20(6)). Yes adds Policy 4.2 and the pharmacist's reviews.

☐ No (builder default)
☐ Yes

What it changes:

- Policy 4.2 Certified medication aides: registry, competency, quarterly observations, pharmacist reviews and authorized tasks applies only when Q36 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 12 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 1.3 Governing body, administrator, on-site manager and responsible staff
  - Policy 2.1 Services available in the home: personal services, memory care and specialized services
  - Policy 2.4 Training and ongoing evaluation of staff, including specialized training for proxy caregivers and memory care
  - Policy 2.7 Medication management, procurement and professional oversight
  - Policy 2.10 Discipline for staff conduct that goes against the home's policies
  - Policy 2.12 Quality assurance and peer review
  - Policy 2.16 Staffing plan, including cover when regular staff are absent
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights
  - Policy 6.1 Hiring: ages, GCHEXS fingerprint checks, employment history, TB screening and physical
  - Policy 6.2 Personnel records

    - Policy 7.2 Memory care center operations: admission, assessment and service plans, staffing and nurse hours, training, environment, activities and medications
- Decides whether the builder asks Q31, Q37 and Q44.

Q37. Who gives medications in the memory care center?

Only asked if Q3 is "Yes" and Q36 is "No".

In a memory care center, medications are given by a trained proxy caregiver, an RN, an LPN under supervision, or a certified medication aide (Rule 111-8-62-.20(5)).

☐ Certified medication aides
☐ An RN, or an LPN under supervision (builder default)
☐ Trained proxy caregivers the home designates

What it changes:

- Changes the wording of 6 policies:
    - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
    - Policy 2.7 Medication management, procurement and professional oversight
    - Policy 2.14 Proxy caregivers the home allows and their oversight
    - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights
    - Policy 7.1 Memory care center: the written description and its disclosure
    - Policy 7.2 Memory care center operations: admission, assessment and service plans, staffing and nurse hours, training, environment, activities and medications

Q38. How many residents does the memory care center serve?

Only asked if Q3 is "Yes".

An RN or LPN is on site or in the building for a minimum number of hours a week by the center's size (Rule 111-8-62-.19(5)(d)).

☐ 1 to 12 (RN or LPN at least 8 hours a week) (builder default)
☐ 13 to 30 (at least 16 hours a week)
☐ 31 to 40 (at least 24 hours a week)
☐ More than 40 (at least 40 hours a week)

What it changes:

- Changes the wording of 3 policies:
    - Policy 2.16 Staffing plan, including cover when regular staff are absent
    - Policy 7.1 Memory care center: the written description and its disclosure
    - Policy 7.2 Memory care center operations: admission, assessment and service plans, staffing and nurse hours, training, environment, activities and medications

Q39. Is the memory care center nurse an RN or an LPN?

Only asked if Q3 is "Yes".

Either meets the nurse hours rule (Rule 111-8-62-.19(5)(d)). An LPN works under supervision; the supervising RN signs the adoption line at the end of Policy 7.2.

☐ RN (builder default)
☐ LPN

What it changes:

- Changes the wording of 4 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 1.3 Governing body, administrator, on-site manager and responsible staff
  - Policy 7.1 Memory care center: the written description and its disclosure
  - Policy 7.2 Memory care center operations: admission, assessment and service plans, staffing and nurse hours, training, environment, activities and medications
- Decides whether the builder asks Q43.

Builder step: House rules and the agreement

Q59. How do you provide transportation?

The admission agreement says how transportation for shopping, recreation, rehabilitation and medical services is provided, as a basic service or on a reimbursement basis, and how emergency transportation is arranged at all times (Rule 111-8-62-.16(1)(e)).

☐ As a basic service in the monthly rate (builder default)
☐ On a reimbursement basis

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.1 Services available in the home: personal services, memory care and specialized services
  - Policy 3.1 Admission agreement content schedule, the house rules copy and the Resident's Bill of Rights

Q60. Your rule on tobacco

One of the house rules (Rule 111-8-62-.16(1)(h)).

☐ No smoking or tobacco use on the premises (builder default)
☐ Smoking only in a designated outdoor area

What it changes:

- Changes the wording of Policy 2.5 House rules and their enforcement.
- Decides whether the builder asks Q68.

Q61. Your rule on pets

One of the house rules (Rule 111-8-62-.16(1)(h)).

☐ No pets (builder default)
☐ The home's own pets only
☐ Residents may keep a pet, by agreement

What it changes:

- Changes the wording of Policy 2.5 House rules and their enforcement.

Q62. Will the home hold or manage residents' money?

Residents have the right to manage their own financial affairs (Rule 111-8-62-.25(1)). A home that handles a resident's money keeps a record of the transactions in the resident's file (.24(2)). No prints the short version of Policy 3.4.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.3 Refunds when a resident is transferred or discharged, deposits and the personal needs allowance
  - Policy 3.4 Residents' funds, valuables, property and resident files

Q63. Is anyone on the governing body, administration or staff a resident's representative payee?

Where one is, the home uses the funds only for the resident's benefit and keeps the records that show it (Rule 111-8-62-.07(5)). No member of the governing body, administration or staff may be a resident's representative (.07(4)).

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of Policy 3.4 Residents' funds, valuables, property and resident files.

Builder step: Records and dates

Q85. How will you keep resident and staff records?

Resident files are kept confidential and for three years after discharge; personnel files are kept at the home or available within one hour (Rules 111-8-62-.24 and .09(11)).

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

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables
  - Policy 3.4 Residents' funds, valuables, property and resident files
  - Policy 6.2 Personnel records

Q86. Include Recommended practice?

Recommended practice sections give good practice beyond the rules, each labelled as guidance. Leave them out and the manual commits only to what the rules and your answers require.

☐ Include (builder default)
☐ Leave it out

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 32 policies. Once adopted, recommended practices are the home's own commitments, so only keep them if the home will follow them.
- Changes the wording of Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables.

Also decide: commitments you write in Part 2

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

- Q13. Licensed or requested beds
- Q14. Floors with resident bedrooms
- Q20. Title for the staff person in charge when the administrator is away (pre-filled: Responsible staff person)
- Q21. Job title for staff who give hands-on care (pre-filled: Direct care staff)
- Q41. Residents the memory care center serves (or will serve)
- Q64. Visiting hours, if your house rules set them (pre-filled: none set; residents may have visitors at hours they agree with the home)
- Q73. Security deposit, if you take one (pre-filled: None: the home takes no security deposit)

PART 2

Part 2. Home details

These 67 answers fill in the names, contacts, dates and numbers the manual prints. Write each answer exactly as it should appear.

Builder step: Your home

Q4. Home name

Required.

As it appears, or will appear, on your DCH permit. It prints on the cover, on the header of every page and on every form. Only a licensed assisted living community may use "assisted living" in its name or marketing (Rule 111-8-62-.11(8)).

Example: Sample Personal Care Home
Prints in: the cover page and 34 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q5. Governing body (the person or organization that holds or will hold the permit)

Required.

The owner named on your DCH application. It prints on the cover and in the adoption record.

Example: Sample Senior Living, LLC
Prints in: the cover page and 18 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q6. Doing business as (trade name), if any

Optional.

Leave blank if the home uses only its own name. A trade name may not use the words "assisted living" (Rule 111-8-62-.11(8)).

Example: Sample Gardens
Prints in: the cover page

Answer: _____

Q7. Home address

Required.

The street address of the premises the permit covers. Each home on different premises needs its own permit (Rule 111-8-62-.06(3)).

Example: 100 Magnolia Lane, Macon, GA 31201
Prints in: the cover page and 8 policies (including 1.2, 2.9, 2.11 and 2.16)

Answer: _____

Q8. County

Required.

The county the home is in. Choose one county: several local contacts in the manual are county services.

Format: one or more counties, picked from the builder's list
Example: Bibb
Prints in: policy 2.2

Answer: _____

Q9. Home phone

Required.

Format: a full phone number, with area code
Example: (478) 555-0100
Prints in: policies 1.2, 1.3, 2.6 and 5.4

Answer: _____

Q10. After-hours phone for the administrator or on-call staff

Required.

It prints on the who to call sheet in Policy 1.3 and in the disaster preparedness plan (Policy 5.4).

Format: a full phone number, with area code
Example: (478) 555-0199
Prints in: policies 1.3, 2.9, 2.11 and 5.4

Answer: _____

Q11. Home email address (the one DCH has)

Required.

DCH sends notifications to the email address the governing body gives it, so keep it current and use an address someone checks every day (Rule 111-8-62-.07(2)).

Example: office@samplepersonalcarehome.com
Prints in: policy 1.2

Answer: _____

Q12. Home website

Optional.

Leave blank if you have none. A home with a website links to its inspection reports from the last 18 months from the main page (Rule 111-8-62-.11(4)).

Example: www.samplepersonalcarehome.com
Kept with your answers; the manual does not print it at the moment.

Answer: _____

Q13. Licensed or requested beds

Required.

The number must fit the bed band you chose. Several rules change at 25 beds: the administrator's license, two staff on site, staffing ratios as monthly averages, staff ID badges, the food service permit and the pandemic plan (Rules 111-8-62-.08(1), .10, .21(5); Chapter 111-8-16).

Format: a whole number of up to three digits
Example: 6
Prints in: the cover page and policies 1.2, 2.16 and 5.4

Answer: _____

Q14. Floors with resident bedrooms

Required.

Bedrooms are assigned by how well each resident can walk and get out in an emergency (Rule 111-8-62-.13(16)(a)). At 25 or more beds one staff person is posted on each occupied floor, unless a medical alert system lets that person move about (.10(1)(b)).

Format: a whole number of up to three digits
Example: 1
Prints in: policies 2.11 and 2.16

Answer: _____

Q15. DCH permit number

Optional; only asked if Q1 is "Already licensed (updating our manual)".

As printed on your permit. Leave blank to print a space to fill in.

Example: PCH000000
Prints in: the cover page

Answer: _____

Builder step: People

Q16. Who signs for the governing body

Required.

The person who adopts the manual for the governing body. The governing body is responsible for the oversight that keeps the home in compliance (Rule 111-8-62-.07(1)).

Example: Jordan Lee, Managing Member
Prints in: 7 policies (including 1.1, 1.2, 1.3 and 2.6)

Answer: _____

Q17. Administrator

Required.

Every home has an administrator at least 21 years old. Under 25 beds the administrator has an associate's degree, or a high school diploma or GED plus two years' experience in a licensed personal care home or healthcare setting; at 25 or more beds the administrator holds a license from the State Board of Long-Term Care Facility Administrators within 60 days of hire (Rule 111-8-62-.08(1)).

Example: Jordan Lee
Prints in: the cover page and 33 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q18. Administrator's State Board license number

Optional; only asked if Q2 is "25 or more".

Leave blank if the license is still pending: the manual prints a space to fill in.

Example: LTC000000
Prints in: policy 1.3

Answer: _____

Q19. On-site manager

Required.

The person in charge of the home day to day. It may be the administrator: enter the same name. The on-site manager is at least 21 years old (Rule 111-8-62-.09(1)).

Example: Riley Chen
Prints in: 29 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q20. Title for the staff person in charge when the administrator is away

Pre-filled if left blank.

The administrator designates a staff person who is responsible for the home when the administrator is absent. A resident is never designated as staff (Rule 111-8-62-.08(2)(b)).

Example: Responsible staff person
If left blank, prints as: Responsible staff person
Prints in: 22 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q21. Job title for staff who give hands-on care

Pre-filled if left blank.

The title your home uses (for example direct care staff, caregiver or resident assistant). It prints in job descriptions, training records and schedules.

Example: Direct care staff
If left blank, prints as: Direct care staff
Prints in: 9 policies (including 1.3, 2.1, 2.2 and 2.7)

Answer: _____

Q22. Who leads quality assurance and peer review

Required.

Prints in the quality assurance plan (Policy 2.12).

Example: Jordan Lee, Administrator
Prints in: policies 1.1, 1.3, 2.9 and 2.12

Answer: _____

Q23. Disaster preparedness plan coordinator

Required.

The person who keeps the disaster preparedness plan current, runs its rehearsals and takes part in the regional healthcare coalition for the home (Chapter 111-8-16). Prints in Policy 5.4.

Example: Riley Chen, On-site Manager
Prints in: policies 1.1, 1.3 and 5.4

Answer: _____

Q24. Person who receives and answers residents' complaints

Required.

Prints in the complaint procedure (Policy 2.6) and the admission agreement content schedule (Policy 3.1).

Example: Jordan Lee, Administrator
Prints in: policies 1.3, 2.6, 3.1 and 7.1

Answer: _____

Builder step: Services and residents

Q32. Registered nurse or pharmacist who adopts the proxy caregiver policy

Only asked, and then required, if Q25 is not "None".

Proxy caregivers are trained on a written curriculum developed by appropriately licensed health care professionals, and medication training is given by an RN, APRN, physician assistant, pharmacist or physician (Rule 111-8-100-.05). Enter the name only. This person signs the adoption line at the end of Policy 2.14, which names a registered nurse or pharmacist, and, if the home designates proxy caregivers, is named as the home's trainer. If an APRN, physician assistant or physician gives some of the training, they sign the training and skills checklists.

Example: Avery Quinn
Prints in: policies 1.1, 1.3, 2.4, 2.7 and 2.14

Answer: _____

Q33. That professional's license

Only asked, and then required, if Q25 is not "None".

RN or pharmacist.

Example: RN
Prints in: policies 1.1, 1.3, 2.4, 2.7 and 2.14

Answer: _____

Q34. What the home charges for its designated proxy caregivers

Only asked, and then required, if Q25 is not "None" and Q25 is not "Residents may hire their own proxy caregivers".

A home whose own staff serve as proxy caregivers tells residents whether there are additional charges for them and the amount (Rule 111-8-100-.04(4)(b)2). Enter the amount, or say there is no extra charge. It prints in Policy 2.14's disclosure and the admission agreement schedule.

Example: No extra charge: included in the monthly rate
Prints in: policies 2.14 and 3.1

Answer: _____

Q35. Your medical alert system (name and how it alerts staff)

Only asked, and then required, if Q28 is "Yes".

A medical alert system is a wearable sensor that alerts staff when a resident needs help, and the device is approved by DCH (Rule 111-8-62-.03(s)). It prints in Policy 4.3.

Example: Sample Alert wearable pendants that page the staff phone and the panel by the office
Prints in: policies 2.1, 2.11, 3.1, 4.3 and 5.4

Answer: _____

Builder step: Memory care center

Q40. Name of the memory care center

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

Example: The Garden Wing
Prints in: the cover page and 19 policies (including 1.2, 2.1, 2.2 and 2.4)

Answer: _____

Q41. Residents the memory care center serves (or will serve)

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

The number must fit the band you chose for nurse hours (Rule 111-8-62-.19(5)(d)).

Format: a whole number of up to three digits
Example: 10
Prints in: policy 7.1

Answer: _____

Q42. Memory care center nurse

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

An RN or LPN is on site or in the building for the hours a week Rule 111-8-62-.19(5)(d) sets for the center's size. Enter the name only: the manual adds the credential you choose. An RN in this role signs the adoption line at the end of Policy 7.2.

Example: Casey Morgan
Prints in: policies 1.1, 1.3, 2.12, 5.4, 7.1 and 7.2

Answer: _____

Q43. Registered nurse who supervises the LPN

Only asked, and then required, if Q3 is "Yes" and Q39 is "LPN".

When the memory care center nurse is an LPN, the RN who supervises the LPN signs the adoption line at the end of Policy 7.2. Enter the name only: the manual adds "RN".

Example: Morgan Ellis
Prints in: policies 1.1, 1.3, 7.1 and 7.2

Answer: _____

Q44. Pharmacist who reviews every resident's medications each quarter and the medication policies

Only asked, and then required, if Q36 is "Yes".

A home using certified medication aides has a pharmacist who reviews each resident's drug regimen every quarter and establishes or reviews the home's medication policies (Rule 111-8-62-.20(6)(d)). Enter the name only: the manual adds "pharmacist". The pharmacist signs the adoption line at the end of Policy 4.2 and the review record at the end of Policy 2.7.

Example: Taylor Brooks
Prints in: policies 1.1, 1.3, 2.7, 2.12 and 4.2

Answer: _____

Q45. The center's philosophy and mission, in one or two sentences

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

The center's written description starts with a statement of philosophy and mission (Rule 111-8-62-.19(2)(a)). It prints in Policy 7.1.

Example: We help each resident living with dementia keep the routines, relationships and activities that matter to them, in a calm and secure setting.
Prints in: policy 7.1

Answer: _____

Q46. How the center's services differ from the rest of the home

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

The written description says how the center's services differ from those in the rest of the home (Rule 111-8-62-.19(2)(b)).

Example: Smaller groups, a set daily routine, staff with dementia training on every shift and a secured garden
Prints in: policy 7.1

Answer: _____

Q47. Direct care staffing in the center over 24 hours

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

The written description states the staffing pattern, including the ratio of direct care staff to residents over 24 hours (Rule 111-8-62-.19(2)(f)). The rule's minimum is one dementia-trained direct care staff person for every 12 residents during waking hours and every 15 during non-waking hours, as a monthly average (.19(5)). Your home's choice, at or above that minimum.

Example: 1 staff member for every 6 residents during waking hours and 1 for every 10 overnight
Prints in: policies 7.1 and 7.2

Answer: _____

Q48. Physical environment, safety and security features of the center

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

The written description describes the physical environment, including safety and security features (Rule 111-8-62-.19(2)(g)).

Example: Keypad-released doors with an exit alarm, a fenced garden with a walking path, and pictures by each bedroom door
Prints in: policy 7.1

Answer: _____

Q49. Fee or fee structure for the center's services

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

Your home's own charges, never a state fee. The written description states the fee or fee structure for all services the center provides (Rule 111-8-62-.19(2)(i)).

Example: A memory care rate of $500 a month on top of the resident's base rate
Prints in: policies 3.1 and 7.1

Answer: _____

Q50. How the center involves families, and any family support programs

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

The written description covers the center's involvement with families and family support programs (Rule 111-8-62-.19(2)(l)).

Example: A monthly family evening, a quarterly care conference and a caregiver support group with the local Alzheimer's Association chapter
Prints in: policy 7.1

Answer: _____

Builder step: Rights and contacts

Q51. Long-Term Care Ombudsman office (name, address and phone)

Required.

Residents may contact the Long-Term Care Ombudsman, and the home posts the ombudsman's name, address and phone number in a common area (Rule 111-8-62-.25(1)(t)). Enter the office that serves your county.

Example: Sample Area Long-Term Care Ombudsman, 100 Main Street, Macon, GA 31201, (478) 555-0110
Prints in: policies 1.3, 2.2, 2.6, 3.1 and 7.1

Answer: _____

Q52. DCH's address and phone number for complaints

Required.

The home posts DCH's address and phone number for complaints in a common area (Rule 111-8-62-.25(1)(v)). Copy them from DCH's File a Complaint page (dch.georgia.gov/hfrd-file-complaint) as it reads when you build the manual, and check them again at each review.

Example: Healthcare Facility Regulation Division, 2 Martin Luther King Jr. Drive SE, East Tower, Atlanta, GA 30334, and the complaint phone number on DCH's File a Complaint page
Prints in: 8 policies (including 1.3, 2.2, 2.6 and 2.9)

Answer: _____

Q53. Local police non-emergency number

Required.

A missing resident is reported to local law enforcement within 30 minutes (Rule 111-8-62-.30(1)); in an emergency staff call 911.

Format: a full phone number, with area code
Example: (478) 555-0120
Prints in: policies 1.3, 2.9, 3.3, 4.1 and 5.4

Answer: _____

Q54. Fire department (name and non-emergency phone)

Required.

Prints in the emergency procedures. A home that keeps a resident under an aging in place exception tells the fire department in writing within two weeks (Rule 111-8-62-.15(1)(c)).

Example: County Fire Department, (478) 555-0121
Prints in: policies 1.3, 2.2 and 5.4

Answer: _____

Q55. Local health department (name and phone)

Required.

Reportable diseases and outbreak steps name the local health department (Policy 2.8).

Example: County Health Department, (478) 555-0140
Prints in: policies 1.3, 2.8 and 5.4

Answer: _____

Q56. Your regional healthcare coalition

Required.

The home designates staff to take part in its regional healthcare coalition (Rule 111-8-16-.03(3)). Enter the region that covers your county.

Example: Region F Healthcare Coalition
Prints in: policy 5.4

Answer: _____

Q57. Local emergency management agency (name and phone)

Required.

The home contacts its local emergency management agency coordinator at least once a year as part of its healthcare coalition participation (Rule 111-8-16-.03(3)(c)). It prints in the disaster preparedness plan (Policy 5.4).

Example: County Emergency Management Agency, (478) 555-0130
Prints in: policy 5.4

Answer: _____

Q58. Pharmacy the home works with (name and phone)

Optional.

Example: Sample Pharmacy, (478) 555-0150
Prints in: policy 5.4

Answer: _____

Builder step: House rules and the agreement

Q64. Visiting hours, if your house rules set them

Optional.

House rules cover visitors, among other things (Rule 111-8-62-.16(1)(h)), and must be consistent with residents' rights (.25). If you do not set visiting hours, keep the wording given (it also prints if you leave the box empty).

Example: 9:00 a.m. to 9:00 p.m., or later by arrangement
If left blank, prints as: none set; residents may have visitors at hours they agree with the home
Prints in: policy 2.5

Answer: _____

Q65. Hours and volume for television, radio and other audiovisual equipment

Required.

One of the house rules (Rule 111-8-62-.16(1)(h)). It prints in Policy 2.5 and the house rules copy in Policy 3.1.

Example: Televisions and radios at a volume that does not disturb others, and off in shared areas after 10:00 p.m.
Prints in: policy 2.5

Answer: _____

Q66. Telephone use: times and how often

Required.

One of the house rules (Rule 111-8-62-.16(1)(h)). Residents have access to a telephone for private calls (.17(4)).

Example: Residents may use the home's telephone at any time for private calls of reasonable length
Prints in: policies 2.5 and 5.2

Answer: _____

Q67. Your rule on alcohol

Required.

One of the house rules (Rule 111-8-62-.16(1)(h)).

Example: Residents may drink alcohol in their own rooms unless their physician advises against it; no alcohol in shared areas
Prints in: policy 2.5

Answer: _____

Q68. Where residents may smoke

Only asked, and then required, if Q60 is "Smoking only in a designated outdoor area".

One of the house rules (Rule 111-8-62-.16(1)(h)).

Example: The covered patio behind the home, away from doors and windows
Prints in: policy 2.5

Answer: _____

Q69. Personal property residents may bring

Required.

One of the house rules (Rule 111-8-62-.16(1)(h)).

Example: Residents may bring furniture and belongings that fit safely in their room and do not block an exit
Prints in: policy 2.5

Answer: _____

Q70. Refund if a resident decides not to move in

Required.

No Georgia rule sets the amount. The admission agreement states the home's refund policy, including when a resident decides not to move in, dies, is transferred or is discharged (Rule 111-8-62-.16(1)(f)). Your home's choice; it prints in Policies 2.3 and 3.1.

Example: A full refund of any payment for days the resident does not live in the home
Prints in: policies 2.3 and 3.1

Answer: _____

Q71. Refund when a resident dies

Required.

Your home's choice for advance payments. Any security deposit is refunded when a resident dies (Rule 111-8-62-.27).

Example: Charges stop on the day of death; any unused advance payment is refunded within 30 days
Prints in: policies 2.3 and 3.1

Answer: _____

Q72. Refund when a resident is transferred or discharged

Required.

Your home's choice for advance payments. Any security deposit is refunded on an immediate transfer or a discharge (Rules 111-8-62-.28 and .29).

Example: Charges stop on the day the resident moves out; any unused advance payment is refunded within 30 days
Prints in: policies 2.3 and 3.1

Answer: _____

Q73. Security deposit, if you take one

Optional.

If you take no deposit, keep the wording given (it also prints if you leave the box empty). Georgia law on security deposits applies; have a lawyer review your deposit terms.

Example: One month's base rate
If left blank, prints as: None: the home takes no security deposit
Prints in: policies 2.3 and 3.1

Answer: _____

Q74. When residents' monthly charges are due

Required.

Your home's choice. It prints in the admission agreement content schedule (Policy 3.1).

Example: The first day of each month
Prints in: policy 3.1

Answer: _____

Builder step: Emergencies

Q75. Where residents go if the home must be evacuated (name, address and phone)

Required.

The disaster preparedness plan names alternate housing and the written agreements with the outside resources it relies on (Rule 111-8-16-.04). DCH, residents and their families are told the relocation address (Rule 111-8-62-.08(6)).

Example: Sample Personal Care Home North, 900 Pine Street, Macon, GA 31201, (478) 555-0160
Prints in: policies 5.4 and 7.1

Answer: _____

Q76. Date of the agreement with that site

Optional.

Format: a date
Example: October 1, 2026
Prints in: policy 5.4

Answer: _____

Q77. Transportation for an evacuation (name and phone)

Required.

Transportation is one of the arrangements the disaster preparedness plan sets out (Rule 111-8-16-.04).

Example: Sample Transit Services, (478) 555-0170
Prints in: policy 5.4

Answer: _____

Q78. Date of the transportation agreement

Optional.

Format: a date
Example: October 1, 2026
Prints in: policy 5.4

Answer: _____

Q79. Outdoor assembly point after evacuation

Required.

Example: The front lawn by the mailbox
Prints in: policies 2.11, 2.13, 2.15 and 5.4

Answer: _____

Q80. Where emergency supplies and the three-day food and water supply are kept

Required.

The home keeps a three-day supply of non-perishable food and water (Rule 111-8-62-.21(7)).

Example: The storage closet by the kitchen
Prints in: policies 2.8, 5.1 and 5.4

Answer: _____

Q81. How often you hold fire drills

Only asked, and then required, if Q29 is "No".

Rule 111-8-62 sets no general fire drill interval: the home follows the fire safety rules your fire inspector applies (Rule 111-8-62-.13(1)). Enter what your fire inspector requires. With an aging in place exception the manual prints monthly drills on all shifts, as the rule requires (.15(1)(c)).

Example: Monthly, rotating through the shifts
Prints in: policy 2.11

Answer: _____

Builder step: Staffing

Q82. Staff on site, day shift

Optional.

Your planned staffing pattern, from your residents' needs. The rule's minimums are in Policy 2.16 (Rule 111-8-62-.10(1)).

Example: 2
Prints in: policy 2.16

Answer: _____

Q83. Staff on site, evening shift

Optional.

Example: 2
Prints in: policy 2.16

Answer: _____

Q84. Staff on site, night shift

Optional.

Example: 1
Prints in: policy 2.16

Answer: _____

Builder step: Records and dates

Q87. Date the home adopts the manual

Required.

DCH's application packet says all policies and procedures must be established and readily available upon request, so adopt the manual before DCH's initial inspection.

Format: a date
Example: November 1, 2026
Prints in: the cover page and policies 1.1 and 5.4

Answer: _____

Q88. Next review date

Required.

Your home's choice. Our suggestion: review every year, and whenever DCH changes Rule 111-8-62.

Format: a date
Example: November 1, 2027
Prints in: the cover page and policies 1.1, 1.2, 2.12 and 5.4

Answer: _____

PART 3

Part 3. Sample completed questionnaire

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

Builder step: Your home

	Question	Sample answer
Q1	Are you applying, buying a home, or already licensed?	Applying for a new permit
Q2	How many beds?	2 to 24
Q3	Do you have, or are you applying for, a memory care center certificate?	No
Q4	Home name	Sample Personal Care Home, LLC
Q5	Governing body (the person or organization that holds or will hold the permit)	Sample Senior Living, LLC
Q6	Doing business as (trade name), if any	Sample Gardens
Q7	Home address	100 Magnolia Lane, Macon, GA 31201
Q8	County	Bibb
Q9	Home phone	(478) 555-0100
Q10	After-hours phone for the administrator or on-call staff	(478) 555-0199
Q11	Home email address (the one DCH has)	office@samplepersonalcarehome.com
Q12	Home website	www.samplepersonalcarehome.com
Q13	Licensed or requested beds	6
Q14	Floors with resident bedrooms	1
Q15	DCH permit number	Not asked with these answers

Builder step: People

	Question	Sample answer
Q16	Who signs for the governing body	Jordan Lee, Managing Member
Q17	Administrator	Jordan Lee
Q18	Administrator's State Board license number	Not asked with these answers
Q19	On-site manager	Riley Chen

	Question	Sample answer
Q20	Title for the staff person in charge when the administrator is away	Responsible staff person
Q21	Job title for staff who give hands-on care	Direct care staff
Q22	Who leads quality assurance and peer review	Jordan Lee, Administrator
Q23	Disaster preparedness plan coordinator	Riley Chen, On-site Manager
Q24	Person who receives and answers residents' complaints	Jordan Lee, Administrator

Builder step: Services and residents

	Question	Sample answer
Q25	Proxy caregivers: which does your home allow?	None
Q26	May residents hire their own sitters or aides?	Yes
Q27	Will you serve residents whose memory loss puts them at risk of wandering away?	Yes
Q28	Do you use a medical alert system?	No
Q29	Will you keep up to three residents who can no longer walk, under an aging in place exception?	No
Q30	Who gets residents' new prescriptions and refills?	The home orders them from each resident's pharmacy
Q31	Do you require unit or multi-dose packaging (such as blister packs) for residents' medications?	Yes
Q32	Registered nurse or pharmacist who adopts the proxy caregiver policy	Not asked with these answers
Q33	That professional's license	Not asked with these answers
Q34	What the home charges for its designated proxy caregivers	Not asked with these answers
Q35	Your medical alert system (name and how it alerts staff)	Not asked with these answers

Builder step: Memory care center

	Question	Sample answer
Q36	Will certified medication aides give medications in your memory care center?	Not asked with these answers
Q37	Who gives medications in the memory care center?	Not asked with these answers
Q38	How many residents does the memory care center serve?	Not asked with these answers

	Question	Sample answer
Q39	Is the memory care center nurse an RN or an LPN?	Not asked with these answers
Q40	Name of the memory care center	Not asked with these answers
Q41	Residents the memory care center serves (or will serve)	Not asked with these answers
Q42	Memory care center nurse	Not asked with these answers
Q43	Registered nurse who supervises the LPN	Not asked with these answers
Q44	Pharmacist who reviews every resident's medications each quarter and the medication policies	Not asked with these answers
Q45	The center's philosophy and mission, in one or two sentences	Not asked with these answers
Q46	How the center's services differ from the rest of the home	Not asked with these answers
Q47	Direct care staffing in the center over 24 hours	Not asked with these answers
Q48	Physical environment, safety and security features of the center	Not asked with these answers
Q49	Fee or fee structure for the center's services	Not asked with these answers
Q50	How the center involves families, and any family support programs	Not asked with these answers

Builder step: Rights and contacts

	Question	Sample answer
Q51	Long-Term Care Ombudsman office (name, address and phone)	Sample Area Long-Term Care Ombudsman, 100 Main Street, Macon, GA 31201, (478) 555-0110
Q52	DCH's address and phone number for complaints	Healthcare Facility Regulation Division, 2 Martin Luther King Jr. Drive SE, East Tower, Atlanta, GA 30334, and the complaint phone number on DCH's File a Complaint page
Q53	Local police non-emergency number	(478) 555-0120
Q54	Fire department (name and non-emergency phone)	County Fire Department, (478) 555-0121

	Question	Sample answer
Q55	Local health department (name and phone)	County Health Department, (478) 555-0140
Q56	Your regional healthcare coalition	Region F Healthcare Coalition
Q57	Local emergency management agency (name and phone)	County Emergency Management Agency, (478) 555-0130
Q58	Pharmacy the home works with (name and phone)	Sample Pharmacy, (478) 555-0150

Builder step: House rules and the agreement

	Question	Sample answer
Q59	How do you provide transportation?	As a basic service in the monthly rate
Q60	Your rule on tobacco	No smoking or tobacco use on the premises
Q61	Your rule on pets	No pets
Q62	Will the home hold or manage residents' money?	No
Q63	Is anyone on the governing body, administration or staff a resident's representative payee?	No
Q64	Visiting hours, if your house rules set them	9:00 a.m. to 9:00 p.m., or later by arrangement
Q65	Hours and volume for television, radio and other audiovisual equipment	Televisions and radios at a volume that does not disturb others, and off in shared areas after 10:00 p.m.
Q66	Telephone use: times and how often	Residents may use the home's telephone at any time for private calls of reasonable length
Q67	Your rule on alcohol	Residents may drink alcohol in their own rooms unless their physician advises against it; no alcohol in shared areas
Q68	Where residents may smoke	Not asked with these answers
Q69	Personal property residents may bring	Residents may bring furniture and belongings that fit safely in their room and do not block an exit
Q70	Refund if a resident decides not to move in	A full refund of any payment for days the resident does not live in the home
Q71	Refund when a resident dies	Charges stop on the day of death; any unused advance payment is refunded within 30 days

	Question	Sample answer
Q72	Refund when a resident is transferred or discharged	Charges stop on the day the resident moves out; any unused advance payment is refunded within 30 days
Q73	Security deposit, if you take one	One month's base rate
Q74	When residents' monthly charges are due	The first day of each month

Builder step: Emergencies

	Question	Sample answer
Q75	Where residents go if the home must be evacuated (name, address and phone)	Sample Personal Care Home North, 900 Pine Street, Macon, GA 31201, (478) 555-0160
Q76	Date of the agreement with that site	October 1, 2026
Q77	Transportation for an evacuation (name and phone)	Sample Transit Services, (478) 555-0170
Q78	Date of the transportation agreement	October 1, 2026
Q79	Outdoor assembly point after evacuation	The front lawn by the mailbox
Q80	Where emergency supplies and the three-day food and water supply are kept	The storage closet by the kitchen
Q81	How often you hold fire drills	Monthly, rotating through the shifts

Builder step: Staffing

	Question	Sample answer
Q82	Staff on site, day shift	2
Q83	Staff on site, evening shift	2
Q84	Staff on site, night shift	1

Builder step: Records and dates

	Question	Sample answer
Q85	How will you keep resident and staff records?	Partly on paper and partly electronically
Q86	Include Recommended practice?	Include
Q87	Date the home adopts the manual	November 1, 2026
Q88	Next review date	November 1, 2027

What these answers do to the manual

- Policy 4.2 Certified medication aides: registry, competency, quarterly observations, pharmacist reviews and authorized tasks prints as "Not applicable", because it applies only when Q36 is "Yes".
- Policy 4.3 Medical alert system: testing, training, outages and severe weather, data review, and the resident's choice prints as "Not applicable", because it applies only when Q28 is "Yes".
- Section 7 is left out of the manual, because it applies only when Q3 is "Yes".
- In 31 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 home 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.

Q3. Do you have, or are you applying for, a memory care center certificate?

In Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables, the sample answer "No" prints:

> Section 7, for a memory care center, is left out because Sample Personal Care Home, LLC has no memory care center certificate.
>
> `Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables, sample answer`

The answer "Yes" prints this instead:

> 7. Section 7, Memory care center (Policies 7.1 and 7.2): the center's written description, which families receive before admission, and how the center is run.
>
> `Policy 1.1 About this manual: adoption, the DCH policy topic index and the tables, other answer`

Q2. How many beds?

In Policy 1.3 Governing body, administrator, on-site manager and responsible staff, the sample answer "2 to 24" prints:

8. **Qualifications for a home of fewer than 25 beds.** The administrator has either an associate's degree, or a GED or high school diploma and 2 years of experience working in a licensed personal care home or other healthcare-related setting (.08(1)(a)). The governing body checks this before hire with the administrator qualification checklist and keeps the evidence in the administrator's personnel file (Policy 6.2).

`Policy 1.3 Governing body, administrator, on-site manager and responsible staff, sample answer`

The answer "25 or more" prints this instead:

8. **License for a home of 25 or more beds.** The administrator holds a valid license from the State Board of Long-Term Care Facility Administrators, with an effective date no later than 60 days from the date of hire (or July 1, 2021, if later) (.08(1)(b)). Jordan Lee's license number is recorded on the administrator qualification checklist. The governing body checks the license before hire and at each renewal, and keeps a copy in the administrator's personnel file (Policy 6.2).

`Policy 1.3 Governing body, administrator, on-site manager and responsible staff, other answer`

Q27. Will you serve residents whose memory loss puts them at risk of wandering away?

Policy 4.1 Residents at risk of wandering away (elopement precautions) prints in full only when Q27 is "Yes". With any other answer, the policy keeps its number and prints this one statement instead:

Sample Personal Care Home, LLC does not admit or keep residents whose cognitive deficits put them at risk of wandering away, so Rule 111-8-62-.18 does not apply. If it decides to serve such residents, it adopts this policy and puts the safety devices in place first.

`Policy 4.1 Residents at risk of wandering away (elopement precautions), when it does not apply`

See it printed. The free sample policy uses exactly these answers: Policy 5.4, Disaster preparedness plan (111-8-16), as it prints in the Georgia personal care home manual: https://www.carerulebook.com/samples/us-georgia-personal-care-home.pdf